

Fiber TV by ZiPLY Fiber

SETUP GUIDE

For the following ARRIS products:
QIP7100, QIP7232, VMS1100, IPC1100,
IP815W, DCT700, and CableCARD

Fiber TV Equipment:

Quantum TV Video Equipment



VMS1100



IPC1100



IP815W

Standard TV Video Equipment



QIP7232



QIP7100P2

Cabling and Power

HDMI Cable (1)



Power Adapter (1)



Note: You will receive the appropriate video equipment based on the package you subscribed to at the time of your order.

Welcome!

Thank you for choosing Fiber TV.

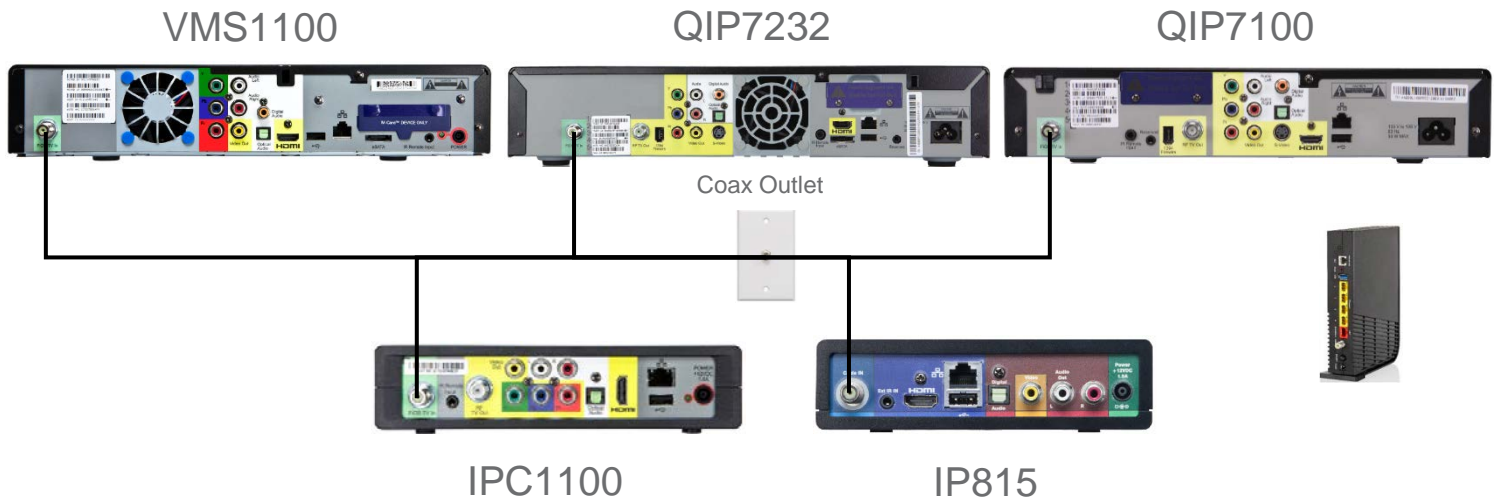
If you are...

1. **Installing** a new service, go to page **4**
2. **Adding** to an existing service, go to page **9**
3. **Upgrading** an existing service, go to page **10**
4. **Installing** a DCT700 Digital Adapter, go to page **11**
5. **Installing** a CableCARD, go to page **12**

STEP 1 CONNECT YOUR VIDEO EQUIPMENT

New Customers installing video equipment:

A. Connect the video equipment to the Router



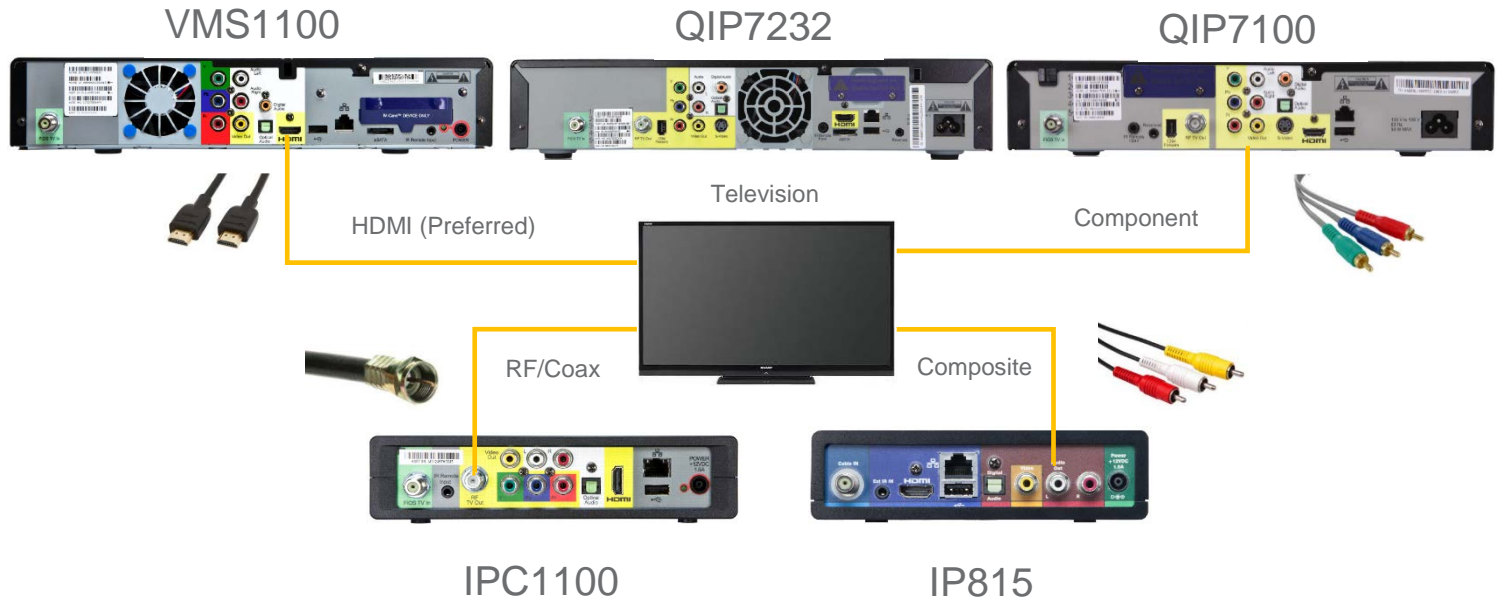
Connect a coax cable from the coax outlet in the wall to the “Fiber TV In” coax port (in green) on the back of your video equipment

B. Connect the video equipment to power



Use the supplied power adapter or cable to connect your video equipment to an AC power outlet.

C. Connect the video equipment to the TV



Connect the video equipment to your TV using the supplied HDMI cable. Other connection methods are available such as Component, Composite, and RF but will require the appropriate cable (purchased separately, not supplied by Ziplly Fiber).

STEP 2 ACTIVATE YOUR VIDEO EQUIPMENT

Starting the process



The Auto-Activation process for your Set Top Box may take up to 15 minutes. Please make sure that your router is plugged in & turned on. Your Equipment will restart and your TV Screen will appear blank for up to 5 minutes during this process. Thank you for your patience.

Process completed



Follow the on screen prompts and status updates until the process is completed and you see the Congratulations message.

The activation of your video equipment is automatic and will complete within 15 minutes. Once done, you can start enjoying Fiber TV!

STEP 3 CONNECT YOUR IP815W TO WI-FI

Your IP815W video equipment has wireless capabilities and can be easily paired to the router.

Connect your IP815W to your TV, turn on the TV, power on the IP815W, and follow the on-screen prompts.

Starting the process



The wireless pairing process for your Media Client may take up to 5 minutes. Please make sure that your router is plugged in & turned on. Your Equipment will restart and your TV Screen will appear blank during this process. The bar at the bottom of the screen will show the progress and will reach 100% when complete.

Connecting to Fiber TV

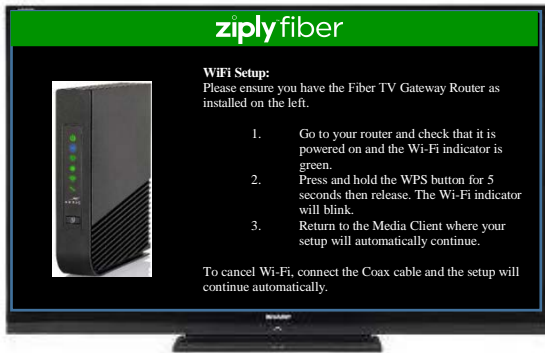


The Auto-Activation process for your Media Client may take up to 15 minutes. Please make sure that your router is plugged in & turned on. Your Equipment will restart and your TV Screen will appear blank for up to 5 minutes during this process. Thank you for your patience.

Connection Progressing



Connecting to Wi-Fi



The Media Client will now need to be paired to your Fiber Router. Please make sure that your router is plugged in & turned on. On the router, press and hold the WPS button on the front for 5 seconds until the Wi-Fi indicator blinks fast. Return to your Media Client and follow the on-screen instructions.

Wi-Fi Connection Completed



When the Wi-Fi pairing process completes, you will see an on-screen message indicating the connection was successful. If the pairing process is not successful, perform the activation process again.

WI-FI SETUP COMPLETED.
YOU CAN NOW ENJOY YOUR FIBER TV!

Adding to an Existing Service

If you want to...

1. Add a Wired Set-Top Box

Follow Steps **1** and **2** above in this guide.

2. Add a Wi-Fi Set-Top Box

If you have a BHR3 or BHR4, install your new BHR5 Router first. Then, follow Step **3** on pages 7 - 8 of this guide for the Wireless IP815W setup.

If you already have a BHR5 Router, follow Step **3** on pages 7 - 8 of this guide for the Wireless IP815W setup.

Upgrading an Existing Service

If you want to...

1. Upgrade from Standard TV to Quantum TV

Install your new router first. Then, follow Steps 1 – 3 above in this guide for Quantum TV.

2. Upgrade from Wired Set-Top Box to Wireless Set-Top Box

If you have a BHR3 or BHR4, install your new BHR5 Router first. Then, follow Step 3 on pages 7 - 8 of this guide for the Wireless IP815W setup.

If you already have a BHR5 Router, follow Step 3 on pages 7 - 8 of this guide for the Wireless IP815W setup

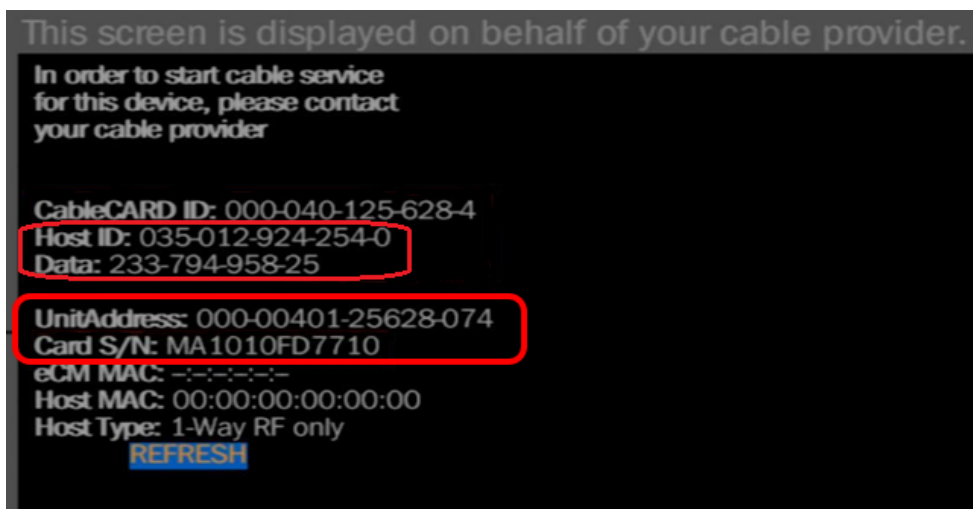
Installing a DCT700 Digital Adapter

1. Connect the coax wire from the wall outlet to the COAX IN port on the DCT700 Digital Adapter.
2. Connect the 2nd coax cable from the COAX OUT port on the DCT700 Digital Adapter to the TV coax port.
Note: RCA cables R/W/Y (not provided) could be used in lieu of coaxial cables from the adapter to the TV.
3. Connect the power adapter cable to the DCT700 power port.
4. Plug the power adapter cable into the electrical outlet.
5. Use the remote control to power on the device.
6. Contact Ziplly Fiber to activate the device at 1-866-947-5995.

Installing a CableCARD

The Motorola/Arris CableCARD, also known as the M-Card (Multi-stream Card) is leased separately for those that wish to use CableCARD-ready devices (such as TiVO or HDHomeRun and some television manufacturers) versus a digital High Definition set-top box.

1. Connect the CableCARD ready device to the home coaxial network.
2. Verify that all cables are connected correctly by following the device manufacturer instructions (power, HDMI or Audio / Video cables).
3. Write down the CableCARD (M-Card) serial number and Unit Address before inserting into the device (refer to the device manual for instructions on which slot to use).
4. Insert the CableCARD into the device following manufacturer device manual.
5. If a menu does not immediately appear, navigate to the device settings screen (CableCARD Pairing) to find the Host ID and Data ID:



6. Record the Host ID and Data ID numbers and contact Ziplly Fiber for activation.
 - Note: Each time the CableCARD is removed from the device the Data ID will change. A call to Ziplly Fiber will be required to update the CableCARD if the card is removed and reseated.

TROUBLESHOOTING

PROBLEM: INTERNET LIGHT DOES NOT BECOME SOLID BLUE.

- **SOLUTION:** Make sure the white *Ethernet cable* is connected to the RED Ethernet port on the router labeled "ONT Broadband" (*not to the yellow Ethernet ports*)
- **SOLUTION:** Make sure the Coax cables are securely fastened to the wall, splitter, MoCA adapter and router.

PROBLEM: UNABLE TO CONNECT TO THE WI-FI NETWORK.

- **SOLUTION:** Make sure you are selecting the Wi-Fi network printed on the sticker on the bottom of the router.
- **SOLUTION:** Make sure you are correctly entering your Wi-Fi password (*password is case-sensitive, make sure Caps Lock is off*).

PROBLEM: CHANNEL GUIDE IS NOT UPDATING

- **SOLUTION:** Make sure the Coax cable is securely fastened between the splitter and the router.

PROBLEM: I HAVE QUESTIONS NOT COVERED IN THIS GUIDE.

- **SOLUTION:** *Please call the Ziplly Fiber help desk at 1.800.921.8101.*

SUPPORT:

Videos and detailed instructions on setting up a home

wireless network are available at ziplyfiber.com/helpcenter

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