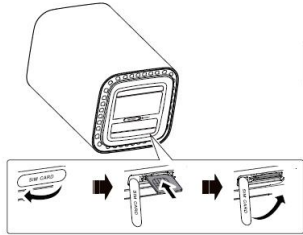
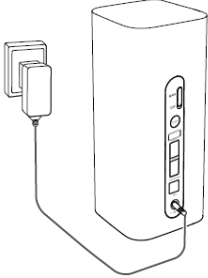



NO	QUESTION	ANSWER
QUESTIONS ON new unifi WIRELESS BROADBAND		
Device Info		
1.	What is a Huawei 4G B618 ?	The Huawei 4G B618 is a Wi-Fi router as part of Customer Premise Equipment (CPE) that integrates LTE and high-speed Ethernet uplink access, which provides users with flexible and diversified data access and voice services transmitted via a SIM card. In addition, you can also use a RAIN LTE-A sim card to connect to the faster network.
2.	What are the contents in the Huawei 4G B618 packaging ?	The package contains: 1. Huawei 4G B618 2. Quick Start guide book 3. Power Adaptor 4. Lan Cable
3.	How many devices can be connected to the Huawei 4G B618 at one time?	The Huawei 4G B618 can connect up to 64 devices at any one time.
4.	How long is the warranty period for Huawei 4G B618?	The warranty period is twelve (12) months from the date of purchase. Customers are required to keep the original receipt/ proof of purchase when making any warranty claims.
5.	How do I claim any warranty for my Huawei 4G B618?	For further technical assistance on Huawei 4G B618, please visit any nearest Huawei Service Centers as listed here < Huawei Service Centre >
Device Setting		
1.	What should I do to connect my Huawei 4G B618 to unifi LTE network?	<p>1. Installing the micro-SIM card Insert the micro-SIM card into the router according to the illustration as below:</p>  <p>2. Connecting to a power adapter Connect the power adapter to an electrical source socket.</p>

NO	QUESTION	ANSWER
		 <p data-bbox="560 640 1417 757">3. Once the router is connected to a unifi network, you can connect your computer or mobile phone to the router's wifi network to access the Internet. Please refer to the label on the bottom of the router for the default wireless network name (SSID) and password (Wi-Fi KEY).</p> 
2.	<p data-bbox="292 1182 529 1272">How do I modify my login password?</p>	<p data-bbox="560 1182 1398 1361">You may modify your login and password via the following methods: Method 1: Log in to the Web User Interface (UI) management page by typing http://192.1628.1 at the web browser address bar and choose Settings> System> Modify Password. Method 2: Go to the HUAWEI HiLink app and choose Settings> Account> Modify login password.</p>
3.	<p data-bbox="292 1406 529 1585">What can I do if I cannot access the Web User Interface (UI) management page (192.168.8.1)?</p>	<p data-bbox="560 1406 1406 1496">If you unable to access the Web UI page, please check whether the CPE and the devices are properly connected. If they are not connected properly, you will not be able to access the management page.</p> <p data-bbox="560 1529 1374 1585">If you still unable to access the web page, you may use the following methods:</p> <ul data-bbox="560 1592 1398 1771" style="list-style-type: none"> • Download the Huawei HiLink app from Google Play and App Store into your smartphones or tablets. Use the HUAWEI HiLink app to manage the CPE. • If your computer still unable to access the management page, check the network cable between your computer and the Wi-Fi router or the Wi-Fi connection.
4.	<p data-bbox="292 1816 529 1906">What can I do if my SIM card is not recognised?</p>	<ul data-bbox="560 1816 1414 1995" style="list-style-type: none"> • Before inserting or removing the SIM card, firstly switch off the power connection to the CPE. Do not insert or remove a SIM card while the device is powered on. By doing so it may result in the SIM card not being recognised. • If your SIM card is still not recognised, try to switch off the device, re-insert the SIM card, and switch on the router again.

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> If the SIM card is still not recognised, press and hold the power button to force it to switch off and then try to switch it on again, and try again.
5.	What is HUAWEI HiLink app and what is its feature?	The HUAWEI HiLink app allows you to manage the selected equipment manufactured by Huawei from your smartphone or tablet.
6.	Can I use the HUAWEI HiLink app and where can I download it?	<p>Yes, you can use the HUAWEI HiLink app to control the Huawei B618 Wi-Fi router. The app can be downloaded and installed via the following method:</p> <ul style="list-style-type: none"> Scan the QR code available on the product package/manual with your phone, then follow the onscreen instructions to download and install the HUAWEI HiLink app. Go to the Apple App Store or Google Play Store, search for HiLink, and download it.
7.	Which mobile operating systems is compatible with the HUAWEI HiLink app?	The HUAWEI HiLink app supports Android 2.3 or later and iOS 6.0 or later for Apple devices
8.	Is there a PC version of HUAWEI HiLink?	Currently HUAWEI HiLink is available as an app for mobile devices only
9.	How do I set up an Access Point Name (APN)?	<p>You can set your Access Point Name (APN) via the following methods:</p> <ul style="list-style-type: none"> Method 1: Log in to the Web UI management page and choose Settings> Dial-up> Profile Management> New Profile Method 2: Go to the HUAWEI HiLink app and choose Settings> Network> APN> New.
10.	What are the default user name and login password for the Web UI management page and the HUAWEI HiLink app?	<ul style="list-style-type: none"> The default user name and login password for the Web UI management page and the HUAWEI HiLink app are both admin. The passwords can be changed. Please note that the login passwords for the HUAWEI HiLink app and the Web UI management page must be the same.
11.	Is there a different setup and management methods for the CPE?	<p>The different setup methods are as below:</p> <ul style="list-style-type: none"> Method 1: When the CPE is connected to a device, use the device browser to log in to the Web UI management page (http://192.168.8.1).

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> Method 2: When the CPE is connected to a phone or tablet, use the HUAWEI HiLink app.
12.	How do I check or change the Service Set Identifier (SSID)?	<p>You may change the setting for your SSID via the following methods:</p> <p>Check on the CPE nameplate, Please refer to the label on the bottom of the CPE for the default wireless network name (SSID).</p> <ul style="list-style-type: none"> Method 1: Log in to the Web UI management page, choose Settings> WLAN> WLAN Basic Settings, and change the SSID. Method 2: From the HUAWEI HiLink app, choose Settings> My Wi-Fi, and change the SSID.
13.	How do I check or change the Wi-Fi password?	<p>You can change your Wi-Fi password to secure your network with the following methods:</p> <p>Check on the CPE nameplate, Please refer to the label on the bottom of the CPE for the default password (Wi-Fi KEY).</p> <ul style="list-style-type: none"> Method 1: Log in to the Web UI management page and choose Settings> WLAN> WLAN Basic Settings. Then check or change the Wi-Fi password in WLAN key. Method 2: From the HUAWEI HiLink app, choose Settings> My Wi-Fi. You can check or change the Wi-Fi password under Password.
14.	How do I check the product version?	<p>You can check the version of the product via the following methods:</p> <ul style="list-style-type: none"> Method 1: Log in to the Web UI management page and choose Settings> System> Device Information to check the product version information. Method 2: From the HUAWEI HiLink app, choose Settings> Device> Device Information to check the product version information.
15.	Are online updates supported? How do I perform an online update?	<p>Yes, the CPE supports online updates.</p> <p>You can go to the update page to check whether there is a new version available. If there is, select it and proceed to update.</p> <ul style="list-style-type: none"> Method 1: Log in to the Web UI management page and choose Update> Online Update> Check for updates. Method 2: From the HUAWEI HiLink app, choose Settings> Device> Online update.
16.	What can I do if the CPE is unable to be switched on?	<p>The CPE is automatically switched on when connected to a power supply. If it does not turned on, follow the rectifying steps as below:</p> <ul style="list-style-type: none"> Re-plug in the power adapter. Change the power adapter. If the problem persists, bring the CPE to any nearest authorised Huawei service center for trouble-checking.

NO	QUESTION	ANSWER
17.	How do I restart the CPE?	Simply log in to the Web UI management page and choose Settings> System> Restart.
18.	How do I restore the CPE to its factory settings?	<p>If you need to restore your CPE setting to factory setting, choose any of the following methods:</p> <ul style="list-style-type: none"> • Method 1: Switch on the CPE and use a sharp-pointed object (for example a needle) to press and hold the reset button. Release when the indicator blinks. After the CPE has restarted, it will be restored to its factory settings. • Method 2: Log in to the Web UI management page and choose Settings> System> Restore Defaults> Restore
Device Connection		
1.	What can I do if the signal is weak?	<p>Signal strength can deteriorate due to several reasons. Here are some recommendations on how to improve your signal strength:</p> <ul style="list-style-type: none"> • Adjust or move the CPE to a different corner or height that is not blocked for example by a wall or furniture, by bringing it closer to a window or an open area to receive a better signal. Make sure you are not in an enclosed area. • You can compare with the strength of your mobile phone's signal. If your mobile phone's signal is good, try to restore the factory settings on the CPE and try again.
2.	What can I do if my Internet speed is slow?	<p>If the Internet speed from the Wi-Fi router is slow, you can try the following to improve the signal:</p> <ul style="list-style-type: none"> • Double check whether a large number of devices are connected to and using the internet connection from the CPE. The problem may also happen when you are using the device during peak traffic times (evenings between 9:00 pm to 1:00 am). • If you are using the device from the Wi-Fi router during mobility such as a moving vehicle, Internet speeds may become unstable or slower depending on the strength of the signal received at the location. • You can also check whether you have exceeded your monthly mobile data limit with your carrier. • The increase of CPE temperature can affect the connection speed. The CPE has a built-in overheating protection mechanism. If the temperature is too high, Internet speeds will be automatically limited to stop the CPE from overheating. • Turn off or move the CPE away from other 2.4 GHz wireless network devices and other home electronics (such as microwaves and TVs) that may cause signal interference affecting the CPE. After readjusting the location of the CPE, you can try to switch off and switch on the CPE again. • Please ensure that there are no physical obstructions (such as cement walls) that may weaken the signal between the Wi-Fi device and the CPE.

NO	QUESTION	ANSWER
3.	What can I do if I'm still unable to connect my device to Wi-Fi?	<ul style="list-style-type: none"> • Check whether the CPE is placed near to any sources of interference or physical obstructions as mentioned above. If so, change the location of the CPE. • Check and make a note of the following setup information for the device you want to connect and the CPE: SSID, encryption method, and encryption key. Your device's SSID and encryption method should be the same as those on the CPE. If the ID and encryption method is different, you need to change the setup information on your device. • If you turn on Media Access Control (MAC) address filtering for the wireless local area network for your CPE, you can go to the Web UI management page to confirm that your device's MAC address is not within the Deny address range. • Make sure the number of users connected to the CPE does not exceed the maximum number allowed.
4.	What can I do if I can connect to the device but I'm unable to access the internet?	<ul style="list-style-type: none"> • Check the settings of the CPE and make sure you have not turned off the Internet access. • Check the signal strength and make sure the area where the CPE is located has network coverage from your mobile data carrier. • Check your network mode and make sure it matches the requirements of your mobile carrier. • Ensure that you have enough credit balance in your account for your mobile carrier. • Check your APN settings because some APNs of the less well known carriers are not built into the software. To use the CPE with SIM cards of these carriers, you may need to manually set up a new APN. • If the Dynamic Host Configuration Control Protocol (DHCP) server is not turned on but your device is set to obtain an IP address dynamically, this may result in your device not being able to get online. In this case, enable the DHCP server through the Web UI management page. • Check whether you have exceeded the amount of your monthly mobile data limit. • If the problem persists, contact your respective carrier. If you're a customer of unifi Mobile, you can reach out to us via TM Live chat at unifi.com.my/chat from 8:00am – 12:00am daily. You can also message us on Twitter @helpmeunifi), facebook.com/weareunifi or email us at help@tm.com.my for further assistance.
5.	How do I manage the devices that can be connected to my Wi-Fi?	<p>You can manage which Wi-Fi devices can connect through Wi-Fi MAC address filtering.</p> <p>Log in to the Web UI management page and choose Settings> WLAN> WLAN MAC Filter. After this function is enabled, enter the MAC addresses you want to block or allow in the MAC address field. Click Apply to begin blocking/allowing.</p>
6.	How do I update the content displayed on the Web UI	<p>Depending on your browser's cache, the content on the Web UI management page for your device may not be up to date.</p>

NO	QUESTION	ANSWER
	management page?	You may manually clear your browser's cache (if you are using Internet Explorer 9, choose Internet Options> General> Browsing history> Delete) and re-launch the Web UI management page.