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network are available at verizon.com/fioshomenetwork.

SUPPORT: Videos are available at verizon.com/quickguides.

computer's network properties and make sure "Internet Protocol (TCP/IP)" is turned on.

• **SOLUTION:** Make sure that TCP/IP protocol is set up properly on your computer. Open your "Obtain an IP address automatically" is selected.

• **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

page. Also try clearing the browser cache via the browser settings menu.

• **SOLUTION:** Close and re-open the browser to make sure the browser is not caching an old wirelessly to the Gateway.

• **SOLUTION:** Make sure the PC is connected to one of the four LAN Ethernet ports, or

PROBLEM: CANNOT ACCESS MYFIOSGATEWAY.COM

case-sensitive, make sure Caps Lock is off).

• **SOLUTION:** Make sure you are correctly entering your Wi-Fi password (password is

the back of the Gateway.

• **SOLUTION:** Make sure you are selecting the Wi-Fi network (SSID) printed on the sticker on

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

the white Ethernet port on the Gateway (not to the yellow LAN Ethernet connectors)

• **SOLUTION:** If WAN is using Ethernet, make sure the white Ethernet cable is connected to coax (MoCA) connector on the Gateway.

• **SOLUTION:** If WAN is using coax, make sure the coax cable is securely connected to the

PROBLEM: POWER/INTERNET LIGHT DOES NOT BECOME SOLID.

TROUBLESHOOTING



FiOS Quantum Gateway™

QUICK SETUP GUIDE

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

- Gateway User Guide
- Ethernet cable (white)
- FiOS Quantum Gateway
- Ethernet cable (yellow)
- Power adapter

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

STEP 1 ARE YOU A NEW FiOS CUSTOMER?

If yes, please refer to the enclosed **FiOS Quantum Gateway™ USER GUIDE** to set up and activate your FiOS home internet services.

If you are an existing FiOS customer and are upgrading or replacing your FiOS Quantum 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 (MoCA) connector on the new Gateway.

or



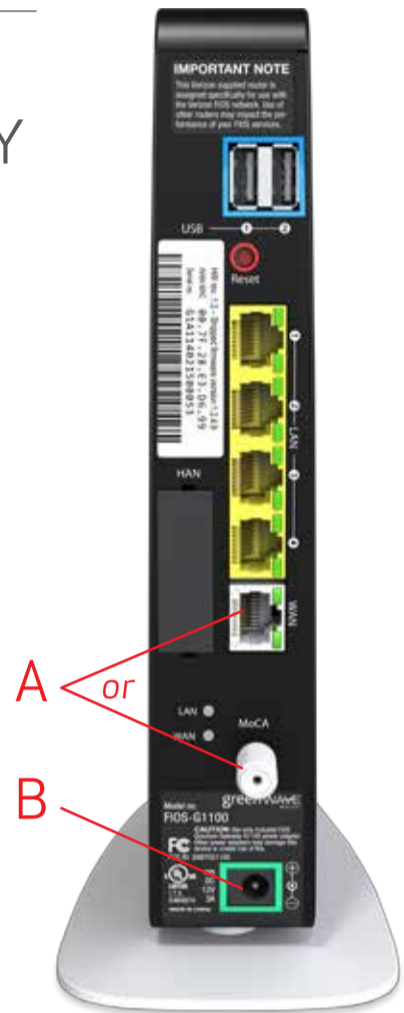
If your WAN connection is **Ethernet**: Connect one end of the white Ethernet cable to the Ethernet port on your wall, and the other end to the **WHITE** Ethernet port on the Gateway.

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

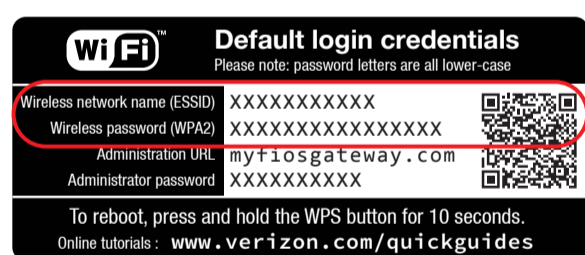
on the front of the Gateway to stop blinking and become solid. If after several minutes the light is not solidly lit, check the troubleshooting steps on the back of this guide.



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.



CONGRATULATIONS YOU HAVE SUCCESSFULLY INSTALLED AND CONFIGURED YOUR GATEWAY.

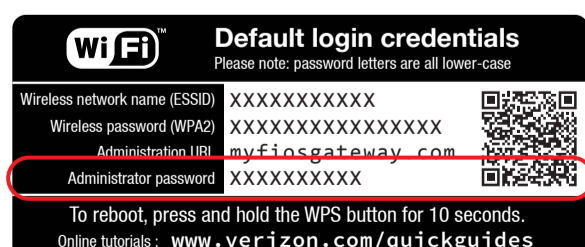
To learn more about your FiOS Quantum Gateway™, go to verizon.com/fioshomenetwork

STEP 4 (optional) PERSONALIZE GATEWAY

Launch any web browser.

Type myfiosgateway.com into the address bar.

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



Follow the on-screen directions to personalize and set up your new FiOS Quantum Gateway™.