

Important Safety Instructions

- The model number, serial number, and electrical rating are on a label on the base of the device.
- Do not locate the device near water.
- Do not locate the device in direct sunlight or near a heat source.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Do not use liquids, aerosols, or forced air to clean the device. It may be cleaned using a dry, lint-free cloth.
- Do not block the ventilation holes on this device. Do not stand it on soft furnishings or carpets.
- Do no use the device in an environment that exceeds 104º F (40º C).
- Use only the power supply and cord provided with the device. Do not use the power supply with any other devices.
- Telephones should be connected directly to this device. Physical connections to a previous telephone provider must be removed. Failure to do so may cause hazardous conditions, loss of service, and/or permanent damage.

Notice: This device will be unable to make or receive telephone calls if there is a loss of power.

FCC Compliance

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

FCC Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this device.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Note: The country code selection is for non-US models only and is not available to all US models. Per FCC regulation, all Wi-Fi devices marketed in US must fix to US operation channels only.

Note: FCC regulations restrict the operation of this device to indoor use only. This device cannot be used to provide connections between separate building or structures.

The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet.

Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or Communications with unmanned aircraft systems.

Radiation Exposure Statement:

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with minimum distance 19 inches/48 cm between the radiator and your body.

Class 1 Laser Product

DANGER: Viewing the laser output with certain optical instruments (e.g., eye loupes, magnifiers, and microscopes) within a distance of 100 mm may pose an eye hazard.

DANGER: There must be a proper termination of all active fibers in the network. Complies with 21 CFR 1040.10 and 1040.11, except for conformance with IEC 60825-1 Ed. 3, as described in Laser Notice No. 56, dated May 8, 2019

Caring for the environment by recycling

	When you see this symbol on a product, do not dispose of the product with residential or commercial waste.
	Please recycle product packaging and this document.

Recycling your equipment

Some countries or regions have set up systems to collect and recycle electrical and electronic waste items.

Recycling information can be obtained from the WEEE recycling section at: www.CommScope.com

Open source software and licenses

For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product you may send your request in writing to: ARRIS, Software Pedigree Operations, 2450 Walsh Avenue, Santa Clara, CA 95051, USA. The ARRIS website opensource.arris.com also contains information regarding use of open source. ARRIS has created opensource.arrisi.com to serve as a portal for interaction with the software community-at-large.

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ZiPLY NVG678XY Gateway Quick Start Guide

Introduction

Use this Quick Start Guide to install, configure, and perform basic troubleshooting for the NVG678XY gateway.

See below and overleaf for instructions on installing your gateway.

NOTE: The model number and serial number are shown on the product label placed on the base of your unit.

Power supply installation

Connect the power supply cord to the Power In connector on the gateway and the other end into an appropriate electrical outlet.

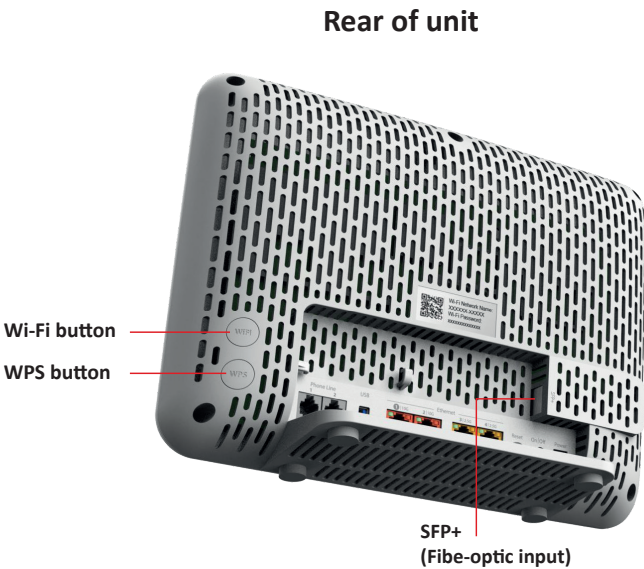
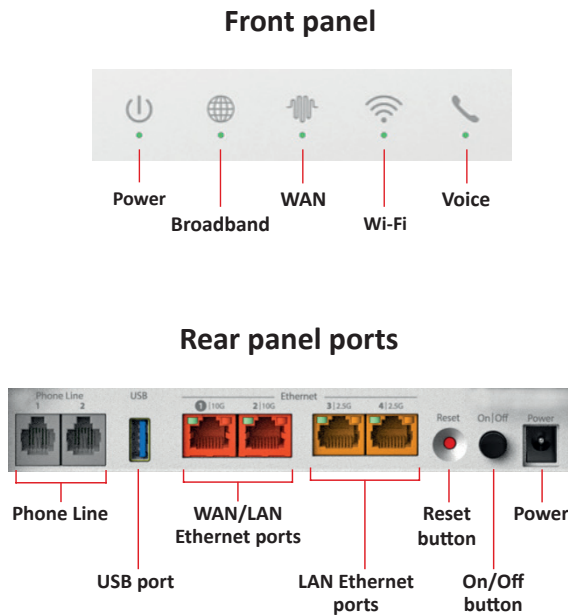
Product ventilation

The gateway is intended for residential use. Position the gateway in a vertical position and where temperature remains within a range of 32° – 104°F (0° – 40°C) and heat from the unit itself is not trapped. There must be at least two inches (2”) of clearance on all sides except the bottom.

Proper positioning of the gateway is essential for proper cooling.

Status indicator lights, buttons, and port configuration

Colored LEDs on the gateway indicate the status of various port activity.



Powering and initial cabling

Press the On/Off button on the back of the gateway. The Power indicator will initially flash GREEN to indicate that the gateway is booting and then solid GREEN to indicate it is operational. Under normal operation, while the gateway is powering up, LED status is as follows:

- Broadband, WAN, Wi-Fi, and Voice indicators will be off.
- WAN indicator will initially be flashing GREEN, and upon acquiring a connection it will light solid GREEN.
- Wi-Fi indicator will light solid GREEN to indicate that the Wireless service is enabled. Broadband will light solid GREEN to indicate Internet connection is active.
- Voice indicator will light solid GREEN to indicate that digital phone service is active.

NOTE: During the initial setup, it may take several minutes to achieve service connectivity.

Broadband

Follow instructions provided by your Service Provider. If no instructions are provided, then call your Service Provider.

Digital Phone Service

To connect the gateway to a digital phone line:

- Connect a RJ-11 terminated phone cable to a Phone Line port on the back of the gateway.
- Connect the other end of the phone cable to a phone or fax machine.

LAN Ethernet

To make an Ethernet connection:

- Connect a RJ-45 terminated Ethernet cable to one of the Ethernet ports on the back of the gateway.
- Connect the other end of the Ethernet cable to the Ethernet port on a local computer.

USB port

To connect the gateway to the USB port:

- Connect a USB cable to the USB port on the back of the gateway.
- Connect the other end of the USB cable to your device.

LED descriptions

LED	Status
Power	Solid Green: The device is powered. Flashing Green: The device is booting. Solid Red: Boot failure. Flashing Red: Detecting Factory Reset (press and hold the recessed Reset Switch for 10 or more seconds to trigger the factory reset). Off: No power
Broadband	Solid Green: Broadband connected. Solid Red: No IP address or authentication failed.
WAN	Solid Green: WAN connection is active. Flashing Green: Aquiring connection. Solid Red: No broadband WAN connection on the line.
Wi-Fi	Solid Green: Wireless enabled (either radio). Flashing Yellow: WiFi Protected Setup (WPS) is active. - Slow Flashing: = less than 3 sec WPS push for the configured radio SSID (2.4 GHz or 5GHz) user pairing. - Fast Flashing = 3 sec or longer WPS push for 5GHz Video SSID pairing. Flashing Red: WiFi Protected Setup (WPS) timeout or conflict. Solid Red: Wireless network failure. Off: Wireless disabled (both radios).
Voice	Solid Green: All phone lines are registered and active. Flashing Green: A phone line is ringing or off-hook. Solid Red: All provisioned phone lines are provisioned but not SIP registered. Solid Yellow: Both lines of a two line system are provisioned with one unregistered. Flashing Yellow: Two phone lines provisioned, one line is registered and the other has a registration failure, operational line is ringing or off hook (only applicable for two lines) Off = No phone services have been provisioned, or the gateway power is off.
LAN/WAN Ethernet LEDs on rear panel RJ-45 ports	Solid Green: Port is active. Off: Port is not active. Flashing Green: Traffic is passing on the line.

Configuring your gateway

Adding a wireless device to the gateway

To add a wireless device to the gateway, use your phone or tablet to scan the QR code on the side of the gateway.

If your device is unable to scan the QR code, locate the Wi-Fi name and password information on the label on the side and base of the gateway and enter this information into your device.

Once connected you can follow the steps below to access the Web Management Interface and make changes to the Wi-Fi network.

Adding a wired device to the gateway

To add a wired device to the gateway, such as a PC or laptop, connect an Ethernet cable between your device and the gateway.

Once connected follow the steps below to access the Web Management Interface and make changes to the gateway.

Accessing the Web Management Interface

- Using a device connected to the gateway, open a web browser on your device (such as Firefox, Chrome, or Microsoft Edge) and type the following address in the address bar: http://192.168.254.254
The gateway’s Web Management Interface will be displayed.
- If you attempt to make changes to any of the gateway settings, you will be prompted to enter the Device Access Code. This can be found on the product label on the base of the gateway.
- Enter the Device Access Code and select **Continue**.
You will now be able to make changes to the gateway settings.

Changing the Wi-Fi Network name/password

- Once connected to the gateway’s Web Management Interface on your device, select the **Wi-Fi** section.
- Make changes to the SSID (network name) and/or password, and select **Apply** when complete.

Disabling the Wi-Fi Network

- Once connected to the gateway’s Web Management Interface on your device, select the **Wi-Fi** section.
- Disable the Wi-Fi network, and select **Apply** when complete.

NOTE: If your service provider operates a community Wi-Fi service that might include your unit, please contact them to disable this service.