1. What is the Wi-Fi Access Point?

The Wi-Fi Access Point is our next-generation broadband device, designed to work as either a standalone router or a signal-boosting extender. The Wi-Fi Access Point allows you to take full advantage of Verizon's fastest Internet plans, supporting Gigabit+ speeds with next-generation Wi-Fi 7 technology.

Key features:

- Wi-Fi 7 Technology: Provides ultra-fast, next-generation connectivity for all your devices.
- Tri-Band Support: Optimizes your network traffic across the 2.4 GHz, 5 GHz, and 6 GHz bands to reduce congestion.
- High-Speed Wired Ports: Includes 2.5 Gbps and 10 Gbps Ethernet ports for professional-grade wired performance.
- MoCA Expansion: Supports 2.5 Gbps MoCA with an optional expansion module to deliver high-speed internet through your office's existing coaxial wiring, separate and included as needed for MoCA support.

2. What is Wi-Fi 7?

Wi-Fi 7 is the latest generation of Wi-Fi (802.11) designed to increase connection speeds and reduce latency. Wi-Fi 7 incorporates Multi-link Operation (MLO) supporting connections at 2.4 GHz, 5 GHz, and 6 GHz simultaneously. It uses a wide 320 MHz channel and MLO which allows your devices to send and receive data across multiple frequency bands at the same time.

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

Yes, all three radio bands are supported.

Feature	2.4 GHz	5 GHz	6 GHz
Speed	Slow/moderate	Fast	Superfast
Range	Wide (Best)	Moderate	Short
Interference	High	Low	Very Low
Congestion	High	Low	None (Exclusive)

4. What's the Internet of Things (IoT) Service Set Identifier (SSID)?

The IoT (Internet of Things) Network makes it easier to connect smart home gadgets like cameras, smart bulbs and older Wi-Fi devices. While your main Wi-Fi uses a Unified SSID (1 single name for the 2.4 GHz, 5 GHz, and 6 GHz bands), some smart devices struggle to connect to this combined signal. Enabling the IoT Network creates a dedicated connection specifically for the 2.4 GHz band.

5. How do I choose the right advanced network configuration for my devices?

Selecting the correct Multi-Link Operation (MLO) setting ensures your newest devices reach maximum speeds while your older gadgets stay connected. Your choice depends on the mix of devices in your office. For detailed instructions on modifying these configurations, refer to your User Manual under Advanced Settings.

6. What's the difference between the 2-Link MLO and 3-Link MLO?

The Wi-Fi Access Point offers two ways to manage your high-speed bands:

- 2-Link MLO (Default Setting): This mode allows high-performance devices to connect to the 5 GHz and 6 GHz bands simultaneously. We recommend this setting for most users because it keeps the 2.4 GHz band separate, ensuring your older devices maintain a stable connection.
- 3-Link MLO (Advanced Setting): This mode combines all three bands (2.4 GHz, 5 GHz, and 6 GHz) into one ultra-fast connection. While this provides the best possible speed for Wi-Fi 7 hardware, it may cause connection issues for older electronics.

Refer to your User Manual under Advanced Settings.

Important: If you enable 3-Link MLO, the IoT SSID is enabled by default to help your older smart home gadgets stay online.

7. What Wi-Fi security is supported on my Wi-Fi Access Point?

The Wi-Fi Access Point uses WPA2 and WPA3 (Wi-Fi Protected Access) security:

- 2.4 GHz and 5 GHz Bands: Use WPA2/WPA3 by default to balance security and compatibility.
- 6 GHz Band: Uses WPA3, the most advanced encryption available.

Important: If you enable 3-Link MLO, the entire network switches to WPA3. Some older devices may be unable to connect to this high-security standard.

8. How do I set up my Wi-Fi Access Point

Scan the QR code to start setup. Download and register, or sign in to get started in the app. Follow the instructions in the app.

9. What do the different LED colors represent on the bottom middle of the Wi-Fi Access Point?

Mode / Type	LED	Wi-Fi Access Point
System	Soft blink white (fading)	Booting
	Solid white	Working as intended (Setup complete)
	50% brightness solid white	Sign of life
	Fast blink red	Overheating
	Slow blink red	Hardware/System Failure/Provisioning Failure
	Solid yellow	No internet connectivity
	Slow blink green	Backend support staff triggerable status
	Fast blink white	Before firmware reboot
Wi-Fi connectivity	Solid white	Wi-Fi active (connected to network)
	Solid green	Wi-Fi disabled (not connected to network)
Pairing	Slow blink blue	DPP pairing in progress on extender (Touchless or QR) ; WPS pairing begins ; Ethernet cable is plugged into an unpaired router/extender ; Coax cable is plugged into an unpaired router/extender MoCA
	Solid yellow (extender only)	DPP pairing failed ; WPS failed ; Ethernet pairing failed ; Coax pairing failed
Extender interactions	Fast blink yellow (extender only)	Extender is too close to router
	Slow blink yellow (extender only)	Extender is too far from router

10. Can I use my Wi-Fi Access Point with a previous generation extender?

No, our latest Wi-Fi Access Point hardware features Self-Organizing Network (SON) technology, which automatically optimizes your connection. Older devices do not support these advanced features. Previous generations can be manually forced to connect and operate alongside the new Wi-Fi Access Point, but those unique configurations will not function correctly and are deemed unsupported.

11. Can I hardwire my Wi-Fi Access Points to each other?

Yes. The Wi-Fi Access Points support a hardwired connection with Coax or Ethernet. Please note that any “hardwired” connection will override a Wi-Fi connection between Wi-Fi Access Points.

12. What is the MoCA Expansion Module?

The MoCA Expansion Module adds a coax connection option to the Wi-Fi Access Point. Find the expansion port on the back of the Wi-Fi Access Point and remove the cover. Insert the MoCA Expansion Module into the expansion port. The Wi-Fi Access Point can now connect to a coax cable.

For setup video and other support information, please visit the MoCA Expansion Module support page at this link: https://www.verizon.com/support/residential/internet/equipment/moca-expansion-module/

13. Will my Fios TV One communicate over Wi-Fi to the Wi-Fi Access Point?

Yes. Fios TV One will communicate over Wi-Fi directly to the Wi-Fi Access Point configured as a router or an extender. In order for Fios TV One to successfully connect to the Wi-Fi Access Point configured as an extender, the extender must be connected with a "wired" connection to the router with Ethernet or MoCA (coax) cables. Or, if your Wi-Fi Access Point configured as an extender is

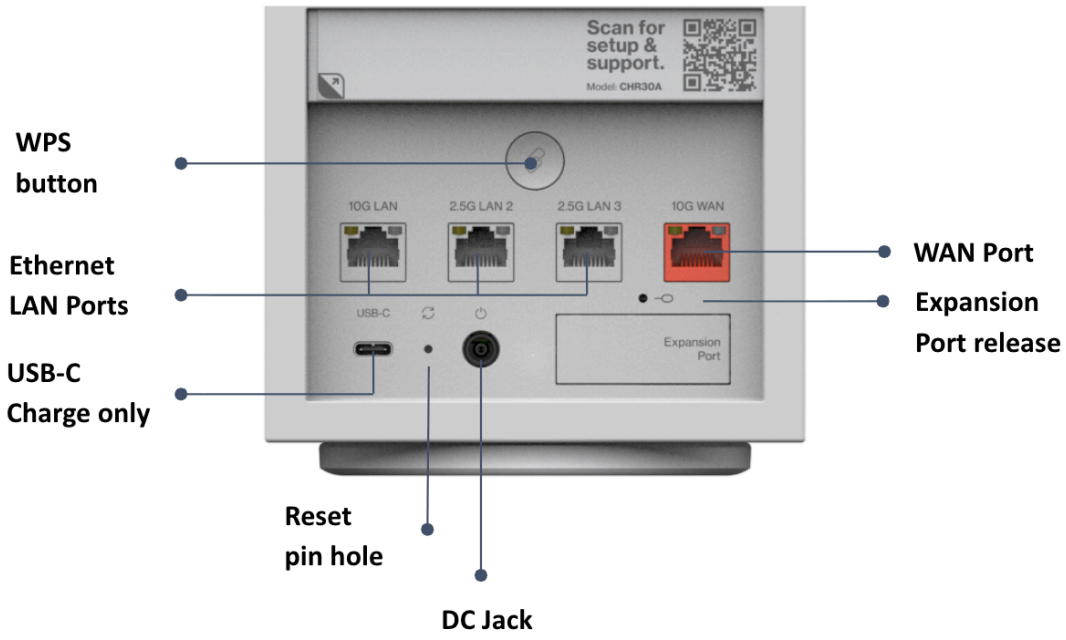
connected via Wi-Fi to the Wi-Fi Access Point configured as a router, you can connect your Fios TV One with a “wired” connection to your Wi-Fi Access Point configured as an extender. Based on the Digital Transfer Content Protection guidelines, a Wi-Fi-connected set-top-box can only support "one" Wi-Fi hop in your local network. For more information on DTCP, please visit the following link. https://www.dtcp.com/faq.aspx

14. How can I reboot my Wi-Fi Access Point?

Rebooting the Wi-Fi Access Point simply requires removing it from the power outlet, and plugging it back in.

15. How can I reset my Wi-Fi Access Point to factory default settings?

Pressing and holding the reset button located on the rear of the Wi-Fi Access Point will restore the Access Point to the factory default settings. Use the pointed end of a paperclip to press and hold the pin hole reset for 5 seconds.



16. Can I wall mount my Wi-Fi Access Point?

Yes. The mounting bracket for the Wi-Fi Access Point is available at the Verizon Accessory site. Please visit https://www.verizon.com/smallbusiness/accessories/mounting-bracket/

17. Does my Wi-Fi Access Point need to stand upright?

Yes. The Wi-Fi Access Point should always be kept in an upright position for optimal performance.