

Verizon Internet Gateway for Business (ASK-NCQ1338E) Configuration and Setup Guide



verizon[✓]



Setup Instructions

Setup Instructions for the Verizon Internet Gateway for Business

1. Remove the Verizon Internet Gateway power cord, 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 cord to the port on the bottom of the gateway and plug the power cord into an 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 Internet Gateway, either:
 - a) Use your device to scan the QR code on the bottom of the Verizon Internet Gateway.
 - b) Manually enter the Wi-Fi name and password listed below the QR code.
5. To connect an existing business router, use the Ethernet cable provided and connect the LAN port on the Verizon Internet Gateway to your router's WAN port. Refer to the IP Passthrough section for detailed instructions.

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 1-800-922-0204.

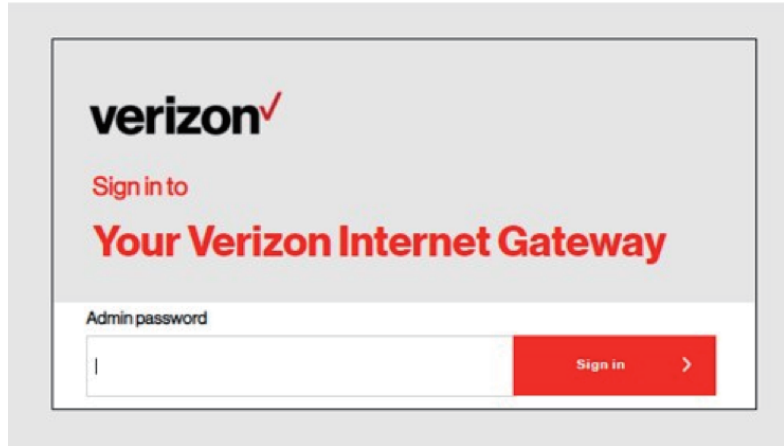
When you call, please reference the Mobile Telephone Number that you received with your order confirmation email for 5G Business Internet.



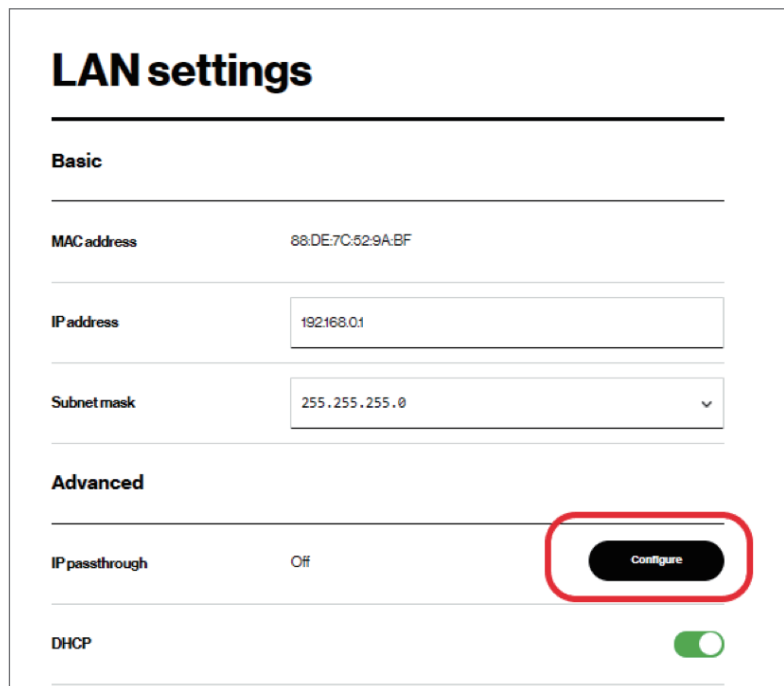
How to Configure IP Passthrough

Note: This process includes an automatic device reboot. Please plan accordingly as reboot will impact your internet connection.

1. Log into the WebGUI portal (192.168.0.1) as an Admin using the "Password" from the label on the bottom of the Gateway.



2. Connect to your device via WiFi or LAN (as shown in the Setup Instructions).
3. Once you're connected, type 192.168.0.1 into the browser as the URL.
4. Click on Network → LAN
5. Scroll down to IP Passthrough and click on the Configure button.



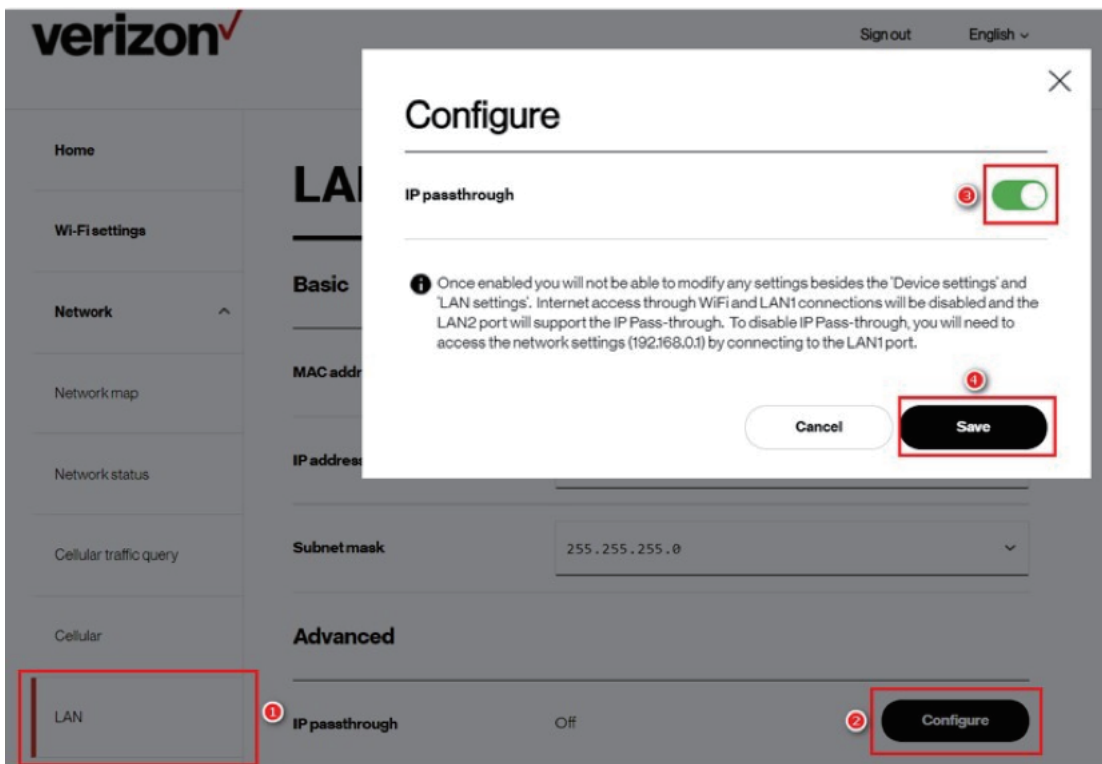
6. On the Configure menu pop-up, toggle IP passthrough on.

The pop-up window shows a note that.

- IP Passthrough is enabled on LAN2.
- WiFi and LAN settings will be disabled.
- LAN1 can be used to access the WebGU.I

7. Click on Save. The device reboots.

8. When the device powers on completely (the white LED light turns from blinking to Solid), plug in the enterprise device to be connected to the LAN2 port. The Verizon Internet Gateway hands off the IP address assigned by the network to the device connected to the LAN2 port.



LED Indicators for Troubleshooting

LED

The LED indicates the system and connection status.

Front LED Mode	Status	LED Pattern
Bootup	System Off	Off
	System Booting	Soft blink White
	Firmware update (FOTA)	Fast blink white
Cellular signal (or after single click pair button)	Passing signal	Solid White
	No Signal, Cold SIM	Solid Red
	No SIM Card	Hard blink red
Regular usage	Setup complete	50% bright White
	WiFi disabled by user	Solid Green
Pairing	WPS Pairing	Hard blink Blue
Other	Factory Reset	Fast blink yellow
	FW Error	Soft blink red

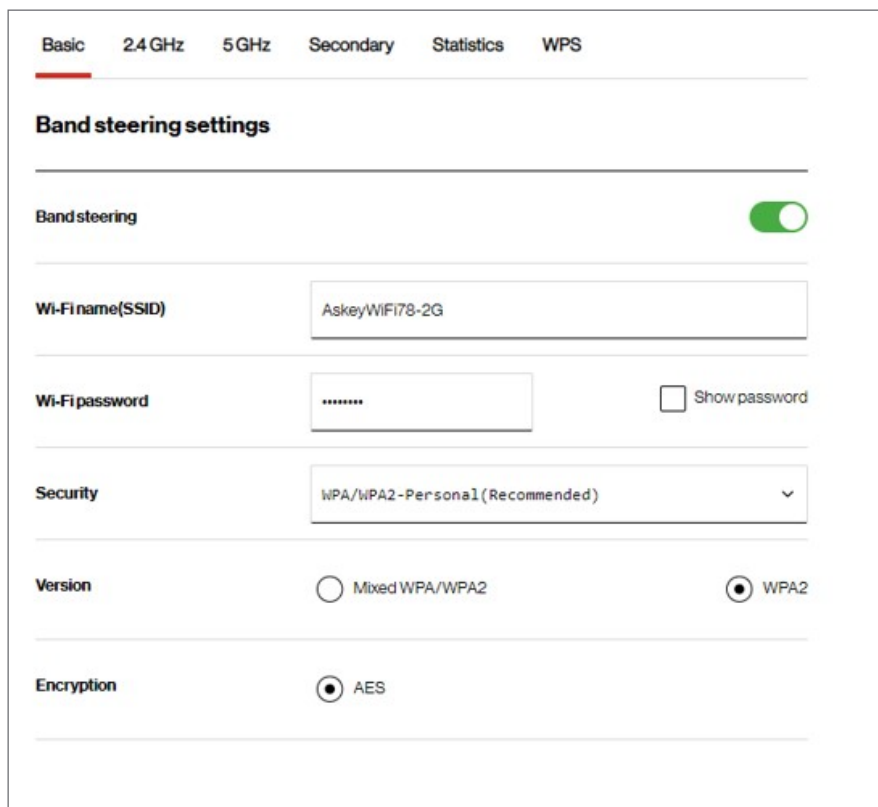


How to Change the Wi-Fi SSID Name/Password

Instructions for changing your Wi-Fi SSID Name

1. Login to the Verizon Internet Gateway Admin Portal 192.168.0.1.
2. Click Wi-Fi Settings Tab, which displays advanced settings for your router's Wi-Fi.
3. Under Basic, all your basic Wi-Fi settings can be configured here including Wi-Fi Name (SSID), Wi-Fi Password, etc.

*Band Steering is a feature which enables your router to dynamically assign wireless devices (smartphones, laptops etc.) to the best wireless frequency (2.4GHz or 5GHz). When Band Steering is enabled your dual-band router's network will have one Wi-Fi name. For two separate Wi-Fi names, disable band steering and go to the 2.4Ghz and 5Ghz tab to configure.

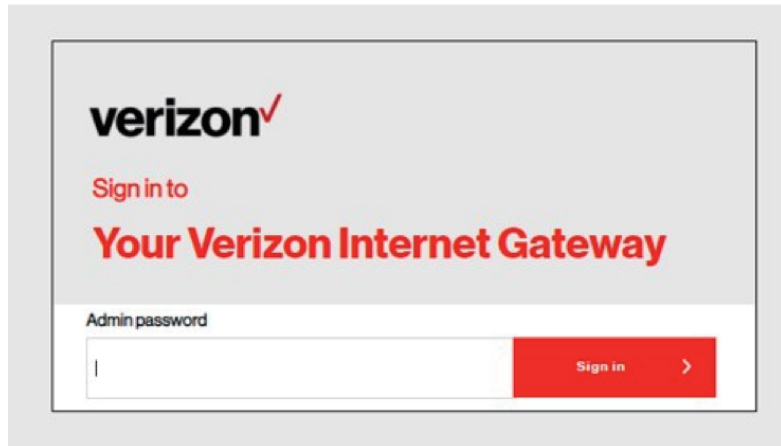


The screenshot shows the 'Basic' tab of the Verizon Internet Gateway Admin Portal. The 'Band steering settings' section is active, with a green toggle switch for 'Band steering' turned on. Below this, the 'Wi-Fi name(SSID)' field contains 'AskeyWiFi78-2G'. The 'Wi-Fi password' field is masked with dots, and there is a 'Show password' checkbox. The 'Security' dropdown menu is set to 'WPA/WPA2-Personal(Recommended)'. Under 'Version', the 'WPA2' radio button is selected. Under 'Encryption', the 'AES' radio button is selected.



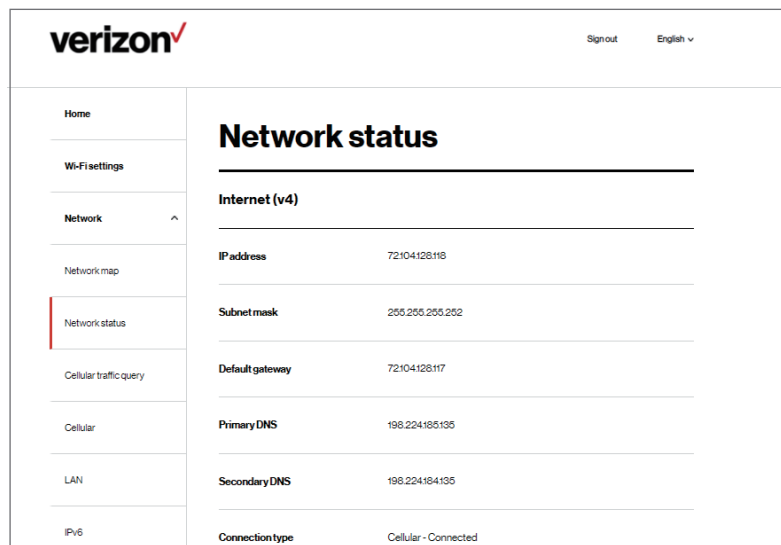
How to find your MDN, IMEI

1. Connect to your device via Wi-Fi or LAN (as shown in the Setup Instructions).

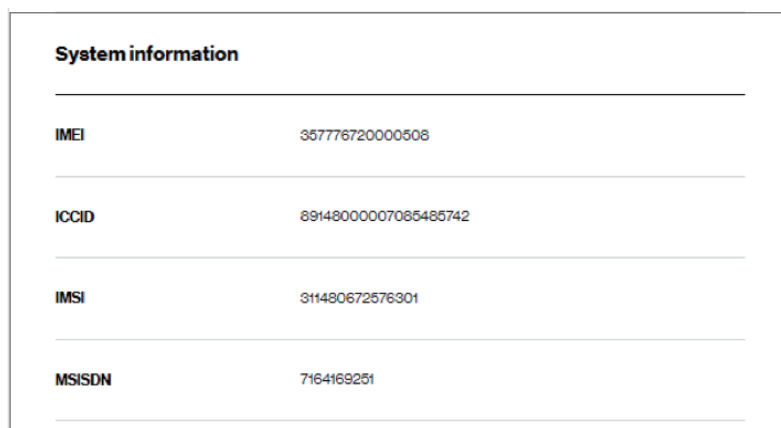


2. Once you're connected, type 192.168.0.1 into the browser as the URL.

3. Click Network → Network Status

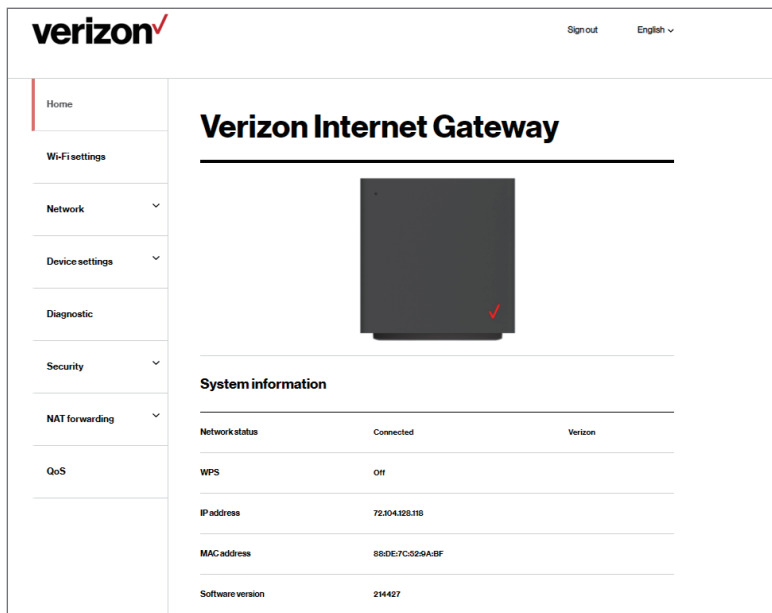
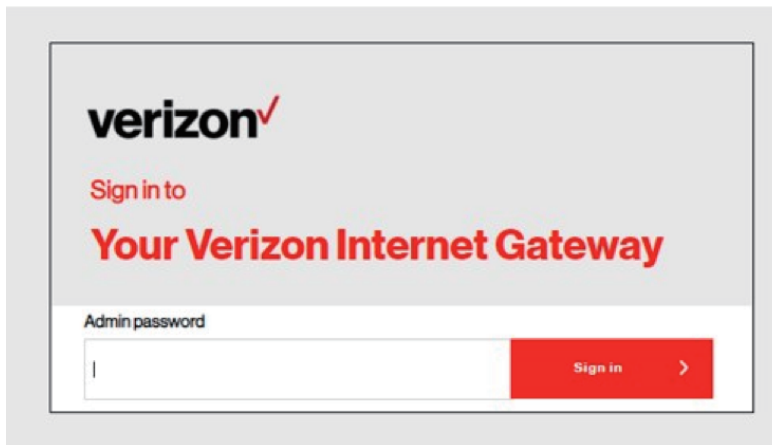


4. Scroll down under System Information to see key device details such as MDN (MSISDN), IMEI, ICCID, etc. information.



How to find the Software version

1. Connect to your device via Wi-Fi or LAN (as shown in the Setup Instructions).
2. Once you're connected, type 192.168.0.1 into the browser as the URL.
3. Under Home you can now see System Information such as Software Version, IP Address, and Network Status.



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 via MyBusiness

For more device information and to manage your device remotely (e.g., configure primary and secondary Wi-Fi, reboot remotely) you can visit the wireless [My Business Portal](#) (register for an account if you do not have one).

