

### 1. 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>

### 2. Do my Wi-Fi drivers on Windows need to be updated to see 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.**

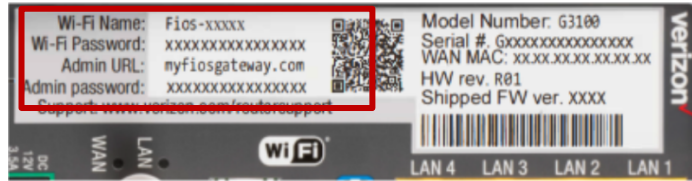
<https://www.intel.com/content/www/us/en/support/articles/000054799/network-and-i-o/wireless-networking.html>

### 3. What do the Unified Button LED light colors represent?

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

#### 4. Where can I find my Wi-Fi Name/Password or Admin Name/Password

Wi-Fi name/password or Admin name/password can be found on the rear label of your Fios Router.



#### 5. Does my Fios Router support Self Organizing Network (SON)?

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

#### 6. How do I connect a Wi-Fi device to my Fios Router?

Access the Wi-Fi setting on your Wi-Fi device, then select your Fios 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. Learn how to change your Wi-Fi Password below.

#### Change Wi-Fi Password

#### 7. How do I set up Guest Wi-Fi on my Fios Router?

- **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**

Don't have the My Fios app?

**Download now**

- **Set up in My Verizon**

Sign into **My Verizon** to set up your Guest Wi-fi. To access:

hover over **Services**, select **Internet >** under **My Networks** select your **Guest Network >** select **Enable Guest Wi-Fi Access**

Don't have an account?

**[Register now >](#)**

## 8. Where can I find the Wi-Fi name and password for my Fios Router?

- **Find in the My Fios App**

Using the **[My Fios app](#)**, select

**Internet >** under **My Networks** the **password** is listed below each network name

Don't have the Fios TV app?

**[Download now](#)**

- **Find in My Verizon**

Sign into **[My Verizon](#)** to view your Wi-Fi name and password. To access:

hover over **Services**, select **Internet >** under **My Network** the **password is listed below each network name**

Don't have an account?

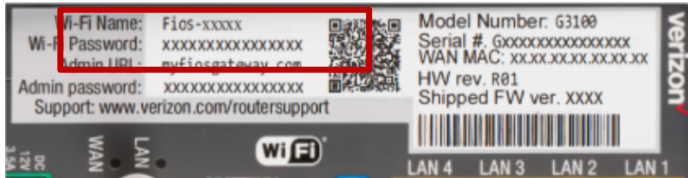
**[Register now](#)**

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- Find on your router

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

Please refer to the diagram below:



## 9. How do I connect my Fios Router via WPS (Wi-Fi protected setup)?

Your Fios 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](#) or visit [My Verizon](#) to manage Wi-Fi settings.

## 10. How and where can I manage my Fios Router?

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

Using the [My Fios app](#) select **Internet** from the dashboard.

Don't have the My Fios app?

### **Download now**

You can also manage advanced settings from the router interface via your browser.

### **Manage advanced setting**

- **Manage your settings in My Verizon**

Sign into [My Verizon](#) to manage your settings. To access

hover over **Services**, select **Internet**

Don't have an account?

### **Register now**

## 11. What parental controls are available on the Fios Router?

Using the **My Fios App** or the **My Verizon** parental controls allows 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 in your home or business. [Click here](#) to learn more and get started using it today on the My Fios app.

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

Using the My Fios app select:

**Internet** > under **My Networks** select **Devices & Parental Controls**

Don't have the My Fios app?

**[Download now](#)**

- **Manage your settings in My Verizon**

Sign into **My Verizon** to manage your settings. To access:

hover over **Services**, select **Internet** > under **Manage My Devices** select **Devices & Parental Controls**

Don't have an account?

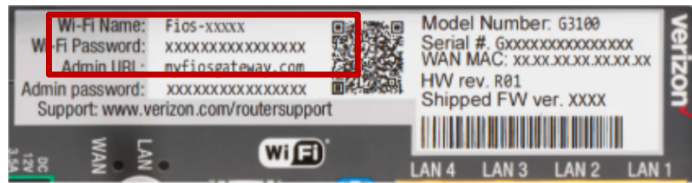
**[Register now](#)**

## 12. How do I connect a device to an Ethernet port on the Fios Router?

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

## 13. How do I manage my Fios Router advanced settings?

- Open your browser and enter "myfiosgateway.com" or "192.168.1.1" into the browser. You will be taken to a page to enter your username and administrator password:
- The default username is "admin"
- The unique default password is on the label located on the back of the router. Please refer to the diagram below



#### 14. 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.

- **Test your speed in the My Fios app**

Using the **My Fios** app select:

**Internet** > under **Wi-Fi Health Check**, select **Speed Test**

Don't have the My Fios app?

**Download now**

- **Test your speed in My Verizon**

Sign into **My Verizon** to test your speed. To access, select **Begin Speed Test**.

Don't have an account?

**Register now**

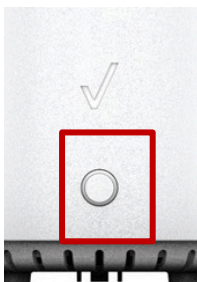
#### 15. Is my Fios Router encrypted?

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 or visit **My Verizon** to change your default password.

#### 16. How can I reboot my Fios Router?

Press and hold the Unified button on the front of the router for 10 seconds. Give the router some time to connect to the Internet and wait until the Internet light becomes steady white.



### **17. How can I reset my Fios Router to its factory default settings?**

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

### **18. Does the router support Tri-Band Wi-Fi?**

Yes, the router supports Tri-Band Wi-Fi, including one 2.4 GHz, & 2 separate 5GHz Wi-Fi bands. The third band is not exclusively for extenders, but is also available by default, to connect personal devices to, when no extenders are connected over Wi-Fi.

### **19. What is IoT Wi-Fi?**

IoT Wi-Fi is a new Wi-Fi option available to you through a separate Wi-Fi name and password. IoT Wi-Fi broadcasts only on the 2.4 GHz band to improve the setup flow of IoT devices which only use 2.4 GHz. Devices connected to this Wi-Fi are accessible to other devices on the Primary Wi-Fi.