CUSTOMER SUPPORT AND INFORMATION

- For more detailed product information, go to the online User Guide, FAQs, Live Chat Support at clear.com/support or www.facebook.com/clear4g
- If you still have questions, call us at **1-888-888-3113** for live support.
- Para la asistencia en español por favor llame al **1-888-888-3113** y seleccionar español.
- Please read the separate **Important Information** document located under "Help" on your CLEAR® Hub homepage for regulatory information, safety information and other important disclosures.

RESETTING THE PASSWORD:

If you changed your admin password and can't remember it, you can reset your device to the factory settings.

- Turn on the device and carefully insert a sturdy thin object into the reset hole located above the Ethernet connector on the back side of the device. Press firmly for two seconds and remove the thin object out.
- All LEDs will turn off except for the power LED on the front. The device will reboot with factory default settings. The default password will be reset to "admin".

UNABLE TO GET ONLINE:

- Try moving the device to a different location.
- Unplug the device for 15 seconds to reboot device.
- Bypass any power strips and try a different power outlet.
- Connect the device directly to the computer with the Ethernet cable.
- Check connection between the device and computer, make sure the cable fits securely in the port and restart you computer.
- Confirm external antenna switch is disabled.

EXTERNAL ANTENNA SWITCH

If you have a CLEAR Hub Express and are experiencing sub-optimal service in your area, it may be possible to enhance your 4G signal and performance speed by using an after-market auxiliary antenna. To do so, attach the antenna via the SMA (SubMiniature version A) connector located on the side of the device. Once you have connected to an external antenna, flip the switch (on the back of the CLEAR Hub Express) to "Enable". To revert to the internal antenna, flip the switch to "Disable". If you are not using an external antenna, please confirm that the switch is set to "Disable".

Note that using an auxiliary antenna will not improve your signal in all cases. We recommend you explore this alternative only if your 4G signal strength registers a CINR score of 8 dBi or lower. To locate the 4G signal strength on your CLEAR Hub Express, log into the Device Homepage and note the CINR value on the Summary Page.

CLEAR® HUB QUICK START GUIDE

CLEAR

UNDERSTANDING THE LEDS:

- The flashing 4G LED light means the device is searching for the CLEAR® signal.
- Once the device has connected to the CLEAR® signal, the 4G LED light will remain solid to indicate it is connected.
- Five solid lights on the signal strength bar

Signal Strength Bar LED

Wi-Fi LED
4G LED
Power LED
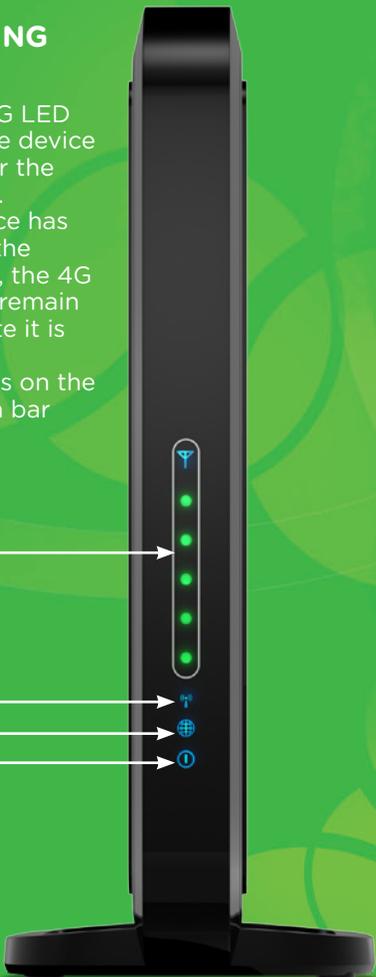
Step 1: SET IT UP

- Snap the foot onto the CLEAR Hub Express and plug in the power cord.
- The LED lights on the Signal Strenght bar will blink sequentially an then in unison. When the LED lights stop blinking, your CLEAR Hub Express is ready to connect to any Wi-fi-enabled device

Power Cord

Step 2: CONNECT

- Connect the Hub to your PC or Mac® device using Wi-Fi Network Name (SSID) and Wi-Fi Default Password printed on the back of the Hub.
- On your computer, open the Wireless Network Connection located at the bottom right-hand corner of your computer screen. Select the device Wi-Fi network name and enter the Wi-Fi password when prompted.

PC Users Open Wi-Fi Network Connection

(Example) Wi-Fi Network Name (SSID)

airportthru
WiFiRSU_88bae

Open Network and Sharing Center

10:06 AM
9/6/2012
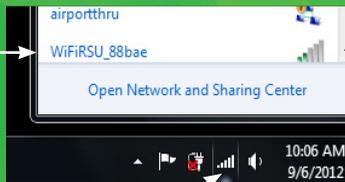
WiFi Network Connection

Mac® Users Open Wi-Fi Network Connection

Wi-Fi: On
Turn Wi-Fi Off

No network selected
qwest5424
RSU_b8_pts1
WiFiRSU_1579a
WiFiRSU_5a
WiFiRSU_f354e
ZenSPOT

Devices
airportthru
HPC83CB3

WiFi Network Connection

(Example) Wi-Fi Network Name (SSID)

QUICK TIPS

- If you are using a wireless device other than a computer, refer to that product's guide for connecting to the wireless network. Be sure to select the CLEAR WiFiRSU Network Name and Wi-Fi Password.
- Prior to using your CLEAR® 4G internet service, you must first activate your CLEAR Hub through a PC or Mac® device.

Step 3: COMPLETE ACCOUNT SET-UP

- Open your browser and go to any website and you will be re-directed to the CLEAR website.
- Follow the online instructions to quickly complete this important step.
- That's it! Get online anywhere within CLEAR® coverage.

MANAGE YOUR DEVICE

- You can manage your CLEAR Hub Express anytime you are connected by typing http://clearmodem or http://192.168.15.1 in your browser address bar. The default password is "admin".