



FiOS Quantum™ Gateway

QUICK SETUP GUIDE

FOR NEW
FiOS® INTERNET
CUSTOMERS

Follow the steps
inside to set up
your router.



STEP CONNECT DEVICES TO THE ROUTER

1

WIRED:

Connect one end of the yellow Ethernet cable to any **YELLOW** Ethernet port on the router and the other end to your computer.

WIRELESS:

- A.** On the router, you will see a label that lists the router's default Wi-Fi login credentials:

Wireless Network Name (ESSID)
Wireless Password (WPA2)

- B.** Launch your device's application to view available wireless networks. Select your router's name (ESSID) from the list of networks and then Connect
- C.** Enter your Wireless Password
Then select Connect again.



WiFi™ Default login credentials	
Please note: password letters are all lower-case	
Wireless network name (ESSID)	XXXXXXXXXX
Wireless password (WPA2)	XXXXXXXXXXXXXXXXXX
Administration URL	myfiosgateway.com
Administrator password	XXXXXXXXXX

To reboot, press and hold the WPS button for 10 seconds.
Online tutorials : www.verizon.com/quickguide **s**

STEP ACTIVATING YOUR SERVICE

2

Visit activatemyfios.verizon.net to complete activation and registration of your FiOS Quantum Gateway router.



STEP SPECIAL FEATURES

3

Your FiOS Quantum Gateway comes with a **WPS button** that allows for connection to your Wi-Fi network without manually entering a password. If your wireless device supports WPS, follow your device's instructions.

You can also personalize your router by going to myfiosgateway.com.

Locate **Administrator Password** on the router sticker and enter it into the box on the Web site. Follow the on-screen directions that follow.

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TROUBLESHOOTING

PROBLEM: POWER/INTERNET LIGHT DOES NOT BECOME SOLID.

- **SOLUTION:** If WAN is using coax, make sure the coax cable is securely connected to the coax connector on the Gateway.
- **SOLUTION:** If WAN is using Ethernet, make sure the white Ethernet cable is connected to the white Ethernet port on the Gateway (not to the yellow LAN Ethernet connectors).

PROBLEM: UNABLE TO CONNECT TO THE Wi-Fi NETWORK.

- **SOLUTION:** Make sure you are selecting the Wi-Fi network (SSID) printed on the sticker on the back of the Gateway.
- **SOLUTION:** Make sure you are correctly entering your Wi-Fi password (password is case sensitive, make sure Caps Lock is off).

PROBLEM: CANNOT ACCESS MYFiOSGATEWAY.COM

- **SOLUTION:** Make sure the PC is connected to one of the four LAN Ethernet ports, or wirelessly to the Gateway.
- **SOLUTION:** Close and reopen the browser to make sure the browser is not caching an old page. Also, try clearing the browser cache via the browser settings menu.
- **SOLUTION:** Ensure the computer you are connecting to the Gateway is set up to dynamically receive an IP address. Open your computer's network properties and make sure "Obtain an IP address automatically" is selected.
- **SOLUTION:** Make sure that TCP/IP protocol is set up properly on your computer. Open your computer's network properties and make sure "Internet Protocol (TCP/IP)" is turned on.

SUPPORT

Visit verizon.com/bizfiosquantumgateway for helpful User Guides.
Or call 1.800.VERIZON (1.800.837.4966) for technical support.