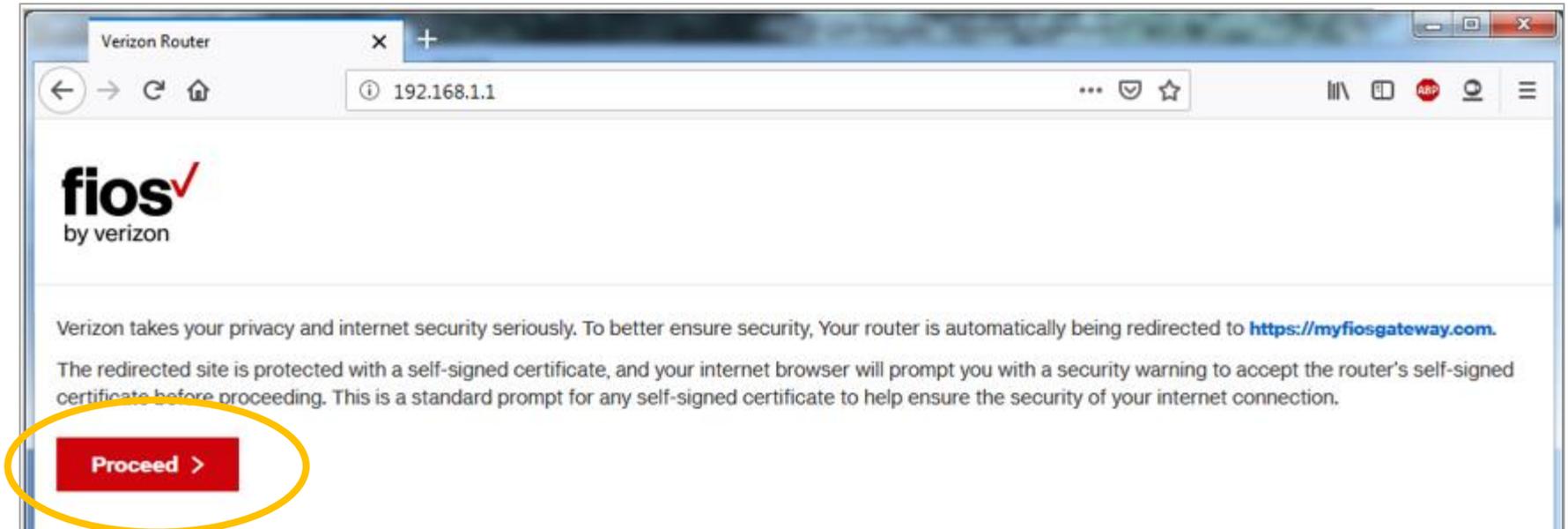


Thank you for participating in this trial of the new SON capabilities for the BHR4. We have created this document which will provide step-by-step instructions for enabling SON on your in-home router. Relevant areas on each page are circled in yellow.

Step 1

Make sure the device you are using is currently connected to your in-home WiFi network. Open a browser window and type in the IP address: 192.168.1.1 or go to: <https://myfiosgateway.com>

You should see the following message:

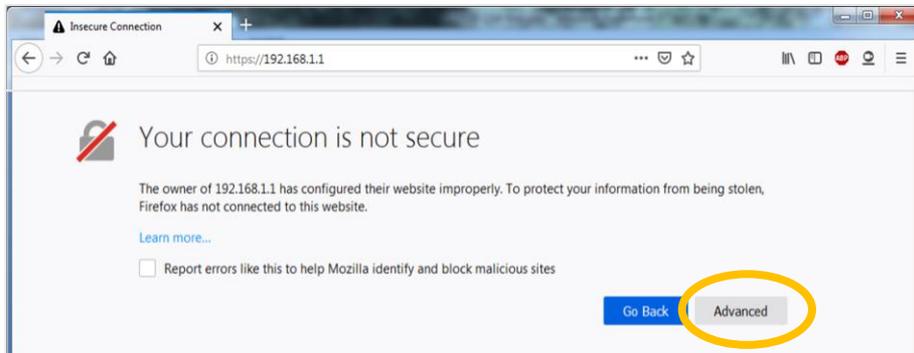


Click on the "Proceed" button.

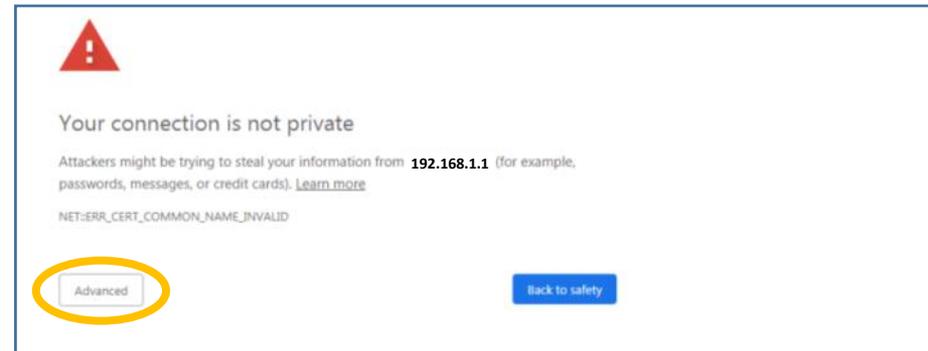
Step 2

You will see the following message. Click on “Advanced”.

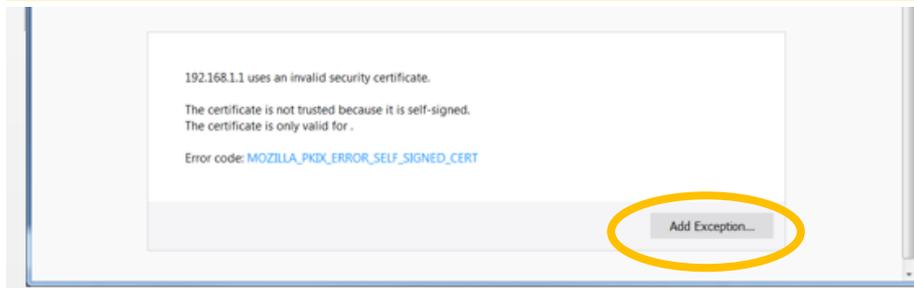
Firefox Warning Page



Chrome Warning Page, similar to Safari & IE

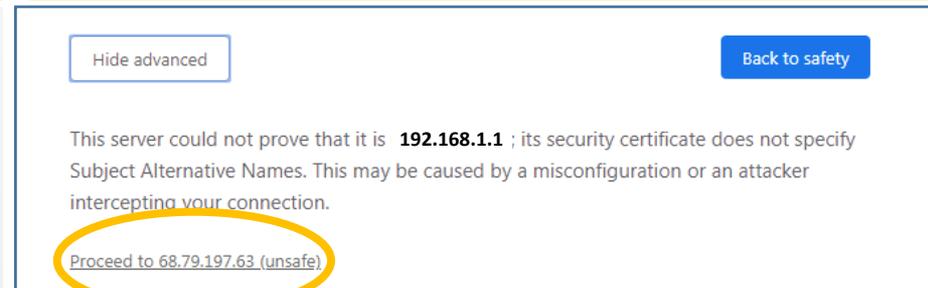


This drop down appears. Click on “Add Exception”.



Proceed to step 3

This drop down appears. Click on “Proceed to...”.



Skip step 3

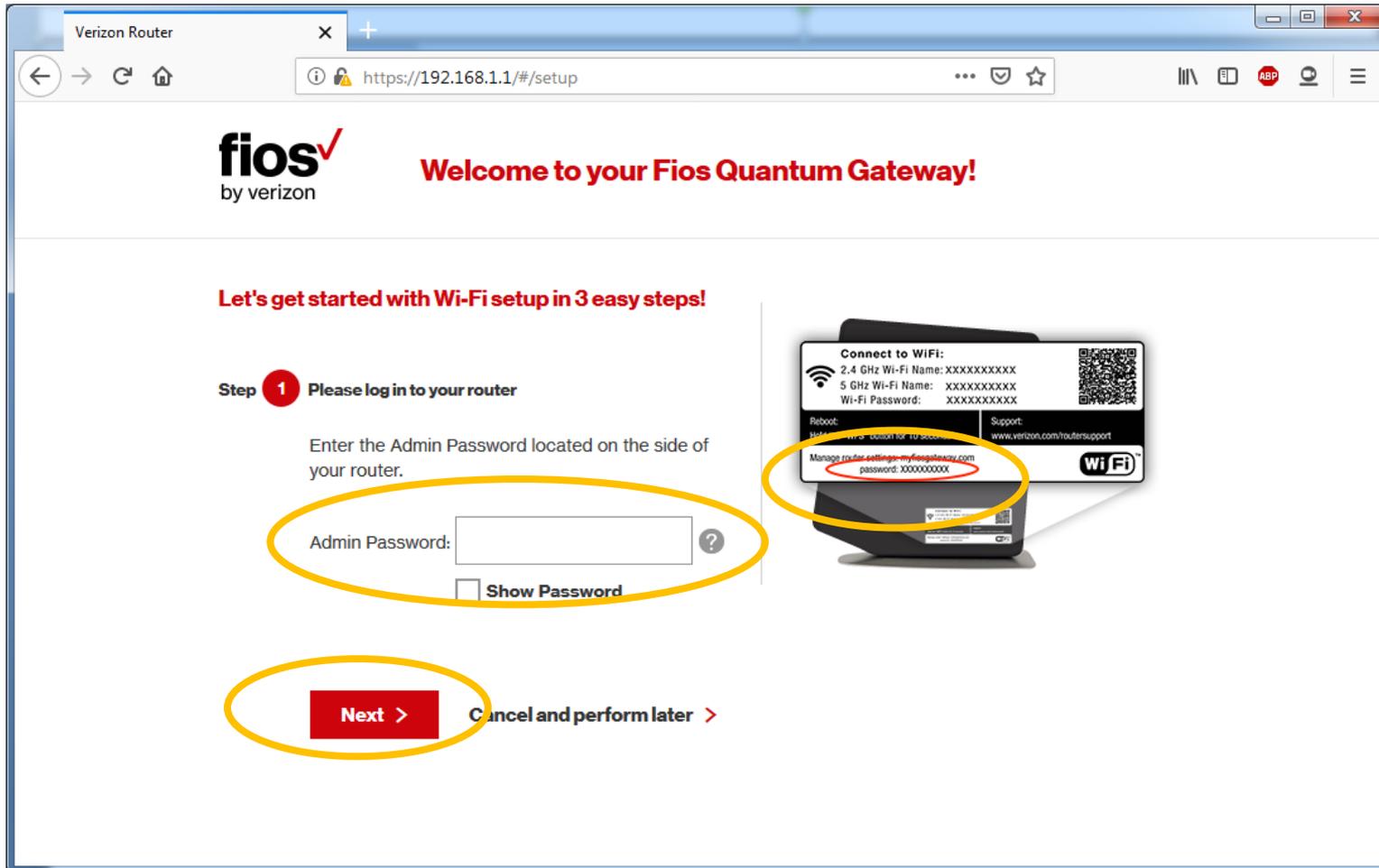
Step 3

A pop-up will ask you to “Confirm Security Exception”, click on this button.



Step 4

Type the Admin Password located on a sticker on the back of your router into the box indicated on the screen and then click “Next”.



The screenshot shows a web browser window titled "Verizon Router" with the URL "https://192.168.1.1/#/setup". The page features the Fios by Verizon logo and a "Welcome to your Fios Quantum Gateway!" message. Below this, it says "Let's get started with Wi-Fi setup in 3 easy steps!".

Step 1 Please log in to your router

Enter the Admin Password located on the side of your router.

Admin Password: ?

Show Password

Next > Cancel and perform later >

On the right, there is an image of a router with a sticker. The sticker contains the following information:

- Connect to WiFi:**
- 2.4 GHz Wi-Fi Name: XXXXXXXXXXXX
- 5 GHz Wi-Fi Name: XXXXXXXXXXXX
- Wi-Fi Password: XXXXXXXXXXXX
- QR code
- Reboot: Hold the power button for 10 seconds
- Support: www.verizon.com/routersupport
- Manage router settings: myfiosgateway.com
- password: XXXXXXXXXXXX
- WiFi logo

Yellow circles highlight the "Admin Password" input field on the screen and the "password: XXXXXXXXXXXX" field on the router sticker.

Step 5

The next two screens show you your current network settings. You do not need to change anything here. On the first page click “Continue”. On the second page, click “Apply”.

Verizon Router

https://192.168.1.1/#/setup

fios by verizon **Welcome to your Fios Quantum Gateway!**

Step 2 Personalize your Wi-Fi settings

Your router is pre-configured with the Wi-Fi settings below. You may use the defaults or change the name and password to something easier to remember.

2.4 GHz Wi-Fi Name: FIOS-FKJP2

5 GHz Wi-Fi Name: FIOS-FKJP2-5G

Wi-Fi Password: host590pen8895rage

Wi-Fi Password must be at least 8 characters.

[Restore defaults >](#)

[Restore from Account >](#)

Setup and enable your Guest Wi-Fi (Optional):

To keep your Wi-Fi secure, the Fios Quantum Gateway has the ability to create a Guest Wi-Fi network, where your guests can access the internet but will not have access to your private files, shared printers and media.

Continue > [Cancel and perform later >](#) [< Back](#)

Verizon Router

https://192.168.1.1/#/setup

fios by verizon **Welcome to your Fios Quantum Gateway!**

Step 3 Review and Apply your Wi-Fi settings:

2.4 GHz Wi-Fi Name: **FIOS-FKJP2**

5 GHz Wi-Fi Name: **FIOS-FKJP2-5G**

Wi-Fi Password: **host590pen8895rage**

[Guest Wi-Fi Off](#)

[Restore default settings >](#)

You can add devices in one simple step. If your device has WPS, then simply press the WPS button on the router & on your device. They will automatically and securely connect.

Don't forget to download the **My Fios App**, which allows you to manage your router remotely, enable and manage parental controls, manage your guest network and provides additional ways to add devices.

You can download My Fios App from the [Google Play Store](#) or [Apple App Store](#).

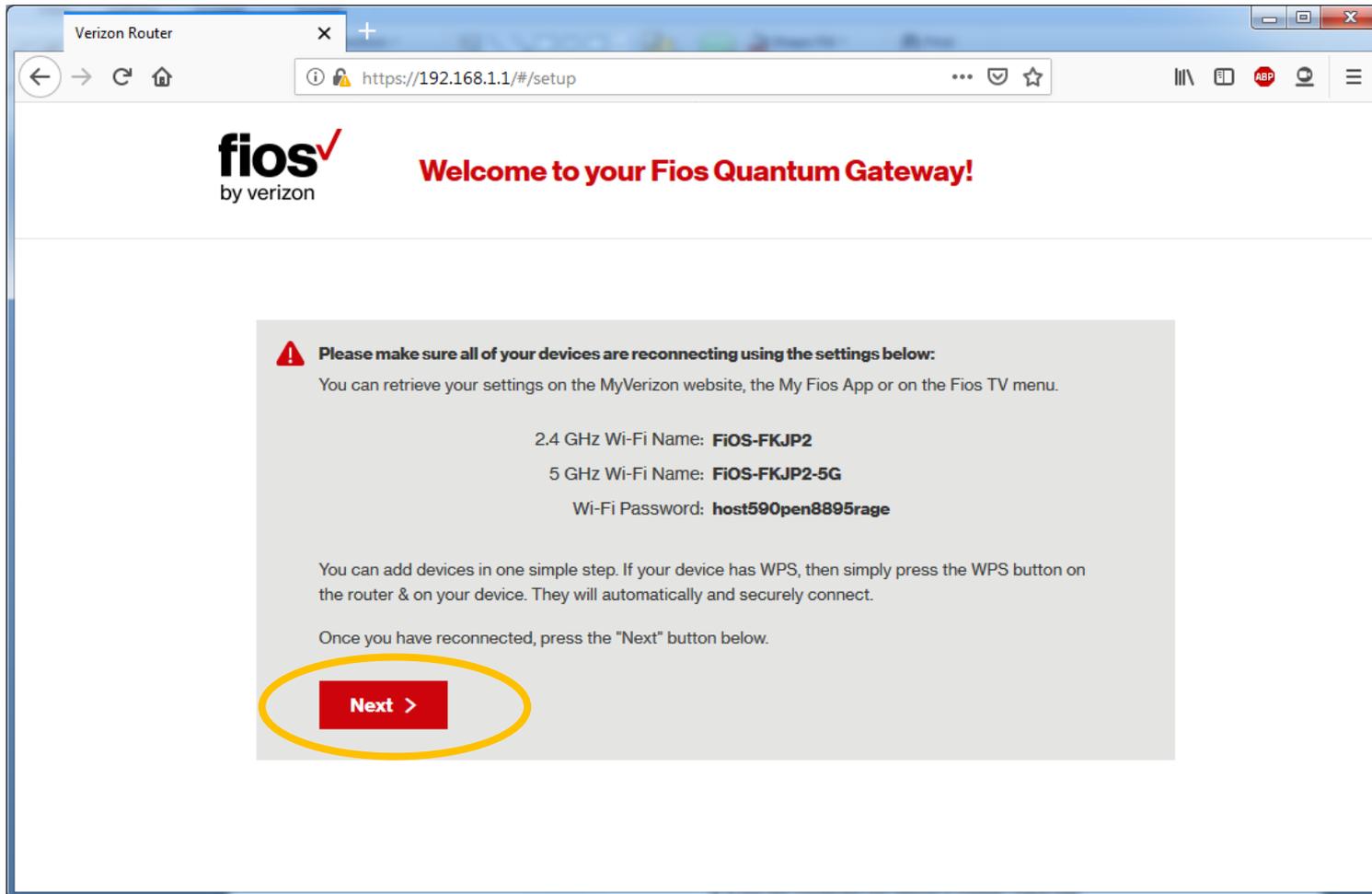
[Available on the App Store](#) [GET IT ON Google play](#)

Apply > [Cancel and perform later >](#) [Save as picture >](#) [< Back](#)

Note: Steps 5-7 will not appear if previously completed.

Step 6

Final check to ensure your devices are on the network. You have not changed anything yet so you only need to click “Next” to continue.



The screenshot shows a web browser window titled "Verizon Router" with the address bar displaying "https://192.168.1.1/#/setup". The page features the Fios logo and the heading "Welcome to your Fios Quantum Gateway!". A central grey box contains a warning icon and the text: "Please make sure all of your devices are reconnecting using the settings below: You can retrieve your settings on the MyVerizon website, the My Fios App or on the Fios TV menu." Below this, the Wi-Fi settings are listed: "2.4 GHz Wi-Fi Name: FIOS-FKJP2", "5 GHz Wi-Fi Name: FIOS-FKJP2-5G", and "Wi-Fi Password: host590pen8895rage". Further instructions state: "You can add devices in one simple step. If your device has WPS, then simply press the WPS button on the router & on your device. They will automatically and securely connect. Once you have reconnected, press the 'Next' button below." A red button labeled "Next >" is highlighted with a yellow oval.

Verizon Router

https://192.168.1.1/#/setup

fios
by verizon

Welcome to your Fios Quantum Gateway!

⚠ Please make sure all of your devices are reconnecting using the settings below:
You can retrieve your settings on the MyVerizon website, the My Fios App or on the Fios TV menu.

2.4 GHz Wi-Fi Name: **FIOS-FKJP2**
5 GHz Wi-Fi Name: **FIOS-FKJP2-5G**
Wi-Fi Password: **host590pen8895rage**

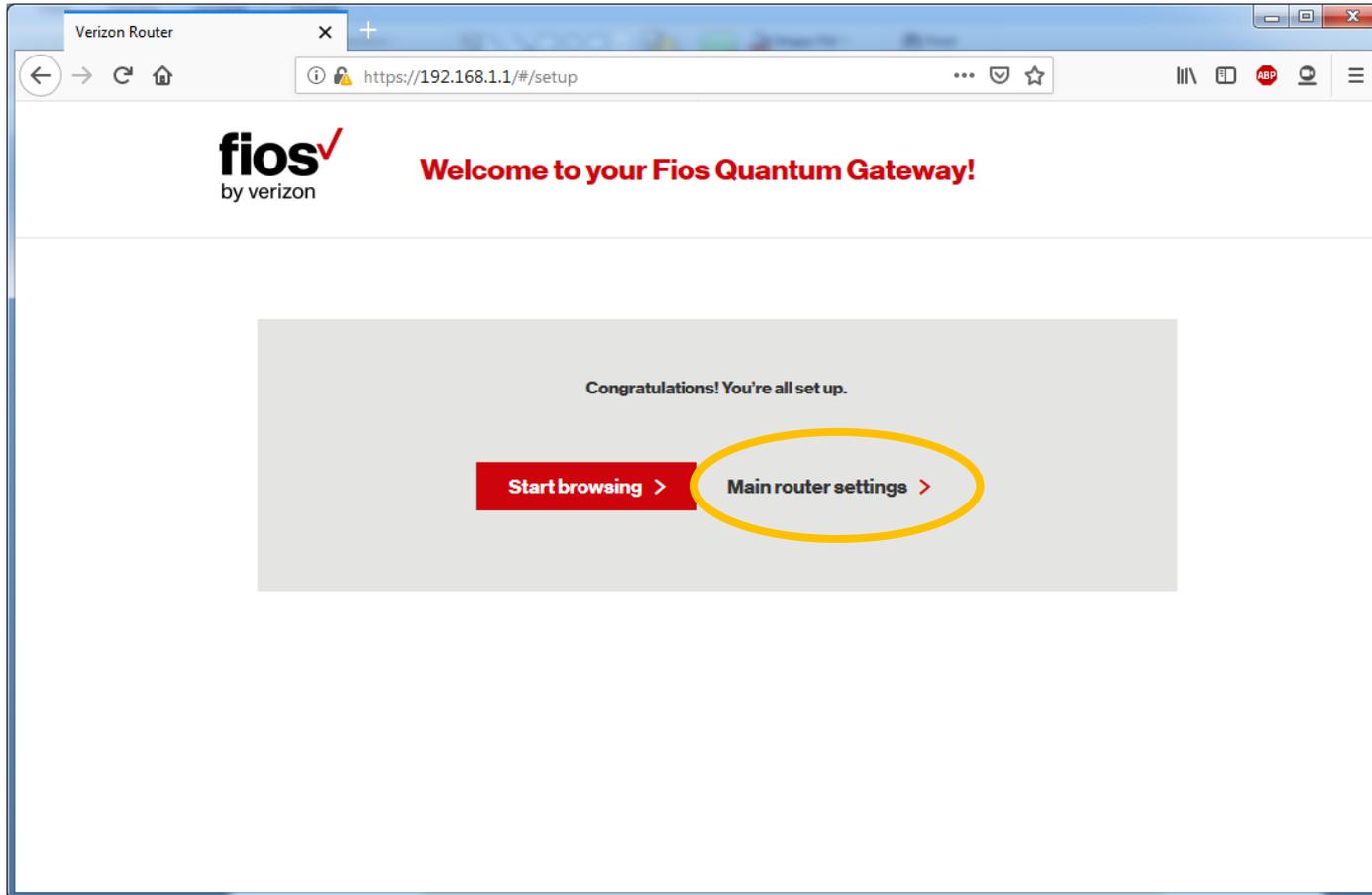
You can add devices in one simple step. If your device has WPS, then simply press the WPS button on the router & on your device. They will automatically and securely connect.

Once you have reconnected, press the "Next" button below.

Next >

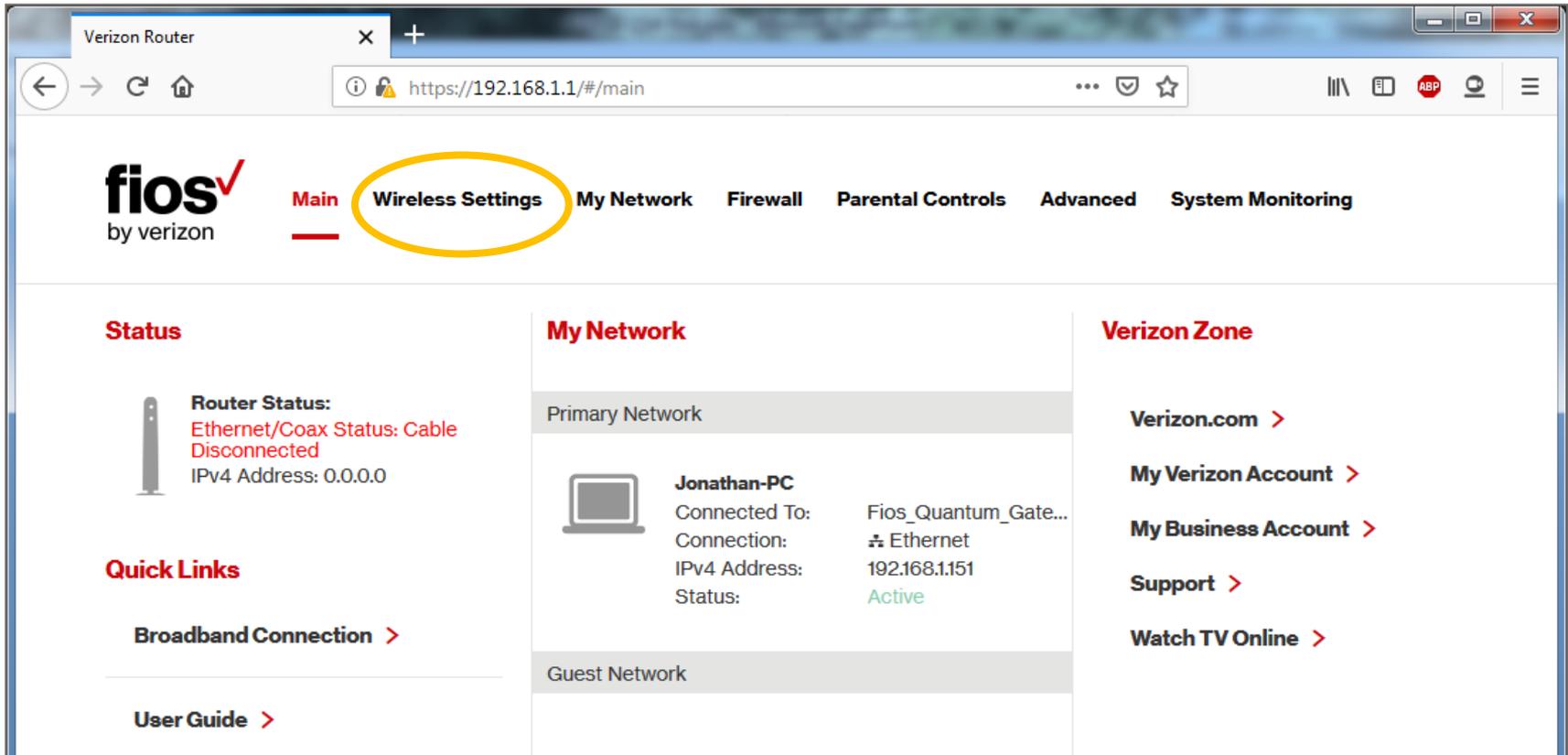
Step 7

You are through the set-up wizard. Please click on “Main Router Settings”



Step 8

You are now interfacing with your router. Click on Wireless Settings on the top navigation.



The screenshot shows a web browser window titled "Verizon Router" with the address bar displaying "https://192.168.1.1/#/main". The page features the "fios by verizon" logo and a navigation menu with the following items: "Main", "Wireless Settings" (circled in yellow), "My Network", "Firewall", "Parental Controls", "Advanced", and "System Monitoring".

The main content area is divided into three columns:

- Status:** Router Status: Ethernet/Coax Status: Cable Disconnected, IPv4 Address: 0.0.0.0
- My Network:** Primary Network section showing "Jonathan-PC" connected to "Fios_Quantum_Gate..." via Ethernet with IPv4 Address 192.168.1.151 and Status Active. A Guest Network section is also visible below.
- Verizon Zone:** Links for Verizon.com, My Verizon Account, My Business Account, Support, and Watch TV Online.

Quick Links include Broadband Connection and User Guide.

Step 9

On this screen you will notice that “Band Steering Enabled”= “No”
Click on Advanced Security Settings in the left-hand navigation.

Verizon Router

https://myfiogateway.com/#/wireless

fios
by verizon

Main **Wireless Settings** My Network Firewall Parental Controls Advanced System Monitoring

Main >
Wireless Status >
Basic Security Settings >
Advanced Security Settings >
Wi-Fi Channel Settings >
Guest Wi-Fi Settings >
Wi-Fi Protected Setup (WPS) >
Logout >

Self-Organizing Network Status

Band Steering Enabled: No

Access Point Steering Enabled: No

2.4 GHz Wireless Status

Radio Enabled: Yes

SSID: mcozforce

Channel Selection: Automatic

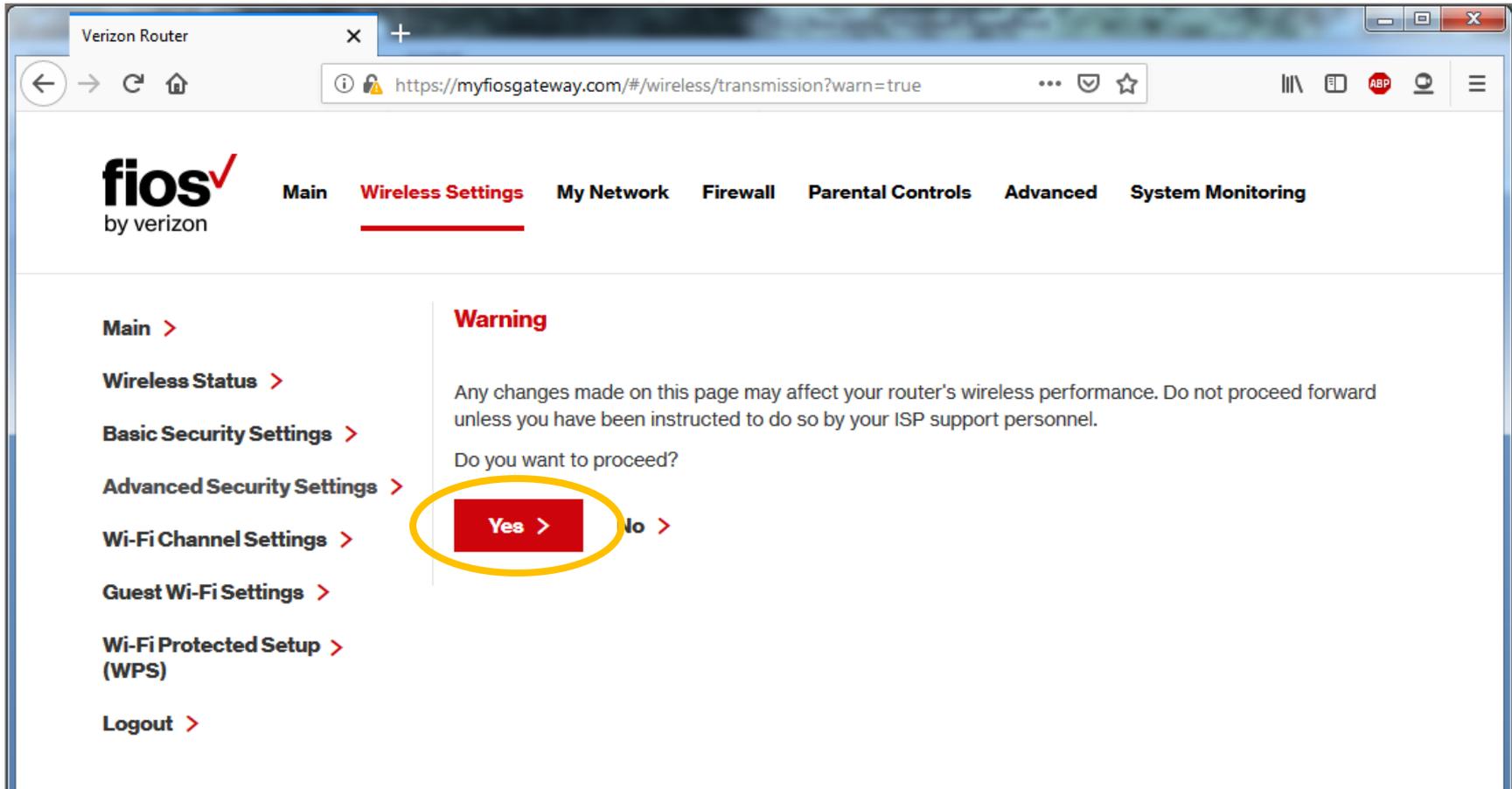
Step 10

Click on “Other Advanced Wireless Options”

The screenshot shows a web browser window titled "Verizon Router" with the URL <https://myfiiosgateway.com/#/wireless/advanced>. The page features the "fios by verizon" logo and a navigation menu with the following items: Main, **Wireless Settings**, My Network, Firewall, Parental Controls, Advanced, and System Monitoring. On the left side, there is a sidebar menu with the following items: Main >, Wireless Status >, Basic Security Settings >, Advanced Security Settings >, Wi-Fi Channel Settings >, Guest Wi-Fi Settings >, Wi-Fi Protected Setup (WPS) >, and Logout >. The main content area is titled "Advanced Security Settings" and includes the following text: "Level 1: Stop your router from broadcasting your Wi-Fi Network Name (SSID). SSID Broadcast (Allows you to prevent users who do not know your SSID name to access your router wirelessly.)". Below this text are two buttons: "2.4 GHz SSID Broadcast" and "5 GHz SSID Broadcast". Further down, there is another section titled "Level 2: Limit access to certain wireless devices" with the text "802.11b/g/n/ac Mode (Allows you to limit access to your wireless network based on the type of technology.)". At the bottom of this section, the link "Other Advanced Wireless Options" is circled in yellow.

Step 11

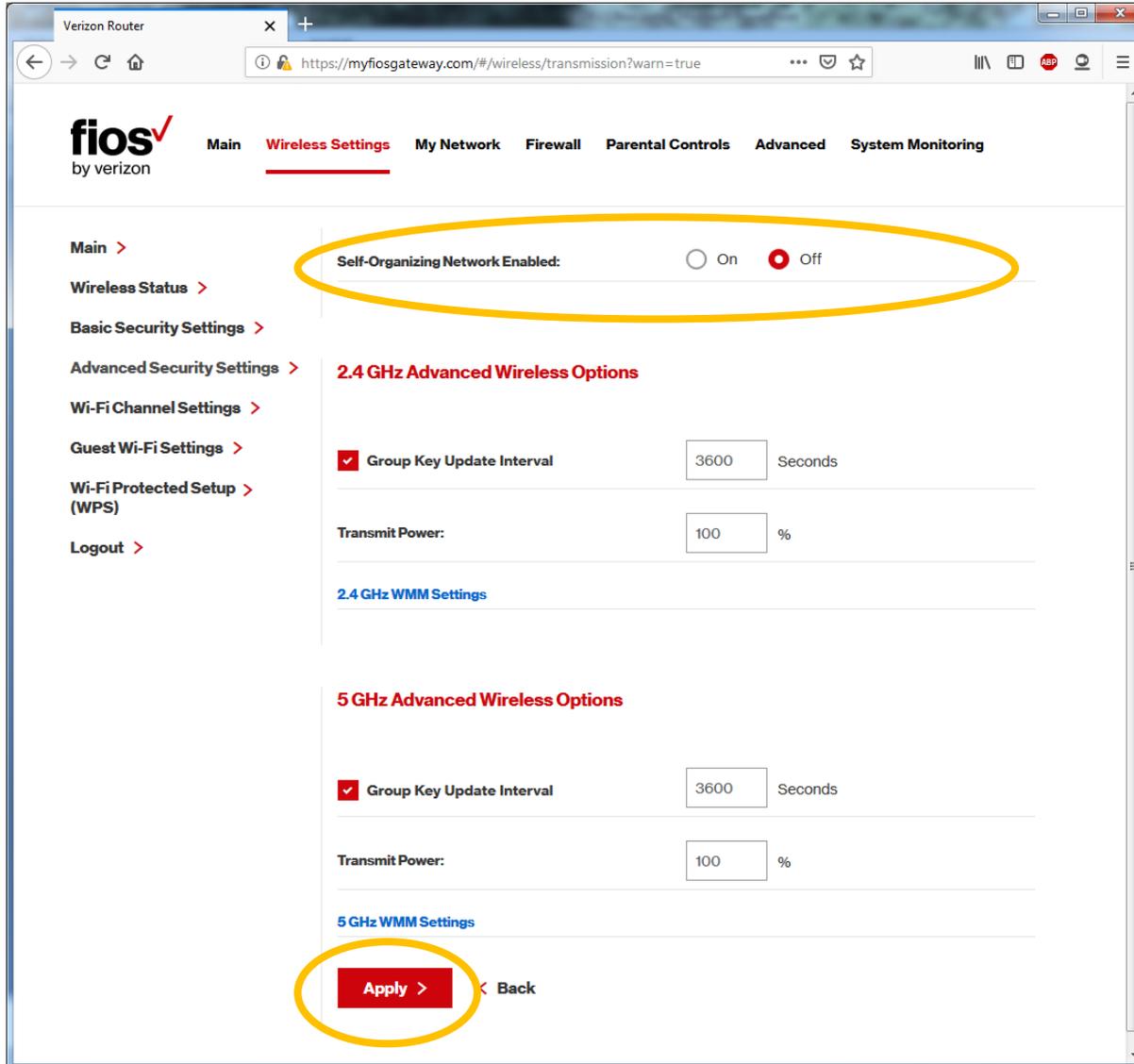
You will receive this warning. Click on “Yes” to proceed.



The screenshot shows a web browser window titled "Verizon Router" with the URL <https://myfiogateway.com/#/wireless/transmission?warn=true>. The page features the "fios by verizon" logo and a navigation menu with options: Main, **Wireless Settings**, My Network, Firewall, Parental Controls, Advanced, and System Monitoring. On the left, a sidebar lists various settings: Main, Wireless Status, Basic Security Settings, Advanced Security Settings, Wi-Fi Channel Settings, Guest Wi-Fi Settings, Wi-Fi Protected Setup (WPS), and Logout. A warning dialog is displayed in the center, titled "Warning", with the text: "Any changes made on this page may affect your router's wireless performance. Do not proceed forward unless you have been instructed to do so by your ISP support personnel. Do you want to proceed?". Below the text are two buttons: "Yes" and "No". The "Yes" button is highlighted with a yellow circle.

Step 12

“Self Organizing Enabled” is set to “Off” select “On” and then click “Apply” at the bottom of the page.



Verizon Router

https://myfiogateway.com/#/wireless/transmission?warn=true

fios
by verizon

Main **Wireless Settings** My Network Firewall Parental Controls Advanced System Monitoring

Main >

Wireless Status >

Basic Security Settings >

Advanced Security Settings >

Wi-Fi Channel Settings >

Guest Wi-Fi Settings >

Wi-Fi Protected Setup (WPS) >

Logout >

Self-Organizing Network Enabled: On Off

2.4 GHz Advanced Wireless Options

Group Key Update Interval Seconds

Transmit Power: %

2.4 GHz WMM Settings

5 GHz Advanced Wireless Options

Group Key Update Interval Seconds

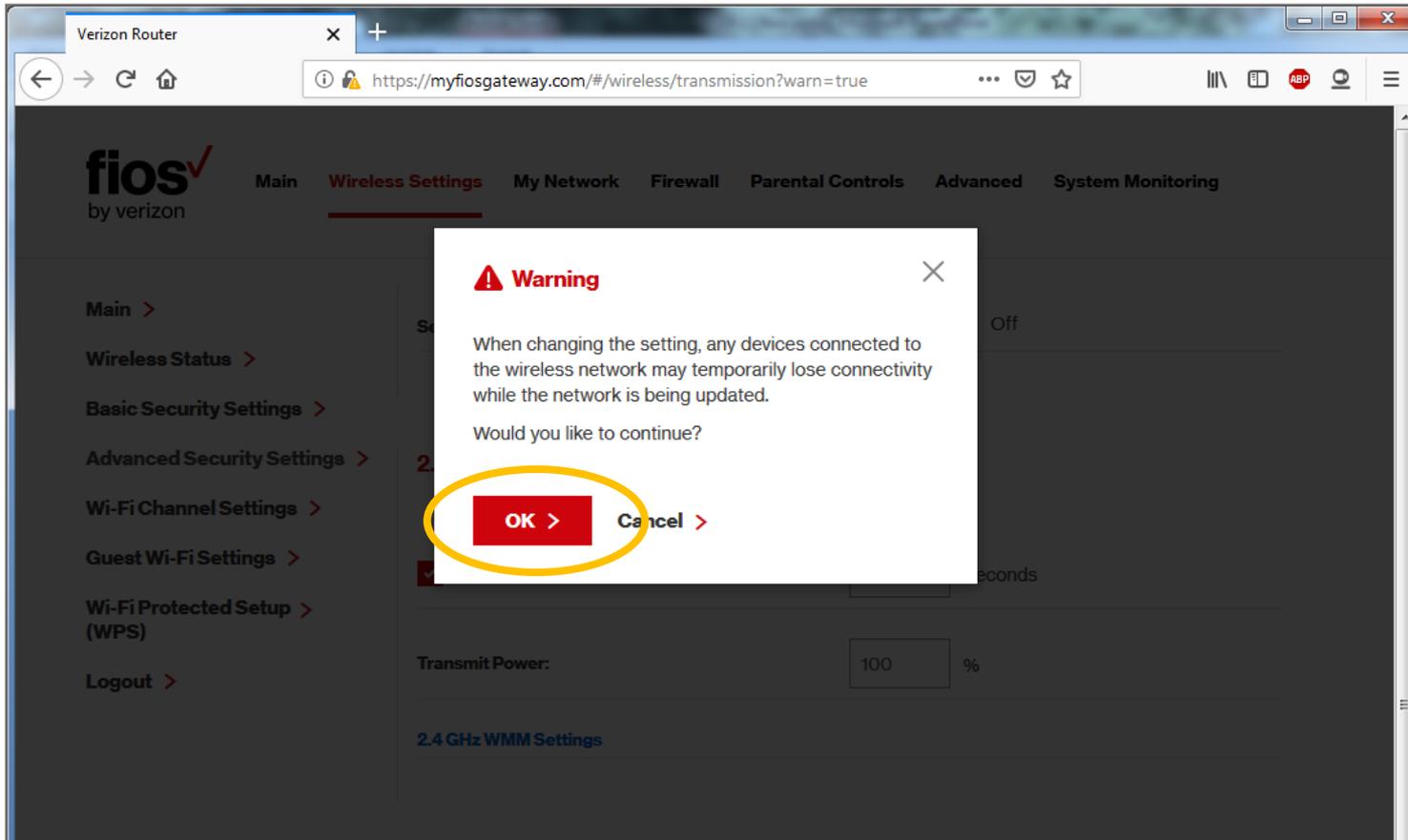
Transmit Power: %

5 GHz WMM Settings

Apply > < Back

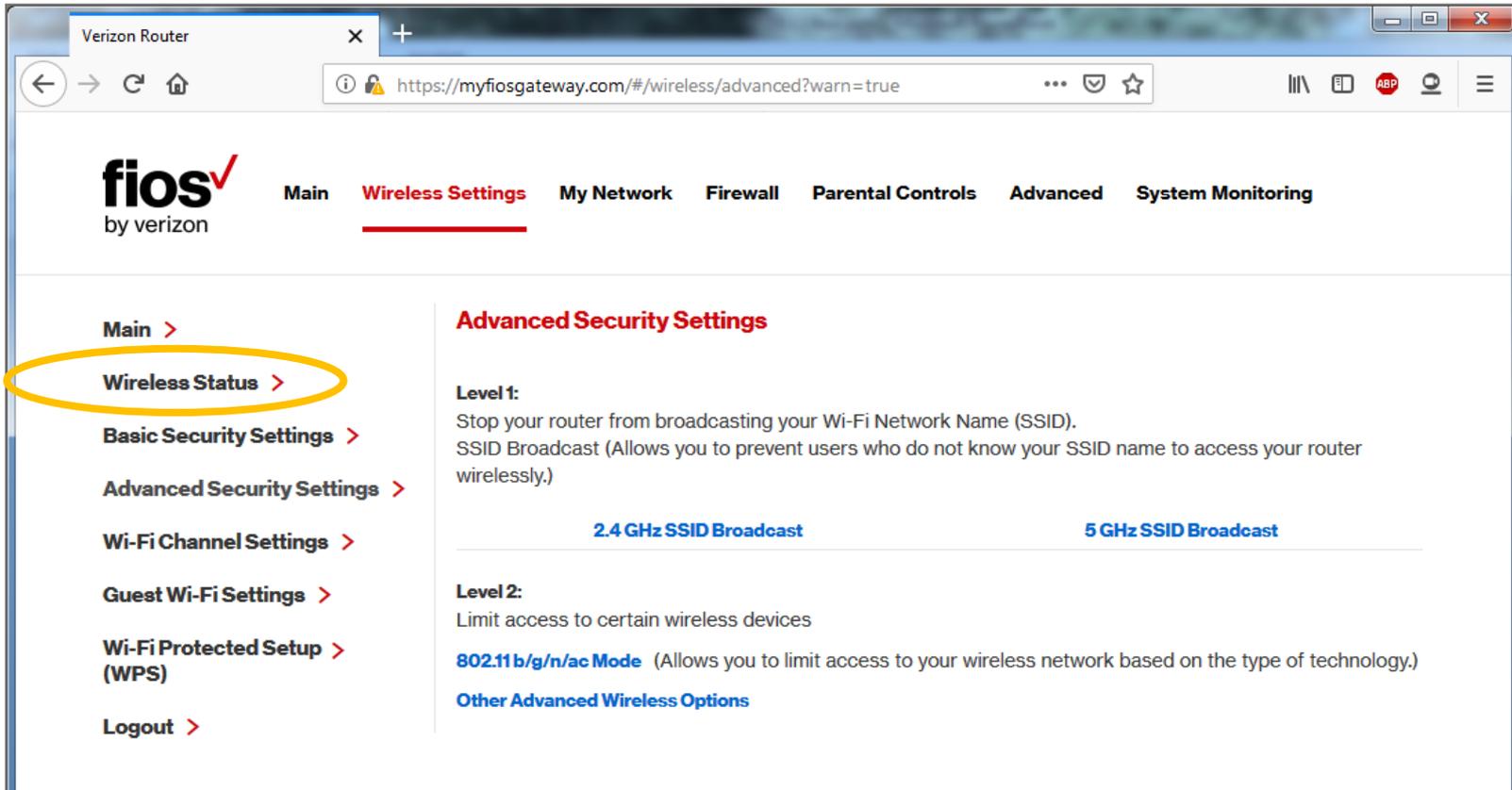
Step 13

A warning message will pop-up. Click “Ok” to continue.



Step 14

You will be returned to the Advanced Security Settings page. Click on Wireless Status in the left-hand navigation.



The screenshot shows a web browser window titled "Verizon Router" with the URL <https://myfiogateway.com/#/wireless/advanced?warn=true>. The page features the "fios by verizon" logo and a navigation menu with the following items: Main, **Wireless Settings** (underlined), My Network, Firewall, Parental Controls, Advanced, and System Monitoring. On the left side, a secondary navigation menu lists: Main >, **Wireless Status >** (circled in yellow), Basic Security Settings >, Advanced Security Settings >, Wi-Fi Channel Settings >, Guest Wi-Fi Settings >, Wi-Fi Protected Setup (WPS) >, and Logout >. The main content area is titled "Advanced Security Settings" and includes "Level 1:" instructions to stop broadcasting the Wi-Fi Network Name (SSID), with sub-sections for "2.4 GHz SSID Broadcast" and "5 GHz SSID Broadcast". "Level 2:" instructions limit access to certain wireless devices, with sub-sections for "802.11b/g/n/ac Mode" and "Other Advanced Wireless Options".

Step 15

Check to be sure your Band Steering Enabled status is now “Yes”

Your Wi-Fi networks and passwords for both 2.4 and 5ghz should be the same.

Please note:
You will need to verify that each of your devices are connected to the WiFi.

Thank you for taking the time to complete this process.

If you have any problems or questions, please contact:
VerizonTrials@Verizon.com

The screenshot shows the Verizon Router's wireless settings page. The page is titled "Verizon Router" and "https://myfiogateway.com/#/wireless". The main navigation bar includes "Main", "Wireless Settings", "My Network", "Firewall", "Parental Controls", "Advanced", and "System Monitoring". The "Wireless Settings" page is divided into three sections: "Self-Organizing Network Status", "2.4 GHz Wireless Status", and "5 GHz Wireless Status".

Self-Organizing Network Status:

Band Steering Enabled:	Yes
Access Point Steering Enabled:	No

2.4 GHz Wireless Status:

Radio Enabled:	No
SSID:	moozforce
Channel Selection:	Automatic
Current Channel:	1
Channel Width:	20 MHz
Security Enabled:	Yes
WPA2:	2145373148
SSID Broadcast:	Enabled
Wireless Mode:	Compatibility Mode(802.11b/g/n)

5 GHz Wireless Status:

Radio Enabled:	No
SSID:	moozforce
Channel Selection:	Automatic
Current Channel:	136
Channel Width:	80 MHz
Security Enabled:	Yes
WPA2:	2145373148
SSID Broadcast:	Enabled
Wireless Mode:	N and AC Mode(802.11n/ac)

Annotations on the screenshot include:

- A yellow oval highlights the "Self-Organizing Network Status" section.
- A red box highlights the "Band Steering Enabled" value "Yes".
- A blue box labeled "Should now say Yes" has a red arrow pointing to the "Band Steering Enabled" value.
- A large yellow oval highlights the "2.4 GHz Wireless Status" and "5 GHz Wireless Status" sections.
- Red boxes highlight the SSID "moozforce" and WPA2 password "2145373148" for both bands.
- Blue boxes labeled "These should match" have red arrows pointing to the SSID and WPA2 password fields for both bands.

Step 16

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.