

FREQUENTLY ASKED QUESTIONS

1- I'VE RUN OUT OF ETHERNET PORTS ON MY VERIZON BUSINESS INTERNET GATEWAY. HOW DO I ADD MORE COMPUTERS OR DEVICES?

Plugging in an Ethernet hub or switch expands the number of ports on your Gateway.

Run a straight-through Ethernet cable from the Uplink port of the new hub to the Gateway.

Use a crossover cable if there is no Uplink port/switch on your hub, to connect to the Gateway.

Remove an existing device from the Ethernet port on your Gateway and use that port.

2- HOW DO I CHANGE THE PASSWORD ON MY GATEWAY UI?

To change the password:

1. On the main screen, select Advanced, then select System Settings in the System section.
2. In the User Settings section, set a new password.

3- IS THE WI-FI OPTION ON BY DEFAULT ON MY GATEWAY?

Yes, your Gateway's Wi-Fi option is activated out of the box.

4- IS THE WI-FI SECURITY ON BY DEFAULT WHEN THE WI-FI OPTION IS ACTIVATED?

Yes, with the unique WPA2 (Wi-Fi Protected Access II) key, also called the Wi-Fi Password, that is printed on the sticker on the bottom of your Gateway.

5- ARE THE GATEWAY'S ETHERNET PORTS AUTO-SENSING?

Yes. Either a straight-through or crossover Ethernet cable can be used.

6- CAN I USE AN OLDER WI-FI DEVICE TO CONNECT TO MY Gateway?

Yes, your Gateway can interface with 802.11b, g, n, ac or ax devices. The Gateway also can be setup to handle only n Wi-Fi cards, g Wi-Fi cards, b Wi-Fi cards, or any combination of the three.

7- CAN MY WI-FI SIGNAL PASS THROUGH FLOORS, WALLS, AND GLASS?

The physical environment surrounding your Gateway can have a varying effect on signal strength and quality. The denser the object, such as a concrete wall compared to a plaster wall, the greater the interference. Concrete or metal reinforced structures experience a higher degree of signal loss than those made of wood, plaster, or glass.

8- HOW DO I LOCATE THE IP ADDRESS THAT MY COMPUTER IS USING?

In Windows 8 or Windows 10, click the Windows button and select Settings, then click Network & Internet and Status. Click the Properties button for details of IP address.

On Mac OS X, open System Preferences and click the Network icon. The IP address displays near the top of the screen.

To find the IP address from the router GUI:

1. From the Basic menu, select Devices from the left pane.
2. Click the Settings icon to access the Device Settings page for that device to view detailed IP address information for the device.

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9- I USED DHCP TO CONFIGURE MY NETWORK. DO I NEED TO RESTART MY COMPUTER TO REFRESH MY IP ADDRESS?

No. In Windows 8, Windows 10 and Mac OSX, unplug the Ethernet cable or Wi-Fi card, then plug it back in.

10- I CANNOT ACCESS MY GATEWAY UI. WHAT SHOULD I DO?

If you cannot access the UI, verify the computer connected to your Gateway is set up to dynamically receive an IP address.

11- I HAVE A FTP OR WEBSERVER ON MY NETWORK. HOW CAN I MAKE IT AVAILABLE TO USERS ON THE INTERNET?

For a web server, enable port forwarding for port 80 to the IP address of the server. Also, set up the web server to receive that port. Configuring the server to use a static IP address is recommended.

For a FTP server, enable port forwarding for port 21 to the IP address of the server. Also, set up the web server to receive that port. Configuring the server to use a static IP address is recommended.

12- HOW MANY COMPUTERS CAN BE CONNECTED THROUGH MY GATEWAY?

Your Gateway is capable of 254 connections, but we recommend having no more than 132 connections. As the number of connections increases, the available speed for each computer decreases.

13- What are the main use cases for the 5G Business Internet Gateway?

Your Gateway with the replaceable battery and ability to connect to 132 connections, use cases such as construction sites, remote offices, trailers, trucks, kiosks, branch offices, field support, etc

14- How can the gateway be used as a backup router using its cellular redundancy and battery backup? How fast can the cellular and battery backups take place?

The Ethernet WAN port provides the ability to connect an external ISP connection (i.e., modem) to the router. Once the WAN port is connected, primary connectivity to the internet will be through the external ISP and will failover to the Verizon Cellular network if connectivity on the WAN port fails. Once a stable connectivity over the WAN port is re-established, connectivity will move back to the WAN port. This is configured automatically once an active Ethernet cable is detected on the WAN port. The timing for failover to cellular is sub 10 seconds in the power failure scenario, up to 45 seconds where the ISP network goes down but the modem is up. Coming back to the ISP may take up to 1 minute 15 seconds as there is a pause for connection stability.

15- How to enable IP Passthrough?

IP Passthrough can be enabled by logging into the device and navigating the following Advanced > Network Settings > Network Connections > Network(Home/Office) Hit Edit > Settings Button > Scroll Down to IP Passthrough and click the box next to it then hit save at the top right of the page.