TRACFONE

User Guide

Home Internet Router

Table of Contents

1. Inside the box

Thank you for choosing Tracfone Home Internet Router (Model Num. xxxxxxxx). Once you open the product package, you should find the following items inside:

Home Internet Router

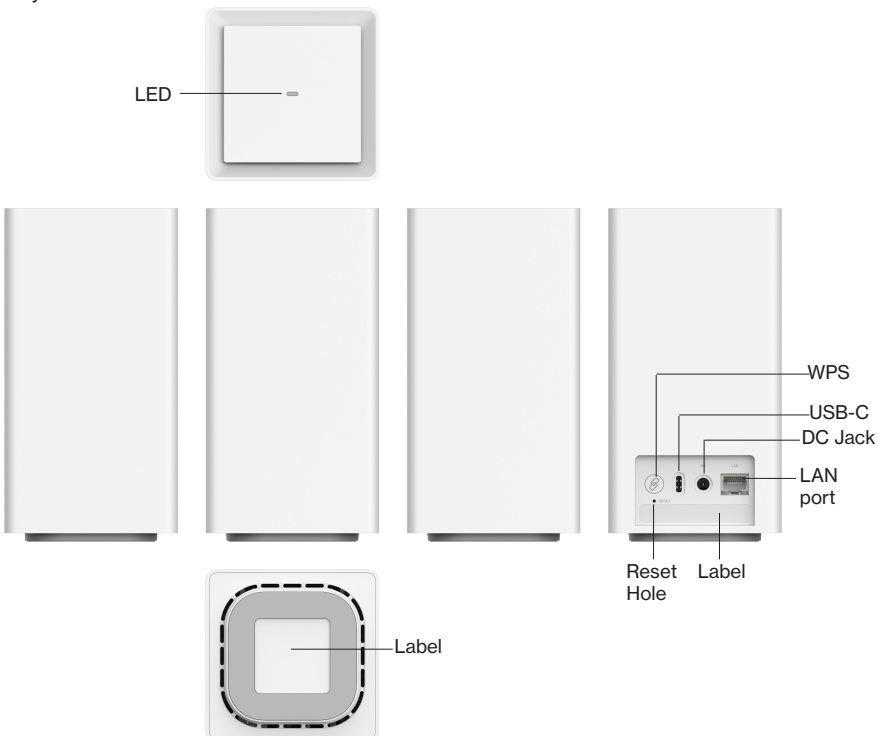
Power Adapter

2. Introducing Your Home Internet Router

Supporting 5G NR, 4G LTE and Wi-Fi 6 multi-connectivity, the latest Home Internet Router is the optimal device for delivering ultra-fast and secure wireless networks for your connected devices.

Offering connectivity to up to 128 devices within predefined range, you can share this express Internet service simultaneously with people in your place. The Home Internet Router also features bandsteering that assigns connected devices between 2.4GHz and 5GHz wireless networks to optimize bandwidths. It also includes security filtering and parental controls to help you keep track of your users and to offer greater protection in your online environment. Setting up your own passwords or removing devices from your router is all within your control.

Take a quick tour of your device.



*Network performance varies depending on the available frequency bands in places where the router is in use.

2.1 Parts and Functions

Parts	Description
LED	Indicate the status of power and connectivity, as well as WPS connectivity.
LAN port	One RJ-45 GbE LAN port for connection with external device through Ethernet cable (not included).
USB-C 2.0	USB Type-C 2.0 port
DC IN	DC Power In - The DC power jack that connects the 5G Internet Router to a power outlet.
WPS button	Push this button to enable WPS (Wi-Fi Protected Setup). Use WPS to add supported Wi-Fi devices to your network. Remember to enable WPS on the Wi-Fi devices you wish to add.
Reset pin hole	Press the reset pin hole with pin to force a cold reset of your router. Your router will return to factory default setting. Only use the Reset when you experience issues with the router or have to revert all the settings you have configured for the router.
Label	The label provides default URL and password for you to connect to wireless network at the first time you set up this device. The label also provides information about the product's ID and regulatory standards.

2.2 LED Status and Indications

LED Mode	Status	LED Pattern
Bootup	System Off	Off
	System Booting	Soft Blink White
	Firmware Update (FOTA)	Fast Blink White
Cellular signal (or after single-clicking the pair button)	Passing Signal	Solid White
	No Signal, Cold SIM	Solid Red
	No SIM Card	Hard Blink Red
Regular usage	Setup Complete	50% Bright White
	Wi-Fi Disabled by User	Solid Green
Paring	WPS Pairing	Hard Blink Blue
Other	Factory Reset	Fast Blink Lime
	FW Error	Soft Blink Red

2.3 Ethernet Port LED Mode

Ethernet Port LED Mode	Status	Left LED	Right LED
Wired LAN connection	Ethernet > 100M* Link	Off	Solid White
	Ethernet > 100M* Activity	Off	Blinking White
	Ethernet < 100M* Link	Solid Yellow	Off
	Ethernet < 100M* Activity	Blinking Yellow	Off
	No Ethernet Connection	Off	Off

Note about *: Threshold level can be determined based on port capability.

3. Setting Up Your Home Internet Router

Your Home Internet Router comes with a pre-installed SIM card.
The following sections will help you connect and configure your device to the network.

3.1 Positioning Your Router

Before setting up the router, it is recommened to take the following notes into consideration for optimal signal strength:

- Near a window where the signal is mostly uninterrupted
- On a flat surface
- Keep a minimum distance of 20 centimeters between the router and your body
- In an open space with as few blocking objects or obstructions as possible. For instance, make sure the number of walls and ceilings between the router and your wireless devices are minimized
- Elevated surface
- Keep the router away from 802.11g or 20MHz only Wi-Fi devices, 2.4GHz computer peripherals, Bluetooth devices, cordless phones, heavy-duty motors, fluorescent lights, and some industrial equipments that may generate signal interferences with your router.
- Do not place heavy objects on the device, for instance, sitting on the device.
- Avoid positioning it
  - next to a wall that may obstruct the signal
  - near heavy-duty appliances
  - close to metal fixtures, enclosures, cabinets, or thick concrete.
  - in a basement
  - on the floor or lower surface

Note: Try not to reposition the router if the signal is good. If the position of the installation changes, the signal strength may be affected.

3.2 Setup Requirements

To configure wireless network with a PC, your computer shall meet the following requirements:

- For Wired Connection --> Ethernet RJ 45 (LAN) port (10Base T/100Base TX/1000BaseTX)
- For Wi-Fi Connection --> IEEE 802.11a/b/g/n/ac /ax wireless capability
- TCP/IP protocol support
- Web browser such as Microsoft Edge , Firefox, Safari, or Google Chrome

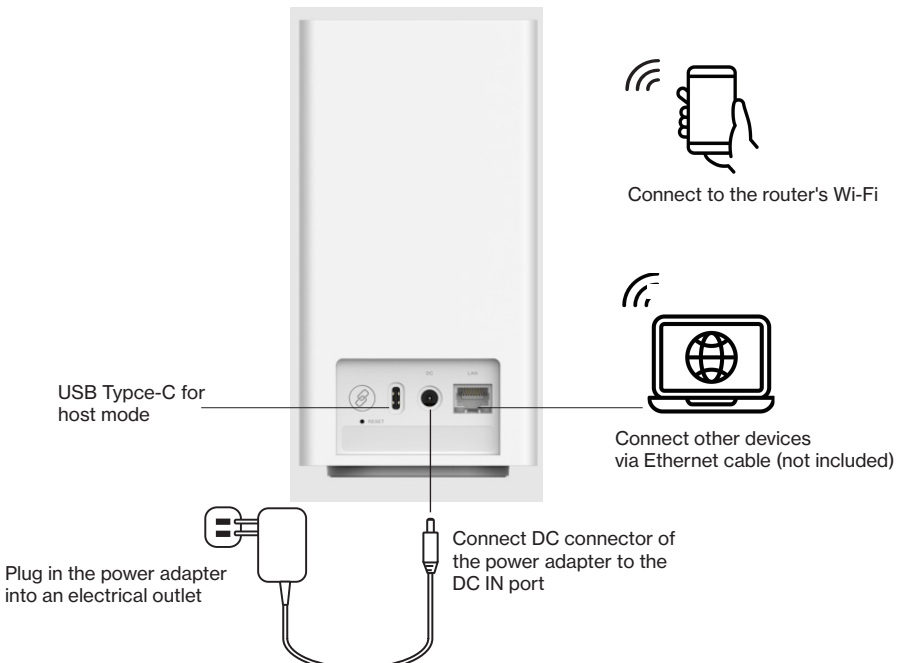
3.3 Setting Up

1. Connect the included Power Adapter to the DC IN power port of the router.
2. Plug the Power Adapter to an electrical outlet.
3. Wait for a short moment for the router to power up and connect to 4G LTE/5G network.
4. The LED shall display ON and settles solid soon after powering up.
5. Your Internet device shall be able to connect to the Wi-Fi network of your router named **Verizon_BG6H44 (TBD)**.

For information about the default password of the router's Wi-Fi network, check the product label on the bottom side of your router.

Connecting via Ethernet

- The router can connect to other devices via Ethernet connections. Use an Ethernet cable (not included) and plug one end into the LAN port of the router (as shown below), and plug another end of the cable into an available LAN port of the other device.



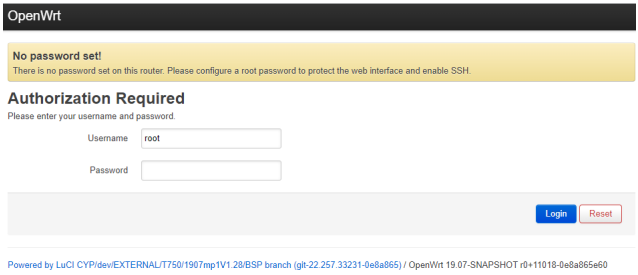
4. Logging Into Your Home Internet Router

After connecting your device to your router, you can log in to your router's Web User Interface (Web UI) to access network information such as connected devices and data usage, and to confgure the setting and functions, such as Wi-Fi security. You may log to the Web UI through a computer or a mobile device.

The following sections will describe how to access the Web UI and perform your configurations.

4.1 Connect and Log in via Wi-Fi

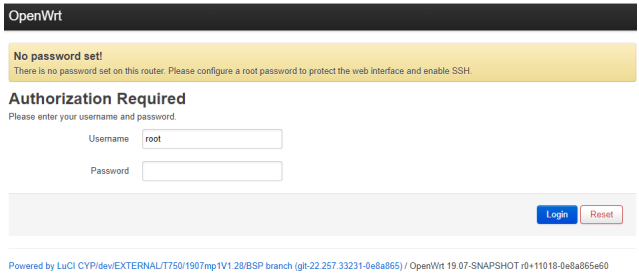
1. You can automatically connect your device by scanning the QR code on the product label. To connect manually, move to step 2.
2. Scan available Wi-Fi networks with your mobile device (the image below is a sample screenshot from a mobile phone).
3. Select the Wi-Fi network named **Verizon_BG6H44 (TBD)**, which is the default Wi-Fi network name shown in your router's product label on the bottom side.
4. Enter your Wi-Fi password , which can also be found on your router 's product label on the bottom side of the unit.
5. Open a web browser and enter the router's default Admin URL **http://192.168.0.1** in the address bar and enter the default Admin Password (displayed on your router 's product label on the bottom side of the unit).
6. Click Login.



Note: once login is successful, it is recommended to set the password first for securing the web interface. Go to **System** --> **Administration** to set router password.

4.2 Connect and Log in via Ethernet

1. You can use an Ethernet cable (not included) to connect your computer to the router 's LAN port for configuration (as illustrated in **3.3 Setting UP**).
2. Open a web browser and enter the router 's default Admin URL **http://192.168.0.1** the address bar and enter the default Admin Password (displayed on your router 's product label on the bottom side of the unit).
3. Click Login.



Note: once login is successful, it is recommended to set the password first for securing the web interface. Go to **System** --> **Administration** to set router password.

5. Configuring Your Router with the Web UI

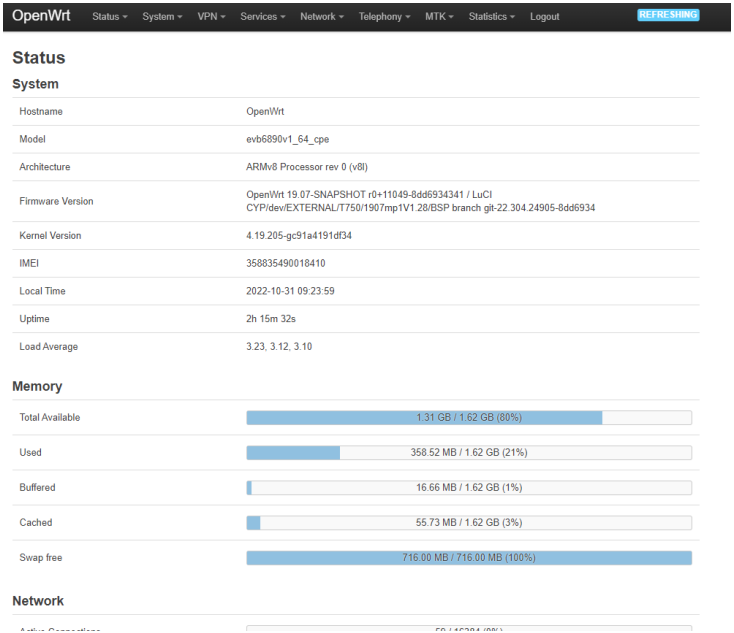
You can configure functions of your router on the Web UI. To access the Web UI, open a web browser and enter the router's admin address **http://192.168.0.1** in the address bar.

5.1 Status

> **Status**

The **Status** page is the home page of the Web UI, displaying general status information for your router covering System, Memory, Network, DHCP, and Dynamic DNS.

The task bar on top offers accesses to configure specific functions of your router. Use the drop-down arrow to open their sub-menu .



Note: the images in this chapter serves as reference only and are subject to change due to future updates without prior notices.

Introducing the Task Bar

Status	Use the drop-down arrow to access the following options: • Overview • Firewall • Routes • System Log • Kernel Log • Processes • Realtime Graphs • VnStat Traffic Monitor
System	Use the drop-down arrow to access the following options: • System • Administration • Software • Startup • Scheduled Tasks • LED Configuration • Back up / Flash Firmware • Reboot • Log Control
VPN	Use the drop-down arrow to access the following options: • OpenVPN • VPN Bypass
Services	Use the drop-down arrow to access the following options: • Dynamic DNS • uHTTPd
Network	Use the drop-down arrow to access the following options: • Interfaces • DHCP and DNS • Hostnames • Static Routes • Firewall • Diagnostics • Configure Diagnostics • QoS • IP Security
Telephony	Use the drop-down arrow to access the following options: • Overview
MTK	Use the drop-down arrow to access the following options: • WiFi configuration • Web Console • EasyMesh
Statistics	Use the drop-down arrow to access the following options: • Graphs • Setup
Logout	Click it to log out the Web UI.

5.2.1 Overview

> Status > Overview

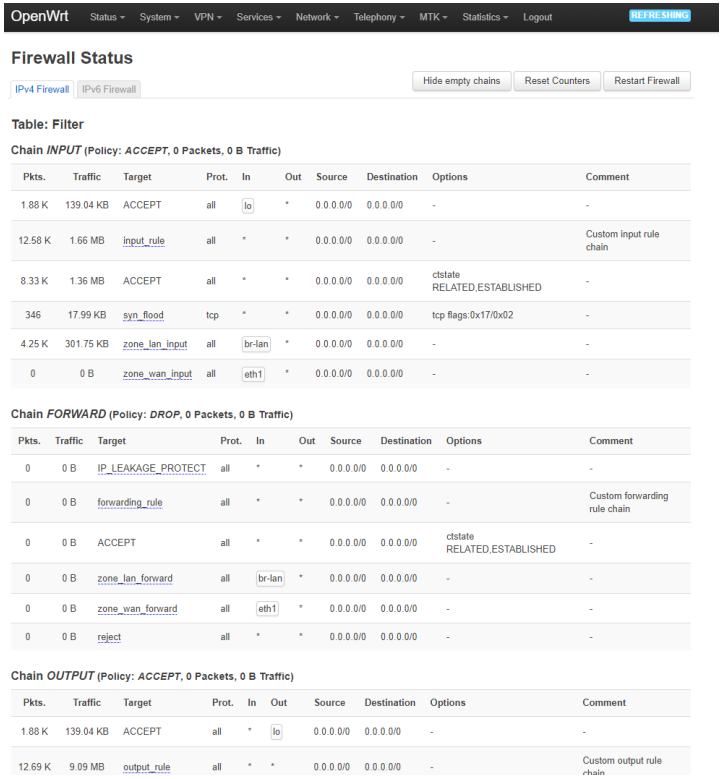
From the Overview, you can view general status information for your router covering System, Memory, Network, DHCP, and Dynamic DNS.

5.2.2 Firewall

> **Status** > **Firewall**

From the **Firewall Status**, you may click IPv4 Firewall or IPv6 Firewall to view their respective status. By default, the firewall status is displayed in multiple IP tables, chains, and policies.

To change your viewing preferrences, you may click Hide empty chains, Reset Counters, and Restart Firewalls.

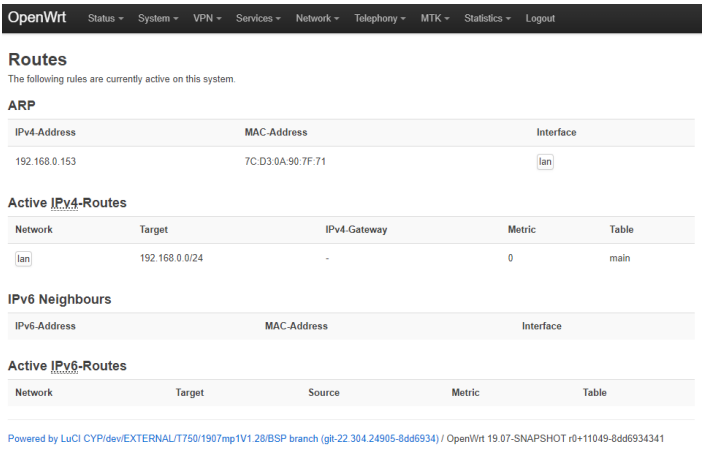


Hide empty chains	Click to hide/show empty chains
Reset Counters	Click to reset counters for the firewall rules
Restart Firewall	Click to restart the firewall if necessary

5.2.3 Routes

> **Status** > **Routes**

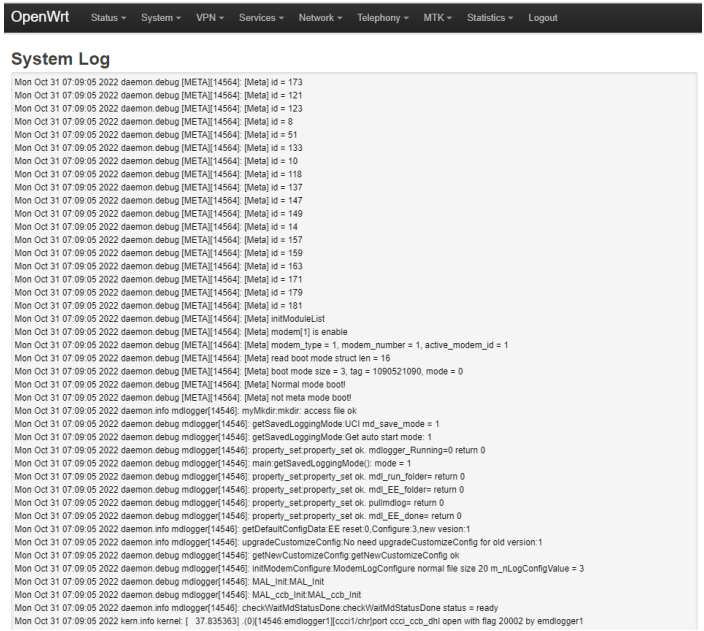
The **Routes** page displays currently active rules of your network such as ARP, IPv4 Routes, IPv6 Neighbors, and IPv6 Routes, each with its attributes and parameters displayed, such as MAC address, IP address, network, table, and interface.



5.2.4 System Log

> **Status** > **System Log**

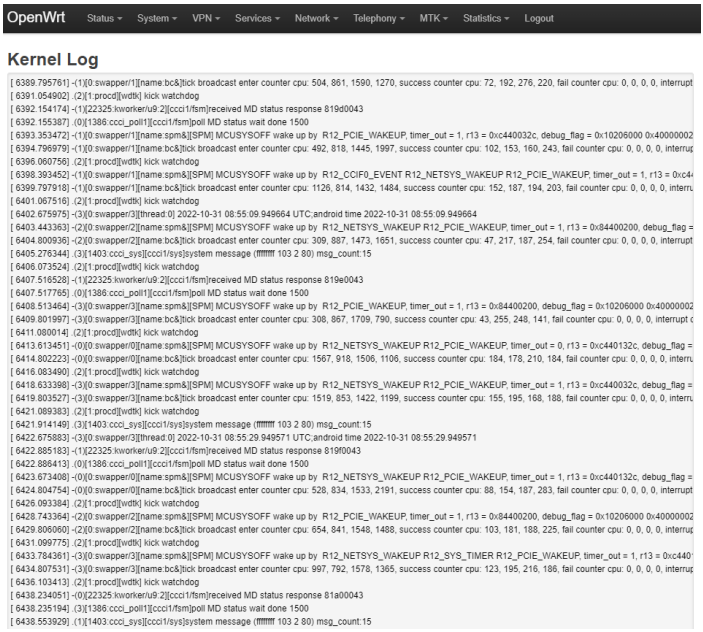
The **System Log** displays the system log of your router.



5.2.5 Kernel Log

> **Status** > **Kernel Log**

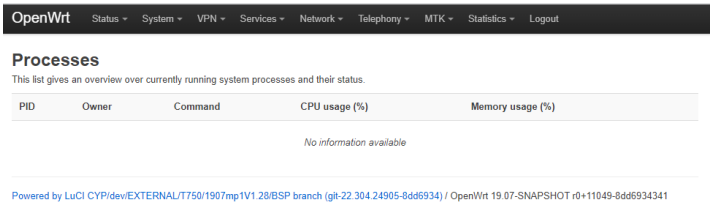
The **Kernel Log** displays the kernel log of your router.



5.2.6 Processes

> **Status** > **Processes**

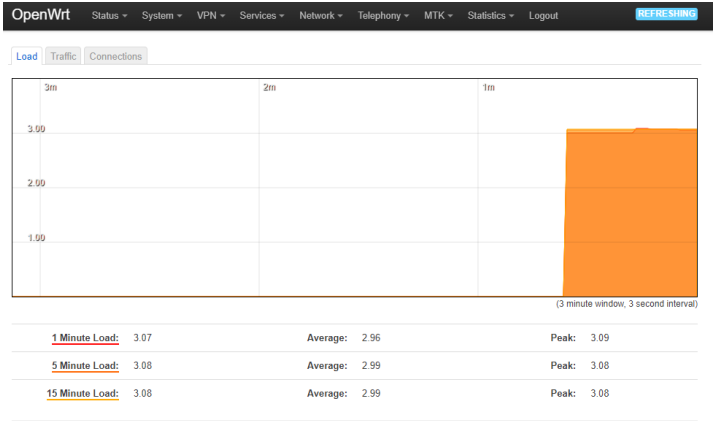
From the **Processes** page, you can view the currently running system processes and their respective status



5.2.7 Realtime Graphs

> **Status** > **Realtime Graphs**

From the **Realtime Graphs** page, you may select to view realtime status graphs by Load, Traffic, or Connection.

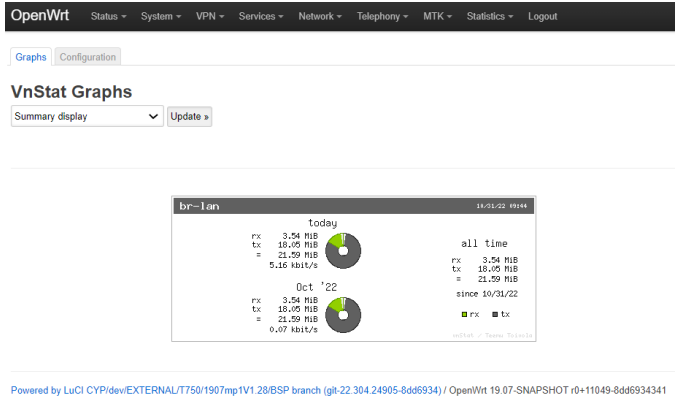


5.2.8 VnStat Traffic Monitor

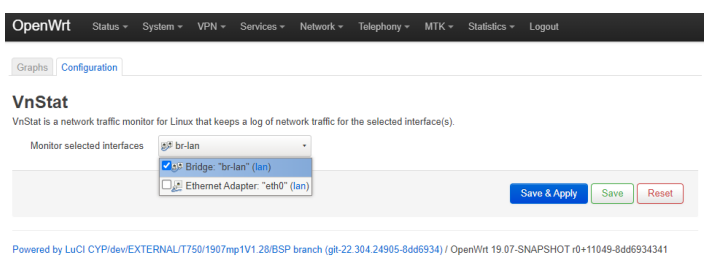
> Status > VnStat Traffic Monitor

The VnStat Graphs displays transmit/receive status in pie charts of your network. You may use the drop-down menu to select your display preferences by Summary display, Top 10 display, Hourly traffic, Daily traffic, or Monthly traffic.

You may also click Configuration to view graphs about your configurations.



In Configuration you can select your VnStat monitoring by interfaces.



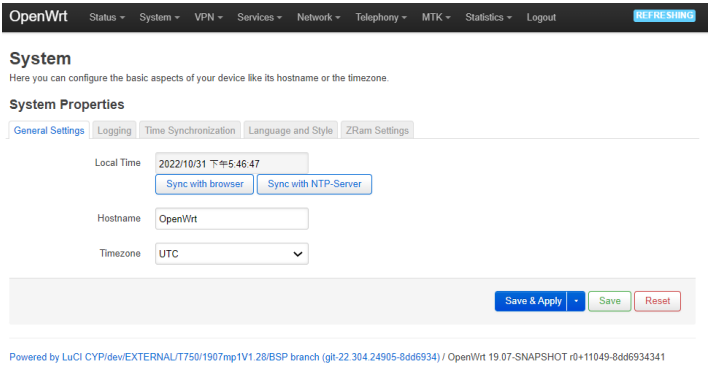
To save and apply the configurations, click **Save & Apply**.

5.3 System

> **System**

From the **System Properties,** you can configure the basic aspects of your router, covering

- General Settings
- Logging
- Time Synchronization
- Language and Style
- ZRam Settings



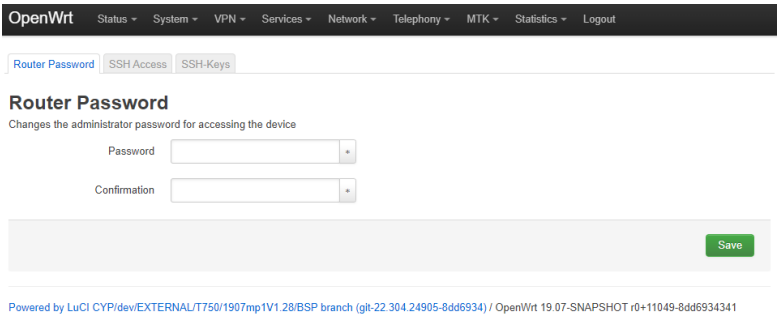
General Settings	Configure the local time, hostname and timezone.
Logging	View or configure system log, like buffer size, external server, server port, server protocol, write to file, or output level.
Time Synchronization	Configure NTP settings, such as NTP client, NTP server, and NTP server candidates.
Language and Style	Set the language and style for the configuration interface. The language is Auto and the style is Bootstrap by default.
ZRam Settings	Set ZRam size and compression functions.

To save and apply the configurations, click **Save & Apply**.

5.3.1 Administration

> **System** > **Administration**

From the **Administration** page, you may configure your Router Password, SSH Access, and SSH-Keys.



Router Password	Change the password to access this router. Enter the new password again to confirm.
SSH Access	Configure Secure Shell access policies (Dropbear Instance) Dropbear offers SSH network shell access and an integrated SCP server. You may configure the interface, port, password authentication, gateway port, or root login with password. You may click Add Instance to set a new SSH Access instance.
SSH-Keys	Configure Secure Shell credential keys. For instance, you may set public key that allows for the passwordless SSH logins with a higher security. You may use an OpenSSH compatible public key.

To save and apply the configurations, click **Save & Apply**.

5.3.2 Software

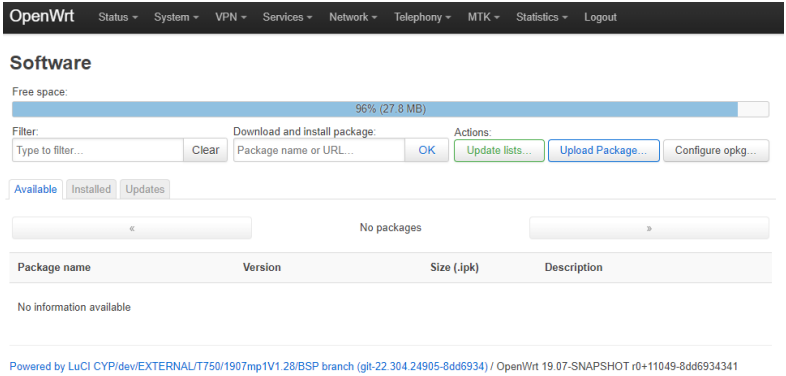
> **System** > **Software**

The **Software** page displays status of free space in your router and provides options to configure the software functions of your network.

Free space: the available space in your device memory
Filter: input packet information here to filter
Download and install package: enter the package name or URL to download and install package
Actions: you may click

- **Update lists** to update the package list on the screen
- **Upload package** to upload the package you have downloaded. You may browse your device to select a file to be uploaded.
- **Configure opkg** to configure your opkg package manager. It lists the configuration files used by OPKG. Use opkg.conf for global settings and customfeeds.conf for custom repository entries.

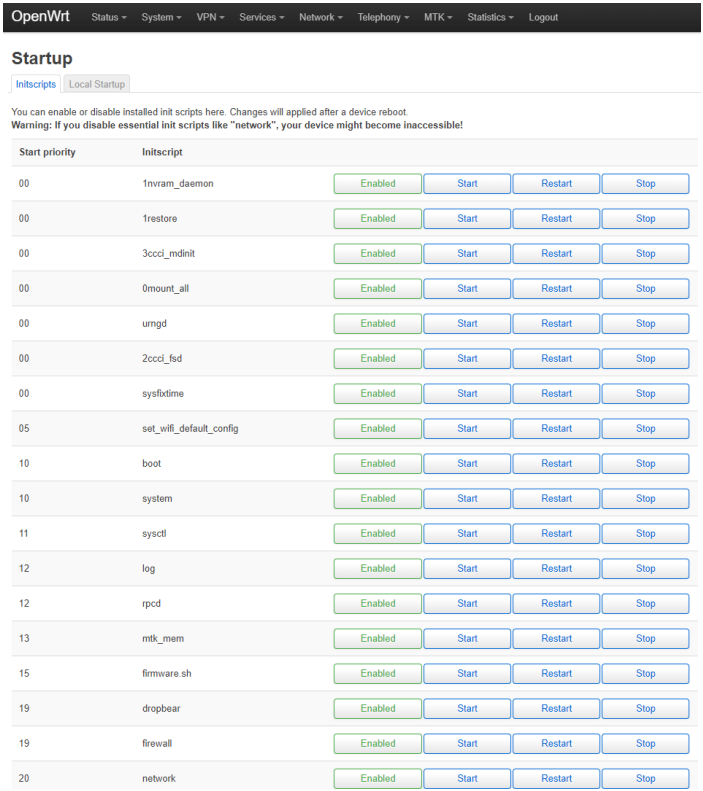
You may view your package list sorted by Available, Installed, or Updates.



5.3.3 Startup

> **System** > **Startup**

The **Startup** page allows you to configure Initscripts or Local Startup.

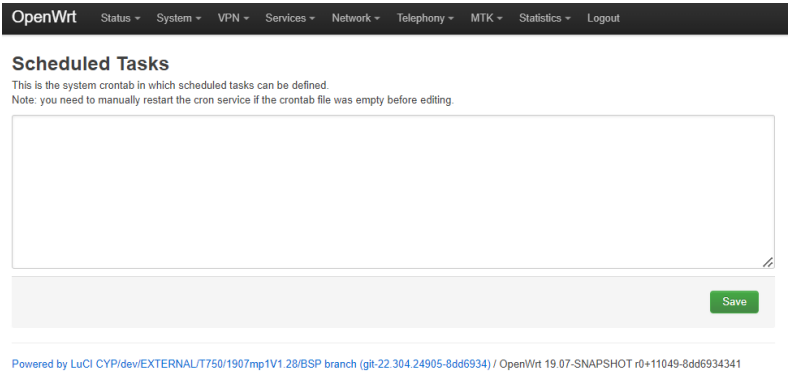


Initscript	Enable or disable init scripts. To apply changes, restart the router.
Local Startup	This page allows you to insert your own custom commands. Your inserted commands will be executed at the end of the system booting process.

5.3.4 Scheduled Tasks

> **System** > **Scheduled Tasks**

From the **Scheduled Tasks**, you can define your scheduled tasks.

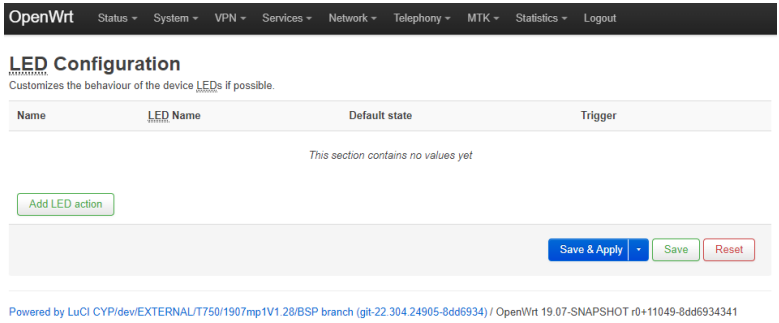


To save scheduled task definition, click **Save**.

5.3.5 LED Configuration

> **System** > **LED Configuration**

From the **LED Configuration** page, you can customize the behaviors of your router's LED behaviors (if it is customizable for your device). To define behaviors for your device's LED, click Add LED action.



To save and apply the configurations, click **Save & Apply**.

5.3.6 Backup / Flash Firmware

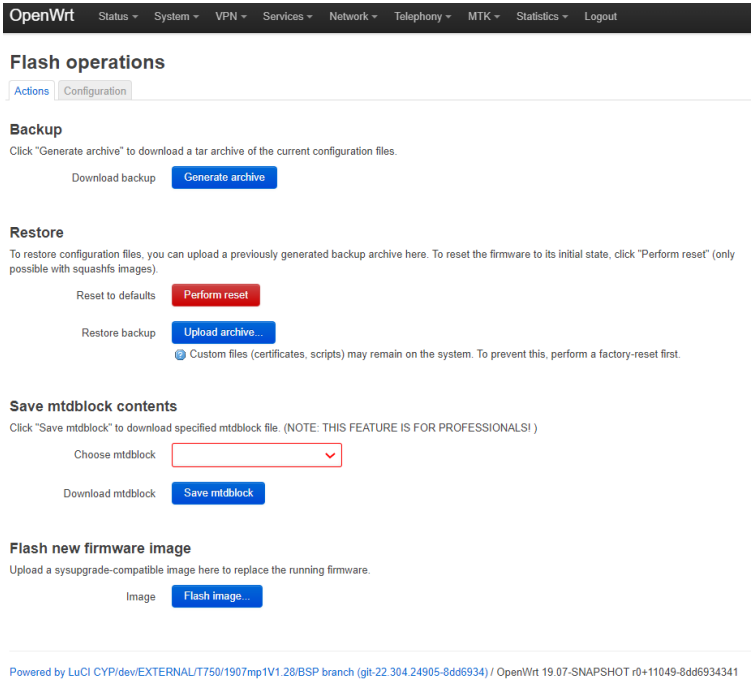
> **System** > **Backup / Flash Firmware**

From the **Flash Operation** page, you can generate a backup of your configurations or restore your previously saved configurations.

If necessary, you may reset your router's firmware to initial state.

To upgrade your firmware, you may flash new firmware image here.

Note: the mtdblock setting is only for professionals in this field.



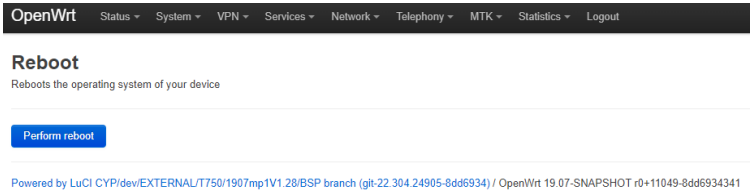
Backup	Click "Generate archive" to generate a backup archive of your current configurations
Restore	Click "Restore archive" to restore your previously generated backup archive. If you wish to reset your router's firmware to initial state, click "Perform reset". Note: This reset function is not a factory reset and some custom files may remain on the system after clicking "Perform reset" here. To remove all the files and data, you need to perform a factory reset.
Save mtdblock contents	Click "Save mtdblock" to download specified mtdblock files. Note: this feature is only for professioanl familair with mtdblock.
Flash new firmware image	Click "Flash image" to upload a new image to replace the currently running firmware.

5.3.7 Reboot

> **System** > **Reboot**

From the **Reboot** page, you can reboot the operating system of your router.

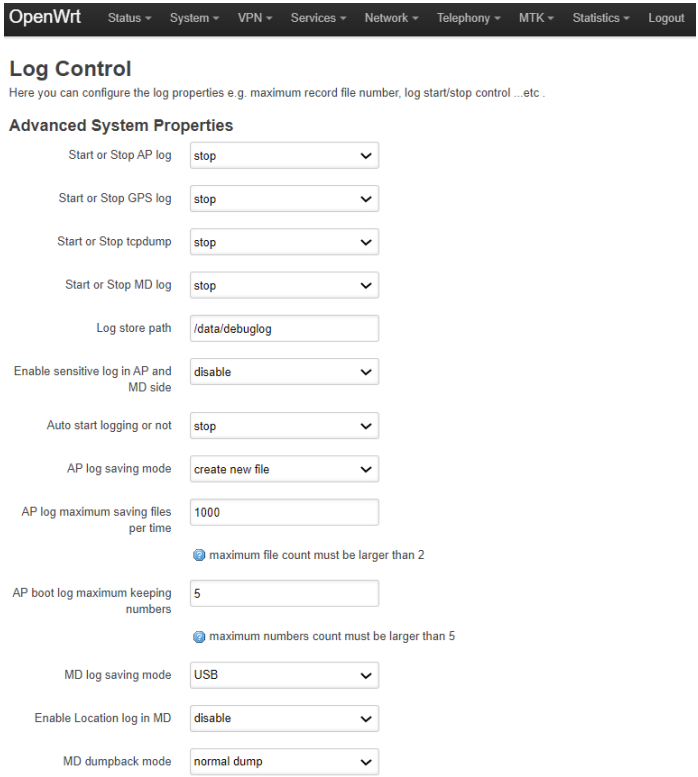
To perform reboot, simply click Perform reboot.

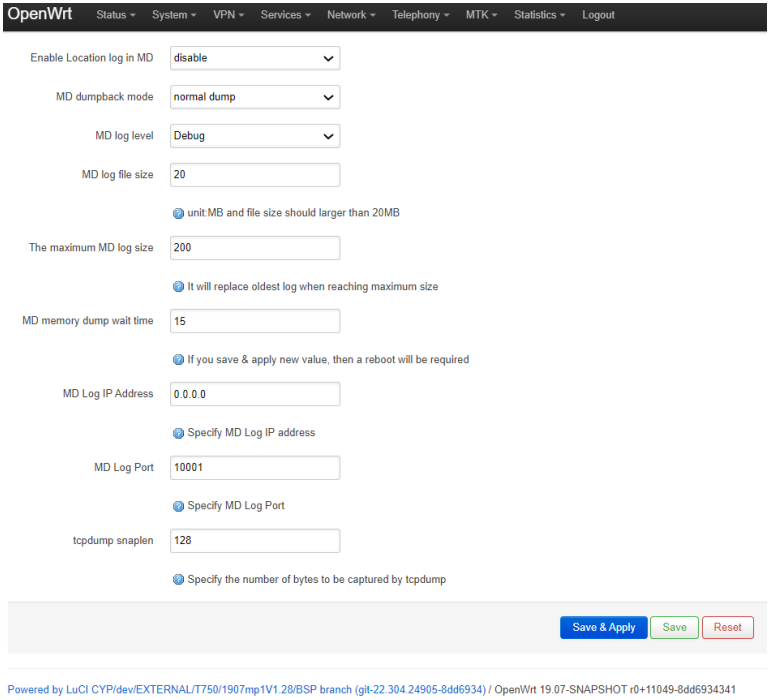


5.3.8 Log Control

> **System** > **Backup / Log Control**

From the **Log Control** page, you can configure the log properties e.g. maximum record file number, log start/stop control ...etc





To save and apply the configurations, click **Save & Apply**.

5.4 VPN

> **VPN**

The **VPN** menu shows available options to set the VPN functions of your router, including

- OpenVPN
- VPN Bypass

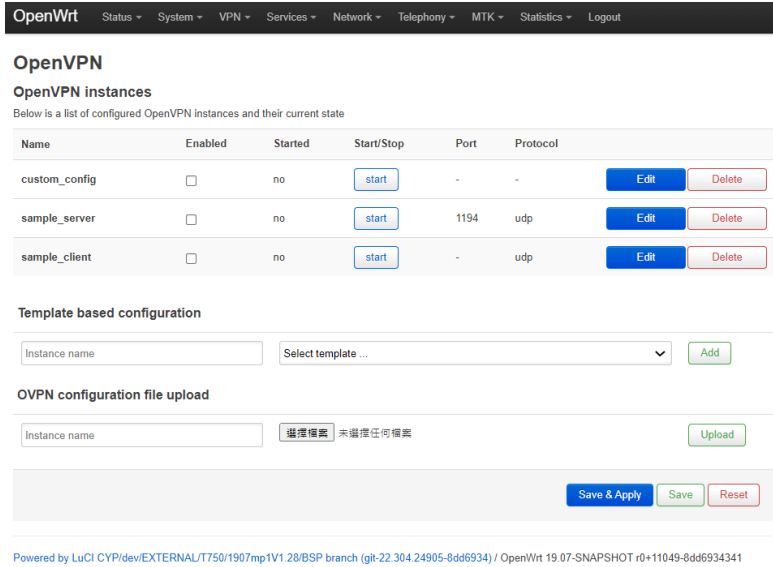
5.4.1 OpenVPN

> **VPN** > **OpenVPN**

When you click **OpenVPN**, you will see the list of configured OpenVPN instances and their current states. You may enable, start/stop, edit or delete for the OpenVPN instances on the list.

In the **Template based Configurations**, you may input an instance name and/or select a template to add to your OpenVPN instance.

In the **OVPN configuration file upload**, you may input an instance name and/or browse your device to upload an OVPN configuration file.

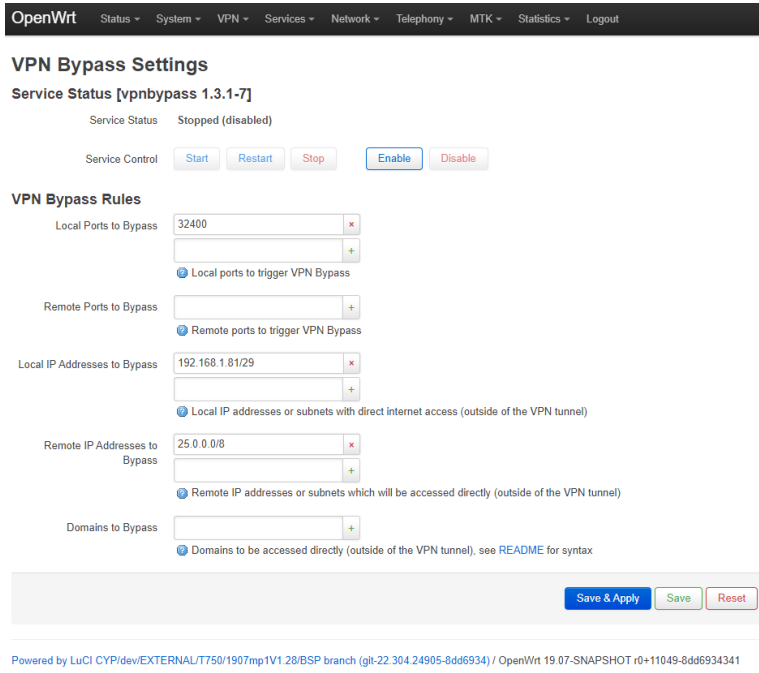


5.4.2 VPN Bypass

> VPN > VPN Bypass

From the **VPN Bypass Settings**, you can view and configure your VPN service status, and set VPN bypass rules, such as Local Ports to Bypass, Remote Port to Bypass, Local IP Address to Bypass, Remote IP Address to Bypass, and Domain to Bypass.

Once you click Enable, you may tap Start, Restart, or Stop for your VPN Bypass rules. To disable the rules, click Disable.



To save and apply the configurations, click **Save & Apply**.

5.5 Services

> **Services**

The **Services** menu provides available options to configure Dynamic DNS and uHTTPd.

5.5.1 Dynamic DNS

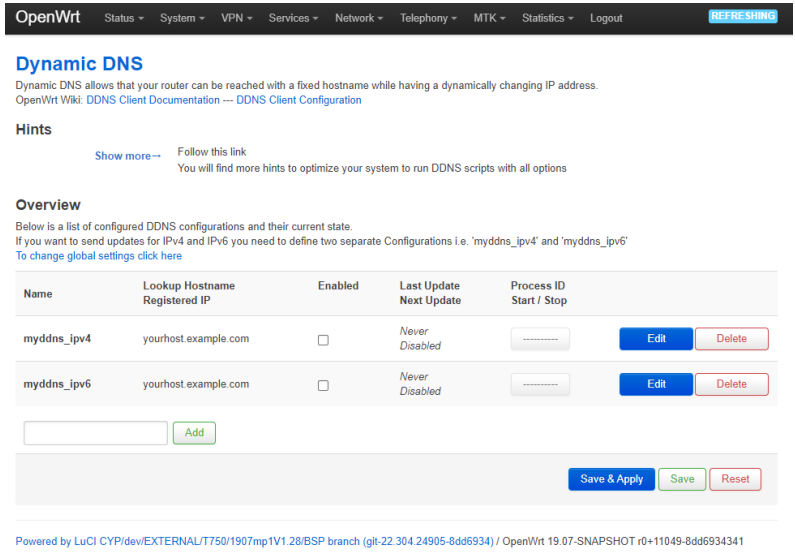
> **Services** > **Dynamic DNS**

Dynamic DNS allows your router to be reached by a fixed hostname while having a dynamically changing IP address. You may input Hints to optimize your device to run DNS scripts.

Under the Overview, you can view the current status of the list of configured Dynamic DNS. You may enable, edit or delete a DDNS.

If you need to send updates for IPv4 and IPv6, you must define two separate configurations, such as "myddns_ipv4" and "myddns_ipv6".

You may Edit or Delete your current DNS configurations or input your own and click Add.

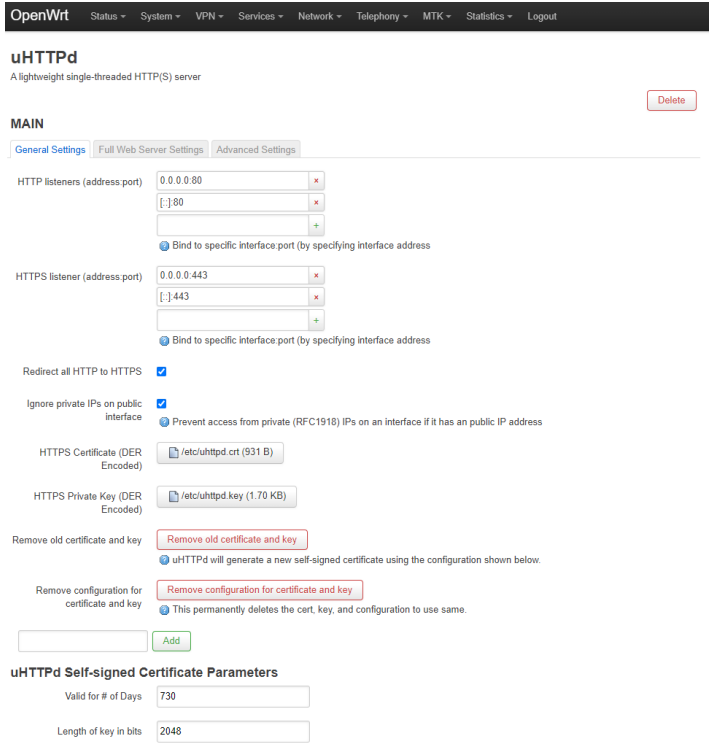


To save and apply the configurations, click **Save & Apply**.

5.5.2 uHTTPd

> Services > uHTTPd

When you click **uHTTPd**, you will be able to configure properties of the HTTP server. You may configure the General Settings, Full Web Server Settings, or Advanced Settings.



General Settings	Configure general properties of HTTP server.
Full Web Server Settings	Configure additional functions primarily geared to serving more than the web UI
Advanced Settings	Configure the settings that are not normally requirred, and may affect the serving the Web UI.

5.6 Network

> **Network**

The **Network** menu provides available options to configure multiple aspects of your network functions.

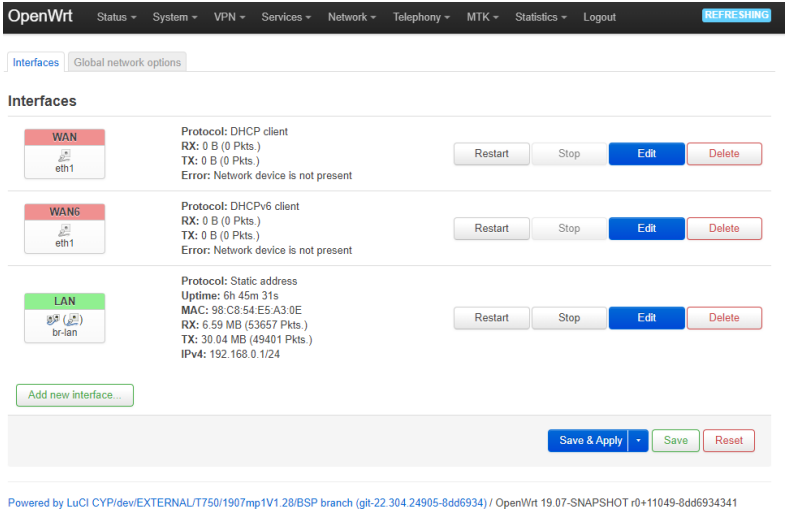
5.6.1 Interfaces

> **Network** > **Interfaces**

The **Interfaces** page displays general information and current states of the available network interfaces of your router.

You may configure the interfaces using Restart, Stop, Edit, Delete or Add new interfaces.

The Global network option tab allows you to view the global network option of your router, for example, IPv6 ULA-Prefix.



To save and apply the configurations, click **Save & Apply**.

5.6.2 DHCP and DNS

> Network > DHCP and DNS

The **DHCP and DNS** page combines configurations for both DHCP server and DNS forwarder.

You may configure your server settings in General Settings, Resolve and Host files, TFTP Settings, Advanced Settings and Static Lease.

General Settings	Configure general DHCP and DNS properties, such as domain, authoritive rule, DNS forwarding, allowing localhost, domain whitelist, local service and interfaces.
Resolve and Host Files	Set rules for resolve/host files, such as using /etc/ethers configuration file, leasefile, and resolve files.
TFTP Settings	Check the box to enable TFTP server
Advanced Settings	This page provides additional setting options including Suppress Logging, filter, queries, cache, DNS server port, DHCP lease, and other related settings. Check or uncheck the boxes to enable/ disable their respective functions.
Static Lease	Static leases are used to assign fixed IP addresses and symbolic hostnames to DHCP clients. They are also required for non-dynamic interface configurations where only hosts with a corresponding lease are served. Use the Add Button to add a new lease entry. The MAC-Address identifies the host, the IPv4-Address specifies the fixed address to use, and the Hostname is assigned as a symbolic name to the requesting host. The optional Lease time can be used to set non-standard host-specific lease time, e.g. 12h, 3d or infinite.

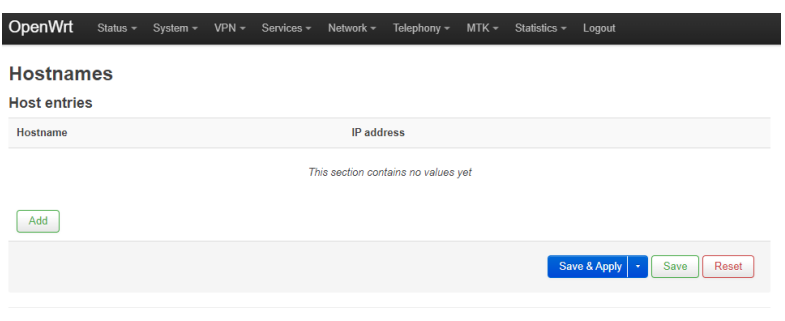
To save and apply the configurations, click **Save & Apply**.

5.6.3 Hostnames

> Network > Hostnames

From **Hostnames** page, you can configure your host entries, such as hostnames and IP address.

Click **Add** to add a new host entry.



To save and apply the configurations, click **Save & Apply**.

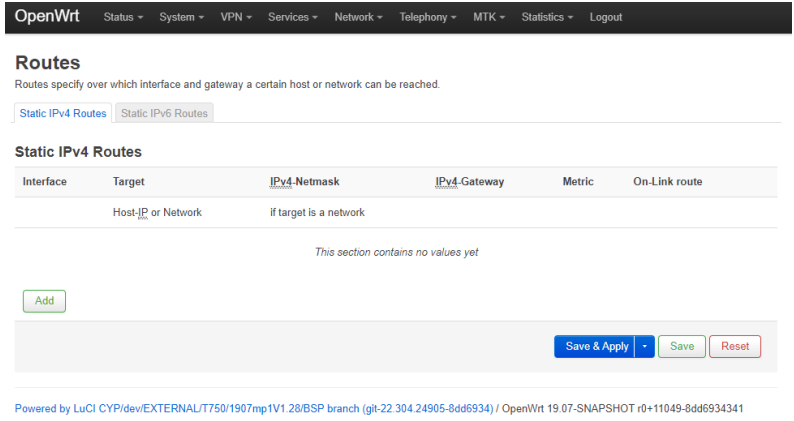
5.6.4 Static Routes

> **Network** > **Static Routes**

From **Static Routes** page, you can view the information of the currently running routes that specify over which interface and gateway a certain host or network can be reached.

You can view the current routes by Static IPv4 Routes or Static IPv6 Routes.

Click Add to add a new route.

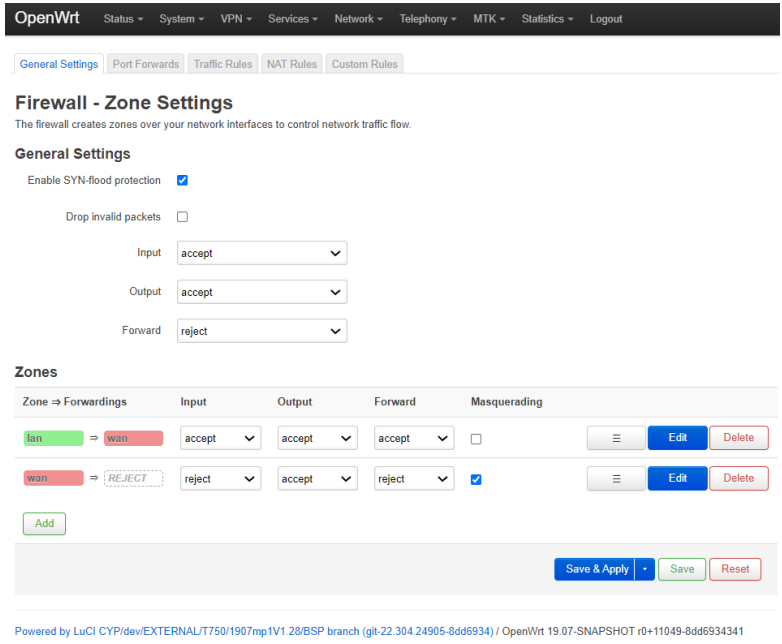


To save and apply the configurations, click **Save & Apply**.

5.6.5 Firewall

> **Network** > **Firewall**

From **Firewall** page, you can configure multiple functional aspects of the firewall of your router, covering General Settings, Port Forwards, Traffic Rules, NAT Rules, and Custom Rules.

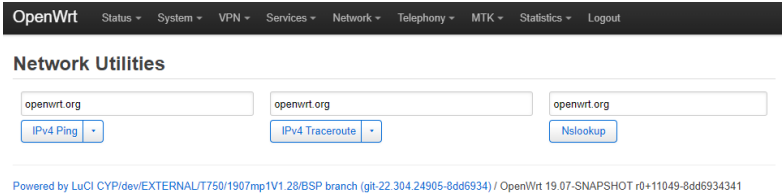


General Settings	The firewall creates zones over your network interfaces to control network traffic flow. Configure zone settings for the firewall fucntion of your router. Click Add to add a new zone.
Port Forwards	Configure your port forwarding. Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN. Click Add to add a new rule.
Traffic Rules	Define policies for packets traveling between different zones. For example, reject traffic between certain hosts or to open WAN ports on the router. You may Reorder, Edit, or Delete for each rule.
NAT Rules	Configure NAT rules of your router. NAT rules allow fine grained control over the source IP to use for outbound or forwarded traffic. Click Add to add a new rule.
Custom Rules	Custom rules allow you to execute arbitrary IP table commands which are not otherwise covered by the firewall framework. The commands you insert will be executed after restarting the firewall.

5.6.6 Diagnostics

> **Network** > **Diagnostics**

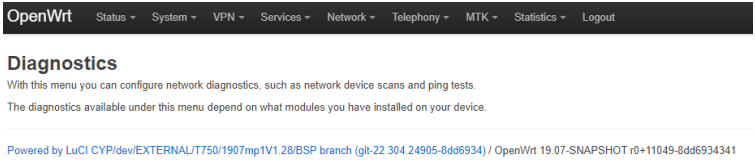
The **Diagnostics** provides Ping and Traceroute diagnostic tools for both IPv4 and IPv6 protocols. You may perform "nslookup" to diagnose DNS.



5.6.7 Configure Diagnostics

> **Network** > **Configure Diagnostics**

The **Configure Diagnostics** provides setting menu for you to configure network diagnostics, such as device scan and ping test. The diagnostics available here depend on what diagnostic software you have installed in your router.

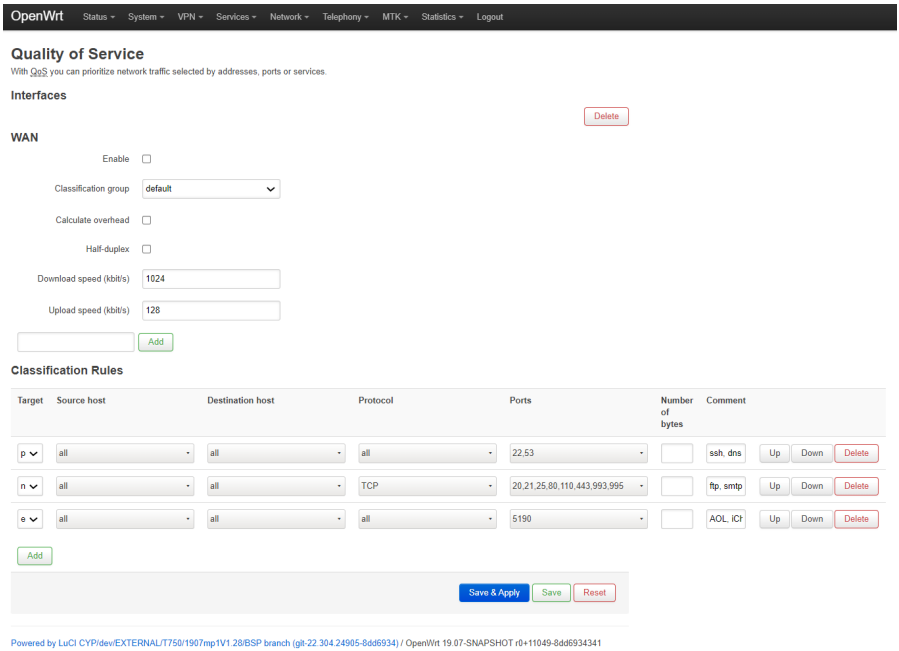


5.6.8 QoS

> **Network** > **QoS**

QoS (Quality of Service) allows you to prioritize network traffic selected by addresses, ports or services.

You may configure properties under Interfaces, WAN and Classification Rules to prioritize network traffics.



To save and apply the configurations, click **Save & Apply**.

5.6.9 IP Security

> **Network** > **IP Security**

The **IP Security** page displays values of IP security settings of your router.

5.7 Telephony

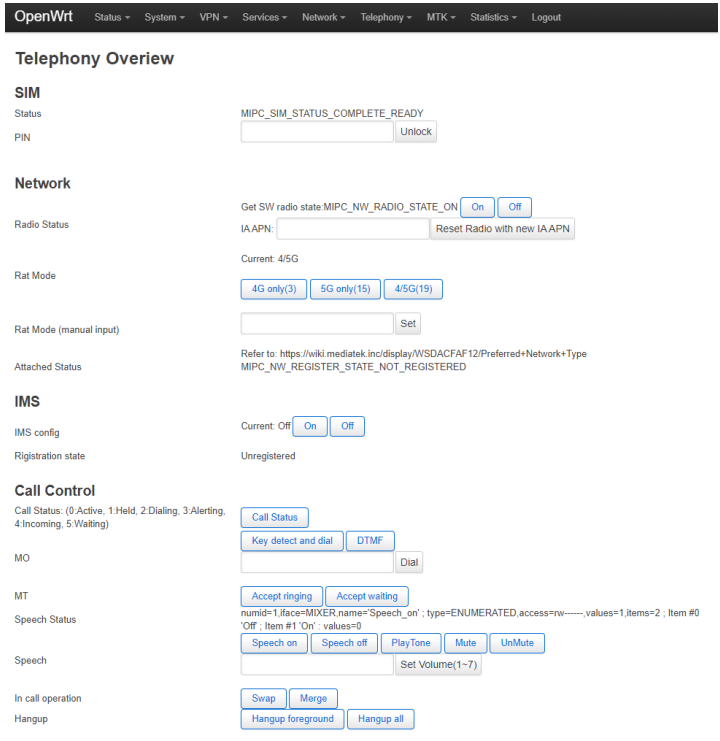
> **Telephony**

The **Telephony** menu provides configuration tools for your network telephony.

5.7.1 Overview

> **Telephony** > **Overview**

From **Telephony Overview** page, you can view the status of your telephony, including SIM, Network, IMS and Call Control, and configure some properties of the telephony networks.



5.8 MTK

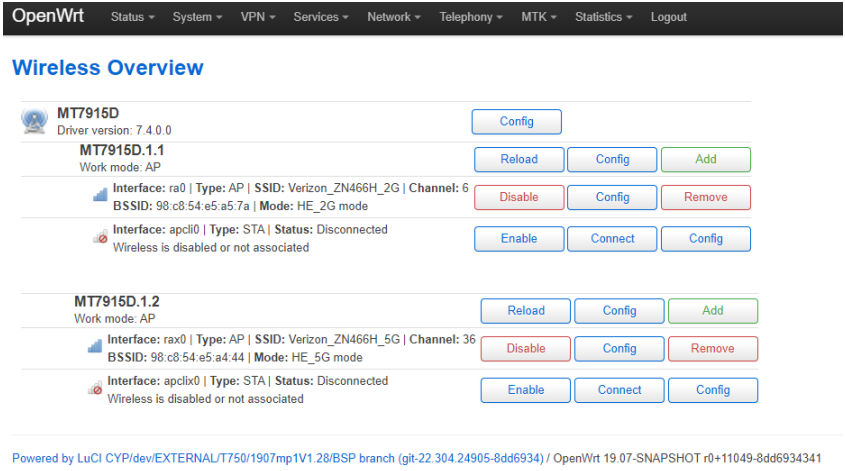
> **MTK**

The **MTK** menu provides options to configure device-level or processor-level functions of your router.

5.8.1 WiFi Configuration

> **MTK** > **WiFi Configuration**

From the **WiFi Configuration** page, you can view the wireless status and peform device-level or processor level configurations of your router.



5.8.2 Web Console

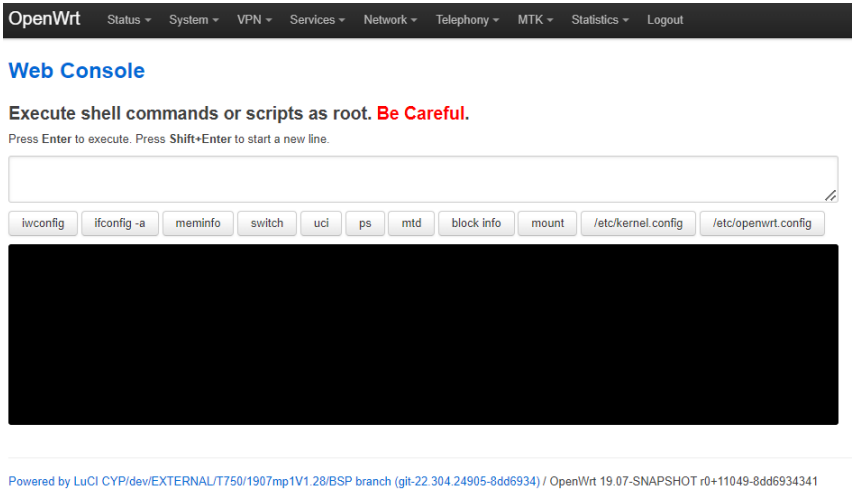
> **MTK** > **Web Console**

From the **Web Console** page, you can execute shell commands or scripts as root.

Press Enter to execute.

Press Shift + Enter to start a new line.

Note: Be careful with this setting. This setting is only for professionals.

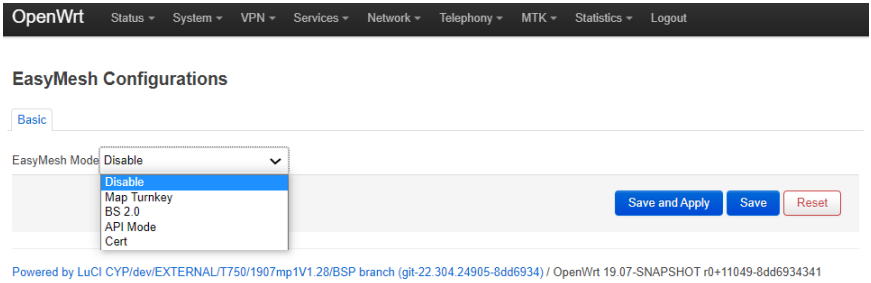


5.8.3 EasyMess

> **MTK** > **EasyMesh**

The **EasyMesh** page, you can set your Wi-Fi EasyMesh modes. The available modes are

- Disable
- Map Turnkey
- BS 2.0
- API Mode
- Cert



To save and apply the configurations, click **Save & Apply**.

5.9 Statistics

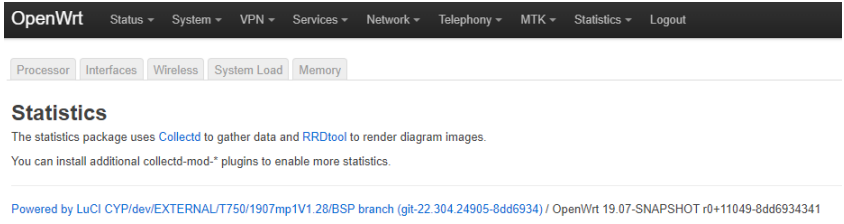
> **Statistics**

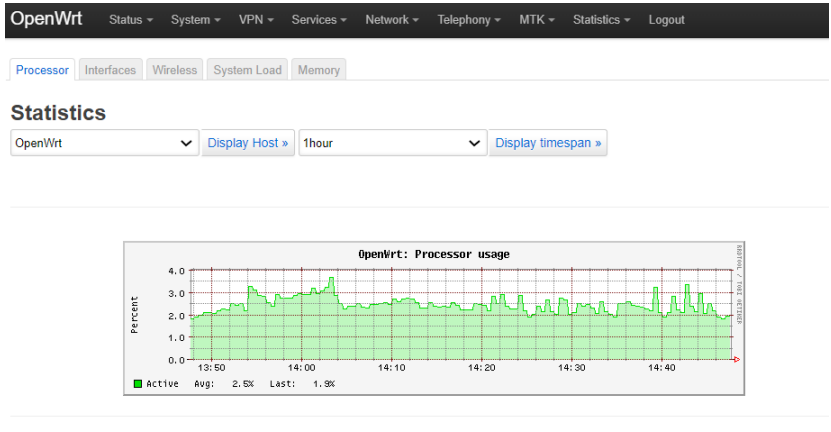
The **Statistics** menu uses collected data to present graphs and diagrams.

5.9.1 Graphs

> **Statistics** > **Graphs**

From the **Graph** page, you can select Processor, Interfaces, Wireless, System Load, or Memory to display their respective status graphs or diagrams.

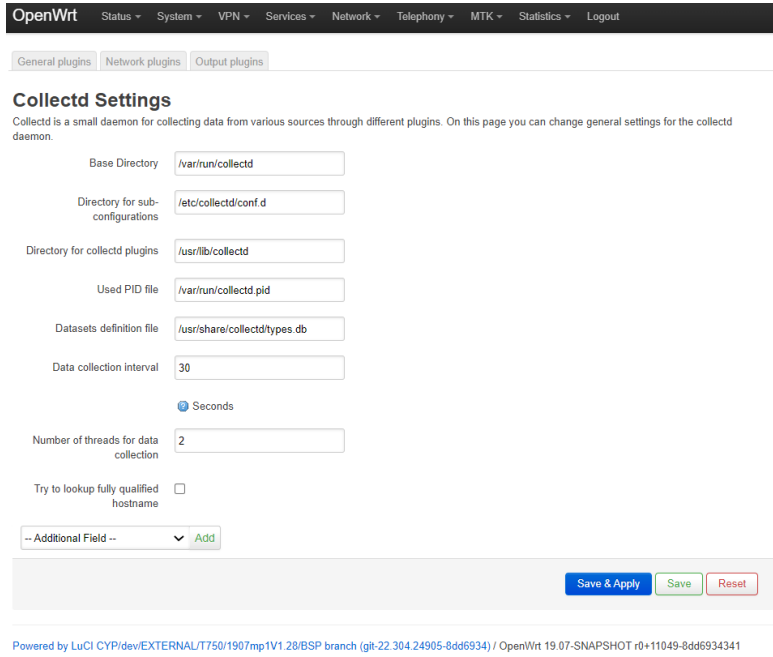




5.9.2 Setup

> **Statistics** > **Setup**

From the **Setup** page, you can view collected setting status and configure General plugins, Network plugins, and Output plugins.



General plugins	Click it to perform plugin configurations to collect statistic data. You may choose Processor, System Load, or Memory to configure their respective plugins.
Network plugins	Click it to monitor plugins statistics collected by Interfaces and Wireless. You can click Interfaces or Wireless to configure their respective plugins.
Output plugins	Click it to access Network Plugin Configuration or RRDTool Plugin Configuration. The Network Plugin Configuration allows you configure the Listener Interfaces and Server Interfaces. The RRDTool plugin stores the collected data in RRD database files, which function as the foundation of the diagrams.

6. Technical Specifications

Frequency bands	5G NR: n2, n5, n48, n66, n77 4G LTE: B2, B5, B13, B48, B66
Memory	RAM: 2GB ROM: 16GB
Wi-Fi	Wi-Fi 6 (802.11 a/b/g/n/ac/ax), 2.4/5.0GHz, 2x2 MIMO
Network	3GPP R15 5G NR 100MHz, NSA/SA, 4x4 MIMO on n2, 5, 48, 66, 77 - n77 PC1.5 supported at launch 4G LTE DL Cat 15 3CA, 4x4 MIMO
LED	Tri-color LED x 1
WPS	WPS button x 1
Max. connected devices	Up to 128 devices (up to 100 when Band Steering is activated)
LAN	1000BASE-T x 1
Reset	Reset pin hole x 1
Power	DC power jack x 1
SIM	eSIM x 1
USB	USB Type-C x 1 (for host mode)
Dimensions	94 x 94 x 180 mm
Weight	570g
Accessories	AC Power Adapter • Input: 100 - 240V • Output: 12V/2.0A
OS	CRSP
Built-in features	WebUI, Smartphone API, OMA-DM

7. Troubleshooting

If you are experiencing some issues in using the router, try here first for some quick fixes to common problems.

Dropped Wi-Fi connection	Wi-Fi connections can occasionally drop for any number of reasons, such as interference or system updates. Try to ensure the space between your router and Wi-Fi devices is as clear as possible and make sure you're not moving too far away from your router. Check that your router has a good cellular connection and that your Wi-Fi device isn't trying to connect to any other saved Wi-Fi networks.
Can't connect to Wi-Fi	If your router's Wi-Fi doesn't appear when scanning available networks on your device, or if you can't make a connection, try switching both your router and Wi-Fi device off and back on again, and move closer to your router. If your router has a good cellular connection and you still can't establish a Wi-Fi connection, try a factory reset. To perform a factory reset and return the Home Internet Router to default settings, use a pin to insert into the Reset Hole for a few seconds.
Can't login to the Web UI	If you can't access the Web UI, it might be an issue with your device or computer's proxy or IP address settings. Make sure that proxy settings are disabled and that your device or computer can be allocated an IP address on the network by the router's DHCP server. You'll need to check the support for your device or computer's operating system e.g. Windows or Mac OS, for detailed instructions on how to do this.
Where can I get more help?	If you need more help about setting up your router, please visit **https://support.tracfone.com/**

FCC Declaration of Conformance

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.

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.

FCC RF Radiation Exposure Statement (SAR)

This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Safety Warnings

Adapter

- Do not use any other power adaptor except the one that accompanies this unit or a power adaptor identified in the list below.
- Use of another adapter could result in damage to the unit.
- The following power adaptor is qualified for use with this Tracfone Home Internet Router: (specified the adapter specifications, brand, make, type and other restrictions)

Caution

Ensure to connect the power cord of power adapter to a socket-outlet with grounding connection.

Safety and Compliance

Read before Use

We recommend you read the following sections thoroughly before use. Tracfone is not liable for malfunctions or damages resulted from misuse of the handset.

Safety Precaution

Pay full attention to the following safety precautions.

- Use the chargers, cables or accessories approved by the device manufacturer.
- Do NOT disassemble or modify the device. Doing so voids the warranty.
- Prevent wetness from penetrating internal parts. Using the device in wet or damp environment (for instance, charging it in a wet environment like bathtub or bathroom) may result in malfunctions, .
- Do NOT use this device near source of heat or fire, such as oven, microwave, stove, or heater.
- Keep your device away from cooking appliances.
- Do NOT place the device in places with heated atmosphere (dryer, sauna, hot water).
- Do NOT use the device and disconnect all cables at places with fire or explosion risks.
- Avoid strong physical impact (heavy objects or excessive force).
- Keep your device away from liquid or conductive materials.
- Do NOT charge the device when either the device, the adapter, or the cable is wet. It may cause short-circuit.
- Power off the device when near medical equipment or high-precision control systems to avoid potential interference.
- Charge with specified voltage only.
- Place the device on a flat, stable surface for optimal use.
- Keep the device and adapter away from children and pets.
- The device must be disposed of in accordance with the locally applicable. environmental regulations.
- Keep the device away from magnetic items such as magnetic strip cards or items that generate strong electronic or magnetic fields, such as a microwave.
- Do NOT store the device in an overheated environment.
- Do NOT use the device when it is overheated.
- Disconnect all the the cable connections when the device is not in use.
- Place the device in places with good signal strength.
- Make sure the adapter you use with the device meets the approved standards and specifications.

Disposal and Recycling

Do not dispose of the phone in a household garbage bin.
Products with this label must be taken to specific collection points at the end of their life.

You can learn more about how to recycle your mobile device by visiting the CTIA website at
www.ctia.org/news/how-to-recycle-your-mobile-device

Maintenance & Care

- Avoid extreme temperature or direct sunlight
- Clean handset with soft, dry cloth. Do NOT use alcohol solvent (color may fade)
- Warranty does not cover malfunctions caused by misuse.
- Stop all the applications and shut down the device before cleaning it.
- Keep the device and its accessories dry at all times.
- If anomaly occurs, contact Tracfone Support immediately.
- When storing the device, do NOT store it in a container with dampness or under extended heat.
- Avoid dropping the device or strong physical impact at all times.

Legal Notices

Copyright Statements

Trademark Statements

Changes

The functions of the product and associated peripherals or accessories are described in this document are based on the current hardware, software and/or local network conditions at the time of writing, and thus may vary due to conditions set by local network service providers or carriers. Therefore, all information described herein is subject to change without prior notice.