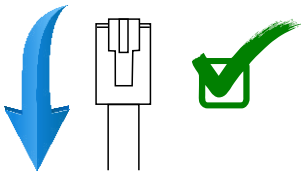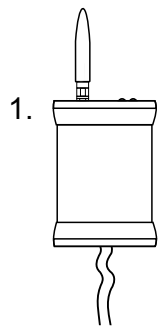# MODEM BASICS

- Please ensure that the **MODEM** is as high up as possible on the wall and near a window

- Do not install under metal sinks or cupboards

- Ensure the aerial is upright and not installed sideways

- Keep in mind that the unit needs to communicate with mobile networks, so the signal needs to be good.
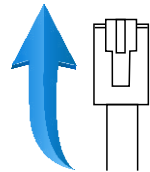
RESET MODEM

- Please ensure the modem and aerial are not covered or obstructed by items (clothing, mops etc)

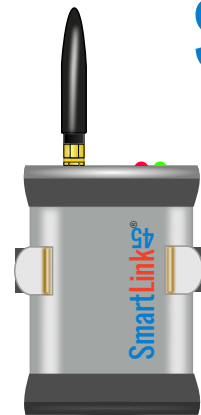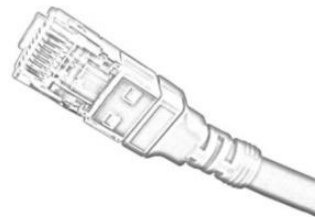- Unplug the cable. Wait 5 min. Replug into the modem. It will now reconnect with the network

1. 2. 4. 5min 5.

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Should you have any further queries, or require any additional information, please contact us.

INDICATOR LIGHTS

- RED light ON : Power

- GREEN light FLASHING :
  Connecting to the network

- GREEN slow PULSE : Connected