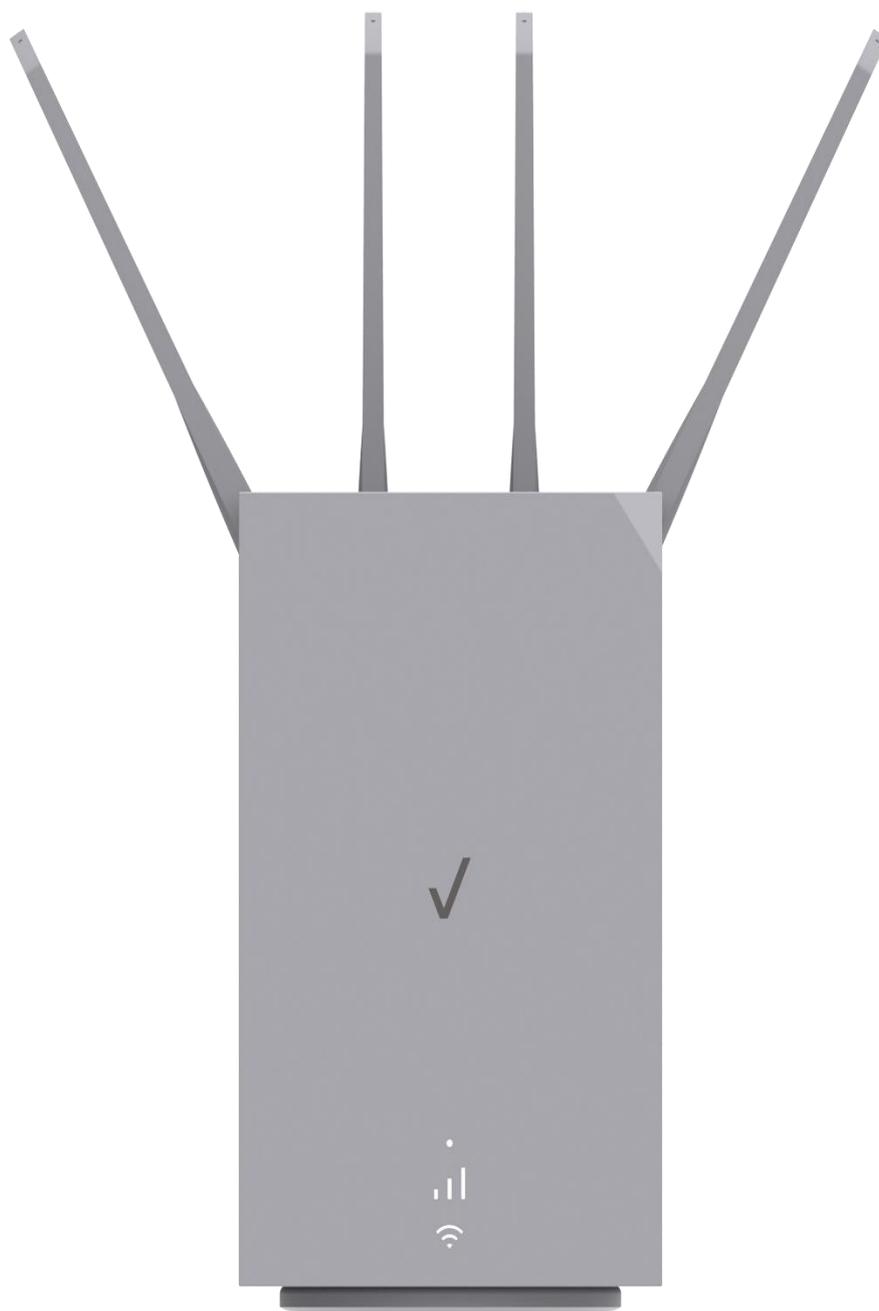# Verizon Business Internet Gateway
Quick Start Guide

Setup Instructions

Setup Instructions for the Verizon Business Internet Gateway

1. Remove the Verizon Business Internet Gateway power adapter, and Ethernet cable from the box.
2. Place the Gateway in an open area on an elevated surface (for good ventilation).
3. Connect the power adapter to the port on the rear I/O of the Gateway and plug the power adapter into an electrical outlet.
   The white blinking light indicates the Gateway is powered on. When the light turns 'solid white' it indicates you have good signal and are connected to the internet.
4. Connect your Wi-Fi devices to the Verizon Business Internet Gateway using one of these options. Use option b if option a does not work.
   a) Use your device to scan the QR code on the rear of the Verizon Business Internet Gateway.
   b) Select Wi-Fi name, then manually enter the password listed on the left of the QR code.

verizon✓

How to Configure IP Passthrough

1. Login to the Verizon Internet Gateway Admin Portal 192.168.0.1.

Log in to Verizon Internet Gateway

Enter the Network Settings Password located on the information sticker on your router.

Network Settings Password

☐ Keep Me Signed In ⓘ

Log In

2. Go to Advanced → Network Settings → Network Connections → Network (Home/Office). Click on Settings Button and go to setting page

Network Settings > Network Connections > Network (Home/Office)

Network (Home/Office)

Settings   Save

Important: Only advanced technical users should use this feature.

Name:	Network (Home/Office)
Status:	Connected
Network:	Network (Home/Office)
Underlying Device:	5 GHz Wi-Fi Access Point
	6 GHz Wi-Fi Access Point
	2.4 GHz Wi-Fi Access Point

3. Scroll down to IP Passthrough and first click on checkbox. And next click on Save Changes button.

Network Settings > Network Connections > Network (Home/Office)

Network (Home/Office)

② **Save Changes**

MTU:	Automatic ∨	1500
IP Address:	192	168	0	1
Subnet Mask:	255	255	255	0

Bridge

Name	VLAN	Status	
☑ IP Passthrough ①	Disable	Disconnected	Edit
☑ 5 GHz Wi-Fi Access Point	Disable	Disconnected	Edit
☑ 6 GHz Wi-Fi Access Point	Disable	Disconnected	Edit

verizon✓

4. After saving IP Passthrough configuration, the WebGUI will popup a '***Please Wait…***' Window as shown below.   Connect to the Verizon Internet Gateway WAN port and wait for the setup to finish.
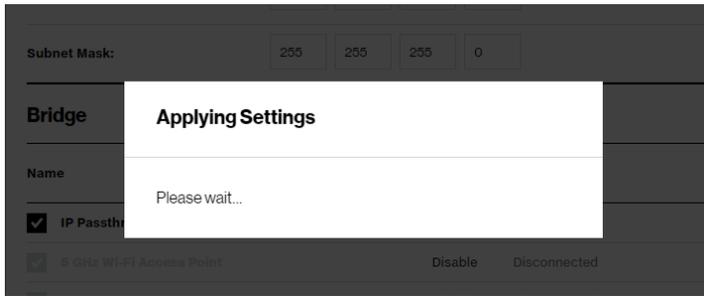
5. Once the Window closes, the setting is finished. The Verizon Internet Gateway hands off the IP address assigned by the network to the device connected to the LAN1 port.

LED Indicators for Troubleshooting

The LED indicates the system and connection status.

1.1c/ LEDS

The LEDs indicate the system and connection status, and WPS activity.

System LED

Front LED Mode	Status	LED Pattern
System Status (O)		
Bootup	System booting	Soft blink white
	Firmware update	Fast blink white
Regular usage mode	Rest mode	Solid white
Wired WAN connectivity	In service	Solid blue
IP Passthrough mode	IPPT (IP Passthrough) enabled	Solid green
Other	Factory reset	Fast blink yellow
	Hardware error	Soft blink red
	No SIM card	Hard blink red
	No signal	Solid red

Wi-Fi LED

Front LED Mode	Status	LED Pattern
Regular usage mode	Passing signal	Solid white
	Setup complete	Solid white
	Not connected to Internet	Solid red
	Rest mode	Solid dim white
Paring	Pairing WPS (in progress)	Hard blink blue
	WPS connection success	Fast blink blue
	WPS connection unsuccessful (time out)	Fast blink red
	WPS connection failure (interrupted)	Hard blink red
Other	Hardware error	Soft blink red

Signal Strength LEDs

Front LED Mode	Status	LED Pattern
Regular usage mode	Rest mode	50% dim white
3 bars (▮)	Excellent 5G or 4G coverage	Solid white
2 bars (▮)	Good 5G or 4G coverage	Solid white
1 bar (▮)	Weak 5G or 4G coverage	Solid white

Ethernet Port LEDs

Ethernet Port LED Mode	Status	Left LED	Right LED
Wired LAN connection * Threshold level can be decided based on port capability.	Ethernet > 100M* Link	Off	Solid white
	Ethernet > 100M* Activity	Off	Blinking white
	Ethernet < 100M* Link	Solid yellow	Off
	Ethernet < 100M* Activity	Blinking yellow	Off
	No Ethernet connection	Off	Off

How to Change the Wi-Fi SSID Name/Password

Instructions for changing your Wi-Fi SSID Name

1. Login to the Verizon Internet Gateway Admin Portal 192.168.0.1.
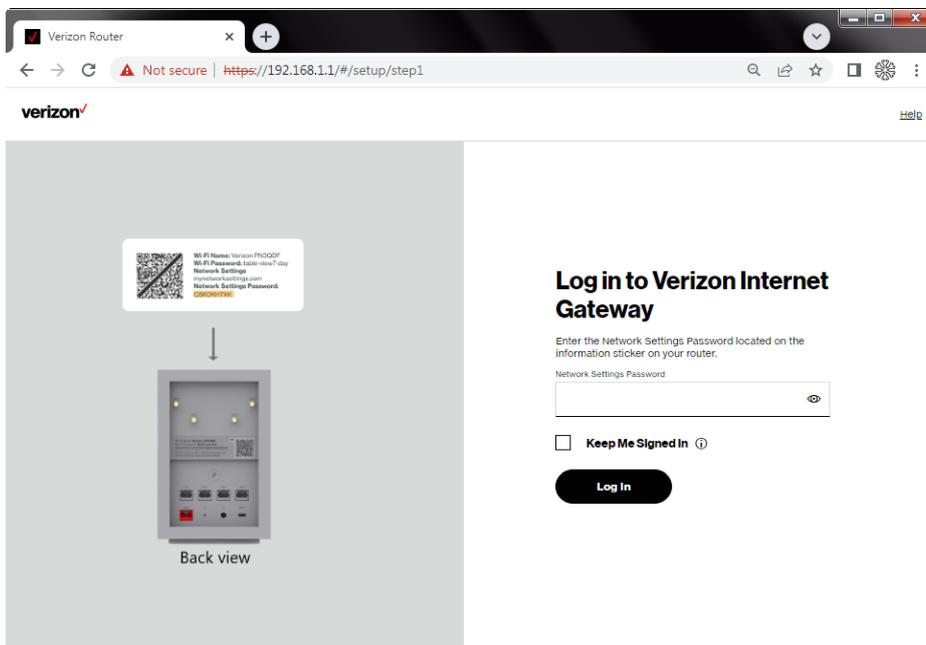
Log in to Verizon Internet Gateway
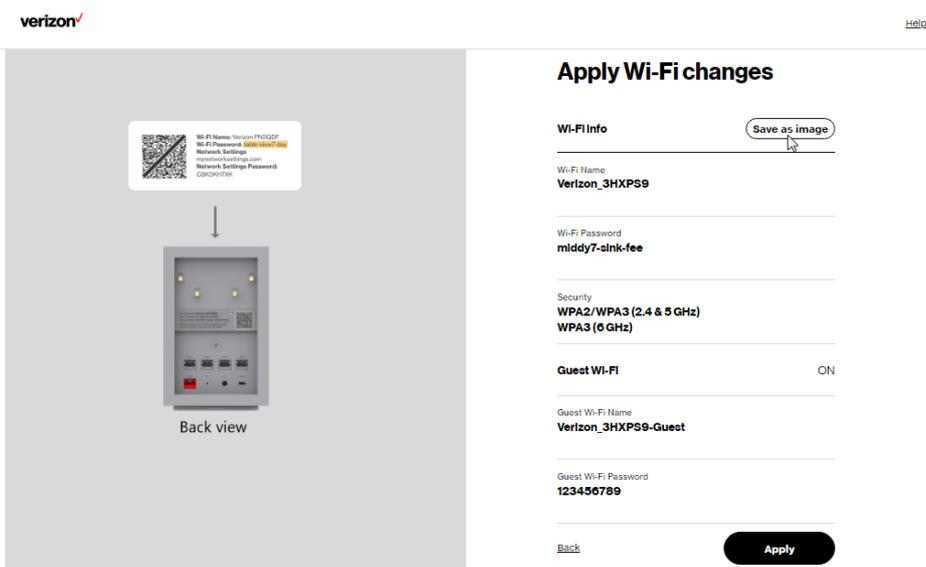
Enter the Network Settings Password located on the information sticker on your router.

Network Settings Password

Keep Me Signed In (i)

Log In

2. Go to Wi-Fi → Primary Network
3. In this page, all your basic Wi-Fi settings can be configured here including Wi-Fi Name (SSID), Wi-Fi Password, etc.

Back view

Change Wi-Fi name

Wi-Fi Name

Verizon_3HXPS9

Wi-Fi Password

•••••••••••••

Guest Wi-Fi Enabled
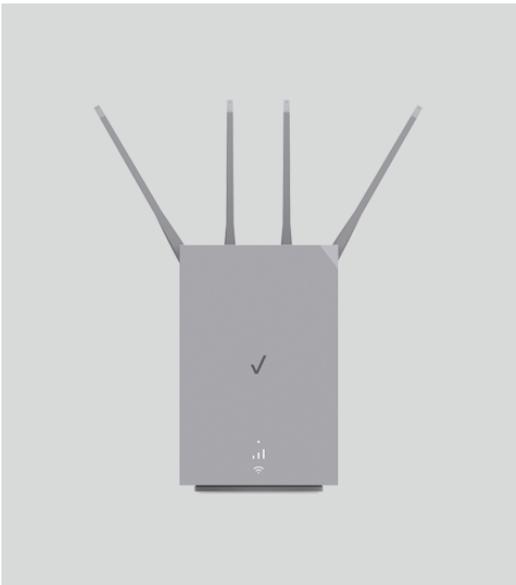
Guest Wi-Fi Name

Verizon_3HXPS9-Guest

Guest Wi-Fi Password

Enter new passsword

Minimum 8 characters

6 GHz Wi-Fi Disabled

Back **Continue**

You're all set up!

Go to Network Settings

Note: For more details on Self-Organizing Network (SON), refer to the Verizon Business Internet Gateway User Manual

verizon✓

How to Find your MDN, IMEI

1. Login to the Verizon Internet Gateway Admin Portal 192.168.0.1.

Log in to Verizon Internet Gateway screen

Log in to Verizon Internet Gateway

Enter the Network Settings Password located on the information sticker on your router.

Network Settings Password

[👁]

☐ Keep Me Signed In ⓘ

Log In

2. Go to System → System Status

System > System Status

System Status

Auto-refresh ⬤   **Refresh**

Broadband IPv4

Status
Disconnected

IPv4 address is from:
Cellular Modem

IPv4 address

Subnet Mask

Broadband IPv6

Status
Disconnected

IPv6 address is from:
Cellular Modem

Assigned Prefix

IPv6 Address

3. Scroll down under Modem to see key device details such as MDN (Mobile Number), IMEI, etc. information.

Modem

Firmware Version
81137.7000.00.06.01.20

Mobile Number
12014007368

IMEI
358664490043198

ICCID
89148000009641653185

Sim Status
Ready

Roaming Status
-

4G LTE Signal Strength
-103.0

5G Signal Strength
-112.5

verizon✓

How to Find the Software Version

1. Login to the Verizon Internet Gateway Admin Portal 192.168.0.1.

2. Go to System → System Status

System > System Status

System Status

Auto-refresh ⬤   **Refresh**

Broadband IPv4

Status
Disconnected

IPv4 address is from:
Cellular Modem

IPv4 address

Subnet Mask

Broadband IPv6

Status
Disconnected

IPv6 address is from:
Cellular Modem

Assigned Prefix

IPv6 Address

3. Scroll down under Router to see key device details information.

Router

Firmware Version
3.3.0.5

Check for updates

Hardware Version
4

Model Name
ASK-NCM1100E

Serial Number
ACG33800137

LAN IPv4 Address
192.168.0.1

Broadband Physical Connection
Cellular

Router has been active for
0 day(s) 0 hours 6 minutes 55 seconds

LED Status
Normal operation

verizon✓

How to add features

Contact the Verizon Business and Government Customer Operations team (BGCO) at 1-800-922-0204 to add features (e.g., plan changes such as Static IP.)

How to manage additional device features with My Business Wireless

[Visit My Business Wireless](#) for more device information and to manage your device remotely, such as configuring primary and secondary Wi-Fi or rebooting remotely.

How to manage additional device features with The Verizon Business Internet Portal

Log into the [Verizon Business Internet Portal](#) to remotely view and manage your Business Internet routers.   In the portal you will be able to see a list of all your routers, network information such as signal strength and online/offline status, ability to configure features such as Wi-Fi Name/Passcode, perform a reboot or speed test and see all your devices connected to the router.
Note: Not all features are available on Bring Your Own Device and Arris Routers

Additional support

Visit our Customer Learning Portal for even more training and resources related to Verizon Business products, systems and tools.
[Open portal](#)

Need Assistance?

If the blinking light does not change to a solid white light within 15 minutes of plugging in the Gateway, call the Verizon Business and Government Customer Operations team (BGCO) at **800.922.0204** and enter the Verizon wireless number associated with your Internet Gateway. This number is the Mobile Number from your order confirmation email or packaging slip.

verizon✓