FRONTIER ROUTER

Quick Setup Guide

Arris NVG468MQ
Arris MEB1100

Inside is a visual guide for reference. For more help managing your account and products from the safety of your home, please visit frontier.com/onlinehelpnow.

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New customers configured with a MoCA adapter:
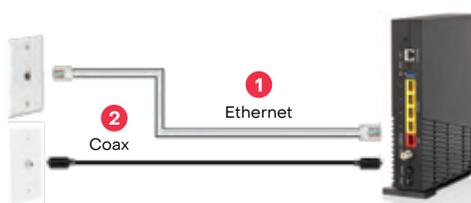
A. Connect the MoCA adapter and the router

1 Connect a Coax cable from the wall jack to the side of the Splitter (Coax In) with a single port.

2 Connect the second Coax cable to one of the remaining ports on the Splitter (Coax Out) and then to the port on back of the MoCA adapter labeled **ONT Broadband**.

3 Connect the third Coax cable to a remaining port on the Splitter and then to the port on the back of the router labeled **Cable Line**.

4 Connect the Ethernet Cable to the RED port on the MoCA adapter labeled **RG Broadband** and then to the RED port on the router labeled **ONT Broadband**.

5 Connect the USB cable to the port on the MoCA adapter labeled **Power** and then to the port on the router labeled **USB**.
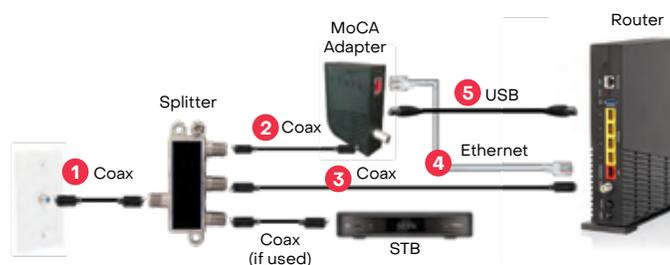
New customers configured without a MoCA adapter:

A. Connect the router

1 Connect one end of the WHITE Ethernet cable to the Ethernet port on your wall (or the Optical Network Terminal (ONT) if the router is located next to the ONT). Next, connect the other end of your cable to the RED Ethernet port labeled "ONT" on your router.

2 Connect a Coax cable from the wall jack to the port on the back of the router labeled "Cable Line" if subscribed to TV service.

B. Connect power to the router

Plug the power adapter into the port labeled "Power" on the router and then plug the power adapter into a power outlet. Press the "ON/OFF" button on the back of the router to turn it on.

C. Check for internet connectivity

The internet light on the front of the Fiber router will become solid BLUE once you have internet connectivity.

If after several minutes the light is not solid BLUE, check the troubleshooting steps on the back of this guide.

IMPORTANT: To finalize your installation, you will need to go to **frontier.com/activate** to complete your acceptance of our terms of service.
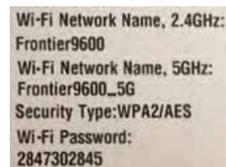
Connect additional devices to the router

Wired:
Connect one end of an Ethernet cable to any YELLOW Ethernet port on the router and then connect the other end to the Ethernet port on your device.

Wireless:
You will find the wireless network names and password details on the sticker on the BOTTOM of your router. Go to your device's Wi-Fi settings and select a Wi-Fi network name that matches your router from the list of available wireless networks. Enter the Wi-Fi password to securely connect your device to your router.

Wi-Fi Network Name, 2.4GHz:
Frontier9600
Wi-Fi Network Name, 5GHz:
Frontier9600_5G
Security Type:WPA2/AES
Wi-Fi Password:
2847302845

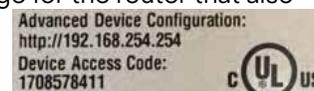Sample image, use actual credentials on the router

Personalize your router

Open a web browser and type in "http://192.168.254.254". This will launch the main status page for the router that also allows you to personalize your settings, such as your Wi-Fi name or password.

Note:
You will be asked to enter the Device Access Code (located on the bottom of the router) if you make changes to these settings.

Please also note any changes you've made to the router in the event you need support.

Advanced Device Configuration:
http://192.168.254.254
Device Access Code:
1708578411

Sample image, use actual credentials on the router

Home wiring connections

Frontier® uses an Optical Network Terminal (ONT) and a router to connect your home to the internet and enable Data, Voice and TV Services. If the steps above do not result in an internet connection, you may be guided to check the cables on the ONT.

Ethernet-connected homes will require BOTH Ethernet and Coax connections from the ONT to the router for TV service.

❶ Confirm the Coax connector on the ONT is securely connected to the home wiring used by the router (or directly to the router). Many ONTs require this connection for both Data and TV services.

❷ Confirm the Ethernet connector on the ONT is securely connected to the home wiring used by the router (or directly to the router). Many ONTs require this connection for Data services.
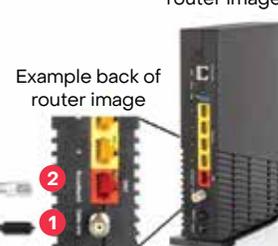
To determine if the ONT is provisioned for Ethernet or MoCA, look for the light on the ONT:

– DATA light ON: Ethernet is provisioned.

– MoCA or HPNA light ON: Coax is provisioned.

Example ONT Image

Example router image
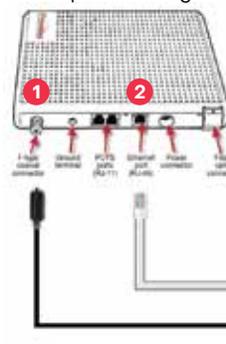
Example back of router image

To learn more about setting up your Frontier ID, managing your router and more, go to **frontier.com/install-fiber-optic**

Troubleshooting

Problem: Internet light does not become solid.

· **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 Wi-Fi.

· **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 Frontier helpdesk at 1-800-921-8101.

· **Solution:** Videos and more information are available atfrontier.com/helpcenter/internet.

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