

## WiFi CARE Mobile App User Guide (iOS - 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 iOS version of WiFi CARE mobile app is available on App Store (supports English and Traditional Chinese):

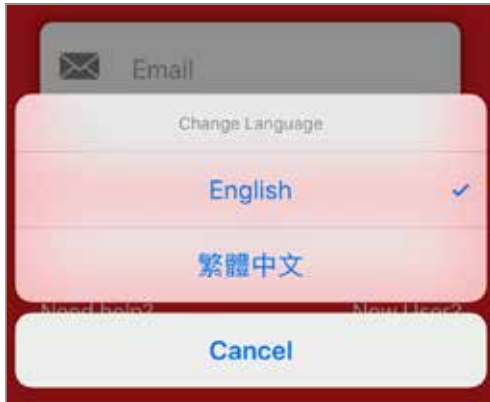
1. Type the keyword “**WiFi CARE**” on App Store
2. Tap “**GET**”, then “**INSTALL**” to install

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

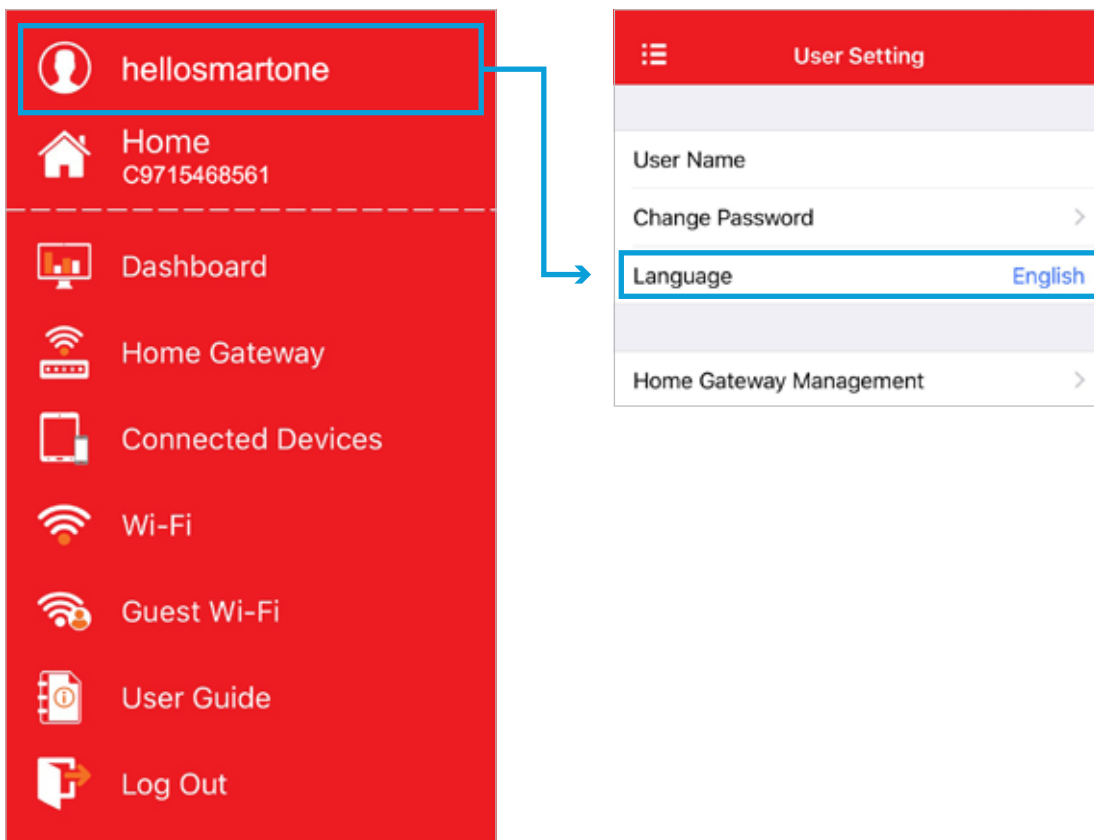


### 3. Language Settings

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

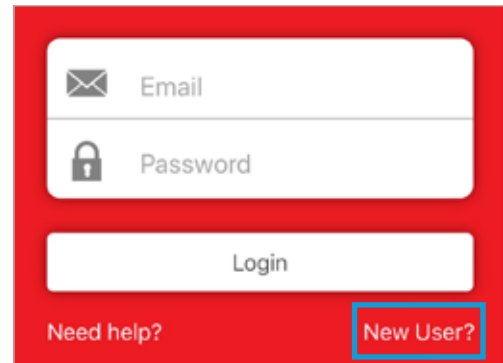


2. Or you can access “**User Setting**” after login and clicking your user name, then click “**Language**”



## 4. Register a New Account

1. Press “**New User?**” at the log in page

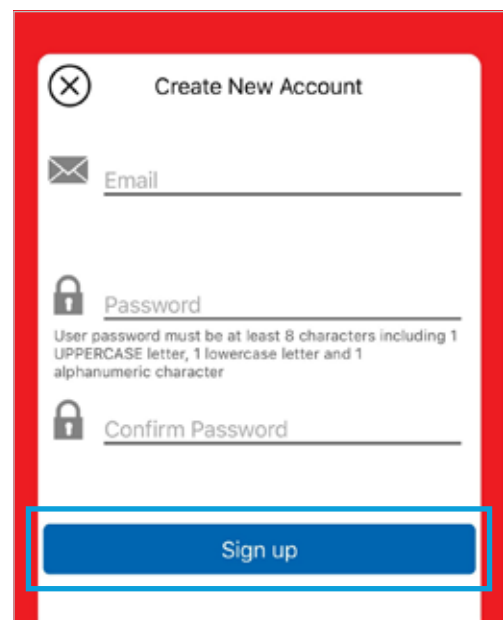


2. Enter the following information, then click “**Sign up**”

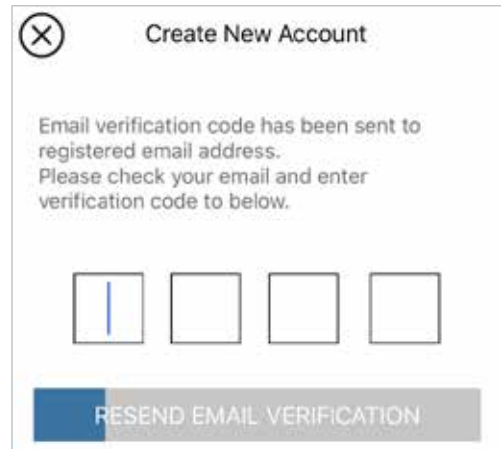
- **User Email Address** : Your preferred email address as your user name
- **Password** : Your preferred password\*
- **Confirm Password** : Input your password\* again. Password entered must be same as the above field

\* 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

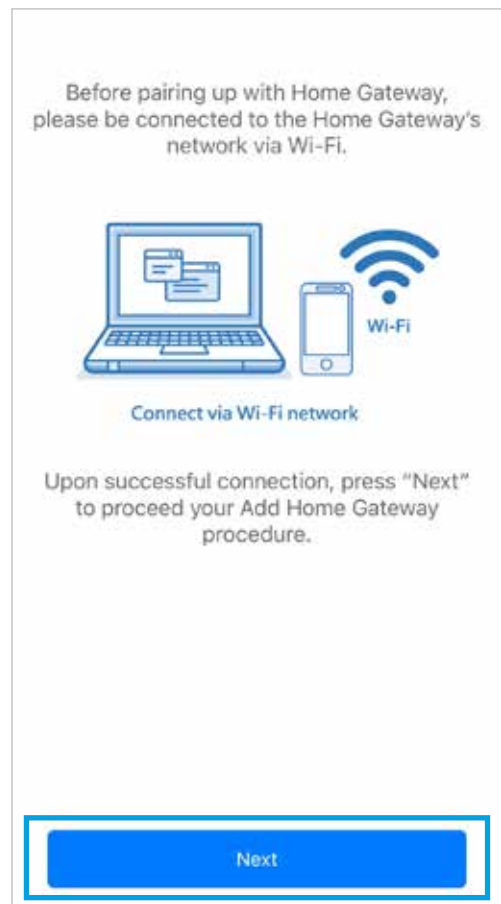
3. After pressing “**Sign up**”, the system will send a verification code (OTP) to your email



4. Enter the verification code on the page



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 +**”



### Enter the Last 4 Digits of Serial Number

The serial number is labelled at the bottom of your gateway.

**Model: IAD601D**

HKBN  
Model: HKBN-HG IAD601D  
Rev: P01



Input: 12V 3.0A  
Manufactured in China  
Manufactured yyyy-mm

Use only power supplies listed in the quick guide

**Model: IAD731DSF**

HKBN  
Model: HKBN-HG IAD731DSF  
Rev: P0C



S/N: S680000019



Input: 12V 3.0A  
Manufactured yyyy-mm  
Manufactured in China  
Use only power supplies listed in the quick guide

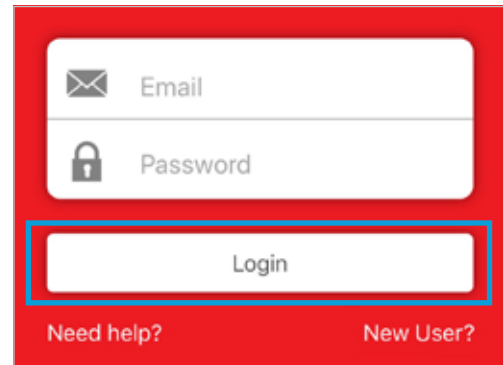


Last 4-digit of Gateway Serial Number

**PAIR UP WITH HOME GATEWAY +**

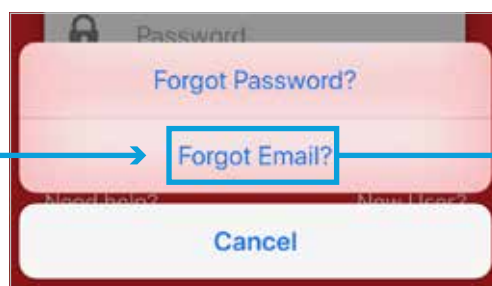
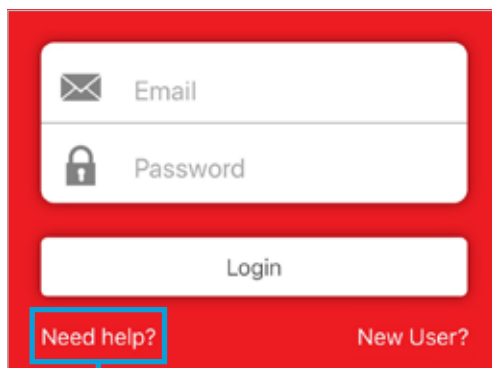
## 5. Log In to Your Account

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



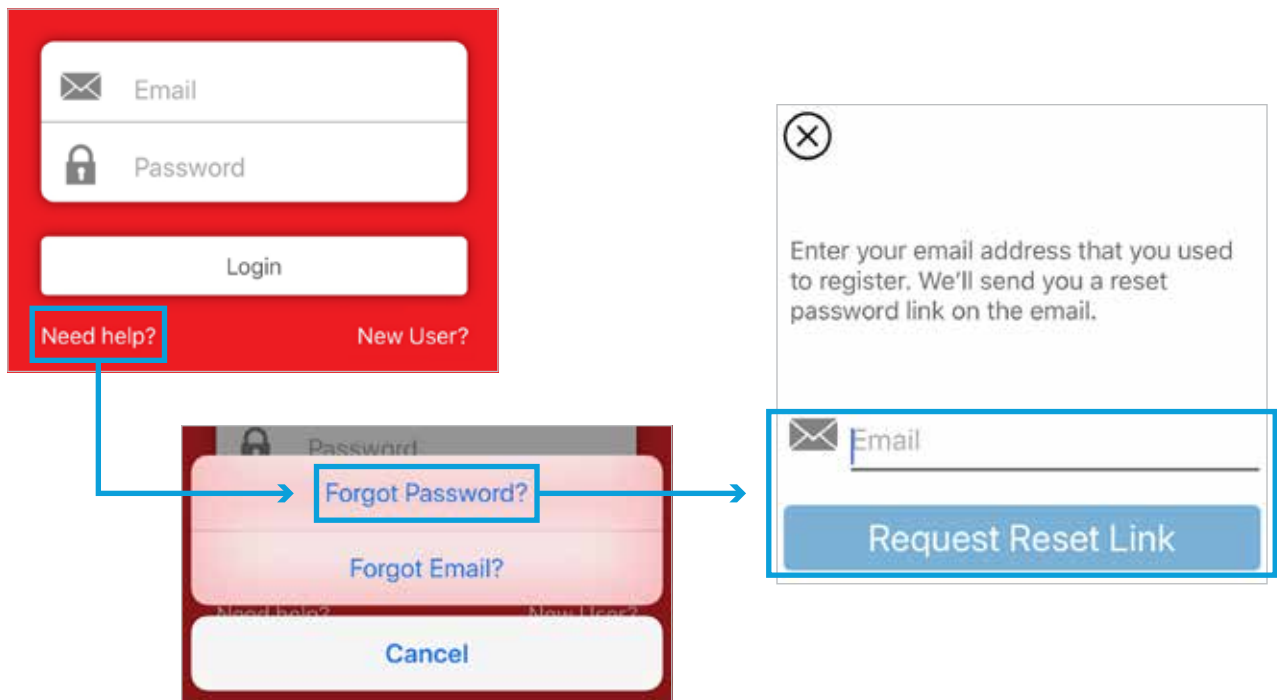
## 6. Forgot Email

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



## 7. Forgot Password

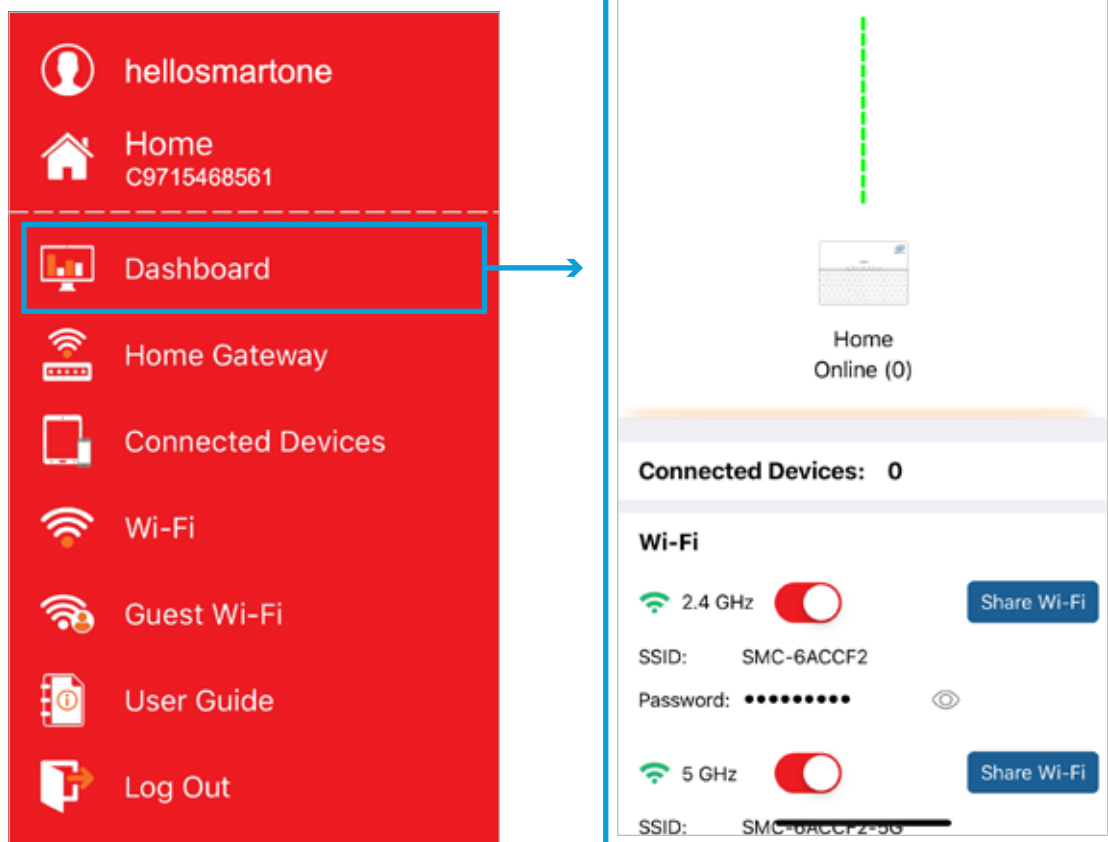
1. Click **“Need Help?”**
2. Click **“Forgot Password?”**
3. Enter the registered email address to receive the password reset link, then press **“Request Reset Link”**



## 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



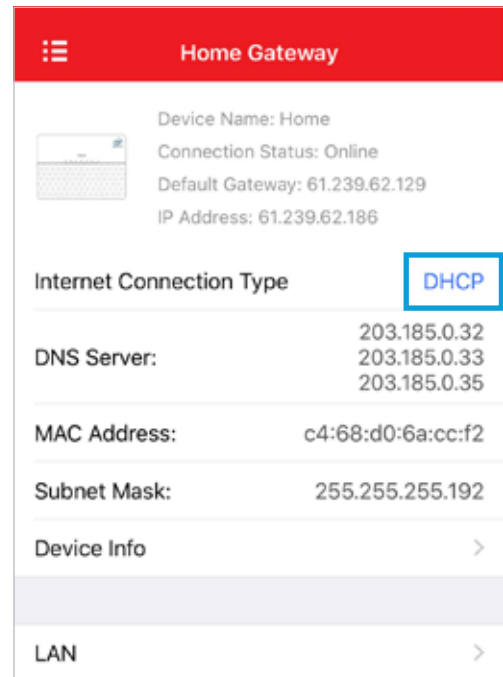
Internet Connection Status: **GREEN** = Connected to Internet | **RED** = Disconnected to Internet

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

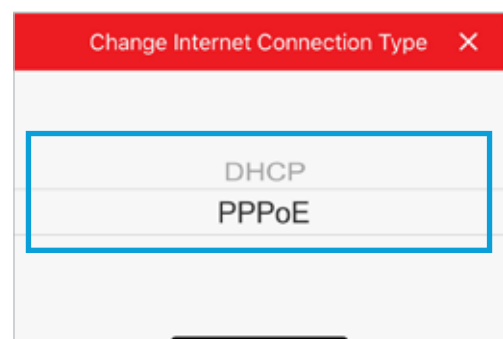
## 9. Home Gateway

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

1. Click the Internet Connection Type “SFP/DHCP”



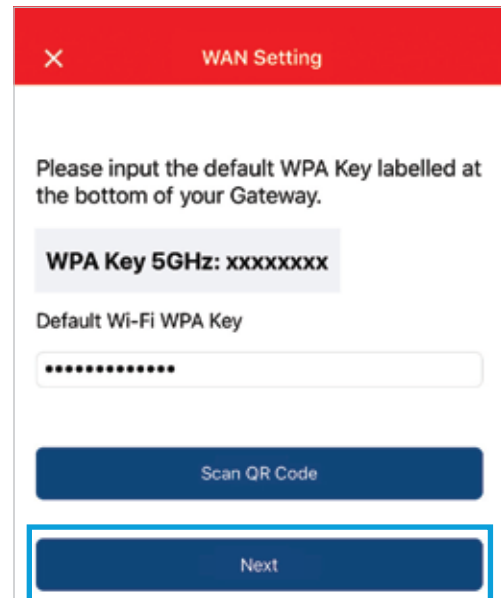
2. Choose the connection type you want to switch to



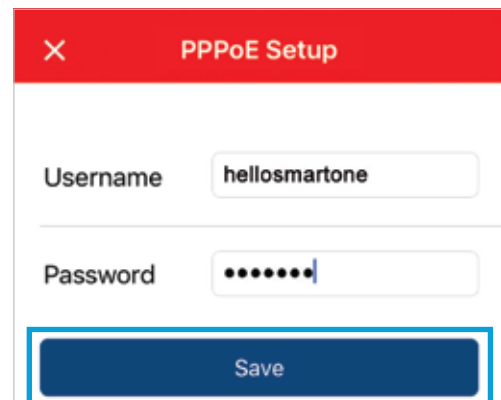
3. Confirm your setting



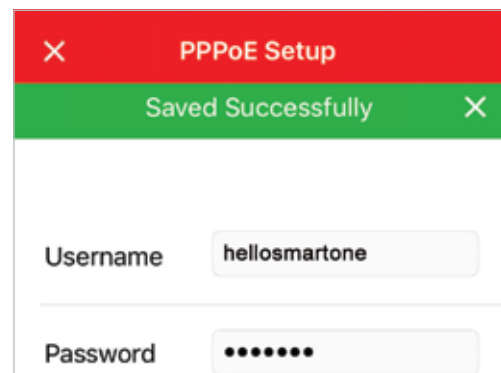
4. Connect your mobile device with the Home Gateway's Wi-Fi network
5. Click "**Next**" to continue
6. Enter the default "**WPA Key 5GHz**" to verify your Home Gateway (You can find the default Wi-Fi password at the bottom of the Home Gateway)
7. Click "**Next**"



8. Enter your "**PPPoE login information**"
9. Click "**Save**" to update the WAN connection type



10. Once the setting is saved successfully, you can click "**Done**" to return to the "**Home Gateway**" page

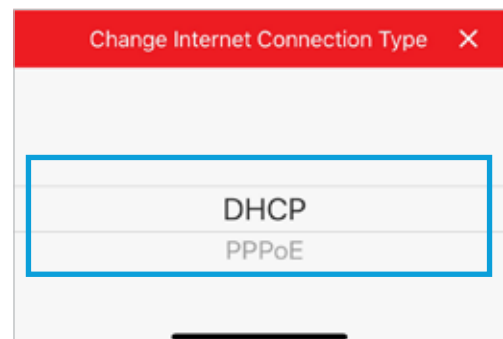


## 9.2 Change Internet Connection Type (PPPoE → SFP/DHCP)

1. Click the Internet Connection Type “PPPoE”



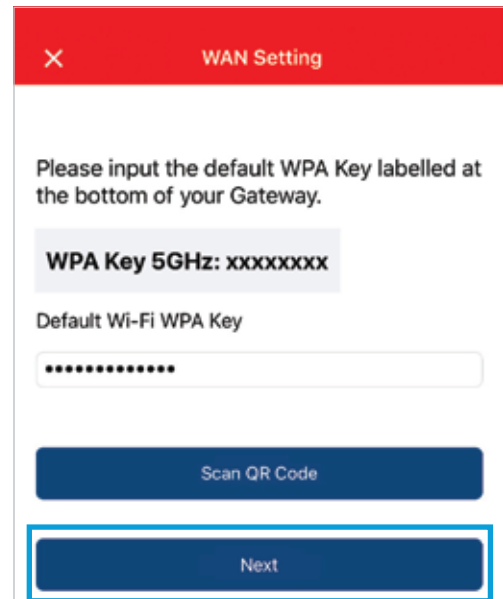
2. Choose the connection type you want to switch to



3. Confirm your setting



4. Connect your mobile device with the Home Gateway's Wi-Fi network
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**"



×

WAN Setting

Please input the default WPA Key labelled at the bottom of your Gateway.

WPA Key 5GHz: xxxxxxxx

Default Wi-Fi WPA Key

.....

Scan QR Code

Next

8. Once the setting is saved successfully, you will see a message, "**DHCP Enabled**". Click "**Done**" to redirect you back to "**Home Gateway**" page



DHCP Enabled

### 9.3 Check/Reboot/Re-apply All Settings

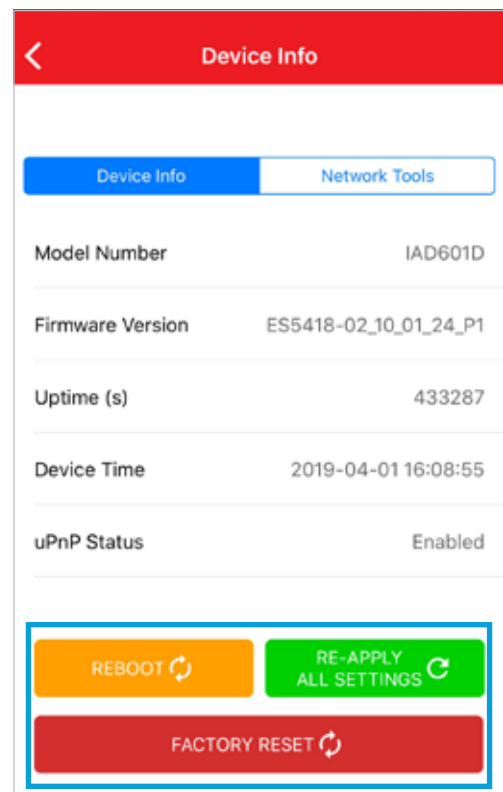
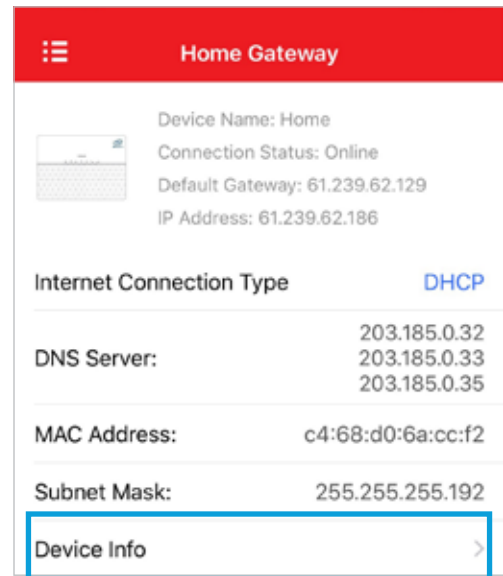
Click “**Device Info**” to view information of the Home Gateway:

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

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

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

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



## 9.4 Network Tools

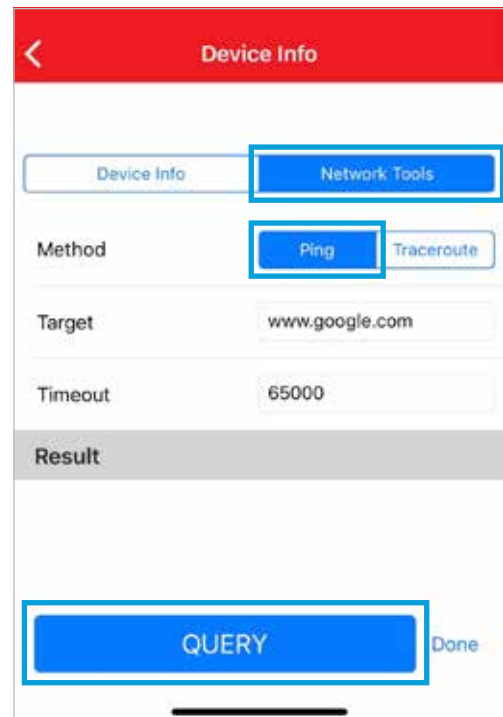
### 9.4.1 Ping Test

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.



Result	
Average Response Time	14 ms
Diagnostics State	Complete
Failure Count	0
Maximum Response Time	15 ms
Minimum Response Time	14 ms
Success Count	4

QUERY Done

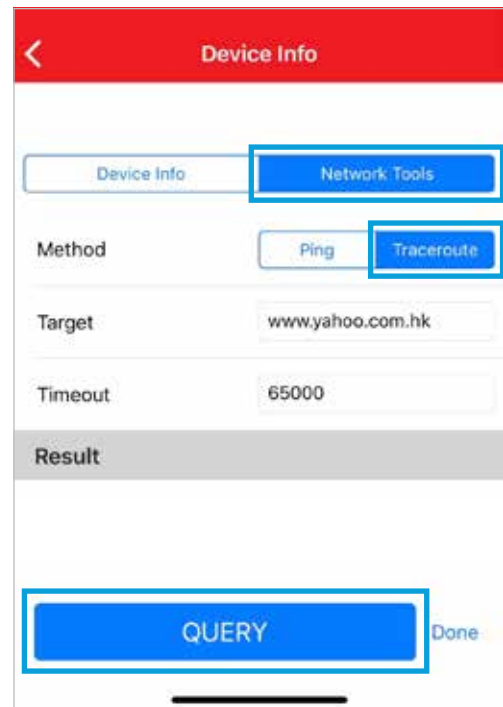
### 9.4.2 Traceroute Test

Click “**Network Tools**”

Follow the steps below to perform a Traceroute test:

1. Select “**Traceroute**” 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



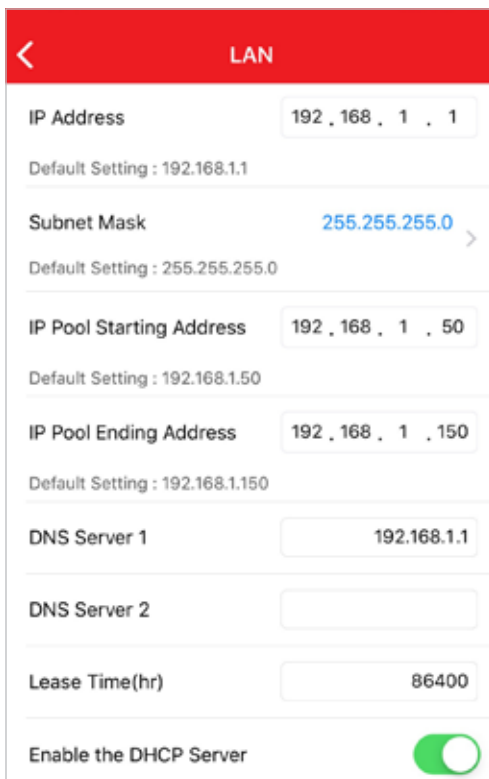
Result				
Diagnostics State		Complete		
Response Time		126 ms		
Number Of Entries		9		
RTT 1(ms)	RTT 2(ms)	RTT 3(ms)	Host	
1	1	1	61.239.62.129 [061239062129.ctinets.com]	
4	1	2	10.239.25.25 [10.239.25.25]	
1	1	1	14.199.253.21 [014199253021.ctinets.com]	
QUERY				102.184

## 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 "**Save**" to save the configuration



LAN

IP Address 192 . 168 . 1 . 1  
Default Setting : 192.168.1.1

Subnet Mask 255.255.255.0  
Default Setting : 255.255.255.0

IP Pool Starting Address 192 . 168 . 1 . 50  
Default Setting : 192.168.1.50

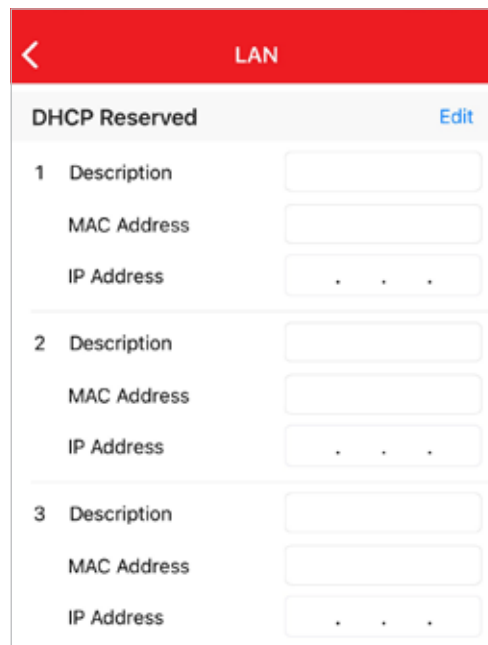
IP Pool Ending Address 192 . 168 . 1 . 150  
Default Setting : 192.168.1.150

DNS Server 1 192.168.1.1

DNS Server 2

Lease Time(hr) 86400

Enable the DHCP Server



LAN

DHCP Reserved [Edit](#)

1 Description  
MAC Address  
IP Address . . .

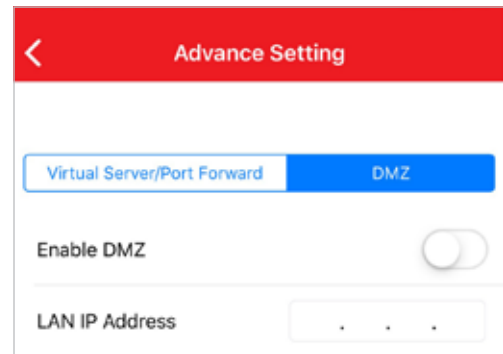
2 Description  
MAC Address  
IP Address . . .

3 Description  
MAC Address  
IP Address . . .

## 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 “**Save**” 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 “**Action**” 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 “**Save**” 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

The screenshot shows the 'Virtual Server/Port Forward' configuration screen in the DMZ section. The 'Service Name' is 'Single Port Forwarding'. The 'Port Start' and 'Port End' are both set to 8000. The 'Local IP' is 192.168.1.199 and the 'Local Port' is 8000. The 'Protocol' is set to TCP. The 'Action' toggle is turned on.

Field	Value
Virtual Server/Port Forward	DMZ
Service Name	Single Port Forwarding
Port Start	8000
Port End	8000
Local IP	192.168.1.199
Local Port	8000
Protocol	TCP/UDP   TCP   UDP
Action	<input checked="" type="checkbox"/>

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

The screenshot shows the 'Virtual Server/Port Forward' configuration screen in the DMZ section. The 'Service Name' is 'Port Range Forwarding'. The 'Port Start' is 8443 and the 'Port End' is 8444. The 'Local IP' is 192.168.1.2 and the 'Local Port' is 8443. The 'Protocol' is set to TCP. The 'Action' toggle is turned on.

Field	Value
Virtual Server/Port Forward	DMZ
Service Name	Port Range Forwarding
Port Start	8443
Port End	8444
Local IP	192.168.1.2
Local Port	8443
Protocol	TCP/UDP   TCP   UDP
Action	<input checked="" type="checkbox"/>

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**” for “**Action**” (GREY = OFF)
2. Click “**Save**” to save the change

**Remove Virtual Server / Port Forwarding:**

1. Select “**Edit**” at the top right-hand corner, then press  and “**Delete**”

## 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:

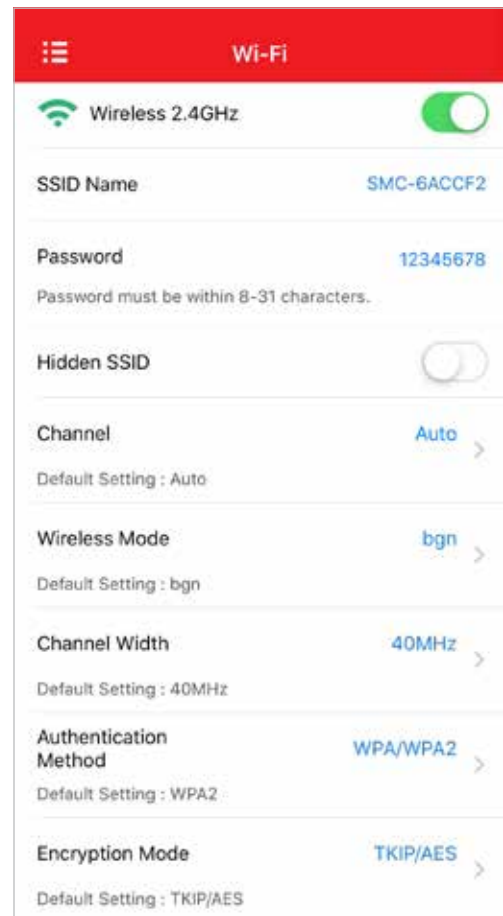
1. Select **"2.4 GHz"**
2. Choose the **"Wi-Fi Status"**  
(**GREEN** = ON | **GREY** = OFF)
3. Assign a unique name for your hotspot in **"SSID Name"** to identify your wireless network
4. Set up a **"Password"** for this Wi-Fi network

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 **"Save"** to save the configuration



## 10.2 5 GHz

### Set up 5 GHz Wi-Fi network:

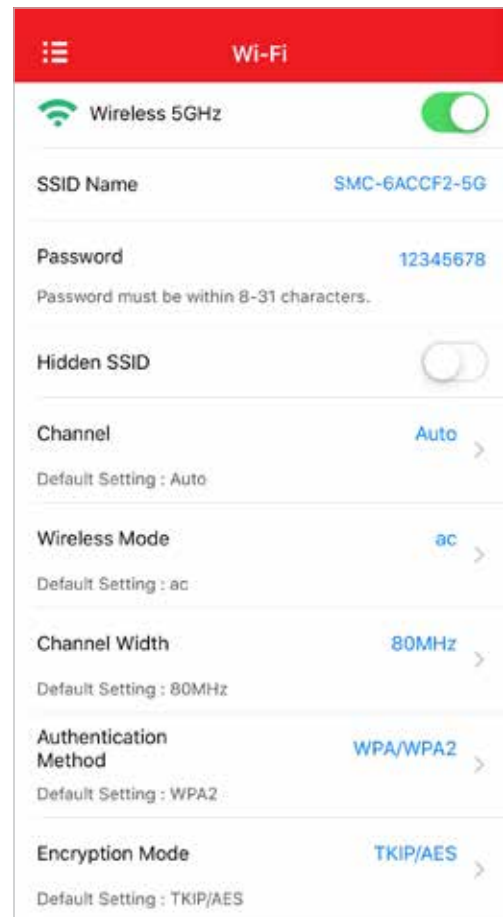
1. Select **"5 GHz"**
2. Choose the **"Wi-Fi Status"**  
(**GREEN** = ON | **GREY** = OFF)
3. Assign a unique name for your hotspot in **"SSID Name"**  
to identify your wireless network
4. Set up a **"Password"** for this Wi-Fi network

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: 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 **"Save"** to save the configuration

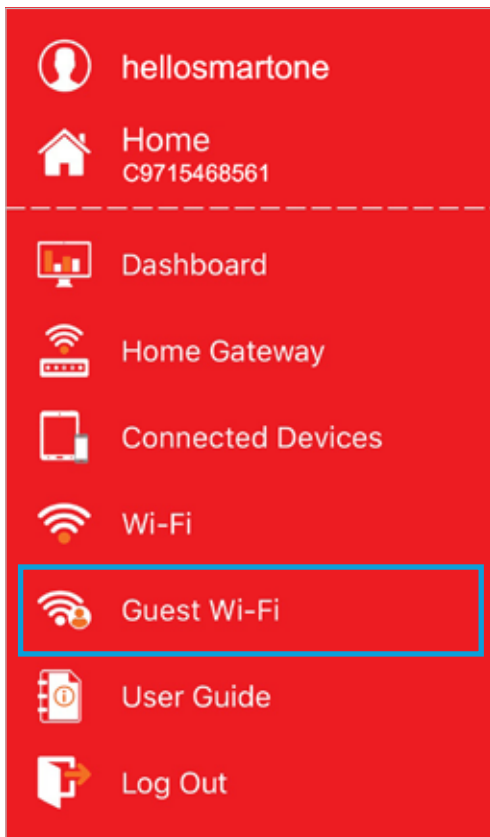


## 11. Guest Wi-Fi

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 "**Save**" to save your settings



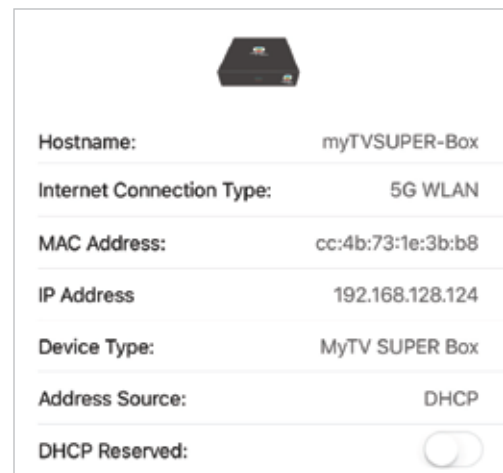
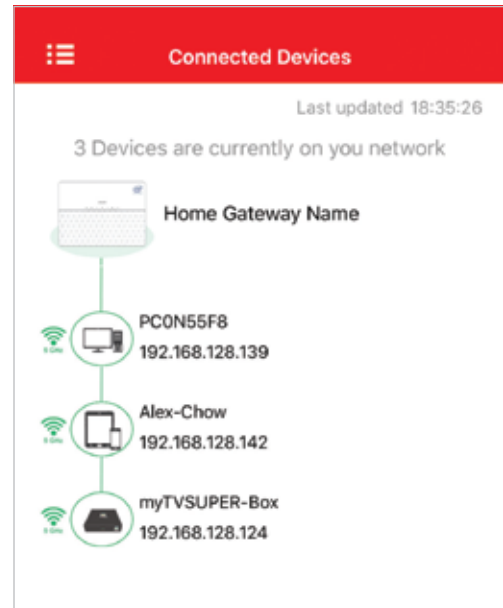
## 12. Connected Devices

### 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)

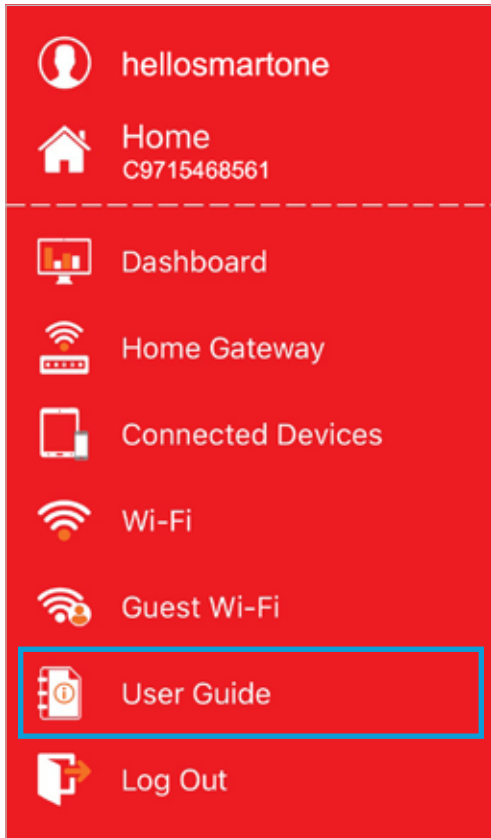
Example on the right shows that the Host named myTVSUPER-Box whose MAC address is cc:4b:73:1e:3b:b8 gets its IP address 192.168.128.124 through DHCP, and is directly connected to the Home Gateway through 5G WLAN

Click "**Save**" to save the settings




## 13. User Guide

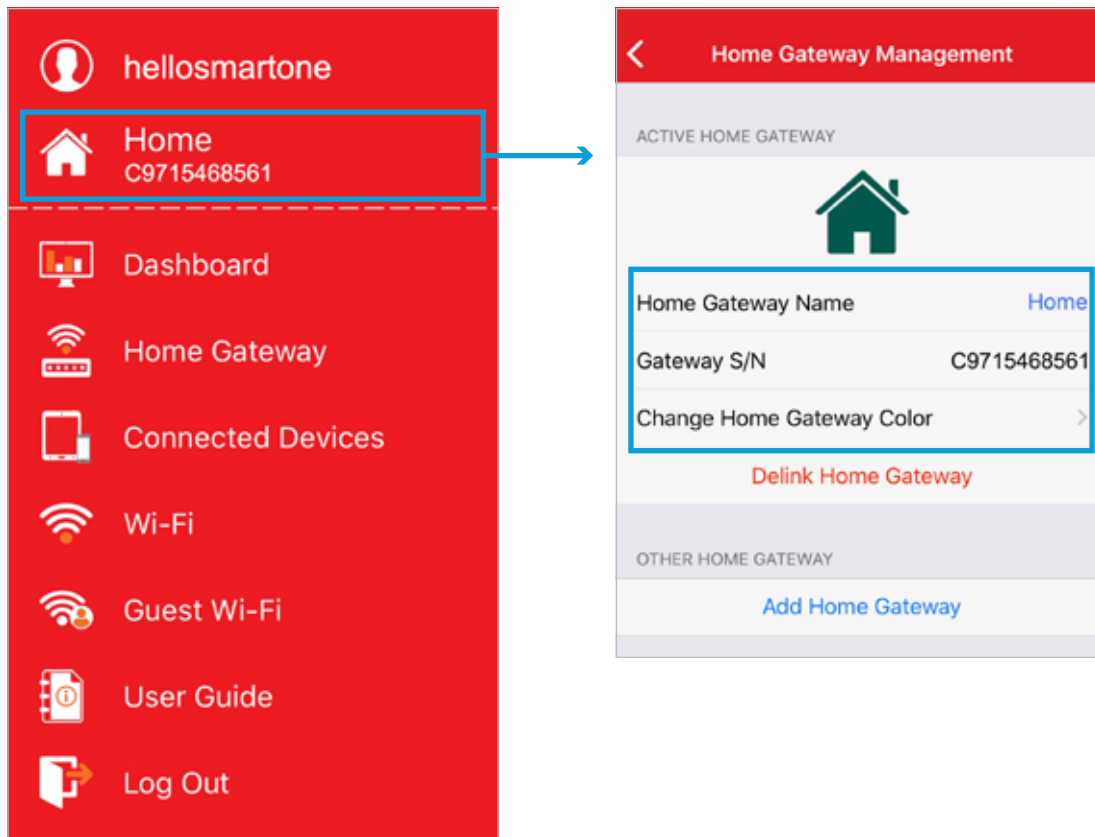
You can click “**User Guide**” to browse the related user guide of WiFi CARE mobile app



## 14. Gateway Settings

### 14.1 Change Name of Gateway

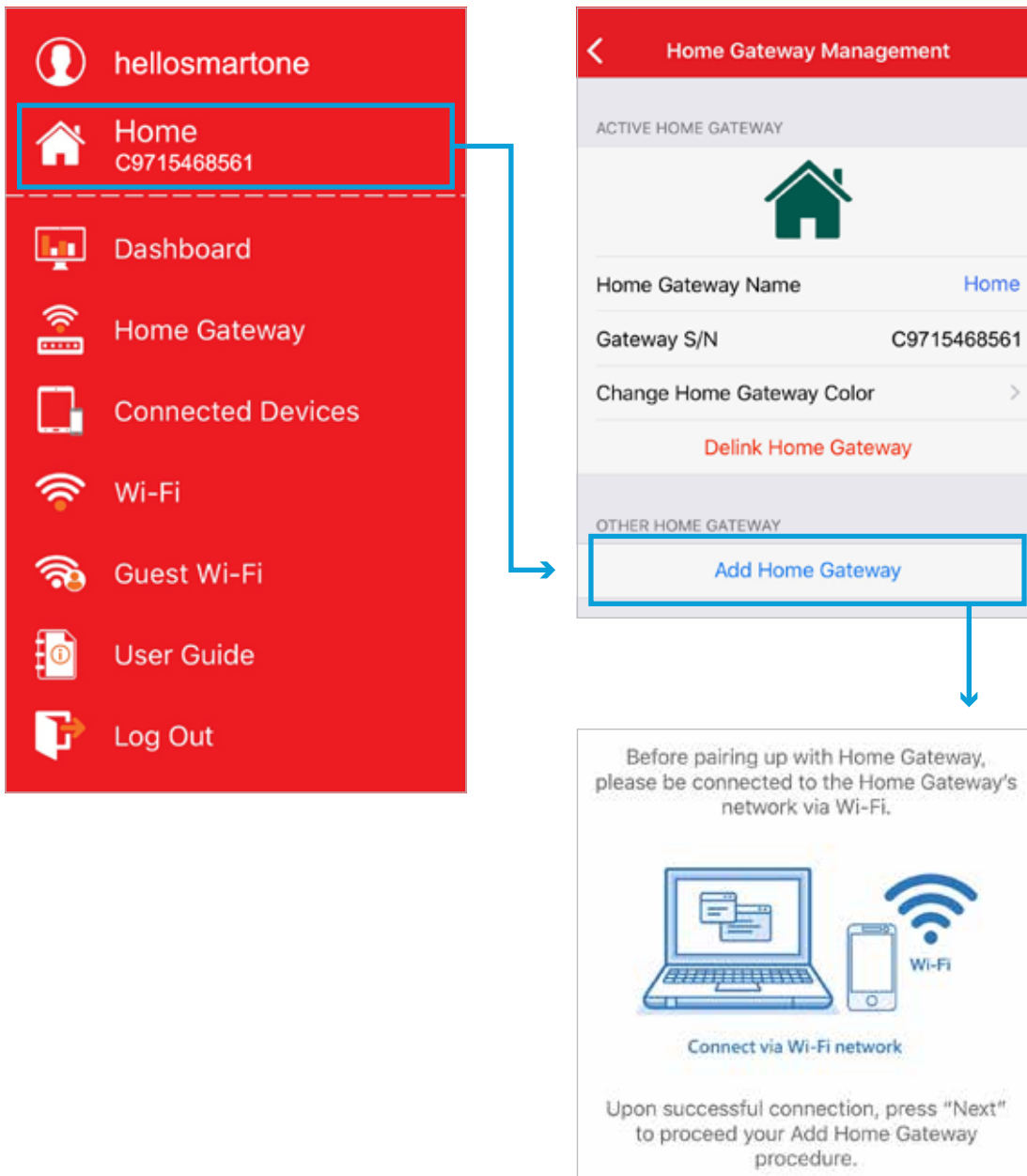
After clicking , you can customise the name and colour of Home Gateway




## 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)




Before pairing up with Home Gateway, please be connected to the Home Gateway's network via Wi-Fi.

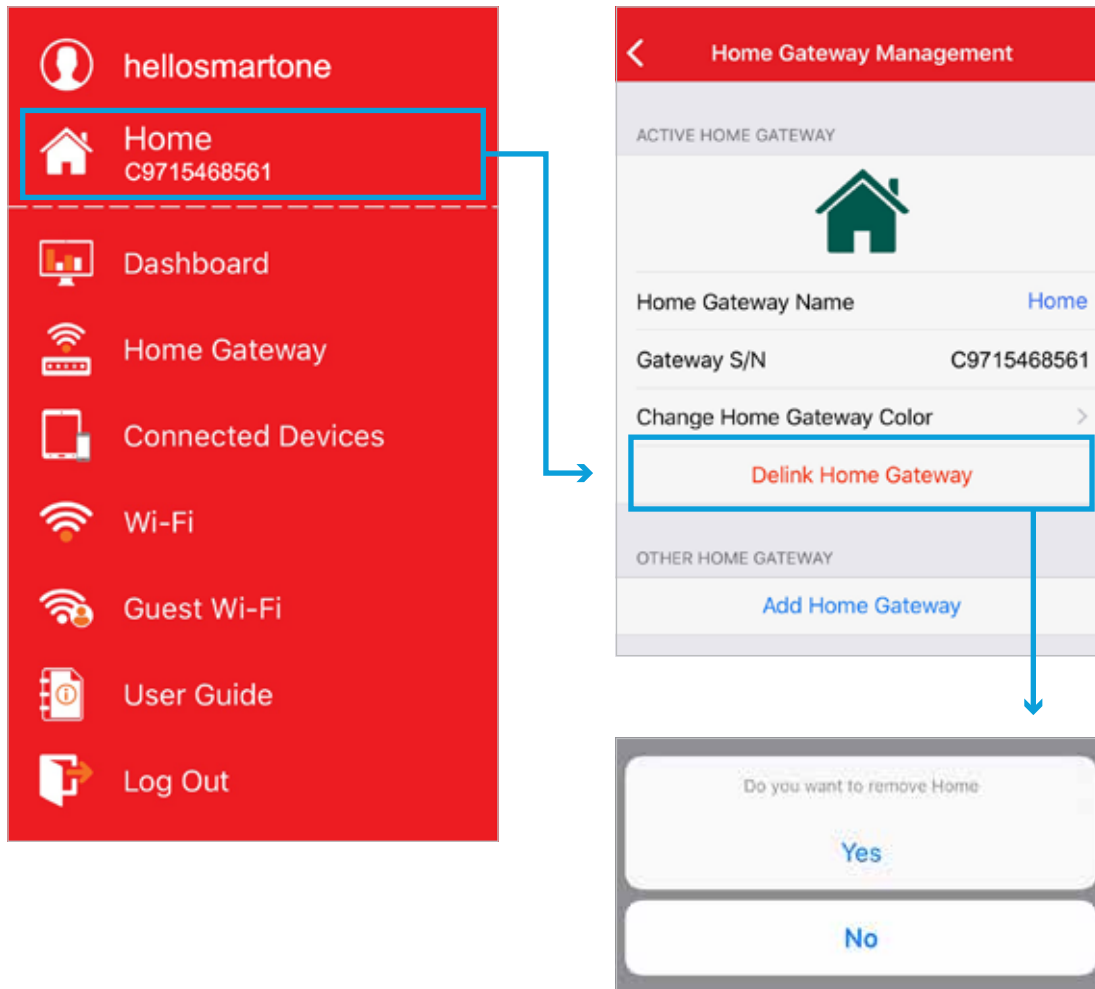


Connect via Wi-Fi network

Upon successful connection, press "Next" to proceed your Add Home Gateway procedure.

### 14.3 Delink Home Gateway

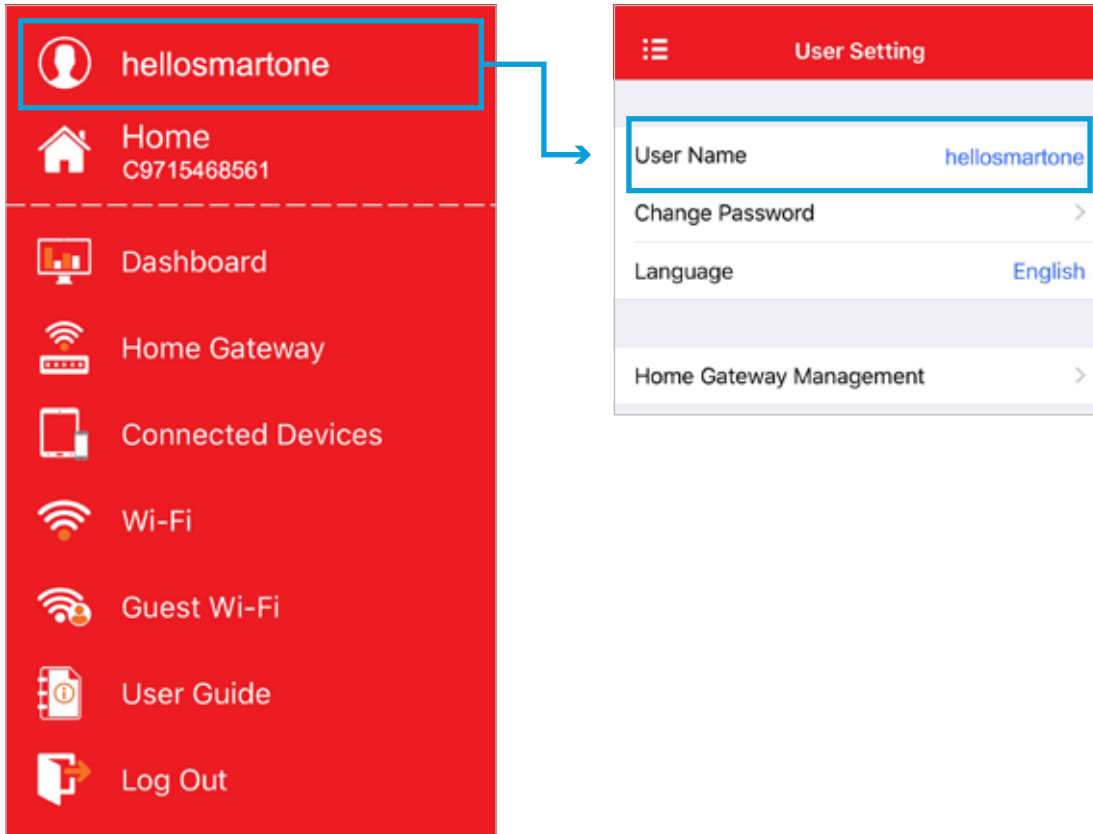
Click  and choose “**Delink Home Gateway**” in the designated Home Gateway. Click “**Yes**” and it will break the connection between WiFi CARE mobile app and the designated Home Gateway



## 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 “**Save**” to save the settings

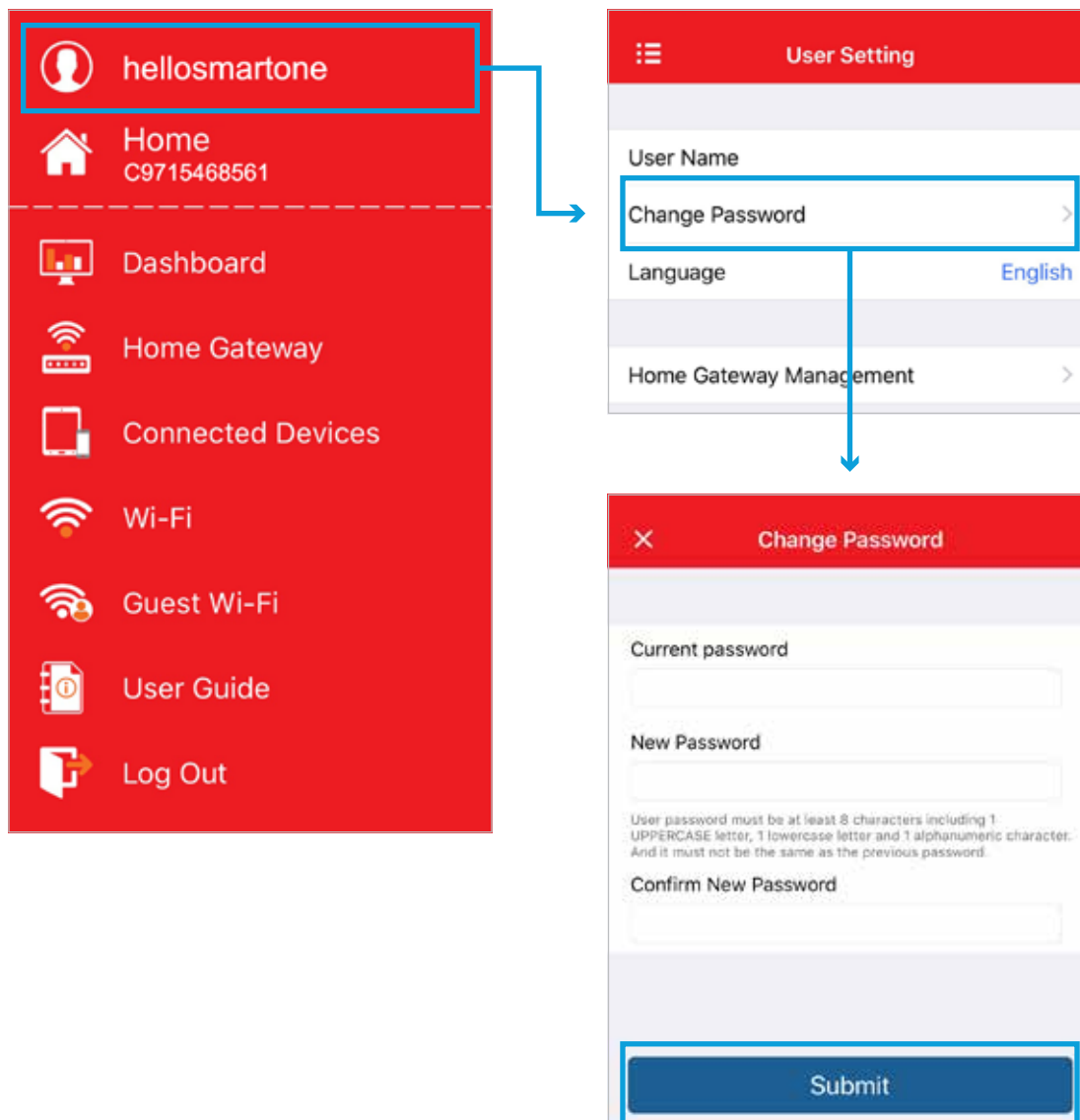


## 15.2 Change Password


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

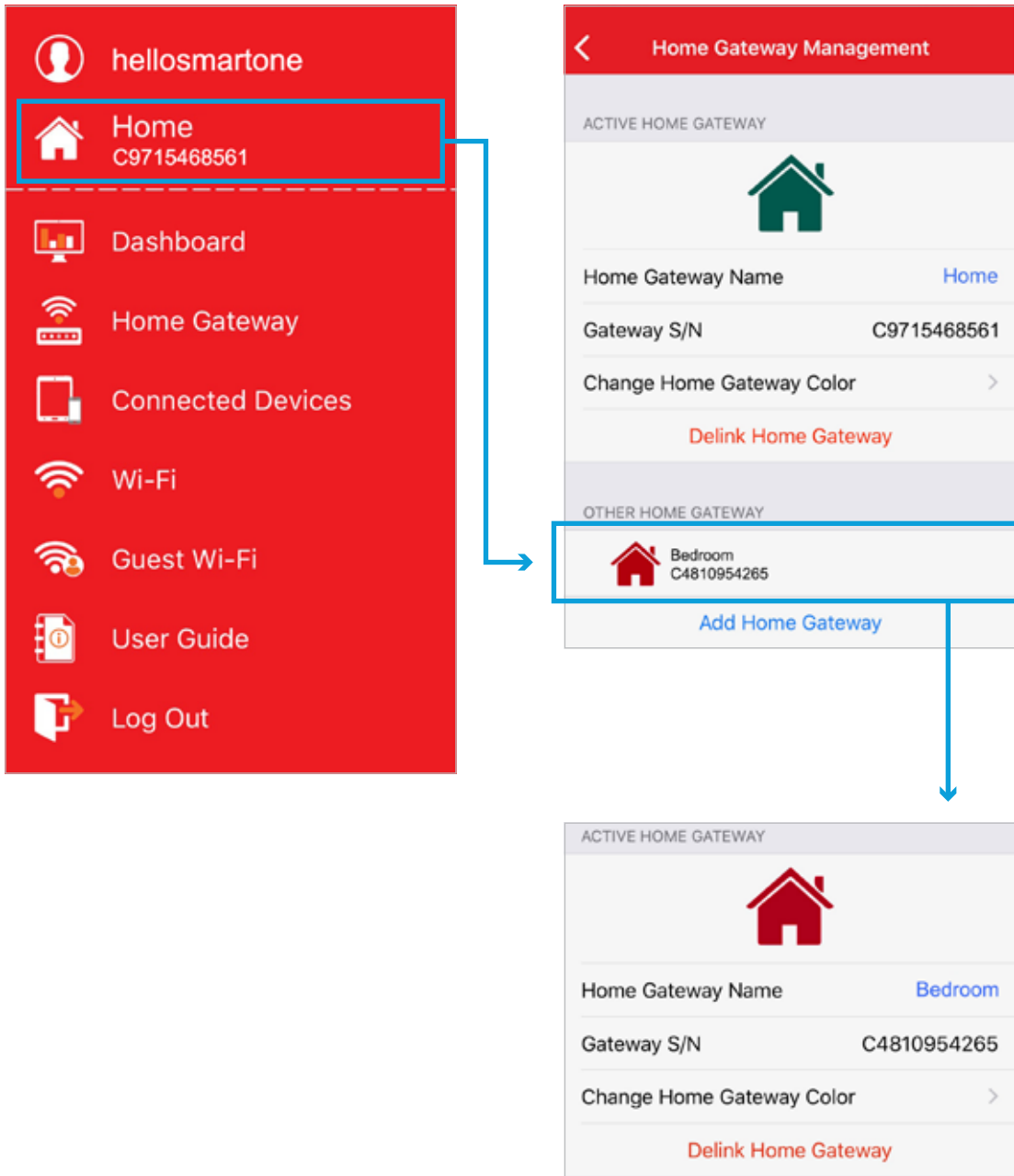
- Current Password
- New Password
- Confirm New Password

\* 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 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”**

