

FINAL CHECKS & MAKING YOUR FIRST CALL

Authorized Users

The 9361 Home Cell V2 is configured to only allow service for authorized mobile phones. The first mobile phone SIM card details you provided to your mobile phone service provider is pre-configured to work with the device during auto-configuration. To allow other users to connect to your 9361 Home Cell V2, you must register them with your mobile phone service provider. The 9361 Home Cell V2 will only support service to mobile phones registered for use on the same mobile phone network as the 9361 Home Cell V2.

To add additional mobile users to your 9361 Home Cell V2 please contact your Femtozone Service Provider.

Mobile Phone Requirements

3G compatible mobile phone

Enable and configure 3G service on your mobile phone. Details can be found in your mobile phones user guide.

Enable 3G service with your mobile phone Service Provider to work with the SIM card in your mobile phone.

Making your First Femtozone Call

Before you make your first call, make sure that your mobile phone is registered with your Femtozone service and connected to the 9361 Home Cell V2.

Power OFF your mobile phone if your mobile phone was ON during the 9361 Home Cell V2 installation process. Wait 30 seconds and then Power On your mobile phone.

After a couple of seconds your mobile phone should indicate that it is connected to the Femtozone. If this is not the case please refer to the troubleshooting section of this guide.

You are now ready to place your first call – just use your phone as you normally do and enjoy the enhanced quality experience!

FREQUENTLY ASKED QUESTIONS (FAQ)

How do I know that I am using my 9361 Home Cell V2 service?

Your mobile phone display will automatically indicate if you are within Femtozone signal range. If registered and configured properly your mobile phone should display a Femtozone service message and an associated signal indicator.

Will my call drop if I leave home in the middle of a call?

If you move out of range of the 9361 Home Cell V2 Femtozone your call will be automatically transferred to the next available network service offered by your mobile service provider (carrier), without disconnecting your call. If no other mobile network is available your call will be disconnected.

How many people can use the 9361 Home Cell V2 at the same time?

Up to four simultaneous calls can be supported by the 9361 Home Cell V2. However the quality of your broadband connection may impact the number of simultaneous users the 9361 Home Cell V2 can support. The 9361 Home Cell V2 will automatically adjust the number of allowed calls in order to ensure that quality of service is maintained. If four simultaneous calls are active and a fifth person tries to connect, the call will automatically be transferred to the mobile network (assuming coverage from the mobile network is accessible in your home).

What happens if my broadband connection fails?

If you lose your broadband connection, the connectivity  status light will turn off and your 9361 Home Cell V2 Femtozone coverage will stop. The 9361 Home Cell V2 Femtozone service will return when the broadband connection is recovered.

What happens if my 9361 Home Cell V2 stops operating – can I still place a call?

If your 9361 Home Cell V2 stops operating (e.g. if you have lost your broadband connection) then you will no longer be able to place calls through the 9361 Home Cell V2. However if you have coverage from the mobile network of your mobile service provider you can still place calls normally.

Can I use my 9361 Home Cell V2 in a location other than my home (e.g. at my office, a friend's home, etc.)?

The 9361 Home Cell V2 automatically confirms its location and will only work at the location you register it for use with. You must contact your Internet service provider and/or mobile service provider for details.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No indicators on	AC power plug not connected	Confirm the 9361 Home Cell V2 is switched on and the AC power adaptor is connected and also switched on. Wait a few seconds and the power indicator should illuminate.
Femtozone service not working	SIM card missing or not inserted correctly.	Confirm the mobile operator provided SIM card is properly inserted in the 9361 Home Cell V2's SIM card slot. If you have not inserted the SIM card yet, turn off the 9361 Home Cell V2 and insert the SIM card.
Connectivity indicator OFF @	Local connection problem	<p>The connectivity indicator will be off for one of 3 reasons:</p> <p>Firstly there is no connection to the internet. Ensure the Ethernet cable between the 9361 Home Cell V2 and your DSL router or home LAN is connected. Confirm you have DSL service on your DSL router.</p> <p>Secondly a GPS location check is done during boot up. Make sure the 9361 Home Cell V2 is in an authorised location.</p> <p>Thirdly the 9361 Home Cell V2 update is in progress this potentially can take up to 4 hours to complete if during this time the user reboots the 9361 Home Cell V2 then the sequence will restart. If problem remains contact your service provider.</p>

TROUBLESHOOTING

Problem	Possible Cause	Solution
 Connectivity indicator Blinking	9361 Home Cell V2 not registered	Contact your Mobile Phone Service Provider if the problem continues.
	Connection not established with Femtozone	Make sure IP security settings (IPSec) tunnels are allowed on your DSL Router / LAN.
Femtozone service not recognized by my mobile phone(s)	Mobile phone not registered to Femtozone service	Contact your Mobile Phone Service Provider to confirm you mobile phone is registered to your 9361 Home Cell V2 and your Femtozone service.
	Mobile phone configuration (setup) problem	Make sure your mobile phone meets 9361 Home Cell V2 requirements. See page 13 for details.
Experiencing poor (weak) Femtozone coverage	Home area larger than Femtozone range or Signal interference	<p>The 9361 Home Cell V2 is designed for use within enclosed homes with an approximate Femtozone range of 30 to 40 meters. Coverage will be significantly reduced if your home's walls contain metallic lining.</p> <p>To test the approximate range of your Femtozone coverage, start a call close to the device and walk away from it towards the furthest point of your home. Doing this several times in different directions allows the device to automatically configure itself for optimized coverage.</p>
Cannot add a new mobile phone to my Femtozone Service	9361 Home Cell V2 user list is full	Remove (de-register) users from the 9361 Home Cell V2 user list and add or change users as necessary.

TROUBLESHOOTING

Problem	Possible Cause	Solution
GPS indicator OFF 	No GPS location fix.	Connect a GPS antenna cable (not included) and turn the 9361 Home Cell V2 off and back on. Make sure the antenna runs near a window.

TROUBLESHOOTING

	 GPS	 Call	 Connectivity	 Power
Hardware Failure	OFF	OFF	OFF	Flashing
Max # of calls Active	ON	Flashing	ON	ON
Back haul Congestion	ON	Flashing	Flashing	ON

When the 9361 Home Cell V2 is preparing to provide service, it may automatically reboot if it has a problem connecting to your service provider's network. The pattern of status indicators lights which it shows during start up will be repeated.

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