

1. What is the Verizon Wi-Fi Extender?

The new Verizon Wi-Fi Extender is a powerful 802.11 ax Wireless Tri Band Extender that supports the latest Wi-Fi technology, Wi-Fi 6E. It offers seamless roaming, band steering, and Self-Organizing Networks (SON) technology.

2. What is Wi-Fi 6E?

Wi-Fi 6E provides a new band of Wi-Fi spectrum operating on the 6 GHz frequency that leverages the advanced speeds available with Wi-Fi 6 (which brought 802.11ax support). The 6 GHz band provides up to seven different 160 MHz wide channels to use while the 5 GHz band only has two.

3. How do I connect (pair) my Verizon Wi-Fi Extender to the Verizon Router?

Step by step instructions are listed below, at setup.verizon.com/wifiextender or by scanning the QR code below.



Step by Step Instructions:

Make sure your router has an internet connection before setting up the Verizon Wi-Fi Extender.



Step 1: Confirm Internet Connection.

Before setting up the Verizon Wi-Fi Extender, make sure the router or gateway you use to connect to the internet is working properly.

Step 2: Plug it in.

Connect the Verizon Wi-Fi Extender to the power adapter and plug it into a power outlet next to the router or gateway and wait for its light to turn solid yellow.

Step 3: Pair it.

Press and hold the pair button  on the Verizon Wi-Fi Extender for 3 seconds. Then within 2 minutes, depending on the equipment that came with your service, press and hold the pair button  for 3 seconds on the router or press and release the pair button on the gateway. The lights on both devices will blink blue while pairing. Once paired, it could take up to 8 minutes before you see a solid white or blinking yellow light on the Verizon Wi-Fi Extender. Do not unplug if you see a blinking white light.

Step 4: Move it.

Unplug the Verizon Wi-Fi Extender. Move it between the router or gateway and the weak Wi-Fi coverage area, then plug it in. If you see a fast blinking yellow light, try moving it a bit farther away from the router or gateway. If you see a slow blinking yellow light, try a bit closer. A solid white light means you have it in the right spot and your setup is complete.

4. Can I use the Verizon Wi-Fi Extender with Fios Router?

Yes. The Verizon Wi-Fi Extender is designed to work with the Verizon Router or Fios Router. If the Verizon Wi-Fi Extender is paired with either one of the routers, a factory reset is required in order to re-connect to the other router.

5. Can I use the Verizon Wi-Fi Extender with a non-Verizon router?

No. The Verizon Wi-Fi Extender is designed to work with the Verizon Router or the Fios Router. The extender pairs with the router through Wired Protected Setup (WPS). Once paired, the Verizon Wi-Fi Extender clones (replicates) the Wi-Fi Name/Password from the router with no manual configuration. The Verizon Wi-Fi Extender is designed to communicate with a dedicated Wi-Fi 6E backhaul to the Verizon Router or 5GHz to the Fios Router, providing a high speed Wi-Fi connection.


6. My Verizon Wi-Fi Extender is not replicating the Network name (SSIDs) from my Verizon Router, what should I do?

You need to reboot the device by removing power. Within 3 minutes of the reboot, the Wi-Fi Name(s) should be configured on your Verizon Wi-Fi Extender.

If the Wi-Fi Names are not configured after a reboot, attempt manual pairing with the Verizon Router. Manual pairing requires the Unified Button to be depressed on both devices as described in FAQ #3. Please refer to the lighting in FAQ #7 for manual pairing.



7. What do the different color LED's represent on the top left corner of the extender?



Condition Status	LED Color	Wi-Fi Extender Mini
Normal	WHITE	Normal operation (solid) Extender is booting (fast blink) System restart (fast blink)
	BLUE	Pairing mode (slow blink) Pairing successful (fast blink)
	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 (slow blink) Overheating (fast blink) System update error (fast blink) WPS pairing failure (fast blink)
	Power	OFF

The status LED will be on white and solid when your Verizon Wi-Fi Extender is turned on, connected to the Internet, and functioning normally. Refer to the chart above for additional details.

8. Why do I need a Verizon Wi-Fi Extender?

Some homes or businesses may be too large for the router's 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 Verizon Wi-Fi Extender, place it between your compatible router and the weak Wi-Fi area. Reference the table below to ensure you have placed the Extender in an optimal location.

Disclaimer: The Verizon Wi-Fi Extender is designed to extend your router's Wi-Fi coverage, not to increase your Wi-Fi speed. Actual Wi-Fi speeds will vary due to network and environmental factors, including network traffic volume, building materials, device demands, and network overhead.

Too Far	Unified LED Yellow Slow blink	Placement of the Extender relative to the router is Too Far. Customer should move the extender closer to 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 further away from the router for the Optimal Performance.

9. Can I hardwire my Verizon Wi-Fi Extender with Coax or Ethernet?

Yes. The Verizon Wi-Fi Extender also supports a hardwired connection with Coax or Ethernet. Please follow the instructions below for a hardwired connection.

- Connect the Verizon Router to a coax or Ethernet outlet.
- Connect the Verizon Wi-Fi Extender to a coax or Ethernet outlet, ideally in an area with spotty Wi-Fi coverage.
- Ensure your router and Verizon Wi-Fi Extender are connected to an electrical outlet.
- The light on the extender should turn solid white within a few minutes, indicating the connection is complete.

10. What devices can I use with the Verizon Wi-Fi 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 & 6E) standards (laptops, tablets, smartphones, gaming consoles, TV's, etc.) can be connected to the Wi-Fi Extender.

11. Does the Verizon Wi-Fi Extender support Guest Wi-Fi?

Yes. Guest Wi-Fi is supported. If your compatible router has Guest Wi-Fi enabled, the Verizon Wi-Fi Extender will also broadcast the Guest Wi-Fi name.

12. Does the Verizon Wi-Fi Extender support Tri-Band Wi-Fi?

Yes, the Verizon Wi-Fi Extender supports Tri-Band Wi-Fi, or 3 unique Wi-Fi bands. The extender broadcasts on the 2.4, 5 and 6 GHz bands. By default, the 2.4 and 5 GHz bands are enabled and are managed together by Self Organizing Networks (SON) to use the same Wi-Fi name and password; and the 6 GHz band can be enabled and used for devices, when no extender is connected or when the router and extender are set in a hard-wired configuration.

13. Will my Fios TV One communicate over Wi-Fi to my Verizon Wi-Fi Extender?

No. Based on the Digital Transfer Content Protection guidelines, a Wi-Fi-connected set-top-box can't be supported. A set-top-box would need to be directly connected to the router. For more information on DTCP, please visit the following link. <https://www.dtcp.com/faq.aspx>

14. Where should I place my Verizon Wi-Fi Extender?

The Verizon Wi-Fi Extender should be placed between your compatible router and the area where your Wi-Fi signal is weak. Please refer to FAQ # 8 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.

15. I have an old Wi-Fi extender, do I need to upgrade?

If you currently have a previous generation Wi-Fi extender, and are currently using or upgrading to the Verizon Router, an upgrade to the new Verizon Wi-Fi Extender is required if you choose to connect your extender to the Verizon Router over Wi-Fi (backhaul). If you choose a wired connection to the router, previous generation extenders, like Fios Extender (E3200), support both Coax (MoCA) and Ethernet (backhaul) connections to the router.

16. What Wi-Fi security is supported on my Verizon Wi-Fi Extender?

The Verizon Wi-Fi Extender supports WPA2/WPA3 Wi-Fi Security. WPA2 (Wi-Fi Protected Access II) is the default Wi-Fi security.

17. How can I reboot my Verizon Wi-Fi Extender?

Rebooting the Verizon Wi-Fi Extender simply requires removing it from the power outlet, and plugging it back in.

18. How can I reset my Verizon Wi-Fi Extender to factory default settings?

Pressing and holding the reset button located on the side of the Verizon Wi-Fi Extender will restore the extender to the factory default settings. Use the pointed end of a paperclip to press and hold the button for 3-5 seconds.



19. Can I wall mount my Verizon Wi-Fi Extender?

Yes. Wall mount brackets for Verizon Wi-Fi Extenders are available at the Verizon Accessory site. Please visit [verizon.com/smallbusiness/accessories/all-accessories/fios](https://www.verizon.com/smallbusiness/accessories/all-accessories/fios) and look for wall brackets.

20. Does my Verizon Wi-Fi extender need to stand upright?

Yes. The Verizon Wi-Fi Extender, Model # CE1000A, should always be kept in an upright position for optimal performance.

21. 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>

22. Do my Wi-Fi drivers on Windows need to be updated to identify 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>