

# Welcome to Google Fiber



Google fiber

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Google Fiber starts with a connection that's up to 1,000 megabits per second. Super fast downloads. 150+ TV channels.

A DVR that can record up to 8 shows at once. And enough bandwidth for everyone at home—and their devices. We can't wait to see what you'll do with Fiber.



TIP  
1

## Set yourself up for speed

Your Network Box is designed to deliver super fast Internet and should be placed in an environment that will keep it happy and humming.

Keep your Network Box:

- In a central location in your home.
- Off the floor and away from walls and metal objects.
- Clear of items placed directly next to or stacked on top of it.
- Easily accessible to connect to your wired devices.

For more information, visit [support.google.com/fiber](https://support.google.com/fiber) and search for "get the fastest Internet speed."

Wired speeds will be faster than Wi-Fi speeds. To get the fastest connection, connect your device to your network device with an Ethernet cable and make sure your computer is equipped with a gigabit-capable network card.

Want to see how fast you're going? It's easy to run a speed test.

1. Sign in to My Fiber at [fiber.google.com](https://fiber.google.com) and select the **Network** tab.
2. Click the **Speed Test** link at the bottom of the page.

For information about your hardware devices, visit [google.com/fiber/devices](https://google.com/fiber/devices)



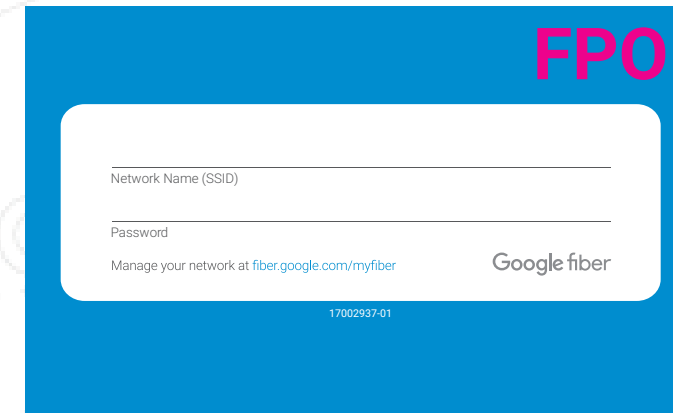
TIP  
2

## Go wireless

Connect to Google Fiber throughout your home with your wireless network. While a wired connection can provide near gigabit speeds, wireless speeds vary depending on your equipment and home set up. Here are some tips to get the most out of your Wi-Fi.

- Reduce the number of items placed directly next to or stacked on top of your Network Box.
- Stay within range of your Network Box. The closer you are, the better the signal, resulting in faster speeds.
- Watch out for interference from other wireless devices like microwaves, baby monitors and cordless phones.
- Use a wireless device with an up-to-date 802.11n network adapter with the latest driver.\*

\*Search our Help Center for "802.11n" to find out what wireless protocol your device is using, and "driver updates" to check for any wireless driver updates.




We recommend you write your network name and password on this Wi-Fi sticker and place it on your Network Box.

For more information about wireless speeds, visit [support.google.com/fiber](https://support.google.com/fiber) and search for "All About Wi-Fi."














TIP  
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## Meet your on-screen guide

As you explore the endless possibilities of Google Fiber TV, the on-screen guide is there to help you find your way. Summon the guide at any time by pressing  on your remote control.

Create a custom guide for every person in your home with their favorite channels by going to **Apps & More > Settings > Customize**.

Remote shortcuts:

- Press  to record the highlighted show.
- Press  or  buttons to scroll horizontally one page at a time.
- Press  or  to jump 12 hours forward or backward in the schedule.
- Enter a number and then press  or  to jump that many days forward or backward in the schedule. For example, enter **3** and then press  to jump three days ahead.
- Press  to return to the current time.
- Press  to display more detailed information about the highlighted show.
- Press  to dismiss the on-screen guide and return the current show to full-screen.


For more information, visit [support.google.com/fiber](http://support.google.com/fiber) and search for "on-screen guide." You can also search for "view channel line-up" to see what channels are currently available in your area.


TIP  
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## Discover new content, on demand

Google Fiber TV comes with an entire library of free video on demand (VOD) content including TV shows and movies, with many additional titles available to rent for a fee. Plus, discover even more content with access to Netflix\*, Vudu and YouTube straight from your TV.

To watch on demand content:

1. Press  on your remote control.
2. Select **On Demand** from the bottom of your screen.
3. Select **Genres, Movies, TV shows, or By Network** on the **On Demand** menu.
4. Choose the show you want to watch.
5. Select **Play Now** (or **Rent Now** for paid content).

You can stop watching on demand content at any time by pressing the  button on your remote control and start again later from wherever you left off.



Rental fees vary and will be automatically added to your next monthly bill after you authorize the purchase. Rented content is available to watch for 24 or 48 hours, as indicated on the rental's detailed info page.

For more information, visit [support.google.com/fiber](http://support.google.com/fiber) and search for "on demand." \*Viewing Netflix content requires a Netflix unlimited streaming membership.




TIP  
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## Record smarter

To record what you're currently watching, press  on your remote control. To stop recording, press  again.

To record a single show:


1. Use the on-screen guide or search for the show you want to record and navigate to the show's **Detailed Info** screen.
2. Select **Record This** or press .
3. Update your **Recording Options** including whether to record only first runs, reruns, or both.

Record an upcoming show from the on-screen guide by pressing  while highlighting the show.


To record a series:

1. Use the on-screen guide or search and navigate to the **Detailed Info** screen for the TV series you want to record. Then select **Smart Record**.
2. Select **OK** on the on confirmation screen or select **Recording Options** to make changes.

For more information, visit [support.google.com/fiber](http://support.google.com/fiber) and search for "record a show."

Set up Smart Recordings of TV series from the on-screen guide by pressing  twice and selecting **Smart Record** while highlighting the show.

Or try scheduling a Smart Recording by keyword. Keywords can be your favorite actor, place, subject matter, sports team and more. To set up a keyword Smart Recording:


1. Press  and select **DVR** from the menu. Select **Manage**. Choose **Recordings Manager**.
2. Select **Create Keyword Smart Recording** and enter a keyword.
3. Set your recording options for the listed shows.
4. Select **Exit** to return to regular programming.

For more information, visit [support.google.com/fiber](http://support.google.com/fiber) and search for "smart recording."



TIP  
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## Search everything

Search for your favorite shows using the on-screen guide, with voice search in the Google Fiber app, or by pressing the  on your Google Fiber Bluetooth remote. Google Fiber will search for content in the current on-screen guide, the video on demand library, your recorded content and, if activated, Netflix\* and Vudu.

You can search for anything, including:


- A movie or TV show title.
- An actor's name.
- Your favorite sports team.

For more information, visit [support.google.com/fiber](https://support.google.com/fiber) and search for "search for content."  
\*Viewing Netflix content requires a Netflix unlimited streaming membership.

TIP  
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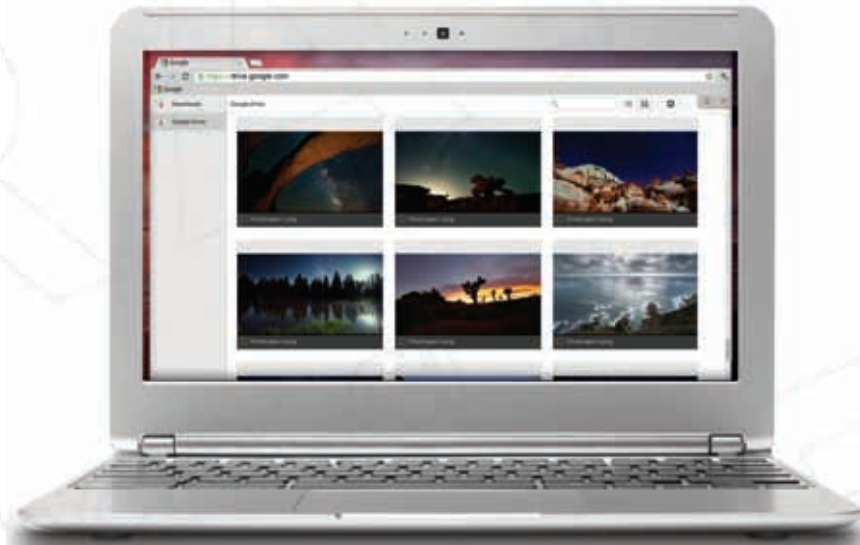
## Share the remote, but only when you want to

With the Google Fiber app on your Android or iOS device, you can control any of your connected TVs, search for your favorite shows, manage your DVR recordings and more. Fiber even allows you to watch certain shows live on your tablet from anywhere in your house.

And while you're exploring the Google Fiber app, make sure to try the voice search feature. Touch , speak what you're searching for, and let the app fetch it for you.

You can also download the Google Fiber app for your other Android and iOS devices to use as additional remote controls. Just search for "Google Fiber" on Google Play or the App Store. Once you have the app installed, sign in with the same email address and password you use to sign in to My Fiber.

For more information, visit [support.google.com/fiber](https://support.google.com/fiber) and search for "TV mobile app."



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## Store even more with Google Drive

With our Gigabit + TV service plan, you get an additional one terabyte of cloud storage on Google Drive. Upload your photos, videos, documents, and other important files to Drive and access or share them from anywhere—on the web, in your home, at the office and on the go. With Google Drive, your files stay with you on your computer, smartphone, and tablet.

Sign in to Google Drive at [google.com/drive](https://google.com/drive) with the email address and password associated with your Google Fiber account.

Also, try Google Drive for your Mac/PC, an application that installs a folder on your computer that automatically syncs with your Google Drive on the web.

Edit, rename and organize your files and drag them in and out of your folder. Then see the updates in **My Drive** as part of Google Drive on the web.

For more information, visit [support.google.com/drive](https://support.google.com/drive)

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## Manage your account

Sign in to My Fiber at [fiber.google.com](https://fiber.google.com) with the email address and password associated with your Google Fiber account to manage all of your Fiber account settings.

And don't forget to check that email address regularly for important Fiber updates.

My Fiber allows you to:

- Review account and service plan information.
- Upgrade or downgrade your service plan.
- Upgrade or downgrade TV packages.
- Locate your support PIN.
- Review monthly billing summaries.
- View and update your payment method.
- Configure your wireless network.
- Locate and change your Wi-Fi network name and password.

You will need to enter your Google Account information to access My Fiber.  
To retrieve your Google Account password, visit [google.com/accounts/recovery](https://google.com/accounts/recovery)





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## Understand your Fiber bill

Curious about how you're billed for Google Fiber? Here's a few things you should know:

Your bill covers the upcoming month of Google Fiber service (including any applicable construction fees and taxes) and any one-time charges, such as video on demand purchases, accrued during the prior month.

We'll email you a copy of your bill on the third of each month and automatically charge the primary credit or debit card associated with your account for the full amount due 10 days later.

Visit the Billing tab of My Fiber at [fiber.google.com](https://fiber.google.com) to:

- Update your billing information.
- Review your payment history.
- Make a manual payment.
- Confirm a payment has been completed.

For more information, visit [support.google.com/fiber](https://support.google.com/fiber) and search for "understand your bill."





## Want even more information?



Visit [support.google.com/fiber](https://support.google.com/fiber) for more detailed information about Google Fiber.



Visit [fiber-community.com](https://fiber-community.com) to find answers quickly and help others.

Find us on



Google+



Facebook



Twitter

## Questions? We're here for you.



Call us

(866) 777-7550

Open 24 hours a day, 7 days a week



Email us or chat with us

[fiber.google.com/support](https://fiber.google.com/support)

Fiber 1000 + TV

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