

User Manual

HH41NH

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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, gas station, chemical plant, or in any potentially explosive atmosphere.

When the device is switched on, it should be kept at least 20 cm from the body and 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 has a removable cover, note that your device may contain substances that could create an allergic reaction.

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 centers with specific bins for these items of equipment;

- Collection bins at points of sale.

They will then be recycled, preventing substances from 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:

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

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

Characteristics of power supply (depending on the country):

Travel charger: Input: 100-240 V, 50/60 Hz, 350 mA

Output: 5V, 2A

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.

Note: 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 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.

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

For the receiver devices associated with the operation of a licensed radio service (e.g. FM broadcast), they bear the following statement:

This phone complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

This device may not cause harmful interference;

This device must accept any interference received, including interference that may cause undesired operation.

FCC ID: 2ACCB092

Licences



The WiFi Logo is a certification mark of the WiFi Alliance

General information

Website for USA: www.alcatelonetouch.us

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 B1/2/5/8, or LTE in hexa-band B1/3/7/8/20/28A.

Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your phone 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.

Warranty

TCL Communications Ltd warrants to the original retail purchaser of this wireless device that should this product or part thereof during normal consumer usage and condition be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on your original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at the company's option without charge for parts or labor directly related to the defect(s). Power adapters and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) month period from the date of purchase. This warranty extends to products purchased and sold within the United States.

The limited warranty for your wireless device will be voided if any of the following conditions occur:

Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your device is used;

Connection to any equipment not supplied or not recommended by TCL Communications Ltd.;

Modification or repair performed by individuals not authorized by TCL Communications Ltd. or its affiliates;

Changes to the device operating system by the user or third party applications;

Acts of god such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;

Removal or altering of the wireless device's event labels or serial numbers (IMEI);

Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;

Rooted devices;

Damage as result of physical abuse regardless of cause.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your jurisdiction. In no event shall TCL Communications Ltd. or any of its affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

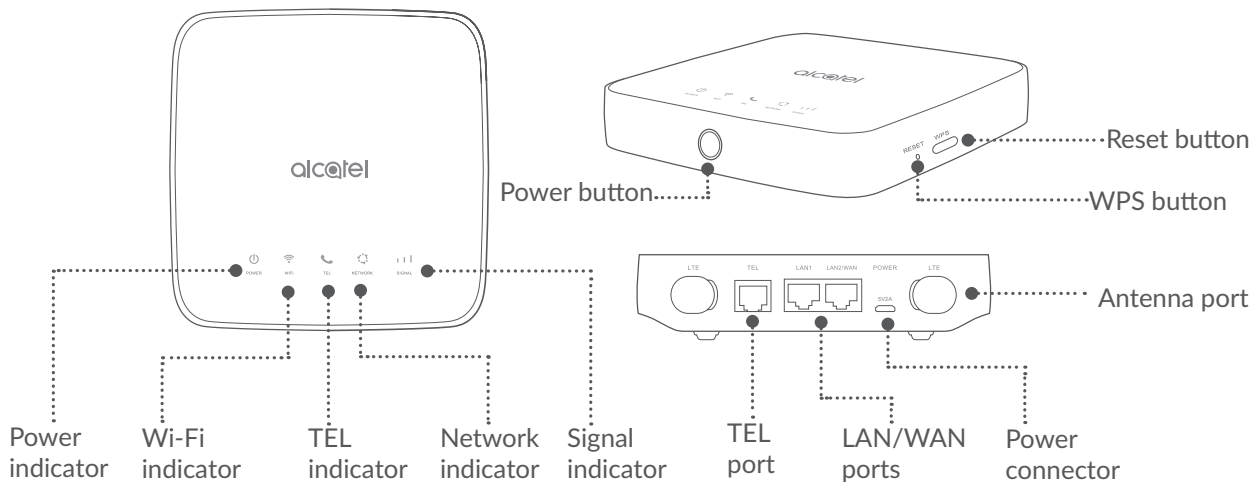
1. Overview

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

- Once connected to a power outlet, your Cat4 Router will automatically power on.
- To power off your device, press and hold the power button for 3 seconds.
- To power on your device, press and hold the power button for 1 second.






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.
 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 on a 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.
 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.

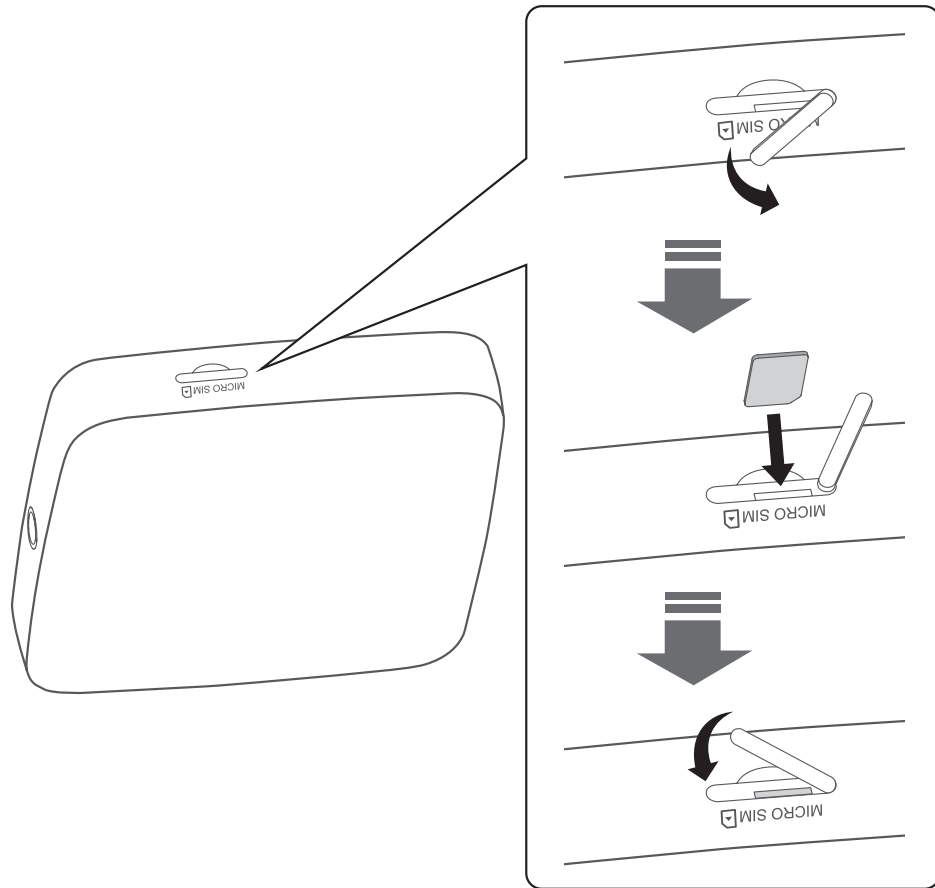
2. Getting started with your device

2.1 Insert SIM

Follow the 3 steps in the illustration below.

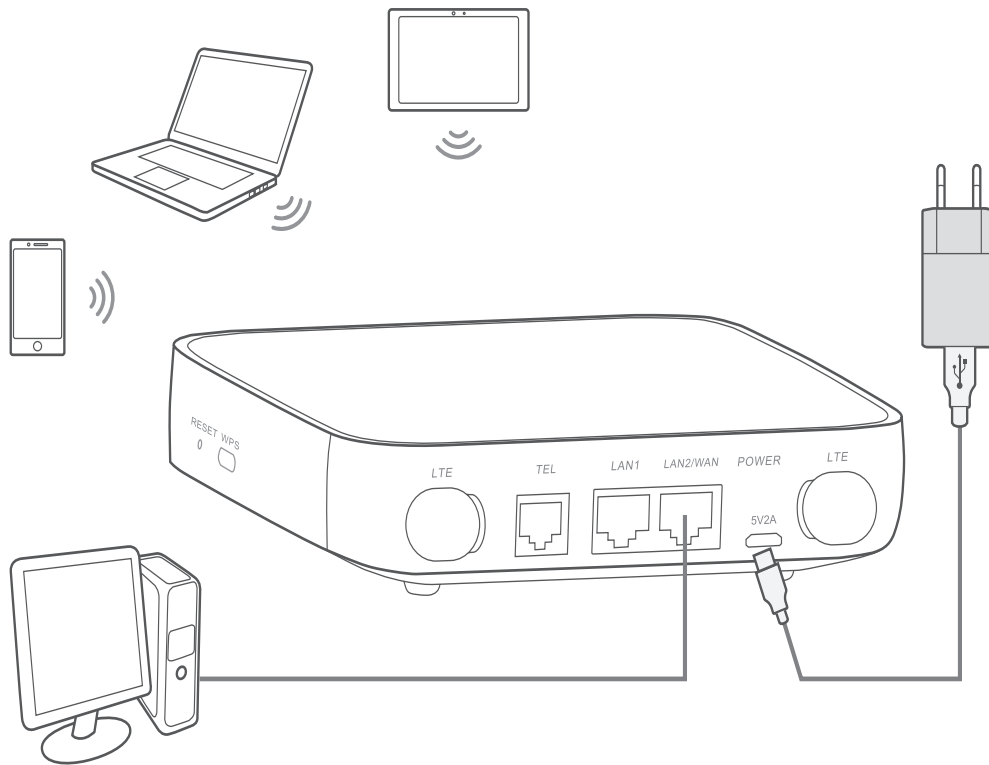
- 1) Open the SIM card slot cover.
- 2) Insert the SIM card into the SIM slot.
- 3) Close the SIM card slot cover.

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. Once connected to a power outlet, your Cat4 Router will automatically power on.



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

2.3 Optional: Installing the external antennae

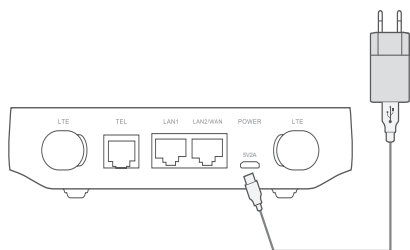
In areas with poor signal reception, connect external antennae to the two ports labeled 'LTE' to improve signal reception.

Warning:

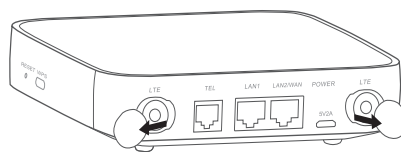
Before installing the external antennae, ensure that your Cat4 Router is powered off and disconnected from the power outlet.

The external antennae must be installed by a qualified technician.

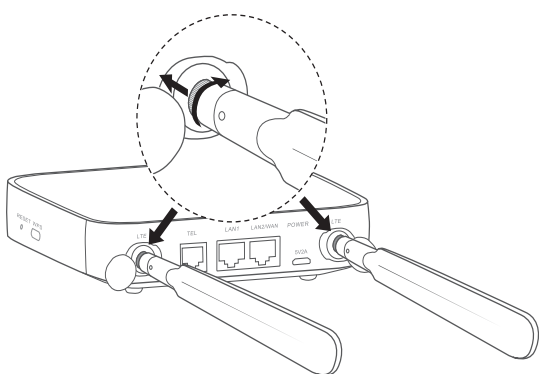
Use antennae supplied by device manufacturer only.



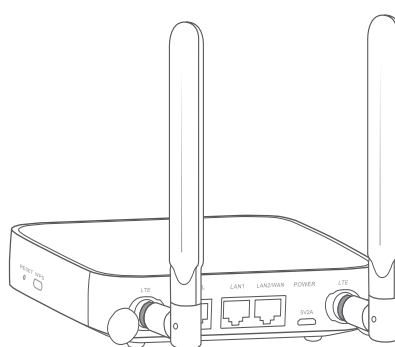
① Power off your Cat4 Router and disconnect it from the power outlet.



② Open the 'LTE' covers on both sides.



③ Screw external antennae fully into the antennae ports.



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

2.4 How to connect in Wi-Fi mode

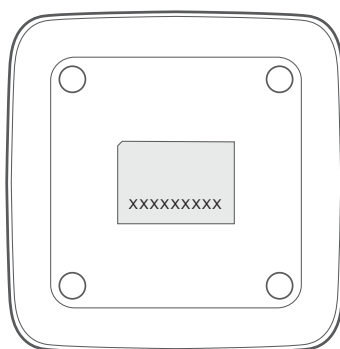
Step 1: Enabling Wi-Fi on your Cat4 Router.

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 unauthorized 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. There are 3 ways to set up a WPS connection.

Option 1: WPS button

- 1) Ensure that Wi-Fi is enabled on the client and enable WPS.
- 2) Press and hold the WPS button for 3 seconds. The Wi-Fi LED will begin to flash blue.
- 3) Your device should then automatically connect.

Option 2: WPS key

- 1) Enable the WPS function on your smart device (only Android devices are supported) and note the WPS key.
- 2) Open the WPS page on your Web User Interface (Go to **Settings > Wi-Fi > WPS**).
- 3) Enter the WPS key on the WEB User Interface and click **Apply**.
- 4) Your device should then connect automatically.

The screenshot shows the WPS configuration page in a web interface. The top navigation bar has tabs for Home, Services, Settings, and System. On the left, a sidebar lists various settings: Dial-Up, WAN, LAN, Wi-Fi, Basic, Advanced, WPS (highlighted), Security, and NAT. The main content area is titled 'WPS'. It shows 'WPS mode:' with two radio buttons: 'WPS PIN' (selected) and 'PBC'. Below this is a text input field labeled 'WPS PIN:'. There are 'Apply' and 'Cancel' buttons. A note at the bottom states: 'Note: Use the PIN code to verify the WPS access credentials. Router will receive an access request from the client within 2 minutes. Enter the PIN code from the wireless access client, then click Apply.'

Option 3: PBC

- 1) Open the WPS page on your Web User Interface (Go to **Settings > Wi-Fi > WPS**).
- 2) Click on **PBC**.
- 3) Click **Apply**. WPS is now enabled for 2 minutes.
- 4) Enable WPS on your client and it should automatically connect.

The screenshot shows the WPS configuration page in a web interface, similar to the previous one. The top navigation bar and sidebar are the same. In the main content area, 'WPS mode:' now has 'PBC' selected with a radio button, while 'WPS PIN' is unselected. The 'Apply' and 'Cancel' buttons are still present. The note at the bottom is updated: 'Note: This WPS soft button functions the same way as the WPS button on the router. To start WPS connection, Select PBC and click Apply. Alternatively, you can long press the WPS button on the router for 3 seconds until the Wi-Fi indicator light flashes.'

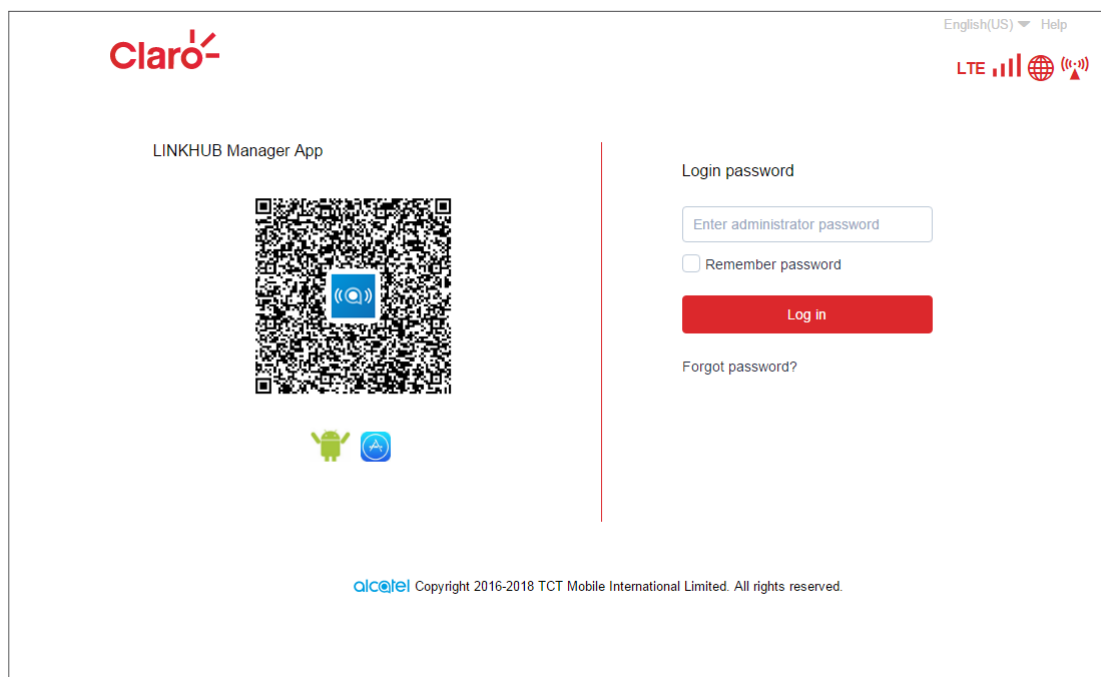
3. Home

The Web User Interface is compatible with the following browsers:

- Mozilla Firefox
- Safari
- Internet Explorer 9.0 or later.
- Microsoft Edge
- Opera
- Google Chrome

3.1 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.










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

Default password: **claro123**

Note: You will be forced to change the default password for additional security.

3.2 Web UI status bar page

Status bar icons

Description	Icon displayed
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.
Signal indicator	 From no signal to excellent.
Connection status	 disconnected,  connected
SMS	 New message / Unread message(s) in inbox  SMS box is full.
Wi-Fi status	 Wi-Fi is enabled.  Wi-Fi is disabled.

3.3 Status

Status allows you to view your device information including internet, LAN, WAN and Wi-Fi. You can connect, disconnect or change the SSID of the device here.

3.4 Statistics

The internet statistics can be seen here, both for your current session and your total traffic for the month. You can also reset the statistics from here.

Note: These figures are only meant to be used as a guide.

LAN and Wi-Fi statistics can also be viewed.

3.5 Device access

You can configure access to the internet and storage for any connected devices. Connected devices will be shown in the table on this page. It is possible to enable or disable access for each device. You can also rename each connected device.

3.6 Setup wizard

You can make changes to basic connection settings here and enable/disable data roaming.

On the next page, you can change the SSID or enable/disable 2.4GHz.

On the final page, you can set up your Wi-Fi security and change the Wi-Fi key.

4. Services

You can navigate to **Services** and click the items you want. In this section, the following items are included:

4.1 SMS

Inbox: List the messages received.

Outbox: List the messages sent successfully.

Drafts: Unsent messages are saved here.

New message: Write a new message.

SMS Settings: Configure settings for messaging.

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 **New message**.
- 3) Input the recipient's number and message content.
- 4) Click **Send**.

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

How to forward an SMS:

- 1) Click on the message that you wish to forward.
- 2) Click **Forward**.
- 3) Input the new recipient's number.
- 4) Click **Send**.

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, Sent, 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**.

How to enable SMS delivery reports:

- 1) Click **SMS Settings**.
- 2) Click .

How to disable SMS delivery reports:

- 1) Click **SMS Settings**.
- 2) Click .

SMS Settings:

SMS delivery reports: You can enable or disable delivery reports here.

SMS center: This is preset and is non-editable.

4.2 Call logs

You can view your call history here. Once the device is connected, you can view all call logs, including incoming calls, outgoing calls, and missed calls.

5. Settings

You can go to **Settings** and make changes to the following:

Dial-up

WAN

LAN

Wi-Fi

Security

NAT

5.1 Dial-up

5.1.1 Network connection

Network connection allows you to configure connection mode, data roaming, and IP mode.

5.1.2 Profile management

Profile management allows you to set up a new APN profile or edit/delete existing profiles.

- **Add a new profile**

- 1) Click **New**.

- 2) Input the correct parameters for your network operator. Profile name, dial number, and APN are required as a minimum.

- 3) Click **Save**.

- **Edit a profile:**

- 1) Select the profile from the profile management list.

- 2) Click **Edit** to change the parameters.

- 3) Click **Save**.

- **Delete a profile:**

- 1) Select the profile from the profile management list.

- 2) Click **Delete**.

Note: The default profile cannot be deleted.

- **Setting as default:**

- 1) Select the profile from the profile management list.
- 2) Click **Set default**.

Note: Once the new profile has been set as default, (Default) will be added next to the profile name.

5.1.3 Network settings

You can set the network search mode to either Auto or Manual, and change the network mode to Auto, 2G only, 3G only, or 4G only. Make sure that you click **Apply** after making any changes.

5.1.4 Monthly plan

Here you can set your monthly data plan, set a data limit, configure auto-disconnect settings, etc.

5.2 WAN

5.2.1 WAN status

Here you can view detailed information on the wide area network (WAN), including IP address, subnet mask, gateway, DNS server, etc.

5.2.2 Configure WAN

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**.

DHCP: 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 DHCP 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.

5.2.3 MAC Clone

Using the MAC Clone function, multiple clients can connect to the Cat4 Router and access the internet.

Your current MAC address is displayed here. Click **Reset** to set a new MAC address. Click **Clone** to copy your host MAC address.

5.3 LAN

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 disabled by default.

5.4 Wi-Fi

5.4.1 Basic

The screenshot displays the Claro Cat4 Router's web management interface. At the top, there's a header with the Claro logo, language selection (English(US)), help, and log out options. Below the header is a navigation bar with tabs: Home, Services, Settings (active), and System. A left sidebar contains a menu with options: Dial-Up, WAN, LAN, Wi-Fi (selected), Basic (active), Advanced, WPS, Security, and NAT. The main content area is titled 'Basic' and shows Wi-Fi settings. It includes a 'Wi-Fi 2.4GHz' toggle switch (turned on), an 'SSID' field with the value 'Internet Movil Claro_6F3A', an 'SSID broadcast' toggle switch (turned on), a 'Security' dropdown menu set to 'WPA2', an 'Encryption' dropdown menu set to 'Auto', and a 'Wi-Fi password' field with masked characters. There is also a 'Show password' checkbox (unchecked). At the bottom of the settings area are 'Apply' and 'Cancel' buttons.

- **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.

- **SSID Broadcast:** This is enabled by default.
Note: If you do choose to disable this, the SSID will no longer be displayed and will need to be entered manually.
- **Security:** You can choose the security mode, available options are **Disable**, **WEP**, **WPA**, **WPA2**, or **WPA/WPA2**.
- **Encryption:** This is set to **Auto** by default, available options are **TKIP**, **AES**, or **Auto**.
- **Password:** You can check your Wi-Fi key here.

5.4.2 Advanced

The screenshot shows the Claro router's web interface. At the top, there's a header with the Claro logo, language selection (English(US)), and links for Help and Log out. Below the header is a navigation bar with tabs: Home, Services, Settings, and System. The left sidebar contains a list of settings categories: Dial-Up, WAN, LAN, Wi-Fi, Basic, Advanced (highlighted in red), WPS, Security, and NAT. The main content area is titled 'Advanced' and displays several configuration options: Country/Region (set to DO), Channel (set to Auto), 802.11 mode (set to 802.11b/g/n), AP isolation (a toggle switch that is currently off), and Bandwidth (set to Auto). At the bottom of the settings area are two buttons: 'Apply' and 'Cancel'.

Country/Region:

- **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)).
- **802.11 Mode:** You can select from the available options via the drop-down menu, it is set to **802.11b/g/n** by default.
- **AP isolation:** You can enable or disable this function.
- **Bandwidth:** You can select from the available options via the drop-down menu. This is set to **Auto** by default.


5.4.3 WPS

Use the WPS key to verify the WPS access credentials. Your router will receive an access request from the client within 2 minutes. Enter the WPS key from the wireless access client, then click **Apply**. (For more information on how to set up WPS, please see page 11)


5.5 Security

5.5.1 PIN management

- **Enabling SIM PIN:**

- 1) When SIM PIN is disabled, click .
- 2) Enter a SIM PIN that is 4-8 digits long.
- 3) Click **Apply**.

- **Disabling SIM PIN:**

- 1) When SIM PIN is enabled, click .
- 2) Enter the current SIM PIN.
- 3) Click **Apply**.

- **Changing SIM PIN:**

- 1) When SIM PIN is enabled, click **Change SIM PIN**.
- 2) Enter the old SIM PIN and confirm the new SIM PIN.
- 3) Click **Apply**.

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

5.5.2 WAN ping

For improved security, your device will not respond to ping commands when this function is disabled.

5.5.3 IP filter

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.

5.5.4 MAC filter

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.

5.5.5 URL filter

This function enables the administrator to block specific devices from accessing specified URL(s) during set time periods.

Note: Blocking a URL may not block the associated app. For example, adding `www.facebook.com` may not block the specified device from using the Facebook app.

5.6 NAT


5.6.1 DMZ

If external users cannot access certain network services provided by the LAN, you can enable DMZ and set a new Host IP address. Click to enable it. Enter an appropriate Host IP address and then click **Apply**.

5.6.2 UPnP

Universal Plug and Play (UPnP) is a set of networking protocols that allows devices connected to your Cat4 Router to discover each other and establish functional network services for data sharing, communications, and entertainment. You may enable or disable UPnP. This function is disabled by default.

5.6.3 Virtual Server

This device supports virtual server connections, enabling external users to access the services provided in the local area network (LAN) using the Hypertext Transfer Protocol (HTTP), File Transfer Protocol (FTP), and other protocols. Click  to enter the parameters, including name, LAN IP address, LAN port, WAN port, etc. Click **Apply** when finished.

6. System

6.1 Device info

You can view device information here, including IMEI, software version, and MAC address.

6.2 Reboot and reset

Click **Reboot** to reboot the device. Click **Reset** to restore factory default settings.

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

6.3 Update

Online updates

Click **Check for updates**. Your Cat4 Router will check if there is an update available. If one is found, you may 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.

6.4 Device management

6.4.1 Login password

Enter your current password and confirm a new password. Your chosen password must be between 4-16 characters long.

6.4.2 System settings

You can set the language and the correct time zone here. Note that the time is automatically adjusted for Daylight Saving Time.

6.4.3 NTP server

Network Time Protocol (NTP) is a networking protocol for clock synchronization between computer systems over packet-switched data networks. You can specify which NTP servers to use

6.4.4 Backup & restore

How to save the configuration:

Click **Backup** to backup current device configuration. On both Windows and MAC OS, this is saved to your 'Downloads' folder.

How to restore the configuration:

- 1) Click **Browse** to select a file.
- 2) Click **Restore**.

6.4.5 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.

7. 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 password: **claro123**.
- 4) Click **Log in**.

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 the end user's device and the 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.
 - If the end user's device is connected to the Cat4 Router using a network cable, check whether the LAN / WAN indicator is on (solid blue).
- 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 4G or 3G SIM.
 - If no SIM is detected, power off your Cat4 Router, reinsert the SIM, and try again.
 - If a PIN is required, enter the PIN 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 Settings > Wi-Fi > Basic. Click **Show password** 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:

- 1) Windows 7/8/10.
- 2) Mac OS X (10.6.X-10.12.X)
- 3) Linux.

How can I connect my 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.

For Mac:

- 1) Click the AirPort icon.
- 2) Select the network name (SSID) of your Cat4 Router from the drop-down menu 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.

What should I do if a multi-network IP address conflict occurs?

IP address conflict could happen when a computer is using multiple types of internet connections. For example, the computer may be connected to the Cat4 Router via an ethernet cable and another network via Wi-Fi. If IP addresses are the same, you may be unable to log in Cat4 Router home page due to an IP address conflict.

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 center**.
- 4) Select **Wireless Management**.
- 5) Click the wireless network which is not being used, and delete it from the network list.
- 6) Click **OK** and restart your computer.

For Mac: Try rebooting 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 my 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 **Settings > Network settings > Network mode**.
- 3) Select **4G only**.

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 **Status > Internet**.
- 3) Click **Disconnect**.

How can I set a new PIN for my SIM?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Settings > Security > PIN management**.
- 3) Enable PIN operation.
- 4) Enter new PIN code.
- 5) Click **Apply**.

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 **Settings > Wi-Fi**.

How can I check usage data?

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

How can I manually search for the network?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Settings > Dial-up > Network connection**.

- 3) Select **Manual** from the network connection mode.
- 4) Click **Apply**.

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 **System > Device info**.

How can I set the data connection to connect to the internet automatically?

- 1) Log in to the Home page (refer to "How can I access the Home page?").
- 2) Go to **Settings > Dial-up > Network connection**.
- 3) Select **Auto**.
- 4) Click **Apply**.

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 **Settings > Wi-Fi > Basic**.

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 **System > Device management > Login password**.

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