



# LINKHUB 5G<sup>+</sup>

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## Please read this article first

- Please make sure you read and understand the "Important Safety Information" on page 16 before using this document and the devices it supports.
- The illustrations in this document may differ from your device.
- The instructions in this document may vary depending on your device model and software version.
- Some apps and features are not available in all countries or regions. Application and feature availability subject to change.
- Document contents are subject to change without prior notice. We are constantly improving the documentation for your device, including this user manual.
- TCL Communications Co., Ltd. does not assume any liability that may occur as a result of the use or application of the products described in this article. While every effort has been made to ensure the accuracy of the content in this document, the statements, information and recommendations contained in this document do not constitute a warranty of any kind, either express or implied.

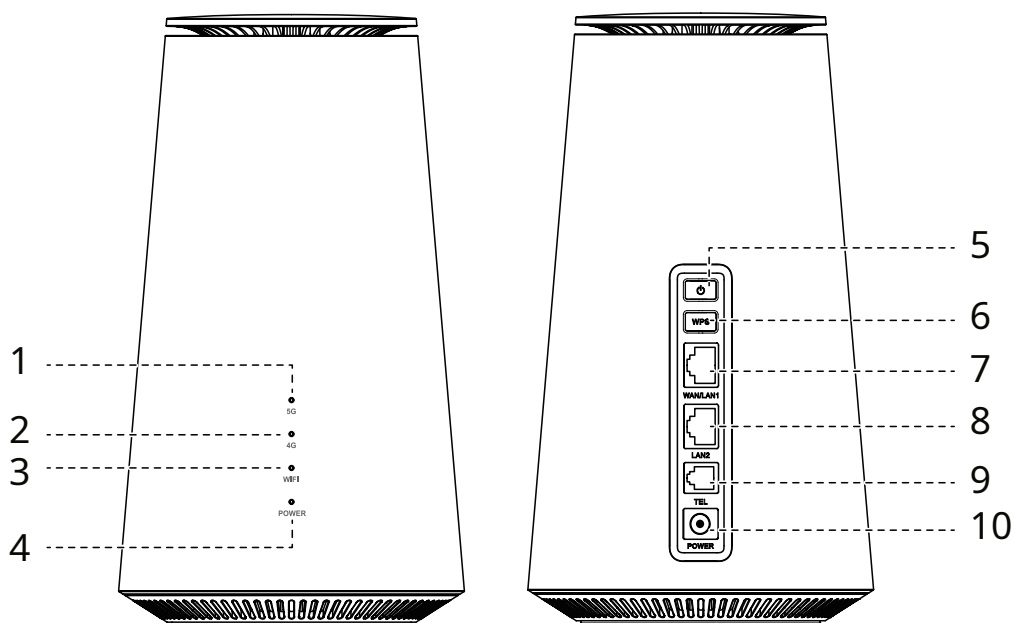
## Chapter 1: Get to know your CPE

The TCL 5G CPE provides wired and wireless access to multiple computers and mobile devices. With a variety of features and capabilities, this CPE is the perfect hub for your home or business network.

### 1.1 System requirements

Your CPE is compatible with Wi-Fi devices that support 2.4 GHz (802.11b/g/n/ax) or 5 GHz (802.11a/n/ac/ax). Your CPE also works with browsers such as Firefox, Safari, Internet Explorer, Opera, and Google Chrome.

### 1.2 Overview



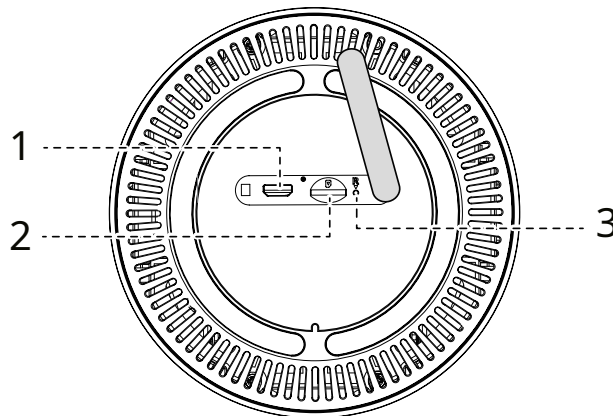
1.5G network indicator light	<ul style="list-style-type: none"><li>• The blue light is always on: the signal is good.</li><li>• The yellow light is always on: the signal is weak.</li><li>• Off: 5G network is not functioning.</li></ul>
2.4G network indicator light	<ul style="list-style-type: none"><li>• The blue light is always on: the signal is good.</li><li>• The yellow light is always on: the signal is weak.</li><li>• Off: 4G network is not working.</li></ul>

3. Wi-Fi/WPS indicator light	<ul style="list-style-type: none"> <li>• Flashing blue light: WPS connection is available.</li> <li>• Steady blue light: Wi-Fi is enabled.</li> <li>• Off: Wi-Fi is deactivated.</li> </ul>
4. Power indicator light	<ul style="list-style-type: none"> <li>• Steady blue light: The device is on.</li> <li>• Flashing blue light: The device is updating firmware through FOTA.</li> <li>• Off: The device is off.</li> </ul>
5. Power button	<ul style="list-style-type: none"> <li>• Press and hold for 3 seconds to power off the unit.</li> <li>• Press and hold for 1 second to power on the device.</li> </ul>
6. WPS button	Press the button for 3 seconds to enable the WPS function. If the WPS connection is not established within 2 minutes, the WPS function will automatically fail.
7. WAN/LAN port	For connecting to an Internet source or wired device, such as a computer or switch.
8. Local domain port	For connecting to wired devices such as computers or switches.
9. Telephone port	Connect a phone to make or receive calls.
10. Power connector	For connecting the power transformer.



**Things to note**

You can see the power indicator flashing blue while the CPE downloads and installs software updates. Do not power off the CPE during this process as this may cause unit failure.



1. Micro USB port	It is for debugging purposes only.
2. Nano SIM card slot	Insert the Nano SIM card into the slot.
3. Reset button	Press and hold the button with a paper clip for 3 seconds to reset the device.

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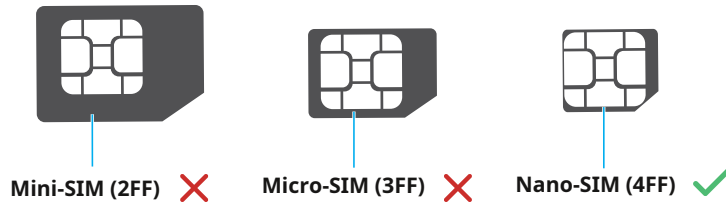
## Chapter 2 Getting started with your CPE

This chapter provides basic instructions on how to get your CPE up and running. Instructions may vary depending on your CPE model.

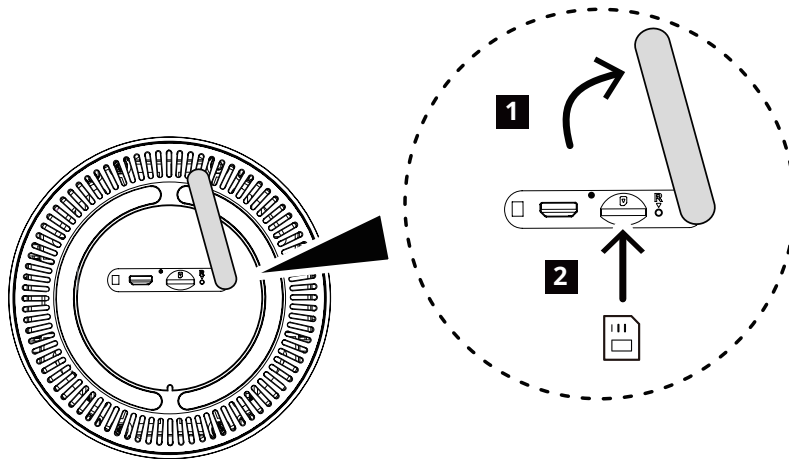
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### 2.1 Insert SIM card

**premise:** Select the appropriate size SIM card for your CPE.



Find the SIM card slot and insert a SIM card as shown in the picture below. After inserting the SIM card into the CPE, close the Nano SIM card slot cover.



#### Things to note

- Pay attention to the orientation of the SIM card. If the SIM card is inserted in the wrong direction, it may get stuck.
- Do not remove the SIM card while your CPE is in use. Otherwise, it may cause CPE failure or SIM card data loss.

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### 2.2 Find an ideal location

Find an ideal location for your 5G CPE. To get the most out of your CPE, make sure the location meets the following criteria:

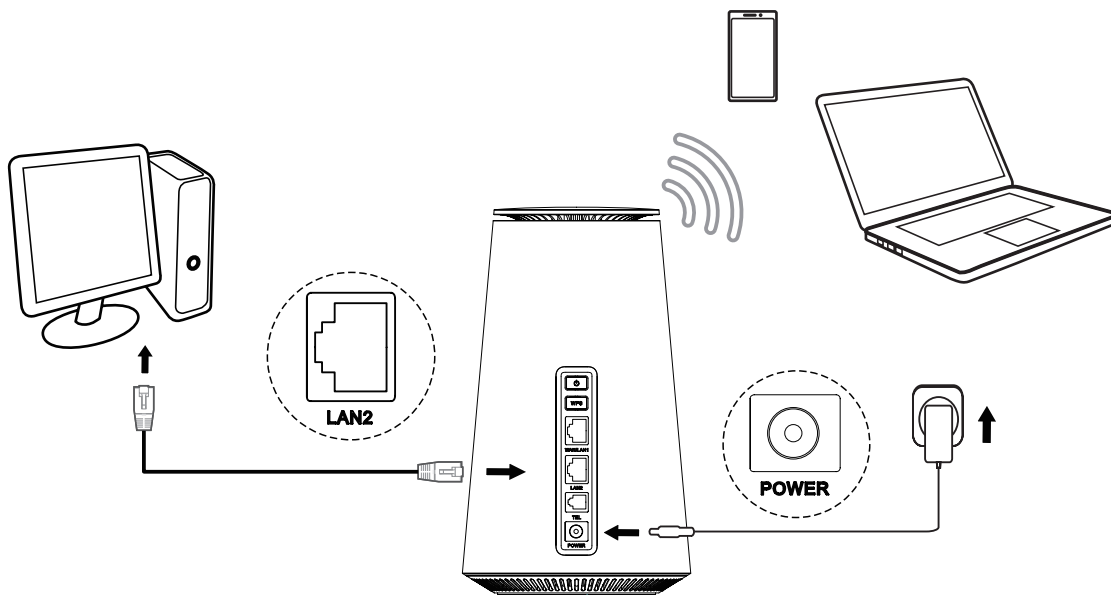
- Close to a window

- A cool, dry and well-ventilated place, away from objects such as walls and electrical appliances
- Close to a power socket
- On a solid, flat surface

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## 2.3 Access to CPE network

You can connect your device to the CPE network through wired or wireless methods, as shown in the figure below.



### Access wired network

To establish a wired network connection, use an Ethernet cable to connect the wired device to your CPE's local domain port.

### Access wireless networks

To establish a wireless network connection, select the CPE's Wi-Fi name (or SSID) on your wireless device and enter the Wi-Fi password.



#### Things to note

The Wi-Fi name and Wi-Fi password can be found on the bottom label of your CPE.

If your wireless device supports WPS, you can also access the CPE's Wi-Fi network through a WPS connection. You can choose one of the following options for WPS connection.

### Option 1: WPS button

1. Press and hold the WPS button on your CPE for 3 seconds.
2. Enable the WPS function of your wireless device within 2 minutes to make a WPS connection.

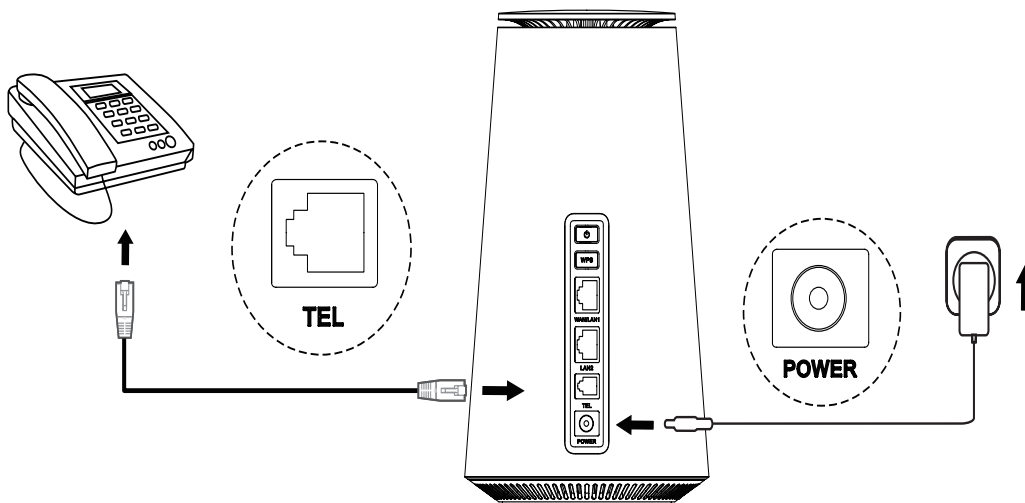
## Option 2: Web UI

1. Log in to your CPE's web UI and go to [Settings>Wi-Fi>WPS](#). (For how to log in to the web user interface, please refer to "Chapter 3 Accessing the Web User Interface" on page 6.)
2. Click [Start WPS](#).
3. Enable the WPS function of your wireless device within 2 minutes to make a WPS connection.

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## 2.4 Using the phone function

Your CPE supports telephony capabilities. Connect the phone to your CPE using the phone cord as shown in the image below.





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## Chapter 3 Accessing the Web User Interface

This chapter describes how to access your CPE's web user interface and gives you an understanding of the web user interface.

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### 3.1 Log in to the web user interface

To log in to the web UI, please follow these steps:

1. Open a web browser on the device connected to the CPE network.
2. Login <http://192.168.1.1> , and follow the on-screen instructions to complete the sign-in process. For default login information, please refer to the bottom label of your CPE.



#### Things to note

- Click on the upper right corner of the screen [Language](#), change the language setting.
- Click on the upper right corner of the screen [instruction](#), to access the user manual.











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### 3.2 Explore the features of web user interface

The web user interface mainly consists of the following parts: [Home page](#), [condition](#), [service](#), [Settings](#), as well as [system](#). Click on each section to display more information about your CPE.

Commonly used status icons appear in the Web UI to provide you with information about CPE.

status icon	its meaning
<b>4G or 5G</b>	This is the network your CPE is connected to. Displayed when there is no available network <b>No service</b> .

	The number on the signal bar represents the signal strength. The more signal bars it displays, the stronger the signal.
	VoLTE is enabled.
	VoLTE is disabled.
	The CPE is connected to the WAN network.
	The CPE disconnects from the WAN network.
	New or unread messages.
	The SMS inbox is full.
	Wi-Fi is enabled.
	Wi-Fi is disabled.
	Click to exit the web UI.

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## Chapter 4 Configuring your CPE

In this chapter, we'll show you how to use the web UI to get the most out of your CPE. From the web user interface, you can configure Wi-Fi settings, view connected devices, set up guest networks, and perform more functions.

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### 4.1 Home page

This section allows you to quickly view connection status, network signal, device information, and connected devices.

#### Network overview

The network overview panel displays network connection status, download and upload speeds, and the number of connected devices.

Click [Disconnect](#), disconnect your CPE from the WAN.

Click [connect](#), connect your CPE to the WAN.



#### Internet

[Internet](#)The panel displays the network name, network type, and network connection status.

Click [Internet](#)Access the Internet settings page.

#### Device information

[Device information](#)The panel displays the device model, software version and execution time.

Click [Device information](#)to get more device information.

#### Internet-connected device

[Internet-connected device](#)The panel displays the number of devices connected to your CPE network, both wired and wirelessly.

Click [Internet-connected device](#), to get more detailed information about connected devices.

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## 4.2 Status

This section allows you to view your network information, connection status, device information, and more.

### condition

You can quickly check your device information such as: mobile data, local network, wide area network, Wi-Fi and diagnostic methods.

### Internet-connected device

This tab allows you to edit connected device names and manage Internet access for connected devices.

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## 4.3 Services

Navigate to [service](#), click [Newsletter](#) tabs to display the information you want, or change your SMS settings as needed.

about this [Newsletter](#) For descriptions of each folder under the tab page, please refer to the table below.

Inbox	Received messages will be stored in this folder.
outbox	Sent messages will be stored in this folder.
new message	Write a new message in this folder.
SMS settings	Configure SMS settings in this folder.

For common operations of SMS text messages, please refer to the table below.

read message	Click on the message you want to read.
send message	<ol style="list-style-type: none"><li>1. Click <a href="#">SMS text message</a> &gt; <a href="#">new message</a>.</li><li>2. Enter the recipient's number and message content.</li><li>3. Click <a href="#">transmit</a>.</li></ol> <p><b>Notice:</b> A message cannot be sent to multiple recipients at the same time.</p>
Reply to a message	<ol style="list-style-type: none"><li>1. Click on the message you want to reply to.</li><li>2. Click <b>Reply</b>.</li><li>3. Enter the message content and click <a href="#">send</a>.</li></ol>
Delete message	<ol style="list-style-type: none"><li>1. in <a href="#">Inbox</a> or <a href="#">outbox</a> Find the message you want to delete.</li><li>2. Select the checkbox next to the message you want to delete.</li><li>3. Click <a href="#">delete</a>.</li></ol>

Delete all messages	<ol style="list-style-type: none"> <li>1. Click at the top of the checkbox bar to select all messages.</li> <li>2. Click <a href="#">delete</a>.</li> </ol>
Forward all messages	<ol style="list-style-type: none"> <li>1. Click <a href="#">SMS settings</a>.</li> <li>2. Enable <a href="#">SMS forwarded to mobile phone</a>.</li> <li>3. Enter the recipient's number.</li> <li>4. Click <a href="#">Apply</a>.</li> </ol>
Enable SMS sending reporting	Click <a href="#">SMS settings</a> , and then enable SMS reporting.
Disable SMS sending reporting	Click <a href="#">SMS settings</a> , then disable SMS reporting.

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## 4.4 Settings

This section allows you to prioritize network connections, configure connection modes, manage WAN, local domain and Wi-Fi settings, and more.

### Quick settings

In this tab, you can configure basic connection settings, enable or disable data roaming, enable or disable 2.4 GHz and 5 GHz networks, change the SSID and Wi-Fi password, and more.

### Settings

#### Internet connection

In this option, you can configure and manage connection mode, mobile data, and data roaming.

#### Profile management

In this option, you can set up a new APN profile and edit or delete existing profiles.

Add new profile	<ol style="list-style-type: none"> <li>1. Click <a href="#">New</a>.</li> <li>2. Enter the correct parameters for your network operator (such as profile name, APN and IP type).</li> <li>3. Click <a href="#">save</a>.</li> </ol>
Edit profile	<ol style="list-style-type: none"> <li>1. Select a profile from the profile management list.</li> <li>2. Click <a href="#">Edit</a> to set parameters.</li> <li>3. Click <a href="#">save</a>.</li> </ol>
Delete profile	<ol style="list-style-type: none"> <li>1. Select a profile from the profile management list.</li> <li>2. Click <a href="#">delete</a>.</li> </ol> <p>Note: Default profiles cannot be deleted.</p>

Set as default	<ol style="list-style-type: none"> <li>1. Select a profile from the profile management list.</li> <li>2. Click <a href="#">Set as default</a>.</li> </ol>
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#### Network settings

You can set the web search mode to [automatic](#) or [Manual](#), and convert it to network mode.

Make sure you click after making the required changes [Apply](#).

## Wi-Fi

### basic

Configure basic Wi-Fi settings in this option.

SSID	SSID is the name of the Wi-Fi network.
SSID Broadcast	<p>This feature is enabled by default.</p> <p>When this feature is disabled, other users will not be able to detect the SSID or Wi-Fi name. It requires manually entering the SSID to connect to your CPE network.</p>
safety	Available safety modes include <a href="#">deactivate</a> , <a href="#">WPA2</a> , <a href="#">WPA/WPA2</a> , <a href="#">WPA2/WPA3</a> , <a href="#">WPA3</a> .
encryption mode	Available options include <a href="#">AES</a> and <a href="#">automatic</a> .
password	Check Wi-Fi password in this item.

### Advanced

Configure advanced Wi-Fi settings in this option.

largest connected device	You decide how many client devices can be connected to your CPE network at one time.
Wi-Fi mode	This mode is defaulted to 802.11ax.
AP isolation	The AP isolation feature enables you to establish a separate virtual network for each wireless client connected to the CPE network. When this feature is enabled, all wireless devices on the network will be unable to communicate with each other.
Channel bandwidth:	Select an available option from the drop-down menu.
channel	Different regions use different channels. FCC (United States)/IC (Canada) channels 1-11, ETSI (Europe) channels 1-13, and MKK (Japan) channels 1-13. When the channel option is set to <a href="#">automatic</a> , the CPE will automatically select the best channel.

### guest network

In this tab you can enable or disable [guest network](#) function, and configure the Wi-Fi name and Wi-Fi password of the guest network

and validity period. Devices connected to the guest network can access the Internet, but cannot access the CPE's web user interface or overall network plan.

## WPS



Wi-Fi Protected Setup (WPS) is a wireless network security standard that makes connections between your CPE and wireless devices faster and easier.

If your wireless device supports WPS, you can access the CPE's Wi-Fi network through a WPS connection. You can choose one of the following options for WPS connection.

Option 1	<ol style="list-style-type: none"> <li>1. Press and hold the WPS button on your CPE for 3 seconds.</li> <li>2. Enable the WPS function of your wireless device within 2 minutes to make a WPS connection.</li> </ol>
Option 2	<ol style="list-style-type: none"> <li>1. Log in to your CPE's web UI and go to <a href="#">Settings&gt;Wi-Fi&gt;WPS</a>. (For how to log in to the web user interface, please refer to "Chapter 3 Accessing the Web User Interface" on page 6.)</li> <li>2. Click <a href="#">Start WPS</a>.</li> <li>3. Enable the WPS function of your wireless device within 2 minutes to make a WPS connection.</li> </ol>

## safety

### SIM card password management

Enable SIM card password	<ol style="list-style-type: none"> <li>1. When the SIM PIN function is deactivated, tap  .</li> <li>2. Set a 4 to 8 digit SIM PIN code.</li> <li>3. Click <a href="#">Apply</a>.</li> </ol>
Deactivate SIM card password	<ol style="list-style-type: none"> <li>1. When the SIM PIN function is enabled, tap  .</li> <li>2. Enter your current SIM PIN.</li> <li>3. Click <a href="#">Apply</a>.</li> </ol>
Change SIM PIN	<ol style="list-style-type: none"> <li>1. When the SIM PIN function is enabled, tap <a href="#">Change SIM PIN</a>.</li> <li>2. Enter the original SIM PIN code and confirm the new SIM PIN code.</li> <li>3. Click <a href="#">Apply</a>.</li> </ol> <p><b>Notice:</b> If you enter the wrong SIM card PIN three times, you will need a PUK code. You can use your SIM card to call the customer service number 150 to obtain the PUK code.</p>

### Advanced settings

## WAN (Basic)

Set the WAN connection mode and modify related parameters under this option. You can set the connection mode to [DHCP](#), [PPPoE](#) or [Static IP](#).

DHCP	Dynamic Host Configuration Protocol (DHCP) is a client or server protocol that automatically provides you with an Internet Protocol (IP) host. IP addresses and related configuration settings (such as subnet masks and default gateways) are automatically assigned.
PPPoE	Point-to-Point Protocol over Ethernet (PPPoE) is a network communication protocol mainly used for DSL services. Individual users can connect to the modem via Ethernet.  Please enter the username and password provided by your Internet service provider and click Apply.
Static IP	Access the Internet using a fixed IP address, subnet mask, gateway IP address, and primary DNS server. This information should be provided by your Internet service provider.

## WAN (MAC Clone)

when [MAC copy function](#) When enabled, multiple client devices can connect to the CPE and access the Internet.

Your current MAC address will appear in this option. click it once [reset](#) to set a new MAC address. click it once [Copy](#) to copy your host's MAC address.

## LAN

The default gateway address is 192.168.1.1 and the default subnet mask is 255.255.255.0.

enable [DHCP server](#) After the function is enabled, IP addresses will be automatically assigned to client devices on the network. like [DHCP server](#) The feature is disabled and the CPE will not assign IP addresses to connected client devices. The IP address must be entered on each client device.

### bandwidth control

This feature allows you to view online device information and set upload or download restrictions for the device if necessary.

## IP filter

By default, any device connected to your CPE network is allowed to access the Internet. Specify which devices are not allowed to access the Internet by adding them to the blacklist.

## MAC filter

By default, any device connected to your CPE network is allowed to access the Internet. You can specify which devices can or cannot access the Internet by adding them to a blacklist or whitelist.

deactivate	All connected devices can access the Internet.
whitelist	Only devices with MAC addresses in this list can access the Internet.
blacklist	Devices with MAC addresses in this list cannot access the Internet.



## DDNS

When certain features of your CPE are enabled, you need a WAN IP address. If your CPE's WAN IP address changes, related functions may not work properly.

The Dynamic Feature Name Server (DDNS) feature allows you to map dynamic WAN IP addresses (public IP addresses) to static feature names, helping Internet users (WAN side) access CPE through static feature names. Internet.

## DMZ

If external users cannot access certain network services within a local domain, you can enable the DMZ function and set a new host IP address.

## UPnP

Universal Plug and Play (UPnP) is a set of networking protocols that allows connected devices to discover each other and create functional network services for data sharing, communication, and entertainment.

## VPN

A virtual private network (VPN) is a private network across a shared or public network (usually the Internet). VPN technology allows employees in corporate branches and headquarters to easily exchange resources without exposing relevant resources to other Internet users.

### port forwarding

This feature enables external users to access FTP and other services within the local network.

### Parental controls

Set up an Internet access schedule for client devices on the CPE network and define the websites that client devices can and cannot access.

To manage parental controls, click [Settings](#), and then set an Internet access schedule and a blacklist of specific websites.

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## 4.5 System

In this section, you can quickly check device information, restart or reset the device, change your login password, and more.

### Device information

You can check device information, including IMEI, software version and MAC address in this tab.

## Login password

Please enter your current password and create a new one. The new password must be between 4 and 16 characters long.

## system time

Manage time zones in this tab.

## TR-069

This is a communication protocol between CPE and the Auto-Configuration Server (ACS) that provides secure auto-configuration and other CPE management functions within a common framework.

## Backup and restore

This feature allows you to back up your current device configuration or restore your device to a previous configuration by importing a backup configuration file.

## Reboot and reset

This function allows you to restart or restore the CPE to factory settings.

If the CPE is not functioning properly, you can try restarting the CPE to resolve the issue.

If you are unable to access the Internet for unknown reasons or forget your login password, you can restore the CPE to factory settings.

To reset the CPE, you can also use a paperclip to press the reset button on the CPE for 3 seconds.

## Firmware update

Click [Check for updates](#), the CPE will detect the software version. If there is a new version, you can click [renew](#) to update the software.



Do not power off the device during the upgrade process. Otherwise, the device may be damaged.

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## Important safety information

Please read all safety information before using your product. Users who fail to comply with these regulations may suffer injury or damage to their products or other property.

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### Important safety instructions

- Follow signs and notices prohibiting or restricting the use of wireless devices.
  - Always handle your device with care. It contains sensitive electronic components inside. The device may be damaged if dropped, burned, punctured, or crushed, or if it comes into contact with liquids.
  - Do not disassemble or attempt to repair your device yourself. Disassembling the device may damage the device or expose you to injury.
  - This device and its accessories may suffocate children. Do not allow children to use this device and its accessories without supervision.
  - To reduce the impact of electromagnetic waves, please use it appropriately.
  - Radio wave power density MPE standard value: 1 mW/cm<sup>2</sup>, actual measured value of the product sent for testing: 0.12 mW/cm<sup>2</sup>. It is recommended that the device antenna be at least 20 cm away from the human body during use.
- 

### Medical device interference

Your router contains components that may interfere with medical devices, such as pacemakers, defibrillators, or other medical devices. Please maintain a safe distance between your medical device and the router. Please consult your doctor and medical device manufacturer for specific information about your medical device.

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### According to technical specifications for low power radio frequency equipment

- For low-power radio frequency equipment that has obtained certification, no company, firm or user may change the frequency, increase the power, or change the characteristics and functions of the original design without approval. The use of low-power radio frequency equipment must not affect flight safety or interfere with legitimate communications; if interference is found, it should be stopped immediately and improved until there is no interference before continued use. The aforementioned legal communications refer to radio communications operated in accordance with the provisions of the Telecommunications Management Act. Low-power radio frequency equipment must endure interference from electromagnetic equipment that radiates electromagnetic waves for legitimate communications or industrial, scientific and medical purposes.
  - Interference with the operation of nearby radar systems should be avoided.
  - High-gain directional antennas can only be used in fixed point-to-point systems.
- 

### power transformer

Be sure to use the included power transformer or a transformer that complies with international and regional safety standards. Use of other transformers may cause damage to the unit or expose you to risk of injury or death. When the power adapter is plugged into a power outlet, be sure to place it in a well-ventilated area. Do not use a damaged power transformer.

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### operating temperature

Your device is designed to operate at ambient temperatures between 0° C and 40° C (32° F and 104° F) and should be stored at temperatures between -10° C and 70° C (14 °F and 158°F) environment. If you operate or store your device outside this temperature range, your device may malfunction. Avoid exposing the device to rapid changes in temperature or humidity.

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## Compliance information

This section provides relevant regulatory, certification, and compliance information for your product.

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### Electromagnetic fields (EMF)

This product complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

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### Complies with European Union (EU) regulations



Hereby declares that TCL Communication Ltd. declares that the radio equipment type TCL HH512V complies with the essential requirements and other relevant provisions of Directive 2014/53/EU. You can <https://www.tcl.com/global/en/servicesupport-mobile/eu-doc.html> Find the declaration of conformity.

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### Disposal and recycling information

At TCL, we are committed to improving our operations and products and minimizing our impact on the environment.

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Your product is designed and manufactured from high-quality materials and components that can be recycled and reused. Please observe local regulations regarding the disposal of packaging materials, exhausted batteries and old equipment. For recycling information, please visit [www.tcl.com](http://www.tcl.com).

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Your device and/or its accessories bear this logo. It states that this device should not be disposed of with household waste. When this device reaches the end of its life, please take it to a collection point designated by your local government. For more details about device recycling, please contact your local authority, household waste disposal center or retail store.

Separate collection and recycling of your device and/or its accessories when disposing of this device will help conserve natural resources and ensure that this device can be recycled in a manner that protects human health and the environment.

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## Troubleshooting

If you encounter a problem while using your product, use the troubleshooting information to identify the problem and find possible solutions.

### General questions

problem	solution
I forgot my Wi-Fi password.	<ul style="list-style-type: none"><li>• Log in to the web UI and go to <a href="#">Settings&gt;Wi-Fi&gt;basic</a>, and find the current Wi-Fi password.</li><li>• Or use a paper clip to hold down the reset button for 3 seconds to restore the device to its factory settings.</li></ul>
How do I change my Wi-Fi name and password?	<ol style="list-style-type: none"><li>1. Log in to the web user interface.</li><li>2. Go to <a href="#">Settings&gt;Wi-Fi&gt;basic</a>.</li></ol>
The network indicator light is off.	<p>The network indicator is off when the SIM card or network service is unavailable, or when the device is not registered to the network.</p> <ul style="list-style-type: none"><li>• If you are using a SIM card, please ensure that the SIM card is valid and inserted correctly, or place the CPE in a place with better signal (such as near a window) and try again.</li><li>• If you are using an Ethernet connection, check that the network is functioning properly.</li></ul>
I can't find the CPE on my wireless device Wi-Fi name.	<ul style="list-style-type: none"><li>• Make sure your CPE's Wi-Fi indicator light is solid blue.</li><li>• Refresh the list of available networks on your wireless device.</li></ul>
How do I set up a new one for my SIM card password?	<ol style="list-style-type: none"><li>1. Log in to the web user interface.</li><li>2. Go to <a href="#">Settings&gt;safety&gt;SIM card password management</a>.</li><li>3. Enable PIN operation and enter a new PIN code.</li><li>4. Click <a href="#">Apply</a>.</li></ol>
Where can I find the model number and firmware of my device body version?	<ol style="list-style-type: none"><li>1. Log in to the web user interface.</li><li>2. Go to <a href="#">system&gt;Device information</a>.</li></ol>

### Web UI issues

problem	solution
How can I access the web UI?	<ol style="list-style-type: none"><li>1. Open your web browser and log in <a href="http://192.168.1.1">http://192.168.1.1</a>.</li><li>2. Enter your login information as required. Find the default login information on the bottom tab of the CPE.</li></ol>

<p>I can't log in to the web UI.</p>	<ul style="list-style-type: none"> <li>• Please make sure you have entered it correctly in your web browser <a href="http://192.168.1.1">192.168.1.1</a> .</li> <li>• Make sure the CPE is powered on.</li> <li>• Check that the device is properly connected to the CPE network.</li> </ul>
<p>How do I change my login password?</p>	<ol style="list-style-type: none"> <li>1. Log in to the web user interface.</li> <li>2. Go to <a href="#">system&gt;Login password</a>.</li> </ol>
<p>"No SIM card" or "Invalid SIM card" is displayed on the web interface.</p>	<ul style="list-style-type: none"> <li>• Make sure you have a SIM card in your CPE.</li> <li>• Reinstall the SIM card and log in to the web interface again. <b>Notice:</b> Before removing the SIM card, power off your device.</li> </ul>

**Connection problem**

problem	solution
<p>I cannot access the Internet.</p>	<ul style="list-style-type: none"> <li>• If the SIM card is not detected, please power off the CPE, reinsert the SIM card, and try again.</li> <li>• If a PIN is required, enter the PIN and try again.</li> <li>• If the network is not detected, please place the CPE in a place with better signal (such as near a window) and try again.</li> <li>• Restart your CPE and try again.</li> <li>• After enabling MAC filtering, make sure your device MAC address is on the whitelist.</li> </ul>
<p>How do I access the CPE network wirelessly? road?</p>	<p>Select the CPE's Wi-Fi name (or SSID) on your wireless device and enter the Wi-Fi password.</p> <p><b>Notice:</b>The default Wi-Fi name and Wi-Fi password can be found on the bottom label of your CPE.</p>
<p>The screen of the device connected to the CPE network will display Displays "PIN Lock" or "PUK Lock".</p>	<p>It indicates that the SIM card is locked.</p> <p>To unlock the SIM card, log in to the web user interface and enter the PIN or PUK code. To obtain a PUK code, please contact your Internet service provider.</p> <p><b>Notice:</b>If you enter the PIN incorrectly 3 times, you will be asked to enter the PUK code. If the PUK code is entered incorrectly 10 times, the SIM card will be permanently locked.</p>