



## **Start Here:**

**A Quick Guide to Installing Your Verizon High Speed Internet**

**It's the Network**



**We're delighted to have you join the Verizon High Speed Internet community. This step-by-step guide will make it easy for you to install your Verizon High Speed Internet equipment.**

**Please remember to wait until your Service Ready Date before you begin installation.**

We'll contact you by phone and/or email with your Service Ready Date. To check the status of your order:

- Residential customers, please go to **[verizon.com/whatsnext](https://www.verizon.com/whatsnext)**
- Business customers, please go to **[verizon.com/businessstatus](https://www.verizon.com/businessstatus)**

# Welcome

to Verizon High Speed Internet.

Once your service is set up, be sure to visit the Verizon homepage at [myverizon.com](https://myverizon.com) to find out more about the benefits of your Verizon High Speed Internet service.\* You'll also learn how to set up email and create a network, plus find information about security features.

We know you're going to enjoy your new Verizon High Speed Internet. And thank you. We appreciate your business.

\*Prequalification for the service is based on your telephone number and location. Further testing may reveal that your line does not qualify.

**It's the Network**

## What's in the box



Your Verizon High Speed Internet is easy to install.

or router, then check to make sure you have the additional pieces shown.

In this package, you'll find **only one** of the three devices below. Identify your modem

### Westell 7500 Router



Uses the Y-Ethernet/USB Cable.

### Westell 6100 Modem



Uses the Ethernet cable for Residential customers.

Uses the Y-Ethernet/USB cable for Business customers.

### Actiontec Router



Uses the Ethernet cable.

**Modem Power Supply**



**Wall Mount Filter**



(Optional: You must request this with your initial order.)

**Phone Line Filter**



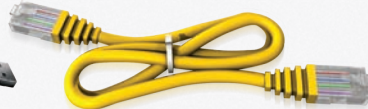
**2-for-1 Adapter**



**Y-Ethernet/USB Cable**



**Ethernet Cable**



**Phone Line**



(You'll receive either a combo Y-Ethernet/USB cable OR an Ethernet cable depending on the modem you'll be using.)

## Before you begin



### Disconnect previous service and equipment.

#### If you currently have Internet service:

- Remove the old hardware.
- Unplug ALL cables, phones and cords from the wall and your desktop or laptop computer.

#### If you have more than one computer:

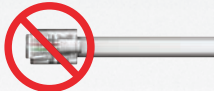
- Disconnect the existing router where you are installing Verizon High Speed Internet.
- Do not reconnect that router if you're using a Verizon wireless modem/router.



Disconnect old modem



Disconnect old Ethernet cable(s)



Disconnect old phone lines

### Install the filters.

- Filters improve your connection to Verizon High Speed Internet.
- Plug a filter into every in-use phone jack. (See the picture below.)
- Without filters, you will experience reduced speeds as well as static or hissing on the telephone line.
- Important: Do not use a filter on the modem.



Phone Line Filter

### Examples of devices that require filters:

- All phones (corded and cordless)
- Dial-up modem (if still in use)
- Answering machines
- Emergency medical devices
- Fax machines
- Caller ID units
- Satellite receivers
- Security systems

Note: Filters are only required if you have landline telephone service.  
Order additional filters at: [verizon.com/hsiaccessories](https://www.verizon.com/hsiaccessories).



Phone Jack

## Getting started



Phone Line

### What kind of phone do you have?

#### If it's a wall phone:

- 1 Connect the phone to the wall mount filter. (If you didn't request a wall mount filter, temporarily use the phone line filter supplied, and visit [verizon.com/hsiaccessories](https://www.verizon.com/hsiaccessories) to order a wall mount filter.)
- 2 Connect the filter to the phone jack.

Wall Phone and Phone Cord

Optional Wall Mount Filter

Phone Jack







Phone Line Filter

**If it's a desk phone:**

- ③ Connect the phone to the filter.
- ④ Connect the filter to the phone jack.  
(Please pay attention to the order in which you connect: the phone line filter should be the last piece plugged into the phone jack.)

Desk Phone and Phone Line

Phone Line Filter

Phone Jack





## Take the next step



Phone Line

### Put it all together:

- 5 Connect one end of the phone line to the modem. Then connect the other end of the phone line to the 2-for-1 adapter.  
(Important: Do not put a filter on the phone line connected to the modem.)
- 6 Connect the phone line from your phone to the phone filter, and the filter to the 2-for-1 adapter.
- 7 Insert the 2-for-1 adapter into your phone jack.

### Modem

(Front of modem)



(Back of modem)

5



**2-for-1 Adapter**



**Desk Phone**

Don't put a filter between the modem and phone jack.

6



5

7



If you have more than one phone jack available, you don't need the 2-for-1 adapter.

## Plug the modem into your computer



**Ethernet Plug**



**USB Plug**  
(USB plug is not advised)

### Make the connection.

- ⑧ Connect one end of the Ethernet cable into the Ethernet port of your computer. (If your installation kit came with the Y-cable, then only use the Ethernet plugs. We do not recommend using the USB plug.)

#### Desktop Computer



(USB plug is not advised.)

- ⑨ Connect the other end of the cable into the Ethernet port on the back of the modem.



**Laptop Computer**

Modem > Ethernet Cable > Computer

9

(Back of modem)



(Front of modem)

Modem



Desk Phone





## Finally, plug the modem into the wall outlet



Power Supply

### Plug in the modem:

- 10 Connect the power supply cord to the modem and plug it into a power outlet.
- 11 Turn on the modem using the on/off button. Wait until the Internet light on

the modem is steady or flashing green before going to the next step.



Desktop Computer



Laptop Computer

(Back of modem)



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Modem Power Cord > Power Outlet

10



(Front of modem)

Modem



Desk Phone



## You're almost there



### Quick checklist:

- Did you remove equipment from your previous Internet service?
- Have you installed filters on ALL phone devices?
- Make sure you do NOT have a filter between your phone jack and modem — it will prevent an Internet connection.
- Do you have a wireless router? If so, see the Support/Home Networking section at [verizon.com/hsigetconnected](http://verizon.com/hsigetconnected).

### Activate your service.

- Open Internet Explorer and follow the online instructions. Mac users: Open Safari.
- If you are not automatically redirected, go to: **[activatemyhs.verizon.net](http://activatemyhs.verizon.net)**.
- Activate your account and download important Verizon software and any Broadband Essentials and Extras you ordered.
- Now, start surfing!





## Troubleshooting

### Problem:

#### The high speed Internet light on your modem is blinking.

- Verify that your phone jack is working: Plug a telephone into the jack to see if there's a dial tone.
- Make sure you didn't put a filter on the modem.
- Make sure you're using the phone line provided, or one similar in length. The phone line must be 15 feet or shorter.

### Problem:

#### All the lights on your modem are solid (not blinking) but you can't connect to the Internet.

- Turn the computer off and on again.
- Make sure you registered the account. If you have not registered, go to **activatemyhsi.verizon.net**.
- Verify that your Ethernet cable is connected properly: You must connect one end of the Ethernet cable to your modem's Ethernet port and the other end to your computer's Ethernet port.
- **Wireless users:** You must first connect using an Ethernet cable to register and configure your modem's setting.

### Problem:

#### Static or hissing on the phone line.

- Make sure each phone line in use (except the phone line connected to the modem) has a filter attached, and the filter isn't damaged.

### Still need help?

- Visit us online at **verizon.com/help**  
Or
- Residential Customers, call us at **1.800.567.6789**  
Business Customers, call us at **1.888.649.9500**

It's the Network

CGH10014-7/10Y



OSGUIDECON

