

User Guide

Wireless Home Internet



Welcome to NetComm

Thank you for purchasing the NetComm Wireless Home Internet device
(Model: IFWA-40).

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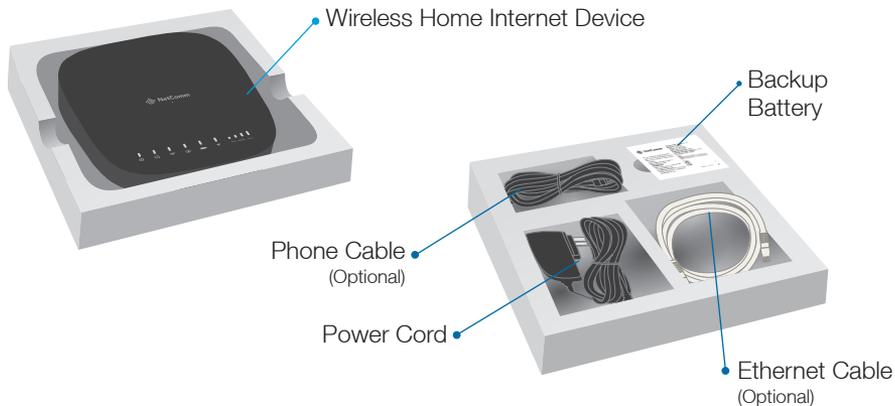
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Getting started

In the box

The package contains the following items:



Also included:

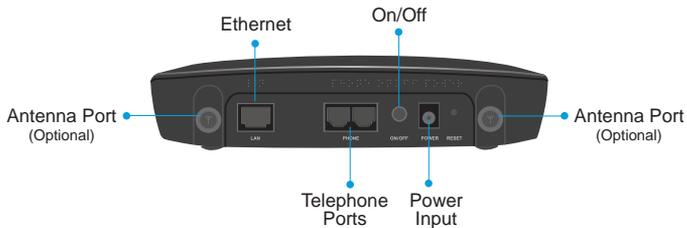
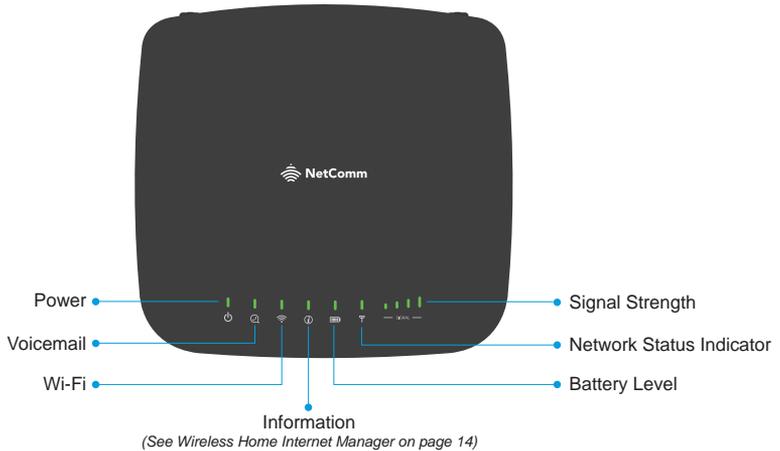


Quick Start



User Guide

Getting to know your device



LED indicator lights

The table below describes possible states for each of the indicator lights.

Indicator	Name	Status	Meaning
	Power	Green solid	On (AC power)
		Green blinking	On (battery power)
		Off	No power
	Voicemail	Green blinking	New voicemail
		Off	No new voicemail
	Wi-Fi	Green solid	Wi-Fi on
		Green flickering	Wi-Fi on, data transferring
		Off	Wi-Fi off
	Information	Green blinking	Check the Wireless Home Internet Manager - new message(s)
		Off	No unread messages
	Battery Level	Green solid	Battery level >50%
		Yellow solid	Battery level 20% to 50%
		Red blinking	Battery level <20%
		Off	Battery not installed or needs replacing

Indicator	Name	Status	Meaning
	Network Status Indicator	Off	No SIM
		Red blinking	SIM error
		Red solid	No service
		Blue solid	3G/HSPA+ service
		Green solid	LTE service
	Signal Strength	Green solid or OFF	More bars indicates higher signal strength

How it works

The Wireless Home Internet device uses your Cellular Network Provider to provide phone service to your cordless or corded home phone(s) and Internet access to your computer and Wi-Fi enabled devices. It does not require the use of a home phone wall jack, unlike a traditional home phone service. Place it anywhere in your home where you have a strong wireless signal. The Wireless Home Internet device provides many calling services for your home phone(s), such as Voicemail, Caller Number ID, Call Waiting, Call Forwarding, and Three-Way Calling. It also features a backup battery to provide service in the case of a power outage.

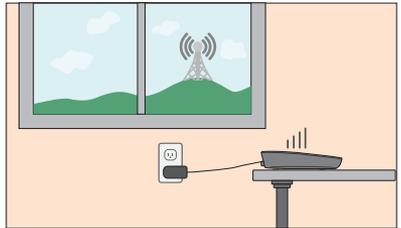
Installation

Before you begin

The Wireless Home Internet device works exclusively with your Cellular Network Provider and DOES NOT use your home phone wall jacks.

Your device should be located:

- Where you have a strong signal from a cell tower, typically near a window or outer wall. Signal strength may vary in different parts of your home.
- Near an electrical wall outlet.
- In the general area where you'll be using your home phone, computer, or Wi-Fi enabled devices.



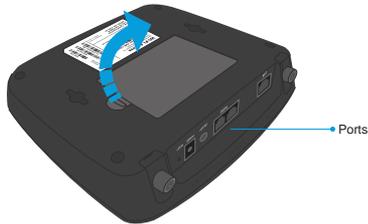
Select which phone and computer/Wi-Fi enabled device you will use with the Wireless Home Internet device:

- A cordless phone system with multiple handsets should be used to place phones throughout your home.
- If using an existing phone, unplug it from the wall jack.
- For Internet access, you can simultaneously connect up to twenty (20) devices per Wi-Fi network (2.4 GHz and 5 GHz), forty (40) total, and one (1) via Ethernet.

Step 1: Setting up the Wireless Home Internet device

Ⓐ *Install the SIM card*

1. Open the battery compartment by pushing the tab in and then lifting up the cover.



2. Lift the SIM card holder up.



3. Slide the SIM card into its holder.
4. Push the SIM card holder flat with the bottom of the battery compartment.

NOTE:

- If you receive your IFWA from your Cellular Network Provider it may already have the SIM card pre-installed.
- If you do not have a SIM card, contact your Cellular Network Provider.

Step 1: Setting up the Wireless Home Internet device

(continued)

Ⓑ Install the backup battery



1. Insert the backup battery.
2. Replace the cover.

NOTES:

- The backup battery is intended for backup purposes only and can take up to four (4) hours to fully charge.
- Charge time may be impacted by environmental factors; the backup battery will stop charging when the ambient temperature is outside of the temperature range allowed for charging: 32°F (0°C) - 113°F (45°C)

Step 1: Setting up the Wireless Home Internet device (continued)

C Turn On Your Device

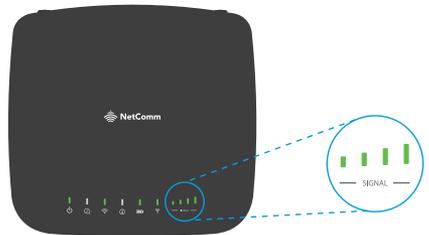
1. Plug the power cord in to an electrical wall outlet.
2. Connect the other end of the power cord to the Power Input port on the back of your Wireless Home Internet device.
3. Press the **On/Off** button so that it is depressed. The Power light turns solid green.



D Check the Wireless Signal

Wait a few seconds for the Signal Strength light to turn on, while your device connects to the cellular network.

Confirm Signal Strength light has four (4) lit bars for optimal performance. Fewer bars indicate a moderate signal, which may be sufficient.



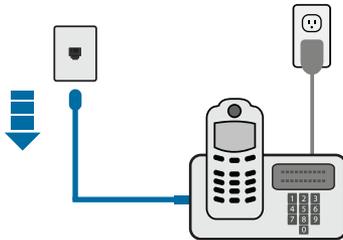
NOTE: If you do not see four (4) lit bars, you may want to choose another location in your home, such as near a window or outer wall.

Step 2: Connecting your phone

(A) *Unplug your phone from the wall jack*

The Wireless Home Internet device is not used with your home phone wall jack.

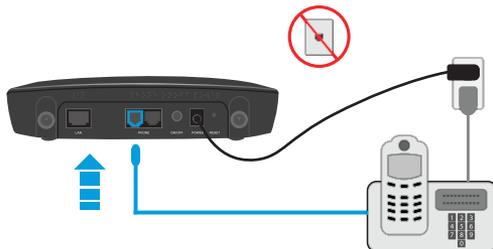
NOTE: If you have a cordless phone, keep it plugged into a power outlet.



(B) *Connect your phone to the device*

Plug your phone into the “Phone” port on the Wireless Home Internet device using your existing phone cable or the included phone cable.

NOTE: Do not plug the Wireless Home Internet device or your phones into your wall jacks.



Step 2: Connecting your phone

(continued)

© Place a test call

Place a test call from your connected home phone. Make sure to dial the 10-digit phone number, including area code.

For best results, place the cordless phone base at least twelve (12) inches from the Wireless Home Internet device.

Important Phone Tips

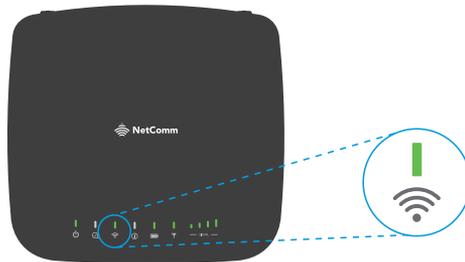
- Voicemail is included with your service. Dial 1 to set up and access your voicemail.
- If you choose to use an answering machine instead, set it to fewer than four (4) rings.
- To place phones throughout your home, use a cordless phone system with multiple handsets. Wall jacks are not used with the Wireless Home Internet device.
- The second Phone port can be used to connect an additional phone or standalone answering machine. It uses the same phone number as the first Phone port.
- Your Wireless Home Internet device does not support incoming/outgoing fax service or home alarm systems.
- Your Wireless Home Internet device does not support rotary or pulse-dialing phones.
- Details on using voicemail and transferring a landline phone number can be found on pages 13-14.

Step 3: Connecting to the Internet (continued)

Ⓒ **Confirm Internet Connection**

Go to your Cellular Network Provider's website (or your favorite website) to confirm your Internet connection.

When your device is transmitting to and from the Internet, the Wi-Fi light will flicker green.



Important Internet tips

- To check your data usage or manage your account, go to the **Wireless Home Internet Manager**.
- To customize your device settings and view important messages about your your Cellular Network Provider's service plan, use the Wireless Home Internet Manager. On any device connected to the Wireless Home Internet device, enter the URL printed on the product label directly into your browser address field. Use the login details printed on the product label as your login.

Vicemail

Your Wireless Home Internet device comes with standard wireless voicemail. Follow the steps below to set up and use your voicemail.

Setup

Dial 1 on any home phone connected to the Wireless Home Internet device and wait four (4) seconds to be connected to your Cellular Network Provider's wireless voicemail. Simply follow the voice prompts to complete setup. To enable remote voicemail retrieval and for added security, be sure to create a password during setup.

Message Waiting

There are two indications that a new message is waiting: 1) the Voicemail light and 2) an intermittent dial tone.

The Voicemail  light on your Wireless Home Internet device blinks green when a voicemail message is waiting. You will also hear an intermittent dial tone on any connected phone handset before placing a call.

Retrieving Messages

To retrieve voice messages, dial **1** on any home phone connected to the Wireless Home Internet device, and wait four (4) seconds to be connected to your Cellular Network Provider's wireless voicemail box. Simply follow the voice prompts to listen to and manage your messages. Alternatively, you may dial your 10-digit home phone number to access your voicemail box.

Remote Retrieval

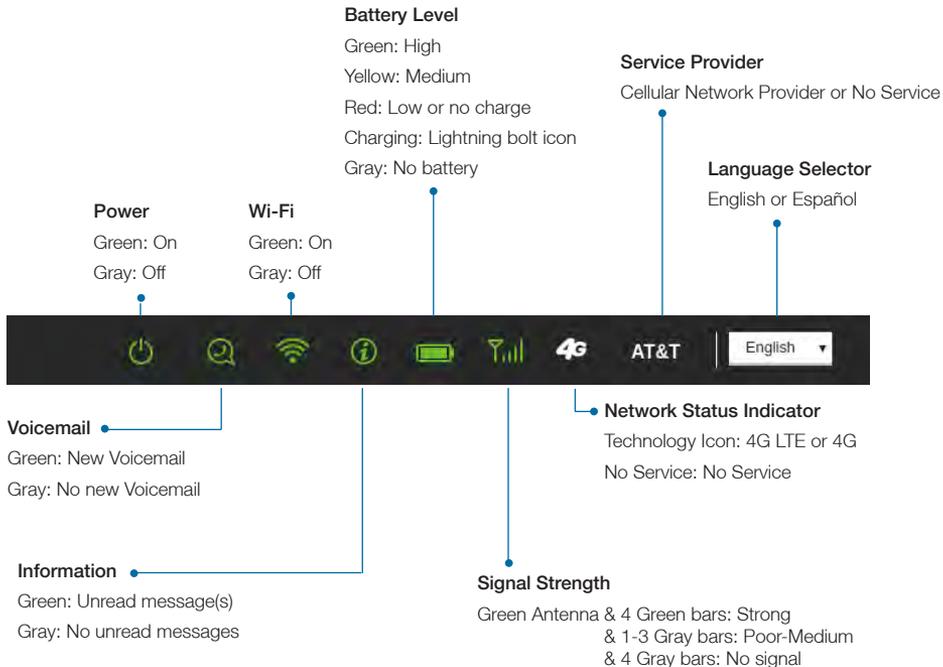
To retrieve voicemail messages from a phone not connected to the Wireless Home Internet device, dial the number associated with your Wireless Home Internet service. When voicemail picks up press the * key. You will then be prompted to enter your password. Simply follow the prompts to listen to and manage your voicemail messages.

The Wireless Home Internet Manager includes a navigation panel on the left side of the screen, which contains the following sections:

- **Status** – Displays general device information and help (see Status on page 39).
- **Connected devices** – View devices currently connected to your Wireless Home Internet device and block/unblock Wi-Fi devices from connecting (see Connected Devices on page 40).
- **Wi-Fi** – Customize your device's Wi-Fi and security settings (see Wi-Fi Settings on page 41).
- **Messages** – View messages from your Cellular Network Provider about your service plan (see Messages on page 45).
- **Networking** – Access a wide range of network and security settings (see Networking on page 46).
- **Data usage** – Check your data usage details (see Data Usage on page 54).
- **Call log/blocking** – View incoming, outgoing, and missed calls placed to and from your Wireless Home Internet device and manage your call block list (see Call Log/Blocking on page 55).
- **Parental control** – Control days and times a device can connect to the Internet and limit the permitted websites (see Parental Control on page 56).
- **System** – Manage system administration functions such as set Date/Time, change Password, Backup/Restore, reboot, etc. (see System on page 58).
- **Logout** – Click to log out of the Wireless Home Internet Manager.

Status Indicators

In addition to the indicators on the device itself (see LED Indicator Lights on page 3), you can find information about your device's current status at the top of the Wireless Home Internet Manager page.



Using your device

Calling

Making calls

Using a phone connected to your Wireless Home Internet device, place and receive calls as you normally would. The Wireless Home Internet device supports dialing with either a cordless or corded phone.

NOTE: Make sure to dial the 10-digit phone number, including area code.

Placing a call on hold

While on a call, you can press the **Flash** (or **Phone/Talk**) key to put the other party on hold.

Three-way calling

Initiate a three-way call

1. While on a call, press the **Flash** (or **Phone/Talk**) key to put the first party on hold.
2. When you hear a dial tone (wait up to four [4] seconds), dial the second number.
3. When the second party answers, press the **Flash** (or **Phone/Talk**) key again to complete the three-way connection. If the second party does not answer, press the **Flash** (or **Phone/Talk**) key to end the connection and return to the first party.

Call waiting

You will hear two tones if someone calls while you are already on a call. When this happens, you have several options:

- To hang up on the first call and connect the incoming call, press the **1** key and then the **Flash** (or **Phone/Talk**) key.
- To continue the first call and reject the incoming call, press the **0** key and then the **Flash** (or **Phone/Talk**) key.
- To place the first call on hold and connect the incoming call, press the **2** key and then the **Flash** (or **Phone/Talk**) key.
- To talk with both parties at the same time, first press the **2** key and then the **Flash** (or **Phone/Talk**) key, and then press the **3** key and then the **Flash** (or **Phone/Talk**) key to merge the three calls.

NOTES:

- Your Wireless Home Internet device comes with standard call waiting and three-way calling. Operation of these features will vary depending on your home phone equipment.
- If your phone does not have a **Flash** (or **Phone/Talk**) key, use the off-hook mechanism supported by your phone.

Call forwarding

To forward all calls, dial:

- ***21***
- The 10-digit number to which you wish to forward your calls
- **#**

(For example: dialing “*21*1234567890#” would forward your calls to the phone number 123-456-7890.)

Please wait at least three (3) seconds to hear a confirmation tone before hanging up.

To stop forwarding calls, dial **#21#**, and wait at least three (3) seconds to hear a confirmation tone before hanging up.

NOTE: [Applicable wireless minute plan rates apply to forwarded calls.](#)

Call log

You can view incoming and outgoing calls placed to and from your Wireless Home Internet device on the Wireless Home Internet Manager. To view call details on the Wireless Home Internet Manager, enter the URL printed on the product label directly into your browser address field on any device that is connected to your Wireless Home Internet device. Log in using login details printed on the product label (or your customized login) and go to **Call Log**.

You can also block certain numbers so that you no longer receive calls from them (see Call Log/Blocking on page 55).

Internet access

Connect other devices

You can simultaneously connect up to twenty (20) devices per Wi-Fi network (2.4 GHz and 5 GHz), forty (40) total, including smartphones, tablets, and laptops, to your Wireless Home Internet device.

1. Open the Wi-Fi network manager on your Wi-Fi enabled device.
2. Find and select the Wi-Fi network name (SSID): **XXX-XXXXXXX** or **XXX-XXXXXX-GUEST** (guest network disabled by default).

NOTE: The Wireless Home Internet device supports both 2.4 GHz and 5 GHz Wi-Fi networks. You can simultaneously connect up to twenty (20) Wi-Fi enabled devices on each network.

3. When prompted, enter the Wi-Fi password found on the bottom of the Wireless Home Internet device.

Connect via Ethernet

To connect via Ethernet, plug one end of your Ethernet cable in to the Ethernet port on your computer and the other end in to the Ethernet port on the back of the Wireless Home Internet device.

Changing Wi-Fi network name and password

You can customize your Wireless Home Internet device's Wi-Fi network name (SSID) and password using the Wireless Home Internet Manager. On any device that is connected to the Wireless Home Internet device, enter **the URL printed on the product label** directly into your browser address field. Log in using "attadmin" (or your customized login). Go to **Wi-Fi > 2.4GHz > EDIT** or **Wi-Fi > 5GHz > EDIT** to change your network name and password.

NOTE: You will need to reconnect all Wi-Fi devices using the new information.

Important messages

Your Wireless Home Internet device is able to receive important messages from your Cellular Network Provider regarding new software updates and your service plan. You cannot respond to these messages.

To view your messages, use any device that is connected to the Wireless Home Internet device and enter the URL printed on the product label directly into your browser address field. Log in using login details printed on the product label (or your customized login) and go to **Messages**.

Managing connected devices

You can view devices currently connected to your Wireless Home Internet device and block/unblock devices using the Wireless Home Internet Manager. On any device that is connected to the Wireless Home Internet device, enter the URL and Login details printed on the product label (or your customized login) and go to **Connected Devices**.

Parental control

With Parental Control, you can manage blocked websites and set time restrictions. To manage Parental Controls, use any device that is connected to the Wireless Home Internet device and enter the URL and Login details printed on the product label (or your customized login) and go to **Parental Control**. From here, you can:

- Select a connected device and add it to the Parental Controls Device List.
- Manage blocked websites and restricted time settings.

Checking your voice and data usage

You can view your voice and data usage once you have logged in to your account.

You may need to select the tab for your wireless plan and **See all usage** to see the usage details for your Wireless Home Internet device's phone number.

You can also use the Wireless Home Internet Manager to check data usage details by device. On any device that is connected to your Wireless Home Internet device, enter the URL printed on the product label directly into your browser address field. Log in using login details printed on the product label (or your customized login) and go to **Data Usage**. To view data usage notifications, go to **Messages**. The Information  light on your Wireless Home Internet device will blink green when you have a new notification.

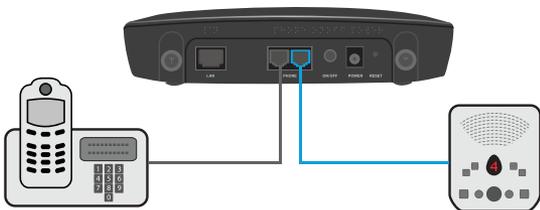
NOTE: Actual billed usage can be higher than the estimated data usage displayed in the usage meter.

Helpful tips

Home answering machines

If you choose to use your home answering machine instead of the voicemail provided by your Wireless Home Internet device, you will need to set your answering machine to pick up calls before four (4) rings, so that it picks up before the network voicemail service. If you have a standalone answering machine, you can connect it to the second “Phone” port on the back of your Wireless Home Internet device.

Alternatively, you can call your Cellular Network Provider to turn off the network voicemail feature.



Adjusting volume

Use your home phone's volume adjustment, if available. Alternatively, the volume of the Wireless Home Internet device can be adjusted. Four volume levels are available (level 1 through level 4), with the default setting at level 4. While on a call, press ** to decrease the volume. Press ## to increase the volume. Each time ** or ## is pressed, the volume is decreased or increased by one level.

Powering On/Off

The **On/Off** button is used to turn your Wireless Home Internet device on or off. When powered off, the Wireless Home Internet device will no longer send or receive calls, but it will continue to charge the backup battery if still connected to the wall outlet.

To turn on your Wireless Home Internet device, press the **On/Off** button so that it is depressed. The Power  light will turn solid green if connected to a power supply; it will blink green if on backup battery power. To turn off your Wireless Home Internet device, push the **On/Off** button so that it is not depressed.

TTY support

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) are supported by the Wireless Home Internet device. In order to use the TTY network, you must have a TTY-compatible phone and be in TTY mode. Note that most digital wireless devices are TTY-compatible.

To set the TTY mode or turn TTY support off, dial ***889n# (*TTYn#)** on your connected phone, replacing **n** with one of the following numbers:

- Replace **n** with **0** for **TTY Off** mode. Users who can hear and talk can turn off TTY support. This is the default setting.
- Replace **n** with **1** for **TTY Full** mode. Users who cannot talk or hear can use this mode to send and receive text messages through a TTY device.
- Replace **n** with **2** for **VCO** mode. Users who can talk but cannot hear can use this mode to talk through the phone and receive responses via text messages.
- Replace **n** with **3** for **HCO** mode. Users who can hear but cannot talk can use this mode to listen to calls and respond via text messages.

Important information

E911 service

For emergency calls, you may have to provide your location address to the 911 operator.

Power outages

The Wireless Home Internet device has a backup battery, for use in the event of a power outage, with talk time of approximately 180 minutes and standby time of approximately 29 hours (depending on environmental factors). In the event of a power outage (commercial power no longer available), the Wireless Home Internet device will automatically begin using the backup battery, provided there is sufficient battery charge left. If there is no battery charge at the time of the power outage, the device will not be operable.

To make calls using your backup battery, you must plug a corded phone or landline phone into one of the “Phone” ports on the Wireless Home Internet device.

When the Wireless Home Internet device is using the backup battery there are three Power saving modes which can be applied in order to ensure the maximum time of functioning telephone services. The default setting is the **Balanced (Temporary connectivity)** mode. For this setting Wi-Fi and Ethernet connectivity will be disabled after a set period of time (five minutes by default) or once the battery reaches 50% charge. The **Maximum Saving (No connectivity)** mode disables Wi-Fi and Ethernet while operating on battery power. The other setting is **None** in which all functionality remains enabled and will function normally for the duration of the battery's charge. In either power saving mode, pressing the button on the side of the device will cause it to return to normal (no power saving) mode.

If you experience a power outage and your backup battery is fully depleted, it will be necessary to restart your device when power is restored by toggling the **On/Off** button; the Power  light will turn solid green.

Backup battery

A new backup battery should last for approximately five (5) years, but the life of any backup battery can be adversely affected by environmental conditions like moisture and heat. To get the longest service from your backup battery, do not place the Wireless Home Internet device in direct sunlight or in wet or extremely cold environments.

To test the condition of your backup battery, make sure the Wireless Home Internet device is powered on. Unplug the Wireless Home Internet device from the wall power outlet. If the Battery  light turns red, then the backup battery may need to be replaced. If the Wireless Home Internet device does not remain on once unplugged from the wall power outlet, then the backup battery needs to be replaced.

It is recommended that you test your backup battery charge at least once per year and replace it if necessary.

To order a replacement backup battery and for cost and warranty information, contact your Cellular Network Provider.

Device compatibility

The Wireless Home Internet device is not compatible with wireless messaging services, home security systems, fax service, medical alert systems, medical monitoring systems, credit card machines, IP/PBX Phone systems, or dial-up Internet service. May not be compatible with your DVR/Satellite systems; please check with your provider. DSL customers should contact their provider before transferring a phone number to ensure uninterrupted DSL Internet service.

The Wireless Home Internet device cannot be used to make 500, 700, 900, 976, 0+ collect, operator-assisted, or dial-around calls (e.g., 1010-XXXX).

In-home wiring

Interconnecting with home telephone wiring is not necessary but is possible; however, it is not recommended unless you possess sufficient knowledge of electrical systems.

Use with home wiring requires the physical disconnection from other services, including the landline coming into your home. Use of a qualified licensed electrician is highly recommended. Improper installation may result in phone equipment damage or even a fire.

Frequently Asked Questions

What kind of phone do I need to work with the Wireless Home Internet device?

Most standard touch-tone phones may be used. Rotary phones are not supported. Cordless phone systems provide the most flexibility and allow you to easily place additional handsets throughout your home. Cordless phone systems still need to be plugged in to a power outlet. A standard corded phone can be used if you need only one phone in your home.

During a power outage, a standard corded phone that doesn't require electrical power is required for service.

How do I install my Wireless Home Internet device?

Refer to pages 5-12 of this guide for the most common installation methods. Other helpful information:

- Installation near a window or outer wall is strongly recommended to ensure the strongest possible wireless signal in order to maximize voice/data performance.
- If the Wireless Home Internet device's Signal Strength  light does not display high signal strength (three [3] to four [4] bars) or voice/data performance is unacceptable, you may need to relocate the device to another part of the home with a stronger wireless signal.

Will my Wireless Home Internet device work in areas with no or low wireless signal strength?

A strong wireless signal (three [3] to four [4] bars) is recommended for optimal performance. A moderate signal (one [1] to two [2] bars) may be sufficient. If you do not see green or blue bars, you may want to move the device to a different location.

Does the Wireless Home Internet device support both voice and data?

Yes, you can use your Wireless Home Internet device for both voice and data, as long as you subscribe to Wireless Home Internet voice and data plans.

Why don't I see the name of the caller when Caller ID is displayed?

The Wireless Home Internet device, similar to other wireless devices, supports calling number identification.

However, contact names stored on your cordless home phone display for incoming calls.

Can I move my Wireless Home Internet device and use it in another location?

Yes, you can use your device anywhere in the U.S. where your Cellular Network Provider is authorized to provide wireless services. All you need is a power outlet and a strong Cellular Network Provider wireless signal.

When I dial a seven-digit number using the Wireless Home Internet device, I get a message that the number cannot be completed as dialed. Does the Wireless Home Internet device support seven-digit dialing?

No. The Wireless Home Internet device requires 10-digit dialing for domestic calls in most areas.

Can I make international calls with my Wireless Home Internet device?

Yes. To add international calling to your account, please call your Cellular Network Provider from any phone.

Can I use my Wireless Home Internet device internationally?

No. Use is limited to the United States, Puerto Rico, and U.S. Virgin Islands.

What is the warranty on the Wireless Home Internet device?

The Wireless Home Internet device has a twelve (12)-month limited warranty. For details, see page 66.

I can't make or receive calls with my Wireless Home Internet device. What should I do?

Please follow the troubleshooting steps in this User Guide (pages 31-37). If further assistance is required, call your Cellular Network Provider.

How many devices can I connect to my Wireless Home Internet device?

There are two (2) phone ports to connect your phone or answering machine. For data, you can simultaneously connect up to twenty (20) devices per Wi-Fi network (2.4 GHz and 5 GHz), forty (40) total, and one (1) via Ethernet.

How can I check my data speed?

You can check your data speed by visiting the Wireless Home Internet Manager.

Will connecting additional devices affect my data speed?

Yes, active use of multiple devices will decrease your data speeds.

Can I change my Wi-Fi network name and password?

Yes, you can change your Wi-Fi network name and password using the Wireless Home Internet Manager. From any connected device, enter the URL printed on the product label directly into your browser address field. Log in using the login details printed on the product label (or your customized login). Go to **Wi-Fi > 2.4GHz > EDIT** or **Wi-Fi > 5GHz > EDIT** to change your network name and password.

How do I know how much data I've used?

To check your data plan usage for your current billing cycle, go to the Wireless Home Internet Manager.

Once I've reached the data limit for my plan, can I continue to use my Wireless Home Internet device for data?

Yes, but overage charges may apply. To upgrade your data plan, visit the Wireless Home Internet Manager.

Troubleshooting

General

Problem	Possible Solution
None of the LED lights on the face of the device are illuminated	<ul style="list-style-type: none">• Make sure there is AC power to the Wireless Home Internet device. Do not connect to an AC outlet controlled by a wall switch.• Press the On/Off button (on the back of the device) so that it is in the ON position (depressed). The Power  light should turn solid green.
Network Status Indicator light is solid red	<ul style="list-style-type: none">• Move your device to another area with sufficient network signal (three [3] to four [4] bars).
Network Status Indicator light is blinking red	<ul style="list-style-type: none">• The SIM card may be missing or not installed properly.<ol style="list-style-type: none">1. Remove the battery compartment cover, then remove the backup battery.2. Locate the SIM card slot. Insert the SIM card into the slot. The SIM card will click and lock in place when properly installed in the correct orientation.• The SIM card may be invalid or damaged and may need to be replaced. For a replacement SIM card, take your Wireless Home Internet device to your Cellular Network Provider's local store, or call your Cellular Network Provider.

Phone

Problem	Possible Solution
No dial tone	<ul style="list-style-type: none">• Make sure there is AC power to the Wireless Home Internet device. Do not connect to an AC outlet controlled by a wall switch.• Make sure your Wireless Home Internet device is powered on. Push the On/Off button so that it is in the ON position (depressed). The Power  light should turn solid green.• Make sure your cordless phone has power and is connected properly to the Wireless Home Internet device.• Move your Wireless Home Internet device to another area with sufficient network signal (three [3] to four [4] bars).
Caller ID shows number only	<ul style="list-style-type: none">• Like all wireless services, only the calling number is displayed with Caller ID.• Your home phone may support the display of names stored in its contacts memory.
My answering machine won't pick up calls	<ul style="list-style-type: none">• Set your answering machine to pick up calls before four (4) rings, so that it picks up before the network voicemail service.• Alternatively, have network voicemail removed from your account by calling Cellular Network Provider from any phone.

Phone

Problem	Possible Solution
Poor voice quality	<ul style="list-style-type: none">• Use the phone cable included with the Wireless Home Internet device.• Make sure all connections are firmly in place.• Move your device to another area with sufficient network signal (three [3] to four [4] bars).• Increase the distance between the Wireless Home Internet device and other electronic devices (including cordless base stations, Wi-Fi routers, and cell phones).• Move the Wireless Home Internet device near a window with a clear unobstructed view of the sky, and remove any objects that may be obstructing the wireless signal.• Make sure the home phone that is connected to the Wireless Home Internet device is of good quality and in good working order.• Voice quality may degrade with a low battery charge. Connect to an AC power source to recharge when power is available.
Message Waiting indicator on my home phone doesn't light	<ul style="list-style-type: none">• The Wireless Home Internet device does not support this functionality with your home phone.• The Wireless Home Internet device has a dedicated Voicemail light that will blink green when you have a new voice message; you will also hear an intermittent dial tone when you pick up your handset.

Phone

Problem	Possible Solution
I hear an Intermittent dial tone	<ul style="list-style-type: none">• You will hear an intermittent dial tone when you have a new voicemail message waiting.• Dial 1 from your home phone that is connected to the Wireless Home Internet device to listen to your voicemail messages.
My phone doesn't ring when a call comes in	<ul style="list-style-type: none">• If you recently transferred your landline phone number, you will continue to receive incoming calls on your previous service until the transfer is complete. To check transfer status, visit the Wireless Home Internet Manager.• Make sure your Wireless Home Internet device is NOT connected to your in-home phone wiring.• Make sure your home phone is powered on and connected to the Wireless Home Internet device.• Your Wireless Home Internet device number may be set to forward calls to another number. Dial #21# to stop forwarding calls.
I hear a constant low-frequency tone (not a dial tone) when I try to place a call	<ul style="list-style-type: none">• Hang up your home phone to restore dial tone.

Internet

Problem	Possible Solution
Can't access the Internet	<ul style="list-style-type: none">• Make sure your Wireless Home Internet device is powered on. Push the On/Off button so that it is in the ON position (depressed). The Power  light should turn solid green.• For Wi-Fi: Make sure your Wireless Home Internet device is located in the general area of your Wi-Fi enabled device(s). Check that your device is connected to the Wireless Home Internet device's Wi-Fi network (e.g., XXX-XXXXXX) and that you are using the correct Wi-Fi password.• For Ethernet: Make sure the Ethernet cable is securely inserted into the Ethernet port on the back of the Wireless Home Internet device and your computer (or other device).• Move your Wireless Home Internet device to another area with sufficient network signal (three [3] to four [4] bars).• Make sure the Wi-Fi  light is on. If it is not, restart your Wireless Home Internet device as follows: Push the On/Off button so that it is in the OFF position. Then push it again so that it is in the ON position (depressed); the Power  light should turn solid green.• Check the following on the Wireless Home Internet Manager using the URL printed on the product label:<ul style="list-style-type: none">- Go to Wi-Fi > 2.4GHz > EDIT and Wi-Fi > 5GHz > EDIT and for both operating frequencies confirm that Access-Point configuration and Broadcast SSID are both enabled.- Go to Networking > MAC/IP/Port Filtering and confirm that the firewall is not set to block your device's IP and MAC address.

Internet

Problem	Possible Solution
Download or upload speeds are slow	<ul style="list-style-type: none">• Check your speed using the Wireless Home Internet Manager.• Check your Signal Strength lights. If it shows less than three (3) green bars, choose an alternative location.• Other connected devices may be transferring a large amount of data. To view and block other connected devices, go to the Wireless Home Internet Manager via the URL printed on the product label and select Connected devices.• A phone call in progress may slow down the data speed.• Check your wireless network connection using the Wireless Home Internet Manager via the URL printed on the product label. 4G LTE offers the fastest data speeds, so if possible, locate your Wireless Home Internet device in an area with 4G LTE coverage.
The Wireless Home Internet device's network does not appear in the wireless network list	<ul style="list-style-type: none">• Make sure the Wireless Home Internet device is powered on. The Power light should be solid green if connected to a power outlet or blinking green if on backup battery. When your device is on backup battery power, Wi-Fi may be disabled. See Power Outages on page 25 for more information.• Refresh the network list on the device you are trying to connect.• Restart your Wireless Home Internet device: Push the On/Off button so that it is in the OFF position. Then push it again so that it is in the ON position (depressed); the Power  light should turn solid green.

Internet

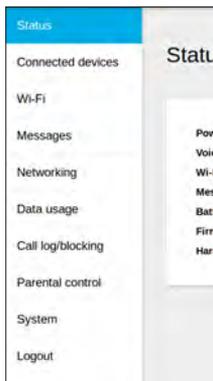
Problem	Possible Solution
Can't connect to my Wireless Home Internet device	<ul style="list-style-type: none">• Check that you are connecting to your Wireless Home Internet Wi-Fi network name (SSID) (e.g., XXX-XXXXXX). If connected via Ethernet, make sure the Ethernet cable is firmly attached.• Make sure you entered the correct Wi-Fi password, either the one found on the bottom of your device or your customized password, if you changed it.
Can't access the Wireless Home Internet Manager	<ul style="list-style-type: none">• Make sure you are trying to access on a device that is currently connected to your Wireless Home Internet device via either Wi-Fi or Ethernet connection.• Make sure you have entered the correct URL printed on the product label directly into the browser address field on your connected device.• Make sure you have entered the correct login, either “attadmin” or your customized login. If you have changed the login and have forgotten the new one, you must restore the device to the factory default settings. Remove the bottom cover of your device, and using a ballpoint pen, press and hold the RESET button for eight (8) seconds. You may then log in using the default login printed on the product label.

Device configuration

You can manage your Wireless Home Internet device settings using the Wireless Home Internet Manager. To access this page, first connect to your Wireless Home Internet device and enter the URL printed on the product label directly into your browser address field. Log in using the details printed on the product label (or your customized login).

Navigating the user interface

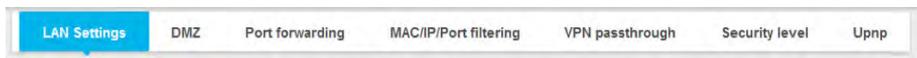
The Wireless Home Internet user interface presents a navigation menu down the left side of the screen. Click on the menu items to display related information and settings on the right side of the screen.



Help

Click the **Help**  button located on any page to expand a window containing information on the setting displayed on that page.

The Networking and System sections have additional pages with a sub-menu displayed horizontally at the top of the screen, for example:



Status

The Status page displays an overview of the device's status such as whether there are new voicemails, Wi-Fi radio status, battery level, firmware version, network connection status, network type and signal strength.

Status			
Power	AC	Cellular network	4G LTE
Voicemail	No new voicemail	Cellular signal strength	-90 dBm
Wi-Fi	On	Cellular network status	Connected
Messages	No unread messages	Cellular network name	Amatssoft Network
Battery level	No battery	IMEI	XXXXXXXXXX
Firmware version	ATTeng_1.0.1.7	ICCID	XXXXXXXXXXXX
Hardware version	1.2	MSISDN	XXXXXXXXXX

Connected devices

The Connected devices page displays a list of both Wi-Fi and Ethernet devices that are currently connected to your Wireless Home Internet. This can be used to monitor who has access to your network and block (or unblock) devices as required.

Wi-Fi

Connected devices

Block	Device name	Wi-Fi	IP address	MAC address
None				

Blocked devices

Unblock	Device name	MAC address
None		

Ethernet		
Device name	IP address	MAC address
aa1-linux-pc	192.168.1.209	00:13:3B:0F:8F:23

Wi-Fi Settings

You can manage your Wireless Home Internet device's Wi-Fi Settings by selecting the Wi-Fi menu from the left side of the screen. This displays a summary of the current configuration of the 2.4 GHz and 5 GHz Wi-Fi settings.

Wi-Fi

2.4 GHz Wi-Fi

Channel: 6 (2.437 GHz)

Network name (SSID): AWI-671690
BSSID: 00-11-22-33-44-22 | **Security mode:** WPA2-PSK

Wi-Fi Protected Setup (WPS)

Use one of the methods below to connect your client device using WPS.
WPS will be deactivated automatically when your client device connects successfully or after 2 minutes.

Push Button

If your client device has a WPS button, click/press that button and then click the button below.

Device PIN

If your client device has a WPS PIN number, enter that number here and then click Submit.

Connected devices

Device name	MAC address	IP address
No information available		

5 GHz Wi-Fi

Channel: 128 (5.640 GHz)

Network name (SSID): AWI-671690
BSSID: 00:11:22:33:44:55 | **Security mode:** WPA2-PSK

[EDIT](#) [DISABLE](#)

Wi-Fi Protected Setup (WPS)

Use one of the methods below to connect your client device using WPS.
 WPS will be deactivated automatically when your client device connects successfully or after 2 minutes.

Push Button

If your client device has a WPS button, click/press that button and then click the button below.

[Push WPS button](#)

Device PIN

If your client device has a WPS PIN number, enter that number here and then click Submit.

[Submit](#)

Device name	MAC address	IP address
No information available		

To make changes to the configuration, click the **EDIT** button of the 2.4 GHz or 5 GHz settings.

Radio configuration

Operating frequency:

Mode: **Channel:**

Access-Point configuration

Enable:

Network name (SSID): AWI-671690
Up to 32 octets (32 bytes) long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.

Broadcast SSID:

Security mode: WPA2-PSK

Password: *****
Either passphrase (between 8 and 63 ASCII characters) or key (64 hexadecimal digits)

Maximum number of Wi-Fi devices: 20

Enable Wi-Fi Protected Setup (WPS):

Radio configuration

Operating frequency:

- **Mode:** Indicates which mode is active for connecting via Wi-Fi. The default is Automatic and allows the device to accept connections from devices supporting 802.11b/g/n (on 2.4 GHz) and 802.11a/n/ac (on 5 GHz).
- **Channel:** Indicates the wireless channel that the radio is operating on. In most situations, leaving this as **Automatic** will work best, but you can manually override the channel selection using this option.

Access-point configuration

Enable: When selected, this indicates that the Wi-Fi radio is operating.

Network name (SSID): The wireless name that is displayed to wireless clients when they scan for networks to join.

Broadcast SSID: When selected, this will allow the wireless network name to be displayed to clients scanning for a wireless network. If unselected, the wireless network must be added manually on the client.

Security mode: Select the desired Wi-Fi security option.

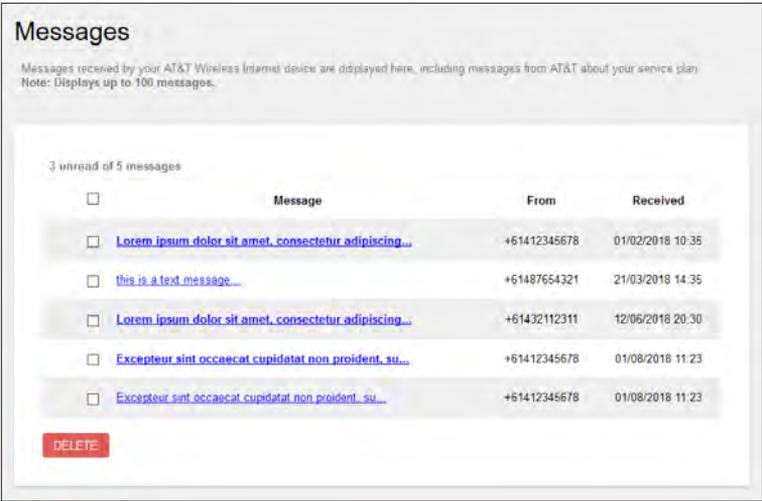
- **WPA2-PSK** is the latest and most secure method and should be used if possible
- **WPA-PSK/WPA2-PSK** allows older clients that do not support WPA2-PSK to connect while also supporting WPA2-PSK.
- **None:** Allows any client to connect to your Wi-Fi network without entering a password. For your security, avoid using this option.

Password: The password that must be entered on your client device to connect to the Wireless Home Internet. You can use this field to change the password.

Maximum number of Wi-Fi devices: Specifies how many client devices can simultaneously connect to your Wireless Home Internet device.

Messages

The Messages page is used to access text messages on your Wireless Home Internet device. This may include messages from your Cellular Network Provider about your service plan. Up to 100 messages can be displayed.



Messages

Messages received by your AT&T Wireless Internet device are displayed here, including messages from AT&T about your service plan.
Note: Displays up to 100 messages.

3 unread of 5 messages

<input type="checkbox"/>	Message	From	Received
<input type="checkbox"/>	Lorem ipsum dolor sit amet, consectetur adipiscing...	+61412345678	01/02/2018 10:35
<input type="checkbox"/>	this is a text message...	+61487654321	21/03/2018 14:35
<input type="checkbox"/>	Lorem ipsum dolor sit amet, consectetur adipiscing...	+61432112311	12/05/2018 20:30
<input type="checkbox"/>	Excepteur sint occaecat cupidatat non proident, su...	+61412345678	01/08/2018 11:23
<input type="checkbox"/>	Excepteur sint occaecat cupidatat non proident, su...	+61412345678	01/08/2018 11:23

DELETE

When there are more than 100 messages, older messages will be automatically deleted to make room for the new messages.

To manually delete messages, select the checkbox(s) on the left side of the display for the messages you wish to delete, then click the **DELETE** button.

Networking

LAN settings

These settings affect the Local Area Network connection.

LAN Settings DMZ Port forwarding MAC/IP/Port filtering VPN passthrough Security level Upnp

LAN Setting

Ethernet Port Enable Disable

IPv4 Address

IPv4 network

DHCP Server Enable Disable

DHCP Address Pool Start

DHCP Address Pool End

DHCP Lease Time Default lease time is 24 hours

Active DHCP Leases

Device Name	IP Address	MAC Address	Leasetime remaining
enx-1000-00	192.168.1.206	00:13:36:3F:21	11h 45m 51s

Static Leases

Static leases are used to assign fixed IP addresses and symbolic hostnames to DHCP clients. They are also required for non-client operating configurations where only hosts with a corresponding name are served. Use the Add button to add a new lease entry. The MAC Address overrides the host, the IP Address specifies the fixed address to use and the hostname is an optional symbolic name to the regarding host. The optional Lease time (in hours) will be used to set non-client host-specific lease time, e.g. "ON", "off" or infinite.

Device Name	IP Address	MAC Address	Lease Time
<small>This section contains no leases yet!</small>			

LAN settings

(continued)

- **Ethernet Port:** Use this setting to enable or disable the Ethernet port on the back of the device.
- **IPv4 Address:** This is the IPv4 address of the Wireless Home Internet device. By default, this is set to 192.168.1.1.
- **IPv4 Netmask:** The IPv4 Netmask of the Wireless Home Internet device. By default, this is set to 255.255.255.0
- **DHCP Server:** Enables or disables the DHCP server on the device. The DHCP server allows the Wireless Home Internet device to automatically assign a local IP address from the DHCP pool to wireless clients as they connect.
- **DHCP Address Pool Start:** The first address in the DHCP pool which is assigned to clients.
- **DHCP Address Pool End:** The last address in the DHCP pool which is assigned to clients.
- **DHCP Lease Time (hours):** The length of the DHCP lease. This is the length of time that the IP address is reserved for a particular client.

Active DHCP Leases

Displays the active DHCP leases and the length of time remaining.

Static Leases

Static leases are used to assign fixed IP addresses and symbolic hostnames to DHCP clients. By setting up a static lease, you can ensure that your device receives the same IP address when it connects.

DMZ

The DMZ or “Demilitarized Zone” opens up all ports to a specific local host. This means the specified host will not be protected by the built-in firewall and therefore this feature should be used with care. Under normal operation, this feature should remain disabled.



The screenshot shows a network configuration interface with a top navigation bar containing the following tabs: LAN Settings, DMZ (highlighted in blue), Port forwarding, MAC/IP/Port filtering, VPN passthrough, Security level, and Upnp. Below the navigation bar, the main heading is "DMZ settings". A descriptive text below the heading reads: "DMZ opens all service ports to one local host for bidirectional communication." The main content area contains the text "Enable DMZ" followed by two radio buttons: "Enabled" (which is unselected) and "Disabled" (which is selected with a filled circle). At the bottom of the interface, there are two buttons: "SAVE & APPLY" (in blue) and "RESET" (in orange).

Port Forwarding

Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN. It operates based on rules specifying a protocol, the external ports, the internal IP address and internal ports.

LAN Settings DMZ **Port forwarding** MAC/IP Port filtering VPN passthrough Security level Upnp

Port forwarding

Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN.

Existing Rules

Name	Match	Forward to
This section contains no values yet		

Add New Rule

Name
Use a meaningful name to identify the purpose of the forward rule.

Protocol
TCP+UDP

External Ports
Match the destination port (for example, 5000) or port range (for example, 5000-5050) on the incoming traffic from the external network.

Internal IP
Redirect matched incoming traffic to the specified internal host.

Internal Ports
Redirect matched incoming traffic to the given port (for example, 5000) or port range (for example, 5000-5050) on the internal host.

ADD

SAVE & APPLY **RESET**

You can create a new rule by entering the required details and then pressing the **ADD** button.

MAC/IP/Port Filtering

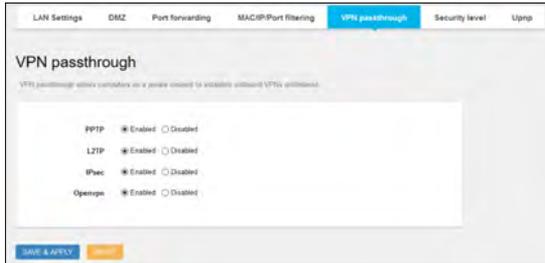
This feature can be used to allow or block certain users and/or ports from accessing the Internet. It operates based on rules specifying the direction of packets, the source MAC and IP, the destination IP, protocol, source ports, destination ports and an action to perform on the packets that match the rule.

The Global parameter setting gives you quick access to turn the filtering on or off for all rules.



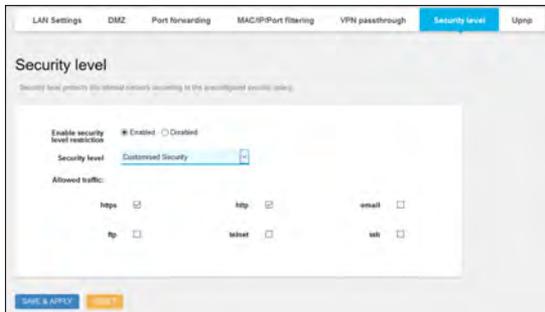
VPN Passthrough

This feature allows VPN client software on connected devices to connect through this device to remote VPN servers. You can specify the VPNs allowed by protocol. Under normal operation, these should be left as Enabled.



Security Level

This feature protects the internal network according to the preconfigured security policy. There are low, medium and high levels which may be set, or you can select Customised Security to set your own options. Use the checkboxes to allow traffic on the local network via the specified protocols. The default setting is disabled.



UPnP

Universal Plug and Play allows clients on the local network to automatically configure the router to allow certain traffic to pass through the Wireless Home Internet device.

LAN Settings DMZ Port forwarding MAC/IP/Port filtering VPN passthrough Security level **UPnP**

Universal Plug & Play

UPnP allows clients in the local network to automatically configure the router.

Active UPnP Redirects

Protocol	External Port	Client Address	Client Port
There are no active redirects.			

UPnP settings

- Start UPnP and NAT PMP service
- Enable UPnP functionality
- Enable NAT PMP functionality
- Enable secure mode Allow selecting forwards only to requesting IP addresses

Port

SAVE & APPLY **RESET**

Active UPnP Redirects

Displays the active UPnP redirects on the Wireless Home Internet device.

UPnP Settings

- **Start UPnP and NAT-PMP service:** Starts or kills the UPnP and NAT-PMP service to allow UPnP and NAT-PMP functionality.
- **Enable UPnP functionality:** Enables or disables the UPnP functionality on the Wireless Home Internet. This service allows local client software to automatically configure the device for traffic to pass through.
- **Enable NAT-PMP functionality:** Enables or disables the Wireless Home Internet to automatically learn network address translation (NAT) settings and port forwarding configurations.
- **Enable secure mode:** When enabled, this setting creates UPnP redirects only to the requesting IP address.
- **Port:** The port used for the UPnP and NAT-PMP services.

Data Usage

The Data Usage page shows the approximate Internet data usage of each client.



The screenshot shows a web interface for "Data usage" settings. At the top, there is a title "Data usage" and a paragraph explaining that the page shows approximate data usage for devices connected to an AT&T Wireless Internet device, with a link to att.com/myatt for more information. Below this is a section titled "Data usage settings" containing a note about service speed, three toggleable settings: "Detailed data usage" (checked), "Auto reset usage" (checked), and "Day of month to reset" (set to 1). A help icon and text explain that the reset occurs every month on the specified day. At the bottom are "SAVE & APPLY" and "RESET" buttons.

Data usage

This page shows approximate data usage for each device that has connected to your AT&T Wireless Internet device. To view up to date data usage for your AT&T Wireless Internet service, visit att.com/myatt. You will need to have your myAT&T login credentials.

Data usage settings

Note: The speed of your AT&T Wireless Internet service may be affected when the Detailed Data Usage setting is enabled.

Detailed data usage

Auto reset usage

Day of month to reset (1-31)

ⓘ Data usage details will reset every month on this day. e.g. a value of 1 will reset every first day of the month.

SAVE & APPLY **RESET**

- **Detailed data usage:** Turns on the detailed logging of data per client. When this setting is enabled, the speed of your Wireless Home Internet service may be affected. The default setting is disabled.
- **Auto reset usage:** When selected, the statistics presented under Data usage details is reset automatically on a specified day of the month.
- **Day of month to reset (1-31):** Enter the day of the month to reset the data usage details every month. For example, when set to '1', the data usage details will be reset on the first day of each month.

Call Log/Blocking

This feature displays a log of the last 100 calls to and from the Wireless Home Internet device as well as allowing you to block up to 30 phone numbers.

You can block numbers from the call log by selecting the call in the Call log and then clicking the **BLOCK NUMBER** button. Alternatively, you can manually enter a number to block under 'Add number'. When adding a number manually, it's a good idea to add a description for the number so that it is easily identifiable in the Call block list.

If the Call log or Call block list contain 100 or 30 entries respectively, delete some old entries to allow more to be shown/added.

The screenshot displays the 'Call log/blocking' interface, which is divided into three main sections: 'Call log', 'Call block list', and 'Add number'.

Call log

This section shows a list of recent calls. It includes a filter for 'All calls' and a table with columns for 'Phone number', 'Time', and 'Duration'. Each entry has a checkbox on the left and a 'BLOCK NUMBER' button on the right.

	Phone number	Time	Duration
<input type="checkbox"/>	+6142245878	01/02/2018 10:35	00:02:14
<input type="checkbox"/>	+61487084221	21/05/2018 14:35	01:17:50
<input type="checkbox"/>	+6142245878	02/06/2018 20:36	00:19:10
<input type="checkbox"/>	+6142245878	01/06/2018 19:23	01:09:14

Call block list

This section shows a list of blocked phone numbers. It includes a filter for 'All calls' and a table with columns for 'Phone number' and 'Description'. Each entry has a checkbox on the left and a 'DELETE' button on the right.

	Phone number	Description
<input type="checkbox"/>	+61487084221	Spammer
<input type="checkbox"/>	+6142245878	Wrong number
<input type="checkbox"/>	+6142252704	A very annoying number

Add number

This section allows users to add a new number to the block list. It includes a 'Phone number' field and a 'Description' field, both with text input areas.

Parental Control

The Parental Control page is used to keep a list of rules to control access to specific websites. Rules can be applied to specific devices on your local area network and at specific times.

Parental control

Parental control rules define policies to allow/deny Internet access for selected devices.

Rules

Rule name	Device name (MAC address)	Allow Internet	Blocked websites	Restricted time (Access denied)
<i>This section contains no values yet</i>				

[ADD](#)

[SAVE & APPLY](#) [RESET](#)

To create a rule:

1. Click the **ADD** button.
2. In the **Rule name** field, enter a name for this rule so that it is easily identifiable to you.
3. Using the **Device name** drop-down list, select the local device on your network to create a rule for.

Parental Control

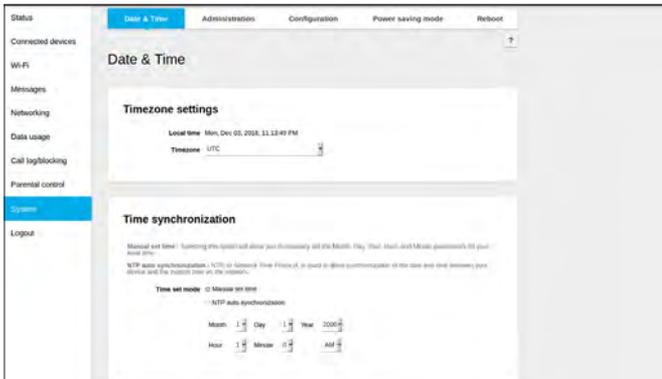
(continued)

4. To allow this device Internet access, check the **Allow Internet** checkbox. To deny Internet access to this device, click the checkbox so that it is not checked.
5. Click the **EDIT** button.
6. In the **Blocked websites** field, enter the domain name of the site you want to block. Use the icon to add another blocked website. Repeat this step for as many websites as you want to block.
7. Under Restricted time, use the drop-down list to select a day of the week, then enter a Start time and Stop time. Use the icon to add another time period. Repeat this for as many time periods you want to add.
8. When you have finished configuring the rule, click the **SAVE & APPLY** button.
9. On the Parental Control page, click the **SAVE & APPLY** button. The rule is applied.

System

Date & Time

The Date & Time page lets you set the time, time zone and the Network Time Protocol (NTP) server to use for synchronization. The time on your Wireless Home Internet device is important for accurate logging of calls, messages, data usage statistics and parental control.



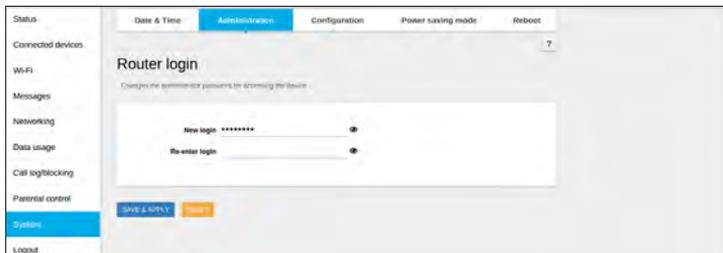
Use the Timezone drop-down list to select the time zone that the device is located in. Under Time synchronization, select the **Time set mode**.

To manually set the time, select **Manual set time** then use the drop-down lists to select the date and time and click the **SAVE & APPLY** button.

To synchronize the time on the Wireless Home Internet device with a time server, enter the domain name of the time server in the **NTP server candidates** fields. The Wireless Home Internet device will attempt to synchronize with the first server in the list. If synchronization fails, it will attempt synchronization with the next in the list until it is successful.

Administration

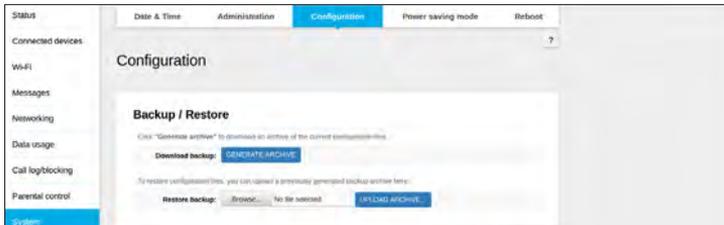
The Administration page is used to configure the administrator password to access the web user interface of the Wireless Home Internet device.



To change the password, enter a new password in both the **New password** and **Re-enter password** fields. The passwords entered must be identical otherwise the password will not be updated.

Configuration

This page is used to backup and restore the configuration of your Wireless Home Internet device or reset it to the factory default settings. Take care with using this feature as all settings and messages stored on the device will be lost when the device is factory reset.



Reboot

This page is used to perform a soft reboot of the Wireless Home Internet device. The device will restart and all previous settings and messages will be retained.



Power Saving mode

Select from three Power saving modes to manage the maximum time of functioning telephone services when the Wireless Home Internet device is operating on the backup battery. The default setting is the **Balanced (Temporary connectivity)** mode set for a time out period of five minutes or once the battery reaches 50% charge. You can manually set the timeout period for 1-90 minutes. The **Maximum Saving (No connectivity)** mode disables Wi-Fi and Ethernet while operating on battery power. In the **None** setting all functionality remains enabled and will all services will function normally for the duration of the battery's charge. In either power saving mode, pressing the button on the side of the device will cause it to return to normal (no power saving) mode.



Safety Information

- Some electronic devices may be susceptible to electromagnetic interference. Locate the router away from TV set, radio and other electronic equipment to avoid electromagnetic interference.
- The router may interfere with medical devices like hearing aids and pacemakers. Consult a physician or the manufacturer of the medical device before using the router.
- Please keep yourself at least eight (8) inches away from the router.
- Do not use your router in dangerous environments such as oil terminals or chemical factories where there are explosive gases or explosive products being processed.
- Please use original accessories or accessories that are authorized by NetComm. Unauthorized accessories may affect the router performance, damage the router or cause danger to you.
- Do not attempt to dismantle the router. There are no user serviceable parts.
- Do not allow the router or accessories to come into contact with liquid or moisture at any time. Do not immerse the router in any liquid.
- Do not place objects on top of the router. This may lead to overheating of the device.
- The device must be placed in ventilated environment for use.
- Do not expose the router to direct sunlight or store it in hot areas. High temperature can shorten the life of electronic devices.
- Do not allow children to play with the router or charger.
- Keep the length of the cable between the router and the phone less than 11 yards.
- The router is for indoor use only. Do not use the router outside. Do not connect telephone extensions which run outside of the building. These can result in lightning damage to your unit.

FCC regulations

Federal Communications Commission Notice (United States): Before a wireless device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

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.

This device 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:

- Reorientate 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.

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

RF Exposure Information

Your device contains a transmitter and a receiver. When it is on, it receives and transmits RF energy. When you communicate with your device, the system handling your connection controls the power level at which your device transmits.

- This device meets the government's requirements for exposure to radio waves.
- This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.
- This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. To ensure compliance with RF exposure guidelines the device must be used with a minimum of 8 inches (20cm) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

CTIA

- Do not disassemble or open, crush, bend or deform, puncture or shred the battery.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the Wireless Home Internet device or battery. If the device or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.

Warranty

The Wireless Home Internet device comes with a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship for a period that expires one (1) year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from a supplier authorized by the Seller. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This limited warranty is applicable only to end users in the United States.

- This product or phone is warranted for twelve (12) months from date of purchase.
- This warranty only applies if the product has been used in accordance with the manufacturer's instructions under normal use and with reasonable care.
- What this warranty does not cover:
 - a) Defects or damages resulting from the misuse of this product.
 - b) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture, dampness or corrosive environments, unauthorized modifications, unauthorized repair, neglect, rough handling, abuse, accident, alteration, improper installation, incorrect voltage application, food or liquid spillage, acts of God.
 - c) Normal wear and tear.
 - d) If the Product has been opened, modified or repaired by anyone other than a warranty service center or if it is repaired using unauthorized spare parts.
 - e) If the serial number or mobile accessory date code has been removed, erased, defaced, altered, or are illegible in any way subject to sole judgment of NetComm Wireless.

For warranty service information, please contact:

NetComm Wireless Limited, 1000 Sawgrass Corporate Parkway, Suite 500 Sunrise, Florida 33323, USA Phone: +1 320 566 0316

Website: <https://netcommwireless.com/contact/general-enquiries>

LIMITED WARRANTY

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST NETCOMM WIRELESS AND NETCOMM WIRELESS'S SOLE AND EXCLUSIVE LIABILITY IN RESPECT OF DEFECTS IN PRODUCT. HOWEVER, THIS LIMITED WARRANTY SHALL NOT EXCLUDE NOR LIMIT ANY OF YOUR LEGAL (STATUTORY) RIGHTS UNDER THE APPLICABLE NATIONAL LAWS.

TO THE EXTENT PERMITTED BY APPLICABLE LAW NETCOMM WIRELESS DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF REVENUES OR LOSS OF ANTICIPATED PROFIT, INCREASED COSTS OR EXPENSES OR FOR ANY INDIRECT, OR SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE. TO THE EXTENT PERMITTED BY APPLICABLE LAW, NETCOMM WIRELESS'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. THE ABOVE LIMITATIONS SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CAUSED BY DEFECT OF PRODUCT IN MATERIAL, DESIGN, AND WORKMANSHIP.

How to Get Warranty Service

To obtain warranty service, please call your Cellular Network Provider. Please have the following information available when you send the device in for repair:

- A valid Proof of Purchase
- Return address
- Daytime phone number or fax number
- Model number
- IMEI number (Look for the 15-digit IMEI number behind the backup battery of the device.)
- Complete description of the problem
- Transportation prepaid

Warranty Programs

You may have other warranty programs with your purchase, such as warranty exchange. If so, please refer to equipment package or the original point of sale.

The Wireless Home Internet device is a mobile device. It may be used in the U.S. with home phone equipment, computers, and other Wi-Fi compatible devices. For emergency calls, you may have to provide your location address to the 911 operator. The Wireless Home Internet device has a backup battery in the event of a power outage. However, a cordless phone connected to the Wireless Home Internet device will not operate (including 911) during a power outage. To use backup battery power, you must plug a corded phone into the Wireless Home Internet device. Corded or other landline phone equipment and Internet-capable devices (e.g., PCs, tablets) not provided with service. Provides voice and wireless data service. Not compatible with wireless messaging services, security systems, fax services, medical alert and monitoring systems, credit card machines, IP/PBX phone systems, or dial-up Internet service. May not be compatible with DVR/ satellite systems; please check with your provider. DSL customers should contact their provider before transferring a phone number to ensure uninterrupted DSL Internet service. The Wireless Home Internet device is sold for use on your Cellular Network Provider's wireless network.

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