

# CLEAR®



## Clear Modem with Wi-Fi

### Connect to the internet in Three Easy Steps:



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2. Connect to the Wireless Network p3
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## Step One: Set up the Modem

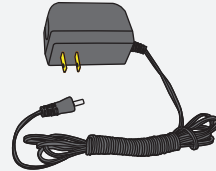
First, make sure you have these items:



Clear Modem  
with Wi-Fi



Modem  
Foot



Power  
Cord



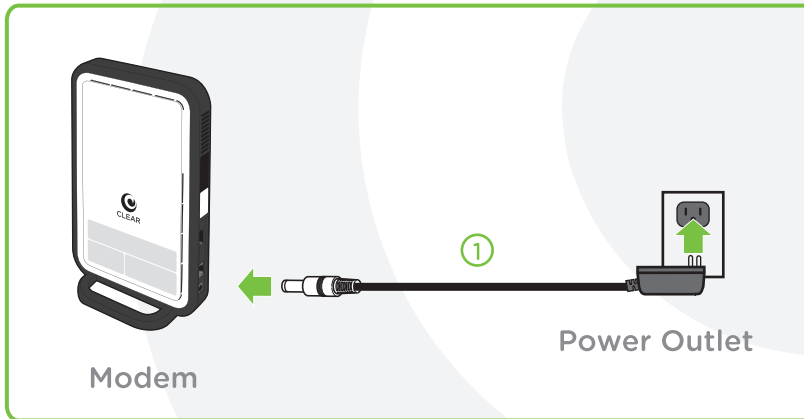
Align the slots at the bottom of the ClearModem with Wi-Fi (referred to as Modem) with slots on the Foot. Push gently on the Modem to snap the Foot onto the Modem.

To remove the Foot, press both tabs outward at the same time and the Foot will release from the slots.



## Step One (continued): Plug in the Power Cord

Follow the diagram below to plug in the Power Cord:

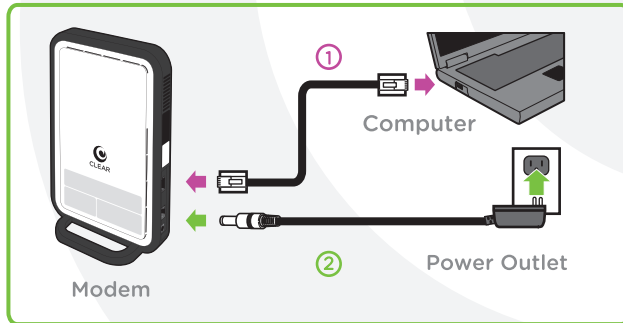


- 1 Plug one end of the Power Cord into the AC adapter port on the Modem and plug the other end into a power outlet.

## Step Two: Connect to the Wireless Network

- ➔ With your device's Wi-Fi turned on, view the list of available networks.
- ➔ Connect to the Modem's wireless network name (which can be found on the label near the bottom of the Modem).
- ➔ Enter the Wi-Fi Default Password, exactly as it appears on the label.
- ➔ Your Wi-Fi device should display a message indicating it has connected to your Modem's wireless network.

You also can use the included Ethernet Cable to connect to the Modem.



- ① Plug one end of the Ethernet Cable into the ethernet port on your computer and plug the other end into the ethernet port on the Modem.
- ② Plug one end of the Power Cord into the AC power port on the Modem and plug the other end into a power outlet.

## Step Two (continued): Personalize your Network Name and Wi-Fi Password

Once you have set up your Modem and connected to the Wireless Network, you should change the Modem's Wi-Fi Network Name (SSID) and Wi-Fi Default Password to something unique that you can remember.

- ➔ Login to your Modem's Home Page by entering <http://192.168.15.1> into your web browser.
- ➔ Enter the Modem password (the default password is "CLEAR123").
- ➔ From the Menu, select "Basic" and then select "Wi-Fi."
- ➔ Enter the new Network Name and Wi-Fi Password (the Wi-Fi Password must be between 8 and 63 characters).
- ➔ Click "Apply" to save the changes.
- ➔ Using your computer's wireless connection manager, find your new Network Name and connect using your new Wi-Fi Password.



If you ever forget your personalized Network Name or Wi-Fi Password, you can connect to your Modem with the Ethernet Cable and log in, using the default Modem password, to view or change the Network Name or Wi-Fi Password.

## Step Three: Connect to the internet

After you have plugged your Modem into a power outlet, the Modem will automatically search for a CLEAR 4G signal.



As the Modem is searching, five LED lights on the side of the Modem at first will blink sequentially, and next will blink in unison. When the Modem has found a CLEAR signal, the LED lights will stop blinking and remain lit.

The number of lights indicates the CLEAR signal strength. For optimal service, you should try different positions of the Modem to ensure a minimum of two lights are lit.

- Place the Modem in a location where the greatest number of lights are constantly lit. The ideal placement is near a window or external wall, or on a higher floor.

## Positioning your Modem

It's best to position the Modem near an outside wall or window, and then rotate the Modem to optimize the signal. If you still don't have at least two LED lights shown, try moving the Modem to another room.

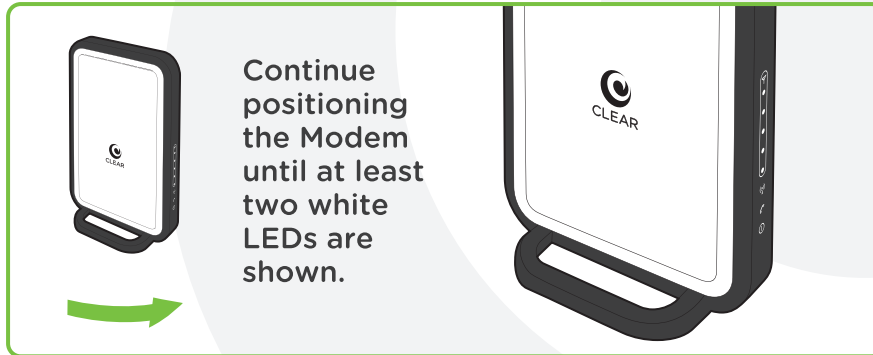
### Determine the room with the best signal strength:

- ➔ Move just the Modem (not your computer) from room to room, waiting 15-20 seconds after the LEDs are solid white for an accurate indication of a CLEAR signal. When you find the best CLEAR signal, reconnect the Modem to the computer at that location.
- ➔ If for some reason, the room with the strongest CLEAR signal is not where you want to put your Modem, consider using a longer cable or placing the Modem in another room with a strong CLEAR signal.

## Positioning your Modem (continued)

### Positioning the Modem to obtain the best signal:

- ➔ The ideal placement for the Modem is near a window or an external wall, and away from microwaves, cordless phones, wireless routers, and stereo speakers.



To obtain better signal strength in the Modem's current location, try turning the Modem by small 1/4" increments.



# Create your CLEAR Account

The first time you connect to the internet with your Modem, you need to set up your CLEAR account.

- ➔ Open a new browser session, and you'll see the CLEAR account completion form.
- ➔ After you've created your CLEAR account and accepted the CLEAR Terms of Service, open a new browser session and start surfing!

Account Completion Screen



Browser Start Page



# Troubleshooting Guide

The best source for help is online at: [www.clear.com/support](http://www.clear.com/support).

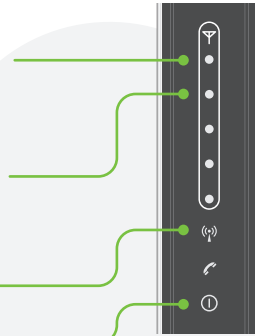
Your first troubleshooting step is restarting your Modem. Unplug the Power Cord from the Modem, wait 15 seconds, and plug the Power Cord in again. If that doesn't work, try rebooting your computer.

If restarting your Modem and rebooting your computer doesn't solve the problem, here are solutions to some other common issues:

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I can't remember my Modem's password. What should I do?	p12
I can't remember my Modem's Wi-Fi Network Name and Wi-Fi Password. What should I do?	p13
My browser is stuck on a message from CLEAR. What should I do?	p14

# What do the LED lights on the Modem mean?

- Five blinking lights means the Modem is connecting to the CLEAR 4G signal.
- Once the Modem has connected to the CLEAR 4G signal, the same lights will remain lit to indicate the signal strength. Five lights indicates a strong signal, and one light indicates a weak signal.
- The light remains lit when Wi-Fi is available.
- When the Modem is on, the LED light remains lit.



- On the side where the Ethernet Cable connects, a solid green light means a connection to the CLEAR 4G signal has been made.
- And, a blinking yellow light means data is being transmitted.



## I'm unable to browse the internet. What should I do?

**Verify that at least two white lights are illuminated. If they are not, your Modem does not have a CLEAR signal.**

- Try moving the Modem to different locations until the Modem displays at least two lights (see page 6).

**Otherwise, try these steps to get back 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.
- Check the connection between the Modem and computer, and make sure the cable fits securely in the port.
- Restart your computer.

**If these steps do not resolve the issue, please see the Modem Positioning Instructions on the back of the guide.**

## I can't remember my Modem's password. What should I do?

- Press the Reset button on the Modem for 10 seconds to restore the factory default settings. You can either use the default "CLEAR123" password or personalize your password. Please refer to page 4 for instructions to personalize the Modem's password.

If this does not resolve the issue, please refer to page 15 to contact us for assistance.

## I can't remember my Modem's Wi-Fi Network Name and Wi-Fi Password. What should I do?

- ➔ If you ever forget your personalized Network Name or Wi-Fi Password, you can connect to your Modem with the Ethernet Cable and log in using the default Modem password, to view or change the Network Name or Wi-Fi Password. Please refer to page 4 for instructions to personalize your Network Name and Wi-Fi Password.

If this does not resolve the issue, please refer to page 15 to contact us for assistance.

## My browser is stuck on a message from CLEAR. What should I do?

Sometimes when you launch your browser, you will see an important message from CLEAR about your account.

- ➔ Follow all of the on-screen instructions to view the message and provide any requested information.

If your account is past due, click on 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.

- ➔ If your browser is still displaying a message from CLEAR, close your browser and open a new browser window.

If these steps do not resolve the issue, please see page 15 for additional assistance.

## Have a Question?

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

For more support for your Modem, your best source for help is online at: [www.clear.com/support](http://www.clear.com/support).

If you are unable to get online, please call us at 877-956-4056. We provide automated telephone support 24/7 and live telephone support between 9am and 10pm in your time zone, seven days a week.



Notes

Notes



## Legal Information

Coverage area limited. Actual CLEAR network performance may vary and is not guaranteed. See Device, Support and other relevant pages at [www.clear.com](http://www.clear.com) for additional information and restrictions. CLEAR and the CLEAR logo are trademarks or registered trademarks of Clearwire Communications LLC. Other brand names, product names, and trademarks are the property of their respective owners. © 2010 Clear Wireless LLC. All rights reserved.

# Positioning your Modem

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## Determine the room with the best signal strength:

Move just the Modem (not your computer) from room to room, waiting 15-20 seconds after the LEDs are solid white for an accurate indication of a CLEAR signal. When you find the best CLEAR signal, reconnect the Modem to the computer at that location.

If for some reason, the room with the strongest CLEAR signal is not where you want to put your Modem, consider using a longer cable, ordering a wireless router from clear.com, or placing the Modem in another room with a strong CLEAR signal.

## Positioning the Modem to obtain the best signal:

The ideal placement for the Modem is near a window or an external wall, and away from microwaves, cordless phones, wireless routers, and stereo speakers.



Continue positioning the Modem until at least two white LEDs are shown.



To obtain better signal strength in the Modem's current location, try turning the Modem by small 1/4" increments.

**Model No: WIXFBR-117** WIMAX/WiFi CPE

Operating Frequency Range: 2.5GHz~2.7GHz

Bandwidth: 5MHz/10MHz

Operation temperature: 0°C ~40°C

### **Federal Communication Commission Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, even if the equipment is installed properly, it is still possible that interference with radio or television reception may result. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by Clearwire could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference; and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **IMPORTANT NOTE:**

#### **Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated at a minimum distance of 20 cm from your body.

This equipment must not be co-located and must not operate in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands is country-dependent, and this equipment is firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.