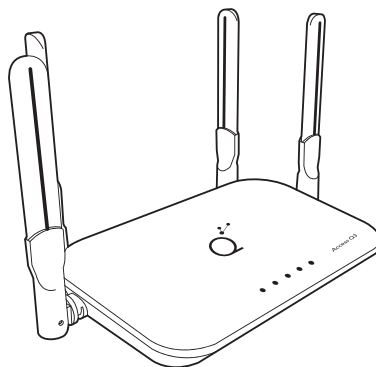




(LTE)(CUSTOMER PREMISES EQUIPMENT)

Access Q3 ROUTER



User manual

We invite you to read this manual carefully before using this device. Please keep it for future reference.

We appreciate your trust and preference for acquiring one of our devices, we are sure you will get great benefits.

If you have any questions about the purchased product, please contact us to provide personalized attention.

Legal Information

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Limitation of Liability

Due to the nature of wireless communications, the transmission and reception of data can never be guaranteed. Data can be delayed, corrupted (i.e., buggy), or lost entirely.

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All images shown below are for informational purposes.

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1. Know your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER

Your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is for indoor use only and can be connected to multiple devices such as computers, mobile phones, or Wi-Fi devices to access the Internet, share files, and more.

After unpacking the box, please follow the steps outlined here below:
To connect and for better wireless performance, please put the device in the center of the wireless coverage area.

To enter the Web UI it is necessary to follow these steps:

- The information to access your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is at the bottom.
- Find them as, SSID: Access Q3; WiFi Password: Access Q3_XXXX (where XXXX symbolizes the last 4 digits of the MAC address).
- Open a WEB browser.
- Enter the address <http://192.168.8.1> in the address bar.
- Enter the access credentials, which are:

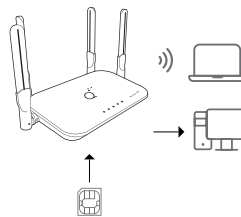
User: admin, Password: admin

- You can view all the data, such as: Password and Network Name, Gateway, MAC and DNS. On the main screen of your Web UI.
- You can also check the information on the label of your equipment Access Q3 located at the bottom:

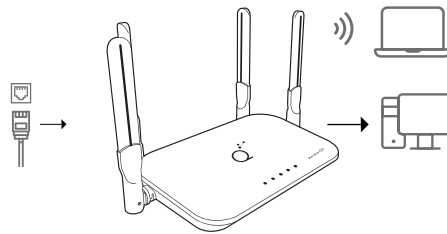


Application scenarios:

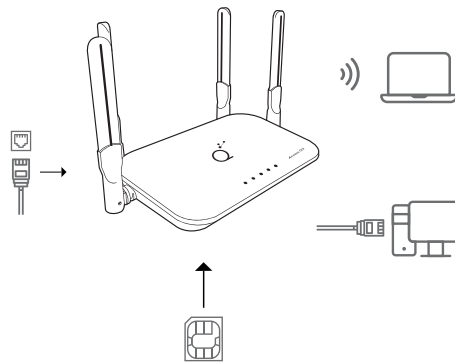
Scenario 1: 3G / 4G mobile network service using a SIM card



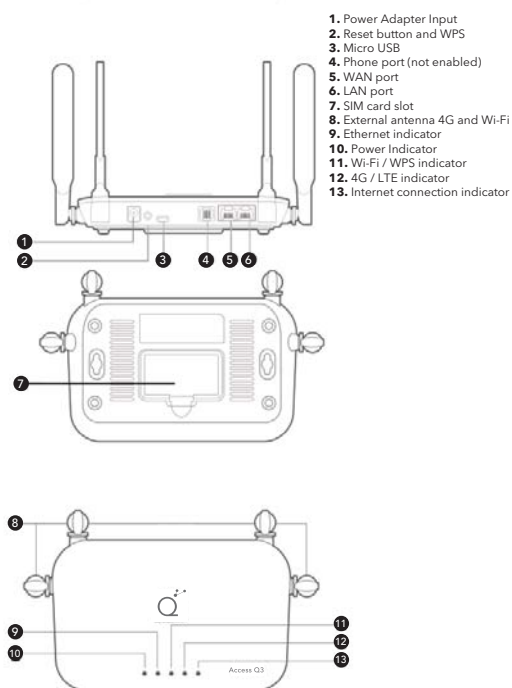
Scenario 2: Connecting to the Internet through data service from the WAN cable (WAN port).



Scenario 3: Data service over Ethernet cable and Wi-Fi using SIM card.



1.1. Appearance

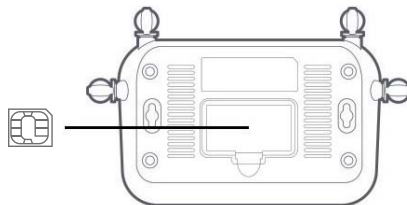


Warning: Use a standard 3FF SIM card size which is suitable for the Access Q3 model. Using cards of other sizes could damage the device and invalidate the Warranty Policy.

2. Set up your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER

Make sure your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is turned off, before inserting or removing the SIM card. Otherwise, the SIM card and/or the equipment may be damaged.

Please insert your SIM card as follows:

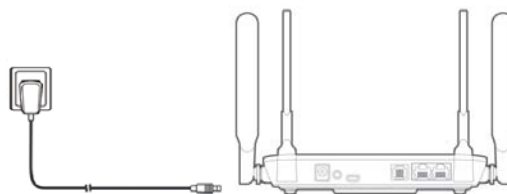


Note: If you want to remove the SIM card, move it slightly and it will come out.

Turn on the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER.

Do not insert or remove the SIM card when the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is in use as it may affect the performance or damage the SIM card.

Power On and Off: Connect to electrical power to turn it on.
Disconnect from electrical power to turn it off.



Indicator	LED Indicator Lights
SYS	Blue: Device on Off: Device off
ETH	Blue: Connection via WAN / LAN port Flashing: Data transfer Off: No device connected to the WAN / LAN port
Wi-Fi / WPS	Blue: Wi-Fi available and active for connection Off: Wi-Fi disabled Flashing: WPS connection process
4G	Blue: Connection to the 4G network Off: No data connection or 3G connection
NET	Flashing: Data transfer Off: No network connection

Indicators automatically show (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER status.

3. Customize the password of your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER

You can set up the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER using the settings page of the WebUI.

1. Open your browser and input `http://192.168.8.1` in the address bar.
2. Enter the Username and Password which are defined by the following rules:

Default user: admin
Default password: admin

It is recommended that you change the access of the WebUI to avoid not authorized access to (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER, you can set this up by entering the setting menu and selecting the System Admin option.

4. Connect to the Wi-Fi network

You can connect your computer or mobile phone to the Wi-Fi network of the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER:

- Default SSID: Access Q3.
- Default password: Access Q3-XXXX (where XXXX symbolizes the last 4 digits of the MAC address).
- It is recommended to change the name of your Wi-Fi network (SSID) as well as your password to avoid unauthorized users to access your network; this can be referred in section 9.1
- You must reconnect the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER to the network after changing the SSID and Wi-Fi password.

Your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is for indoor use only.

If you want better performance from your device, please mount it in the center of the area for better coverage.

5. Access the internet through the WAN port

You can connect the WAN port of the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER to the wall mounted Ethernet port by an ethernet cable, and then choose the working mode to be broadband and set up the PPPoE / Static / DHCP parameters to access the Internet.



5.1. Accessories

Package Contents:

- One (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER.
- One User Manual and Quick Setup Guide.
- One AC / DC power adapter.
- One RJ45 Ethernet cable.
- Warranty Policy.

Use only authorized accessories and devices, where applicable. Otherwise, you put your health at risk, and may cause electrical damage in the facilities of your property. When using foreign or non-authorized, accessories you invalidate the Warranty Policy. We recommend to go to an Authorized Service Center to purchase the products.

6. User interface

Access to the WEB Administrator

1) Start your Internet browser and enter the page

<https://192.168.8.1>

2) Enter the following credentials

User: admin

Password: admin



NOTE: At any time you can change the Username and Password.

7. Status

This interface shows the current connection status, it includes (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER information. Network Status, Connection Type, Active Time, MAC Address, IP Address, Subnet Mask, Network Name, Network Password.

Warning: The inserted SIM card must have a positive balance to have a data plan in accordance with the terms of service of your operator.

Contact your service provider for more information.



The screenshot shows the 'Estado' (Status) page of the Q3 ROUTER. The left sidebar contains a menu with options: Estado, Internet, Configuración, Red, Características, and Configuración. The main content area displays the following information:

Estado	
Información de Conexión	
Modo de Internet	Datos Móviles
Estado de Red	Conectado
Tipo de Conexión	4G/LTE
Tiempo Activo de Conexión	1 Hora 24 Minutos
Dirección MAC	AA:04:82:43:05:5A
Dirección IP	192.168.1.1
Máscara de subred	255.255.255.0
Gateway predeterminado	192.168.1.1
Servidor DNS Primario	192.168.1.1
Servidor DNS Secundario	8.8.8.8
WiFi 2.4GHz	
Estado	Activado
Nombre SSID	Access Q3
Contraseña	Access Q3_198A

8. Internet

In this section of the Menu in the User Interface (UI) you will find the types of connection that your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER supports.

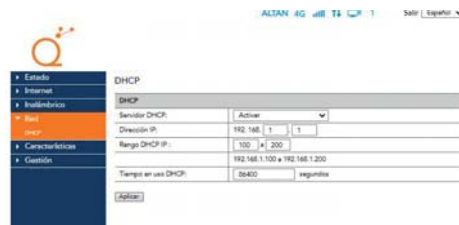
8.1. Ethernet

The type of LAN connection can be set up depending on the needs of each user.

- Dynamic IP: Assigns an address automatically every time a connected device is detected.
- Static IP: Assigns an IP address that will never change when the connection is detected.
- PPPoE: This offers the advantages of the PPP protocol such as authentication, encryption, maintenance and compression.

9. Wireless (WLAN Settings)

Displays information about Wi-Fi network settings and its capability to enable and disable the WPS functions, as well as changing the network name, password, network technology type, Wi-Fi channel and visibility.



DHCP	
Activar DHCP	Activar
Servidor DHCP	192.168.1.1
Domínio DHCP	192.168.1.100
Rango DHCP (IP)	192.168.1.100 a 192.168.1.200
Tiempo en uso DHCP	30400 segundos

Aplicar

9.1. How to change the Wi-Fi network name (SSID) and Password

It is highly recommended to change the name of your Wi-Fi network (SSID) and Password so please follow these steps:

- Connect to your Router either by Ethernet cable or WiFi.
- Enter the IP address <https://192.168.8.1> and then enter the credentials User: **admin** / Password: **admin**

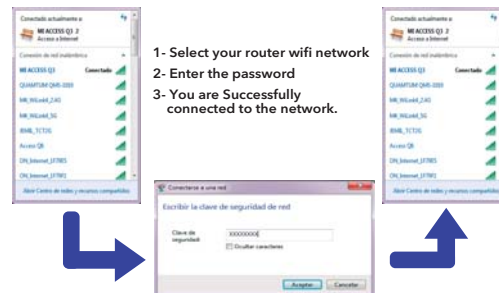


- Go to the wireless menu -> WLAN settings
- Change Wi-Fi network name and Password
- Save the changes by pressing the Apply button
- The message "The WiFi network will be disconnected" will appear, please press OK and wait a moment to visualize the changes.



After that the new SSID and Password will be set.

Warning: If you were previously connected to the Access Q3 modem via Wi-Fi, the connection will be lost so it will be necessary to reconnect, but you should now select the network that you have already set up; then enter your new password and the connection will be successfully reestablished:



10. Network (DHCP)

Dynamic Host setting Protocol. DHCP is a protocol which will automatically assign an IP address once it has been connected to your router; This setting comes by default in your device, modification is not recommended.

DHCP	
Servidor DHCP	Activo
Dirección IP	192.168.1.1
Rango DHCP (IP)	192.168.1.100 a 192.168.1.200
Tiempo en uso DHCP	3000 segundos

Guardar

11. Features

Features that your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER has, that make it safer.

11.1. Firewall

It is a part of a system that is designed to block unauthorized access while allowing authorized communications.

Firewall	
Firewall	Activo
Filtro MAC	Desactivar
Filtro IP	Desactivar

Guardar

11.2. MAC address Filter

MAC address filtering is a tool that allows or blocks network access to specific devices. This process is possible in 2 ways:

1. Whitelist will allow you to connect only the devices with the selected MAC address.
2. Blacklist will only deny access to devices with the selected MAC address.



11.3. IP filter

This filtering helps to reduce the number of active connections as it limits the users who can connect to the network through the use of the IP address provided by the network. This process is possible in 2 different ways:

1. Whitelist will allow you to connect only the devices with the selected IP address.
2. Blacklist will only deny access to devices with the selected IP address.



11.4. Port forwarding

The Port forwarding (Tunneling Port), redirects a network port from one network node to another one. This function allows an external user to have access to a port on a private IP address (within a LAN) from the outside via Router.

Enviar Puerto

Dirección IP: Designar un equipo de la red LAN para proveer servicios.
Puerto LAN/WAN: El puerto de la computadora que brinde servicios. Es un puerto único y el rango del puerto LAN / WAN es 1-65535.
Protocolo: Protocolos aplicados por los servicios.
Nota: Los Ajustes no tendrán efecto hasta que presione el botón "Aplicar".

Nombre	Puerto WAN	Dirección LAN IP	Puerto LAN	Protocolo	Estado	Opciones
--------	------------	------------------	------------	-----------	--------	----------

11.5. DMZ (Demilitarized Zone) Settings

Activate the DMZ for better application performance such as video games, programs, P2P, web services among others. The DMZ is applied to a server that is accessible from the outside, but with the ports properly protected thanks to the existing firewall in the device software. In addition, the services that are not in use are not activated, avoiding the device use or manipulation by non-authorized entities. The security is greater when placing the DMZ IP address. The active IP address on your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER must be the same as on your device.

Ajustes DMZ

Estado DMZ: Desactivar

Dirección DMZ IP: 192.168.1.100

11.6. NAT Setting (Network Address Translation)

You can change the NAT status according to the network requirements.

(NAT-A) - Your game console has the ability to connect to anyone's games, host games, and more users will be able to find and connect to the game you are hosting.

(NAT-B) - Your connectivity with other players is not limited or open. You can connect with other players, but some functions will be limited (recommended option).

(NAT-C) - You have limited connectivity with other players and players who have Strict NAT will not be able to join your gaming session.



12. Setting

In the interface you can start the wizard to set up the time zone options, PIN, and device statistics and information.

12.1. SNTP (Simple Network Time Protocol)

It keeps the device timers synchronized. SNTP, using time stamps that are kept in sync. You can keep track of processes and interactions between systems.



12.2. PIN Set Up

Includes the USIM Status, as well as attempts to use the PIN, the protection which you can Activate or Deactivate and finally the PIN code which will consist of (4-8 digits). When editing any of these fields you can select the Apply button, so that these changes are effective.

12.3. Device Information

Displays Name, Software Version, MAC address and also the IMEI and IMSI of the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER.

12.4. Statistics

Bandwidth monitor tab shows approximate data usage. This data may differ from your mobile network carrier data usage information.

Monitor de Ancho de Banda	
Monitor de Ancho de Banda	
Datos de Salida:	5.26MB
Datos Entrantes:	275.08MB
Uso Total de Datos:	280.34MB

La pantalla del monitor de ancho de banda muestra el uso de datos aproximado. Para una solución más precisa, comuníquese con su proveedor de datos.

[Ver historial](#)

12.5. System Log

System Log stores the detailed records and entire activity over the course of one data session.

Bitácora de Sistema	
☐ Proceso Central:	ninguno
☐ Rutador:	ninguno
☐ Red inalámbrica:	ninguno
☐ Modem:	ninguno
☐ WiFi:	ninguno
☐ Servidor Web:	ninguno
☐ Control del dispositivo:	ninguno
☐ Tether:	ninguno

[Configurar](#) [Exportar](#)

12.6. System Administrator

It is possible to add a higher level of security to the device by setting up an Administrator User and a Password for restricting unauthorized access to the User interface.

ALTAN 4G 14 1 Seir [Español]

Q3

Estado
Internet
Telefonado
Red
Características
Configuración
Opciones
Opciones de PIN
Información de Dispositivos
Estadísticas
Vital
Redes de Correo
Usuarios
Actualización
Restaurar y Reiniciar

Usuario Admin

Usuario Admin

Usuario actual:

Nuevo nombre de usuario:

Contraseña actual:

Contraseña Admin

Contraseña Admin

Contraseña actual:

Nueva contraseña:

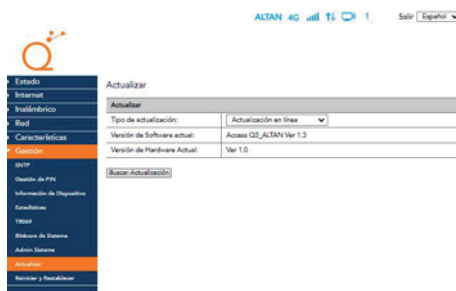
Confirma contraseña:

12.7. To Update

The software version of your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER will be shown, you will be able to install the latest software version, as long as you have the file or a network connection, you just have to go to the "Search for Updates" button and select the file, when you click on "Install software" and it will start with the update process.

Steps to update your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER online.

1. Select the Online update type.
2. Select button search for updates.
3. Select the Update option.
4. Wait for the new version to download.
5. Restore factory defaults.



12.8. Reboot and Reset

Restart: It will restart your device without losing customized settings.

Factory Reset: It will restore the device to its original operating system and delete all the stored user data.

Warning: After proceeding with the factory restoration, the current settings will be lost (Network Name, Passwords, Filter Lists, etc).



13. Troubleshooting and Frequently Asked Questions

If you are experiencing problems with your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER, in most cases try to restart the device or you can try to factory reset it. Illustrations in this guide are for reference purposes only and may not reflect the exact appearance of your product. Contact your service provider for more detailed information.

How to restore factory settings?

When your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is turned on, press and hold the reset button for about 3 seconds with a pointed object until the indicators start to flash. Factory reset will erase all customized settings.

How can I connect to the (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER using the WPS Setting?

1. Make sure your device has the WPS (Wi-Fi Protected Setup) feature and enable it.
2. Press the WPS button on your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER to start a WPS connection.

How to deal with the WebUI content display problem

Manually clear your browser's cache (for example, open your browser and select Internet Options> General> Browsing History > Delete and relaunch the WebUI page.

Why does my (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER not work after I have finished setting it up?

1. Make sure you have a standard 3FF SIM card inserted that it is working properly.
2. Move the device to an open space without obstacles or barriers, and make sure your network is visible.
3. Some changes require a reboot to enable the function or press the Apply button.
4. If the problem persists, contact technical support at (55) 5925 7552 and (55) 5925 7540.

Why can't I access the WebUI?

1. Make sure your computer is connected to the device via Wi-Fi or Ethernet cable.
2. Make sure your computer is set up to obtain an IP address and DNS server address automatically.

3. Restart your browser or try using another browser.
4. If the problem persists, reset the device to factory reset and try accessing the WebUI again.

The power LED indicator does not light

- Make sure the power adapter is connected correctly and your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is turned on.
- Make sure the power adapter is compatible with your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER.

I cannot log out from the web page dashboard

- Make sure your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is on.
- Check that your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is properly connected to the computer via Wi-Fi or an Ethernet cable.
- If the problem persists, please call (55) 5925 7552, (55) 5925 7540.

The (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER does not show wireless network

- Check that the power adapter is connected correctly.
- Check that your Access (LTE) (CUSTOMER PREMISES EQUIPMENT) Q3 ROUTER is in an open area that is away from obstacles or barriers such as concrete or wooden walls.
- Check that your Access (LTE) (CUSTOMER PREMISES EQUIPMENT) Q3 ROUTER is away from household appliances that generate strong electromagnetic fields, such as microwave ovens, refrigerators and satellite dishes.
- If the problem persists, please call (55) 5925 7552, (55) 5925 7540.

14. Warning and notice
Safety precautions

This section contains important information on the operation of your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER.

It also contains information on how to use it safely. Read this information carefully before turning it on and using it:

- Some electronic devices may be susceptible to electromagnetic interference. Locate your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER away from any television, radio or other electronic equipment to avoid electromagnetic interference.
- Your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER may be interfering with medical devices such as Cochlear Implants and bypasses. Approach a physician or the medical device manufacturer before using your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER.
- Keep at least 30 centimeters from your (LTE) (CUSTOMER PREMISES EQUIPMENT) ROUTER when in use.
- Don't use your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER in hazardous environments, such as oil terminals or chemical factories where explosive gases or explosive products are processed.
- Use only authorized original accessories. The Unauthorized accessories may affect the performance of your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER damage it, or mean a danger to the user.
- Do not try to disassemble your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER. There are no parts that can be fixed or replaced by the user.
- Don't let your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER or accessories contact moisture in no time. Do not immerse it in any kind of liquid.
- Do not place objects on it. This can lead to overheating and damaging it.
- The device must be placed in a ventilated environment for use.
- Do not expose your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER to direct sunlight, or store it in hot areas. High temperature can shorten the life of electronic devices.
- Do not allow children to play with your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER, its cables or its charger.
- It is exclusively for interior use. Do not use it outdoors. By not complying with the above warnings, you will invalidate your Warranty Policy.
- The browsing speed depends on the number of users connected simultaneously and other network factors.

Cleaning and maintenance

- Use an antistatic cloth to clean your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER, do not use chemical or abrasives cleaners, as they could damage the plastic casing, and turn it off before cleaning it.
- Use it within the temperature range of 0 ° C - + 45 ° C
- Storage temperature range is -20 ° C ~ + 70 ° C
- The humidity range is 5% - 95%.
- Do not remove the SIM card unnecessarily. It can get lost easily and static electricity could damage it.

Use of Radio Spectrum

The optimal performance of your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER is subject to the following two conditions:

- 1) It is possible that your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER does not cause harmful interference.
- 2) Your (LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER must accept any interference, including one which may cause its unwanted performance. Please use the included power adapter to turn on your equipment.

Warning: Using a different power adapter could cause damage and invalidate the warranty for this product.

Electric Features

Item	Features
(LTE) (CUSTOMER PREMISES EQUIPMENT) Access Q3 ROUTER	12Vcc 1A
* AC / DC power adapter	100-240Vca 50/60Hz 0,5 12 Vcc 1A

* AC / DC power adapter 100-240Vac 50 / 60Hz 0.5A 12Vcc 1A

FCC warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note 1: 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 will not occur in a particular installation. If this equipment does cause harmful 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.

Note 2:

1. Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
2. The minimum separation generally be used is at least 20 cm.

For more information, we recommend you to visit:

www.quantumconnectivity.com where you will locate the Service Center authorized Quantum Connectivity de Mexico S.A. de C.V., and closer to your town.

For comments and/or doubts regarding the service send us your request to serviciotecnico@quantumconnectivity.com.mx

IMEI location

The IMEI is printed on a label on your router and/or on a label on the packaging.

IMPORTED BY:

QUANTUM CONNECTIVITY DE MEXICO S.A. DE C.V.

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