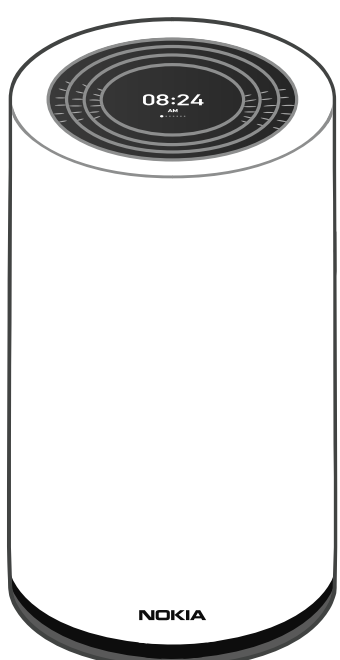


# Nokia FastMile 5G Gateway - Quick Start Guide

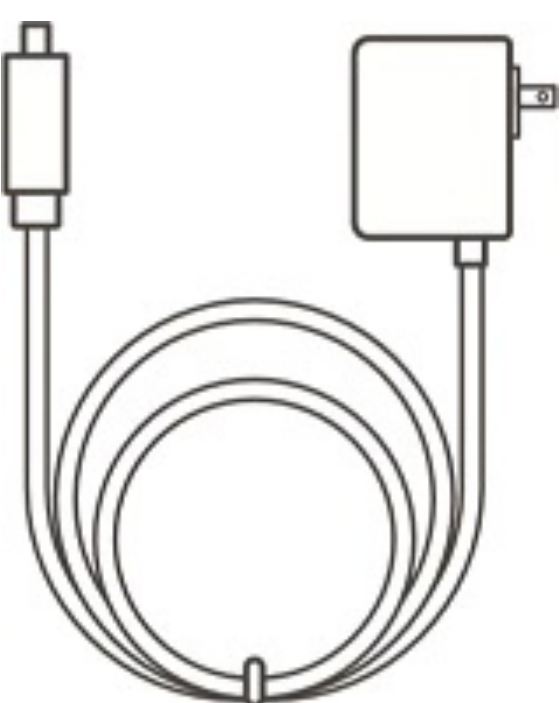
Setting up your Nokia FastMile 5G Gateway is quick and easy!

**Note:** Make sure your device is **Powered Off** before starting the set-up process.

## What's Included?



Nokia FastMile 5G gateway



Power Cable/Adaptor



## Step 1: Download the Nokia WiFi App

If it's your first time setting up your FastMile 5G Gateway, download the **Nokia WiFi App** to your phone or tablet and sign in using your MyRogers credentials.

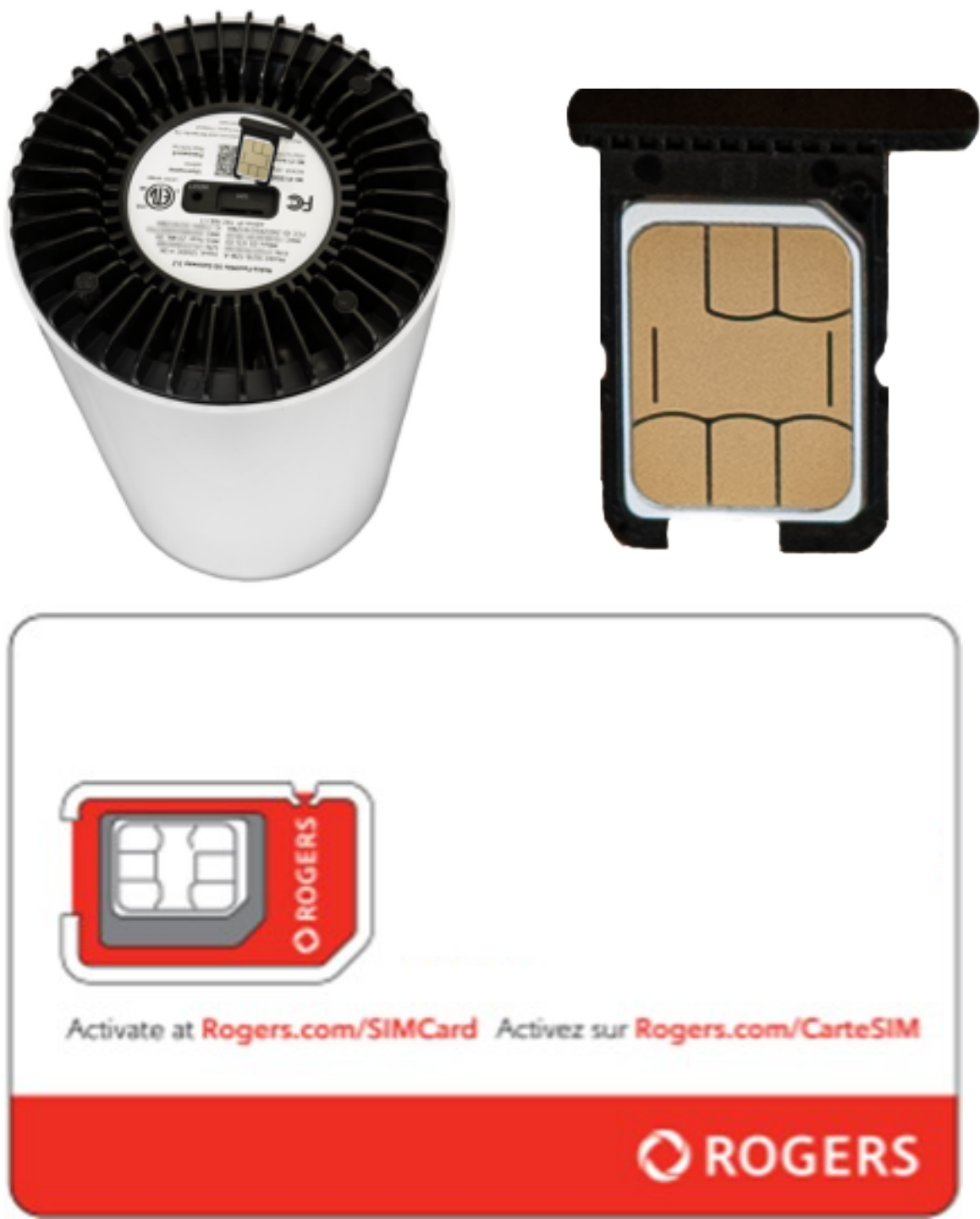


## Step 2: Insert the SIM card

Make sure the device **ISN'T** powered on when inserting the SIM card. If the device is powered on, remove the plug before proceeding.

Check if the SIM card was pre-installed by your service provider. If not, follow these steps to insert your SIM.

- Flip device over.
- Remove SIM tray from bottom of device.
- Place SIM securely in tray.
- Reinsert tray back into device.



Disclaimer: Wireless Business Internet SIM name only appears in English at launch

## Step 3: Scan QR code

Using the Nokia WiFi App, scan the **QR code** on the bottom of your device.

## Step 4: Power on

- Plug in your Nokia FastMile 5G Gateway and push the **ON/OFF button**.
- LED lights will appear on top of your device once it's powered on.
- Wait 30-60 seconds so the Gateway can search for a 5G signal.

## Step 5: Check light status for connectivity

Use the **Nokia WiFi App** to check signal strength. You can also check signal strength by viewing the LED lights on top of your device.

- All three (3) LED lights means there's a very good signal strength
- Two (2) LEDs means good signal strength
- One (1) LED means weak signal strength

To improve your signal strength, you can do the following:

- Move the location of your device (higher is always recommended).
- Move your device close to a window or outer wall with few obstructions.

**Note:** Press the **TEST** button on the side of your Gateway to check the signal strength at any time.

## Step 6: Connect to Wi-Fi

It's time to connect to your Wi-Fi network!

Use the default SSID and Wi-Fi key printed on the bottom of your Nokia FastMile 5G Gateway to connect your devices.

## Step 7: Change Wi-Fi network name and password

Use the **Nokia WiFi App** to change your Wi-Fi name and password anytime!

If you would like to change them now, follow these steps:

- Open the **Nokia WiFi App**.
- Tap the **Home Network** card on the home screen.
- Select the **edit** icon on the bottom to load the 'Change Wi-Fi' screen.
- On the top right, click the **pencil** icon to change the Wi-Fi name and password of your network.
- After you've made your changes, tap the **check mark** to save your changes.

**Note:** After changing your Wi-Fi name and password, you'll need to connect your devices using your new Wi-Fi credentials.



# Rocket Hub 5G transition - FAQs

We're upgrading customers on 4G internet service to 5G. To seamlessly transition you to your Wireless Business Internet, we'll add a new 5G line to your account at no extra cost for 60 days. We'll also send you a new 5G device for free.

## Table of Contents

- [What is Rogers 5G Internet?](#) ↓
- [How do I know if I'm eligible to upgrade?](#) ↓
- [How do I claim my free 5G device?](#) ↓
- [Will my 4G device continue to work?](#) ↓
- [I verified my address but didn't get an email confirmation or receive my device. What do I do?](#) ↓
- [How do I access the 5G network? What if I'm outside a 5G coverage area?](#) ↓
- [How will my data plan work?](#) ↓
- [Can I use my 5G Internet device to make voice calls or receive text messages?](#) ↓
- [How will this impact my bill? Will there be a change to what I pay monthly?](#) ↓

## What is Rogers 5G Internet?

Rogers Wireless Business Internet delivers internet service over the Rogers mobile network – that's the same 5G network that connects Rogers mobile phones. The Rogers Wireless Business Internet gateway then converts the wireless signal into a WiFi signal that is accessible by the devices you want to connect.

[Back to Top](#) ↑

## How do I know if I'm eligible to upgrade?

Eligible customers with Wireless Business Internet and Rocket Hub services, will get an email from us confirming that we've upgraded your service and shipped your new 5G device to your address on file.

Eligible customers with no Wireless Business Internet service, will get an email from us with details for how to verify your address and claim your free device.

[Back to Top](#) ↑

## How do I claim my free 5G device?

You'll receive an email from us with a link to verify your mailing address. Once you've done this, we'll ship your new device and a new SIM to you at the address you've provided.

We'll send you an email confirmation once your device has shipped with information to track the status of your delivery. Your device and SIM will arrive, ready to use.

Continue to use your 4G device until you receive your new 5G device.

[Back to Top](#) ↑

## Will my 4G device continue to work?

Devices that are not 5G compatible will continue to work on our 4G network. Start using the new 5G device we shipped to you, to get the benefits of our 5G network.

[Back to Top](#) ↑

## I verified my address but didn't get an email confirmation or receive my device. What do I do?

It can take up to 2 weeks to receive your new device. If it's past this time or you never received a confirmation email [contact us](#) and one of our Agents will be happy to help.

[Back to Top](#) ↑

## How do I access the 5G network? What if I'm outside a 5G coverage area?

You'll need your new 5G device, a 5G SIM and a 5G plan. Once you have these, your device will automatically connect to 5G anytime you're in a coverage area.

If you're outside a 5G coverage area, your device will continue to connect to our 4G or LTE networks (where available).

[Back to Top](#) ↑

## How will my data plan work?

Your new Rogers Wireless Business Internet with no data overage includes high-speed data up to the amount included in your service, with video throttling speeds of up to 3Mbps. Once you've reached the high-speed data allotment of your plan, you'll continue to have access to data services with no overage at a reduced speed of up to 20 Mbps for downloads and 4Mbps for uploads until the end of your current billing cycle. If you need access to more data, you can purchase a [Speed Pass](#) on rogers.com or through the MyRogers app to add more high-speed data to your plan.

[Back to Top](#) ↑

## Can I use my 5G Internet device to make voice calls or receive text messages?

No. Your 5G internet plan and device are data-only.

[Back to Top](#) ↑

## How will this impact my bill? Will there be a change to what I pay monthly?

To seamlessly transition you to your Rogers Wireless Business Internet services, we'll add a new 5G line to your account at no extra cost for 60 days.

During this time, you'll see both lines on your bill but will only be charged for the 4G line. After the first 60 days, we'll deactivate your 4G line and you'll continue to pay the same amount to your monthly bill on the new 5G line. We'll also waive any outstanding device balance on your old device.

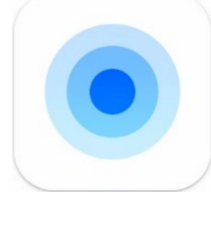
[Back to Top](#) ↑

# Nokia WiFi app features



The Nokia WiFi app provides you with all the features you need to easily manage your home network!

Use this mobile app to gain insight into coverage around your home, your Wi-Fi speed, set up family profiles, avoid disruptions and more.



## Table of Contents

- [Check Network Health](#) ↓
- [Enable Guest Network](#) ↓
- [Setting up parental controls](#) ↓
- [Schedules and Website Blocking](#) ↓
- [Edit or Delete Your Wi-Fi Network \(SSID\)](#) ↓
- [Share Your Personal Wi-Fi Network](#) ↓

## Check Network Health

You can use the Nokia WiFi Mobile app to check the overall **status** of your home network. If required, the app will provide you with recommendations to improve your WiFi performance.

From the Home Screen, tap **‘Check’** on the Network Health Check Card. The app will check the health of your home network and display the health status.

One of the following messages will be displayed:

- Network is healthy:** Home coverage is good, and all devices are stable. No action is needed.
- Extend network coverage:** Some devices on your home network aren’t receiving a good WiFi connection. You can tap ‘Tip details’ to view recommendations on how to improve network coverage to these devices.
- Improve the connection of a device:** Your Wi-Fi connectivity is unstable. Resolve this issue by:
  - tapping **‘Tip details’** to view recommendations on how to improve the connection.

## Enable Guest Network

By enabling this feature, guests can use your internet **without** requiring your WiFi name and password.

**Note:** Guest Network is disabled by default.

### 1. Create Guest Network

- From the home screen, enable feature by toggling the button on the **‘Guest Network’**
- Click **continue** to proceed to network settings
- Tap **Name my new network**
- Select access type (**Open or Password**), then tap next
- Name your Guest Network and click **save**.

**Note:** Once you save your changes, your entire network will go down for two minutes.

### 2. Share your Guest Network

Share your Guest Network details via SMS, email and other options in the share sheet.

- Click the **Share** icon below the guest network name
- Select how you’d like to share details of your Guest Network.
- Your guests will receive details of the network through the shared method.

### 3. Disable your Guest Network

- From the home screen, tap the toggle button next to the Guest Network.

**Note:** Once you disable the Guest Network, your entire network will go down for two minutes.

## Setting up parental controls

Easily setup **Family** profiles to restrict internet access for certain devices, block specific websites, times, etc.

You can even create groups with specific devices to restrict access to them all at once.

**Note:** All devices are added to the **Home Profile** by default.

### 1. How to Setup Profiles

- On the bottom of the home screen, tap **Profiles**.
- In the Family Profiles screen, tap **Create New** (to add profile for the first time) or tap **Add Family Profile** to add an additional one.
- Give your **profile a name** and select the devices to add.
- Once devices are added, you can setup a schedule, block websites, etc.

### 2. How to Add or Remove Devices

- Open the profile, then tap **‘Assigned Devices’** to view what devices are currently assigned to the profile.
- Tap the pencil icon to open the edit screen.
- Select** devices to add to the profile or **deselect** devices to remove them.
- At the top right, tap the check mark to save your changes.

## Schedules and Website Blocking

### 1. Scheduling

- Open profile to edit, and tap **Schedules**.
- Tap **Create Schedule** if this is your first time creating a schedule for this profile. Or **“+”** on the top right to add an additional schedule to this profile.
- Assign **Schedule** a name.
- Select time and days to be applied to schedule.
- Tap the check mark at the top right corner to save.

### 2. Website Blocking

- Open profile to edit, and tap **Website Blocking**.
- Enable** feature by tapping the toggle on Add website to block by tapping the plus **(+)** sign.
- Enter URL of the website.
- Tap check mark to save your changes.
- Wait a few minutes for changes to take effect.

**Note:** To remove website from block list, tap **‘Website Blocking’**, click on the URL and then delete. Tap check mark to save your changes.

### 3. Edit or Delete Profile

- Click on ‘Profile’ then the three dots **(...)** on the top right.
- Tap **Edit Profile or Delete Profile**.

## Edit or Delete Your Wi-Fi Network (SSID)

### 1. Edit Wi-Fi Network

- Open the Nokia Wi-Fi app.
- Tap the Wi-fi network you would like to edit from the home screen.
- Tap the **Edit** icon to edit the Wi-Fi network.
- A **Warning** message will appear, hit **Continue**.
- Enter your new Wi-Fi name and password.
- Tap check mark to save your changes.

**Note:** You can also change your Wi-fi name and password by selecting **“Settings”** on the bottom of the home screen then the Wi-fi network you would like to edit.

### 2. Delete a Wi-Fi Network

- Tap the Wi-Fi network you would like to **delete** from the home screen.
- Tap **Edit** icon.
- Tap **Delete**.
- A **Warning** message will appear, tap **Delete** again.

## Share Your Personal Wi-Fi Network

To easily allow others to join your home network, the Nokia Mobile app allows you to share your network name and password via SMS, email, or other options.

- From the home network card, tap the **Share** icon.
  - You can also tap on the card, wait for the screen to load and tap the **Share** icon.
- Select the sharing mode (SMS, email, or other).



# Rebooting or resetting the Nokia Fastmile 5G Gateway 3.2



Learn how to factory reset or reboot your Gateway using the steps below:

## Rebooting or resetting the Nokia Fastmile 5G Gateway 3.2

Reboot the gateway:

You may locate the reset button on the bottom of the Gateway next to the Nano SIM tray.

1. Press the button for less than 5 seconds.
2. The unit will reboot and all current configured settings will be preserved.

Factory Reset the gateway:

1. Press the reset button for 5 seconds or more.
2. The unit will reset to its factory default settings and will erase all configured settings. Your Gateway may restart twice during a factory reset.

# Connect your devices to the Nokia FastMile gateway

Learn how to connect your devices over Wi-Fi, or Ethernet.

## Table of Contents

- [How to connect Wi-Fi devices to the Nokia FastMile 5G Gateway 3.2](#) ↓
- [Connecting Ethernet](#) ↓
- [Difficulties connecting? LED signal test results and actions](#) ↓
- [Check LEDs](#) ↓
- [Repositioning the Gateway](#) ↓

## How to connect Wi-Fi devices to the Nokia FastMile 5G Gateway 3.2

There are 2 ways that you can connect WiFi devices to the FastMile 5G Gateway.

- Using the SSID and WiFi

**Note:** You can locate the SSID and WiFi key on the sticker on the bottom of your FastMile 5G Gateway.

- By pressing the WPS button on the backside of the Gateway to start the Wi-Fi Protected Setup process.

## Connecting Ethernet

You can connect up to two Gigabit Ethernet LANs by connecting the cable from the Ethernet LAN to either of the two Gigabit Ethernet LAN connectors on the backside of the Nokia FastMile 5G Gateway 3.2.

## Difficulties connecting? LED signal test results and actions

- If the 5G LED is lit and all three-signal strength LEDs are lit, it means you have a good 5G connection.
- If the 5G LED isn't lit but all three signal strength LEDs are lit, it means you have a good 4G/LTE connection.
- IF the 5G LED is lit with any other pattern, you'll need to reposition the unit for a better connection.

[Back to Top](#) ↑

## Check LEDs

Check the centre LED:

- If the centre LED is slow blinking red, it means your SIM card is missing. We recommend installing it or replacing it.
- If the center LED is solid red, it means you have no 4G/LTE or 5G connection, and will need to reposition the gateway.
- If the centre is LED is solid green, press the signal test button on the side of the unit to determine the type of service 4G or 5G and the signal strength by checking the 5G LED and the signal strength LEDs while the test is in progress, and move the gateway to an alternate location if necessary.

**Note:** Once you have a good 4G/LTE or 5G connection, don't reposition or rotate the gateway. Rotating the gateway may affect Internet speeds due to indoor signal reception conditions.

## Repositioning the Gateway

- Power off the Nokia FastMlle 5G Gateway and disconnect it from the electrical outlet.
- Move the gateway to a different location.
- Connect the gateway to an electrical outlet at the new location and power it on.
- Check the LEDs as described in the LED signal test results, and follow the instructions indicated.

**Note:** You may need to repeat the steps in this procedure several times before finding the final location for the gateway.

[Back to Top](#) ↑

# FAQs about Rogers Wireless Business

## Internet

### What is Rogers Wireless Business Internet and who can get it?

Rogers Wireless Business Internet delivers internet service over the Rogers mobile network. The same 5G network that connects mobile phones delivers this home Internet service. The Rogers Wireless Business Internet device then converts the wireless signal into a WiFi signal that is accessible by the devices in your home.

Because Rogers Wireless Business Internet is specifically designed for ongoing usage, you can only use it at your service address. Refer to the [Rogers 5G network coverage map](#) to make sure you're setting up the device at a service address with 5G coverage.

If 5G is not available at your service address, your Rogers Wireless Business Internet device will connect to the Rogers 4G / LTE network where available.

### How can I set up Rogers Wireless Business Internet?

For an easy setup, refer to the Nokia Quick Start Guide included with the Rogers Wireless Business Internet device.

Setup is as easy as turning on your Rogers Wireless Business Internet device and inserting the SIM card. The Rogers Wireless Business Internet device will then automatically connect to the mobile network. Next, place the device at a good location to make sure you get the best service available. You can then connect your laptop, tablet, or other device to the Wireless Business Internet device via Wi-Fi using the Wi-Fi name and password located on the sticker underneath the device. You can also connect your devices or via Ethernet cables using the two LAN ports located at the back of the device.

### Where is the best place in my home to set up my Rogers Wireless Business Internet device?

Your Wireless Business Internet device will work best when you keep it visible, upright and elevated on a shelf or table close to a window. Do not place your device in a closet. Wi-Fi coverage and speeds throughout the home will vary based on size, material, and layout of the residence.

### Can I use the Wireless Business Internet device to make voice calls or receive text messages?

The Wireless Business Internet device is a data-only device. You can't use it to make voice calls or send or receive text messages.

### What video quality can I stream with Rogers Wireless Business Internet?

For video streaming, you can stream up to 3 Mbps. This will allow you to stream video in up to 720p HD.

\*Speeds may vary based on file size and quality.

[Learn more about speeds required for upload and download activities.](#)

### If I use all of my plan's high-speed data, can I buy more high-speed data?

You can buy a Speed Pass that allows you to add more high-speed data at any time, without having to change your plan. Each Speed Pass gives you additional data at high speed during your current billing cycle.

You can purchase Speed Passes by logging in to MyRogers via Rogers.com or using your MyRogers app.

### How is this different than Ignite Internet Powered by Wireless Internet Technology?

There are two types of mobile Internet services provided by Rogers:

#### 1. Rogers Wireless Business Internet

This is a fixed mobile Internet service that is delivered via our 5G mobile network through a plug in Wireless Business Internet device.

#### 2. Rogers Ignite Service - powered by mobile Internet

This is an installed mobile Internet service that utilizes an outdoor fixed antenna to receive and deliver home Internet connectivity through the Rogers mobile network available at your service address. The service must be professionally installed and linked to a specific local cellular tower. This service is only available in select areas in Ontario.

### What is the advantage of using Rogers Wireless Business Internet over just using my phone to hotspot?

Rogers Wireless Business Internet is specifically designed for ongoing usage. You will be able to connect to multiple devices at once and the power adapter allows for continual use.

### If the Rogers Wireless Business Internet service does not suit my needs, can I cancel the service and return the device?

Yes, you can cancel the service within the first 30 days and return the device in complete and original condition. We will refund the monthly service fee for your plan as well as the device cost. You will need to return the Wireless Business Internet device through the same method you purchased it. The device must be returned in "like new" condition, including all original parts, components, and packaging.

### How can I receive a discount on my Rogers Wireless Business Internet?

You can add Rogers Wireless Business Internet as an additional line to your mobile account and receive a monthly discount on your newly added Rogers Wireless Business Internet plan. The discount stays on your account for as long as you meet the offer conditions.

### How can I find the Nokia WiFi App on the App Store or Google Play?

Open the Apple App Store or Google Play, type "Nokia WiFi App" in the search bar.

### How can I change my Wi-Fi password in the Nokia WiFi App?

The instructions to change the Wi-Fi password of the Wireless Business Internet device using the Nokia WiFi App is listed below:

1. Tap on the blue Nokia access point box.
2. Select Edit.
3. Select the Edit pencil at the top right of the screen.
4. Select Continue on the warning.
5. Replace the existing Wi-Fi password with a new one and save.
6. The app will display a warning that it will take around 3 minutes for the changes to apply and will remain on a countdown screen.

As with all Wi-Fi access points, once the password is changed, users will have to "forget" the Nokia access point in the Wi-Fi settings of all devices previously connected to it via Wi-Fi, scan for Wi-Fi access points and add it back with the new password.

### How can I monitor my Rogers Wireless Business Internet plan usage?

You can view your usage online at any time by logging into MyRogers on Rogers.com or by using your MyRogers app.