Nokia WiFi user guide
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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 network devices 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 (optional) and Beacons.
- Instructions for downloading the Nokia WiFi app, setting up your 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 must be installed by a representative from your fiber internet provider. The device and a close-up of its back-panel ports are shown below.

NOTE
You do not need a Gateway 3 to install Nokia WiFi. The majority of Nokia WiFi networks will be built using only Beacon devices, which are discussed on the next page.
**Nokia WiFi Beacons**

The Nokia WiFi Beacon is available in two form factors: Beacon and Beacon 3. Both extend internet coverage throughout your residence, ensuring you have ready access to the applications and services you need most.

The Beacons can be purchased through select online retailers and are installed by customers (that's you!), using the Nokia WiFi app.

The devices and a close-up of their back-panel ports are shown below.
Understanding the LED colors

The top of the Gateway 3 device illuminates and displays various solid/blink cycles to indicate its current state. The following table describes those states, what they mean, and what you should do in response.

**GATEWAY LED COLORS**

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

*Wi-Fi Protected Setup (WPS) is a network security standard that creates a secure wireless home network. Nokia WiFi devices used to depend on this method for pairing with one another and forming mesh links, and some of the enclosures still has a WPS button. However, the devices no longer use this pairing method.*
Depending on what Beacon model you have, either the top (Beacon 3) or the bottom front (Beacon) of the devices illuminate and display various solid/blink color cycles to indicate their current state. The following table describe what they mean and what you should do in response.

**BEACON LED COLORS**

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<tr>
<td>Blue-Green</td>
<td>Solid</td>
<td>Good connection to next Nokia WiFi device</td>
<td>No action</td>
</tr>
<tr>
<td>Yellow</td>
<td>Solid</td>
<td>Sub-optimal connection to next Nokia WiFi device</td>
<td>Refer to mobile app or care portal for next steps</td>
</tr>
<tr>
<td>Red</td>
<td>Solid</td>
<td>Bad connection to next Nokia WiFi device</td>
<td>Refer to mobile app or care portal for next steps</td>
</tr>
<tr>
<td>White</td>
<td>Slow pulse</td>
<td>WPS* mode enabled (Beacon 3 only)</td>
<td>Wait; devices are pairing OR Wait; backhaul link is being set up</td>
</tr>
<tr>
<td>White</td>
<td>Fast pulse for 3secs</td>
<td>Backhaul link established</td>
<td>Refer to the mobile app for next steps</td>
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*Wi-Fi Protected Setup (WPS) is a network security standard that creates a secure wireless home network. Nokia WiFi devices used to depend on this method for paring with one another and forming mesh links, and some of the enclosures still have a WPS button. However, the devices no longer use this pairing method.*
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 or Beacon 3, plus its power and Ethernet cables
• 1 smartphone running the Nokia WiFi app that also is connected to your existing wireless network

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 phone’s camera; tap Scan Code
• You are prompted to allow Nokia WiFi access to take pictures/record video; tap Allow
• This opens 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 scanning line move vertically across the code
• When the code is successfully scanned you see the message QR code scan successful
• Tap Continue
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

**Found your Beacon 3**
- Once your Beacon is found, you are prompted to establish an internet connection
- Tap Next
Looking for your internet connection

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

Internet found!

- Once your internet connection is confirmed, you see the message *Internet found!*
- Now you configure the Beacon for your home environment
- Tap **Next**
Where is your Beacon?

- 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, and the first and last characters cannot be spaces

- 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 1–32 alphanumeric or special characters—the first and last characters cannot be spaces—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 8–63 alphanumeric or special characters—the first and last characters cannot be spaces—enter your network's password; for example, *Wakand@4ever*
- Tap **Create**

Software Updates (potentially)

Depending on the state of your Beacons, and whether new software is available, you may be prompted to allow Nokia WiFi to access the device's location; tap **Always Allow**

**Note** selecting this option configures your Beacon to receive over-the-air upgrades automatically from Nokia when available

- You are prompted to download and update new software; tap **Next**
- You see the *Updating Software* and the *Restarting your Beacon* screens—do not power down the Beacon during upgrade
Configuring your Beacon 3

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

Setup complete!

When your Beacon is configured and setup is complete, you are prompted to create an account.

Tap Create Account

On the Account Creation screen, you are prompted to enter the following:

- First Name
- Last Name
- Email Address
- Password
Email address requirements

- The first and last characters cannot be spaces
- Value also must follow standard email address conventions: @ occurs after 1 or more characters, and period occurs after 1 or more characters after @

Password requirements

Must use between 8–24 alphanumeric characters

- Special characters can include only ! # $ % ^ & * ( ) – + , . / : = @ _
- First character cannot be a special character
- Must contain at least two letters and one special character
- Same character cannot occur consecutively 8 times

When all account parameters have been provided, tap Create

Verify account

Follow the steps in the provided email to verify your email address.

Alternately, you can Verify later or Resend the verification email
**Account created**

Your Nokia WiFi setup is complete. Depending on whether you bought a Beacon multi-pack or the size of your residence, you may either:

- Tap **Add Beacon** to expand your coverage
- Tap **Finish** to view the Home screen along with any connected client devices

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

If you are Done and would like to interact with your Nokia WiFi, go to "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 or Beacon 3, plus its power and Ethernet cables
- 1 smartphone running the Nokia WiFi app that also is connected to the existing wireless network

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 phone's 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**

**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 SSID and WiFi 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

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
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 your internet connection is confirmed, you see the message Internet found!
- Now you configure the Beacon for your home environment
- Tap Next

Where is your Beacon?

- 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, and the first and last characters cannot be spaces

- Tap Next
  You are prompted 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 \textit{NOKIA-DC10}.

- Tap the \textbf{Wi-Fi Name} text field; this enables the keyboard
- Using 1–32 alphanumeric or special characters—the first and last characters cannot be spaces—enter your network's name; for example, \textit{PantherNet}
- Tap \textbf{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 \textbf{Password} text field; this enables the keyboard
- Using 8–63 alphanumeric or special characters—the first and last characters cannot be spaces—enter your network's password; for example, \textit{Wakand@4ever}
- Tap \textbf{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 is configured and setup is complete, you are prompted to create an account.

Tap Create Account

On the Account Creation screen, you are prompted to enter the following:

- First Name
- Last Name
- Email Address
- Password
**Email address requirements**
- The first and last characters cannot be spaces
- Value also must follow standard email address conventions: @ occurs after 1 or more characters, and period occurs after 1 or more characters after @

**Password requirements**
Must use between 8–24 alphanumeric characters
- Special characters can include only ! # + , - . / : = @ _
- First character cannot be a special character
- Must contain at least two letters and one special character
- Same character cannot occur consecutively 8 times

When all account parameters have been provided, tap **Create**

**Verify account**
Follow the steps in the provided email to verify your email address.
Alternately, you can **Verify later** or **Resend the verification email**
Account created

Your Nokia WiFi setup is complete. Depending on whether you bought a Beacon multi-pack or the size of your residence, you may either:

- Tap **Add Beacon** to expand your coverage
- Tap **Finish** to view the Home screen along with any connected client devices

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

If you are Done and would like to interact with your Nokia WiFi, go to "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"
- Smartphone loaded with the Nokia WiFi app that also is connected to your Nokia WiFi network
- 1–2 Nokia WiFi Beacons (either Beacon or Beacon 3 models)

Add a Beacon

- From the Nokia WiFi app home screen, in the upper-left corner, open the Settings menu
- Tap Add Beacon
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 phone's camera; tap Scan Code
- Point your smartphone at the code and hold it steady
- You see a 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

- 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 panel, press the Power button
- Tap Next

Connection successful

- Once your Beacon is found and its network connection established, you test the quality of that connection
- Tap 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, along with instructions for repositioning the Beacon and trying again.

- When you are satisfied with your WiFi connection, tap **Next**

Where is your Beacon?

- 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, and neither the first nor the last characters can be a space.

- Tap **Next**
All done!

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

- Tap **Add Beacon** to expand your coverage
- 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, and Wired

Band Selection  Set to Automatic by default, this value reflects how your Nokia WiFi devices select the band (2.4 GHz or 5 GHz) that gives your device the best possible connection.

Note  This setting can be configured only by a Care Agent Portal operator.

TX Rate and RX Rate  This is presented from the Beacon’s point of view and reports the client device’s connection speed to its connected Beacon in Megabytes per second (Mbps).

- TX = transmission speed from Beacon to device
- RX = receive speed from device to Beacon

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 client device marked as a critical device loses connectivity.
**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 1–64 alphanumeric characters—the first and last characters cannot be spaces—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.

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 also shown.

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

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 internet 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 <.
### Share a guest network

- Tap **Save**
- You see the message *Saved successfully*

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 (mandatory)
- Secondary DNS (optional)

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 the internet.

- 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

**IMPORTANT**
You cannot deny access to the device that runs the Nokia WiFi mobile app

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 time selection dialog, 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.

Other | Account details | Change password

Account details include your First Name, Last Name, Email, and Password.

Change username

- Tap the Edit pencil to change the First or Last Name; and then tap Save.

Change password

- Tap the Password field.
- You are prompted to enter your current password.
- Tap Continue.
- You are prompted to enter your new password.
• Tap **Continue**
• You see the message *Password Changed!* and are prompted to log into your network
• Tap **Log In**
• Enter your email address and new password
• Tap **Login**

You see the Home screen
**Troubleshoot your Nokia WiFi**

**Can't find your Nokia WiFi device**

When using the mobile app to configure your network, you must be connected to your Nokia WiFi.

- If you have already setup a Nokia WiFi network and you see this message, your device may not be connected to a Nokia WiFi SSID.
  1. Verify your Wi-Fi connection
  2. Log into your existing account
- If you have not previously setup Nokia WiFi, tap **Setup new network** and refer to one of the "Setup your Nokia WiFi" sections

You also may see this screen in cases of DNS failure, in which case you may need to perform further troubleshooting via the Nokia WiFi online GUI or with a Portal support agent.

**Wi-Fi connection required**

To access 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
Beacon not found

During setup of Nokia WiFi and when adding Beacons, you may encounter the **Beacon 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, your Beacon LED should be solid red or solid blue-green. Refer to "Understanding the LED colors"
- If the Beacon still cannot be found, go to "Factory reset a Nokia WiFi device"

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
Use Ethernet to increase reliability of Nokia WiFi connections

In their default configuration, Nokia WiFi devices connect to one another using 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.
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, starting with the device acting as the gateway and followed by any extender devices. 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.
## Technical specifications

### Beacon 1

<table>
<thead>
<tr>
<th>Dimension</th>
<th>150 mm (5.9 in) x 115 mm (4.5 in) x 42 mm (1.6 in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>Nokia WiFi Intelligent Mesh</td>
</tr>
<tr>
<td>WiFi connectivity</td>
<td>AC3000 supports 2x2 802.11b/g/n 2.4 GHz WLAN</td>
</tr>
<tr>
<td></td>
<td>Supports 2x2 802.11n/ac 5 GHz WLAN</td>
</tr>
<tr>
<td>Ethernet interfaces</td>
<td>1x Gigabit Ethernet WAN port</td>
</tr>
<tr>
<td></td>
<td>3x Gigabit Ethernet LAN ports</td>
</tr>
<tr>
<td>Security</td>
<td>64-bit and 128-bit WEP support</td>
</tr>
<tr>
<td></td>
<td>WPA support including WPA-PSK and WPA2</td>
</tr>
</tbody>
</table>

### Beacon 3

<table>
<thead>
<tr>
<th>Dimension</th>
<th>160 mm (6.3 in) x 94 mm (3.7 in) x 94 mm (3.7 in)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>Nokia WiFi Intelligent Mesh</td>
</tr>
<tr>
<td>WiFi connectivity</td>
<td>AC3000 supports 3x3 802.11b/g/n 2.4 GHz WLAN</td>
</tr>
<tr>
<td></td>
<td>Supports 4x4 802.11n/ac 5 GHz WLAN with MU-MIMO</td>
</tr>
<tr>
<td>Ethernet interfaces</td>
<td>1x Gigabit Ethernet WAN port</td>
</tr>
<tr>
<td></td>
<td>3x Gigabit Ethernet LAN ports</td>
</tr>
<tr>
<td>Security</td>
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</tr>
<tr>
<td></td>
<td>WPA support including WPA-PSK and WPA2</td>
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</table>

## Manufacturer information

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Nokia Solutions and Networks Oy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Karaportti 3, 02160 Espoo, Finland</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:wifi.care@nokia.com">wifi.care@nokia.com</a></td>
</tr>
</tbody>
</table>
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](http://www.nokia.com/wifi/legal/warranty)