CLEAR MODEM (SERIES G) USER GUIDE

CLEAR®

STILL NEED HELP? 27

Get to Know Your CLEAR Modem (Series G)

What's in the Box?

CLEAR Modem - Series G   Ethernet Cable   Power Adapter   Quick Start Guide

Informative LED Indicators

The LED indicators are located on the side of the CLEAR Modem – Series G (Modem).

Signal Strength

Network LED
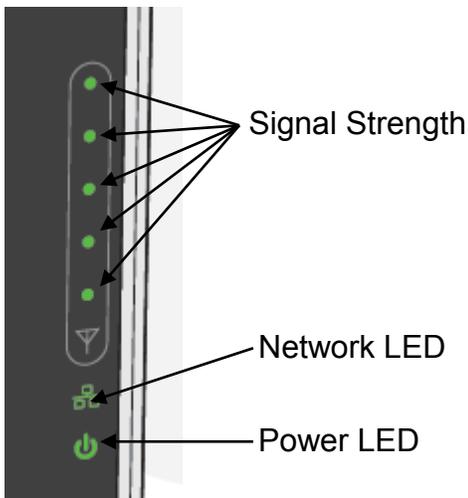
Power LED

- The **Signal Strength LEDs** indicate the strength of the CLEAR 4G signal (five LEDS lit indicates an excellent signal).
- The **Network LED** indicates the status of the Modem connection to a computer.
- The **Power LED** indicates the Modem is turned on.

Use with Care

- Do not throw, drop, or dismantle the Modem.
- Keep the Modem out of direct sunlight.
- Keep pets and children from playing with the Modem.
- Do not immerse the Modem in water or other liquid.
- Make sure your hands are dry before handling the Modem.

Set up the Modem

Place the Modem on a Flat, Stable Surface

Rotate the foot of the Modem and place it upright on a flat, stable surface.
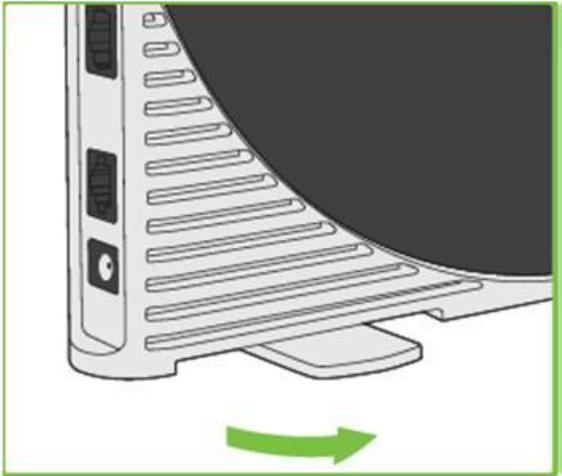
Do not place the Modem on its side or block the top air vents. The preferred location is near a window and away from obstructions.

Plug in the Cables

1) Plug one end of the Ethernet Cable into the ethernet port on your computer and plug the other end into the Modem.

2) Plug one end of the Power Adapter into the AC Power Port on the Modem and plug the other end into a power outlet.
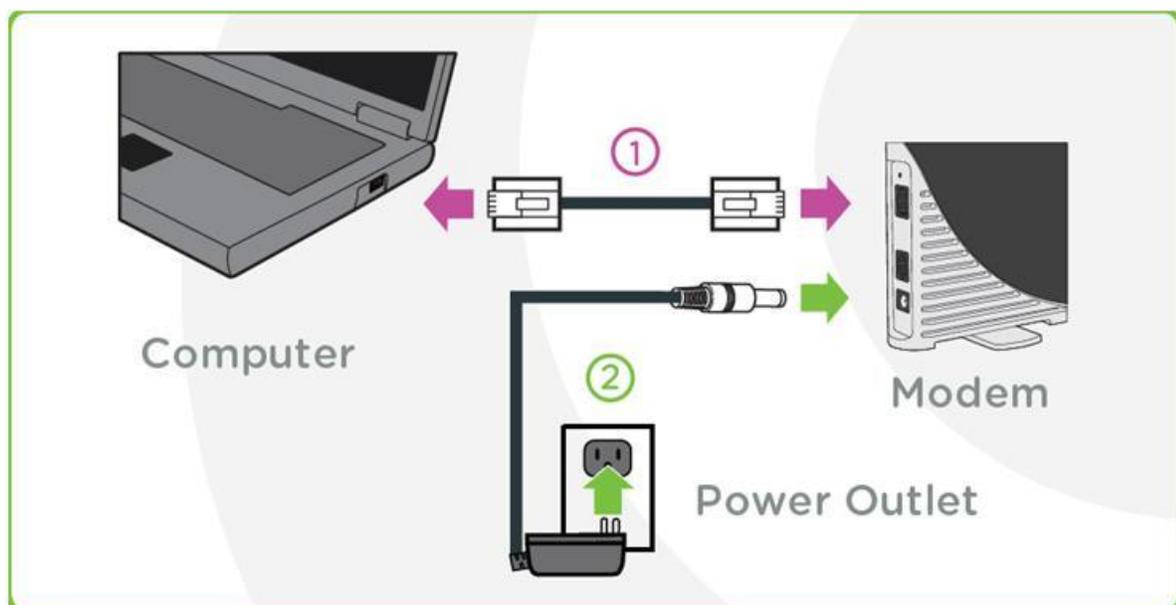
Set up the Modem (continued)

Connect to CLEAR 4G

As the Modem is searching for the CLEAR 4G signal, five LED lights, located on the side of the Modem, will blink sequentially and then in unison. When the Modem is connected to the CLEAR 4G signal, the LED lights will stop blinking and remain lit.

Note: The number of lights indicates the CLEAR 4G signal strength. For optimal signal strength, you should try different locations for the Modem in order to ensure a minimum of two lights are lit.
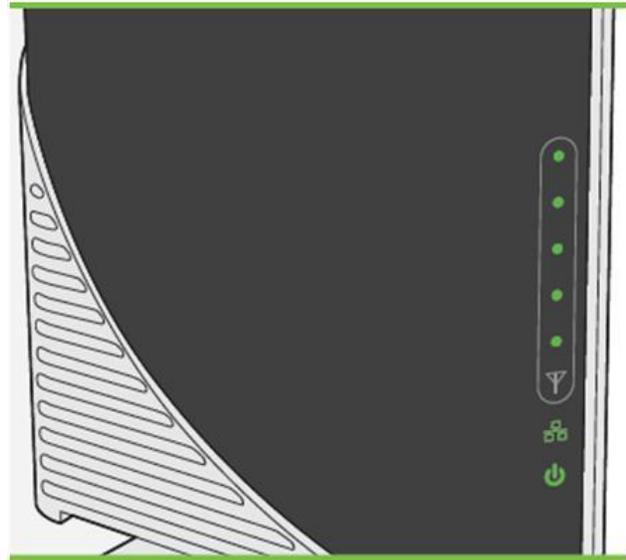
After you've plugged in the cables, the Modem automatically will search for a CLEAR 4G signal.

It's best to position the Modem near an outside wall or window, and away from onstructions.

If at least two LED lights are not lit, try moving the Modem to another room.

➢ Move the Modem (not your computer) to another room, and wait 15 – 20 seconds after the LED lights are solid green, in order to obtain the most accurate reading of the CLEAR 4G signal.

➢ To optimize the signal strength in the Modem's current location, try turning the Modem by small ¼" increments.

➢ When you find the strongest CLEAR 4G signal, reconnect the Modem to your computer.

➢ If, for some reason, the room with the strongest CLEAR 4G signal is not where you want to put the Modem, consider using a longer Ethernet Cable or ordering a wireless router by logging into your CLEAR

Set up the Modem (continued)

Connect to the Internet

The first time you connect to the internet with your Modem, you'll be directed to a page to review your rate plan information, complete your CLEAR online account, and read / accept the CLEAR Terms of Service.

Congratulations!

You're ready for INTERNET AWESOMENESS!

Manage Your Modem
CLEAR Modem Home Page Overview

It's easy to manage your Modem with the CLEAR Modem Home Page.

- Set up your Modem.
- Change security settings.
- View signal strength.
- View and upgrade the Modem firmware.
- And more!

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

With your computer connected to the Modem, enter http://192.168.15.1 in your web browser in order to open the Modem Home Page.

It is not required to log in to the Modem Home Page to access the internet. Logging in to the Modem Home Page is required to manage the settings of your Modem.

Note: Making any changes to the settings may adversely affect the performance of the connection to the internet.   The Modem works without any additional configuration changes and the information is provided for advanced users.

To log in to the Modem Home Page, you'll need to enter a password.   The default password is "CLEAR123".

We recommend bookmarking the Modem Home Page for easy reference.

Manage Your Modem (continued)

CLEAR Modem Home Page / Home Tab

After you've logged in to the CLEAR Modem Home Page, you'll see the Home Tab, which displays helpful information about the Modem.

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

- **Signal Meter:** Shows the Modem's signal strength in its current location. Five LEDs lit indicates an excellent signal.
- **Current Device Settings:**
  - **Device Software Version:** Shows the software version of the Modem, which cannot be changed.
  - **WiMAX MAC ID:** Shows the MAC ID of the Modem. A Mac ID is a unique serial number burned into network adaptors that identifies them on a network. The Modem has the ability to specify what MAC IDs are allowed to connect the Modem. The MAC ID can be found on the label on the bottom of the Modem. The MAC ID can't be changed.
  - **CINR:** Displays a measurement of signal effectiveness, or CINR, for the active connection.
  - **WAN IP Address:** Displays the Internet Protocol (IP) Address used to locate and access your Modem.
  - **Firewall ON/OFF:** A firewall can be used to help to protect your home network from unauthorized access. A firewall also helps to manage authorized access from the internet to your Modem.
  - **Device Up Time:** Displays the length of time the Modem has been on.
  - **Port Forwarding ON/OFF:** Port forwarding enables you to direct incoming traffic to specific LAN hosts (computers on your network) based on the protocol and port number. Port Forwarding is used to play Internet games or provide local services (such as web hosting) for a LAN group.

The other tabs (Device Status, Basic, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Device Status Tab

This tab shows the status of the Modem.

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

- **WiMAX Radio Interface:** Displays the type of network to which the Modem is connected.
- **Device Overheat:** Indicates if the Modem is overheated.
- **Device Temperature:** Displays the current temperate of the Modem.
- **WiMAX Service Provider:** Displays the service provider with whom the Modem is activated.
- **WiMAX Network State:** Displays the operational state of the Modem.
- **WiMAX Network Status:** Displays the status of the Modem on the CLEAR 4G network.
- **WiMAX Provisioning State:** Displays the provisioning state of the Modem.
- **WiMAX RSSI:** Displays the power present in the radio signal (RSSI) of the active connection.
- **WiMAX CINR:** Displays a measurement of signal effectiveness, or CINR, for the active connection.
- **WiMAX Downlink Throughput:** Displays the downlink bandwidth.
- **WiMAX Uplink Throughput:** Displays the uplink bandwidth.
- **WiMAX Packets Received:** Shows the number of WiMAX data packets received by the Modem.
- **WiMAX Packets Sent:** Shows the number of WiMAX data packets sent by the Modem.
- **WiMAX Connection Up Time:** Shows the length of time the Modem has been connected to the CLEAR 4G network.
- **WiMAX Disconnect Reason:** Describes the reason a computer was disconnected from the Modem.
- **Gateway Mode:** Displays the status of the Gateway Mode.
- **IP Address:** Displays the Internet Protocol (IP) Address used to locate and access your Modem.
- **IP Subnet Mask:**   The subnet mask can be used to subdivide the network.
- **IP Default Gateway:** Displays the IP Default Gateway value.
- **IP Connection:** Displays the IP Connection status (ON or OFF).
- **Firewall:** A firewall can be used to help to protect your home network from unauthorized access. A firewall also helps to manage authorized access from the internet to your Modem.

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Manage Your Modem (continued)

CLEAR Modem Home Page / Device Status Tab (continued)

- **Lease Obtained:** Displays the time your Modem obtained an Internet Address from the CLEAR 4G network.
- **Lease Expires:** Displays the time your Modem's Internet Address from CLEAR 4G network will expire and be renewed.
- **DNS Servers:** Displays the server(s) your Modem will query about Internet domain names (e.g., www.clear.com).
- **Time Server:** Displays the server(s) your Modem will query to get the current time.
- **EMS Server (Electronic Management Systems):** Displays if the Modem is connected to the system.
- **EMS Bootstrap:** Displays confirmation if the Modem is bootstrapped.
- **Device Up Time:** Displays the amount of time your Modem has been powered up and running**.**
- **Refresh:** Click to manually refresh the data presented on the tab.
- **Auto-Refresh:** Click so the data automatically refreshes every three seconds**.**

The other tabs (Home, Basic, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Basic / Password Tab

Using a password may help prevent unauthorized access to your Modem.   CLEAR recommends enabling password protection.

Use this tab to set password security settings for your Modem.

Also use this tab to change the default password required to login and manage your Modem. The default password to log in is "CLEAR123".

Click "APPLY" when you're ready to change the password required to log in and manage your Modem.

If you don't want to make any changes to the password security settings, click "CANCEL".
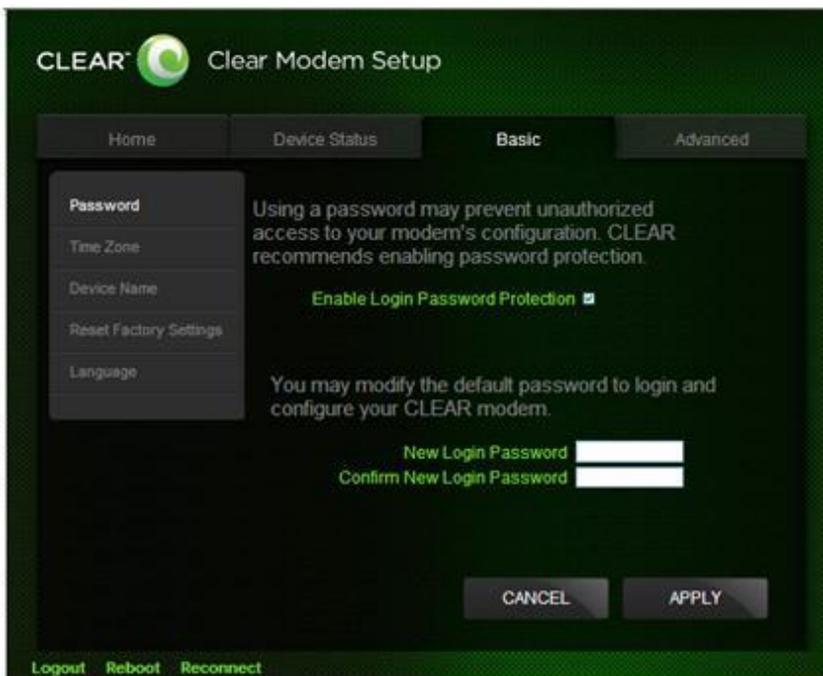
If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Basic / Time Zone Tab

Set the time zone for your current location, and enable or disable "Auto Adjust" for Daylight Savings Time.

Click "APPLY" when you're ready to change the time zone settings for your Modem.

If you don't want to make any changes to the time zone settings, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

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Manage Your Modem (continued)

CLEAR Modem Home Page / Basic / Device Name Tab

Change the name of the Modem. The default name is "WiMaxCPE".   The device name is the name you enter in an internet browser address bar in order to access your Modem.

Click "APPLY" when you're ready to change the Modem device name.

If you don't want to make any changes to the Modem device name, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

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Manage Your Modem (continued)

CLEAR Modem Home Page / Basic / Reset Factory Settings Tab

Use this tab to reset the Modem to the factory default settings.

Note: It is important to note that many device settings will be reset to the factory default settings. For example, the password required to log in and manage your Modem will be reset to "CLEAR123", the factory default setting.

- **Restore Factory Settings:** Check the box to restore the Modem to the factory settings.
- **Check for Updates Now:** Check to see if updates are available for the Modem.

Click "APPLY" when you're ready to restore the Modem to the factory settings and / or check for updates.

If you don't want to restore the factory default settings or check for updates, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

You also can press the Reset button, on the side of the Modem, to reset the Modem to the factory settings. Please refer to the Quick Tips / Reset the Modem to the Factory Settings section or click here for more information.

Manage Your Modem (continued)

CLEAR Modem Home Page / Basic / Language Tab

Set the language (English or Spanish) that is used in your CLEAR Modem Home page.

Click "APPLY" when you're ready to change the language setting.

If you don't want to make any changes to the language setting, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Advanced) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Firewall Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

A firewall can be used to help to protect your home network from unauthorized access. A firewall also helps to manage authorized access from the internet to your Modem.

- **Operation Mode:** The default Gateway Mode setting, which can't be changed.
- **Enable Firewall:** Check the box to enable the firewall setting.
- **Enable Web Login from Internet:** Check the box to enable you to access your Modem from a network other than your own network.
- **Web Login Port from Internet:** Choose a port number with which to connect when logging in from a network other than your own.   The default is 8080.
- **Enable ping from Internet:** Check the box to enable your Modem to respond to a ping from the internet. This option should be enabled to allow testing only.

Click "APPLY" when you're ready to change the firewall settings.

If you don't want to make any changes to the firewall settings, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

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Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Internet Protocol Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

- **Connection Mode:** DHCP (Dynamic Host Configuration Protocol) is used to automatically assign IP Addresses and configuration information to wi-fi clients, thereby greatly simplifying network set up. If you desire, you may configure the range of IP Addresses that the Modem will allow to recognize the Modem.
- **Host Name:** Enter the host name to be used.

Click "APPLY" when you're ready to change the Internet Protocol settings.

If you don't want to make any changes to the Internet Protocol settings, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Dynamic DNS Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

- **Enable DDNS:** (Dynamic Domain Name Service) allows a user with a non-static IP address to keep his / her domain name associated with an ever-changing IP address. An example is when you are hosting your own website.
- **DDNS Service Provider:** Select the service provider from the drop-down box.

Click "APPLY" when you're ready to change the Dynamic DNS settings.

If you don't want to make any changes to the Dynamic DNS settings, click "CANCEL".
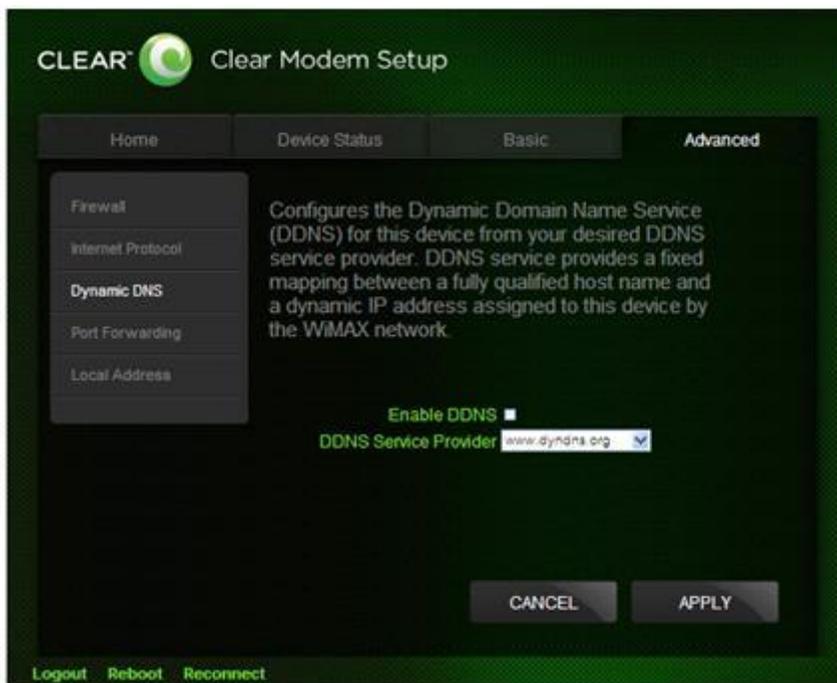
If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

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Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Port Forwarding / Basic Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

Port Forwarding enables you to direct incoming traffic to specific LAN hosts (computers on your network) based on the protocol and port number. Port Forwarding is used to play Internet games or provide local services (such as web hosting) for a LAN group.

Use this tab to enable Universal Plug and Play and set the DMZ IP Addresses:

- **Enable UPnP IGD:** Enable the Universal Plug and Play (UPnP) Internet Gateway Device (IGD) profile to allow certain Windows® applications to set up the "Port Forwarding" rule dynamically. This is used when NAT is enabled on the Modem.
- **DMZ IP Address:** A DMZ is a "Demilitarized Zone" between a secure internal network and an unsecured network, such as the internet.   Usually devices or computers that need less restrictive settings are placed in a DMZ. Enter the DMZ IP Address here.

Click "APPLY" when you're ready to save the setting for the IP address to be used with Port Forwarding.

If you don't want to make any changes to the basic Port Forwarding settings, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

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Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Port Forwarding / Forwarding Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

Port forwarding enables you to direct incoming traffic to specific LAN hosts (computers on your network) based on the protocol and port number. It is used to play Internet games or provide local services (such as web hosting) for a LAN group.

Use this tab to Add or Delete the IP address that should be used for Port Forwarding.

Click "APPLY" when you're ready to change the setting for the IP address to be used with Port Forwarding.

If you don't want to make any changes to the IP address usable with Port Forwarding, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Local Address / DHCP Server Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

Dynamic Host Configuration Protocol (DHCP) is used to automatically assign IP Addresses and configuration information to wi-fi clients, thereby greatly simplifying network set up.   If you desire, you may configure the range of IP Addresses that the CLEAR Spot will allow to recognize the CLEAR Spot wi-fi network name.

- **Enable DHCP Server:** If enabled, the DHCP server on the gateway assigns IP addresses to the computers and other hosts on your network, if they have DHCP enabled.   By default, the gateway server is enabled. If there is another DHCP server running on your network (on another router), disable one of the DHCP servers.
- **DHCP Server IP Address:**   Enter the default "Port Forwarding" LAN Client IP Address.
- **DHCP Starting IP Address:** Sets the first IP address assigned by the DHCP server, in dotted decimal format. It must be greater than the IP address value of the gateway.
- **DHCP Ending IP Address:** Sets the final IP address assigned by the DHCP server.   If the DHCP server runs out of DHCP addresses, users cannot access network resources. If this happens, increase the Ending IP or decrease the Lease Time.
- **DHCP Lease Time:**   Sets the time that a network computer remains connected to the gateway using its currently assigned IP address. At the end of this time, the DHCP server renews the lease or assigns the computer a new IP address.

Click "APPLY" when you're ready to change the DHCP Server setting.

If you don't want to make any changes to the DHCP Server settings, click "CANCEL".

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Local Address / Lease Status Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

The screen displays the active DHCP lease, since the last reboot. For each active lease, the following information is displayed:

- **Host Name:** Displays the client host name.
- **MAC Address:** Shows the Media Access Control (MAC) Address.
- **IP Address:** Shows the IP Address for each active lease.
- **Remaining Lease Duration:** Shows the amount of time remaining in the lease.
- **Refresh:** Click to manually refresh the screen with the current status.
- **Auto-Refresh:** Click so the data automatically refreshes every three seconds**.**

If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Manage Your Modem (continued)

CLEAR Modem Home Page / Advanced / Local Address / Lease Reservation Tab

Warning: This tab includes settings that could negatively impact the performance of the Modem, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

- This tab allows you to manage the lease reservation so that the same device receives the same IP address each time.
- Add or delete the Host Name, Mac Address, and IP addresses.

Click "APPLY" when you're ready to change the lease reservation setting.

If you don't want to make any changes to the lease reservation settings, click "CANCEL".
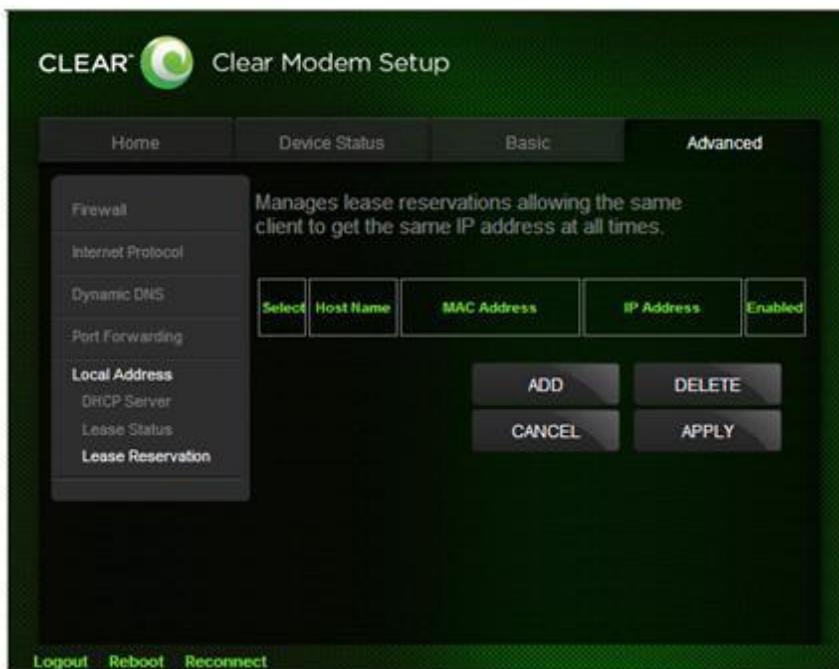
If you're using your Modem and are connected to the internet, click here to open the Modem Home Page.

The other tabs (Home, Device Status, and Basic) appear on all screens of the CLEAR Modem Home Page.

At the bottom of every tab of the Modem Home Page, you can click:

- **Logout:** To log out of the Modem.
- **Reboot:** To turn the Modem off and turn it back on.
- **Reconnect:** To reconnect to the Modem, if you've lost your connection.

Quick Tips

Understanding the LED Lights

- **LED Colors:**
  - The Power LED should be blue.
  - The Signal Strength and Network Indicators should be green.
- **Power LED:**
  - The Power LED is on when the Modem is plugged in and has power.
  - Troubleshooting Tips if the Power LED is not on.
    - Move the Modem to a different power outlet.
    - Make sure the Power Adaptor Cable is plugged in.
    - Make sure the power outlet is working correctly.
- **Initial Search for Service:**
  - While the Modem is searching for CLEAR 4G service, the Signal Strength LEDs will blink in a chase pattern.
  - While the Modem is connecting to CLEAR 4G service, the Signal Strength LEDS all will blink in unison.
  - Once the Modem registers with CLEAR 4G service, the Signal Strength LEDS will stay lit – the more LEDS lit, the stronger the signal strength.
  - Troubleshooting Tips if the Modem doesn't display at least two Signal Strength LED lights.
    - The preferred location is near a window and away from obstructions.
    - Move the Modem (not your computer) to another room, and wait 15 – 20 seconds after the LED lights are solid green, in order to obtain the most accurate reading of the CLEAR 4G signal.
  - To optimize the signal strength in the Modem's current location, try turning the Modem by small ¼" increments.
  - When you find the strongest CLEAR 4G signal, reconnect the Modem to your computer.
  - If, for some reason, the room with the strongest CLEAR 4G signal is not where you want to put the Modem, consider using a longer Ethernet Cable or ordering a wireless router by logging in to your CLEAR online account.

To Maximize Signal Strength

- It's best to position the Modem near an outside wall or window, and away from obstructions.
- If at least two LED lights are not lit, try moving the Modem to another room.

Quick Tips (continued)

Unable to browse the internet?

Try moving the Modem to different locations until at least two LED lights are lit.
OTHERWISE, TRY THESE STEPS TO GET ONLINE
* Turn the Modem off for 15 seconds.
* Bypass any power strips and try a different power outlet.
* Connect the Modem directly to the computer, bypassing all routers.
Note: If you can connect to the internet after removing a router from your setup, refer to the router's manual for further assistance.
* Check the connection between the Modem and your computer, make sure the cable fits securely in the port, and then restart your computer.

Connect to your home wireless network

* Connect one end of the Ethernet Cable to the Modem, and plug the other end into the internet port of your wireless router (instead of your computer).
* Plug the Power Adapter into the wireless router.
* Configure your computer to connect to the wireless network – check your wireless router manual for instructions.

Reset the Modem to the Factory Settings

* If you need to reset the Modem to the factory settings, you can.
Note: It is important to note that many device settings will be reset to the factory default settings. For example, the password required to log in and manage your Modem will be reset to "CLEAR123", the factory default setting.
* Use a pin to press the Reset button close to the ethernet port (on the side of the Modem). Press and hold the pin on the Reset button for at least 5 seconds. The Modem will be reset to the factory settings and reboot.

Important Message from CLEAR

* If your browser is stuck on a message from CLEAR, follow the on-screen instructions in order to view the message and provide any requested information.
* If your account is past due, click the option to make a payment.   You also can make a payment through our automated payment system, by calling 888-888-3113 and selecting option 2.

Important Information

Technical Specifications

- **Weight:** 1.84 lbs
- **Dimensions:** 9.3 in (H) x 5.9 in (W) x .9 in (D)
- **Minimum Requirements:**
  - Activated CLEAR Service
  - Processor: 300MHz
  - RAM: 64 MB
  - Internet Explorer®: IE 6.0 or higher
- **Supported Operating Systems:**
  - Windows® XP® SP2 and higher
  - Mac® OS8 and higher
  - Linux®
- **Hardware:**
  - WiMAX chipset – Beceem BCS250
- **Bands Supported:**
  - WiMAX 2500 MHz
- **Antenna:**
  - Internal Omni-Directional 5dB average gain
- **LEDs:**
  - **Signal Strength:** Five
  - **Network:** One
  - **Power:** One

Still need help?

FAQs and Live Chat Support

- If you have questions about your Modem, please access the FAQs and live chat support at www.clear.com/support.

Telephone Support

- If you still have questions, please call us at 877-956-4056. We provide automated telephone support 24/7 and live telephone support between 9am and 10pm, local time, seven days a week.

Questions about your bill?

- When you set up your CLEAR online account, you provided CLEAR with a credit card number to which CLEAR automatically may bill your charges. However, if you desire to view your bill or to change the credit card to which your CLEAR charges are billed, it's easy to do so. If you're connected to the internet, just click here to log in to your CLEAR online account. If you're not connected to the internet, enter https://www.clear.com/my_account/signin.php in your web browser when you are connected to the internet.

Important Information Document

- Please read the separate "Important Information" document included with your Modem for regulatory information, safety information, and other important disclosures.

Warranty Information

- See Section 6(d) of our Terms of Service (at www.clear.com/legal/terms) for warranty details.

Legal Disclosures

- CLEAR coverage areas are limited. Actual CLEAR network performance may vary and is not guaranteed. See Device, Support, and other pages at www.clear.com for additional information. CLEAR and the CLEAR logo are trademarks or registered trademarks of Clearwire Communications LLC. Other company, product, and brand names and trademarks are the property of their respective owners. © 2011 Clear Wireless LLC. All rights reserved.