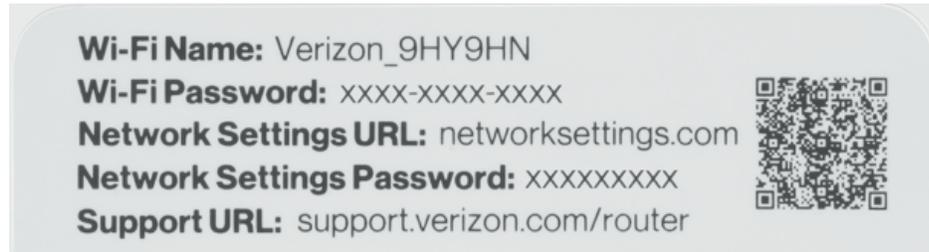


1. Where can I find the default Wi-Fi Name & Password or Network Settings Password?

The default Wi-Fi name & Password Network Settings Password can be found on the rear label of your Verizon Router.

Please refer to the illustration below:



2. How do I connect a Wi-Fi device to my Verizon Router?

Access the Wi-Fi setting on your Wi-Fi device, then select your Verizon Router using the Wi-Fi name or Wi-Fi network name (ESSID) shown on the label located on the back panel of your router. Enter the Wi-Fi password or Wi-Fi 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.

3. What is Wi-Fi 6E?

Wi-Fi 6E offers the features and capabilities of Wi-Fi 6—including higher performance, lower latency, and faster data rates—extended into the 6 GHz band. In other words, Wi-Fi 6E provides a new band of Wi-Fi spectrum operating on the 6 GHz frequency that leverages the advanced speeds available with Wi-Fi 6 (which brought 802.11ax support). The 6 GHz band provides up to seven different 160 MHz wide channels to use while the 5 GHz band only has two.

4. When should I use Wi-Fi 6E?

If you have a Wi-Fi 6E enabled device and are experiencing slower speeds in the 5 GHz band, we recommend you switch to Wi-Fi 6E. For further detail on how to turn on Wi-Fi 6E, see question 6 below.

The Wi-Fi 6E band uses WPA3 encryption and will switch your primary Wi-Fi network to WPA3 when turned on. If a device with WPA2 encryption is connected to your primary network when you turn on Wi-Fi 6E, that device may disconnect. If so, you can connect it to the IoT Wi-Fi network available on your Verizon Router which uses WPA2 encryption.

5. What happens when Wi-Fi 6E is enabled?

When you enable Wi-Fi 6E:

- o The primary Wi-Fi (2.4 & 5 GHz) will add the 6 GHz band.

- o Encryption will change from WPA2 to WPA2/WPA3 mode on the 2.4 & 5 GHz bands.
- o WPA3 encryption will be enabled on the 6 GHz band.
- o The IoT Wi-Fi will also be enabled for any devices that don't support WPA3. To connect to IoT Wi-Fi you'll need to use a different Wi-Fi name and password from the Primary and Guest Wi-Fi networks on your Verizon Router.

6. How do I turn on Wi-Fi 6E for my primary Wi-Fi?

Wi-Fi 6E is not enabled by default on the Verizon Router. You can turn it on in the My Fios app or online in the router admin site at networksettings.com. See question 14 for details on accessing this site.

When you turn on Wi-Fi 6E, this will also enable IoT Wi-Fi on your router and will change your encryption mode to WPA2/WPA3 on the 2.4 & 5 GHz, and 6 GHz will be enabled using WPA3. This may cause some devices to disconnect from your network. If so, you may need to reconnect them.

7. If 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>

8. Do my Wi-Fi drivers on Windows need to be updated 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>

9. What do the Unified Button LED light colors represent?

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

10. Does my Verizon Router support Self Organizing Network (SON)?

Yes, it is supported by default and can be managed within the **My Fios app** or locally on the router. Please visit [verizon.com/sonsupport](https://www.verizon.com/sonsupport) for more SON information.

11. How do I set up Guest Wi-Fi on my Verizon Router?

o 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**

12. Where can I find the Wi-Fi name and password for my Verizon Router?

o Find in the My Fios App

Using the **My Fios app**, select:

Internet > under **MY NETWORKS** the **password** is listed below each network name

o Find on your router

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

Please refer to the illustration below:

Wi-Fi Name: Verizon_9HY9HN
Wi-Fi Password: XXXX-XXXX-XXXX
Network Settings URL: networksettings.com
Network Settings Password: XXXXXXXXX
Support URL: support.verizon.com/router



13. How do I connect my Verizon Router via WPS (Wi-Fi Protected Setup)?

Your Verizon Router comes with a WPS button that allows for a connection to your Wi-Fi network without manually entering a password. If your Wi-Fi device supports WPS, follow your device manufacturer user's guide to set up and connect to your network. Use the **My Fios app** to manage Wi-Fi settings.

To activate the WPS function, press and hold the WPS button located on the rear of your Verizon Router for more than two seconds. When WPS is initiated from your router, the Router Status LED slowly flashes blue for up to two minutes, allowing time to complete the WPS pairing process on your Wi-Fi device. When a device begins connecting to your router using WPS, the Router Status LED rapidly flashes blue for a few seconds, and then solid white as the connection completes.

Note: Wi-Fi Protected Setup (WPS) cannot be used if WPA3 security is enabled or SSID broadcast is disabled or if MAC address authentication is enabled with an empty white list.

14. How and where can I manage my Verizon Router?

o Manage your settings in the My Fios App

Using the **My Fios app**, select **Internet** from the dashboard.

o Manage your settings via your router admin site

Open a web browser on the device connected to your Verizon Router network. In the browser address field (URL), enter: mynetworksettings.com. Alternately, you can enter:

<https://192.168.1.1>

The login screen will appear. The first time you access your Verizon Router, an Easy Setup Wizard displays to help step you through the setup process. To log into your router screen, enter the password that is printed next to the Network Settings Password on the label on the rear of your router.

Wi-Fi Name: Verizon_HHYN49
Wi-Fi Password: uptown-woo7-web
Network Settings URL: mynetworksettings.com
Network Settings Password: P9K9DSZ7V
Support URL: support.verizon.com/router



15. What parental controls are available on the Verizon Router?

Using the **My Fios App**, parental controls allow 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.

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

Using the **My Fios app**, select:

Internet > under **MY NETWORKS** select **Devices & Parental Controls**

- o **Manage your settings on your router**

Open your browser and enter "mynetworksettings.com" or "192.168.1.1" into the browser. Accept the Certificate warning presented by your browser. You will be taken to a page to enter the Network Settings Password:

The unique default password is on the label located on the back of the router.

Please refer to the illustration below:

Wi-Fi Name: Verizon_9HY9HN
Wi-Fi Password: xxxx-xxxx-xxxx
Network Settings URL: networksettings.com
Network Settings Password: xxxxxxxxxx
Support URL: support.verizon.com/router



On the left side of the screen, select **Devices** and then select **Parental Controls**.

16. How do I connect a device to an Ethernet port on the Verizon Router?

Plug one end of an Ethernet cable into one of the 3 gray Ethernet ports on the back of your router. Plug the other end of the Ethernet cable into the Ethernet port of your network device.

Note: The Verizon Router provides a 10 Gigabit Ethernet LAN port and two 2.5 Gigabit Ethernet LAN ports.

17. How do I manage my Verizon Router advanced settings?

- o Open your browser and enter "mynetworksettings.com" or "192.168.1.1" into the browser. Accept the Certificate warning presented by your browser. You will be taken to a page to enter the Network Settings Password:
- o The unique default password is on the label located on the back of the router.

Please refer to the illustration below:



- o Select the **Advanced** tab on the top menu and then select from the menu options on the left side of the screen.

18. 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.

- o **Test your speed in the My Fios App**

Using the **My Fios app**, select:

Internet > under **WI-FI TOOLS** select **Speed Test** then select either **Router Speed Test** or **Device Speed Test** and select the button to start the test.

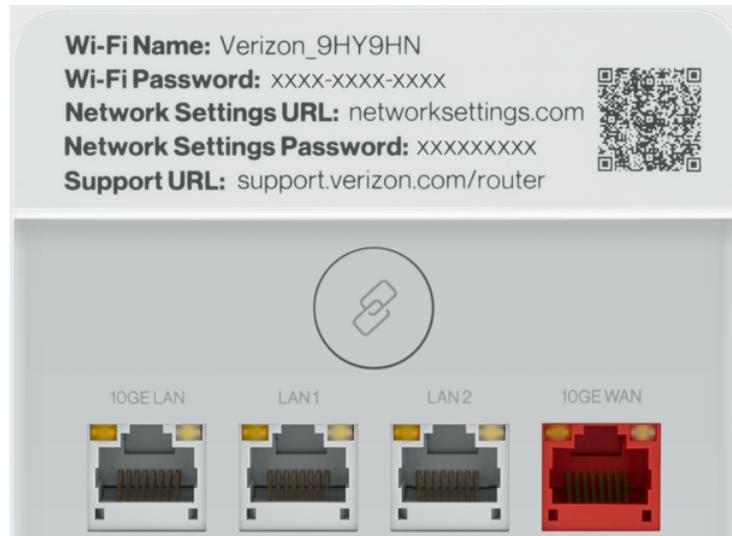
19. Is my Verizon Router encrypted?

For your protection, your router is preset at the factory to use WPA2 (Wi-Fi Protected Access) encryption for your Wi-Fi 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** to change your default password.

20. How can I reboot my Verizon Router?

Press and hold the Reset button on the back of the router for 3-5 seconds. Give the router some time to connect to the Internet and wait until the Internet light becomes steady white.



21. How can I reset my Verizon Router to its factory default settings?

Pressing and holding the red reset button located on the back of the Verizon 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 Verizon 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 customized network settings. This includes the ESSID and network encryption key that you created. After you reset your factory defaults, your 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).

22. Does the router support Tri-Band Wi-Fi?

Yes, the router supports Tri-Band Wi-Fi, or 3 unique Wi-Fi bands. This router broadcasts on the 2.4, 5 and 6 GHz bands. By default, the 2.4 and 5 GHz bands are enabled and are managed together by SON to use the same Wi-Fi name and password; and the 6 GHz band is disabled. To connect Wi-Fi devices to the 6 GHz band as well, you can enable it from the My Fios app to be included within the Primary network, or disable SON and manage all 3 bands independently.

23. What is IoT Wi-Fi and when should I use it?

The Internet of Things or IoT network is designed to provide an easier setup experience for your IoT devices. These benefit from connecting to the 2.4 GHz band while keeping your primary network settings unchanged. Devices connected to IoT Wi-Fi are accessible to other devices on the primary Wi-Fi network.

IoT Wi-Fi is generally used:

- a) To connect an IoT device that requires an app for set up and doesn't have a physical input method to set up Wi-Fi directly.

In some cases it may be easier to connect a device to IoT Wi-Fi. In this situation, connect the smartphone, with the IoT app installed, to the IoT Wi-Fi network on the router. Follow the prompts in the IoT app for connecting the device.

- b) To connect an older device using WPA2 when you have Wi-Fi 6E turned on.

The Wi-Fi 6E band uses WPA3 encryption. If a device with WPA2 encryption is connected to your primary network when you turn on Wi-Fi 6E, that device may disconnect and not reconnect even after retyping the password. If so, you can connect it to the IoT network which uses WPA2 encryption.