

### 1. My Wi-Fi is On, why doesn't my device see the Wi-Fi network (SSID's)

Some devices may need their Wi-Fi drivers updated to support routers which use Wi-Fi 6 (802.11ax). Also, some devices, like TV's and laptops, may not support the latest Wi-Fi technology used by an advanced router, and may need to be disabled.

**Note: Intel Wireless adapters supporting 802.11ac with older drivers might not show Wi-Fi 6 (802.11ax) networks. Please see the link below to verify/update to the latest Wi-Fi drivers.**

<https://www.intel.com/content/www/us/en/support/articles/000054799/network-and-i-o/wireless-networking.html>

### 2. Do my Wi-Fi drivers on Windows need to be updated to see for Wi-Fi 6 (802.11ax) networks)?

Yes, Wi-Fi drivers should always be updated for optimal Wi-Fi performance. In many cases, but not all, Wi-Fi drivers are automatically updated with auto updates enabled.

**Note: Intel Wireless adapters supporting 802.11ac with older drivers might not show Wi-Fi 6 (802.11ax) networks. Please see the link below to verify/update to the latest Wi-Fi drivers.**

<https://www.intel.com/content/www/us/en/support/articles/000054799/network-and-i-o/wireless-networking.html>

### 3. What do the Unified Button LED light colors represent?

Condition Status	LED Color	Fios Router
Normal	WHITE	Normal operation (solid) Router is booting (fast blink)
	BLUE	Pairing mode (slow blink) Pairing successful (solid)
	GREEN	Wi-Fi has been turned off (solid)
Issue(s)	YELLOW	No internet connection (solid)
	RED	Hardware/System failure detected (solid) Overheating (fast blink) Pairing Failure (slow blink)
Power	OFF	Power off

**4. Where can I find my Wi-Fi Name/Password or Admin Name/Password**

Wi-Fi name/password or Admin name/password can be found on the rear label of your Fios Router.

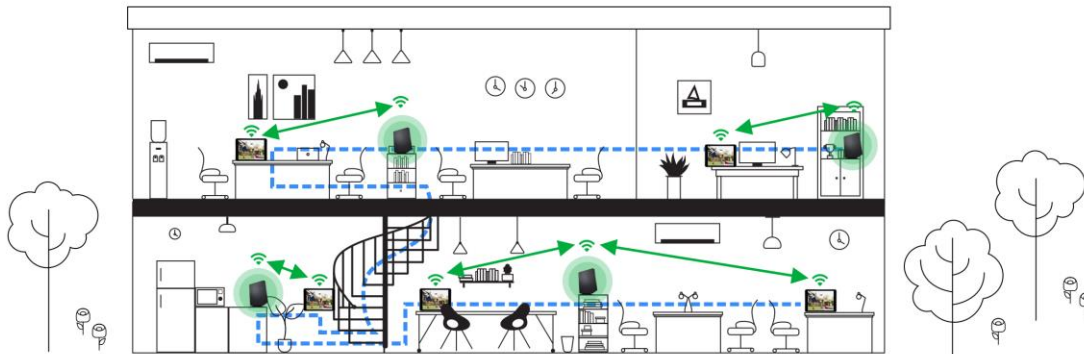


**5. Does my Fios Router support Self Organizing Network (SON)?**

Yes, it is supported by default and can be managed within the My Fios app, My Business, or locally on the router.

**6. What is Self-Organizing Networks (SON)?**

Self-Organizing Networks (SON) significantly improves Wi-Fi performance by automatically identifying and fixing Wi-Fi problems. Connected devices will move seamlessly between 2.4 GHz and 5 GHz Wi-Fi signals, and between access points if a Fios Extender has been added to your Business network. Please see SON illustration below.



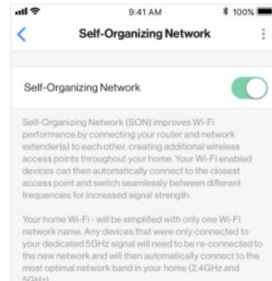
**7. How will SON improve Wi-Fi?**

Connected devices will move seamlessly between 2.4 GHz and 5 GHz Wi-Fi signals, and between access points if a Fios Extender is paired with a Fios Router.

## 8. Do I have the ability to turn SON off?

Yes. If you choose to disable the Wi-Fi SON feature, the router GUI or My Fios app provides the ability to enable/disable. Please see steps below

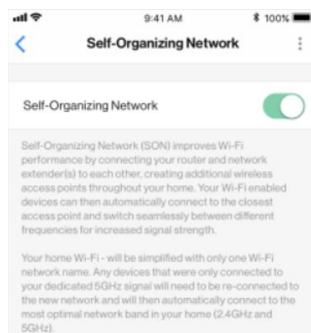
- Open My Fios app
- Select Wi-Fi settings, Select Self Organizing Network
- Turn SON “Off”



## 9. Do I have the ability to turn SON on?

Yes. SON can be enabled with the My Fios app. Please see examples below on how to enable.

- Open My Fios app
- Select Wi-Fi settings, Select Self Organizing Network
- Turn SON “On”



## 10. What security modes are supported?

WPA2 is the only encryption supported by SON.

### 11. If I have a 3<sup>rd</sup> party router (non-Verizon router), can I have SON enabled?

No. SON is only supported on Fios Router (G3100) and Fios Extender. Approved devices below. Other router providers may provide their own version of SON which is not compatible with Verizon devices.

Fios Router



Fios Extender



### 12. How do I connect a wireless device to my Fios Router?

Access the Wi-Fi setting on your wireless device, then select your Fios Router using the Wi-Fi name or wireless network name (ESSID) shown on the label located on the back panel of your router. Enter the Wi-Fi password or wireless password (WPA2 key). The default password/key is also shown on the label.

**Note:** Verizon recommends that you establish a strong, unique password for your Wi-Fi. Learn how to change your Wi-Fi Password [User Manual](#).

### 13. How do I set up Guest Wi-Fi on my Fios Router?

- **Set up in the My Fios app**

Using the [My Fios app](#), select:

**Internet** > under **My Networks** select your **Guest Network** > select **Enable Guest Wi-Fi Access**

Don't have the My Fios app?

[Download now](#)>

- **Set up in My Business**

Sign into [My Business](#) to set up your Guest Wi-Fi. To access:

Select **Fios Router** > select **Mange Guest Wi-Fi**> select your **Guest Network**> select **Enable Guest Wi-Fi Access**

Don't have an account?

[Register now](#) >

#### 14. Where can I find the Wi-Fi name and password for my Fios Router?

- **Find in the My Fios App**

Using the [My Fios app](#), select

**Internet** > under **My Networks** the **password** is listed below each network name

- **Find in My Business**

Sign into [My Business](#) to view your Wi-Fi name and password. To access:

Select **Fios Router** > under **My Primary Network** the **password is listed below each network name**  
Don't have an account?

[Register now](#)>

- **Find on your router**

The Wi-Fi password is shown on the label located on the back of your Fios Router.

Please refer to the diagram below:



#### 15. How do I connect my Fios Router via WPS (Wi-Fi protected setup)?

Your Fios Router comes with a WPS button that allows for a connection to your Wi-Fi network without manually entering a password. If your wireless device supports WPS, follow your device manufacturer user's guide to set up and connect to your network. Use the [My Fios app](#) or visit [My Business](#) to manage Wi-Fi settings.

#### 16. How and where can I manage my Fios Router?

- **Manage your settings in the My Fios App**

Using the [My Fios app](#) select **Internet** from the dashboard.

Don't have the My Fios app?

[Download now](#)

You can also manage advanced settings from the router interface via your browser.

### **Manage advanced setting**

- **Manage your settings in My Business**

Sign into [My Business](#) to manage your settings. To access

Select **Fios Router**, then select **Advanced Settings**

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## **17. What parental controls are available on the Fios Router?**

Using the [My Fios app](#) or the [My Business](#) parental controls allows you to block Wi-Fi access and set schedules for when Wi-Fi access is available for selected devices. This is also available in the router interface. Verizon is now offering an advanced parental control solution that offers more robust security features to protect your devices in your business or home. Learn more and get started using it today on the My Fios app or in My Business.

- **Manage your settings in the My Fios App**

Using the My Fios app select:

**Internet** > under **My Networks** select **Devices & Parental Controls**

Don't have the My Fios app?

[Download now](#)

- **Manage your settings in My Business**

Sign into [My Business](#) to manage your settings. To access:

Select **Fios Router** > select **Devices & Parental Controls**

Don't have an account?

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### 18. How do I connect a device to an Ethernet port on the Fios Router?

Plug one end of an Ethernet cable into one of the four yellow Ethernet ports on the back of your router. Plug the other end of the Ethernet cable into the Ethernet port of your network device.

### 19. How do I manage my Fios Router advanced settings?

- Open your browser and enter "myfiogateway.com" or "192.168.1.1" into the browser. You will be taken to a page to enter your username and administrator password:
- The default username is "admin"
- The unique default password is on the label located on the back of the router. Please refer to the diagram below



### 20. How do I test my internet speed?

With the **Verizon Speed Test** tool you'll be able to test your router speed, device speed and learn ways to optimize your connection. You'll also be able to measure your network's upload and download speeds.

- **Test your speed in the My Fios app**

Using the [My Fios](#) app select:

**Internet** > under **Wi-Fi Health Check**, select **Speed Test**

Don't have the My Fios app?

[Download now](#)

- **Test your speed in My Business**

Sign into [My Business](#) to test your speed. To access, select **Fios Router**> **Speed Test**.

Don't have an account?

[Register now](#)

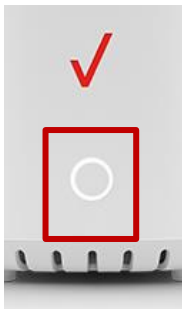
## 21. Is my Fios Router encrypted?

For your protection, your router is preset at the factory to use WPA2 (Wi-Fi Protected Access) encryption for your wireless network. This is the strongest setting for most users and provides maximum security but may prevent older devices from connecting.

Verizon recommends that you establish a strong, unique password for your router. Use the [My Fios](#) app or visit [My Business](#) to change your default password.

## 22. How can I reboot my Fios Router?

Press and hold the Unified button on the front of the router for 10 seconds. Give the router some time to connect to the Internet and wait until the Internet light becomes steady white.



## 23. How can I reset my Fios Router to its factory default settings?

Pressing and holding the red reset button located on the back of the Fios Router will restore the router to the factory default settings shown on the label located on the back of your router. Use the pointed end of a paperclip to press and hold the reset button for 15 seconds.

**Important Note:** If you have customized your network name and/or password, resetting your Fios Router to the factory defaults not only changes your router username and password back to the factory default values, but it also deletes all of your Business network settings. This includes the ESSID and network encryption key that you created. After you reset your factory defaults, your Business network won't be accessible until you reconfigure your router and update all your network devices to use the same customized ESSID and network encryption key (WPA2).

## 24. Do I need to upgrade my Coax wiring in my Business?

It all depends on the age of the cables and potential damage to cables over time. Verizon's Fios Router & Fios Extender incorporate the latest Coax/MoCA (Coaxial/Multimedia over Coax Alliance) standards, supporting theoretical speeds up to 2.5Gbps between supported devices. With outdated or damaged cabling, higher speeds can't be achieved, and inferior performance is quite possible. If your cabling is outdated, or in disarray based on use with multiple providers, it's recommended to upgrade your Business cabling for optimal performance.



**25. Are there any limitations on what other routers work with the new extender?**

Yes. Only the Fios Extender (E3200) is compatible with the Fios Router (G3100). Other extenders can be added to the same network, but ONLY the Fios Extender will support the SON (Self Organizing Network) algorithms configured in the Fios Router/Fios Extender to optimize the Wi-Fi network.

**26. Does the Unified light on front of Fios Router/ Fios Extender shut off?**

No. The router or extender Unified light never shuts off. The LED on the front dims after 20 minutes, but never goes out completely.