

### 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. My Fios Extender is not replicating the Network name (SSIDs) from my Fios Router, what should I do?

You need to reboot the device by removing and reinserting the power cable of your Wi-Fi Extender. Within 5 minutes of the reboot, the Wi-Fi Name(s) should be configured on your Fios Extender.



Unified Button

Condition Status	LED Color	Fios Extender
Normal	WHITE	Normal operation (solid) Fios Extender 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) Extender is too far from the Router. Poor backhaul signal (slow blink) Extender is too close to the Router. Poor Wi-Fi coverage (fast blink)
	RED	Hardware/System failure detected (solid) Overheating (fast blink) Pairing Failure (slow blink)
	Power	OFF

If the Wi-Fi Names are not configured after a reboot, attempt manual pairing with the Fios Router. Manual pairing requires the Unified Button to be depressed on both devices. Please refer to the sequence of lighting for manual pairing.

#### 4. Why do I need a Fios Extender?

Some homes or businesses may be too large for the router Wi-Fi signal to cover the entire location. There could also be types of interference, such as walls, microwaves, cordless phones, etc., that can weaken the Wi-Fi signal.

Wi-Fi Extenders help extend the reach of the Wi-Fi signal in locations of your home where the Wi-Fi signal is weak or no signal is available. To get the most out of your Wi-Fi Extender, when connected Wi-Fi to the router, place it between your Fios Router and the weak Wi-Fi area. Reference the table below to ensure you have placed the Extender in an optimal location.

Too Far	Unified LED Yellow Slow blink	Placement of the Extender relative to the router is Too Far. Customer should move the extender further away from the router for the Optimal Performance
Optimal	Unified LED White Solid	Placement of the Extender relative to the router is Optimal for good Wi-Fi throughput. No action needed. White LED remains solid lit while extender is in an optimal position
Too close	Unified LED Yellow Fast blink	Placement of the Extender relative to the router is Too Close. Customer should move the Extender closer to the router for the Optimal Performance.

#### 5. Can I hardwire my Wi-Fi Extender with Coax or Ethernet?

Yes. The Fios Extender also supports a hardwired connection with Coax or Ethernet. Please follow the instructions below for a hardwired connection.

- Connect the Fios Router to a coax outlet. (If the coax outlet is already in use, use the coax splitter included in the box.)
- Connect the Fios Extender to a coax outlet-ideally in an area with spotty Wi-Fi coverage.
- Connect the power cord from the router & extender to an electrical outlet.
- The light on the extender should turn solid white within a few minutes, indicating the connection is complete.

#### 6. Will my Fios TV One Mini communicate with the Extender?

The Fios Extender supports Wi-Fi connections to the Verizon Fios TV One Mini Set Top Box. All older "legacy" Set Top Boxes, require coax cabling.

**Note: "Fios TV One Minis can only connect wirelessly to a Fios Extender that has a wired connection to the router."**

#### **7. What devices can I use with the Fios Extender?**

All Wi-Fi enabled devices that support the 802.11g, 802.11n (Wi-Fi 4), 802.11ac (Wi-Fi 5), and 802.11ax (Wi-Fi 6) standards (laptops, tablets, smartphones, gaming consoles, TV's, etc.) can be connected to the Fios Extender.

#### **8. Does the Fios Extender support Guest Wi-Fi?**

Yes, guest Wi-Fi is supported. If the Fios Router has Guest Wi-Fi enabled, the Fios Extender will also broadcast the Guest Wi-Fi name.

**Note: Guest Wi-Fi is supported on the Fios Extender when the extender has a wired connection to the router." If connected wirelessly, Guest Wi-Fi will only be supported on the router.**

#### **9. Can I manually configure the Fios Extender?**

Yes. The Wi-Fi extender has an accessible user interface where configuration changes can be made. To learn more please refer to the User Manual at [verizon.com/wi-fiextendersupport](http://verizon.com/wi-fiextendersupport)

#### **10. Where should I place my Extender?**

If connected to the Fios Router via Wi-Fi, Fios Extender should be placed between your Fios Router and in the area where your Wi-Fi signal is weak. Please refer to FAQ # 2 and the LED status chart in FAQ # 3 for further information on optimal placement of the extender.

To minimize any Wi-Fi signal weakness the extender should ideally be placed:

- At least 10 feet from cordless phones or microwaves
- Away from heat sources, moisture, excessive dust or extreme cold
- Away from any large metal objects,

To extend Wi-Fi coverage to your backyard, place the extender near an outer wall.

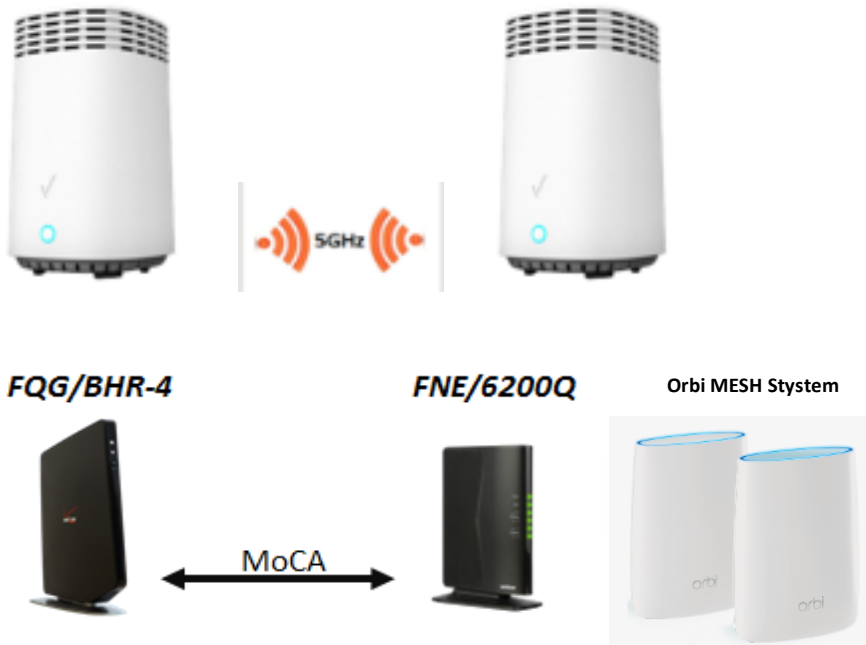
#### **11. I have an old Wi-Fi extender, do I need to upgrade?**

If you previously purchased or rented a Verizon 2<sup>nd</sup> Generation Fios Network Extender, and are currently using or upgrading to the Fios Router, an upgrade to the Fios Extender is required.

The new Fios Extender is a powerful 802.11 ax Wi-FiTri Band Extender that supports Wi-Fi connections to Wi-Fi Set Top Boxes and doesn't require physical cabling other than power. Data from the Extender is passed to the router over a dedicated 5GHz Wi-Fi connection. For further information on Fios Extender, please download the data sheet or user manual @ [verizon.com/wi-fiextendersupport](http://verizon.com/wi-fiextendersupport)

## 12. Which router(s) will the Fios Extender work with?

Fios Extender will exclusively work with the latest Fios Router (pictures below). All of the previous Verizon routers (BHR2, BHR3, BHR4) are compatible with the existing Fios Network Extender; however, some older router models will require manual configuration to replicate the Wi-Fi names for your router



## 13. Will the extender work if connected back to router via Ethernet/Coax?

Yes. Fios Extender supports a direct connection from the router to the extender via Ethernet or Coax. Ethernet ports on back of Extender are also available for Gaming consoles, Set Top Boxes, Laptop/Desktop or other devices allowing Ethernet connections.

## 14. Can I wall mount my extender?

Yes. Wall mount brackets for Fios Extenders are available at the Verizon Accessory site for \$9.99. Please visit [verizon.com/home/accessories](http://verizon.com/home/accessories) and look for Fios Wall brackets.

**15. Does my extender need to stand upright?**

Yes. Fios Extender, Model #E3200, should always be kept in an upright position for optimal performance.