NOKIA

WiFi user guide

Contents

Welcome

Thank you for purchasing Nokia WiFi, and welcome to the world of self-healing, self-optimizing network coverage—where problems are solved before they're even detected.

Nokia WiFi is a true mesh solution, which means your Gateway 3 and Beacon 3 devices all know about one another, are interconnected, and are always communicating.

Nokia WiFi creates an intelligent mesh solution that monitors channels and links in real-time, so you're getting great bandwidth and fast, seamless roaming— without buffering.

Nokia WiFi can help you unlock the full potential of your digital home because it understands the people, devices, and applications it serves.

What this guide provides

An introduction to the physical features of your Gateway 3 and Beacon 3 devices. Instructions for downloading the Nokia WiFi app, setting up your WiFi network, and expanding network coverage by adding Beacons.

Instructions for managing your Nokia WiFi through such features as enabling a guest network and restricting client device access.

We are excited about the opportunity to help you expand your carefree residential WiFi. So, let's get started!

Get to know your Nokia WiFi components

Nokia WiFi Gateway 3

The Nokia WiFi Gateway 3 establishes the foundation for fiber-based network coverage in your residence, ensuring you have ready access to the applications and services you need most.

The Gateway 3 will be installed by a representative from your fiber internet provider, who will also supply you with login credentials for your resultant Nokia WiFi network. Once installed, you can expand coverage by adding Beacon 3 devices, and you also can join your mobile and stationary client devices (like video game consoles, set-top boxes, …) to the network.

The unit itself and a close-up of its back-panel ports are shown below.

Nokia WiFi Beacon 3

The Nokia WiFi Beacon 3 extends network coverage throughout your entire residence, ensuring you have ready access to the applications and services you need most.

The Beacons can be purchased from your fiber provider's retail locations or through select online retailers. The Beacons will be installed by customers (that's you!), using the Nokia WiFi app.

The unit itself and a close-up of its back-panel ports are shown below.

Understanding the LED colors

The top of both the Gateway 3 and the Beacon 3 devices illuminate and display various solid/blink cycles to indicate their current state. The following tables describe those states per device, what they mean, and what you should do in response.

Gateway LED colors

LED color	LED behavior	What it means	What you should do
Off	Off	No power	No action
Blue-Green	Solid	Good connection to the internet	No action
Red	Solid	Bad connection to the internet	Check your internet connection and ensure it is enabled
White	Slow pulse	WPS* mode enabled	Wait; devices are pairing OR Wait; backhaul link is being set up
White	Fast pulse for 3secs, then non-WPS state	WPS successful OR Backhaul link established	Refer to the mobile app for next steps
Red	Fast pulse	Reset to factory reboot has been triggered	Wait; device will proceed to boot-up phase
White	Solid	Booting up	Wait; device in boot-up phase
Yellow	Slow pulse	In configuration mode	Prepare to add device to mesh network

Beacon LED colors are described on the following page.

---

* Wi-Fi Protected Setup (WPS) is a network security standard that creates a secure wireless home network. Your Gateway and Beacon devices pair with one another by way of WPS; pairing allows them to communicate and form mesh links.

Beacon LED colors

| LED color	LED behavior	What it means	What you should do
Off	Off	No power	No action
Blue	Solid	Good connection to next Nokia WiFi device	No action
Yellow	Solid	Sub-optimal connection to next Nokia WiFi device	Refer to mobile app or care portal for next steps
Red	Solid	Bad connection to next Nokia WiFi device	Refer to mobile app or care portal for next steps
White	Slow pulse	WPS** mode enabled	Wait; devices are pairing OR Wait; backhaul link is being set up
White	Fast pulse for 3secs, then non-WPS state	WPS successful OR Backhaul link established	Refer to the mobile app for next steps
Red	Fast pulse	Reset to factory reboot has been triggered	Wait; device will proceed to boot-up phase
White	Solid	Booting up	Wait; device in boot-up phase
Yellow	Slow pulse	In configuration mode	Prepare to add device to mesh network

---

** Wi-Fi Protected Setup (WPS) is a network security standard that creates a secure wireless home network. Your Gateway and Beacon devices pair with one another by way of WPS; pairing allows them to communicate and form mesh links.

Download the Nokia WiFi app

Prerequisite

Smartphone that's running Android 7 / iOS 11 or greater

From either the Play Store (Android) or
the App Store (iOS), install the **Nokia WiFi** app
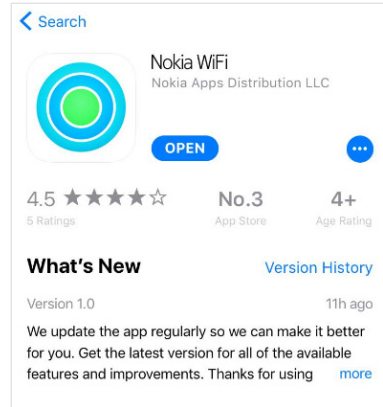
Setup your Nokia WiFi |
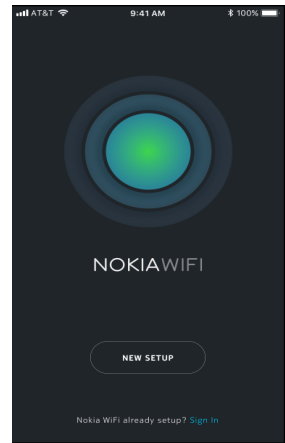# Enter network credentials via QR code

Prerequisites

Existing wireless network provided by internet-connected modem or router

- 1 Nokia Beacon plus its power and Ethernet cables
- 1 smartphone running the Nokia WiFi app that also is connected to the existing wireless network; you must be willing to give Nokia WiFi access to your camera

Welcome

- Launch the Nokia WiFi app
- Tap **New Setup**

Before we begin

You must agree to the Nokia WiFi Terms of Service

- Tap **Terms of Service** to read the terms
- When you are finished, tap **<**
- From the Before we begin screen, tap **Get Started**

Find the Sticker

- You are instructed to find the sticker on the bottom of your Beacon
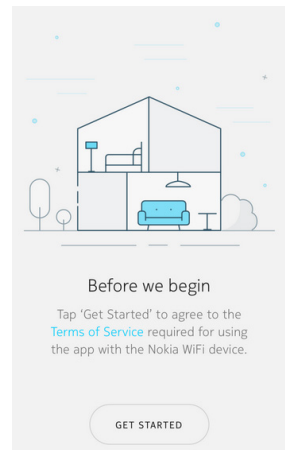
- Tap **Next**

Find the sticker

Look for the sticker at the bottom of your Beacon 3.
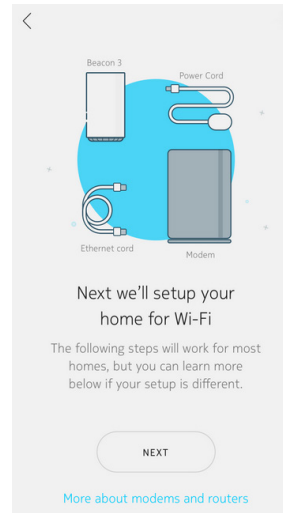
NEXT
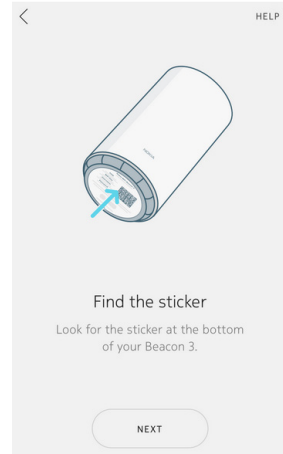
Scan the QR code

- You are instructed to scan the QR code on the bottom of the Beacon using your camera; tap **Scan Code**

- You are instructed to allow Nokia WiFi access to your device's location, and to take pictures/record video; tap **Allow**

- **This ope**ns the camera app and a frame, and you see the message *Position QR code in this frame*

- Point your smartphone at the code and hold it steady

- You see a red scanning line move vertically across the code

  - When the code is successfully scanned you see the message *QR code scan successful*

- Tap **Continue**

Scan the QR code

Using your phone's camera, scan the QR code on the bottom of your Beacon 3.

SCAN CODE
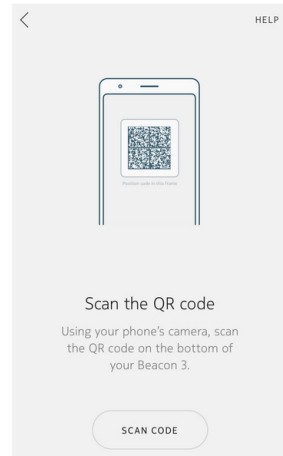
Physical device connections

The next few screens walk you through connecting power and Ethernet cables between your modem or router and the Beacon.

- If you want to learn more about modems and routers, from the Next we'll setup your home for WiFi screen, tap **More about modems and routers**
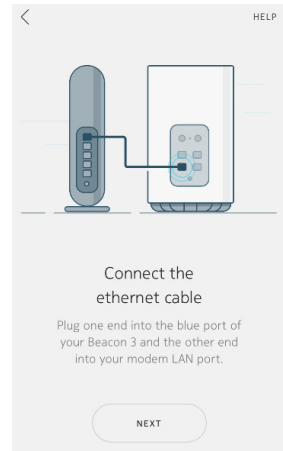
- When you are finished, tap **<**

- Tap **Next**

Unplug power

- You are instructed to unplug the power from your existing modem or router

- You also should disconnect any client devices that are plugged into the modem or router
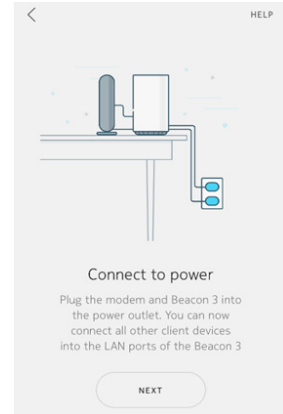
- Tap **Next**
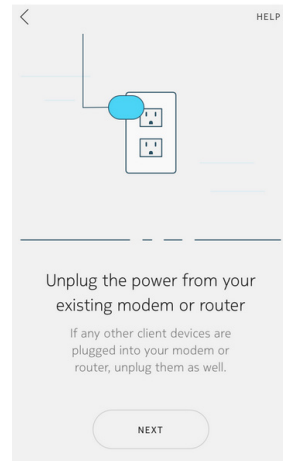
Connect Ethernet

- Plug one end of the provided Ethernet cable into the blue port on your Beacon
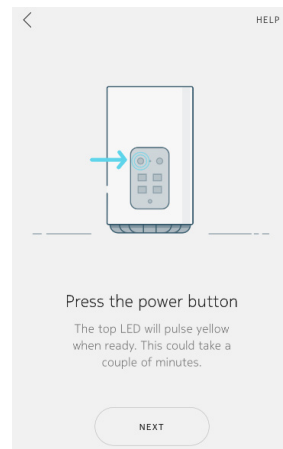- Plug the other end of the cable into a LAN port on your modem
- Tap Next

Connect Power

- Connect your Beacon to power by plugging it into a wall outlet
- Ensure your modem or router is also connected to power
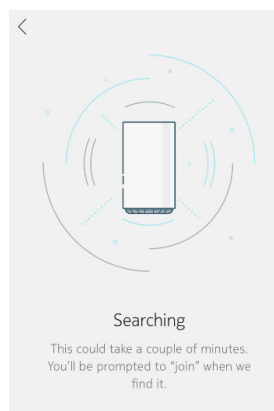- If you have wired client devices, you may connect them to the Beacon's LAN ports
- Tap Next

Power on the Beacon

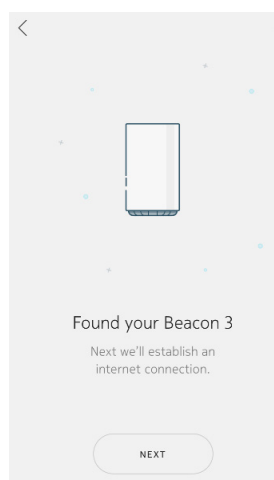- On the Beacon's back panel, press the Power button
- Tap Next

HELP

Connect the ethernet cable

Plug one end into the blue port of your Beacon 3 and the other end into your modem LAN port.

NEXT

HELP

Connect to power

Plug the modem and Beacon 3 into the power outlet. You can now connect all other client devices into the LAN ports of the Beacon 3

NEXT

HELP

Press the power button

The top LED will pulse yellow when ready. This could take a couple of minutes.

NEXT

Searching

- The Nokia WiFi app begins searching for your Beacon
- If your Beacon 3 is not found, you are prompted to Try Again

Searching
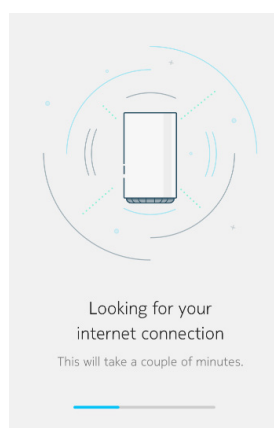
This could take a couple of minutes. You'll be prompted to "join" when we find it.

Found your Beacon 3

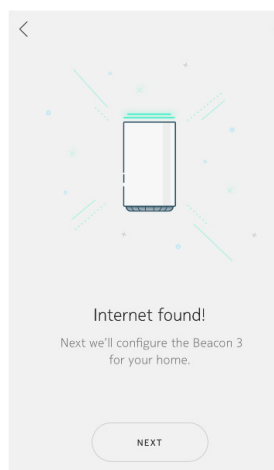- Once your Beacon is found, you are prompted to establish an internet connection
- Tap Next

Found your Beacon 3

Next we'll establish an internet connection.

NEXT

Looking for your internet connection

The Nokia WiFi app begins confirming the presence of an internet connection

Looking for your internet connection

This will take a couple of minutes.

Internet found!

- Once successful, you see the message
  Internet found!
- Now you configure the Beacon for your
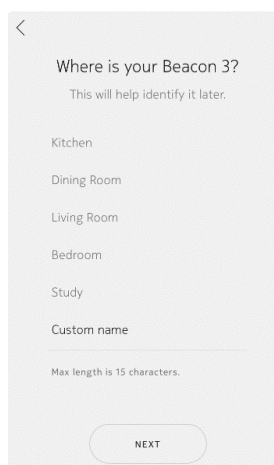 home environment
- Tap **Next**

Where is your Beacon 3?

- Associate your Beacon with a room so it's easy
  to identify later; select either:
  - a provided room name
        OR
  - tap **Custom name** and enter your own

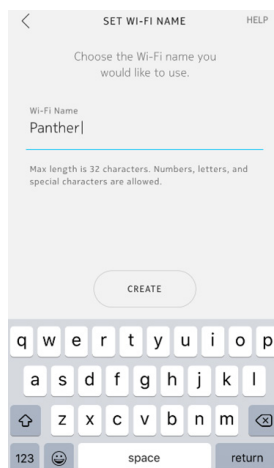**Note:** The maximum length for a custom room
name is 15 characters

- Tap **Next**

Set WiFi name

Now you provide a custom name for your Nokia
WiFi network. The default value is displayed;
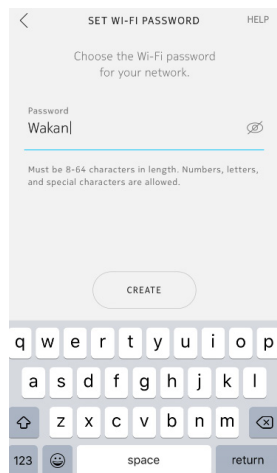for example *NOKIA-DC10.*

- Tap the **Wi-Fi Name** text field; this enables
  the keyboard
- Using 32 alphanumeric or special characters, enter
  your network's name; for example, **PantherNet**
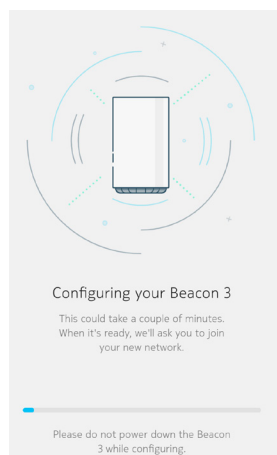- Tap **Create**

Set WiFi password

Now you set a password for your Nokia WiFi network. The default value is not displayed; to show it, tap the eye symbol.

- Tap the **Password** text field; this enables the keyboard

- Using at least 8 alphanumeric or special characters, enter your network's password; for example, Wakand@4ever

- Tap **Create**

Configuring your Beacon 3

Your Beacon is configured to act as the gateway on your new Nokia WiFi network.
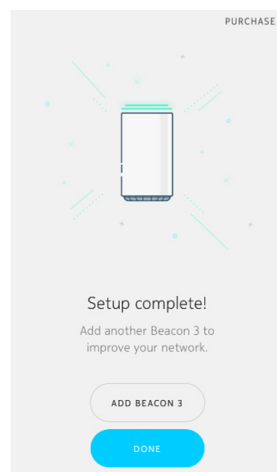
Setup complete!

When your Beacon 3 is configured and setup is complete, you may either:

- Tap **Add Beacon 3** to expand your coverage OR
- Tap **Done** to view the Home menu along with any connected client devices

If you choose to add a Beacon, go to the section "Expand your Nokia WiFi | Add a Beacon."

If you are Done and would like to interact with your Nokia WiFi, go to the section "Client devices on your network."

Setup your Nokia WiFi |
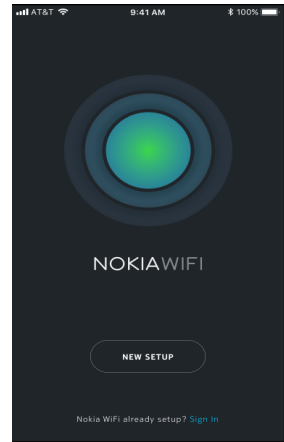# Enter network credentials manually

Prerequisites

Existing wireless network provided by internet-connected modem or router

- 1 Nokia Beacon plus its power and Ethernet cables
- 1 smartphone running the Nokia WiFi app that also is connected to the existing wireless network; **you need not allow Nokia WiFi access to your camera**
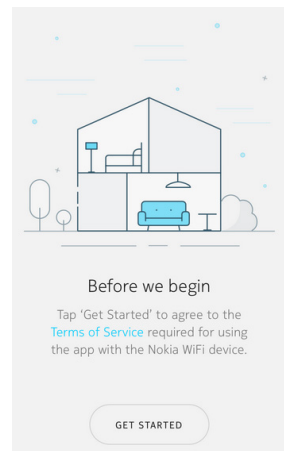
Welcome

- Launch the Nokia WiFi app
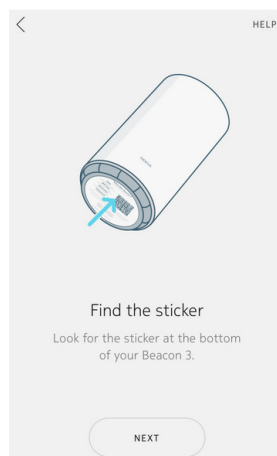- Tap **New Setup**

Before we begin

You must agree to the Nokia WiFi Terms of Service

- Tap **Terms of Service** to read the terms
- When you are finished, tap **<**
- From the Before we begin screen, tap **Get Started**

Find the Sticker

- You are instructed to find the sticker on the bottom of your Beacon
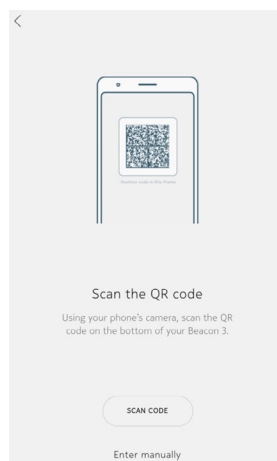
- Tap **Next**

Scan the QR code

You are instructed to scan the QR code on the bottom of the Beacon using your camera.

If you do not wish to give Nokia WiFi access to your camera, you may enter the default network credentials manually
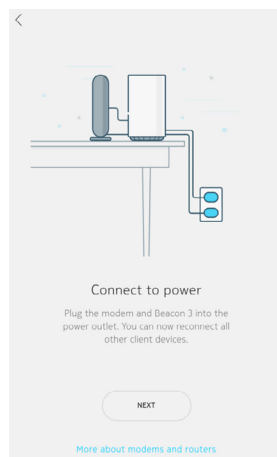
- Tap **Enter manually**

Connect Power

- Connect your Beacon to power by plugging it into a wall outlet

- Ensure your modem or router is also connected to power

- If you have wired client devices, you may connect them to the Beacon's LAN ports

- Tap **Next**

For details about modems and routers, tap **More about modems and routers**

Find the sticker

Look for the sticker at the bottom of your Beacon 3.

NEXT

Scan the QR code

Using your phone's camera, scan the QR code on the bottom of your Beacon 3.

SCAN CODE

Enter manually

Connect to power

Plug the modem and Beacon 3 into the power outlet. You can now reconnect all other client devices.

NEXT

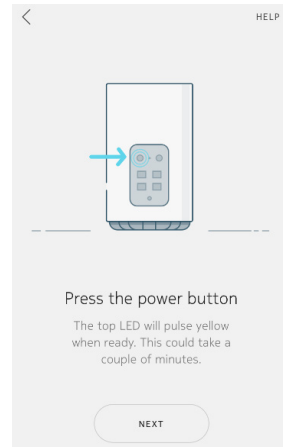More about modems and routers

Connect Ethernet

- Plug one end of the provided Ethernet cable into the blue port on your Beacon
- Plug the other end of the cable into a LAN port on your modem
- Tap Next
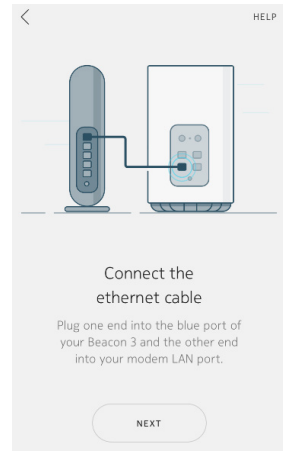
Power on the Beacon

- On the Beacon's back panel, press the Power button
- Tap Next

Find the Sticker
Find the SSID and Wi-Fi Key

- You are instructed to find the sticker on the bottom of your Beacon
- Tap Next
- On the sticker, find the SSID and WiFi Key
- Tap Next

Connect to Beacon 3

- You are instructed to join the network NOKIA-XXXX from your phone's Wi-Fi/WLAN Settings

- Tap **Go to Settings**

- From your phone's Wi-Fi/WLAN settings, select the wireless network that matches the SSID on the bottom of your Beacon; for example, *NOKIA-DC10*

- You are prompted for a password; enter the **WiFi Key** from the bottom of your Beacon
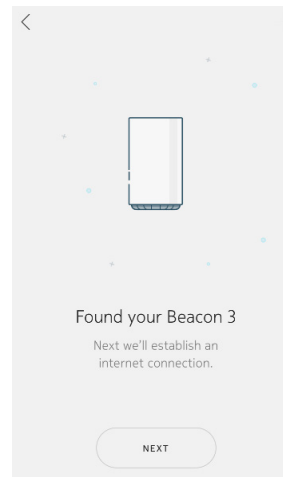
- Tap **Connect**
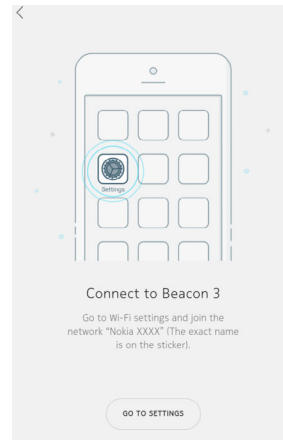
Searching

- The Nokia WiFi app begins searching for your Beacon

- If your Beacon 3 is not found, you are prompted to **Try Again**
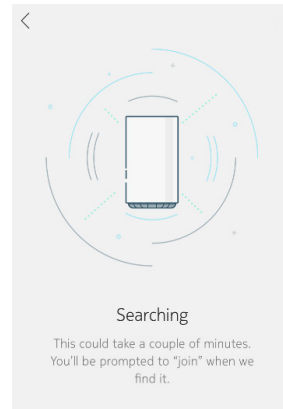
Found your Beacon 3

- Once your Beacon is found, you are prompted to establish an internet connection

- Tap **Next**

- You are instructed to find the username and password on the sticker

- Tap **Next**

Connect to Beacon 3

Go to Wi-Fi settings and join the network "Nokia XXXX" (The exact name is on the sticker).

GO TO SETTINGS

Searching

This could take a couple of minutes. You'll be prompted to "join" when we find it.

Found your Beacon 3

Next we'll establish an internet connection.

NEXT

Username and Password

- You are instructed to enter the username and password from the bottom of your Beacon

- Tap the **Username** text field; this enables the keyboard

  – Enter the value from the Beacons's sticker; for example, *admin*

- Tap the **Password** text field

  – Enter the value from the Beacon's sticker; for example, *Pszv6ri4ei*
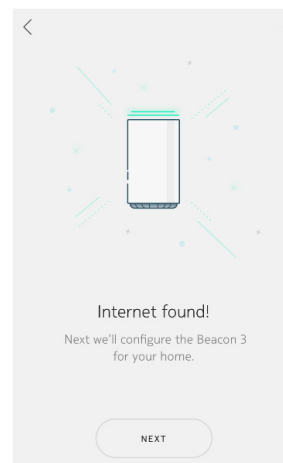
- Tap **Next**
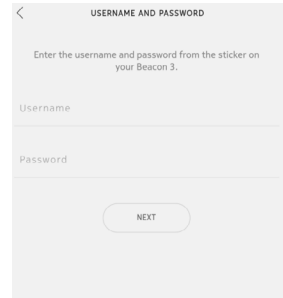
Looking for your internet connection

The Nokia WiFi app begins confirming the presence of an internet connection
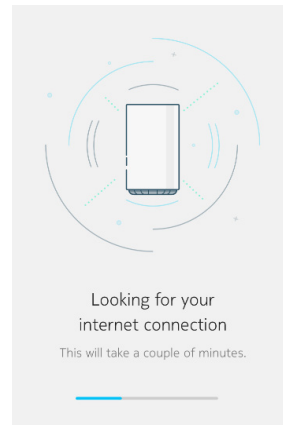
Internet found!

- Once successful, you see the message *Internet found!*

- Now you configure the Beacon for your home environment
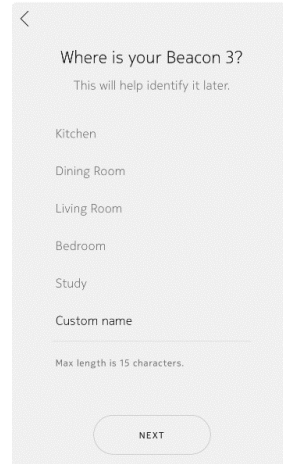
- Tap **Next**

Where is your Beacon 3?

- Associate your Beacon with a room so it's easy to identify later; select either:
    - a provided room name
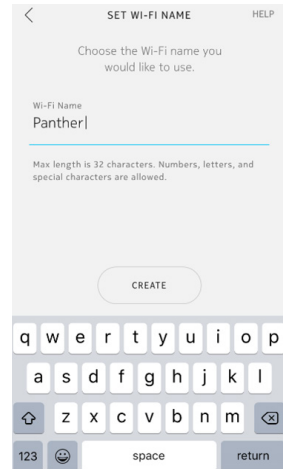   OR
    - tap **Custom name** and enter your own

Note: The maximum length for a custom room name is 15 characters

- Tap **Next**
- You are instructed to allow Nokia WiFi to access this device's location
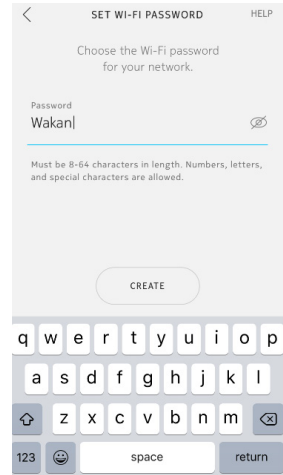- Tap **Always Allow**

Set WiFi name

- Now you configure a custom name for your Nokia WiFi network. The default value is displayed; for example, *NOKIA-DC10.*
- Tap the **Wi-Fi Name** text field; this enables the keyboard
- Using 32 alphanumeric or special characters, enter your network's name; for example, **PantherNet**
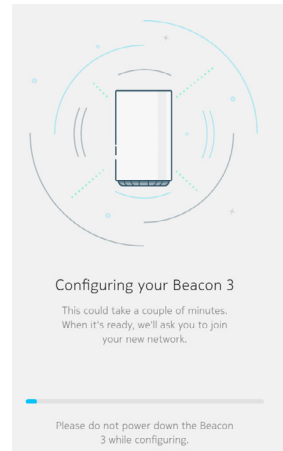- Tap **Create**

Set WiFi password

Now you set a password for your Nokia WiFi network. The default value is not displayed; to show it, tap the eye symbol.

- Tap the **Password** text field; this enables the keyboard
- Using at least 8 alphanumeric or special characters, enter your network's password; for example, Wakand@4ever
- Tap **Create**

Configuring your Beacon 3

Your Beacon is configured to act as the gateway on your new Nokia WiFi network.
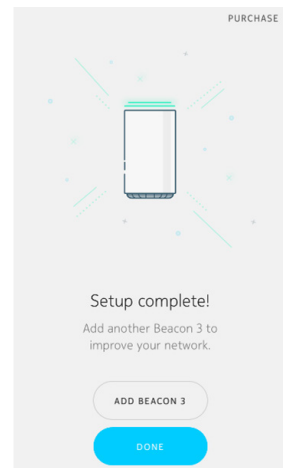
Setup complete!

When your Beacon 3 is configured and setup is complete, you may either:

- Tap **Add Beacon 3** to expand your coverage
       OR
- Tap **Done** to view the Home menu along with any connected client devices

If you choose to add a Beacon, go to the section "Expand your Nokia WiFi | Add a beacon."

If you are Done and would like to interact with your Nokia WiFi, go to the section "Client devices on your network."

Expand your Nokia WiFi | Add a Beacon

Prerequisites

- Existing Nokia WiFi network; refer to the section "Setup your Nokia WiFi | Enter network credentials via QR code"
- Smartphone loaded with the Nokia WiFi app that also is connected to your Nokia WiFi network
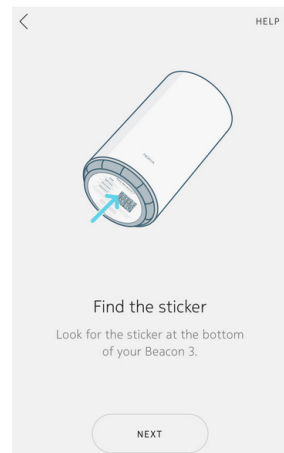- 1-2 Nokia WiFi Beacons

Add a Beacon

- From the Nokia WiFi app home screen, in the upper-left corner, open the Settings menu
- Tap **Add Beacon 3**
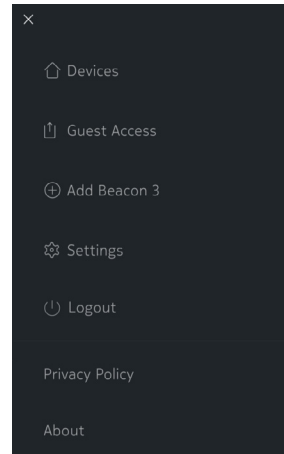
Find the Sticker

- You are instructed to find the sticker on the bottom of your Beacon
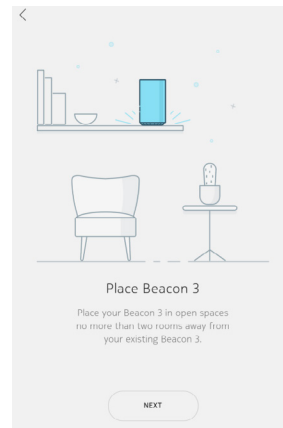- Tap **Next**

Scan the QR code

- You are instructed to scan the QR code on the bottom of the Beacon using your camera; tap **Scan Code**

- Point your smartphone at the code and hold it steady

- You see a red scanning line move vertically across the code

  – When the code is successfully scanned you see the message *QR code scan successful*
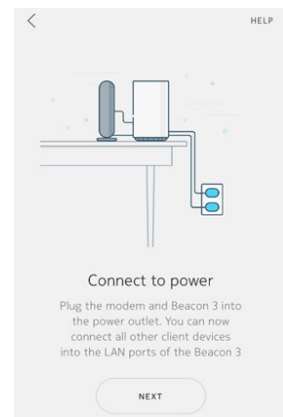
- Tap **Continue**
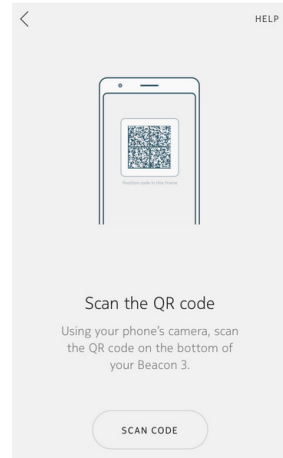
Place Beacon 3

- Place your Beacon in an open space no more than two rooms away from the Beacon that serves as your gateway
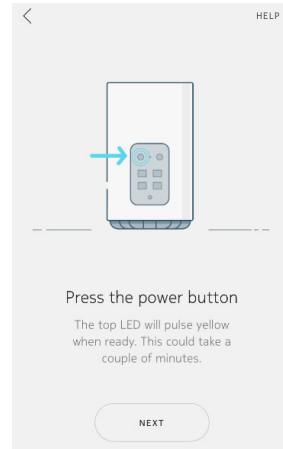
- Tap **Next**

Connect Power

- Connect your Beacon to power by plugging it into a wall outlet
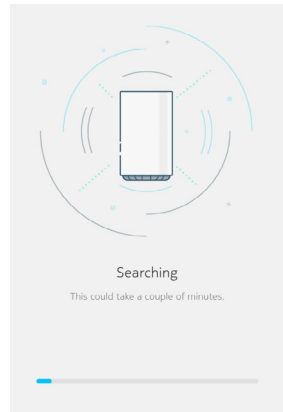
- Tap **Next**

Power on the Beacon

- On the Beacon's back panel, press the Power button

- Tap **Next**

Press the power button

The top LED will pulse yellow when ready. This could take a couple of minutes.

NEXT

Searching

- The Nokia WiFi app begins searching for your Beacon, which will take a couple of minutes

- If your Beacon is not found, you are prompted to **Try Again**

Searching

This could take a couple of minutes.

Connection successful

- Once your Beacon is found and its network connection established, you test the quality of that connection

- Tap **Next**

Connection successful!

Next we'll test the quality of your Beacon 3's connection.

NEXT
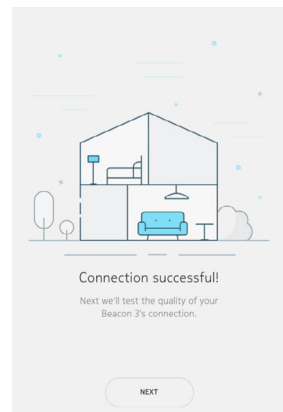
Connection strength

You see a message regarding the quality of the connection between the two Nokia WiFi devices currently on your network.

If the connection is optimal, you see the message *Your WiFi is fantastic!*

If the connection is not optimal, you see either yellow or red variations of the screen shown to the right, along with instructions for repositioning the Beacon.
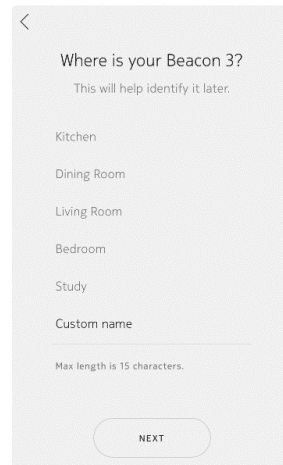
- Tap **Next**
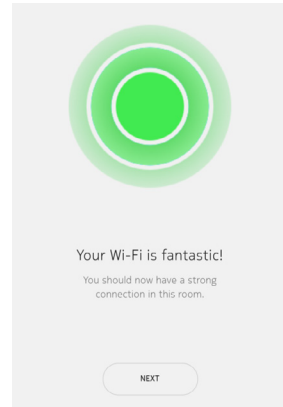
Where is your Beacon 3?

- Associate your Beacon with a room so it's easy to identify later; select either:
    - a provided room name
        OR
    - tap **Custom name** and enter your own

Note: The maximum length for a custom room name is 15 characters

- Tap **Next**

All done!

When your Beacon 3 is configured and your network range expanded, you may either:

- Tap **Add Beacon 3** to expand your coverage
        OR
- Tap **Done** to view the Home menu along with any connected client devices
    - If you choose to add a Beacon, proceed to the beginning of this section

If you are Done and would like to interact with your Nokia WiFi, proceed to the section "Client devices on your network."
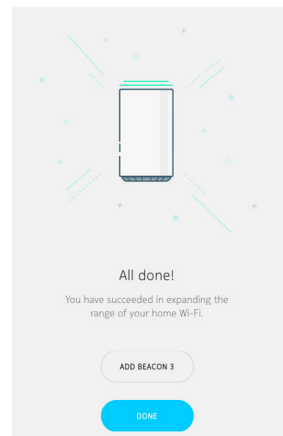
Client devices on your network

The heat map

The Home screen gives you a view of the entire Nokia WiFi network from the perspective of connection strength currently experienced by connected client devices, as represented by the concentric circles of the heat map.

The inner circle represents the area of strongest connectivity; the second and third circles represent areas of progressively less connectivity.

All client devices connected to the network are shown both as numeric points on the heat map and in numeric list form below the heat map.

This mesh shows 3 connected client devices.
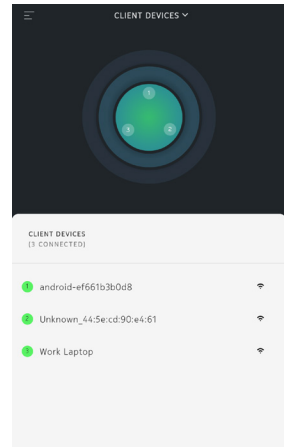
Connection strength

To the left of each client device in the list view, you see a circle that is green, orange, or red. These colored circles represent the strength of the client device's best connection to a Nokia WiFi device.

To the right of each client device in the list view, you see a WiFi icon that also represents the client's connection strength.

Client names

When a client device first joins the network, it displays its default name value; for example, *android-ef661b3b0d8*.

You can give each device a more easily-recognizable name, such as *Work Laptop*. Refer to the section "Change a client device's name."
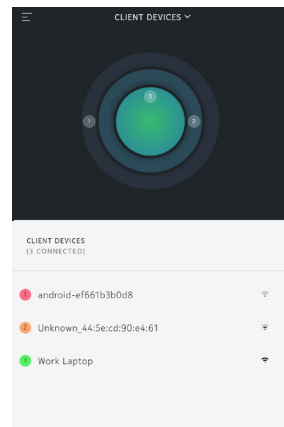
View client device details

From the client device list, tap the device you wish to view. At top of the screen, you see the name of your client device.

Connected to - Which Nokia WiFi device your client device is connected to.

Connection - The type of connection between your client and the Nokia WiFi device; options include:

- Wireless 5 GHz
- Wireless 2.4 GHz
- Wired

**TX Rate and RX Rate -** The client device's connection speed to the internet in Megabytes per second (Mbps).
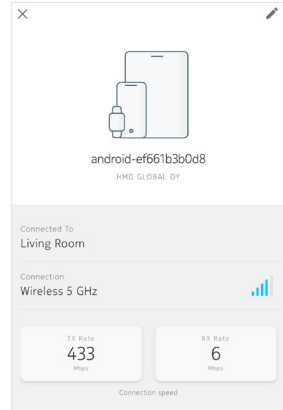
Configuration

Internet - Control a device's ability to access the Internet; enabled by default. When disabled, you prevent that device from accessing the internet.

Note: You cannot disable this option for the device that is running your instance of the Nokia WiFi app, as shown to the right.

Alert Me of Issues - Receive alerts if the client device loses connectivity or experiences other issues.
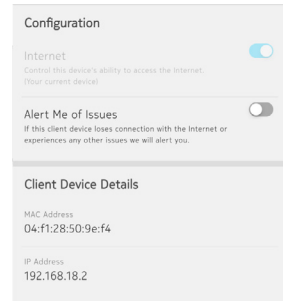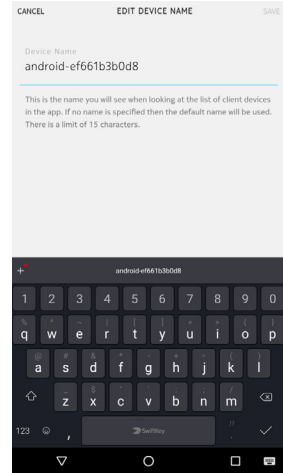
Client Device Details

Client device details include:

- MAC Address
- IP Address (as assigned by your Nokia WiFi network)

Change a client device's name

- From the client device details view,
 tap the edit icon ✎
- You see the **Edit Device Name** screen

The name shown is what you see when looking
at the list of client devices in the app. It is retrieved
by default from the client device, as specified in
its Settings menu.

To edit the client device's name:

- Tap the **Device Name** text field
- Using up to 15 alphanumeric characters,
  enter a new client device name
- Tap **Save**

You return to the client device details screen
and see an updated client device name.
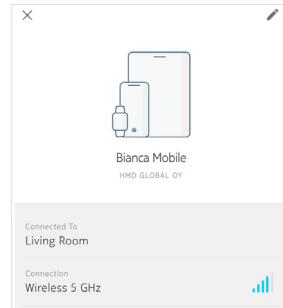
Nokia WiFi devices on your network

To view Nokia WiFi devices on your network:

- From the top of the Home screen, tap the **Client Devices** drop-down menu

- Select **Nokia WiFi Devices**

What you see changes from the heat map to a tree view of the Nokia WiFi devices that currently comprise your network.

This representative mesh shows 3 connected Nokia WiFi devices:

- Living Room

- Kitchen

- Bedroom
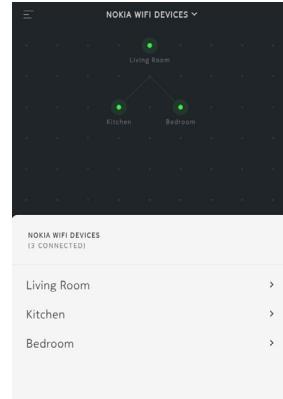
Below the tree view, there also is a list view that shows connected Nokia WiFi devices.

View Nokia WiFi device details

From the Nokia WiFi device list, tap the device you wish to view. At top of the screen, you see the device name.

The Nokia WiFi device's LED status is reflected in the picture.

Configuration

LED Light - Enabled by default, selecting this option turns off the LED on top of the Nokia WiFi device

Connected client devices

A list of the client devices that currently are connected to this Nokia WiFi device. In this case, the devices are *Bianca Mobile* and *Work Laptop*.

You may tap a client device to view its details.
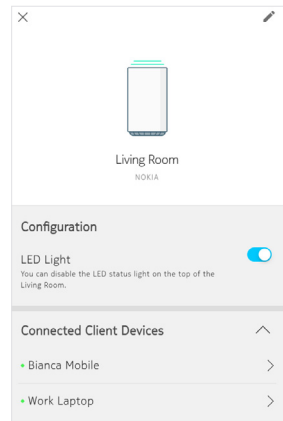
Nokia WiFi Device Details

Nokia WiFi device details include:

- **Serial Number -** This value is also shown on the Beacon's sticker
- **MAC Address -** The device's unique hardware identification number
- **IP Address -** The device's **communication address**
- **Version -** The version of Nokia WiFi firmware running on the device

Beacon 3 Details

Serial Number
ALCLB18E9E4F

MAC Address
84:c9:c6:98:dc:10

IP Address
192.168.18.1

Version
3FE47361OCT010

Enable a guest network

Your guest network is not enabled by default. Once you enable it, your guests can reach the internet without accessing your primary Nokia WiFi network.

The access type of your guest network can be either:

- **Password -** guests must enter a password to connect (default)
- **Open -** no password is required, but you need to grant access

Enable a password-protected guest network

- From the Home screen, tap the menu icon ≡
- From the Settings menu, tap **Guest Access**

You see the Guest Access screen.

- Tap the **Guest Access** toggle; this enables options including **Access Type**, **Network Name**, **Network Password**, and **Expires**
- Tap the **Network Name** text field; this enables the keyboard
  - You can either accept the default—which is based on the name of your Nokia WiFi network—or provide a custom name
- Tap the **Network Password** text field
  - You can either accept the default value _12345678_, or provide a custom value
- Tap the **Expires** field; this presents you with eight options: **Never**, **1 Hr**, **4 HRs**, **8Hrs**, **1 Day**, **1 Week**, **1 Month**, and **1 Year**
- When you've made your choice, tap **<**
- Tap **Save**
- You see the message _Saved successfully_
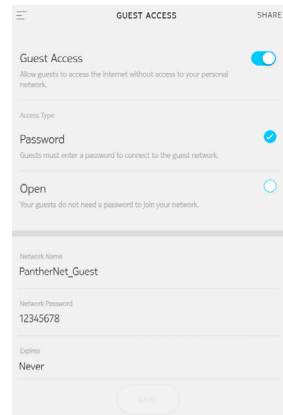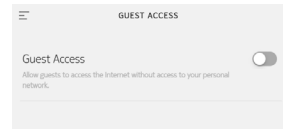
Enable an open guest network

- Tap the **Guest Access** toggle; this enables options including **Access Type**, **Network Name**, **Network Password**, and **Expires**

- Tap the **Open** radio button; the **Network Password** pane disappears

- Tap the **Network Name** text field; this enables the keyboard

  - You can either accept the default, which is based on the name of your Nokia WiFi network, or provide a custom name

- Tap the **Expires** field; this presents you with eight options: **Never**, **1 Hr**, **4 HRs**, **8Hrs**, **1 Day**, **1 Week**, **1 Month**, and **1 Year**

- When you've made your choice, tap **<**

- Tap **Save**

- You see the message *Saved successfully*
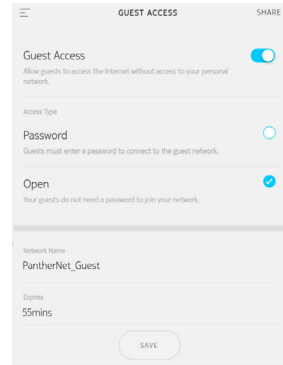
Share a guest network

- From the Guest Access screen, tap **Share**

  - You are presented with supported mediums on your client device that will allow you to share access credentials; for example, text message, email, and Bluetooth

- Select your medium and follow the prompts

- Your guest receives the **Network Name** and **Password** (if a password-protected network) values via the medium you selected
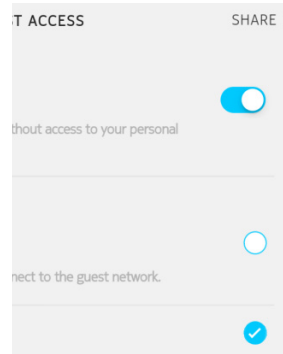
Settings

Network | Change WiFi

You can change the name and password of your Nokia WiFi network

- From the **Network** portion of the Settings screen, tap **Change WiFi**
  - You see the values you chose during Nokia WiFi setup

- Tap the **WiFi Name** field; this enables the keyboard
  - Enter the new WiFi name

- Tap the **WiFi Password** field and enter the new WiFi password

- Once you change either value, the **Save** button is enabled; tap **Save**
  - You see the message *You will experience a brief WiFi disconnection and reconnection*

- Tap **OK**
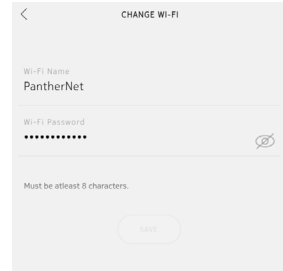
You see the message *Configuring the changes* and then the message *Saved successfully.*

Network | WAN

You can specify the WAN type of your Nokia WiFi network, which affects how it connects to the internet. Your WAN connection type generally is determined by your Internet Service Provider (ISP).

From the **Network** portion of the Settings screen, tap **WAN.** You see the options **DHCP**, **Static**, and **PPPoE**.

- **DHCP -** Dynamic Host Configuration Protocol allows your Beacon to get an IP address automatically. This is the Nokia WiFi default.
- **Static -** This address does not change automatically and has been reserved by your ISP specifically for you.
- **PPPoE -** Point-to-Point Protocol over Ethernet requires a specific username and password from your ISP and typically is used with DSL connections.

Select **Static** and you must provide the following:

- IP Address
- Subnet Mask
- Default Gateway
- Primary DNS
- Secondary DNS

Select **PPPOE** and you are instructed to contact your ISP for the username and password required to set configure this WAN type.

Parental controls | Device access

Parental controls allow you to manage which client devices can access your Nokia WiFi.

- From the **Settings** menu, tap the **Device Access** pane

  – You see the client devices connected to your Nokia WiFi, and they are all afforded access by default

- To deny a client device access, tap the radio button next to its name

After a moment, the device's radio button turns white, indicating it can no longer access your Nokia WiFi.

Confirm this from the Home screen, where the disallowed device is shown as *Offline* and is grayed out.
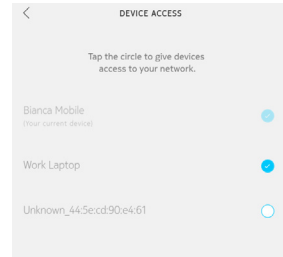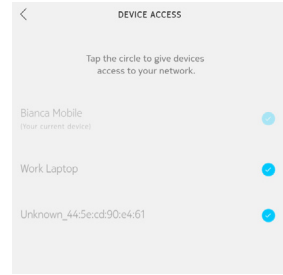
Firmware Updates

Nokia WiFi performs firmware updates (when they are available) at a time that you specify. The default value is 3:00 AM.

- To change the default value, from the **Settings** menu, tap the **Scheduled Time** pane
  You are presented with a spinner, from which you can select a different time

- Once you have selected the time, tap **Done**

Your new scheduled time is displayed on the Settings menu.
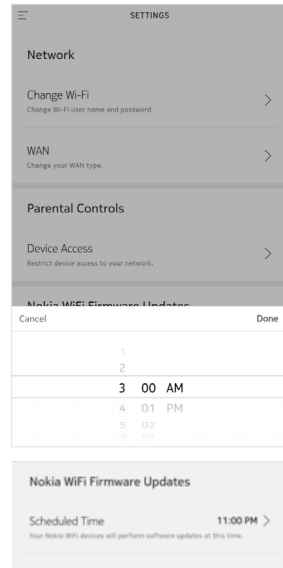
Troubleshoot your Nokia WiFi

Can't find your Nokia WiFi device

You must be connected to your Nokia WiFi device/network to use the Nokia WiFi mobile app for configuration activities.

- If you have already setup a Nokia WiFi network and you see this message, your device(s) may be Offline
- If you have not previously setup Nokia WiFi, tap **Log out to setup a new network** and refer to one of the "Setup your Nokia WiFi" sections

Can't find your Nokia WiFi device

You must be connected to your Nokia WiFi device's network to use this app.

Log out to setup a new network
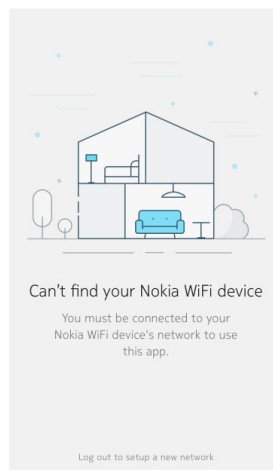
Wi-Fi connection required

To setup Nokia WiFi using the Nokia WiFi mobile app, you must be connected to a wireless network.

- Ensure your local wireless network is enabled
- Ensure that WiFi is enabled on your client device and you are associated with the local wireless network
- Clear the cache on your client device and re-launch the Nokia WiFi app

Wi-Fi connection required

Make sure Wi-Fi is turned on in your mobile device settings to use this app.
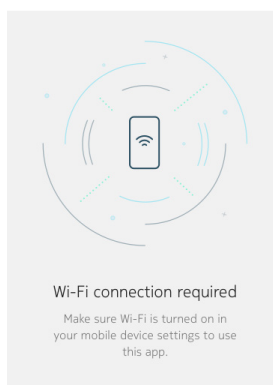
Beacon 3 not found

During setup of Nokia WiFi and when adding Beacons, you may encounter the **Beacon 3 not found** message. This means the Nokia WiFi app was unable to connect with the Beacon you're trying to add to the network.
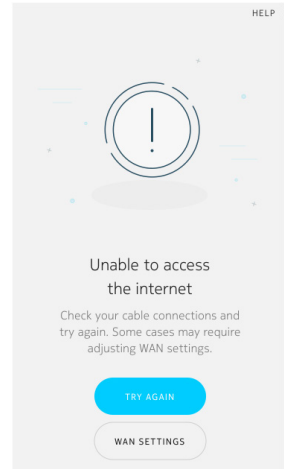
- Tap **Try Again**
- If you get the message again during setup, ensure:
  1. Your Beacon is powered on
  2. Your Beacon's LED is not red; for next steps, refer to "Understanding the LED colors"

HELP

Beacon 3 not found

Tap the Try Again button below.

TRY AGAIN

Cancel
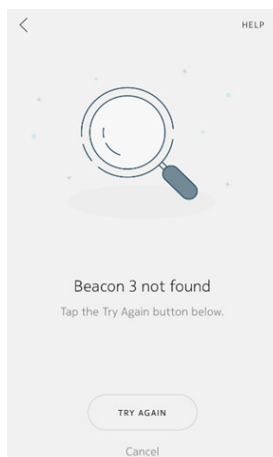
Unable to access the Internet

During setup of Nokia WiFi, when looking for your internet connection, you may encounter the **Unable to access the internet** message. This means the Nokia WiFi app was unable to verify the existence of a live internet connection.

- Check all cable connections and ensure they are solid
- Tap **Try Again**
- If you get the message again, and you're confident in the security of your cable connections, tap **WAN Settings**
- Refer to the section "Network | WAN" for further instruction

Incomplete Beacon 3 configuration

During setup of Nokia WiFi and when adding Beacons, you may encounter the **That didn't work** message. This means your Beacon failed to finish the configuration process.

- Tap **Try Again**

If you get the message again, please proceed to the section "Factory reset a Nokia WiFi device."
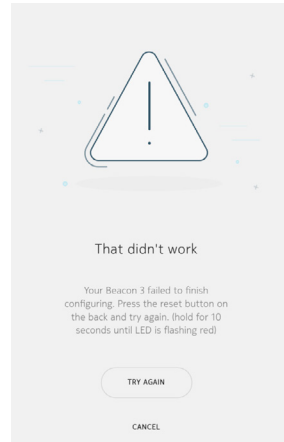
I want to increase reliability of my Nokia WiFi connections

In their default configuration, Nokia WiFi devices connect to one another using wireless/Wi-Fi connections. They use these connections to communicate and share information about both the network and its connected clients. If you have the infrastructure support necessary to do so, you may choose to connect your Nokia WiFi devices using Ethernet cables, which would result in wired connections. These can offer faster speeds, lower latency, and no interference—all characteristics that are common to wireless connections.

Important
The Ethernet cables must not pass through an Ethernet switch or other router.

Factory reset a Nokia WiFi device

This procedure returns your Nokia WiFi device to its "out-of-box" state. You may elect to factory reset devices on your own or as directed by a Nokia Care Agent. There are two scenarios where factory resetting a Nokia WiFi device may be warranted:

1. Incomplete device configuration during Nokia WiFi setup/onboarding. Refer to the section "Incomplete Beacon 3 configuration."

2. Re-deployment of your Nokia WiFi network to a new location.

> **Important**
> The need to factory reset one Nokia WiFi device means that ALL your devices must be factory reset. Failure to do so will generate a wireless network with incomplete or mismatched configuration data.

Factory reset procedure

1. Using a paper clip or SIM tray removal tool, on the back of each powered-on Beacon, press the Reset button for ~10 seconds, or until the LED flashes red.

2. The LED turns solid white, which indicates the Beacon has entered boot-up phase.

3. The LED flashes yellow, which indicates the Beacon has been factory reset and is ready for configuration.

4. Once all Beacons are factory reset, refer to one of the "Setup your Nokia WiFi" sections and setup your Nokia WiFi from scratch.

NOKIA

Technical specifications

Beacon dimensions	160 mm (6.3 in) x 94 mm (3.7 in) x 94 mm (3.7 in)
Software	Nokia WiFi Intelligent Mesh
WiFi connectivity	• AC3000 • Supports 3x3 80.211b/g/n 2.4 GHz WLAN • Supports 4x4 802.11ac 5 GHz WLAN with MU-MIMO
Ethernet interfaces	• 1x Gigabit Ethernet WAN port • 3x Gigabit Ethernet LAN ports
Security	• 64-bit and 128-bit WEP support • WPA support including WPA-PSK and WPA2

Manufacturer information

Manufacturer	Nokia Solutions and Networks Oy
Address	Karaportti 3, 02160 Espoo, Finland
Email Address	wifi.care@nokia.com

Warranties and repair of Nokia WiFi devices

For information on the hardware Limited Warranty and/or repair, or replacement of the produce, please go to www.nokia.com/wifi/legal/warranty.