

**Verizon G3100**

# Verizon/Fios Wi-Fi Home Router G3100 User Manual

Model: G3100

## 1. INTRODUCTION

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This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Verizon/Fios Wi-Fi Home Router G3100. This tri-band router is designed to deliver high-speed, reliable internet connectivity throughout your home or office environment.

## 2. SETUP GUIDE

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### 2.1 Unboxing and Initial Inspection

Upon receiving your Verizon/Fios Wi-Fi Home Router G3100, carefully unbox all components and inspect for any visible damage. Ensure all accessories, including power adapter and Ethernet cable, are present.



Figure 1: Verizon G3100 Router in its original packaging.



Figure 2: Included accessories: Ethernet cable and power adapter.

## 2.2 Connecting the Router

1. **Power Connection:** Connect the power adapter to the router's power port and plug it into a wall outlet.
2. **Internet Connection:** Connect the WAN port of the router to your Fios Optical Network Terminal (ONT) using an Ethernet cable. Alternatively, if using MoCA, connect a coaxial cable to the MoCA WAN port.
3. **Wired Devices:** For wired connections, use Ethernet cables to connect your devices (e.g., computers, gaming consoles) to any of the four Gigabit LAN ports on the back of the router.



Figure 3: Front view of the Verizon G3100 Router, showing the Verizon logo and the main status light.

## 2.3 Initial Configuration

The G3100 router is designed for straightforward plug-and-play compatibility. For initial setup and advanced settings, download the official Verizon Fios app on your smartphone or tablet. The app will guide you through connecting to your Wi-Fi network and customizing settings.

It is recommended to perform a factory reset before initial setup to ensure optimal security and performance, especially if the router was previously used.

## 3. OPERATING INSTRUCTIONS

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### 3.1 Wi-Fi Connectivity

The G3100 is a tri-band Wi-Fi 6 (802.11ax) router, offering superior wireless performance. It operates on one 2.4 GHz band and two 5 GHz bands, allowing for efficient management of multiple devices simultaneously. This is ideal for high-bandwidth activities like gaming, streaming, and video conferencing.

- **2.4 GHz Band:** Provides wider coverage and better penetration through walls, suitable for smart home devices and general browsing.

- **5 GHz Bands:** Offers faster speeds and lower latency, ideal for high-demand devices like laptops, smartphones, and streaming devices.

## 3.2 Wired Connectivity

The router features four Gigabit Ethernet LAN ports for reliable wired connections to devices such as desktop computers, smart TVs, and gaming consoles. It also includes one Gigabit WAN port for your internet service connection and a Coax port supporting MoCA 2.5 LAN/MoCA 1.1 WAN for high-bandwidth coax backhaul.

## 3.3 Advanced Features

- **Wi-Fi 6 (802.11ax):** Next-generation wireless standard boosting throughput and reducing latency with OFDMA and MU-MIMO.
- **2.5Gigabit Multi-Gig Port & MoCA 2.5:** Enables multi-gig fiber speeds and provides high-bandwidth coax backhaul for mesh extenders or set-top boxes.
- **Guest Wi-Fi:** Create a separate network for guests to enhance security.
- **Parental Controls:** Manage internet access for connected devices.
- **QoS (Quality of Service):** Prioritize network traffic for critical applications.

# 4. MAINTENANCE

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## 4.1 Optimal Placement

Place the router in a central location in your home, away from obstructions and other electronic devices that may cause interference. Ensure the air vents on the top and sides of the router are not blocked to prevent overheating.

## 4.2 Software Updates

The router is designed to receive security updates to maintain network integrity. Ensure your router is connected to the internet to receive these updates automatically.

## 4.3 Factory Reset

A factory reset can resolve various issues by restoring the router to its default settings. To perform a factory reset, locate the reset button (usually a small pinhole) on the device and press it with a paperclip for approximately 10 seconds while the router is powered on. This will erase all custom settings, including Wi-Fi names and passwords.

# 5. TROUBLESHOOTING

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- **No Internet Connection:** Check all cable connections (power, WAN/coax, LAN). Ensure the main status LED on the front of the router is lit. If not, try restarting the router by unplugging it for 30 seconds and plugging it back in.
- **Slow Wi-Fi Speeds:** Ensure your devices are connected to the appropriate Wi-Fi band (5 GHz for faster speeds, 2.4 GHz for wider range). Consider repositioning the router or using a Wi-Fi extender for areas with weak signals.
- **Intermittent Connectivity:** Check for potential interference from other electronic devices. Ensure the router's firmware is up to date. A factory reset may also help resolve persistent issues.

- **Cannot Access Router Settings:** Use the official Verizon Fios app for management. If issues persist, ensure your device is connected to the router's Wi-Fi network or via an Ethernet cable.

## 6. SPECIFICATIONS

Feature	Description
Brand	Verizon
Model Name	G3100
Frequency Band Class	Tri-Band (2.4 GHz, two 5 GHz)
Wireless Communication Standard	802.11ax (Wi-Fi 6)
Ethernet Ports	4 Gigabit LAN ports, 1 Gigabit WAN port
MoCA Support	MoCA 2.5 LAN, MoCA 1.1 WAN
USB Port	1 USB 3.0 port
Antenna Type	Internal
Security Protocol	WPA2-PSK, WPS
Control Method	App Control
RAM Memory Installed	512 MB
Dimensions (W*D*H)	135*151*235.5mm

## 7. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation provided with your purchase or visit the official Verizon support website. Keep your purchase receipt and product serial number handy for any support inquiries.