

B612s-51d FAQs_normal_V1.0

B612s-51d FAQs_normal_V1.0

Issue **01**
Date **2017-05-04**

Copyright © Huawei Technologies Co., Ltd. 2017. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of Huawei Technologies Co., Ltd.

Trademarks and Permissions



HUAWEI and other Huawei trademarks are trademarks of Huawei Technologies Co., Ltd.

All other trademarks and trade names mentioned in this document are the property of their respective holders.

Notice

The purchased products, services and features are stipulated by the contract made between Huawei and the customer. All or part of the products, services and features described in this document may not be within the purchase scope or the usage scope. Unless otherwise specified in the contract, all statements, information, and recommendations in this document are provided "AS IS" without warranties, guarantees or representations of any kind, either express or implied.

The information in this document is subject to change without notice. Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied.

Huawei Technologies Co., Ltd.

Address: Huawei Industrial Base
Bantian, Longgang
Shenzhen 518129
People's Republic of China

Website: <http://www.huawei.com>

Email: support@huawei.com

Contents

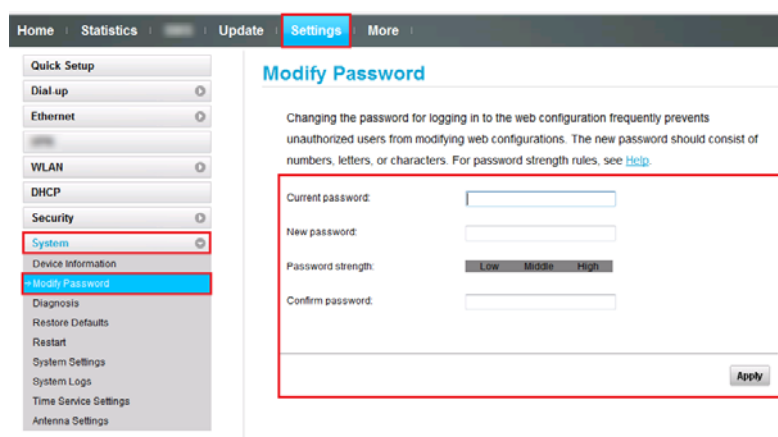
1 Settings.....	1
1.1 How do I modify my login password	1
1.2 What can I do if I cannot access the Web UI management page (192.168.8.1).....	2
1.3 What can I do if, when I open a web page, it directly loads the management page (I can't use the Internet).....	2
1.4 What can I do if my SIM card is not recognized	3
1.5 Why can't I send SMS messages.....	3
1.6 Can I use the HUAWEI HiLink app and where can I download it	3
1.7 What does the HUAWEI HiLink app do.....	4
1.8 Which mobile operating systems does the HUAWEI HiLink app support.....	4
1.9 Is there a computer version of HUAWEI HiLink	4
1.10 How do I set up an APN	4
1.11 What are the user name and login password for the Web UI management page? What is the login password of the HUAWEI HiLink app	5
1.12 What different setup and management methods are there	5
1.13 How do I turn on or off Wi-Fi.....	6
1.14 How do I check or change the SSID.....	6
1.15 How do I check or change the Wi-Fi password	8
1.16 How do I stop hiding the Wi-Fi SSID.....	9
1.17 How do I check the product version	11
1.18 Are online updates supported? How do I perform an online update.....	12
1.19 What do the antenna ports do.....	13
1.20 What can I do if the CPE won't power on.....	13
1.21 How do I restart the CPE	13
1.22 How do I restore the CPE to its factory settings.....	13
2 Connection.....	15
2.1 What can I do if the signal is weak	15
2.2 What can I do if my Internet speed is slow.....	15
2.3 What can I do if I can't find the SSID	15
2.4 What can I do if I can't connect to Wi-Fi	17
2.5 What can I do if I can connect to the device but I can't get online	17
2.6 How do I manage which Wi-Fi devices can connect	17
2.7 Why is the content displayed on the Web UI management page not up to date.....	18

3 Data	19
3.1 How do I check data usage	19
3.2 Can I set up and manage data usage	19
3.3 When I connect a phone to the CPE, why is data still consumed even when I don't use the phone at all.....	20
3.4 Why is the amount of data displayed as used in the month sometimes different from the actual amount of data used	21

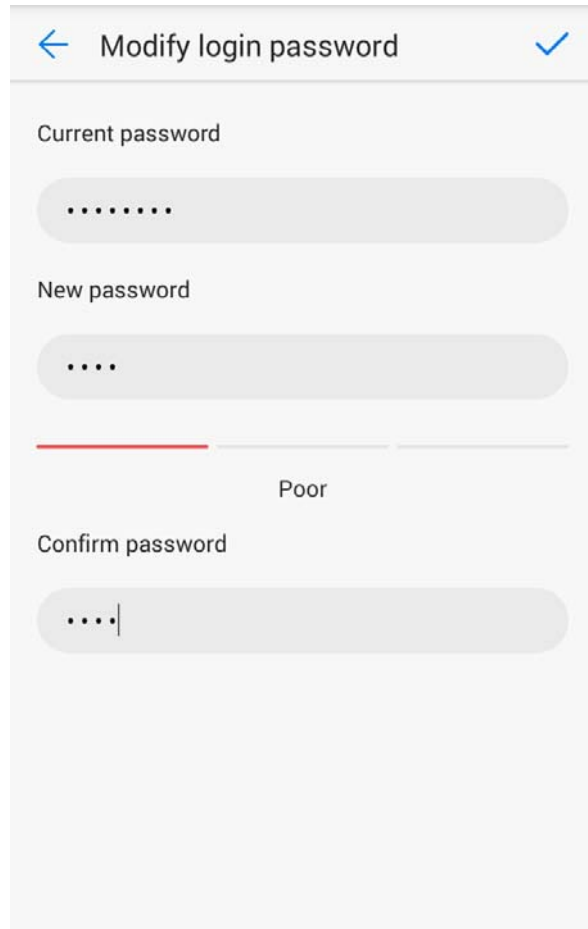
1 Settings

1.1 How do I modify my login password

Method 1: Log in to the Web UI management page and choose **Settings > System > Modify Password**.



Method 2: Go to the HUAWEI HiLink app and choose **Settings > Account > Modify login password**.



1.2 What can I do if I cannot access the Web UI management page (192.168.8.1)

- Check whether the CPE and the device are properly connected. If they are not connected, you cannot access the management page.
- On phones or tablets, open Google Play or Apple's App Store and download the Huawei HiLink app. Use the HUAWEI HiLink app to manage the CPE.
- If your computer cannot access the management page, check the network cable between your computer and the CPE or the Wi-Fi connection.

1.3 What can I do if, when I open a web page, it directly loads the management page (I can't use the Internet)

When the Internet isn't accessible, your browser web pages will directly load the management page. This may happen in the following scenarios:

- If no SIM card is installed.
- If network coverage is poor. The device is unable to find the mobile data network.
- If you entered an area with no network coverage.

- If your SIM card is out of money and needs topping up.
- If the SIM card PIN or PUK has been locked. Log in to the Web UI management page or the HUAWEI HiLink app to check whether there is a related notification.

1.4 What can I do if my SIM card is not recognized

- Use a SIM card that can fit in the SIM card slot. Using a non-standard SIM card, a micro-SIM card manually cut from a standard SIM card, or a card adapter may result in the SIM card not being recognized.
- Before inserting or removing the SIM card, first power off the CPE. Do not insert or remove a SIM card while the device is powered on. Doing so may result in the SIM card not being recognized.
- If your SIM card is not recognized, try powering off the device, re-installing the SIM card, and powering it on again. Or, try using a different SIM card to confirm whether the SIM card is faulty.
- If the SIM card is still not recognized, press and hold the power button to force it to power off and then power on again, and try again.

1.5 Why can't I send SMS messages

Sending SMS messages may fail for the following reasons:

- The signal at your current location is poor. Move to an area with a better signal to send SMS messages.
- The recipient's number was incorrect.
- Your SIM card is out of money and needs topping up.

1.6 Can I use the HUAWEI HiLink app and where can I download it

Yes, you can use the HUAWEI HiLink app to control the CPE.

You can use either of the following methods to download it:

- Scan the QR code to download the HUAWEI HiLink app.
The QR code for downloading the HUAWEI HiLink app is on the product package/manual. Scan it with your phone and then follow the onscreen instructions to download and install the app.
- Go to the app store of your operating system, search for HiLink, and download it.
 - For iOS users, search for the app in Apple App Store.
 - For Android users, search for the app in Google Play.

1.7 What does the HUAWEI HiLink app do

The HUAWEI HiLink app lets you manage the CPE using your phone or tablet.



NOTE

HUAWEI HiLink replaces the previous Huawei Mobile WiFi app (E5 assistant).

The HUAWEI HiLink app interface may look slightly different depending on which Huawei device you are using.

1.8 Which mobile operating systems does the HUAWEI HiLink app support

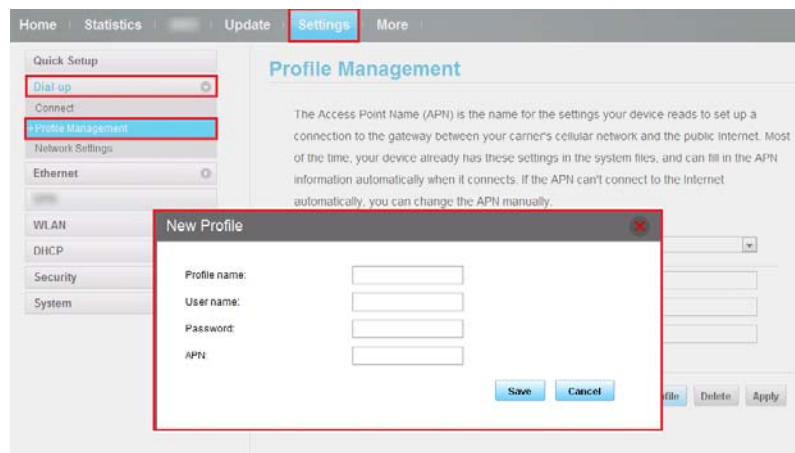
The HUAWEI HiLink app supports Android 2.3 or later and iOS 6.0 or later.

1.9 Is there a computer version of HUAWEI HiLink

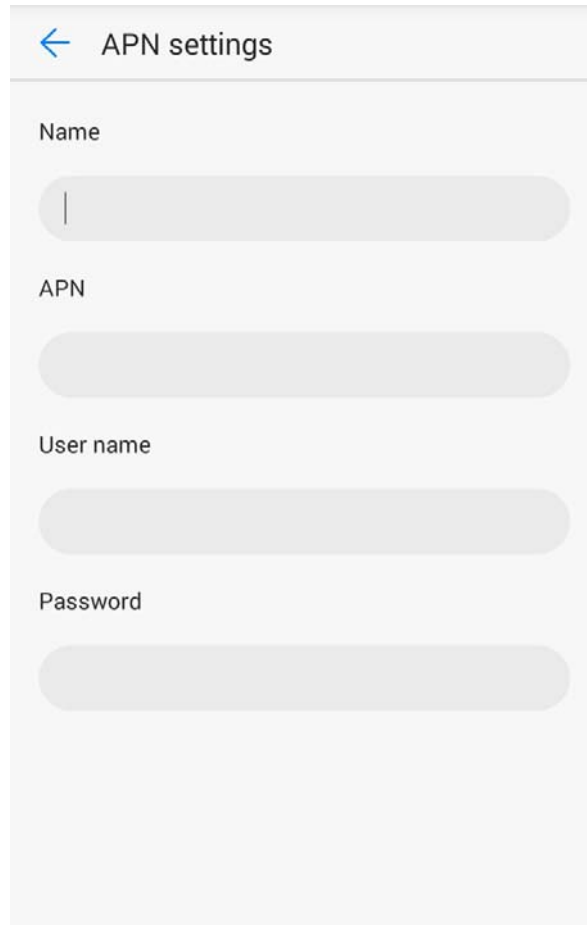
No, HUAWEI HiLink is only an app for mobile devices.

1.10 How do I set up an APN

Method 1: Log in to the Web UI management page and choose **Settings > Dial-up > Profile Management > New Profile**.



Method 2: Go to the HUAWEI HiLink app and choose **Settings > Network > APN > New**.



1.11 What are the user name and login password for the Web UI management page? What is the login password of the HUAWEI HiLink app

The default user name and login password for the Web UI management page and the HUAWEI HiLink app are both **admin**.

Passwords can be changed. The login passwords for the HUAWEI HiLink app and the Web UI management page must be the same.

1.12 What different setup and management methods are there

Method 1: When the CPE is connected to a device, use the device browser to log in to the Web UI management page (<http://192.168.8.1>).

Method 2: When the CPE is connected to a phone or tablet, use the HUAWEI HiLink app.

1.13 How do I turn on or off Wi-Fi

Wi-Fi is turned on by default after the CPE is connected to a power supply. To turn Wi-Fi on or off, perform the following operations:

To turn Wi-Fi off: Log in to the Web UI management page (<http://192.168.8.1>), choose **Settings > WLAN > WLAN Basic Settings**, and select **Disable** for **WLAN module**. The Wi-Fi sign on the CPE will turn off, indicating that Wi-Fi is turned off.

To turn Wi-Fi on: Log in to the Web UI management page (<http://192.168.8.1>), choose **Settings > WLAN > WLAN Basic Settings**, and select **Enable** for **WLAN module**. The Wi-Fi sign on the CPE will turn on, indicating that Wi-Fi is turned on.

The screenshot shows the Huawei Web UI interface for WLAN Basic Settings. The 'WLAN module' is set to 'Enable'. A table lists four SSIDs with their security modes and statuses. Below the table are input fields for SSID, Security mode, WLAN key, and SSID broadcast.

SSID	Security mode	Status	Options
HUAWEI-██████████	WPA/WPA2-PSK	On	Edit
HUAWEI-██████████	WPA/WPA2-PSK	Off	Edit
HUAWEI-██████████	WPA/WPA2-PSK	On	Edit
HUAWEI-██████████	WPA/WPA2-PSK	Off	Edit

Status: On Off

SSID:

Security mode:

WLAN key:

Show password:

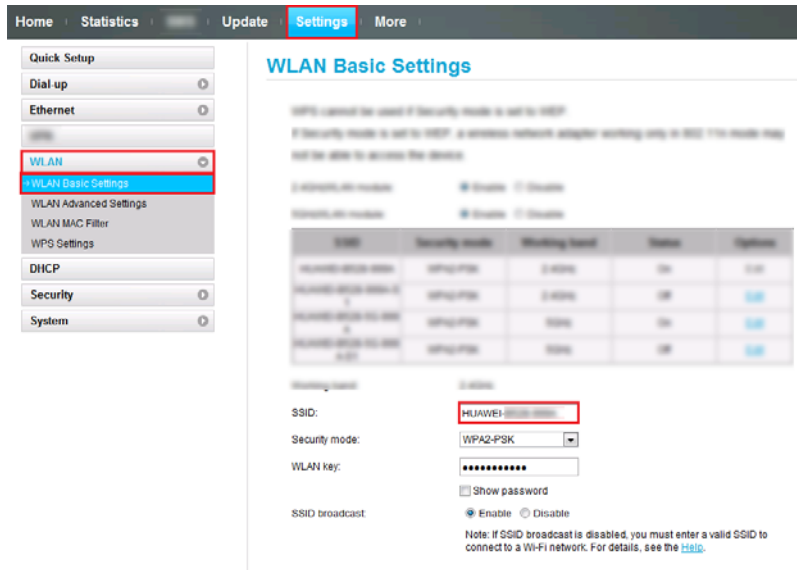
SSID broadcast: Enable Disable

Note: If SSID broadcast is disabled, you must enter a valid SSID to connect to a Wi-Fi network. For details, see the [Help](#).

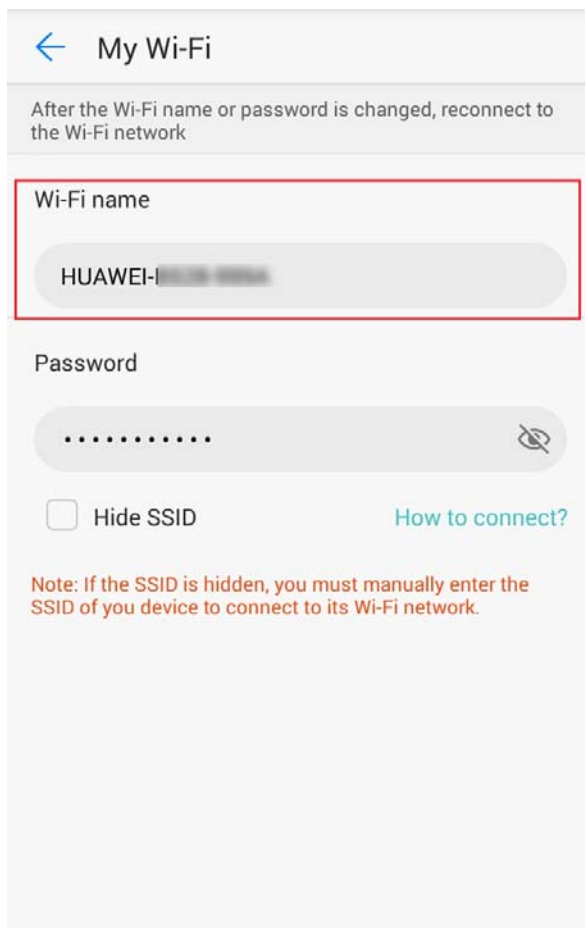
1.14 How do I check or change the SSID

Method 1: Check on the CPE nameplate.

Method 2: Log in to the Web UI management page, choose **Settings > WLAN > WLAN Basic Settings**, and change the SSID.



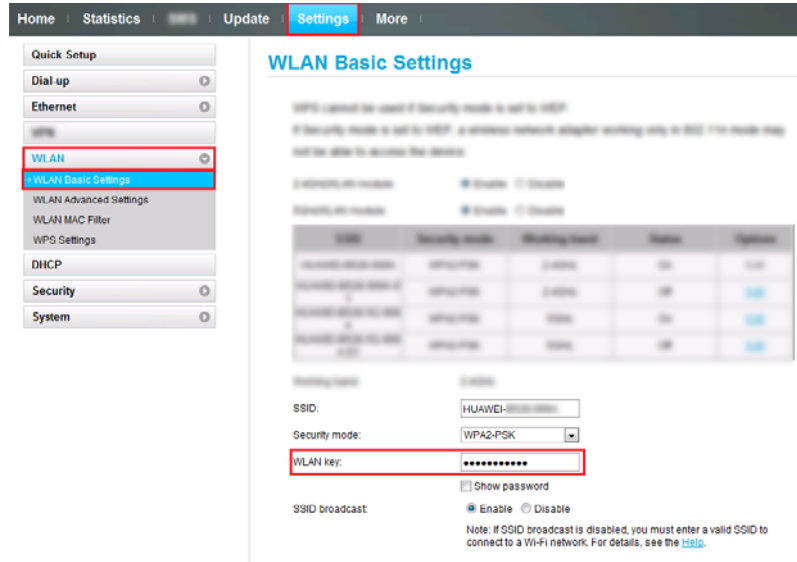
Method 3: Go to the HUAWEI HiLink app, choose **Settings > My Wi-Fi**, and change the SSID.



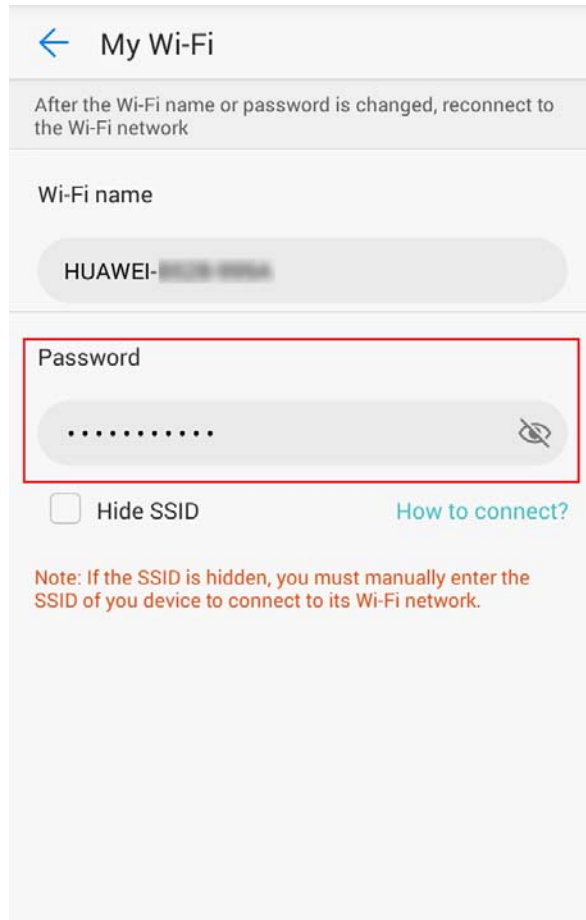
1.15 How do I check or change the Wi-Fi password

Method 1: Check on the CPE nameplate.

Method 2: Log in to the Web UI management page and choose **Settings > WLAN > WLAN Basic Settings**. Then check or change the Wi-Fi password in **WLAN key**.



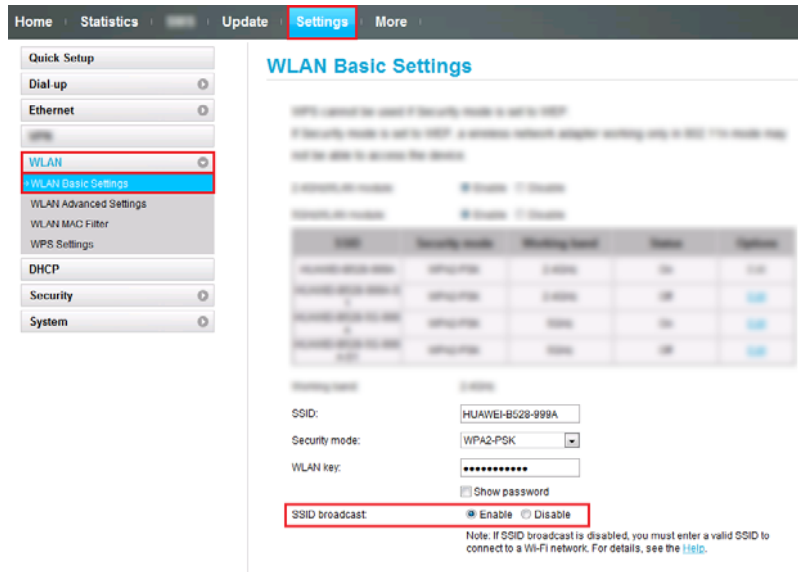
Method 3: Go to the HUAWEI HiLink app and choose **Settings > My Wi-Fi**. You can check or change the Wi-Fi password under **Password**.



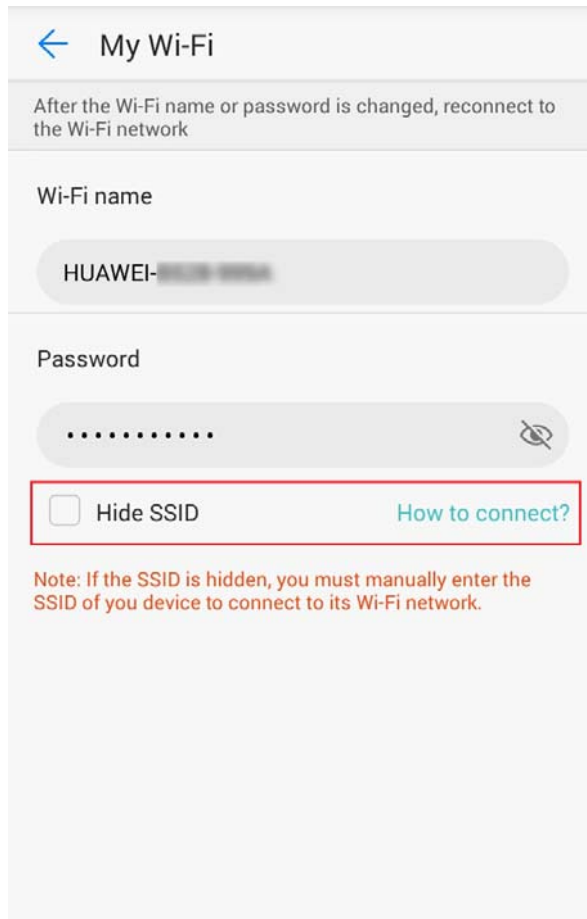
1.16 How do I stop hiding the Wi-Fi SSID

Method 1: Go to the Web UI management page and hide or cancel hiding the Wi-Fi SSID:

1. Click **Settings > WLAN > WLAN Basic Settings**.
2. Select **Enable** for **SSID broadcast** to stop hiding the Wi-Fi SSID (this is enabled by default).
3. Select **Disable** for **SSID broadcast** to hide the Wi-Fi SSID (as a result, phones and other devices will not be able to find the SSID and will have to enter it manually).



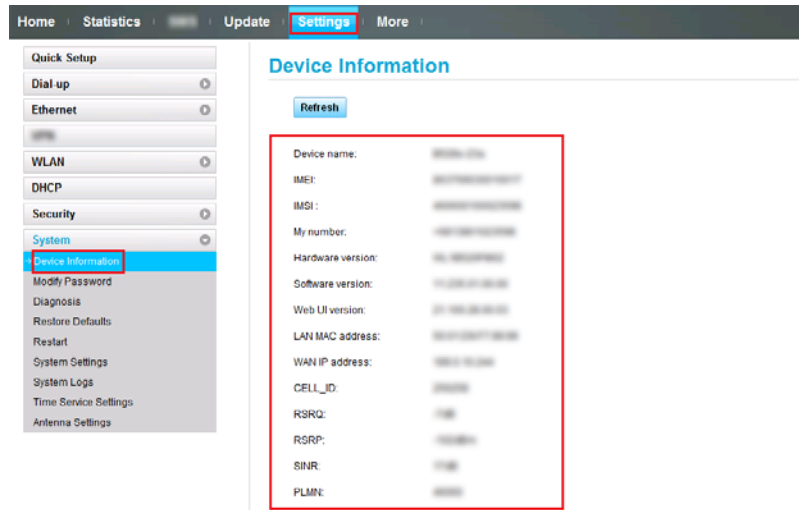
Method 2: Go to the HUAWEI HiLink app, choose **Settings** > **My Wi-Fi**, and then check or un-check **Hide SSID**.



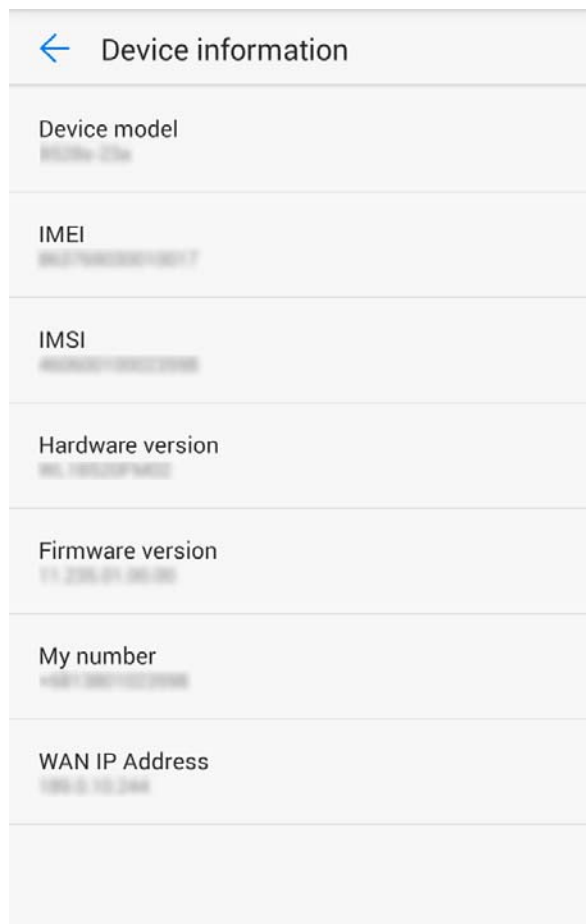
When **SSID Broadcast** is disabled, devices that have connected to the CPE before will automatically reconnect when they are within the Wi-Fi range.

1.17 How do I check the product version

Method 1: Log in to the Web UI management page and choose **Settings > System > Device Information** to check the product version information.



Method 2: Go to the HUAWEI HiLink app and choose **Settings > Device > Device Information** to check the product version information.

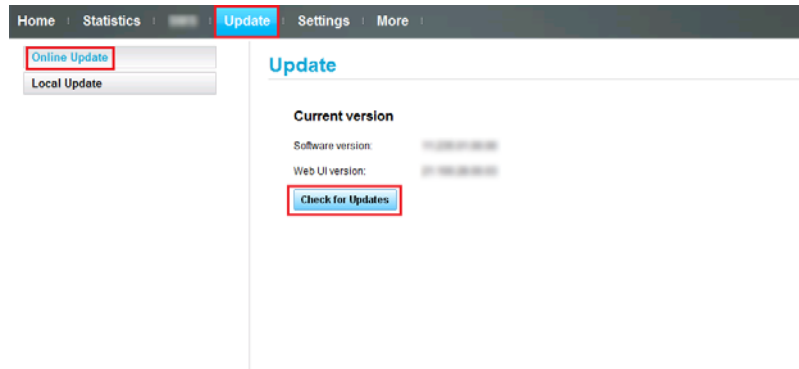


1.18 Are online updates supported? How do I perform an online update

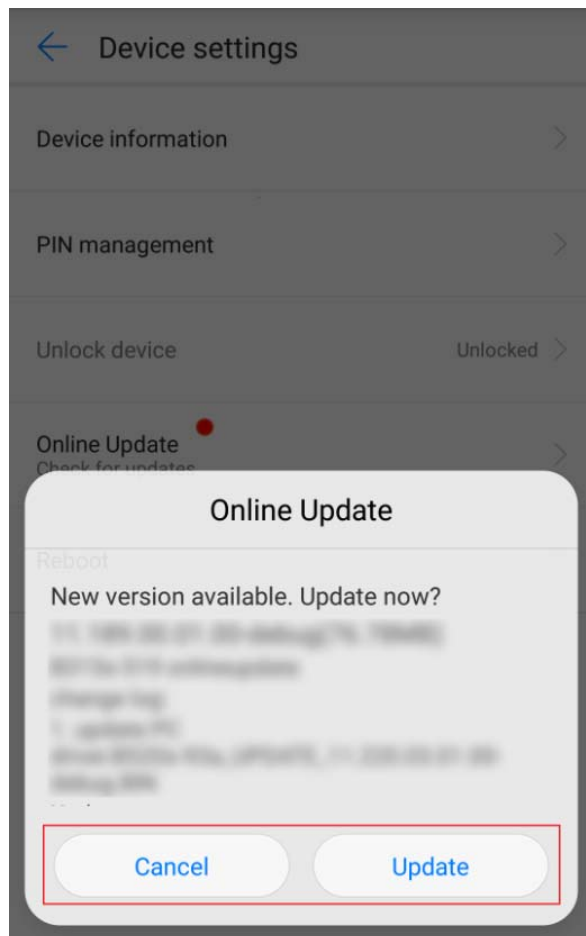
Yes, the CPE supports online updates.

You can go to the update page to check whether there is a new version available. If there is a new version, select it and proceed to update.

Method 1: Log in to the Web UI management page and choose **Update > Online Update > Check for updates**.



Method 2: Go to the HUAWEI HiLink app and choose **Settings > Device > Online update**.



1.19 What do the antenna ports do

The CPE has two SMA or TS-9 ports. You can use these ports to connect the CPE to external antennas (optional accessories) when the network signal is weak.

NOTE

- In normal conditions, the CPE can receive good network signal using the built-in antennas and does not require external antennas.
- Use the CPE indoors when it is connected to external antennas. Do not route the antennas outdoors to avoid damage from lightning strike.
- Use external antennas that are compatible with the CPE. Contact your CPE dealer before purchasing external antennas.

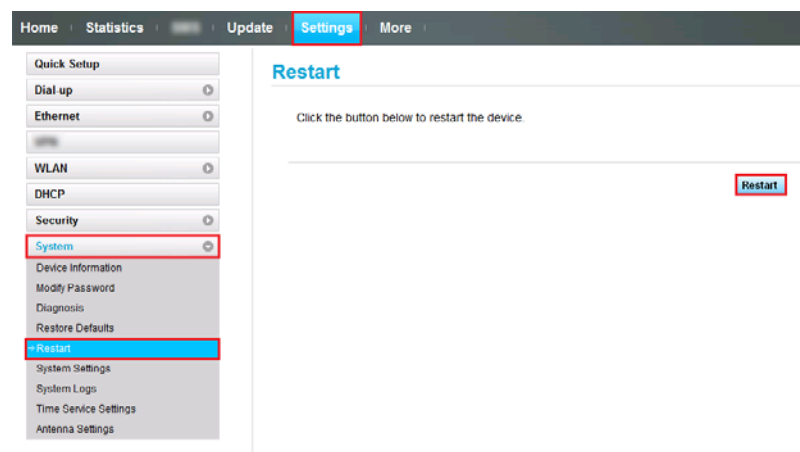
1.20 What can I do if the CPE won't power on

The CPE automatically powers on when connected to a power supply. If it won't power on, perform the following operations:

- Re-plug in the power adapter.
- Change the power adapter.
- If the problem persists, take the CPE to an authorized Huawei service center to be checked.

1.21 How do I restart the CPE

Log in to the Web UI management page and choose **Settings > System > Restart**.

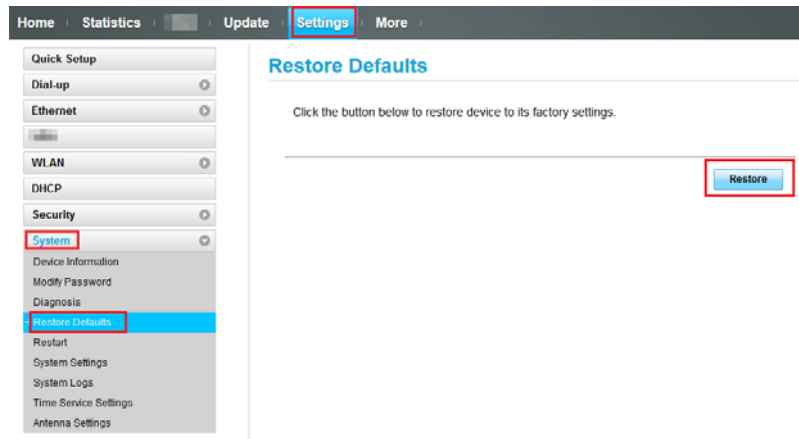


1.22 How do I restore the CPE to its factory settings

Use either of the following methods:

Method 1: Power on the CPE and use a sharp-pointed object (for example a needle) to press and hold the reset hole. Release when the indicator blinks. After the CPE has restarted, it is restored to its factory settings.

Method 2: Log in to the Web UI management page and choose **Settings > System > Restore Defaults > Restore**.



2 Connection

2.1 What can I do if the signal is weak

If the CPE shows a weak signal, you can do the following:

- Check the network status of your current location and contact your carrier to confirm whether there is 3G/4G coverage.
- Move the CPE closer to a window or an open area to receive a better signal. Make sure you are not in an enclosed area.
- Compare with the strength of your mobile phone's signal. If your mobile phone's signal is good, restore the factory settings on the CPE and try again.

2.2 What can I do if my Internet speed is slow

If the CPE Internet speed is slow, you can do the following:

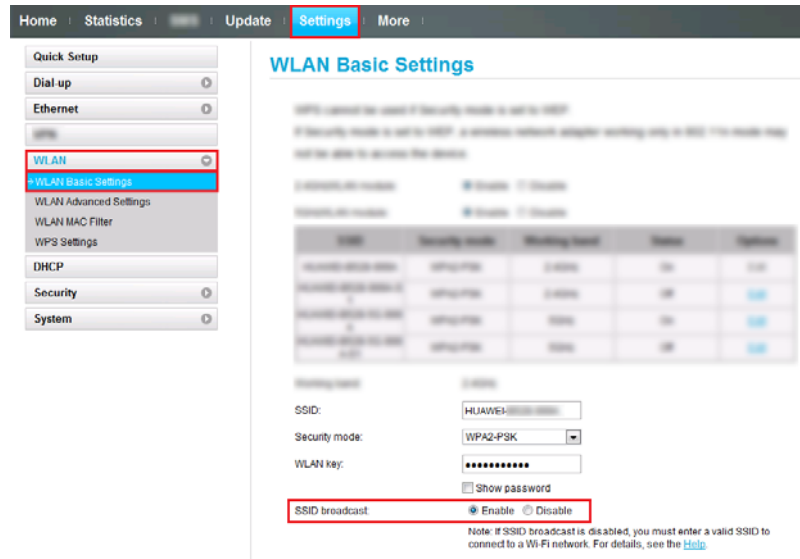
- Check whether a large number of devices are connected to and using the CPE. Alternatively, the problem may depend on whether you are using the device during peak traffic times (evenings from 9:00 pm to 1:00 am).
- If you are using the device when moving quickly, such as in a moving car or train, Internet speeds may be slow.
- Check whether you have exceeded your monthly mobile data limit with your carrier.
- The CPE has a built-in overheating protection mechanism. If the temperature is too high, Internet speeds will be automatically limited to stop the CPE from overheating.
- Turn off/move away from other 2.4 GHz wireless network devices and other home electronics (such as microwaves and TVs) that may produce interference affecting the CPE, and then try again.
- Confirm that there are no physical obstructions (such as cement walls) that may weaken the signal between the Wi-Fi device and the CPE.

2.3 What can I do if I can't find the SSID

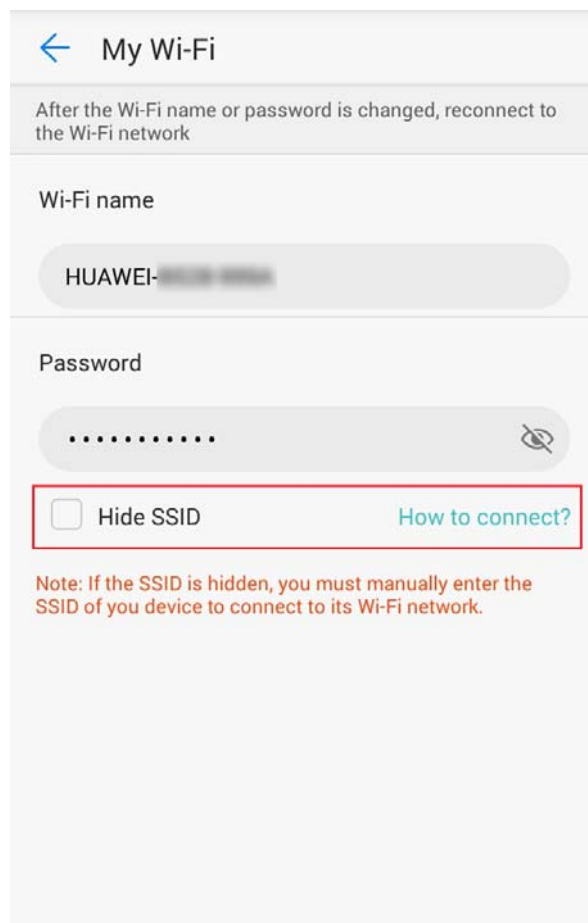
Possible causes are:

Cause 1: The CPE lets you enable or disable the SSID broadcast function. If the SSID broadcast function is disabled, you may fail to find the SSID.

Method 1: Log in to the Web UI management page, choose **Settings > WLAN > WLAN Basic Settings**, and select **Enable** for **SSID broadcast**.



Method 2: Go to the HUAWEI HiLink app, choose **Settings > My Wi-Fi**, and then un-check **Hide SSID**.



Cause 2: Wi-Fi may be turned off.

To turn Wi-Fi on: Log in to the Web UI management page (<http://192.168.8.1>), choose **Settings > WLAN > WLAN Basic Settings** to turn Wi-Fi on. The Wi-Fi indicator on the CPE will turn on, indicating that Wi-Fi is turned on.

2.4 What can I do if I can't connect to Wi-Fi

- Check whether the CPE is near any sources of interference or physical obstructions. If so, change the location of the CPE.
- Check and make a note of the following setup information for the device you want to connect and the CPE: SSID, encryption method, and encryption key. Your device's SSID and encryption method should be the same as those on the CPE. If not, you need to change the setup information on your device.
- If you turn on MAC address filtering for the wireless local area network for your CPE, you can go to the Web UI management page to confirm that your device's MAC address is not within the **Deny** address range.
- Make sure the number of users connected to the CPE does not exceed the maximum number allowed.

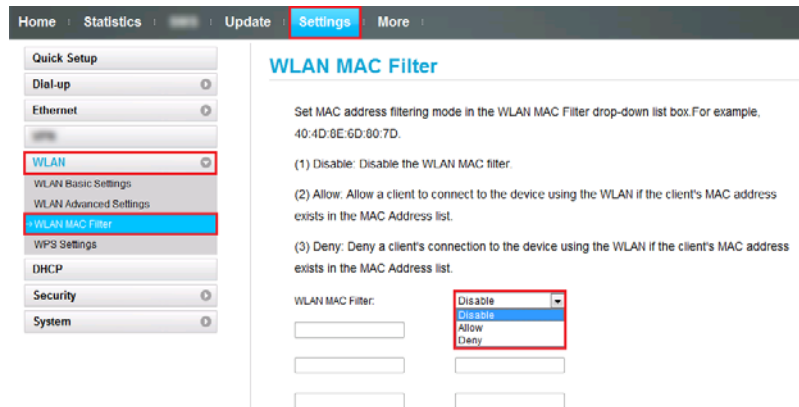
2.5 What can I do if I can connect to the device but I can't get online

- Check the settings of the CPE and make sure you have not turned off Internet access.
- Check the signal strength and make sure the area where the CPE is has network coverage from your mobile data carrier.
- Check your network mode and make sure it matches the requirements of your mobile carrier.
- Make sure you have enough money in your account for your mobile carrier.
- Check your APN settings because some less well known carriers' APNs are not built into the software. To use the CPE with these kinds of carriers' SIM cards, you may need to manually set up a new APN.
- If the DHCP server is not turned on but your device is set to obtain an IP address dynamically, this may result in your device not being able to get online. In this case, enable the DHCP server through the Web UI management page.
- Check whether you have exceeded the amount of mobile data you have for each month.
- If the problem persists, contact your carrier.

2.6 How do I manage which Wi-Fi devices can connect

You can manage which Wi-Fi devices can connect through Wi-Fi MAC address filtering.

Log in to the Web UI management page and choose **Settings > WLAN > WLAN MAC Filter**. After this function is enabled, enter the MAC addresses you want to block or allow in the MAC address field. Click **Apply** to begin blocking/allowing.



2.7 Why is the content displayed on the Web UI management page not up to date

Depending on your browser's cache, the content for your device on the Web UI management page may not be up to date.

Manually clear your browser's cache (if you are using Internet Explorer 9, choose **Internet Options > General > Browsing history > Delete**) and re-launch the Web UI management page.

3 Data

3.1 How do I check data usage

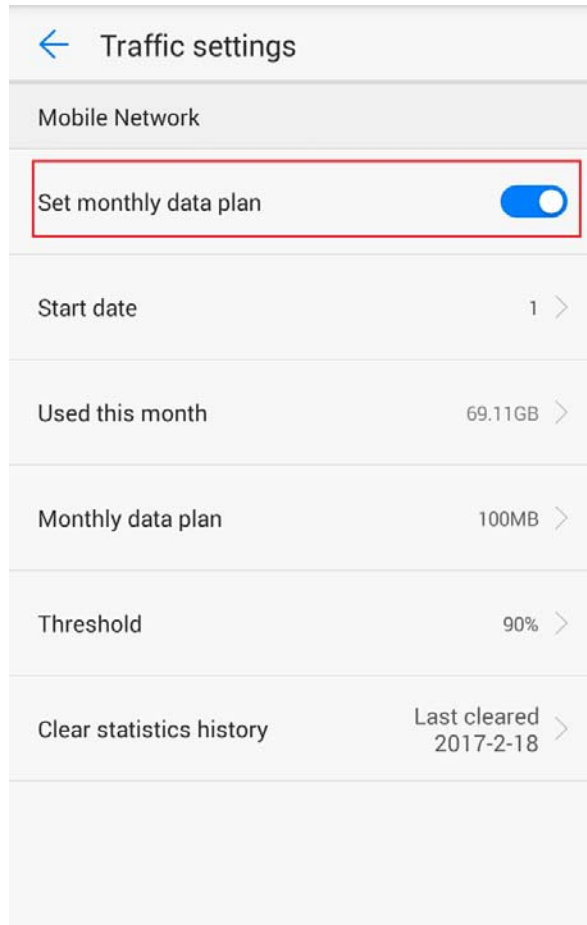
Method 1: Log in to the Web UI management page and check the data usage on the statistics page.

Method 2: Go to the HUAWEI HiLink app and check the data usage on the statistics page.

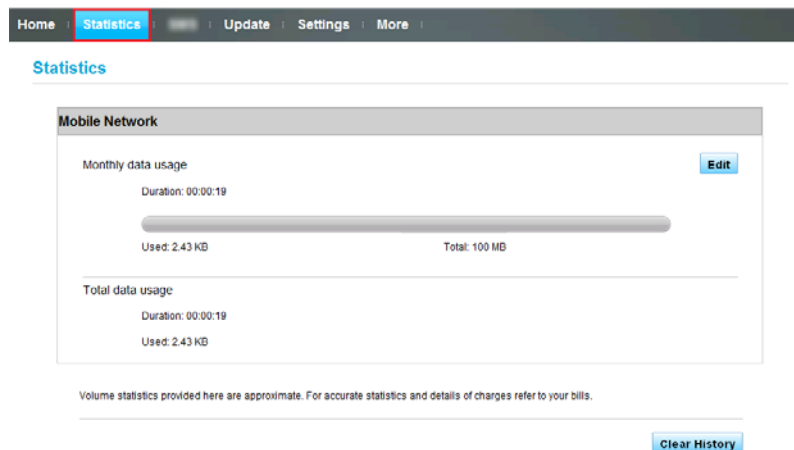
3.2 Can I set up and manage data usage

Yes, you can set up and manage data usage using either of the following methods:

Method 1: Open the HUAWEI HiLink app and go to **Traffic settings**.



Method 2: Log in to the Web UI management page and choose **Statistics**.



3.3 When I connect a phone to the CPE, why is data still consumed even when I don't use the phone at all

This is often because phones have some apps set to update when connected to Wi-Fi. When phones are connected to the CPE, the apps recognize the Wi-Fi network and automatically update, consuming data.

It is recommended that you turn off the automatic update feature of apps on the devices you allow to connect to the CPE.

3.4 Why is the amount of data displayed as used in the month sometimes different from the actual amount of data used

If, after the CPE is powered on, it cannot connect to your mobile data carrier's network, it will not be able to get the current time from the network and can only display the current total data usage, not the monthly data usage. After the CPE gets the time from the network, it will update the monthly data usage.

Check whether the date set for the previous month's data usage history to be deleted matches the date of the start of your carrier's monthly billing cycle. Incorrect settings can result in a difference between the CPE monthly data statistics and actual data usage.