wildanet

Quick Start Guide

Nokia Beacon 9 & Beacon 4 (Booster)

wildanet.com | 0800 0699906

Welcome

Your ONT and router will have been installed by one of our local engineers, but as we all know, sometimes technology doesn't always behave as we'd expect.

We hope that this short guide will help you get the most out of your broadband, set up your phone equipment (if you have any), and sort out any problems if they arise.

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Your Router

Your router which will look like one of the two to the right will have been installed by one of our local engineers, but as we all know, sometimes technology doesn't always behave.

We hope that this short guide will help you to sort out any problems if they arise.

1. Power

Make sure this is pushed all the way in.

2. WAN Port

An ethernet cable should be plugged into this and the other end of the cable should be plugged into your Optical Network Terminal or ONT (the box on the wall).

3. LAN Ports

You can use these to plug your devices directly into the router, instead of connecting via WiFi.

4. WPS Button

When connecting certain devices like Sky boxes or printers you can press the WPS button on the router and on your device. Using this means you won't have to enter a password.

5. Reset Button

To press the reset button you will need a pin or paper clip. Pressing it for less than 10 seconds reboots your router, pressing it for more than 10 seconds will reset your router to factory settings. The reset button is located on the bottom of the router.

Nokia Beacon 9

Your Router Lights

LED colour	LED behaviour	Router mode	Extender mode	What it means
Off	Off	✓	✓	Power off
Blue-Green	Solid	✓		Good back haul connection to the Internet
Blue-Green	Solid		✓	Good back haul connection. A link to the next node is available
Yellow	Solid		✓	Back haul connection is successful but not optimal. A link to the next node is below standard
Yellow	Slow pulsing		✓	Configuration mode. The unit is waiting to be configured
Red	Solid	✓		No connection to the Internet
Red	Solid		✓	Back haul connection is successful but not optimal. A link to the next node is not operational
Red	Fast pulsing	✓	✓	Factory reset
White	Fast pulsing			WPS enabled
White	Solid			Powering on
White	3 second quick pulse			WPS successful

Basic Setup

Setting up your router and getting connected

1. Plug the end of the power adapter into the power port on the back panel of your router.

2. Plug the other end of the power adapter into your wall socket.

3. Make sure the on/off switch is set to on. Depending on the model you have been given, the power switch will be located on the back or on the bottom of your router. A light should appear on the front of your router when it's powering up. It will take a few minutes to boot up and start working.

4. You'll then be able to connect your phone, computer and other devices to it using the WiFi credentials printed on the bottom of the router: the default name of the network is the "SSID" and the default password to connect to it is the ten digit "WiFi Key".

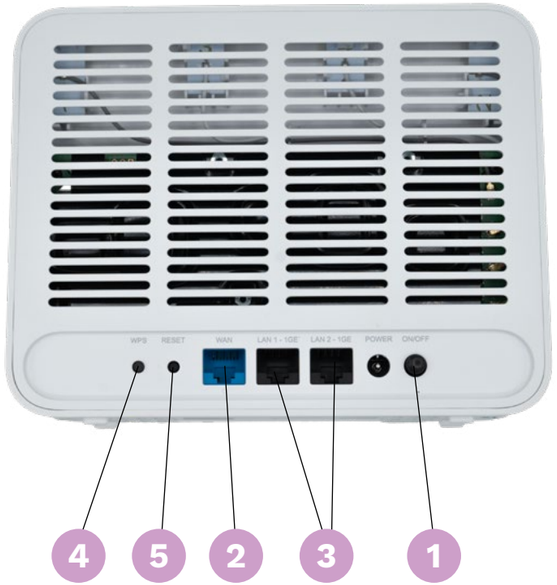
Your ONT

ONT stands for Optical Network Terminal and it's the box that our engineer fitted to the wall during your installation. This box is where the fibre optic cable connects to your home. Your ONT is then connected to your router by an ethernet cable.

Underside of ONT

1. **Optical Port**
   This is where the fibre optic cable that enters the building plugs into.
2. **LAN-10GE Port**
   This is where the ethernet cable connects to the WAN port of your router.
3. **Reset Button**
   Please **do not** press this button as it will cause you to lose your internet connection. If you ever have any issues with your ONT contact us and we can get an engineer to look into it.
4. **Power Port**
   This has a 12V plug that connects to your wall socket.

Your Nokia Beacon 4 (Booster)



1. **Power**
   Make sure this is pushed all the way in.
2. **WAN Port**
   An ethernet cable should be plugged into this and the other end of the cable should be plugged into your Optical Network Terminal or ONT (the box on the wall).
3. **LAN Ports**
   You can use these to plug your devices directly into the router, instead of connecting via WiFi.
4. **WPS Button**
   When connecting certain devices like Sky boxes or printers you can press the WPS button on the router and on your device. Using this means you won't have to enter a password.
5. **Reset Button**
   To press the reset button you will need a pin or paper clip. Pressing it for less than 10 seconds reboots your router, pressing it for more than 10 seconds will reset your router to factory settings. The rest button is located on the bottom of the Beacon G6 instead of on the back.

Customising Your WiFi Network

We recommend you download the Nokia WiFi App on your mobile phone as it will let you get the most out of your home WiFi.

The Nokia WiFi app makes it easy for you to:

1. **Configure your WiFi Network:** You can rename WiFi points, set your SSID (network name), change passwords and create a guest WiFi network.

2. **Create a Guest WiFi Network:** You can give your family, friends and visitors temporary access to the internet whilst preventing access to your other connected devices like your smart TV and smart heating thermostat.

3. **Use Parental Controls:** You can set bedtimes and pause the internet for individual devices and people whilst allowing unrestricted access for everyone else.

4. **Create a Mesh Network:** You can improve the WiFi coverage throughout your home by connecting additional Nokia Beacons to create a Mesh WiFi network. These can be rented from Wildanet for a small monthly fee.

5. **Troubleshoot Problems:** You can see the signal strength for each device connected to your WiFi network and check for any issues in real-time.

Setting Up The Nokia WiFi App

As a security measure, the Nokia WiFi App will only work whilst your mobile phone is connected to your Nokia home WiFi network, so please make sure you are connected before trying to use it.

Step 1: Connect your smartphone to your new home WiFi network

Open the WiFi settings on your smart phone and connect to the WiFi network with the WiFi name printed on the bottom of your router. The password is also printed on the bottom of your router.

Step 2: Download the Nokia WiFi app

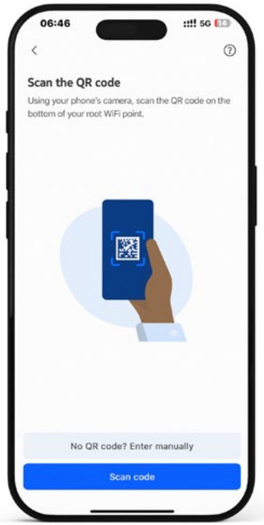
To download the app on an iPhone or Android device, open the Apple App Store or Google Play Store and type “Nokia WiFi” into the search bar at the top of the screen. Look for the Nokia WiFi app with the icon shown to the right.

Configuring Your WiFi Network

Step 3: Enter the details

Once you have downloaded the Nokia WiFi app, open it and you will be greeted by the welcome screen. Tap **Get Started**.

On the next screen, you'll be prompted to scan the QR code located on the bottom of your router. If your smart phone cannot scan the QR code, then you can manually input the details printed on the bottom of the router next to the QR code. To do this, select the **No QR code? Enter manually option**.



Step 4: Name your first WiFi point

After scanning the QR code or entering the details manually, the app will invite you to rename your WiFi points. To do this, click the pencil icon and then type in a new name.

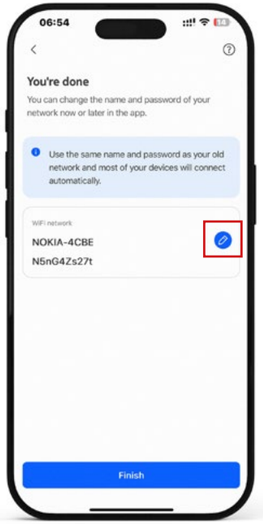
We recommend you give each WiFi point a name based on its location (such as, "Living Room" or "James' Bedroom") as this will be helpful if you have more than one Beacon in a mesh WiFi network.

Step 5: Set WiFi name and password

On the next screen, you'll be able to rename your WiFi network and change the password. To do this click the pencil icon, then type in a new network name (SSID) and password.

Step 6: Your router will reset itself

Please note that changing the password will temporarily disconnect the network for about 5 minutes. Once your router has rebooted, your network will be ready to use with your new credentials.



Create a Guest WiFi Network

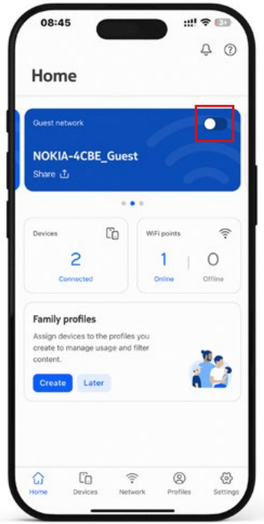
The guest WiFi network lets you give internet access to your family, friends and visitors without having to compromise the security of your WiFi network and the other devices you have connected in your home.

Step 1: Locate the guest network card in the app

To set up guest WiFi, open the Nokia WiFi app and swipe left on the blue name card at the top of your screen, which displays your current SSID and password. You'll see a pre-existing guest network that is currently inactive.

Step 2: Switch on guest WiFi network

To enable guest WiFi, simply tap the switch, as shown to the right.

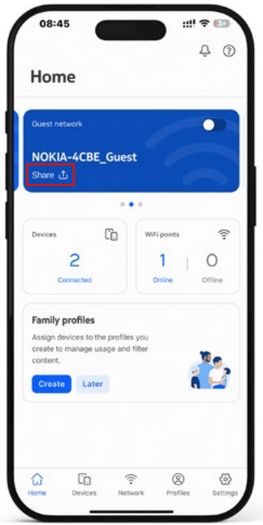


Step 3: Your router will reset itself

Activating the guest WiFi will temporarily disconnect your WiFi for about 5 minutes. Once your router has rebooted, both your main WiFi and new guest WiFi will be ready to use.

Step 4: Share internet access with your guests

You can view, edit and share the guest WiFi password by tapping the share button on the name card, as shown to the right.



Parental Controls

You can use Nokia's inbuilt parental control features to manage your children's use of your WiFi network. You can set schedules for when they can and can't use the WiFi and pause internet access for specific devices and people.

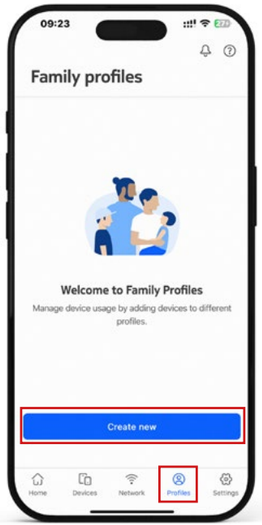
Step 1: Open Profiles in the Nokia WiFi app

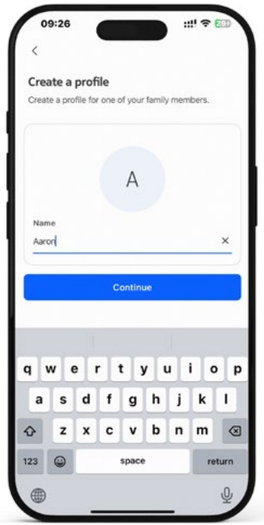
To set up parental controls, open the Nokia WiFi app and tap **Profiles**.

Step 2: Create a profile for the child you want to be able to manage

Tap **Create New**. Here, you can name the profile for your child (e.g., Aaron). Once you've entered the name, press **Continue**.

After pressing **Continue**, select the devices from the list that belong to your child and tap the check mark in the top right corner of your screen.





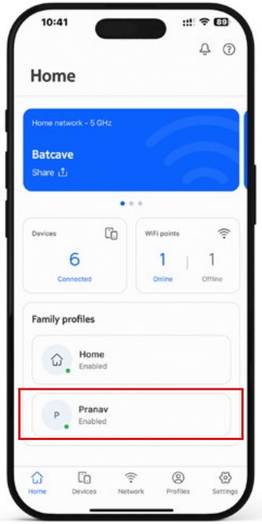
Step 3: Create a schedule

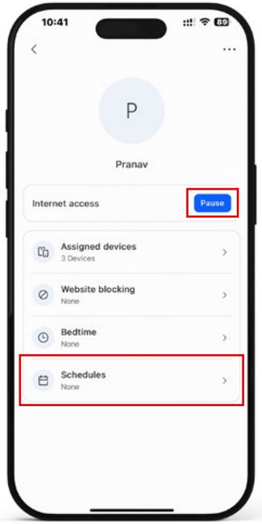
To create a schedule, **open the Nokia WiFi app** and select one of the profiles you have created. Within the **Profile**, tap **Schedules** at the bottom of the list.

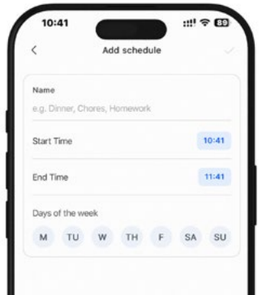
Here, you can name the schedule, set a start and end time, and select the days of the week for your internet access.

Step 4: Pause/Resume WiFi Access

To pause or resume WiFi access, open the Nokia WiFi app and select the profile you have created. Tap the blue button labelled **Pause** to disable internet access. To resume, tap the same button, which will now be labelled **Unpause**.







WiFi Performance

WiFi signals can be adversely affected by all kinds of things: walls, boilers, large appliances, interference from microwave ovens, other wireless devices such as baby monitors, and even from your neighbours WiFi.

Signals can travel through wood, glass and plasterboard easily, but metal, brick and stone will block the signals.

The quality of the end device you're connecting to via WiFi also plays a big part; older devices may not work as well.

The further away from the router you are, the weaker the signal gets and the slower your WiFi connection becomes. Try to put your router in the room where you use the internet the most.

To get the best WiFi signal, keep your router out in the open. Don't be tempted to put it in a cupboard, behind the sofa or in a corner. Ideally, you want it somewhere relatively high up rather than on the floor.

Need to **stretch** your WiFi further?

If you're getting a good WiFi signal in the same room as your router but are struggling to get the speed over WiFi in other parts of your home, you might need our mesh WiFi solution.

Give us a call: **0800 0699906**

Create a Mesh WiFi Network

If you have ordered a mesh WiFi service from Wildanet, then we will send you one or more Nokia Beacons 4's. When your package arrives, you may find extra cabling included, please be aware that these are not required for this installation These work together to with your main Nokia router to create a seamless mesh WiFi network throughout your home.

Step 1: Check your main router

To set up the mesh network, make sure your main router is switched on and connected to the internet.

Step 2: Choose where to position your mesh WiFi access points

Strategically place the additional Beacon 3.1s in areas of your home where you need better coverage and switch them on.

We recommend the additional Beacon 3.1s are positioned **no more than two rooms apart** and if possible, make sure there are no load-bearing walls, metal appliances or large pieces of furniture directly between them.

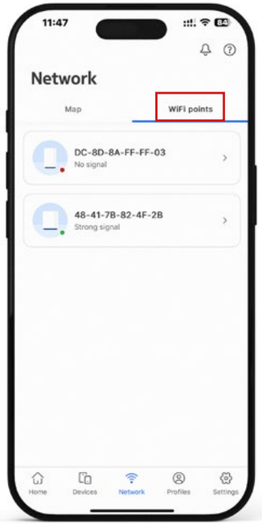
To extend your WiFi signal from one end of your home to the other, you may need to more than one additional Beacon.

Step 3: Open the Nokia WiFi App

Once opened, tap **Network** at the bottom of the screen. Then, tap the WiFi Point button to view the list of Beacons in your home. Tap **WiFi Points**.

After pressing **Add WiFi Point**, a list will appear showing the Beacons already in your network. This list will include a button named **Add WiFi Point** with a '**+**' sign in front of it.

Press '**+**' to proceed.



Step 4: Scan the QR code

Next, the app will prompt you to either scan a QR code or enter the details manually.

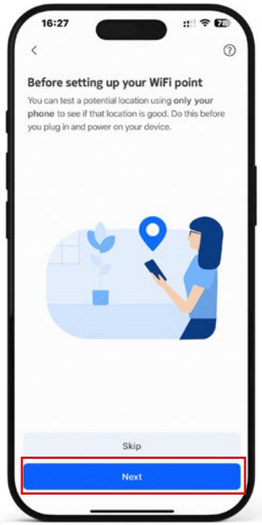
Press **Scan Code** to scan the QR code printed at the bottom of your device.

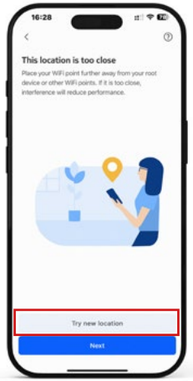
If your phone is unable to scan the QR code, press **Enter Manually** and input the required details, which can be found at the bottom of your device.

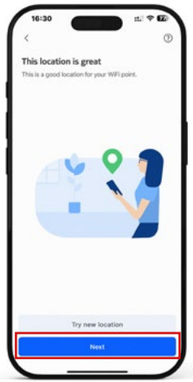
Step 5: Place your Beacons

Once you have scanned the QR code or entered the details manually, the app will test the location of the Beacon. Press **Next** to initiate the test. The app will then calculate the distance between your phone and your router to determine whether the location is suitable for placing a Beacon.

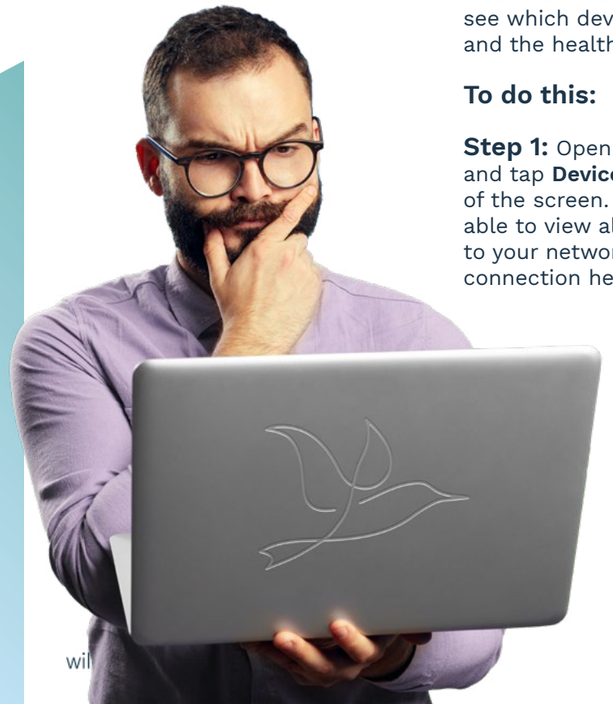
Depending on the location, the app will indicate whether the Beacon is too close to the router or in an optimal position. Once you have chosen the best location for your additional Beacon, press **Next**. The Beacon will then be added to your network.







Troubleshooting Problems

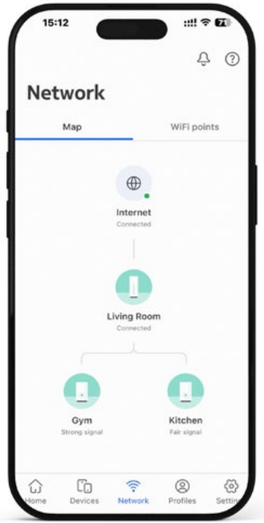


With the Nokia WiFi app, you can see which devices are connected and the health of their connection.

To do this:

Step 1: Open the Nokia WiFi app and tap **Devices** at the bottom of the screen. You will then be able to view all devices connected to your network and check their connection health.

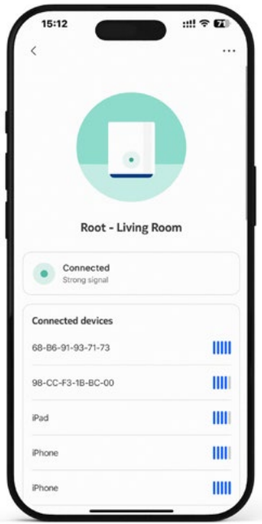
**Please note, if you have our mesh solution, tapping the Network button will show you the mesh nodes installed around your home. If you don't have a mesh system, then this section will only show you your router.*

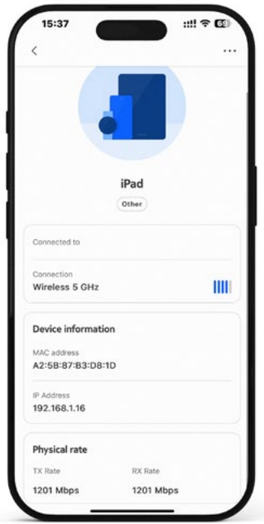


Step 2: Tap on the **router or a mesh node icon** and you will be able to see the devices that are connected to your router or your mesh node. Here you can see the signal strength of the connected devices.

If a device is showing as having a poor signal strength, either try moving it closer to the Beacon or consider contacting us to ask about improving your coverage with a mesh WiFi solution.

Step 3: You can click on a device in the list to view details such as its MAC address, IP address, and other network information.





Common FAQ's

Some problems can easily be solved without needing to contact us by following the simple steps detailed below. If you still need help after following these steps, please visit **wildanet.com/customer-hub** for further advice or give us a call on **0800 0699906** and we'll fix it for you.

1. I can't connect any of my devices to my WiFi network

This is most likely a problem with the router or ONT in your home. **To fix this, try the following:**

Step 1: Make sure your ONT is working.
Make sure that the lights labelled 10GE, Optical, and Power are lit in green. **If any of these LEDs are red, please call us on 0800 0699906**

Step 2: Make sure that your router is switched on.
On a Nokia Beacon 3.1, the single LED light on the front of the device should display a **steady Blue**.
On a Nokia G6, the LED labelled "Internet" should be **Green**.

Step 3: Check the cables.
Check that the ethernet cable connecting your ONT to your router is firmly connected to the blue WAN port on the router and is not loose at either end.

Make sure the power cables are properly plugged into the power ports of both the ONT and the router.

Step 4: Make sure you're using the WiFi credentials (SSID and password) shown in the app or, if you're certain they've not been changed, printed on the bottom of your router.

Step 5: Reset the router and any Beacon devices by unplugging them for 30 seconds and reconnecting (see below).

2. My Nokia WiFi App "Can't find your Nokia WiFi device"

You can only use the Nokia WiFi app when you are connected to your Nokia WiFi network.

Step 1: Make sure your smart phone is connected to the Nokia WiFi network.

Step 2: Close the Nokia WiFi App fully on your smartphone and reopen it.

3. I have slow WiFi, a weak WiFi signal or WiFi dead spots

WiFi signals are blocked by dense materials like wood, metal, brick and stone. They can also suffer from interference from other WiFi networks, microwave ovens and other radio equipment.

Step 1: Try moving your router or additional mesh Beacons.

Make sure your router and additional mesh Beacons aren't in any cupboards or behind any furniture or metal objects.

If you have a mesh solution, try moving your mesh Beacons closer to the main router or to another Beacon that has a strong connection. The closer they are the better they work, and they should be no more than two rooms apart. If possible, avoid placing the Beacon on the other side of dense objects like load-bearing walls, metal objects, or appliances like microwaves, as they can interfere with the signal.

Step 2: Consider ordering additional Beacons to create or improve your mesh WiFi network.

To order, simply call **0800 0699906**

4. I can't connect to the internet

There could be a problem with the device you are trying to use, the router or ONT in your home or in the Wildanet network.

Step 1: Check to see if any other devices connect to the internet. If they can, then the problem will be with the device you're trying to use – try switching it off and on again and then get help from whoever provided the device to you.

Step 2: Visit wildanet.com/customer-hub/#outages to see if we have any know network outages.

Step 3: If the issue persists, call us on **0800 0699906**

Common FAQ's

5. My Guest WiFi is not working

Your guest WiFi might not be configured correctly.

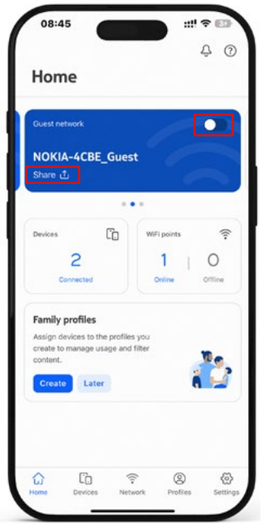
Step 1: Follow the instructions in the **Create a Guest WiFi Network** section, above, to make sure the guest WiFi is enabled in the app.

Step 2: Check that you have entered the correct password.

Open the Nokia WiFi app and swipe left on the blue name card at the top of your screen, which displays your current SSID and password.

Step 3: Try turning the guest network off and on again.

Open the Nokia WiFi app and swipe left on the blue name card at the top of your screen, which displays your current SSID and password. When you see the guest WiFi name card, tap the toggle switch.



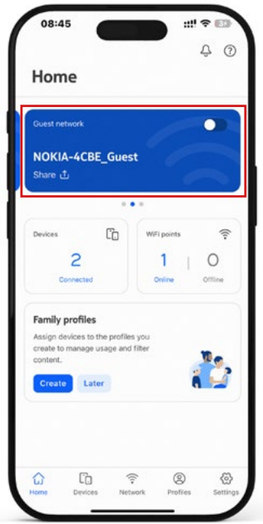
6. I've forgotten my WiFi password

Step 1: Find the password in the Nokia App.

Open the Nokia WiFi app. Tap on the blue WiFi name card, which displays your current SSID, then click on the blue card to reveal your WiFi password.

Step 2: Try the default password.

If you don't have access to the app and are struggling to connect your device to the internet, and you think you haven't changed any passwords on your router, try using the default WiFi Password printed at the bottom of your router (note you need to check the sticker on the main router plugged into your ONT, not one of your mesh Beacons).



Common FAQ's

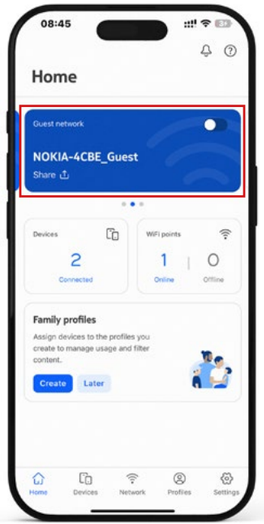
7. I want to reset my WiFi password

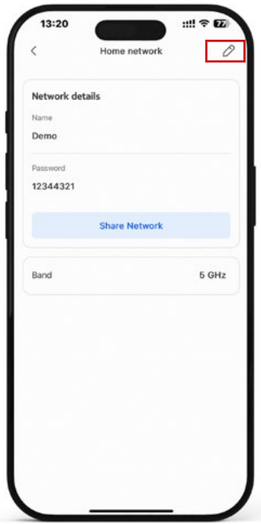
Step 1: To change your WiFi password, open the Nokia WiFi app and select the WiFi name card at the top of the screen. You can find the desired SSID by swiping left on the name card, then tap the desired WiFi name card to reveal its password.

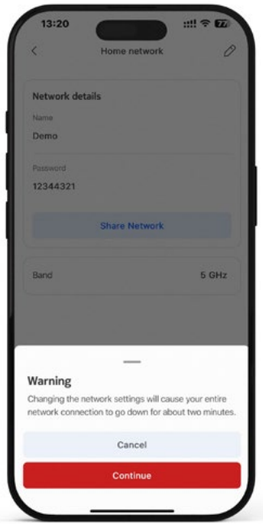
Step 2: Once opened, tap the **Edit** button at the bottom of your name card.

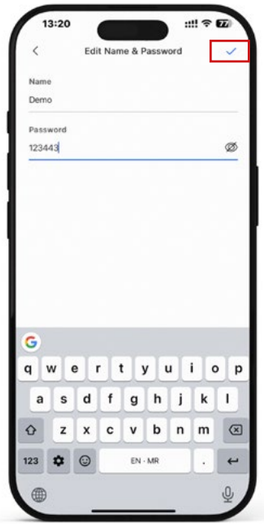
Step 3: Once opened, **tap the pencil icon** at the top of your screen. A warning will appear, informing you that the connection will be down for 5 minutes. Tap **Continue** to proceed.

Step 4: On the next screen, you can then change the name of your WiFi and reset the password. Once a new SSID or password is added, **tap the pencil icon** at the top of your screen to confirm.









8. I need to reset my router

If troubleshooting fails and the issue persists, you may need to reset your router. Please note that if you have a mesh WiFi setup and are resetting your router, you will also need to reset all the Beacon 3.1s deployed in your house. It is also recommended that you uninstall the current Nokia WiFi app and reinstall it after performing a reset.

If you reset your router and mesh Beacons, you will need to set up your network again.

Step 1a: If you have a Nokia Beacon 9:
Locate the reset pinhole on the bottom of your router. Use a pin or a paper clip to insert into the reset hole and hold it for 10 seconds. The LED lights on the front of the device will start blinking, signalling that the router has been reset.

Step 1b: If you have a Nokia Beacon 4:
Locate the reset pinhole at the back of the router, near the LAN ports. Use a pin or a paper clip to insert into the reset hole and hold it for 10 seconds. The single LED light on the front of the router will start blinking purple, signalling that the router has been reset.

Step 2: Once the router and any mesh Beacons have been reset, your router should begin connecting to the internet within a few minutes.

Step 3: Follow the setup instructions earlier in this Quick Start Guide

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