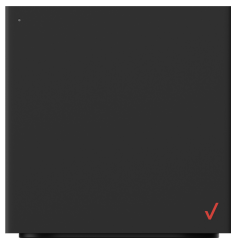# verizon✓

**Quick Start Guide**
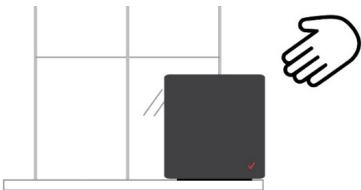
# Verizon Internet Gateway for Business

[SKU: FSNO21VA]

# Setup Instructions

Follow the steps below to set up your Verizon Internet Gateway:

- Open the package and take out the Power adapter and the Ethernet cable.
- Place the Gateway in an open area on an elevated surface (for good ventilation).



- Connect the included Power Adapter to the DC IN power port of the router.
- Plug the Power Adapter to an electrical outlet.
- Wait for a short moment for the router to power up and connect to 4G LTE/5G network.
- The LED shall display ON (White) after powering up. 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.
- Your Internet device shall be able to connect to the Wi-Fi network of your router named **Verizon_<your network>**.



Check this label for the default name and password of the router's Wi-Fi network

### If you want to connect via Ethernet

- The router can connect to other devices via Ethernet connections. Use the supplied Ethernet cable and plug one end into one of the LAN ports of the router (as shown below), and plug another end of the cable into an available LAN port of the other device.

- The router can also connect to a CPE or an external modem via WAN port by using the supplied Ethernet cable.

Plug in the power adapter
into an electrical outlet

Connect a CPE or modem

Connect other devices
via Ethernet cable
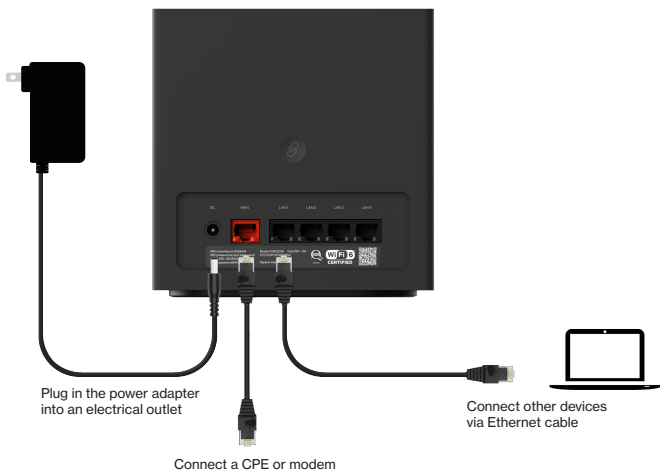
**NOTE:**

- Devices and software are constantly evolving. The screen images and icons you see here are for reference only.
- 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.
- When connecting a CPE or modem, refer to the IP Passthrough instruction later in this guide.

# How to Configure IP Passthrough

To configure IP Passthrough for your router,

1. Connect your router to another networking device, such as a router, CPE, gateway, or modem via the WAN port (the red one) by using the supplied Ethernet cable
2. Open a web browser and enter the router's default address **http://192.168.0.1** in the address bar.
3. Log in using the default password (check the product label on the back side of the router abeled **Admin URL and Admin password**).
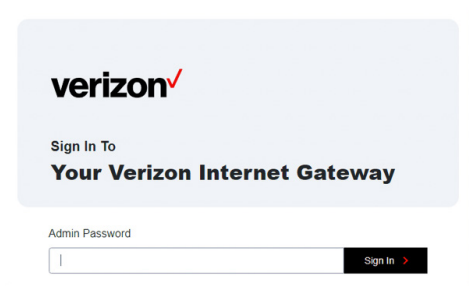


4. When entering the Web UI, use the **Menu** at the left side and go to > **Network** > **WAN**.
5. Use the toggle switch to enable or disable IP Passthrough function.

# WAN Settings

**WAN Type**

Connection Type             Dynamic IP           ▾

IP Passthrough             ◯

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**Dynamic IP Information**

IP Address

Subnet Mask

Default Gateway

Primary DNS

Secondary DNS

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**Dynamic IP Advanced Settings**

DNS Address             Get dynamically from ISP       ▾

Primary DNS

**Important notes about IP Passthrough**

- If IP Passthrough is enabled, Wi-Fi, IPv6, firewall and ALG will be off. The Wi-Fi, the IPv6, the firewall and the ALG setting pages will show IP Passthrough is on. It will prioritize WAN connections over cellular if WAN is connected. To enable Wi-Fi, IPv6, firewall, and ALG again and resume prioritizing cellular connection, IP Passthrough must be disabled.
- When IPPT is enabled, only one of the four LAN ports (LAN 1) can be used to an external device through Ethernet for obtaining IP address. The IP address will then be assigned to the only external device connected to this router.
- When IPPT is enabled, there could be potential signal disruption to WWAN network, such as carrier network outage, and no IP address is available for this router. In this case, connect your computer to the WAN port of this router and access the Web UI (**192.168.0.1**) on a web browser. Then disable IP Passthrough with the toggle switch to resume default router functions.

# LED Indicators for Troubleshooting

The LED indicators show the system and connection status. Refer to the table below if troubleshooting is necessary.

| 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-clicking the 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 | ○ |
| | Wi-Fi Disabled by User | Solid Green | 🟢 |
| Paring | WPS Pairing | Hard Blink Blue | 🔵 |
| Other | Factory Reset | Fast Blink Lime | 🟡 |
| | FW Error | Soft Blink Red | 🔴 |

# Wi-Fi Band Steering & SSID Name/Password

To configur your WiFi Bandsteering or change WiFi SSID name or password,

1. Open a web browser and enter the router's default address **http://192.168.0.1** in the address bar.
2. Log in using the default password (check the product label on the back side of the router abeled **Admin URL and Admin password**).
3. When entering the Web UI, use the **Menu** at the left side and go to > **Wi-Fi settings** > **Basic**.
4. From the Basic page, you can configure your basic Wi-Fi settings.

Band Steering enables your router to dynamically assign wireless devices (smartphones, laptops, or tablets) to their capable frequency (2.4GHz or 5GHz). For example, if your device supports 5GHz band, it will be steered to that frequency while legacy connected devices are assigned to 2.4GHz. When Band Steering is enabled, your dual-band router will have one Wi-Fi name (SSID).

## Wi-Fi Settings

| Basic | 2.4 GHz | 5 GHz | Secondary | WPS |
|-------|---------|-------|-----------|-----|

**Band Steering Settings**

| | | |
|---|---|---|
| Band steering | 🟢 | |
| Wi-Fi Name(SSID) | Verizon_ZG8H22 | ☐ Hide SSID |
| Wi-Fi Password | •••••••••••••••• | ☐ Show password |
| Security | WPA2 ▾ | |
| Version | WPA2 ▾ | |
| Encryption | AES ▾ | |

| Cancel | Save |
|--------|------|

## Wi-Fi settings

| | |
|---|---|
| **Band steering** | Use the toggle switch to enable or disable it. When Band Steering is enabled, your dual-band router will show one Wi-Fi name (SSID), and your wireless devices will be assigned to their capable frequencies (2.4GHz or 5GHz) automatically. When enabled, all the settings in this tab can be configured.<br><br>Note: Information under Basic Tab is automatically filled on 2.4 GHz and 5 GHz Tabs. It should not be updatable in 2.4 GHz and 5 GHz Tab |
| **Wi-Fi Name (SSID)** | This is the name of your Wi-Fi network for identification, which is also known as "SSID". **Note about input conditions:** Input value size (1 - 32) bytes with alphabet (A-Z and a-z), digits (0-9), and/or symbols (ALL). |
| **Wi-Fi Password** | Enter the password for your Wi-Fi network. A complex, strong password is highly recommended. **Note about input conditions:** 8 - 63 characters with alphabet (A-Z and a-z), digits (0-9) and/or symbols (ALL). |
| **Security** | Select a Wi-Fi security type from the drop down menu which includes None, Mix WPA/WPA2, WPA2, and WPA3. |
| **Version** | Shows which version of security type is in use. The version corresponds to the selected Wi-Fi security type. |
| **Encryption** | Displays encryption type according to the selected version. AES encryption is the default encryption type for WPA standards. |

# How to Check Your IMEI, MDN

To check the IMEI, MDN or related information about your router,

1. Open a web browser and enter the router's default address **http://192.168.0.1** in the address bar.
2. Log in using the default password (check the product label on the back side of the router abeled **Admin URL and Admin password**).
3. Use the **Menu** at the left side and go to > **Network** > **Network Status** > **System Information**.

## Network Status

| Internet | Cellular | LAN | Wi-Fi | System Information |
|----------|----------|-----|-------|---------------------|

| | |
|---|---|
| **IMEI** | 356405430007626 |
| **ICCID** | |
| **IMSI** | |
| **MDN** | |

# How to Check the Software Version

To check the software version of your router,

1. Open a web browser and enter the router's default address **http://192.168.0.1** in the address bar.
2. Log in using the default password (check the product label on the back side of the router abeled **Admin URL and Admin password**).
3. Use the **Menu** at the left side and go to > **Device Settings** > **Firmware Update**.
4. The **Firmware Update** page displays your router 's software version information.

## Device Settings

**Software Update**

**Current Software**

Software Version                      FSNO21VA_0310

Applied On                         2022/07/04 03.49                  [Check For New Version]

# About Security Features

**Security**

Use the **Menu** at the left and go to **Security** to configure various security functions if necessary, including Firewall, NAT Forwarding (DMZ), IP/MAC Binding, Access Control and ALG settings.

However, security features shall be configured by IT experts.

# How to Add Customizable 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 wifi, reboot remotely) you can visit the wireless **My Business Portal** (register for an account if you do not have one).

# Troubleshooting

| | |
|---|---|
| **Dropped Wi-Fi connection** | Wi-Fi connections can occasionally drop for any number of reasons, such as interference or system updates. |
| | Try to ensure the space between your router and Wi-Fi devices is as clear as possible and make sure you're not moving too far away from your router. |
| | Check that your router has a good cellular connection and that your Wi-Fi device isn't trying to connect to any other saved Wi-Fi networks. |
| **Can't connect to Wi-Fi** | If your router's Wi-Fi doesn't appear when scanning available networks on your device, or if you can't make a connection, try switching both your router and Wi-Fi device off and back on again, and move closer to your router. If your router has a good cellular connection and you still can't establish a Wi-Fi connection, try a factory reset. |
| | To perform a factory reset and return the Verizon Internet Gateway to default settings, use a pin to insert into the Reset Hole for a few seconds. |
| **Can't login to the Web UI** | If you can't access the Web UI, it might be an issue with your device or computer's proxy or IP address settings. Make sure that proxy settings are disabled and that your device or computer can be allocated an IP address on the network by the router's DHCP server. You'll need to check the support for your device or computer's operating system e.g. Windows or Mac OS, for detailed instructions on how to do this. |
| **Unable to connect to the Internet upon IP address conflict** | IP address conflict may occur if you connect another routing device, such as an ADSL router or fiber optic modem, to your router's WAN port through an Ethernet cable. In this case, the two devices are trying to use the same default IP address (which is 192.168.0.1 in most cases) and probably similar default DHCP ranges (which is 192.168.0.2~255 in most cases). When the two devices are competing for IP address and subnet on the same network, your router may lose network connectivity. |

| | |
|---|---|
| **Unable to connect to the Internet upon IP address conflict** | To solve this, you may follow the 3 simple steps:<br>1. Unplug the routing device connected to your router.<br>2. Change the IP address of your router under<br>   **LAN Settings** (see **5.4.6 LAN Settings** for reference).<br>   For example, change IP from 192.168.0.1 to 192.168.2.1<br>   or 192.168.3.1.<br>3. Reconnect the routing device you want to connect with your<br>   router.<br>After the 3 steps, each routing device on the same network will have its own IP address to connect to the Internet.<br><br>If you are still unable to connect to the Internet after the 3 steps above, or if you have probems through the 3 steps, consult with Verizon or experienced network technicians. |
| **Unable to connect to the Internet caused by duplicated IP address conflict** | If you have more than one devices connected to your router on the same network, it is possible that duplicated IP address conflicts may occur and you may not be able to connect to the Internet. For example, you have two devices connected to the network, A (for example, a notebook) and B (for example, your mobile phone), and you define a static IP address for device A. However, your router may assign an IP address to device B that is already the static IP address for device A. In this scenario, duplicated IP address conflict occurs and you may not be able to connect to the network.<br><br>To solve this issue, you may<br>- Convert the device with the static IP address to a DHCP client (the device A in the scenario described earlier).<br>Or<br>- Exclude the static IP address from the DHCP scope on the DHCP server, which is your router. To do so, go to **LAN Settings** (see **5.4.6 LAN Settings** for reference), and<br>  1. Use the toggle switch to turn on DHCP.<br>  2. Redefine the range that does not include the static IP<br>     address of your device. |

| **Where can I get more help?** | If you have any problem setting up your router, please visit [setup.verizon.com/businessinternetgateway](setup.verizon.com/businessinternetgateway) for help. For further assistance, call the Verizon Technical Support Team at 1.800.922.0204. Please have yoru order confirmation email ready when you make the call. |

# User Manual

For more detailed information, download the user guide [here](here).