

LINKHUB

LTE cat4 Home Station

User Manual

HH42NK

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Safety and use

We recommend that you read this chapter carefully before using your device. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

CONDITIONS OF USE:

Switch the device off before boarding an aircraft.

Switch the device off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, devices can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When this device is switched on, it should be kept at least 20 cm from the body.

When the device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc.

Do not let children use the device and/or play with the device and accessories without supervision.

If your device is a unibody device, the back cover is not removable. If you disassemble your device the warranty will not apply.

Always handle your device with care and keep it in a clean and dust-free place.

Do not allow your device to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is -20°C (-4°F) to +50°C (122°F).

Do not open, dismantle, or attempt to repair your device yourself.

Do not drop, throw, or bend your device.

Do not paint it.

Use only adapters and accessories which are recommended by TCL Communication Ltd. and its affiliates and are compatible with your device model. TCL Communication Ltd. and its affiliates disclaim any liability for damage caused by the use of other adapters.



This symbol on your device and the accessories means that these products must be taken to collection points at the end of their life:



- Municipal waste disposal centres with specific bins for these items of equipment;
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

In European Union countries:

These collection points are accessible free of charge.

All products with this sign must be brought to these collection points.

In non-European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

Adapters:

Mains powered adapters will operate within the temperature range of: 0°C (32°F) to 40°C (104°F).

The adapters designed for your device meet the standard for safety of information technology equipment and office equipment use. Due to different applicable electrical specifications, an adapter you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

Radio waves

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

Your device is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

L'antenne (s) utilisée pour ce transmetteur doit être installée pour fournir une distance de séparation d'au moins 20 cm de toute personne.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons.

● **FCC Caution:**

Changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

● **FCC Statement:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC ID: 2ACCJB120

Licences



The Wi-Fi Logo is a certification mark of the Wi-Fi Alliance

General information

- Website for USA: us.alcatelmobile.com
- Hotline: In the United States, call 855-368-0829 for technical support.

- Manufacturer: TCL Communication Ltd.
- Address: 5/F, Building 22E, 22 Science Park East Avenue, Hong Kong Science Park, Shatin, NT, Hong Kong.

Your device is a transceiver that operates on GSM in quad-band (850/900/1800/1900 MHz), UMTS/HSDPA/HSDPA+/HSUPA in quad-band Band 1/2/4/5/8 or LTE in hexa-band Band 2/3/4/5/7/8/12/13/17/28/66.

Disclaimer

There may be certain differences between the user manual description and the device's operation, depending on the software release of your device or specific carrier services.

TCL Communication Ltd. shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the carrier exclusively.

Support

Call the Call Center. Locate your number below:

Argentina: 8004447361

Australia: 1800218730

Canada: 8558446058

Chile: 12300209025

Colombia: 18005183882

Ecuador: 800000635

Mexico: 8001124682

New Zealand: 0800451708

Peru: 80055639

Dominican Republic: 18002039552

Uruguay: 40190752

USA: 18553680829

Venezuela: 8001362017

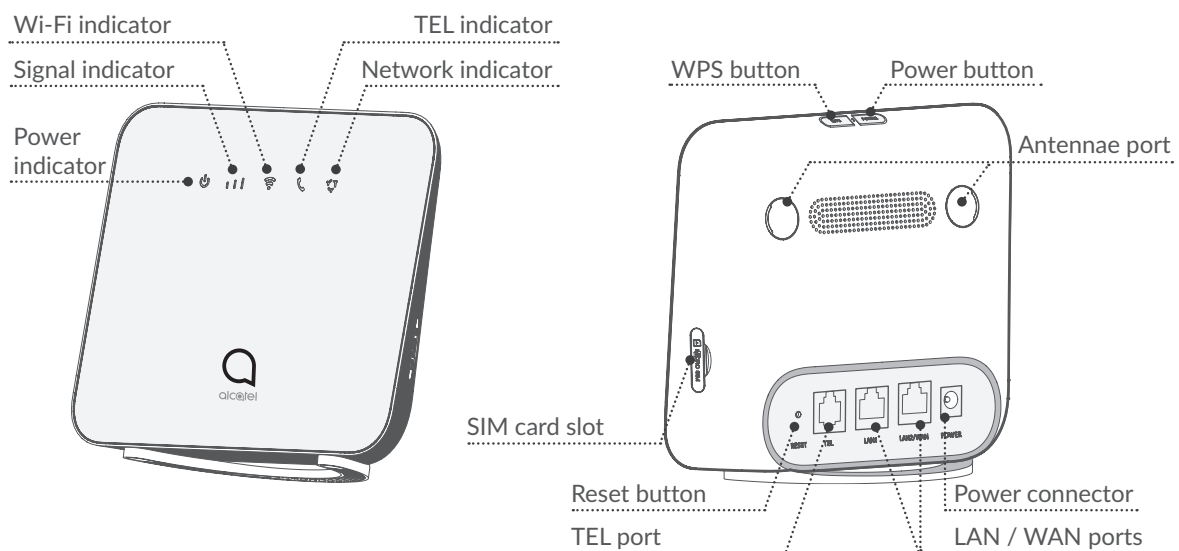
1. Overview

This device allows you to share a secure mobile broadband internet connection using Wi-Fi or an ethernet cable. Wi-Fi enabled devices (PCs, smartphones, tablets, gaming devices, etc.) can access the internet by connecting to the Cat4 Router. To get the best signal, the ideal place for your device will be near a window. Try a few different locations until you find the one with the best signal.

1.1 System requirements

This Cat4 Router is compatible with Wi-Fi devices which support 2.4GHz (802.11 b/g/n) and have a web browser.

1.2 Device description



Power button

- To power on your device, press and hold the power button for 1 second.
- To power off your device, press and hold the power button for 3 seconds.






WPS button

To enable WPS, press and hold the WPS button for 3 seconds. The Wi-Fi LED will start to flash blue. Then press the WPS button on the device you wish to connect to within two minutes. Your Cat4 Router will automatically assign your network settings to the device you wish to connect to.

Reset button

Use a paperclip or blunt pin to gently press and hold the reset button for 3 seconds. All LEDs will turn on, then off, and finally turn on again once the reset is completed. You can also reset the device via the Web-UI.

LED description

Icon	Description
 POWER	<ul style="list-style-type: none">• Solid blue: The device is powered on.• Off: The device is powered off.
 SIGNAL	<ul style="list-style-type: none">• Solid blue: Signal strength ranges from 1-3 bars, with 3 being the strongest.• Off: No service / No signal / No SIM / Invalid SIM.
 WIFI	<ul style="list-style-type: none">• Solid blue: Wi-Fi is enabled.• Flashing blue: WPS connection is available.• Off: Wi-Fi is disabled.
 TEL	<ul style="list-style-type: none">• Flashing blue: Phone is ringing.• Solid blue: Phone is in call.• Off: Phone is not in use.
 NETWORK	<ul style="list-style-type: none">• Solid blue: Connected to 2G/3G/4G/Ethernet.• Solid red: No SIM available or the device is not registered to the network.• Flashing blue: Registered to 2G/3G/4G.

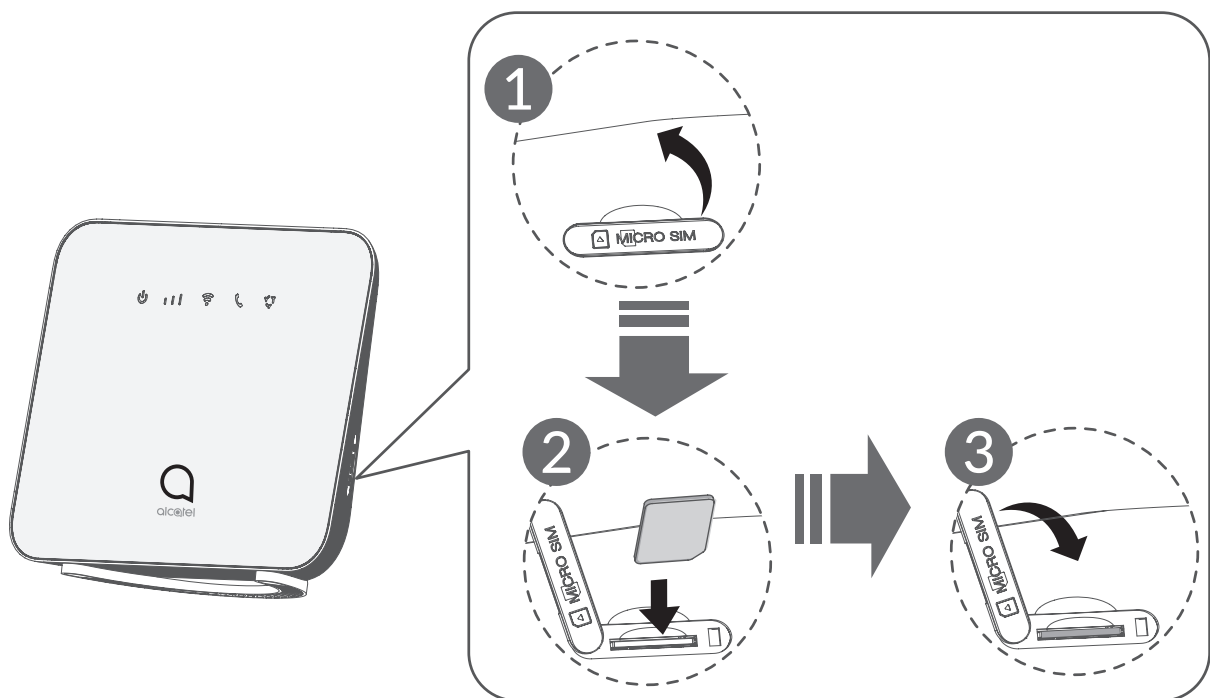
2. Getting started with your device

2.1 Insert SIM

Follow the 3 steps in the illustration below.

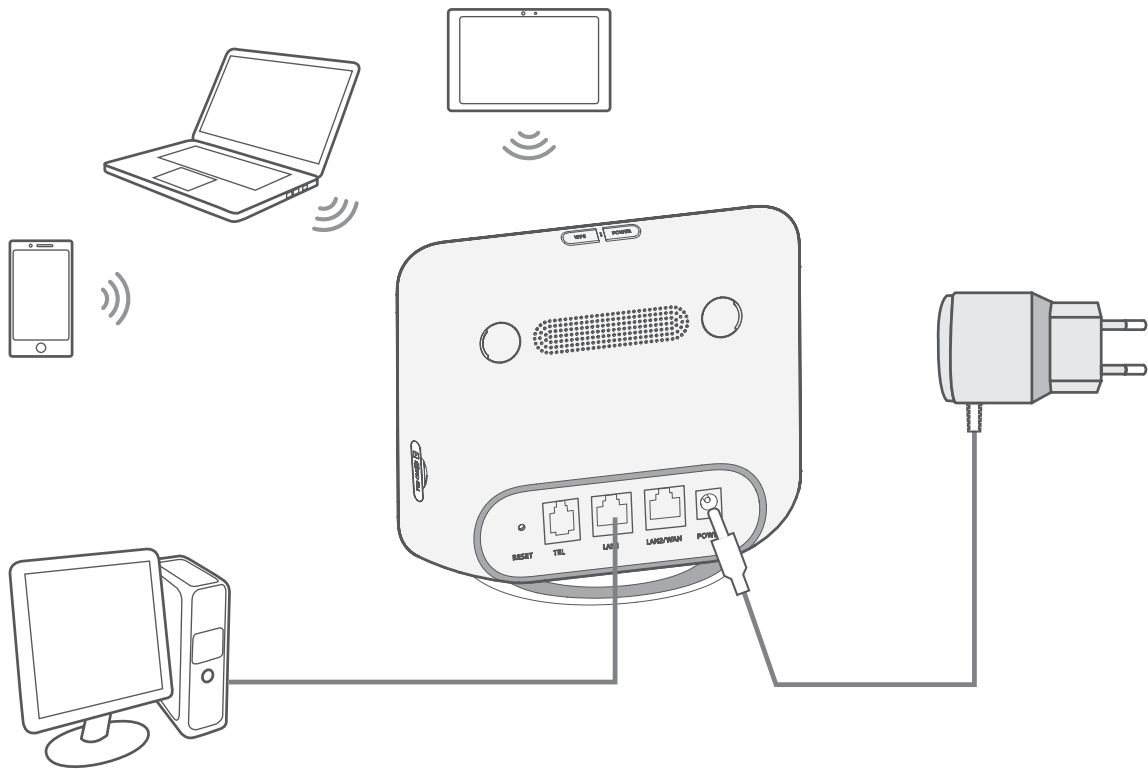
- 1) Open the SIM card slot cover.
- 2) Insert the SIM card into the SIM slot.
- 3) Close the SIM card slot cover.

Do not remove the SIM when your Cat4 Router is in use. Doing so will affect the performance of your device, and data stored on the SIM may be lost.



2.2 Connect the power adapter

Follow the illustration below to plug in the power adapter.



To prevent interference caused by radio signals, place the Cat4 Router at least one metre away from phones and other electrical devices.

2.3 Optional: Installing the external antennae

In areas with poor signal reception, connect external antennae to the two ports labelled 'LTE' to improve signal reception.

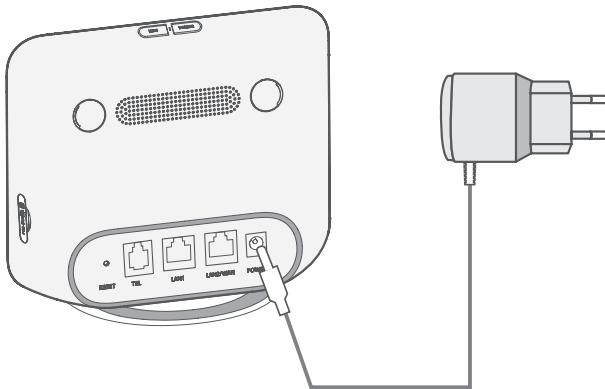
Warning:

Before installing the external antennae, ensure that your Cat4 Router is powered off and disconnected from the power outlet.

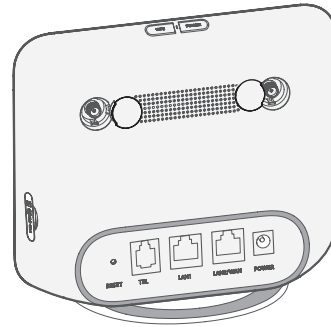
The external antennae must be installed by a qualified technician.

Use antennae supplied by device manufacturer only.

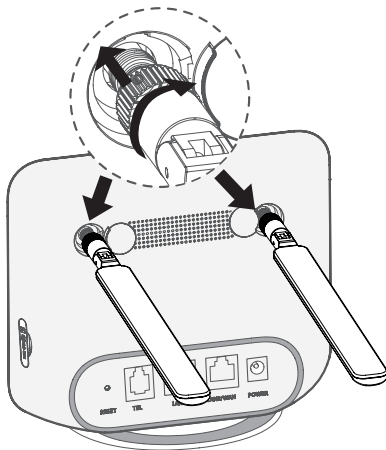
- 1 Power off your Cat4 Router and disconnect it from the power outlet.



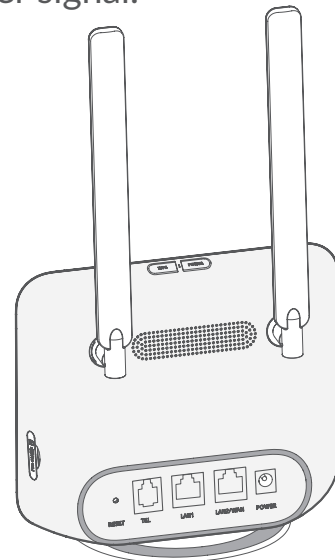
- 2 Open the 'LTE' covers on both sides.



- 3 Screw external antennae fully into the antennae port.



- 4 Keep external antennae pointed upwards to get a better signal.



2.4 How to connect in Wi-Fi mode

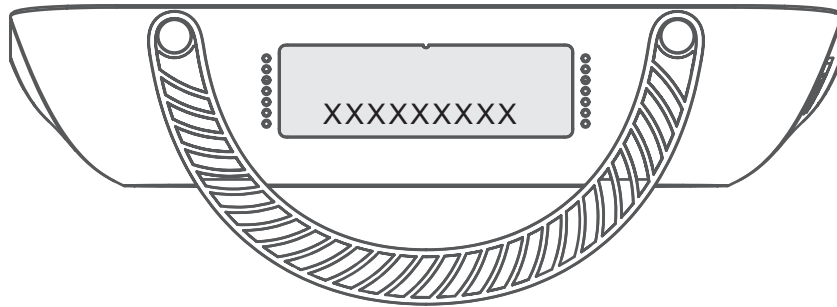
Step 1: Enabling Wi-Fi on your Cat4 Router.

When the Wi-Fi indicator is solid blue, Wi-Fi is enabled.

Step 2: Recording the SSID and Wi-Fi Key.

The default SSID and Wi-Fi key are printed on the device label, situated on the underside of your Cat4 Router.

To prevent unauthorised parties from accessing your Wi-Fi network, it is recommended that you change the SSID and Wi-Fi key from time to time. For more information, please refer to the User Guide which can be accessed via the Web User Interface.



Step 3: Setting up a Wi-Fi connection

- **Setting up a Wi-Fi connection manually:**

- 1) From your Wi-Fi enabled client, perform a scan for wireless networks.
- 2) Connect to the network name that matches the SSID found on the device label.
- 3) When prompted for a password, enter the Wi-Fi key found on the device label (this is case sensitive). Your client will notify you when it is connected.

- **Setting up a Wi-Fi connection through WPS:**

Your client must support WPS, Ensure that Wi-Fi is enabled on the client and enable WPS.

- 1) Open the WPS page on your Web User Interface (Go to **Wireless > WPS**).
- 2) Open the **WPS Function** switch and click **Apply**.
- 3) Press and hold the WPS button for 3 seconds. The Wi-Fi LED will begin to flash blue.
- 4) Your device should then connect automatically.

3. Configuring your Cat4 Router

There are two ways to configure your Cat4 Router.

- Link Hub app
- Web page

3.1 Configure your Cat4 Router via application

- 1) Download the free Alcatel Wi-Fi Link app to control your Cat4 Router.
- 2) Make sure your device is connected to the internet.

- 3) Scan the QR code. Alternatively, you can also search for "Alcatel WiFi Link" in the App Store or Google Play Store.
- 4) Download the Alcatel Wi-Fi Link app from App Store or Google Play store.
- 5) Click on the Alcatel Wi-Fi Link app icon to log in to the management page.

Note: The Alcatel Wi-Fi Link app and website share the same password. Default password is: **admin**.



IOS | Android

3.2 Configure your Cat4 Router via Web page

The Web User Interface is compatible with the following browsers:

- Mozilla Firefox
- Internet Explorer 9.0 or later.
- Google Chrome

3.2.1 How to log in to the Home page

- 1) Open your web browser.
- 2) Input <http://192.168.1.1> into the address bar and press enter. The Home page will then load, as shown in the image below.

A screenshot of the Alcatel WiFi Link web interface. The page has a white background. In the top left corner, the word "LINKHUB" is written in blue. In the top right corner, there is a language selection dropdown menu showing "English" with a downward arrow. On the left side, there is a QR code with the Alcatel logo in the center. To the right of the QR code, there are two input fields: "Username :" and "Password :". Below the password field, there is a checkbox labeled "Remember Password". At the bottom right, there is a blue "Login" button.






- 3) Log in to change your Cat4 Wi-Fi device SSID and password, or change other basic settings.

Default username: **admin**

Default password: **admin**

4. Web UI status bar page

4.1 Status bar icons

Description	Icon displayed
Signal indicator	 From no signal to excellent.
Network technology	2G , 3G or 4G will be displayed, depending on the network available. No service will be displayed when there is no network available.
Connection status	 disconnected,  connected
SMS	 New message / Unread message(s) in inbox  SMS box is full.

5. Web UI menu bar

5.1 Status

5.1.1 Status

Status allows you to view your device information including internet, 4G Router, Wi-Fi, Primary Network User and Guest User.

5.2 Network

5.2.1 Ethernet

Set up the WAN connection mode and parameters here. You can set the connection mode to PPPoE, DHCP or static IP.

PPPoE: PPPoE stands for Point-to-Point Protocol over Ethernet. This is a network protocol that is mainly used for DSL services whereby individual users connect to a modem using an Ethernet connection. Enter the username and password provided by your network service provider and click **Apply**.

Dynamic IP: Dynamic Host Configuration Protocol (DHCP) is a client /server protocol that automatically provides you with an Internet Protocol (IP) host. The IP address and related configuration settings such as subnet mask and default gateway are all automatically assigned. Select **Dynamic IP** and click **Apply**.

Static IP: Access the internet using a fixed IP address, subnet mask, gateway IP address and Primary DNS server. These should all be provided by your network service provider.

5.2.2 Mobile Connection

Here you can set the package flow and enable the flow control switch to restrict flow usage.

5.2.3 LAN Setup

Local area network (LAN) parameters are displayed here.

The default Gateway address is 192.168.1.1.

The default Subnet Mask is 255.255.255.0.

DHCP Server will automatically assign IP addresses to devices on the network. DHCP is enabled by default. You can set the range of the address pool.

5.3 Wireless

5.3.1 WiFi

The screenshot displays the WiFi configuration page. On the left, a navigation menu includes 'Status', 'Network', 'Wireless', 'WiFi', 'Black and White List', 'WPS', 'Network Advanced', 'SMS', 'Voice', 'Features', 'Management', and 'Setup Wizard'. The 'Wireless' section is expanded to show 'WiFi'. The main content area is titled 'WiFi' and '2.4G Wireless Settings :'. It features an 'Enable' toggle switch that is turned on. Below it, the 'WiFi Name (SSID)' is set to 'CPE-7629-2.4G'. There is an unchecked 'Hide SSID' radio button. The 'Security' dropdown is set to 'WPA-PSK/WPA2-PSK (Recommend)'. The 'WiFi Password' field is masked with dots and has an eye icon to toggle visibility. The 'Wireless Protocol' dropdown is set to 'auto'. The 'Channel Bandwidth' dropdown is set to 'auto'. The 'Wireless Channel' dropdown is set to 'auto (The current channel12)'. An 'Apply' button is located at the bottom of the settings area.

- **Enable:** Switch to enable/disable Wi-Fi.
- **WiFi Name (SSID):** This is the name of the Wi-Fi network and is used to identify your Wi-Fi network. The SSID can be between 1 and 32 characters long.
- **Hide SSID:** When the **Hide SSID** function is enabled, the user will not be able to detect the SSID by scanning. To use this network, you can only manually add the SSID name.
- **Security:** You can choose the security mode, available options are **WPA-PSK/WPA2-PSK**, **WPA2-PSK**, **WPA-PSK** or **None**.
- **WiFi Password:** You can view or set your Wi-Fi key here.
- **Wireless Protocol:** You can select from the available options via the drop-down menu. This is set to **Auto** by default.
- **Channel Bandwidth:** You can select from the available options via the drop-down menu. This is set to **Auto** by default.

- **Wireless Channel:** Different regions use different channels (Channel 1-11 in FCC (US) / IC (Canada); Channel 1-13 in ETSI (Europe); Channel 1-13 in MKK (Japan)).

5.3.2 Black and White List

Add a blacklist to deny devices with the selected MAC address from connecting to the network.

Add a white list to allow only the devices with the selected MAC address to access the internet if the white list is empty, users will not be able to access the Internet.

5.3.3 WPS

Open the **WPS** Function switch and click **Apply**; press and hold the WPS button for 3 seconds. The Wi-Fi LED will start to flash blue. Then press the WPS button on the device you wish to connect to within two minutes. Your Cat4 Router will automatically assign your network settings to the device you wish to connect to.

5.4 Network Advanced

5.4.1 IPv6

Set up the WAN connection mode and parameters here. You can set the connection mode to PPPoE, Dynamic IP or static IP.

PPPoE: PPPoE stands for Point-to-Point Protocol over Ethernet. This is a network protocol that is mainly used for DSL services whereby individual users connect to a modem using an Ethernet connection. Enter the username and password provided by your network service provider and click **Apply**.

Dynamic IP: IPv6 uses two address autoconfiguration protocols, namely Stateless Address Autoconfiguration Protocol (SLAAC) and IPv6 Dynamic Host Configuration Protocol (DHCPv6). DHCPv6 is a network protocol used to configure IP addresses, IP prefixes or other configurations required by IPv6 hosts working on IPv6 networks. When a host applying IPv6 receives a route advertisement, it can create a process for it through a series of processes and assign it a valid IPv6 routing address. This process is called "stateless address auto-configuration (SLAAC for short)".

Static IP: Access the internet using a fixed IP address, subnet mask, gateway IP address and Primary DNS server. These should all be provided by your network service provider.

5.4.2 APN

APN (Access Point Name) refers to a network access technology that determines which method is used to access the network when using SIM card. You can add APN and click **Apply** to enable it.

5.4.3 Guest Network

An exclusive network opened for friends which is isolated from the home network to prevent disclosure. You can set the usage time of the network, and the network will automatically shut down after use.

5.4.4 Parental Control

When this feature is enabled, the devices in the parental control device list will only be able to access the internet within a regulated time.

5.4.5 VPN Client

The internet-based virtual private network (VPN) creates a secure network through a less secure network transmission (such as the internet). You can perform basic configurations and click **Apply** to enable the VPN function.

5.5 SMS

5.5.1 SMS

Inbox: Lists the messages received.

Outbox: Lists the messages sent successfully.

Drafts: Unsent messages are saved here.

New message: Write a new message.

How to read an SMS:

Left-click the content of the message you wish to read.

How to send an SMS:

- 1) Click on **SMS**.
- 2) Left-click on **Add**.
- 3) Input the recipient's number and message content.
- 4) Click **Send**.

Note: Messages can be saved to **Drafts** by clicking on **Save to draftbox**. An SMS message cannot be sent to multiple recipients simultaneously.

How to reply to an SMS:

- 1) Left-click the content of the message in your Inbox that you wish to reply to.
- 2) Click **Reply**.
- 3) Input the content that you wish to send.
- 4) Click **Send**.

How to delete an SMS:

- 1) Find the message you wish to delete in either the Inbox, Outbox or Draft folder.
- 2) Tick the box in the far right column for the message(s) that you wish to delete.
- 3) Click **Delete**.

How to delete all SMS:

- 1) Left-click at the top of the column to select all.
- 2) Click **Delete**.

5.6 Voice

5.6.1 Phone Settings

Here you can set the voice mode and caller id mode.

5.6.2 VoIP

Here you can configure SIP Server and SIP Account information.

5.7 Features

5.7.1 ALG

You can enable ALG for the corresponding protocol to resolve protocol functionality problems which can occur after traversing the NAT device. The default setting for the protocols listed below is 'enabled'. It is recommended to leave the default settings unchanged.

- FTP
- RTSP
- SIP
- PPTP
- L2TP
- IPSEC

5.7.2 Port Forwarding

Port mapping is to map a host's internal network (LAN) IP address to a public network (WAN) IP address. Port mapping can also be used to map multiple ports of an external network IP address machine to different ports on different machines in the internal network.

5.7.3 DMZ Settings

In some special cases, we need to fully expose a computer in the LAN to the WAN for two-way communication, and we can set that computer to be the DMZ host.

Enable: Enables the DMZ host.

DMZ host IP address: Enter the IP address of the internal computer that you want to nominate as the DMZ host.

5.7.4 MAC Filtering

By default, any device connected to your Cat4 Router is allowed to access the internet. You can use the MAC filter to block specific devices from accessing the internet.

Disable: All connected devices can access the internet.

Whitelist: Only devices with a MAC address added to this list can access the internet.

Blacklist: Devices with a MAC address added to this list cannot access the internet.

5.7.5 IP Filtering

By default, any device connected to your Cat4 Router is allowed to access the internet. You can use the IP filter to block specific devices from accessing the internet.

Disable: All connected devices can access the internet.

Whitelist: Only devices with an IP address added to this list can access the internet.

Blacklist: Devices with an IP address added to this list cannot access the internet.

5.7.6 NAT Settings

In general, using NAT technology to convert private network addresses in IPv4 headers to public network addresses, multiple users on the private network can access the internet simultaneously with a small number of public network addresses. You can only choose one of the following four types of NAT.

- 1) Full Cone NAT
- 2) Symmetric NAT
- 3) Address Restricted Cone NAT
- 4) Port Restricted Cone NAT

5.7.7 DDoS

Denial-of-service attacks are an attack method widely used by hackers at present. It monopolizes network resources and prevents other hosts from accessing normally, which results in downtime or network paralysis. You can enable the following two methods to prevent DDoS attacks.

- 1) Enable SYN-flood protection
- 2) Drop invalid packets

5.8 Management

5.8.1 SNTP

SNTP can automatically synchronize the computer time with the internet, you can select your time zone.

5.8.2 Modular Antenna

You can view the current antenna status. When you insert an external antenna into your device, be sure to click **Antenna External** to enable the external antenna. There are three antenna states:

- 1) **Built-in:** Device default antenna.
- 2) **External:** The device is plugged into a third-party manufacturer's antenna.
- 3) **General:** The device is plugged into the antenna provided by the manufacturer.

5.8.3 Operating Mode

You can only choose one of the following four types of Operating Mode.

- 1) Extreme speed mode
- 2) Multi-function mode

5.8.4 SIM Management

Perform the following steps to enable the SIM PIN:

- 1) Enter a SIM PIN that is 4-8 digits long.
- 2) Click **Apply**.

Note: When a SIM PIN is entered incorrectly 3 times, a PUK code is required to unblock the SIM. You can obtain this by calling customer services using your SIM.

5.8.5 Flow Statistics

Here you can see the traffic statistics, including the volume of traffic experienced this month and the traffic experienced today. You can also click **Clear** to clear the current traffic data.

5.8.6 TR069

TR-069 (Technical Report 069) is a technical specification that defines an application layer protocol for remote management of end-user devices. Click to enable Inform, enter Inform interval, ACS URL, ACS username, and ACS password. Click **Apply** when finished.

5.8.7 Change Password

Enter your current password and confirm a new password. Your chosen password must be between 5-32 characters long.

5.8.8 Backup & Upgrade

Online updates

Click **Detect new version**. Your Cat4 Router will check if there is an update available. If one is found, you can click **Download**. Once the file has been downloaded successfully, you can click **Update**.

Note: Do not power off your router during the update process as this may damage the device.

5.8.9 Restart & Reset

Click **Restart now** to reboot the device. Click **Restore factory Settings** to restore factory default settings.

You also can use the reset button on your Cat4 Router.

5.8.10 System Log

You can view and export the system log of the device.

5.8.11 System Help

Click **Download help file** to download the user manual for the product.

5.9 Setup wizard

- 1) On the first page, you can select your time zone.
- 2) On the second page, you can set the traffic settings.
- 3) On the next page, you can change the SSID and Wi-Fi key.
- 4) On the final page, you can set up your Wi-Fi security and change the Wi-Fi key.

6. Q&A

How can I access the Home page?

- 1) Open the web browser.
- 2) Enter `http://192.168.1.1` in the address bar.
- 3) Once the Cat4 Router home page is displayed, enter the login Username and password are admin.
- 4) Click **Login**.

What should I do if I can't log in to the web management page?

- 1) Make sure the power indicator of the device is on (solid blue). If not, power on the device.
- 2) Check whether the connection between end user's device and Cat4 Router is functioning properly.
-If the end user is connected to the Cat4 Router through Wi-Fi, go to the Wi-Fi connection page to check the connection status.

- 3) Make sure 192.168.1.1 is entered correctly in the web browser.

What should I do if I can't access the internet?

- 1) Make sure your SIM is a 2G, 3G or 4G SIM.
-If no SIM is detected, power off your Cat4 Router, reinsert the SIM, and try again.
-If no network is available, move the device to a an area with a better signal (try placing it near a window) and try again.
- 2) Make sure 192.168.1.1 is entered correctly in the web browser and click Enter.
- 3) Reboot your Cat4 Router and try again.
- 4) If MAC address filtering is enabled, make sure your device MAC address is on the approved list.
- 5) If Parental Control is enabled, make sure your device name and MAC address is not under parental control.

What should I do if I experience any issue with the device?

- 1) Restart the device.
- 2) Reset the device to its factory settings.
- 3) Contact your service provider.

What should I do if I forget the Wi-Fi key?

- 1) Log in the web configuration page (192.168.1.1 as default). Go to **Wireless > Wi-Fi > WiFi Password**. Click “🔑” to obtain the current Wi-Fi Key.
- 2) Reset the device to factory default settings. Use a paper clip or a blunt pin to gently press the reset button for 3 seconds. The Wi-Fi key will be reset to the default password, which can be found on the bottom label of the device. During the reset, all LEDs will turn on, then off, and finally turn on again once the reset is completed.

Which operating system does the device support?

The device supports the following operating systems: Windows 7/8/10.

How can I connect Cat4 Router via Wi-Fi?

Open your Wireless Network Connection list.

Follow these steps to select the device SSID:

For a Windows device:

- 1) Right-click Wireless Network Connection on the task bar.
- 2) Select the network name (SSID) of your Cat4 Router, click Connect, and enter the Wi-Fi key.

What should I do if I see the SSID but the device fails to connect?

Make sure you have entered the correct Wi-Fi key.

What should I do if the network indicator is solid red?

When there is no SIM, no service, or the device is not registered to the network, the network indicator on Cat4 Router is solid red.

- 1) If using a SIM:
 - Make sure the SIM is valid and inserted correctly.
 - Move the Cat4 Router to an area with a better signal (try placing it near a window).
- 2) If using an ethernet connection, check if the network is working properly.

Why does the SSID not appear in the wireless network list?

Follow the steps below to make sure the device is set up correctly:

- 1) Check the device to see if the Wi-Fi indicator is on or off.
- 2) Refresh the network list on your computer.

For Windows:

- 1) Click the Refresh Network icon on the right top corner of the Wireless Network Connection screen.
- 2) Right-click **Wireless Network Connection**.
- 3) Click **Open network and sharing centre**.
- 4) Select **Wireless Management**.
- 5) Click the wireless network which is not being used, and delete it from network list.
- 6) Click **OK** and restart your computer.

What should I do if it says "No SIM" or "Invalid SIM" on the Cat4 Router configuration page?

Possible reasons for this may be that there is no SIM inserted in the device, it is inserted incorrectly, or the SIM is disabled. Try removing your SIM and reinserting it. Make sure not to touch the contact points when doing so.

What should I do if "PIN lock" or "PUK lock" is displayed on the screen of the device connected to Cat4 Router?

This means the SIM is locked.

Log in to the Home page (refer to "How can I access the Home page?") and enter your PIN code or PUK code. To obtain the PUK code, contact your network operator.

Note: If the incorrect PIN is entered 3 times you will be required to enter the PUK code. If the incorrect PUK code is entered 10 times the SIM will be permanently blocked.

How can I connect to the 4G network?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Network > Mobile Connection > Network Mode Setting > Network Mode**.
- 3) Select **4G preferred**.

How can I disconnect from the 2G, 3G or 4G network?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Network > Mobile Connection > Mobile Connection > Mobile Data**.
- 3) Disable **Mobile Data**.

How can I find more information about Wi-Fi setup?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Wireless > WiFi**.

How can I check my device's model number and firmware version?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Status > Status > 4G Router**.

How do I change the SSID and Wi-Fi key?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Wireless > WiFi**.

How can I change the login password?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Management > Change Password**.