

T Mobile

User Guide

**T-Mobile
Internet
Wi-Fi Mesh
Access Point**



Release 1.0.0

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| Import from | Arcadyan Technology Corporation |
| Distributor | T-Mobile USA, Inc. |

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Safety Guidelines

Potential Equipment Damage

Follow these recommendations to protect yourself and the T-Mobile Internet Wi-Fi Mesh Access Point from harm:

- Use the Wi-Fi Mesh Access Point (Access Point) only in upright position as shown in the Quick Start Guide.
- Do not insert any sharp object into the openings of the Access Point.
- Do not put the Access Point near a heat source.
- Avoid placing the Access Point in areas where the Access Point will be in intense or prolonged direct sunlight.
- The Access Point is intended for indoor use only. Do not use the Access Point outside, and make sure all the connections are indoors.
- Do not put the Access Point in damp or wet locations; for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool. Do not spill any liquid on the Access Point.
- Do not touch the Access Point or its power adapter or cord with wet hands.
- Do not place the Access Point on an unstable surface or support.
- Do not place anything on top of the Access Point.
- Do not use liquid or aerosol cleaners; unplug the Access Point and use a soft, dry cloth for cleaning.
- When connecting a PC or other electronic device to the Access Point, make sure you use the provided cables and connect the device to the right port of the Access Point.
- Incorrect connections may damage the device and/or the Access Point.
- Do not open or try to open the Access Point.
- Opening or removing covers can expose you to dangerous high voltage points or other risks.
- Do not attempt to access, manipulate, insert foreign objects into, remanufacture, or immerse or otherwise expose it to water.
- Use care to avoid accidental drops or sprays of water on the Access Point.
- If the Access Point is dropped—especially on a hard surface—or in the case of suspected damage, contact your nearest T-Mobile service center for inspection.

Risk of Electric Shock or Fire

Follow these guidelines when using the T-Mobile Internet Wi-Fi Mesh Access Point:

- Connect the power adapter or cord to the right supply voltage (120V AC in USA).
- Pay attention to the power load of the electrical outlet and possible extension cord.
- An overburdened power outlet or damaged cords and plugs may cause electric shock or fire.
- Check the power adapter regularly. If you find any damage, replace the power adapter immediately.

- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Leave adequate space for heat dissipation to avoid any damage caused by overheating the Access Point.
- Do not cover the Access Point or its ventilation holes. Blocking the ventilation holes may cause fire.
- Use the power adapter provided with your Access Point and do not fasten the power cable to building surfaces.
- Ensure the cable can move freely. Do not place heavy objects on the cable.
- Do not install, use, or service the Access Point during a thunderstorm.
- There is a remote risk of electric shock from lightning.
- The standby power consumption of the Access Point is 3 Watts.

Introduction

This document explains how to operate the T-Mobile Internet Wi-Fi Mesh Access Point at home using visual cues to achieve the best placement and performance.

NOTE

This document is a supplement to the Quick Start Guide and T-Mobile Internet mobile app. Use the Quick Start Guide to get up and running quickly.

The contents of this guide are subject to change without notice.

Getting to Know Your T-Mobile Internet Wi-Fi Mesh Access Point

You will find the following items in the box:

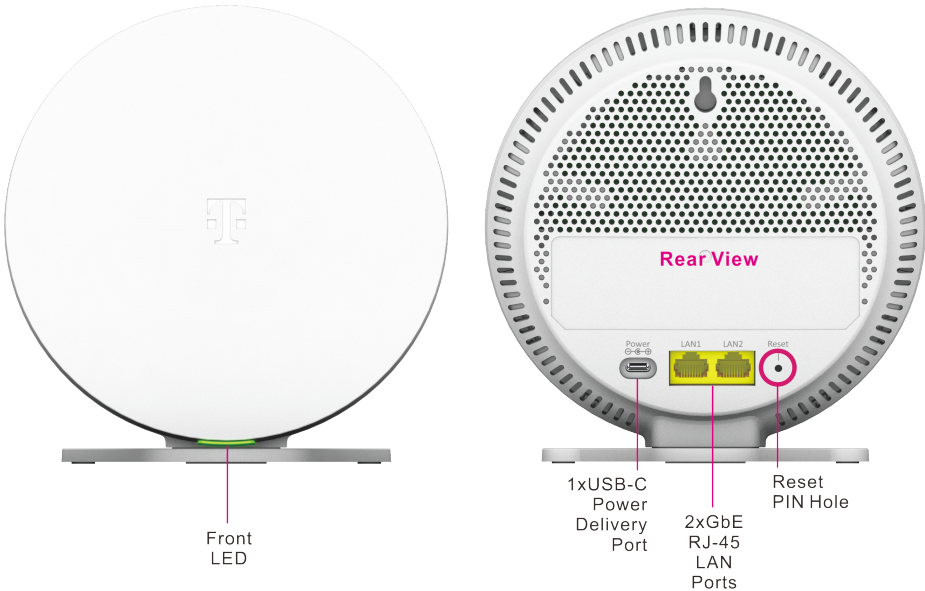
- T-Mobile Internet Wi-Fi Mesh Access Point
- One RJ-45 Cat.5e Ethernet Cable
- Power Adapter
- Quick Start Guide
- T-Mobile Terms and Conditions
- Safety and Regulatory Notice

Connecting the Access Point to your existing Wi-Fi network extends the Wi-Fi range of your network, and supports reliable connectivity in every corner of your home.

The Access Point offers Wi-Fi 6 dual-band network connectivity by way of supporting 4x4 11ax 2.4G and 5G Wi-Fi. It also functions as the LAN (Local Area Network) connection point inside your home by using the two Gigabit Ethernet ports on the back of the Access Point.

Physical Interfaces

The Access Point's physical interfaces include those shown in the following diagrams.



Setting up the T-Mobile Internet Wi-Fi Mesh Access Point

Recommended Setup: Use the T-Mobile Internet mobile app



Using the Quick Start Guide and the T-Mobile Internet mobile app provides the easiest and best setup experience. The T-Mobile Internet mobile app can be downloaded from either Google Play Store or the Apple App Store.

NOTE

Download the T-Mobile Internet app onto your smart phone. Follow the on-screen prompts in app and complete first time setup. Then the app establishes communication and connects to the gateway and your Wi-Fi Mesh Access Point.

Manual Setup: Identify An Ideal Location

Start by identifying the ideal location for your Access Point — that location will meet the following criteria:

- Place the Access Point between your gateway and the weak Wi-Fi signal area. Be sure it is near a power outlet.
- Position the Access Point on elevated surface for getting the best signal strength.

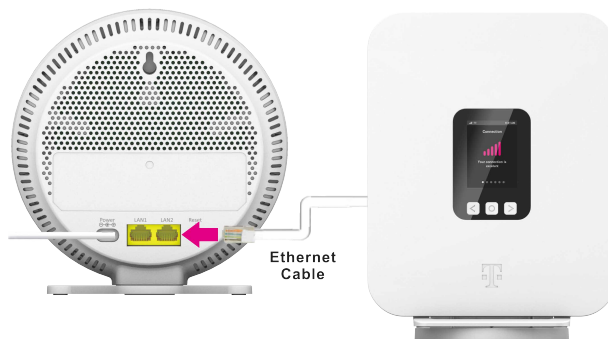
NOTE

Low-e glass windows may weaken signal strength. Avoid placing the Access Point near low-e glass windows.

- In an open space away from:
 - Basements
 - Devices that may cause interference
 - Behind TVs or monitors
 - Walls or obstructions
 - Heavy-duty appliances or electronics such as microwave ovens and baby monitors
 - Metal fixtures, enclosures, cabinets, reinforced concrete, or pipes
- Near a power outlet
- At least 6 feet off the floor of the home

Connecting Ethernet Cable to the Wi-Fi Mesh Access Point

The Access Point has two (2) Ethernet LAN ports. Use an Ethernet cable to connect an Ethernet device.



Connecting Power to the Wi-Fi Mesh Access Point

- Place the Access Point on a flat surface, such as a tabletop or similar; close to your gateway and near an electrical outlet
- Minimize the number of obstructions as much as possible
- Connect the provided USB Type-C power cable to the Access Point's power port, then plug the other end of the power cable into a grounded electrical outlet
- The USB Type-C power cable must be capable of supporting 100–240V (volts) AC adapter, 50–60Hz frequency and 2A of current at DC 15V



Starting the Wi-Fi Mesh Access Point

After the Access Point is connected to a power source, the LED displays solid white to indicate the Access Point is starting up.

Connecting Wi-Fi Devices

- Connect your wireless devices to your network using the Wi-Fi SSID (Wi-Fi name) and Wi-Fi Key (Wi-Fi password) of your gateway.
- Download the T-Mobile Internet app to your smart phone to begin setting up your gateway and Wi-Fi Mesh Access Point.
- Use the T-Mobile Internet app to get help finding the ideal location for your device, check signal strength and monitor connected devices.

Using the Reset Pin Hole

You can reset the Access Point using a paperclip and the reset pin hole, which is located on the device's backside.

1. Insert a paperclip or pin into the reset pin hole
2. Press and hold for 5 seconds



3. Withdraw the paperclip. LED on the front panel displays blinking red to indicate factory reset in progress

Troubleshooting

No Internet

- Verify your gateway and Wi-Fi Mesh Access Point are both powered on
- Try placing the gateway and Access Point in a different location
- Try factory reset

No Signal

The LED displays solid red to indicate there is no network signal, which could mean your Wi-Fi network is down for any number of reasons, or the Access Point may need to be re-positioned. Be sure your gateway is turned on and working properly, and place the Access Point close to the gateway.

If the connection does not improve in a reasonable amount of time, you can contact T-Mobile customer service or refer to the section “Manual Setup: Identify An Ideal Location”.

Understand the Front LED

The Access Point’s LED is located on front of the device. The visual LED display allows you to quickly obtain Access Point’s current condition information of the following:

- White:
 - Solid - booting up
 - Blinking (0.5s On, 0.5s Off) - firmware upgrade in progress
- Green:
 - Blinking (1s On, 1s Off) - connecting to Wi-Fi gateway/router (2.4GHz or 5GHz) and obtaining IP address
 - Solid - good Wi-Fi connection, or connected to gateway/router via Ethernet
- Yellow:
 - Solid - poor Wi-Fi connection
- Red:
 - Solid - no Wi-Fi connection and re-connecting
 - Blinking (1s On, 1s Off) - factory reset in progress

Prevent Overheating

Avoid prolonged exposure to the direct sunlight, particular in warm climates.

Also, make sure that obstacles never obstruct airflow vents on the top or bottom of the Access Point's enclosure. Allow at least 100mm/4in clearance on all sides of the enclosure. Ensure the Access Point is at least 3 feet from baseboard heaters.

If the Access Point feels hot to touch, unplug it immediately and let the device cool before plugging it in again.

Wi-Fi Mesh Access Point Does Not Start

If the Access Point does not start up, verify the provided power adapter is connected to a working outlet and plugged into the power USB-C port on the Access Point. If the Access Point is connected to an outlet and power still does not start, contact T-Mobile technical support.

Poor Internet Experience

If you feel your overall internet experience is poor, try repositioning the Access Point; refer to the section "Manual Setup: Identify An Ideal Location".

Technical Specifications

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|-------------------------------|--|
| Dimensions | 165mm x 165mm x 33mm 6.5" x 6.5" x 1.3" (Round Shape) |
| Weight | 880 g 0.701 lbs |
| Operating environment | 0 to 40 °C 32 to 104 °F |
| Power adapter | AC |
| Power input | 100 – 240V, 2A @ DC 15V, 50/60Hz |
| Theoretical power consumption | 30 W |
| Wi-Fi connectivity | 11ax 4x4 2.4G 11ax 4x4 5G |
| Security | WPA/WPA2/WPA3 |
| Physical Interfaces | USB Type C x 1 (Regular Power Source) GE LAN (Yellow) Reset pin hole |

Terms and Conditions

t-mobile.com/responsibility/legal/terms-and-conditions

Privacy Policy

t-mobile.com/privacy-center/our-practices/privacy-policy

Customer Support

24/7 Tech Support Line: 1-844-275-9310

Metro Support Line: 1-888-8Metro8