HSPA+ 42Mbps WiFi Router
3G42W3E

3G Tower

Storage

Printer

Laptop   Computer   Laptop   Computer

FREQUENTLY ASKED QUESTIONS

Does the router require any configuration out of the box?
No. The Router is plug and play device. Plug the device into an electrical outlet and once the status indicator lights are on, plug in your LAN cable for data connectivity. For WiFi connectivity the SSID (Service Set Identifier) and network key (password) are located on the bottom of the device. If you would like to customize your settings you can enter 192.168.1.1 into your Web browser to access the Management Console and device settings.

What are the minimum requirements for my system and network to work with the router?
- A compatible ETISALAT SIM card with an active data service plan
- A computer with Windows, Macintosh, or Linux-based operating systems with a working Ethernet adapter with TCP/IP Protocol installed or
- A computer with a working wireless adapter
- A Web browser such as Internet Explorer, Netscape Navigator, Mozilla Firefox, Opera, Safari etc.

What is the difference between a 3G USB modem and the Etisalat HSPA+ 42Mbps WiFi Router
A 3G USB modem (or dongle) is used to connect a single device to the 3G network. The Router also connects to the 3G network, however it creates a local network that enables multiple devices to connect to a single 3G connection

Is the router secure; can other people access my wireless network?
The Router comes configured with WPA-PSK WiFi security enabled. (Please see the Quick Start Guide for more information on connecting your data devices to the Router). Only people you allow access to, will be able to connect to the Router ensuring your connection is secure and safe.

Can I change the name and password of my wireless network?
Yes. You can change your Router settings from the browser user interface by typing 192.168.1.1 into the address bar of your Web browser.
You can change the SSID (Service Set Identifier), security standard (WPA, WPA2, WEP) and your WiFi password.

How do I share my Internet connection, using the router, with other users?
Provide any users you want to share your WiFi Internet connection with, the SSID (Service Set Identifier) and WiFi network password for your Router. Each user will need to select the Router SSID, on their WiFi enabled computer or device and enter the network password you provide.

How many people can share my connection?
With 4 x LAN ports and WiFi, the Router can have a maximum of 20 devices connected – four via the LAN ports and up to sixteen simultaneous WiFi connection

What do the USB ports do?
The two USB2.0 ports will allow you to connect and share a USB printer and mass storage device with anyone connected to the Router

What is the difference between upload and download speeds and why do they differ?
Upload is when you send information (e.g. emails) from your computer and download is when you receive information via the Internet. The speeds at which upload and download operate depend on the way you use the Internet and the size of files you send and receive.

I seem to have low 3G signal strength, what should I do?

Just like your mobile phone, the Router's location will affect its signal strength to the 3G Mobile Base Stations (Cell Tower). The data speed achievable from the Router is relative to this signal strength, which is affected by many environmental factors. Please keep in mind that the Router will need adequate signal strength in order to provide Internet connectivity when choosing a location to place your Router.

Similarly to the 3G connectivity aspect, the WiFi connection between the Router and your WiFi devices will be stronger the closer your connected devices are to your Router. Your WiFi connection and performance will degrade as the distance between your Router and connected devices increases. This may or may not be directly noticeable, and is greatly affected by the individual installation environment.

If you have concerns about your WiFi network's performance that might be related to range or obstruction factors, try moving the computer (or WiFi device) to a position between 3 to 5 meters from the Router in order to see if distance is the problem. If difficulties persist even at close range, please contact Etisalat Customer Support Centre.

Generally speaking, the following steps are advisable to follow to improve your WiFi performance:

- Ensure that your Router is positioned vertically.

- In multi-storey office locations or homes, place the Router on a floor that is as close to the centre of the location as possible. This may mean placing the Router on an upper floor.

- Try not to place the Router near a cordless telephone that operates at the same radio frequency as the Router's WiFi radio (2.4GHz)

I have lost the security card that came with the setup instructions. What can I do?

If you have lost your security card, and forgotten the wireless security details (SSID and WiFi network password), there is a label stuck to the base of your Router with all your original security details. If the label is unreadable or has been removed, the WiFi network password can be viewed/reset by logging in to the Management Console using an Ethernet Cable connected to the LAN port of the Router.

I forgot my management console password. What can I do?

If you have forgotten your Management Console password and cannot access the Web user interface, you will need to reset your Router back to default settings. To reset your device press and hold the reset button on the back of your Router for 10-15 seconds, all the indicator lights on the unit will flash when your device is reset. After a reset, the default WiFi settings (SSID and WPA key) can be found on the base of your Router.

Note - this will also reset any custom settings and passwords you may have already set up.

What do the LED lights represent?

Your Router shows you the status of the following:

- ⟩⟩   Signal Strength

- 2G⟩⟩   2G signal

- 3G⟩⟩   3G signal

- LAN ports

- Internet

- WiFi

- Power status

Can I use a SIM card from other carriers in the router?

No, the Router is built to connect only to the Etisalat network and SIM cards from other carriers will not provide any service when inserted into the Router