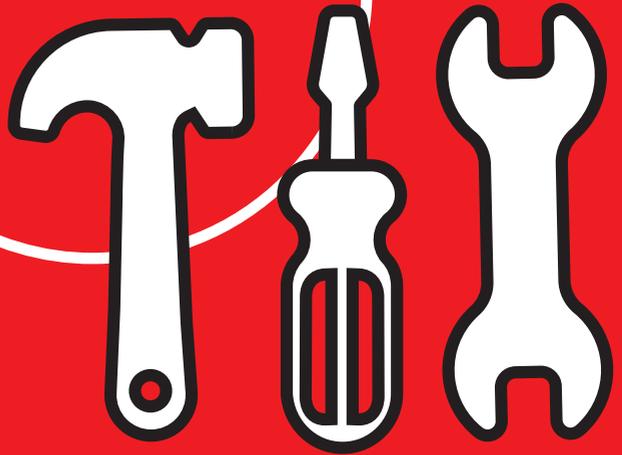


# Your Vodafone modem setup guide

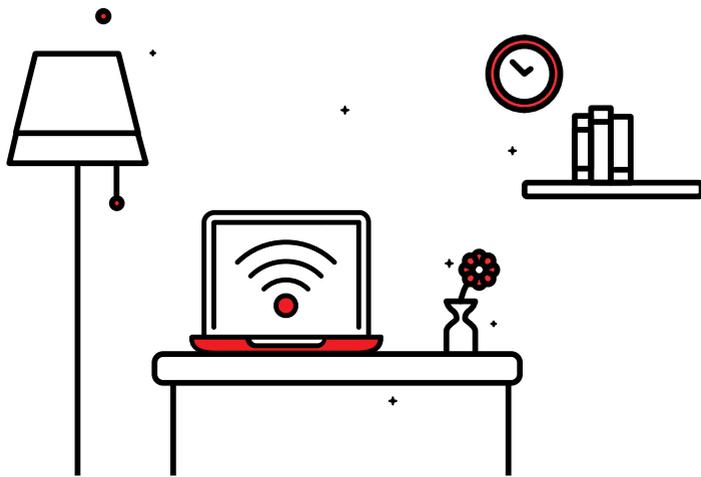


**Simple steps  
to get you online**

The future is exciting.

**Ready?**





Thanks for choosing Vodafone Home. Your new Vodafone Home modem gives you the freedom to be online anywhere in your home, and setting it up only takes a few minutes.

To help you get online quickly and easily, this guide details everything you'll need to connect your Vodafone Home modem.

**Important: Please wait to connect your modem until we notify you by text or email that your broadband is ready to use.**

## How to get in touch

Visit [vodafone.ie/tobi](https://vodafone.ie/tobi) to chat to our Virtual Assistant, **TOBI**

Discover hints and tips for your broadband on our dedicated support page [vodafone.ie/support](https://vodafone.ie/support)

Call us on **1907**

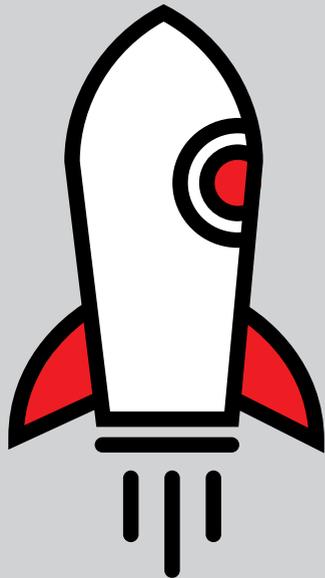
Manage your account by using our self-serve site [vodafone.ie/athomeselfcare](https://vodafone.ie/athomeselfcare)

# What you'll find inside

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# A quick guide to getting online



## Getting started

There are two sets of instructions in this guide. The one you should follow depends on what type of broadband you have. To see which type of broadband connection you have you just need to check your master socket, and then follow the instructions below.

A master socket is the point where the external phone line enters your home. It's a square, white socket that'll be attached to one of the walls in your house (in most houses this is found in or close to the hall). This is where the broadband signal is strongest and where you should set up your Vodafone modem.

### What sort of master socket do I have?

Depending on what kind of master socket you have, you may need to plug in a broadband splitter before plugging in your modem and phone. The broadband splitter will split the broadband and phone signals and prevent your home phone from interfering with your broadband and vice versa. Please note - this step is still necessary even if you have ordered one of our Simply Broadband packages.

#### Modem Set up for Single Port Socket (Setup A)



##### Broadband Splitter **is** required

If your master socket has only one port, then it is a standard socket and will need a broadband splitter installed to work properly with your Vodafone modem.

**Skip to Modem Setup A on page 8**

#### Modem Set up Dual Port Socket (Setup B)



##### Broadband Splitter **is not** required

If your master socket already has separate phone and data ports built in, then it's a pre-filtered socket that doesn't require a broadband splitter.

**Skip to Modem Setup B on page 11**

## Modem Set up for Single Port Socket (Setup A)

### Unplug any existing broadband equipment

If you've had broadband before, either with Vodafone or another provider; unplug your old modem and set it aside.

### 1. Connect your new Vodafone modem

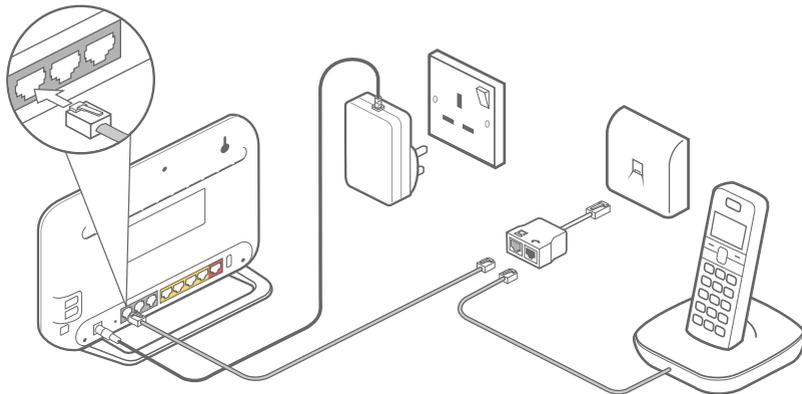
Connect one end of the grey (DSL) broadband cable to the grey port on the modem marked **DSL**

Connect the other end of the cable to the port on the **broadband splitter** socket marked with this symbol 

Connect your phone cable to the port on the broadband splitter marked with this symbol .

Plug the other end of the broadband splitter (marked "line") into your master socket on the wall with the second white (DSL) cable provided

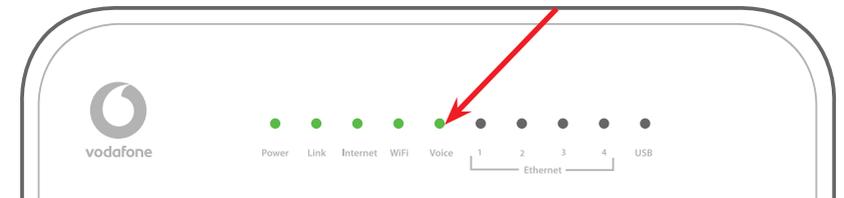
Connect the modem power supply into a mains socket, press the On/Off button on the side of the modem and wait for the lights.



### 2. Connect your telephone

You'll receive an email and text when your home phone is ready to use. If you are getting a home phone number for the first time we will send this number to you as well.

Once active, the voice LED light on your modem will flash green. If the voice LED light is flashing red/amber you will need to restart your modem. Then, wait for 5 minutes until the light turns green.



If you do not hear a dial tone and your cordless (DECT) phone is fully charged, please restart your modem.

If this does not work, then please call our Technical Support team on 1907 and we'll troubleshoot this issue for you.

To set up your call management services please visit **[vodafone.ie/athomeselfcare](http://vodafone.ie/athomeselfcare)**

If you don't have a Broadband Voice service, plug your telephone handset into the port on the broadband splitter marked with this symbol .

You can confirm your chosen order by referring to your contract, Welcome letter or Welcome email.

If you do not hear a dial tone and your cordless (DECT) phone is fully charged, please restart your modem.

If this does not work, then please call our Technical Support team on 1907 and we'll troubleshoot this issue for you.

To set up your call management services please visit [vodafone.ie/athomeselfcare](http://vodafone.ie/athomeselfcare)

If you don't have a Broadband Voice service, plug your telephone handset into the port on the broadband splitter marked with this symbol .

You can confirm your chosen order by referring to your contract, Welcome letter or Welcome email.

### 3. Connect your telephone over landline service (through your phone socket)

If you have an extension phone socket in use in your home, then you need to use the telephone filter.

Unplug the existing cable from the extension socket

Plug in the phone filter, then plug the device's cable into the filter. Without a filter on all your phone sockets you may experience a slow and/or intermittent broadband connection. If you have more than two phone sockets in your home, then you will need to purchase additional phone filters.

### 4. Wait for the Internet light to turn green

Once the **Link** light on the modem stops flashing and stays solid the Internet light will turn green. This may take a few minutes. Now skip to step '4' (Connect your Computer) on page '13'.

## Modem Set Up for Dual port Socket (Setup B)

### Please note:

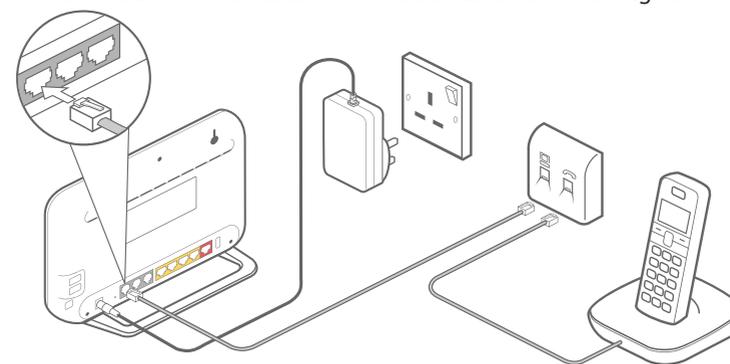
If you have ordered Vodafone Fibre Broadband, please wait until the engineer has completed their work before attempting to plug in your modem. You will know if you are a fibre broadband customer when you receive a text or email confirming your appointment. Otherwise please continue with the set up instructions below.

### Unplug any existing broadband equipment

Unplug any existing broadband equipment If you've had broadband before, either with Vodafone or someone else; unplug your modem, and any broadband filters around the house, and set them aside.

### 1. Connect your new Vodafone modem

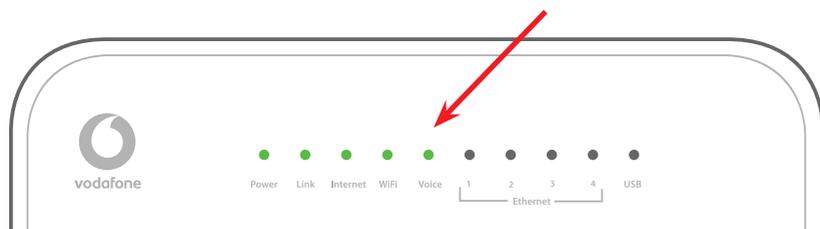
1. Connect one end of the grey broadband cable to the grey port on the modem marked DSL
2. Connect the other end of the cable to the port on your master socket marked with this symbol 
3. Connect the modem's power supply into a mains socket, press the On/Off button on the side of the modem and wait for the lights.



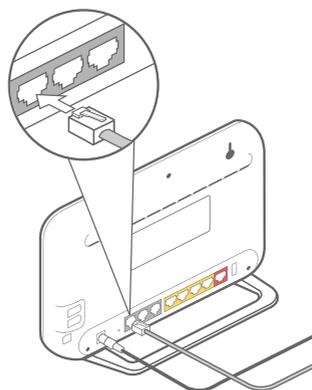
## 2. Connect your telephone

You'll receive an email and text when your home phone is ready to use. If you are getting a home phone number for the first time we will send this number to you also.

Once active, the voice **LED** light on your modem will **flash green**. If the voice LED light is flashing red/amber you will need to restart your modem. Then, wait for 5 minutes until the light turns green.



To start using your broadband voice service, simply connect your phone cable into Phone 1 port at the back of the modem.



Then, pick up your telephone receiver and listen for a dial tone. If you hear a dial tone you can begin making and receiving calls. If you do not hear a dial tone, please restart your modem.

### Please note:

You will need to reset your pin when you first access your voicemail.

To set up your call management services please visit [vodafone.ie/athomeselfcare](http://vodafone.ie/athomeselfcare)

If you don't have a Broadband Voice service, plug your telephone handset into the port on the broadband splitter marked with this symbol 📞.

You can confirm your chosen order by referring to your contract, Welcome letter or Welcome email.

## 3. Wait for the internet light to turn green

Once the Link light on the modem stops flashing and stays solid the internet light will turn green. This may take a few minutes.

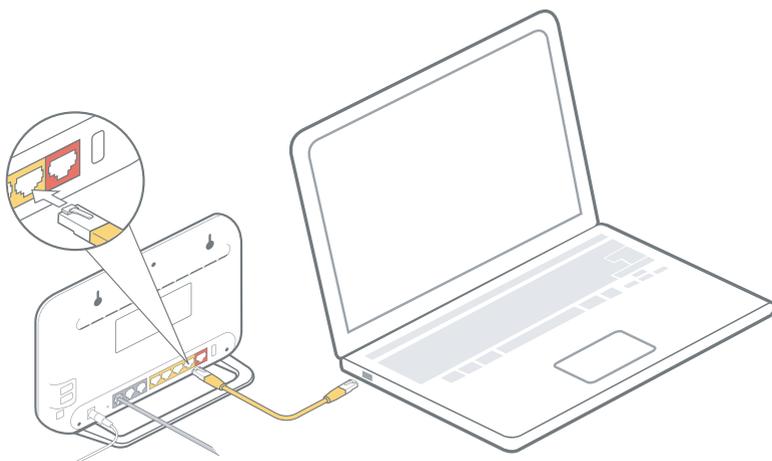
## 4. Connecting to your computer for the first time

When setting up for the first time, it's easier to use the yellow Ethernet cable. You can check everything is working and get online right away, then set up a wireless connection later.

If you'd prefer to use wireless right away, **skip to step 6.**

## 5. Connect using Ethernet cable for wired connection

Plug one end of the yellow Ethernet cable into any of the four yellow Ethernet sockets on the back of your modem. Connect the other end to your computer's Ethernet socket.



You can now open your computer's web browser and visit [vodafone.ie/setupwireless](http://vodafone.ie/setupwireless) for tips and video tutorials that'll help you wirelessly connect your computer and other devices.

## 6. Connect using WiFi

You'll find your WiFi sticker in the box with the modem. This contains your WiFi password and WiFi name (SSID) so you can connect devices to the internet.

vodafone		Vodafone HG659
<b>My Wifi access:</b>		
2,4 GHz SSID:	vodafone-XXXX	
5 GHz SSID:	vodafone-XXXX-5G	
WiFi Password:	XXXXXXXXXXXXXX	

Firstly, find out if the computer you're going to connect with has a wireless card. If you're unsure, check your computer's manual or contact the manufacturer. If you're sure your internet connection is working, you can unplug the Ethernet cable. But keep the computer you're wirelessly connecting to nearby. This will help to avoid interference or going out of range.

Once you're up and running, you'll be able to pick up wireless anywhere in your house. There are tips on getting the best from your modem at the back of this booklet. If you have any issues picking up a signal, our Home Connect Powerline Adaptor can help. See page 34 for details.

You can now open your computer's web browser and visit [vodafone.ie/setupwireless](http://vodafone.ie/setupwireless) for tips and video tutorials that'll help you wirelessly connect your computer and other devices.

### Windows users:

To check which version of Microsoft Windows you are running:

1. Click the **Start** button
2. Click **Run** or if you see a "Search" field click in it
3. Type '**winver**' and press Enter on your keyboard
4. The window that pops up will tell you which version your computer is running.

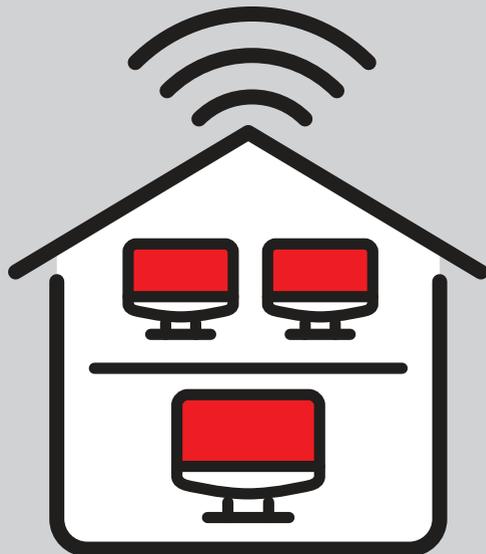
Once you know what operating system you're using, you can skip directly to the steps for it below. You can also find video tutorials on [vodafone.ie/setupwireless](http://vodafone.ie/setupwireless)

### Mac users:

In this guide you'll find the setup for Mac 10.8. If you have an older version, you'll find the setup guide on [vodafone.ie/setupwireless](http://vodafone.ie/setupwireless) To check which version of the Mac operating system you have:

1. Click the Apple icon in the top left-hand corner of your screen
2. From the drop-down list, select "**About This Mac**"
3. The window that pops up will tell you which version your computer is running.

# Wirelessly connect your modem with...



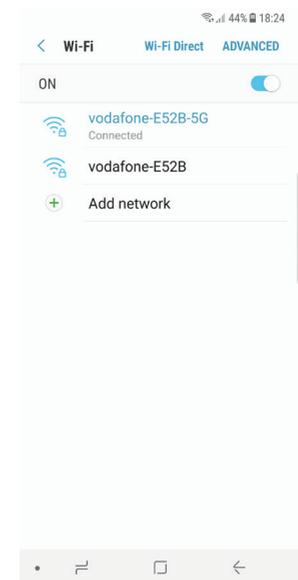
Wirelessly connect your modem with...

## HG659 Dual Band WiFi

The HG659 modem has two wireless network options, 2.4GHz and 5GHz. This dual band WiFi gives an enhanced WiFi experience across devices offering faster speeds within shorter ranges.

If connected to the 5GHz wireless network and you disconnect by going out of range, when the device reconnects to WiFi, it will be to the 2.4GHz network, you must manually switch to the 5GHz one. There may be a setting on your device which will set it to only connect to the 5GHz/2.4GHz wireless network, but this will depend on the device. You may see the 2.4GHz network but not the 5GHz network on your device as not all devices are compatible with the 5GHz network.

Due to its high frequency wavelength, the 5GHz network's range will be shorter than the 2.4GHz so it may not reach the whole way across some larger homes.



Wirelessly connect your modem with...

The sticker on the back of the modem has the dual band wireless networks details on it.

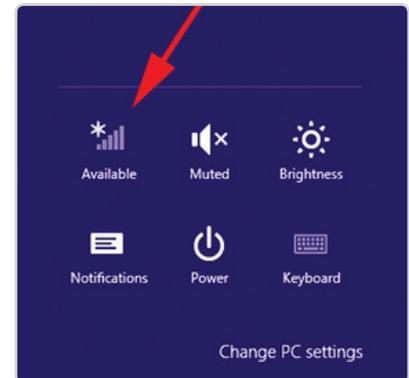
- 2.4 GHz SSID
- 5GHz SSID (same SSID with 5GHz at the end)
- Password (same for both networks)



Wirelessly connect your modem with...

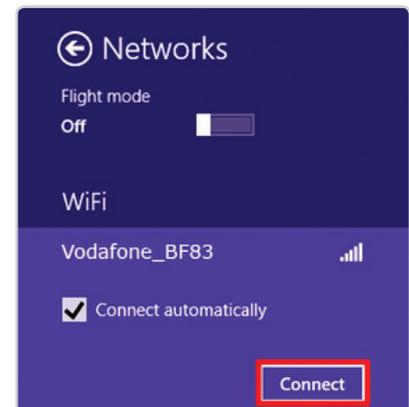
## Windows 8

1. Move your mouse cursor to either the top or bottom right-hand corner of the screen to display the Charms menu. You can also use the Windows logo + C on your keyboard.
2. Click on **Settings**.
3. Click the network icon showing that wireless networks are available.



4. Make sure 'Flight mode' is off. Select your Vodafone wireless network from the list, and then click **Connect**.

If more than one Vodafone network appears in the list, you can find yours by matching it to the **Network Name** printed on the back of your modem or on your **Setup Sticker**.



Wirelessly connect your modem with...

5. When asked for a network security key, type in the **Security Key** also printed on your modem and **Setup Sticker**, then click **Next**.



6. You're now wirelessly connected to your Vodafone modem. You can open your web browser and go online.

Wirelessly connect your modem with...

## Windows 7

1. Click the Wireless Network Icon  on the taskbar in the bottom right-hand corner of the screen.

2. Select your Vodafone wireless network from the list, and then click **Connect**.

If more than one Vodafone network appears in the list, you can find yours by matching it to the **Network Name** printed on the back of your modem or on your **Setup Sticker**.



3. When asked for a network security key, type in the **Security Key** also printed on your modem and **Setup Sticker**, then click OK.

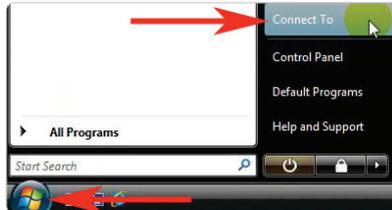


4. You're now wirelessly connected to your Vodafone modem. You can open your web browser and go online.

Wirelessly connect your modem with...

## Windows Vista

1. Click **Start**, and then **Connect To**.



2. In the window that appears, select your Vodafone wireless network from the list, and then click **Connect**.



If more than one Vodafone network appears in the list, you can find yours by matching it to the **Network Name** printed on the back of your modem or on your **Setup Sticker**.

3. When asked for a security key or passphrase, type in the **Security Key** also printed on your modem.
4. Once the **Successfully connected to...** window appears, make sure that both these boxes are ticked:
  - Save this network
  - Start this connection automatically
5. You're now wirelessly connected to your Vodafone modem. You can open your web browser and go online.

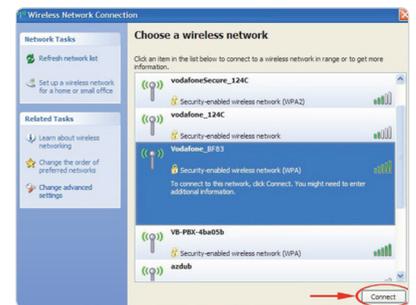
Wirelessly connect your modem with...

## Windows XP

1. Right-click on the **Wireless Network Connection** icon and then click **View Available Wireless Networks**.



2. Select your Vodafone wireless network from the list, and then click **Connect**.



If more than one Vodafone network appears in the list, you can find yours by matching it to the **Network Name** printed on the back of your modem or on your **Setup Sticker**.

3. When asked for a **Network Key**, type in the **Security Key** also printed on your modem and **Setup Sticker**. Then type it again into the **Confirm Network Key** box. Once the same information is in both boxes, click **Connect**.
4. You're now wirelessly connected to your Vodafone modem. You can open your web browser and go online.

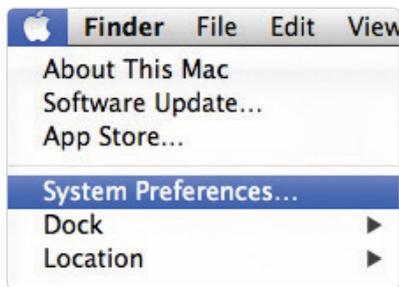


Wirelessly connect your modem with...

## Mac OS X

1. On the menu bar at the top of the screen, click the **Apple** icon then select **System Preferences...**

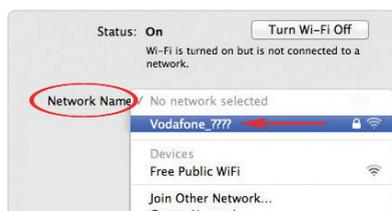
Click on the **Network** icon in the new box that pops up.



2. Click **WiFi** in the network connection services list on the left. If you are using an old version of Mac OS X, the WiFi icon will be called AirPort.



3. If WiFi is turned off, click **Turn WiFi On**. Select your Vodafone network from the **Network Name** drop-down list.



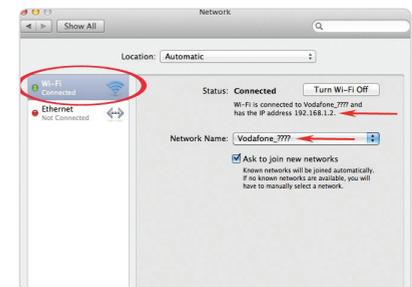
Wirelessly connect your modem with...

If more than one Vodafone network appears in the list, you can find yours by matching it to the **Network Name** printed on the back of your modem or on your **Setup Sticker**.

4. When prompted for a WPA Password, type in the **Security Key** also printed on your modem and **Setup Sticker**, then click **OK**.

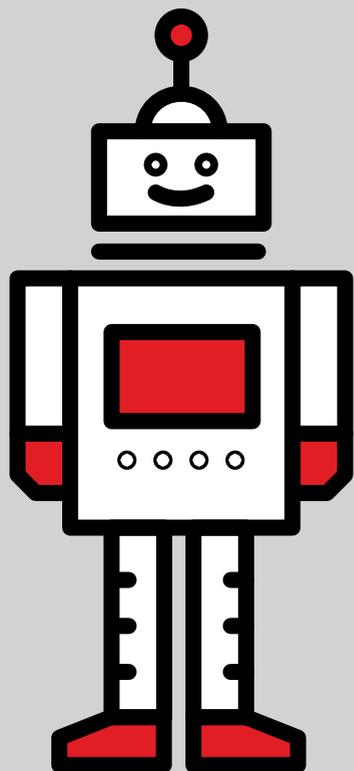


5. Once this is done, you'll see that the WiFi Status is now **Connected**. Click **Apply** to save your settings.



6. You're now wirelessly connected to your Vodafone modem. You can open your web browser and go online.

# All about your modem



## How to get the best from your modem

The strength and speed of your wireless signal depends on the distance your modem is from the devices you're using, as well as any obstacles that might be in the way. Most signal problems are caused by interference from other networks or gadgets around the house. We've put together some tips that should help boost your modem's performance.

### Stay clear of any obstacles

Take your modem off the floor and away from big metal objects (like filing cabinets or radiators). Walls, floors, and anything metal will get in the way of the wireless signal. The closer your modem is to them, the weaker your connection will be. Also, try to keep your Vodafone modem away from any appliances that might cause interference. These can include cordless phones, microwave ovens, baby monitors, and even Christmas lights.

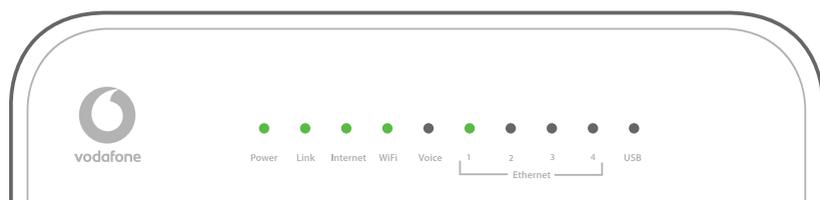
### Keep your computer up to date

Your computer uses a network adaptor to connect to the wireless network. The manufacturers of these adaptors sometimes update the software known as a 'driver', to address issues or boost performance. To make sure you have the latest drivers, use Windows Update or Mac Software Update, or get in touch with the manufacturers.

### Note:

Please do not press the reset button unless advised to do so by a care agent. This will remove the latest software from the device and could result in a poorer experience.

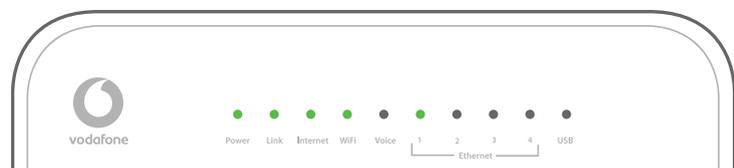
## What the lights on your modem mean



Light status	What's happening	What to do
Power light is OFF ●	There's a problem with your power supply or power is off	Check your power cable's plugged in correctly at the socket and that the mains power is on. Check your modem's power button is on.
Power light is RED ●	Your modem is having a problem restarting	Wait a few minutes. If the light turns GREEN, it's all okay. If it stays RED, reset your modem. If it's still not working, then please call us.
Link light is OFF ●	No broadband signal was detected and your modem cannot connect to the internet	Check your power light is green and that your grey broadband cable is connected correctly to the DSL port on the modem and DSL port on your telephone wall socket. Turn off your modem, wait 30 seconds and turn it back on.
Link light is FLASHING ● ● ●	Your modem is attempting to connect to the internet	Wait a few moments. If light turns steady GREEN and the Internet light comes on, it's all okay. Otherwise check the grey broadband cable is connected correctly as above.
Internet light is RED ●	Your modem has detected a good broadband signal but cannot log on	If the Link light is GREEN but the Internet light is RED, this indicates an authentication problem. There may be an outage in your area. If it's still not working after 30 minutes, then please call us.

Light status	What's happening	What to do
Internet light is GREEN ●	If the Link and Internet lights are both GREEN, then your modem is successfully connected to the internet	If you are unable to view webpages, then there may be a problem with your wireless connection or browser settings. Try using a different computer, smartphone or tablet. Also test the connection between your modem and your computer using the yellow Ethernet cable.
WiFi light is OFF ●	Your modem is not broadcasting a wireless signal	Hold down the WiFi button on the side of the modem for 5 seconds.
WiFi light is FLASHING ● ● ●	Your modem is successfully broadcasting a wireless signal and data is being transmitted	If you are unable to view webpages, then there may be a problem with your wireless connection or browser settings. Try using a different computer, smartphone or tablet. Also test the connection between your modem and your computer using the yellow Ethernet cable.
Ethernet light is OFF ●	No Ethernet connection is detected	Check that the yellow Ethernet cable is correctly connected. Turn off your modem and computer, wait 30 seconds and turn them both back on.
Ethernet light is FLASHING ● ● ●	An Ethernet connection is successfully established and data is being transmitted	If you are unable to view webpages or use other Internet services, then there may be a problem with device's settings. Turn off your modem, wait 30 seconds and turn it back on. Test the connection using a different computer, Smart TV or games console.
USB light is OFF ●	No USB connection is detected	Check that your USB device is correctly connected to the modem. Turn off your modem, wait 30 seconds and turn it back on.
USB light is FLASHING ● ● ●	A USB connection is successfully established and data is being transmitted	If your USB device such as a storage key or mobile broadband stick is not working correctly, then turn off your modem, wait 30 seconds and turn it back on. Test the connection using a different USB device.

## Voice LED lights



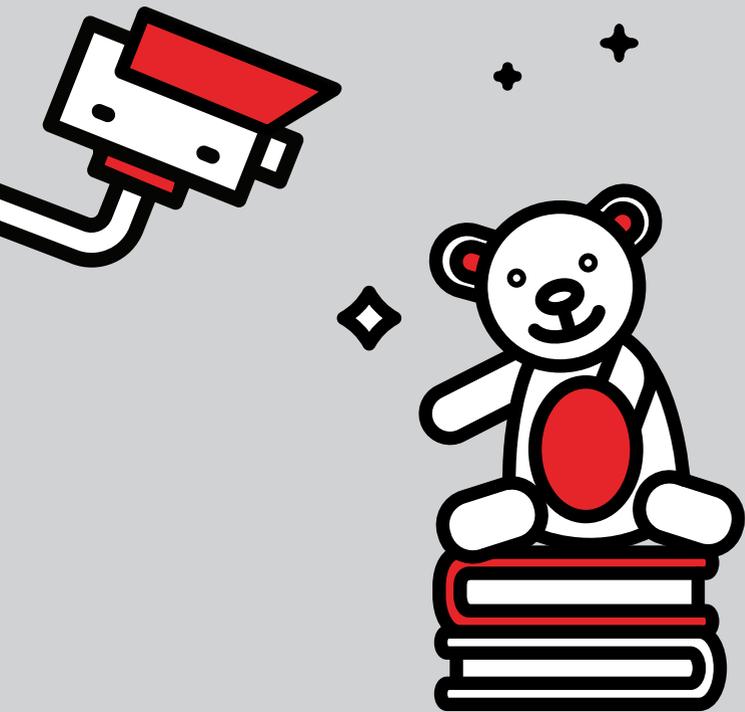
### HG-658c

Light status	What's happening	Description	Action
Flashing green (slow) ●	Incoming call – ringing		
Flashing green (fast) ●	Active call – in progress		
Solid Red ●	VoIP registration fail	The modem is configured incorrectly.	<b>Reboot the modem and wait ten minutes. And if still red, phone 1907.</b>
Solid Green ●	VoIP registered – idle	Your Broadband Voice service is active, and the green light confirms a registered connection to the Vodafone Broadband Voice service from your modem.	If you're unable to make calls, check that your phone cable is plugged into <b>Phone 1</b> at the back of your modem.
Off	No Voice service configured	Your Voice service is not currently configured. This may be due to either a delayed provisioning, or no Voice service being provisioned.	<b>If you have an expectation of Broadband Voice service, then please reboot your modem. After ten minutes if the light is still red, then phone 1907.</b>

### HG-659

Light status	What's happening	Description	Action
Flashing green ●	Incoming call – ringing		
Flashing green ●	Active call – in progress		
Flashing green/ No light ●	VoIP registration fail	The modem is configured incorrectly.	<b>Reboot the modem and wait ten minutes. If the light's still red, phone 1907.</b>
Solid Green ●	VoIP registered – idle	Your Broadband Voice service is active, and the green light confirms a registered connection to the Vodafone Broadband Voice service from your modem.	If you're unable to make calls, check that your phone cable is plugged into <b>Phone 1</b> at the back of your modem.
Off	No Voice service configured	Your Voice service is not currently configured. This may be due to either a delayed provisioning, or no Voice service being provisioned.	<b>If you have an expectation of a Broadband Voice service, please reboot the modem. Then, if the light's still red after ten minutes, phone 1907.</b>

# A few little extras



A few little extras

Vodafone offers extra products and services so you can get even more from your home phone and broadband. To find out more, call **1907**, see [vodafone.ie](http://vodafone.ie) or **call in-store**.

## Vodafone PC Protect

With Vodafone PC Protect, you can search, shop, download and email securely with no fear of nasty internet threats. Vodafone PC Protect gives you the peace of mind you need to feel safe and sound online.

- Protects you against all computer viruses and dangerous programs
- With automatic updates keeping you protected from new threats as they arise
- Keeps small children and teens safe from inappropriate Internet content, monitors their usage and locks specific users out of the Internet
- PC Protect automatically tells you which websites are safe and which to avoid
- Prevents spam emails
- It won't slow your computer down and there are no contracts, so you can opt in or out any time you like.

**Vodafone PC Protect is free for the first three months, and then it's only €2.99 a month.**



## Boost your WiFi signal

If your WiFi doesn't quite reach all over your home, your signal has interference or you just need an extra boost of signal in a specific room, then **WiFi boosters** are the answer.

They're simple to set up, and once paired, can be moved around the home wherever you need them.

## Extend your broadband connection

Need a more reliable connection than WiFi in rooms far from your modem? Or is your modem in an awkward spot, like under the stairs? No problem, **Powerline** is super easy to install. It plugs into the existing electrical wiring in your home to deliver internet connectivity in faraway or awkward places. You can place the Powerline adapter anywhere you have an electrical plug socket to enjoy seamless networking around your entire home or office.

**WiFi Boosters** and **Powerline** are available to buy online and in selected stores.



## How to set up your email

If you use Microsoft Outlook, Outlook Express, or Mac Mail and find you can't send an email after switching to Vodafone, then you probably just need to make a simple settings change to get going again.

If you're still able to see web pages and are able to receive but not send email, then you need to change the outgoing (SMTP) server details of your account to **mail.vodafone.ie**

For a little extra help getting your email working in Microsoft Outlook, Outlook Express or Mac Mail, you can head straight to **vodafone.ie/setupemail**



# My Vodafone at Home



My Vodafone at Home puts your account at your fingertips, so you know where you stand 24/7. You can keep track of what you're using, stay on top of your bills, make a payment online, order add-ons or update your details securely at any time.

Registering is easy. All you need is your Customer Number, Email address and Mobile/CRN/Landline number. You'll find your Customer Number in the top-right corner of your Welcome Letter and anything else we send you.

Just head to [vodafone.ie/athomeselfcare](http://vodafone.ie/athomeselfcare) then click 'Register Now', and then enter your details

### My Vodafone At Home

<b>Your Current Balance</b> <b>€4.27</b> Recent payments made may take up to 5 working days to be reflected on your account Pay your balance online Manage your bill	<b>Your Recent Bills</b>  View your recent bills View your usage	<b>Recent Account Payments</b> No recent payments have been recorded on your account. <b>Your Bill Explained</b>  View the PDF guide
<b>Your Broadband Usage</b> Since 01 May 2013  Includes any broadband usage add ons on this landline Updated 13 May 2013 View your broadband usage	<b>Your Vodafone At Home Services</b> <b>Bundles</b> Vodafone At Home Talk + Value Broadband Manage your bundles <b>Voice Services</b> Variable Call Forwarding Call Waiting Three Way Calling CLI Presentation Manage your voice services <b>Living At Home</b> You have no Living At Home add ons right now. Manage your Living add ons	<b>Voice Add ons</b> You have no voice add ons on this landline right now. Manage your voice add ons <b>Internet Add ons</b> You have no Internet add ons right now. Manage your add ons <b>Devices</b> Fixed Broadband Modem HomeView Camera Manage your devices <b>Your Account</b> <b>My Details</b> Manage your account details <b>Order History</b> View your orders

## Safety instructions

Read these guidelines. Not following them may be dangerous and/or illegal. You alone are responsible for how you use your modem and any consequences of its use. Do not switch the product on wherever the use of a wireless product is prohibited or when it may cause interference or danger.

General Statement on Radio Frequency (RF) energy

Your modem contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy.



Read the Safety Information section



Do not use while refuelling



This device may produce a bright or flashing light



Do not rely on this device for emergency communications



Maintain a separation distance of 20cm from the device



Do not dispose of in a fire



Small parts may cause a choking hazard



Avoid contact with magnetic media



This device may produce a loud sound



Avoid extreme temperatures



Keep away from pacemakers and other personal medical devices



Avoid contact with liquid, keep dry



Switch off when instructed in hospitals and medical facilities



Do not try and disassemble



Switch off in explosive environments



Only use approved accessories



Switch off when instructed in aircrafts and airports

## CE Declaration of Conformity

Radio Equipment Directive 2014/53/EU

EN 55032:2015, EN55024:2010+A1:2015, EN 301 489-1 V2.1.1, en 301 489-17 v3.1.1, EN 300 328 V2.1.1, EN301893 V2.1.0 Final Draft, EN 50385:2002, EN 60950-1:2006 + A11:2009 + A1:2010 + A12:2011 + A2:2013

In accordance with Annex III of the Directive 2014/53/EC.

## Disposal and Recycling Information



This symbol (with or without a solid bar) on the device, batteries (if included), and/or the packaging, indicates that the device and its electrical accessories (for example, a headset, adapter, or cable) and batteries should not be disposed of as household garbage. These items should not be disposed of as unsorted municipal waste and should be taken to a certified collection point for recycling or proper disposal.

For more detailed information about device or battery recycling, contact your local city office, household waste disposal service, or retail store.

Disposal of the device and batteries (if included) is subject to WEEE Directive Recast (Directive 2012/19/EU) and Battery Directive (Directive 2006/66/EC). The purpose of separating WEEE and batteries from other waste is to minimise the potential environmental impacts and human health risk of any hazardous substances that may be present.

## Reduction of Hazardous Substances

This device is compliant with the REACH Regulation [Regulation (EC) No 1907/2006] and RoHS Directive Recast (Directive 2011/65/EU). Batteries (if included) are compliant with the Battery Directive (Directive 2006/66/EC). For up-to-date information about REACH and RoHS compliance, please visit the website [huaweidevice.com/certification](http://huaweidevice.com/certification).

## EU Regulatory Conformance

Hereby, Huawei Technologies Co. Ltd. declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

For the declaration of conformity, visit the web site [huaweidevice.com/certification](http://huaweidevice.com/certification).

The following marking is included in the product:

This device may be operated in all member states of the EU.  
Observe national and local regulations where the device is used.  
This device may be restricted for use, depending on the local network.  
Restrictions in the 2.4 GHz band:

## Safety information

### Radio frequency exposure limits

To avoid the possibility of exceeding radio frequency exposure limits, you should keep a distance of at least 20cm between you (or any other person in the vicinity) and the antenna that is attached in your modem.

### Small children

Do not leave your device and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others or could accidentally damage the device. Your device contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

### Interference

Your device contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. Care must be taken when using the device in close proximity to personal medical devices, such as pacemakers and hearing aids. All wireless products are susceptible to interference, which could affect performance. Your device is designed to be used with a minimum of 20cm separation distance between any person and the device, failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

### Pacemakers

Pacemaker manufacturers recommend that a minimum separation of 15cm be maintained between a wireless device and a pacemaker to avoid potential interference with the pacemaker.

### Hearing aids

People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of

interference will depend on the type of hearing device and the distance from the interference source, increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

### Medical devices

Please consult your doctor and the medical device manufacturer to determine if the operation of your device may interfere with the operation of your medical device.

### Hospitals

Switch off your wireless device when requested to do so in hospitals, clinics or health care facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

### Explosive environments

- In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your device or other radio equipment.
- Areas with potentially explosive atmospheres include fuelling areas, below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

### Blasting caps and areas

- Turn off your device when in a blasting area or in areas posted turn off “two-way radios” or “electronic devices” to avoid interfering with blasting operations. Observe restrictions, and follow all regulations and rules.
- Do NOT use this product near water, for example, in a wet basement or near a swimming pool.
- Do NOT expose your device to dampness, dust or corrosive liquids.
- Do NOT store things on the device.
- Do NOT install, use, or service this device during a thunderstorm. There is a remote risk of electric shock from lightning.
- Connect ONLY suitable accessories to the device.





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