



Set up your 4G home router

Get your Huawei Flybox 4G+ B612, MTN Broadband CAT4 or similar router online from your phone.

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What's in the box

The router, a power adapter and a network (Ethernet) cable. The MTN Broadband router may also come with a small backup battery box that keeps it on in a power cut. If the plug does not fit your socket, call us rather than forcing it.

Tip

Photograph the label on the back: it shows your Wi-Fi name, password and admin login.

Before you start: the SIM

- **Registered.** Every SIM, router SIMs too, must be registered with the owner's Ghana Card or it can be blocked.
- **With data.** Put a data bundle on it. Without one, nothing will load.
- **The right size.** The Huawei B612 takes a micro-SIM. For other routers, check the slot or ask us.

Good to know

Some routers work on one network only. We sell the MTN Broadband for MTN SIMs. If a router ever asks for an unlock code, don't type any codes. Bring it to us.

Set it up

- 1 **Insert the SIM with the power off.** Inserting or removing it while the router is on can damage the SIM. On the Huawei, push it gently into the slot until it clicks.
- 2 **Choose a good spot.** Near a window, up high, on a stable surface, at least 25 cm from metal (including window bars) and away from microwaves and fridges.
- 3 **Plug in and switch on.** Connect the power adapter. If there is a power button, press it.
- 4 **Wait for the lights.** On the Huawei, a cyan, blue or yellow network light means connected; red means no network. More white bars mean a stronger signal. Few bars? Try another spot. Other routers use their own colours.
- 5 **Connect your phone.** In Wi-Fi settings, choose the Wi-Fi name on the label and type the password exactly as printed (labels may say "SSID" for the name and "Wi-Fi KEY" for the password).

Optional: change your Wi-Fi name and password

- 1 **Open the admin page** (the router's settings page). While on its Wi-Fi, type the address shown next to "IP" on the label into your browser (the MTN Broadband label shows 192.168.0.1). Log in with the admin details on the label. If it asks for a new admin password, write it down.
- 2 **Make the change.** In the Wi-Fi (or WLAN) settings, change the name and password, then press Save or Apply. Write them down. Reconnect your phone and other devices with the new details.

Do I need to set the APN?

The APN (Access Point Name) tells the router how to reach your network's internet. A wrong one can stop the internet, so change it only if the router has signal and data but nothing loads, using our **Mobile data settings (APN)** guide.

Something wrong?

Connected to Wi-Fi, but the internet is off or slow

- **Check your data.** MTN: use the MyMTN app while connected, or send *124# from the USSD section of the admin page, if it has one. AT: on your main AT phone, dial *100# and look for "MiFi or Router Balance Check" (you pair the router's number first). AT's helpline is 100. Telecel: call us.
- **Restart.** Unplug the router for 30 seconds, then plug it back in. With a battery box, unplug the lead at the router, or it stays on. Restart your phone too.
- **Red network light?** Unplug it as above, check the SIM is in properly, and plug it back in. Still red? Ask your network whether the SIM is active. Light fine? Check the APN.
- **Weak signal or slow?** Turn the router around or move it nearer a window, then restart it. Still weak? Call us for advice.

Forgot the Wi-Fi or admin password

Careful: a reset wipes all your changes, including any APN, and brings back the details on the label. **Huawei B612:** with it on, press the reset button with a pin for about 3 seconds, until the light blinks. **MTN Broadband:** hold the reset button with a pin for about 10 seconds, until it restarts (MTN Nigeria's advice). **Others:** call us first. No internet afterwards? Set the APN again or call us.

Look after your router

- **Let it breathe.** Leave 10 cm all round; never cover it or shut it in a box or bag. Keep it cool and dry.
- **Power cuts.** Power can surge when it returns, so use a surge protector, not a plain extension board.
- **Thunderstorm?** Switch off and unplug all cables until it passes.

Need help?

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Mon–Fri 8:00am–6:00pm · Sat 9:00am–4:00pm · Sun closed