Thank you for participating in this trial of the new SON capabilities for the BHR4.

We have created this document which will provide step-by-step instructions for enabling SON on your in-home router.

Relevant areas on each page are circled in yellow.

Before enabling SON on your router, please be aware that some of your devices that currently connect to your in-home WiFi, may be affected by this change. If you have any devices that currently connect to a 5Ghz WiFi network in your home, these devices will be disconnected from the network as a result of enabling SON and you will need to connect them to the new SON enabled network.

If you have any questions or concerns, please let us know.

The Verizon Trials Team
Step 1

Open the beta version of the MyFios app.

If you have not downloaded the beta version of the app, please do so first.
On this screen you will see that you are connected to your network.

Tap to access your Self-Organizing Network (SON).
Tap on Potentially Impacted Devices to see which of your devices may be impacted by this change.

Only devices that are actively connected to the 5Ghz network at that time will appear in the list.

If no device will be affected, no link will appear and you should skip to step 5.
If there are any devices that will impacted by this change, you will see them listed on this screen.

You may want to write down which those are so that you can reconnect those devices to the new network.

Use the < to return to the previous page.
Once the Self-Organizing Network is turned on you can exit the app.
Step 6

Reboot your router after enabling or disabling the SON feature enhancement. If you have an FNE (Fios Network Extender), reboot the FNE as well. Rebooting the router and FNE will ensure everything is reset, and your devices (phone/laptop/other devices) have the ability to disconnect and then reconnect to Wi-Fi.