

1. 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>

2. Do my Wi-Fi drivers on Windows need to be updated to see for Wi-Fi 6 (802.11ax) networks?

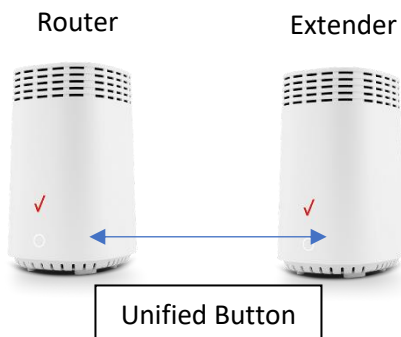
Yes, Wi-Fi drivers should always be updated for optimal Wi-Fi performance. In many cases, but not all, Wi-Fi drivers are automatically updated with auto updates enabled.

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>

3. My Extender is not replicating the Network name (SSIDs) from my Router, what should I do?

You need to reboot the device by removing and reinserting the power cable of your Extender. Within 5 minutes of the reboot, the Wi-Fi Name(s) should be configured on your Wi-Fi Extender.



Status LED

Condition Status	LED Color	Wi-Fi Extender
Normal	WHITE	Normal operation (solid) Wi-Fi Extender is booting (fast blink)
	BLUE	Pairing mode (slow blink) Pairing successful (solid)
	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 (solid) Overheating (fast blink) Pairing Failure (slow blink)
	Power	OFF

The Wi-Fi Names are not configured after a reboot, attempt manual pairing with the Router. Manual pairing requires the Unified Button to be depressed on both devices. Please refer to the sequence of lighting for manual pairing.

4. Why do I need a Wi-Fi Extender?

Some Businesses may be too large for the router 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 Business where the Wi-Fi signal is weak or no signal is available. To get the most out of your Extender, when connected wirelessly to the router, place it between your Router and the weak Wi-Fi area. Reference the table below to ensure you have placed the Extender in an optimal location.

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

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

Yes. The E3200 also supports a hardwired connection with Coax or Ethernet. Please follow the instructions below for a hardwired connection.

- Connect the Router to a coax outlet. (If the coax outlet is already in use, use the coax splitter included in the box.)
- Connect the Extender to a coax outlet-ideally in an area with spotty Wi-Fi coverage.
- Connect the power cord from the router & extender to an electrical outlet.
- The light on the extender should turn solid white within a few minutes, indicating the connection is complete.

6. What devices can I use with the 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) standards (laptops, tablets, smartphones, gaming consoles, TV's, etc.) can be connected to the Extender.

7. Does the Wi-Fi Extender support Guest Wi-Fi?

Yes, guest Wi-Fi is supported. If the Router has Guest Wi-Fi enabled, the Extender will also broadcast the Guest Wi-Fi name.

Note: Guest Wi-Fi is supported on the Extender when the extender has a wired connection to the router." If connected wirelessly, Guest Wi-Fi will only be supported on the router.

8. Can I manually configure the Wi-Fi Extender?

Yes. The extender has an accessible user interface where configuration changes can be made. To learn more please refer to the [User Manual](#).

9. Where should I place my Extender?

If connected to the Router via wireless, Wi-Fi Extender should be placed between your Router and in the area where your Wi-Fi signal is weak. Please refer to FAQ # 2 and the LED status chart in FAQ # 3 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 the outside of your business premise, place the extender near an outer wall.

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

If you previously purchased or rented a Verizon 2nd Generation Network Extender, and are currently using or upgrading to the Router, an upgrade to the Extender is required.

The new Extender is a powerful 802.11 ax Wireless Tri Band Extender that supports Wi-Fi connections to wireless Set Top Boxes and doesn't require physical cabling other than power. Data from the Extender is passed to the router over a dedicated 5GHz Wi-Fi connection. For further information on Wi-Fi Extender, please download the [Data Sheet](#) or [User Manual](#).

11. Does my extender need to stand upright?

Yes. Wi-Fi Extender, Model #E3200, should always be kept in an upright position for optimal performance.