

WiFi CARE Mobile App User Guide (Android - English)



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1. Overview of WiFi CARE Mobile App

Your Home Gateway (Network Home Terminal) provides a WiFi CARE mobile app for you to quickly configure the Home Gateway and manage your Home Gateway settings anytime, anywhere:

- User Setting
- Home Gateway Management
- Dashboard
- Home Gateway
- Connected Devices
- Wi-Fi
- Guest Wi-Fi
- User Guide

2. Download WiFi CARE Mobile App


The latest Android version of WiFi CARE mobile app is available on Google Play Store (supports English and Traditional Chinese):

1. Type the keyword “**WiFi CARE**” on Google Play Store
2. Tap “**INSTALL**”, then “**ACCEPT**” to install

You may also download the app via the QR code below:



3. Language Settings

1. Click  at the top left-hand corner of the login page



2. Or you can access “**User Setting**” after login and clicking your user name, then click “**Language**”



4. Register a New Account

1. Press “**New User?**” at the log in page
2. Enter the following information, then click “**Submit**”
 - **User Email Address** : Your preferred email address as your user name
 - **Password** : Your preferred password*
 - **Confirm Password** : Input your password* again. Password entered must be same as the above field

* User Password must be more than eight (8) characters, and contain at least one (1) UPPERCASE letter, one (1) lowercase letter and one (1) alphanumeric character
3. After pressing “**Submit**”, the system will send a verification code (OTP) to your email
4. Enter the verification code, then press “**Verify & Proceed**”



The image shows a login screen with a red header. It contains two input fields: "電郵地址" (Email Address) and "密碼" (Password). Below the fields is a "登入" (Login) button. At the bottom, there are two links: "需要幫助?" (Need help?) and "新用戶?" (New User?). The "新用戶?" link is highlighted with a blue box.



The image shows the "建立新帳戶" (Create New Account) screen. It has a red header with a back arrow and the title "建立新帳戶". There are three input fields: "電郵地址" (Email Address), "密碼" (Password), and "確認密碼" (Confirm Password). Below the fields is a text block: "用戶密碼必須包含至少八個字元(當中必須包括至少一個大楷字母、一個小楷字母及一個數字), 並且不能使用本來的密碼作新密碼。" (User password must contain at least eight characters (including at least one uppercase letter, one lowercase letter, and one digit), and cannot use the original password as the new password). At the bottom is a "提交" (Submit) button, which is highlighted with a blue box.



The image shows the "註冊帳號" (Register Account) screen. It has a red header with a back arrow and the title "註冊帳號". The main text says: "一次性的驗證碼已發送到用作登記的電子郵箱。請查閱並輸入該驗證碼。" (A one-time verification code has been sent to the email address used for registration. Please check and enter the verification code). Below the text is an input field labeled "驗證碼" (Verification Code). At the bottom, there are two buttons: "重新發送驗證碼" (Resend verification code) and "下一步" (Next Step). The "下一步" button is highlighted with a blue box.

5. Connect to Home Gateway's Network via Wi-Fi Network. Upon successful connection, press **Next**



6. Enter the last 4 digits of Serial Number.
After entering the last 4 digits,
press **“Pair up with Home Gateway”**



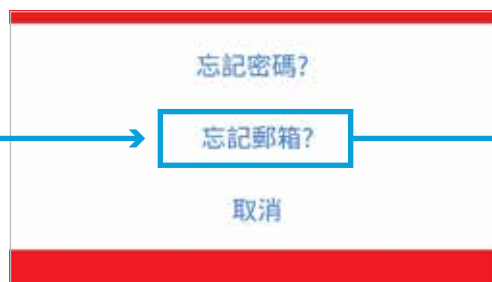
5. Log In to Your Account

1. Enter the “**User Email Address**” and “**Password**”
2. Click “**Login**”



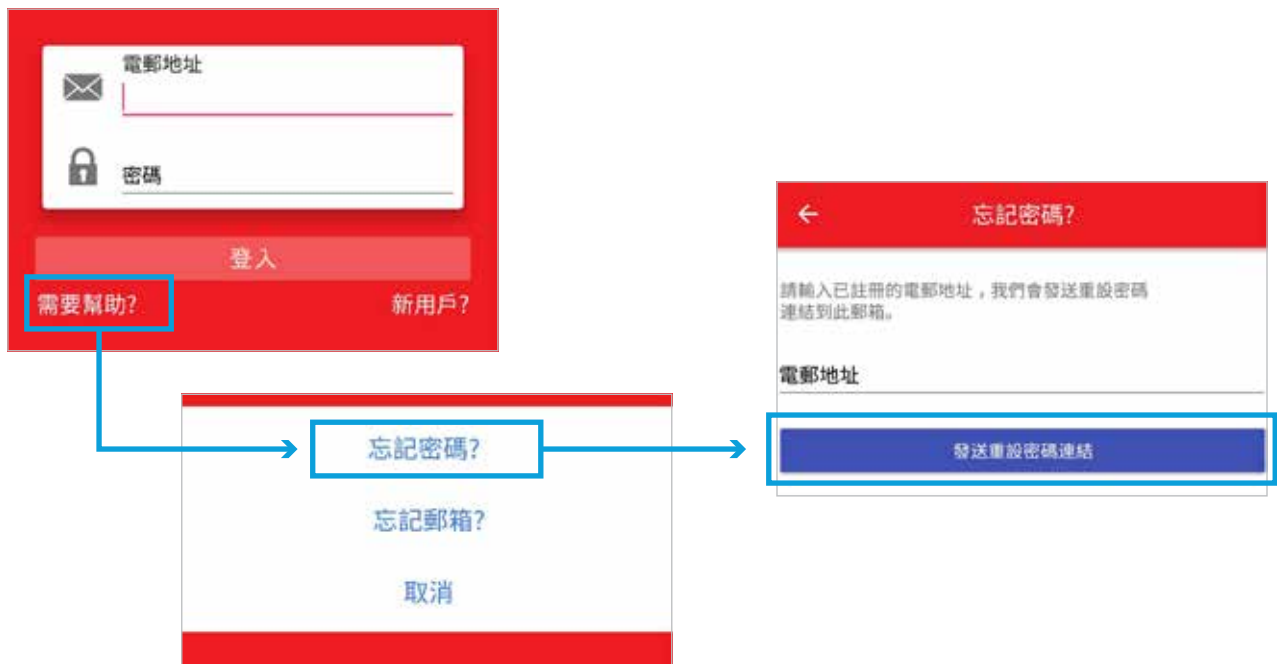
6. Forgot Email

1. Click “**Need Help?**”
2. Click “**Forgot E-mail?**”
3. Enter your Home Gateway's Serial Number, then click “**Submit**”
4. Tips about your email address will be displayed accordingly



7. Forgot Password

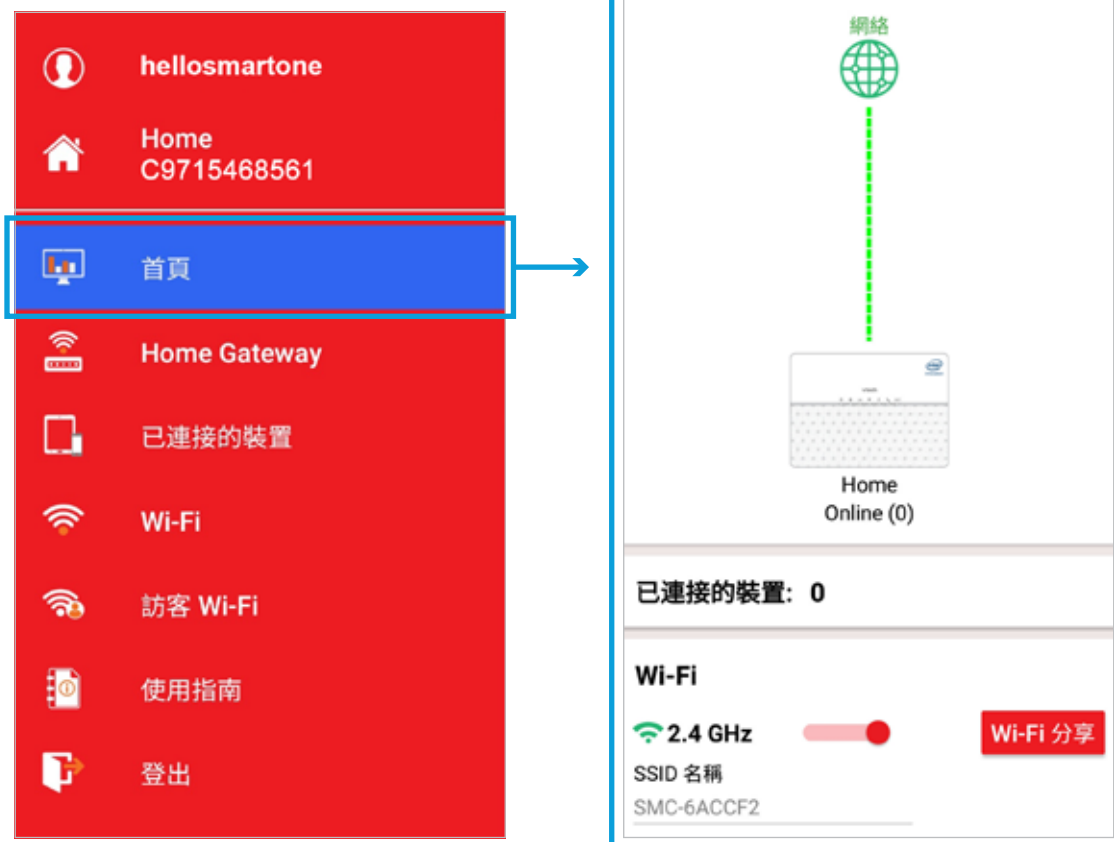
1. Click “**Need Help?**”
2. Click “**Forgot Password?**”
3. Enter the registered email address to receive the password reset link, then press “**Request Reset Link**”



8. Dashboard

On the “**Dashboard**”, you can view the following information:

- Internet Status
- Connected Devices
- Wi-Fi – 2.4 GHz and 5 GHz
- Guest Wi-Fi – 2.4 GHz and 5 GHz



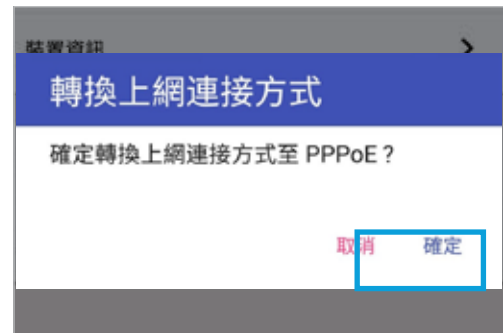
Internet Connection Status: **GREEN** = Connected to Internet | **RED** = Disconnected to Internet

“**Share Wi-Fi**”: Share your Wi-Fi network via QR code without inputting Wi-Fi password

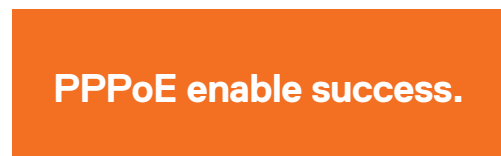
9. Home Gateway

9.1 Change Internet Connection Type (SFP/DHCP → PPPoE)

1. Click the Internet Connection Type “**SFP/DHCP**”
2. Choose the connection type you want to switch to
3. Confirm your setting

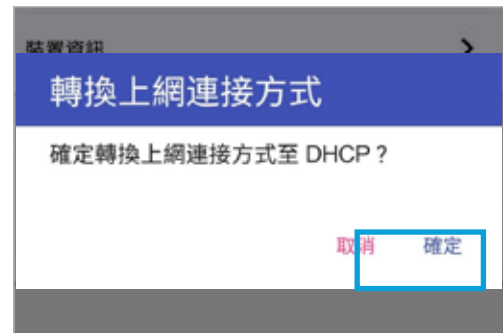


4. Connect your mobile device with the Home Gateway's Wi-Fi network. You can click "**Open Wi-Fi Setting**" button, the app will redirect you to the Wi-Fi Setting page
5. Click "**Next**" to continue
6. Enter the default "**WPA Key 5GHz**" to verify your Home Gateway (You can find the default Wi-Fi password at the bottom of the Home Gateway)
7. Click "**Next**"
8. Enter your "**PPPoE login information**"
9. Click "**Save**" to update the WAN connection type
10. Once the setting is saved successfully, you will see a message, "**PPPoE enable success**". The app will redirect you back to "**Home Gateway**" page

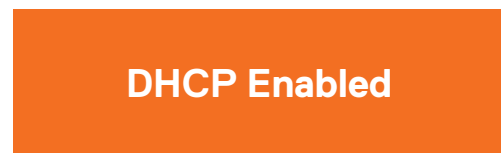


9.2 Change Internet Connection Type (PPPoE → SFP/DHCP)

1. Click the Internet Connection Type “**PPPoE**”
2. Choose the connection type you want to switch to
3. Confirm your setting



4. Connect your mobile device with the Home Gateway's Wi-Fi network. You can click "**Open Wi-Fi Setting**" button, the app will redirect you to the Wi-Fi Setting page
5. Click "**Next**" to continue
6. Enter the default "**WPA Key 5GHz**" to verify your Home Gateway (You can find the default Wi-Fi password at the bottom of the Home Gateway)
7. Click "**Next**"
8. Once the setting is saved successfully, you will see a message, "**DHCP Enabled**". The app will redirect you back to "**Home Gateway**" page



9.3 Check/Reboot/Re-apply All Settings

Click “**Device Info**” to view information of the Home Gateway:

- Model Number
- Firmware Version
- Uptime
- Device Time
- uPnP Status

Click “**REBOOT**” to restart your Home Gateway

Click “**RE-APPLY ALL the SETTINGS**” to re-apply all the settings you have done on your Home Gateway

Click “**RESET FACTORY DEFAULT**” to erase all the data on your Home Gateway and apply all settings to default



9.4 Network Tools

9.4.1 Ping Test

Click “**Network Tools**”

Follow the steps below to perform a Ping test:

1. Select “**Ping**” in “**Method**”
2. Input the website or IP in “**Target**”
3. Click “**QUERY**”
4. Below results will be displayed:
 - Average Response Time
 - Diagnostics State: Complete means the test is successful
 - Failure Count
 - Maximum Response Time
 - Minimum Response Time
 - Success Count

Here is the Ping test result, showing that the Home Gateway could successfully send and receive data 4 times with www.google.com without failure. The average response time is only 14 ms and there is only 1ms difference between the maximum and minimum response time, representing that the internet connection is stable.



| |
|----------------|
| 功能 |
| Ping |
| 目標網站 |
| www.google.com |
| 時間超時 (ms) |
| 65000 |
| 清除紀錄 |
| 查詢 |



| 裝置資訊 | 結果 |
|------------|----------|
| 診斷狀態 | Complete |
| 平均回應時間(ms) | 14 |
| 失敗數 | 0 |
| 最大回應時間(ms) | 15 |
| 最小回應時間(ms) | 14 |
| 成功數 | 4 |

9.4.2 Traceroute Test

Click “**Network Tools**”

Follow the steps below to perform a Traceroute test:

1. Select “**Trace Route**” in “**Method**”
2. Input the website or IP in “**Target**”
3. Click “**QUERY**”
4. Below results will be displayed:
 - Diagnostics State: Complete means the test is successfully performed
 - Response Time: The time needed for transmitting and receiving data from the Home Gateway to destination
 - Number of Entries: The number of routers passed through for transmitting data from the Home Gateway to destination
 - Index, Host Address and RTT Times: The Host Name, Host IP address and the round trip times (in ms) needed for transmitting and receiving data from the Home Gateway to destination

Here is the Traceroute result, showing that the test was performed successfully, and it lists out the path for transmitting data from the Home Gateway to the destination www.yahoo.com.hk


| | |
|-----------|--|
| 功能 | Trace Route |
| 目標網站 | www.yahoo.com.hk |
| 時間超時 (ms) | 65000 |
| 清除紀錄 | 查詢 |

| 裝置資訊 | |
|------------|---|
| 結果 | |
| 診斷狀態 | Complete |
| 回應時間 | 126 |
| 路由數量 | 10 |
| 路線 | 1 |
| RT 1時間(ms) | 1 |
| RT 2時間(ms) | 1 |
| RT 3時間(ms) | 1 |
| 主機位置 | 61.239.62.129 [061239062129.ctinets.com] |
| 路線 | 2 |
| RT 1時間(ms) | 1 |
| RT 2時間(ms) | 1 |

9.5 LAN: Configure the LAN IP & DHCP Server Settings

Configure the LAN IP & DHCP Server settings:

- IP Address (Default setting: 192.168.1.1)
- Subnet Mask (Default setting: 255.255.255.0)
- IP Pool Starting Address (Default setting: 192.168.1.50)
- IP Pool Ending Address (Default setting: 192.168.1.150)
- DNS Server 1
- DNS Server 2
- Select ON to enable or OFF to disable the DHCP Server (Default setting: ON)
(**GREEN** = ON | **GREY** = OFF)
- Lease Time
- DHCP Reserved Device: Select ON to reserve the IP, OFF to cancel the reservation

Click  to save the configuration



← 區域網絡

區域網絡

IP 位置
192.168.1.1
預設設定: 192.168.1.1

子網絡遮罩
255.255.255.0
預設設定: 255.255.255.0

IP Pool 起始位置
192.168.1.50
預設設定: 192.168.1.50

IP Pool 結束位置
192.168.1.150
預設設定: 192.168.1.150

DNS 伺服器 1
192.168.5.1

DNS 伺服器 2

租約時間 (hr)
86400

啟用 DHCP 伺服器



← 區域網絡

DHCP 保留列表

1

名稱

MAC 地址

IP 地址

刪除

2

名稱


MAC 地址

IP 地址

刪除

9.6 Advance Settings


9.6.1 Configure DMZ

1. Click “**DMZ**” under Advanced Settings
2. Click “**ON**” to enable or “**OFF**” to disable DMZ
3. Input the “**LAN IP Address**”
4. Click  to save the change



9.6.2 Configure Virtual Server/Port Forwarding

Home Gateway supports Single Port Forwarding, Port Range Forwarding and Single Port Translation.

1. Select “**Virtual Server/Port Forwarding**” under Advanced Settings
2. Select “**ON**” or “**OFF**” under “**Enable**” to start configuration (**GREEN** = ON | **GREY** = OFF)
3. Input:
 - Service Name
(Chinese description is currently not supported)
 - Port Start: External Port Start
 - Port End: External Port End
 - Local IP: Internal IP
 - Local Port: Internal Port
4. Select a “**Protocol**”
5. Click  to save the configuration



Example for “**Single Port Forwarding**”:

(Chinese description is currently not supported)

Traffic directed to external port 8000 will be

forwarded to 192.168.1.199

internal port 8000

虛擬伺服器/ 埠轉發

啟用

服務名稱
單端通訊埠轉發

埠起始
8000

埠結束
8000

區域 IP
192.168.1.199

區域埠
0

協定
TCP

刪除

Example for “**Port Range Forwarding**”:

(Chinese description is currently not supported)

Traffic directed to external port in the range of
8443-8444 will be

forwarded to 192.168.1.2

internal port 8443

虛擬伺服器/ 埠轉發

啟用

服務名稱
多端通訊埠轉發

埠起始
8443

埠結束
8444

區域 IP
192.168.1.2

區域埠
8443

協定
TCP

刪除

Example for “**Single Port Translation**”:

(Chinese description is currently not supported)


Traffic directed to external port 8080 will be

forwarded to 192.168.1.2


internal port 9080



Disable Virtual Server / Port Forwarding:

1. Select “**OFF**” under “**Enable**” (**GREY** = OFF)
2. Click  to save the change

Remove Virtual Server / Port Forwarding:

1. Select “**ON**” under “**Delete**” (**GREEN** = ON)
2. Click  to save the change

10. Wireless Configuration: Wi-Fi Configuration

Home Gateway supports both 2.4 GHz and 5 GHz wireless connections, you can set up an SSID for each frequency

10.1 2.4 GHz


Set up 2.4 GHz Wi-Fi network:

1. Select “**2.4 GHz**”
2. Choose the “**Wi-Fi Status**”
3. Assign a unique name for your hotspot in “**SSID Name**” to identify your wireless network
4. Set up a “**Password**” for this Wi-Fi network

The default settings are recommended. You can configure your own settings for the Wi-Fi network, or you could skip the following steps to step 11 directly

5. Select ON to enable or OFF to disable “**Hidden SSID**” (**GREEN** = ON | **GREY** = OFF)

If ON is selected, the SSID will be hidden. You have to manually input the SSID when connecting to Wi-Fi

6. Select a “**Channel**” (Default setting: Auto)
7. Select a “**Wireless Mode**” (Default setting: bgn)
8. Select a “**Channel Width**” (Default setting: 40MHz)
9. Select an “**Authentication Method**” (Default setting: WPA2)
10. Select an “**Encryption Mode**” (Default setting: TKIP/AES)
11. Click  to save the configuration



10.2 5 GHz


Set up 5 GHz Wi-Fi network:

1. Select “**5 GHz**”
2. Choose the “**Wi-Fi Status**”
3. Assign a unique name for your hotspot in “**SSID Name**” to identify your wireless network
4. Set up a “**Password**” for this Wi-Fi network

The default settings are recommended. You can configure your own settings for the WiFi network, or you could skip the following steps to step 11 directly

5. Select ON to enable or OFF to disable “**Hidden SSID**” (**GREEN** = ON | **GREY** = OFF)

If ON is selected, the SSID will be hidden. You have to manually input the SSID when connecting to Wi-Fi

6. Select a “**Channel**” (Default setting: Auto)
7. Select a “**Wireless Mode**” (Default setting: ac)
8. Select a “**Channel Width**” (Default setting: 80MHz)
9. Select an “**Authentication Method**” (Default setting: WPA2)
10. Select an “**Encryption Mode**” (Default setting: TKIP/AES)
11. Click  to save the configuration




11. Guest Wi-Fi

With the firmware version 1_20 or above, your Home Gateway can support to create a separate Wi-Fi network for your guest to make your home network more secure.

Enable the Guest Wi-Fi:

1. Choose "**Guest Wi-Fi**"



2. You can edit the guest "**SSID Name**", "**Password**", "**Authentication Method**" and "**Encryption Mode**" for both 2.4GHz and 5GHz guest network
3. After setting the configure, click  to save your settings



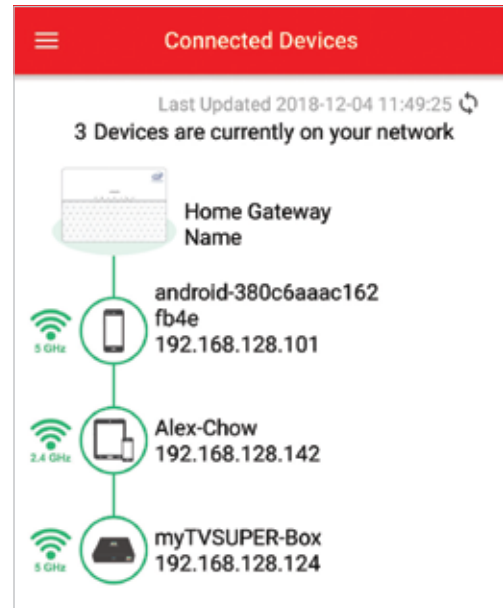
12. Connected Devices

Check the Connected Client Information:

- Host Name
- Connection
 - 2.4G WLAN = 2.4 GHz Wi-Fi Network
 - 5G WLAN = 5 GHz Wi-Fi Network
 - LAN = Local Area Network
- Mac Address
- IP Address
- LAN Port
- Device Type
- Address Source
- DHCP Reserved
(**GREEN** = ON | **GREY** = OFF)

Example on the right shows that the Host named myTVSUPER-Box whose MAC address is cc:4b:73:1e:3b:b8 gets its IP address 192.168.128.124 through DHCP, and is directly connected to the Home Gateway through 5G WLAN

Click  to save the settings




13. User Guide

You can click “**User Guide**” to browse the related user guide of WiFi CARE mobile app



14. Home Gateway Settings

14.1 Change Name of Home Gateway

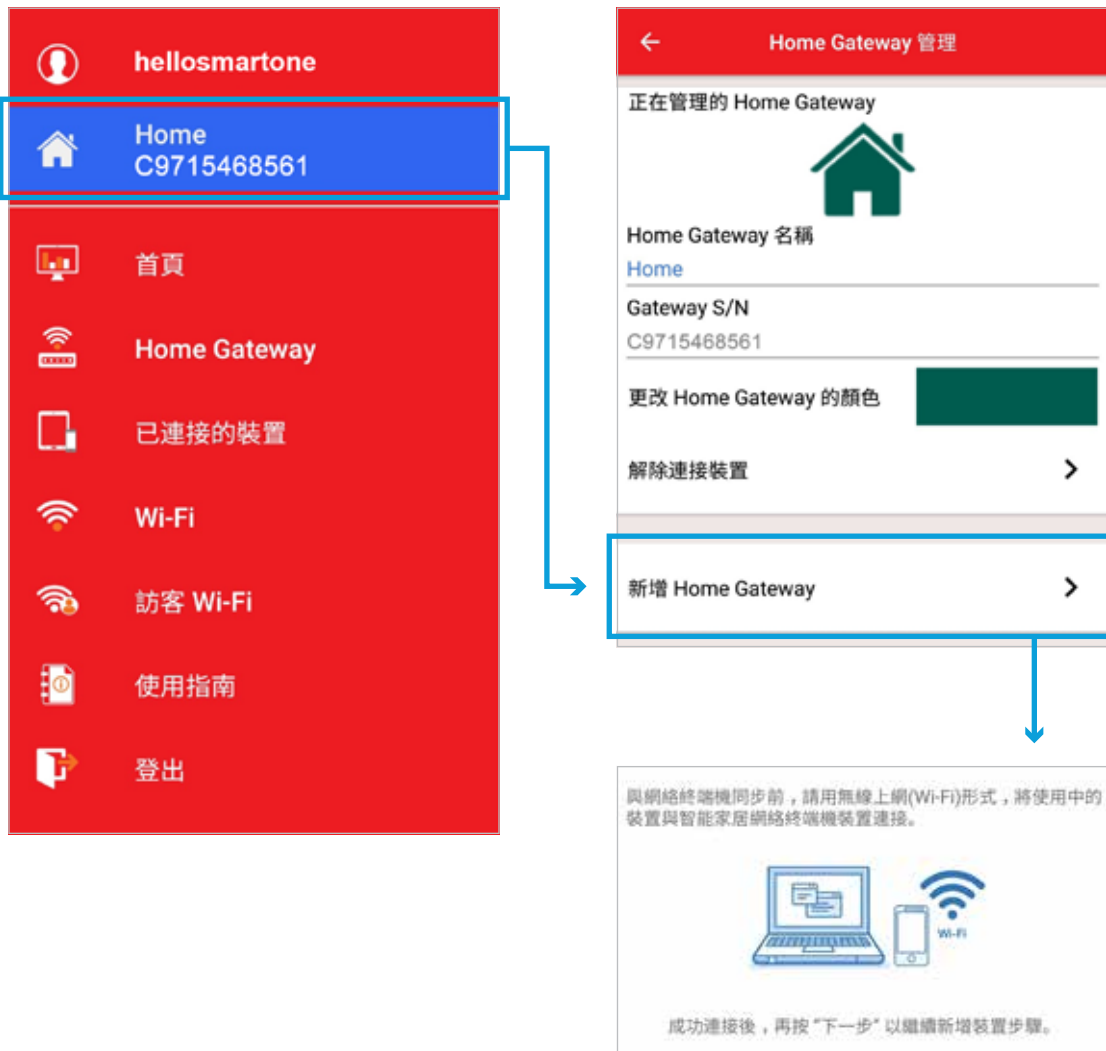
After clicking  , you can customise the name and colour of Home Gateway




14.2 Add Home Gateway

After clicking , then click “**Add Home Gateway**” to add a Home Gateway

(ONE account can be paired with multiple Home Gateways, while EACH Home Gateway can only be paired to ONE account)




14.3 Delink Home Gateway

Click  and choose “**Delink Home Gateway**” in the designated Home Gateway. Click “**CONFIRM**” and it will break the connection between WiFi CARE mobile app and the designated Home Gateway



15. User Settings

15.1 Change User Name

Click your user name and enter “**User Settings**”, input the user name you want to show/change, then press  to save the settings



15.2 Change Password


Click your user name and enter “**User Settings**”, then click “**Change Password**” and enter the following information to change password:

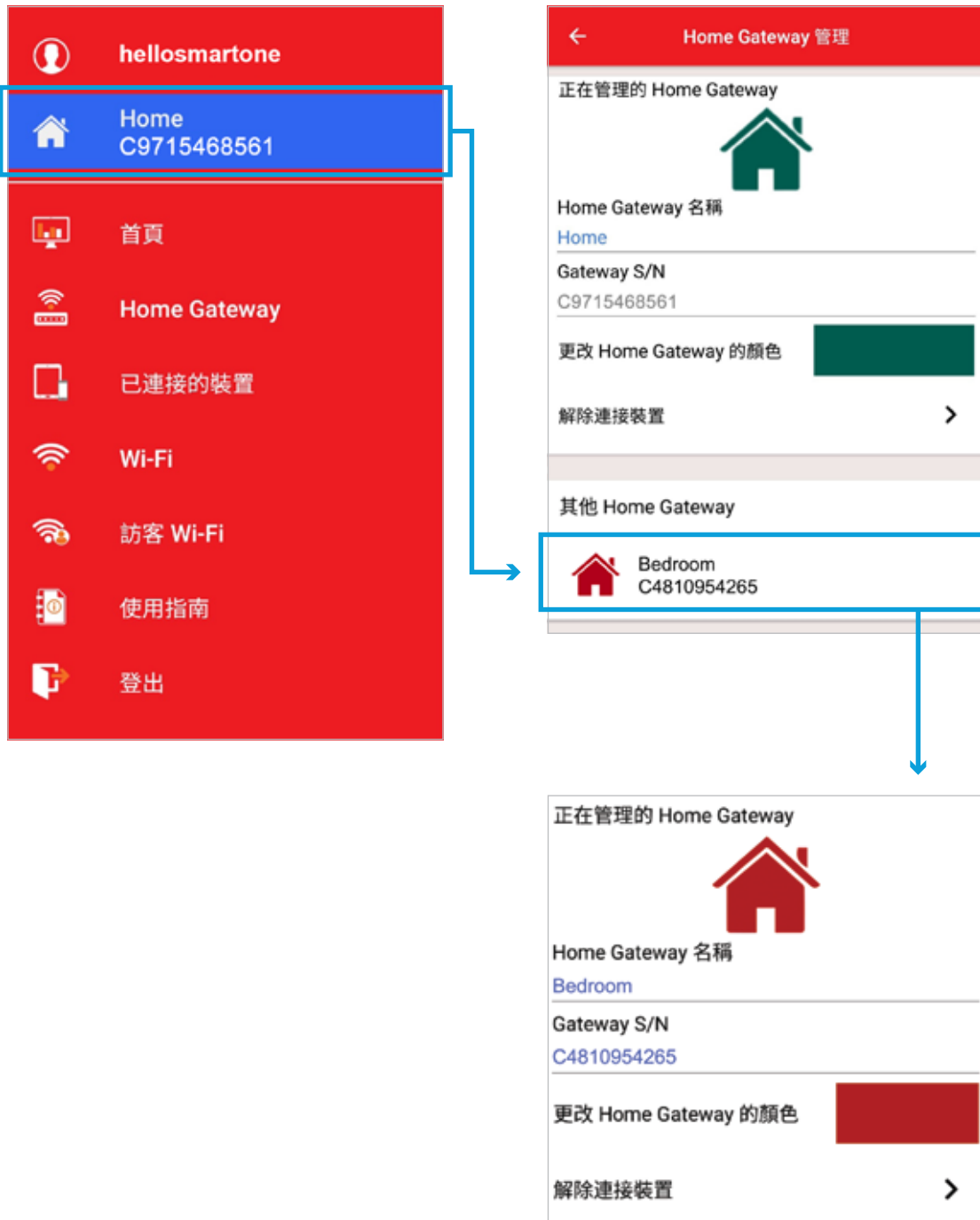
- Current Password
- New Password
- Confirm New Password

* User Password must be more than eight (8) characters, and contain at least one (1) UPPERCASE letter, one (1) lowercase letter and one (1) alphanumeric character



16. Manage Another Home Gateway

When your account is paired with more than one Home Gateway, you can click , then click “**Other Home Gateway**” to switch your active Home Gateway to manage another Home Gateway



17. Logout

Click “**Log Out**”, and then click “**Confirm**”

