STEP 1 ARE YOU A NEW FiOS CUSTOMER?

If yes, please refer to the enclosed **SELF INSTALLATION GUIDE** to set up and activate your FiOS services.

If you are an existing FiOS customer and are upgrading or replacing your Gateway, please proceed to **STEP 2** below.

STEP 2 CONNECT YOUR GATEWAY

Locate your existing router and note where cables are plugged in.

A. Connect Gateway To The Internet (WAN)

If your **WAN connection is Coax:** Connect one end of the Coax cable to your Coax port on the wall, and the other end to the Coax connector on the new Gateway.
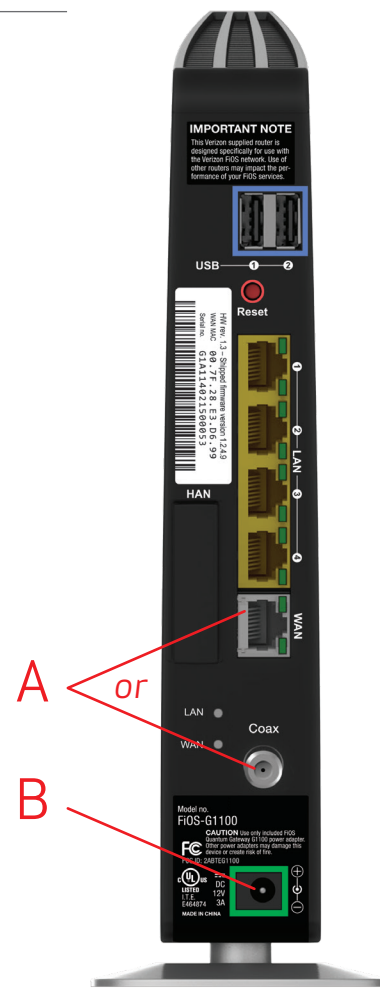
or

If your **WAN connection is Ethernet:** Connect one end of the white Ethernet cable to the Ethernet port on your wall, and the other end to the **WHITE** Ethernet port on the Gateway.

B. Connect Power

Plug the new power adaptor into the green DC jack on the new Gateway and then into a power outlet.
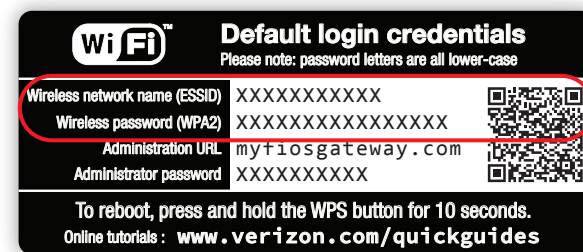
C. Wait For The Power/Internet Light 🌐

on the front of the Gateway to stop blinking and become solid. If after several minutes the light is not solidly lit, check the troubleshooting steps on the back of this guide.

STEP 3 CONNECT DEVICE TO THE GATEWAY

Wired: Connect one end of the yellow Ethernet cable to any **YELLOW** Ethernet port on the Gateway, and the other end to your device.

Wireless: Go to your device's Wi-Fi settings and select your new Gateway from the list of available wireless networks. Look for the Wireless Network Name (ESSID) shown on the sticker on the side of the Gateway, and enter the WPA2 key (Wireless Password/Key) also shown on the sticker.

WiFi **Default login credentials**
Please note: password letters are all lower-case

Wireless network name (ESSID)	XXXXXXXXXX
Wireless password (WPA2)	XXXXXXXXXXXXXXXX
Administration URL	myfiosgateway.com
Administrator password	XXXXXXXXXX

To reboot, press and hold the WPS button for 10 seconds.
Online tutorials : www.verizon.com/quickguides

CONGRATULATIONS YOU HAVE SUCCESSFULLY INSTALLED AND CONFIGURED YOUR GATEWAY.

To learn more, go to *verizon.com/fioshomenetwork*

STEP 4 (optional) PERSONALIZE GATEWAY

Launch a web browser.

Type **myfiosgateway.com** into the address bar.

Locate administrator password shown on sticker on side of Gateway and enter into box.

WiFi **Default login credentials**
Please note: password letters are all lower-case

Wireless network name (ESSID)	XXXXXXXXXX
Wireless password (WPA2)	XXXXXXXXXXXXXXXX
Administration URL	myfiosgateway.com
Administrator password	XXXXXXXXXX

To reboot, press and hold the WPS button for 10 seconds.
Online tutorials : www.verizon.com/quickguides

Follow the on-screen directions to personalize your new Gateway.

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verizon

FiOS Quantum™ Gateway
QUICK SETUP GUIDE

Before you begin, check your packaging contents to make sure you have all of the following:

- Quick Setup Guide
- FiOS Quantum Gateway
- Power adapter
- Ethernet cable *(white)*
- Ethernet cable *(yellow)*

NEXT: FOLLOW THE STEPS INSIDE TO SET UP YOUR GATEWAY.

TROUBLESHOOTING

PROBLEM: POWER/INTERNET LIGHT DOES NOT BECOME SOLID.

- **SOLUTION:** If WAN is using coax: Make sure the coax cable is securely connected to the coax connector on the Gateway.
- **SOLUTION:** If WAN is using Ethernet, make sure the white Ethernet cable is connected to the white Ethernet port on the Gateway (not to the yellow LAN Ethernet connectors).

PROBLEM: UNABLE TO CONNECT TO THE WI-FI NETWORK.

- **SOLUTION:** Make sure you are selecting the Wi-Fi network (SSID) printed on the sticker on the back of the Gateway.
- **SOLUTION:** Make sure you are correctly entering your Wi-Fi password (password is case-sensitive, make sure Caps Lock is off).

PROBLEM: CANNOT ACCESS MYFIOSGATEWAY.COM

- **SOLUTION:** Make sure the PC is connected to one of the four LAN Ethernet ports, or wirelessly to the Gateway.
- **SOLUTION:** Close and re-open the browser to make sure the browser is not caching an old page. Also try clearing the browser cache via the browser settings menu.
- **SOLUTION:** Ensure the computer you are connecting to the Gateway is set up to dynamically receive an IP address. Open your computer network properties and make sure *"Obtain an IP address automatically"* is selected.
- **SOLUTION:** Make sure that TCP/IP protocol is set up properly on your computer. Open your computer's network properties and make sure *"Internet Protocol (TCP/IP)"* is turned on.

SUPPORT: Videos are available at verizon.com/quickguides. Detailed instructions on setting up a home wireless network are available at verizon.com/fioshomenetwork.