Cisco WRP400 Wireless-G Broadband Router with 2 Phone Ports - Mobile Broadband USB Modem

Q. **I upgraded my firmware and now the Cisco® WRP400 is not working properly.**

A. If the WRP400 is not working properly after an upgrade, you may need to perform a factory reset. There are two ways to do this.

Option 1: Press and hold the Reset button located on the side panel for approximately 10 seconds.

Option 2: Access the web-based utility and browse to Administration > Factory Defaults. Select "Yes" to reset the router settings to the default values.

Q. **What do I do if the Cisco WRP400 does not recognize my USB modem?**

A. Make sure you have loaded the latest mobile-support firmware onto the WRP400. To download the latest firmware, go to the WRP400 product page at http://www.cisco.com/en/US/products/ps10028/index.html.

Make sure your USB modem is on the list of supported mobile broadband USB modems. For more information, visit the WRP400 product page at http://www.cisco.com/en/US/products/ps10028/index.html.

If you're installing a mobile broadband USB modem, make sure it is activated with a data service, and verify that it can be used on your computer.

Q. **The Cisco WRP400 Power LED is continuously flashing green and orange. What does it mean?**

A. When you plug in a mobile broadband USB modem, the Power LED indicates the progress of initialization. After successful initialization, the Power LED shines steady green. The Power LED then shines steady orange to indicate a successful mobile network connection. If the device fails to initialize, the LED continues to flash green and orange. Check to make sure that you have the latest firmware, that your USB modem is supported, and that your USB modem is activated with a data service, as described above.

Q. **The Cisco WRP400 Power LED is continuously flashing orange. What does it mean?**

A. When a USB modem is installed, the Power LED indicates the status of the mobile network connection. Continuous flashing orange means the router failed to connect to the Internet through the mobile network connection and is trying again. One possible explanation is that the router cannot get a strong signal from the mobile network. Consider moving the router to a location where you have a stronger signal. The Power LED shines steady orange upon a successful mobile network connection.

Q. **I am unable to connect to the mobile network. What do I do?**

A. Make sure you have loaded the latest mobile-support firmware onto the Cisco WRP400. To download the latest firmware, go to the WRP400 product page at http://www.cisco.com/en/US/products/ps10028/index.html.

Make sure your USB modem is on the list of supported mobile broadband USB modems. For more information, visit the WRP400 product page at http://www.cisco.com/en/US/products/ps10028/index.html.

If you're installing a mobile broadband USB modem, make sure it is activated with a data service, and verify that it can be used on your computer.

Some mobile network service providers require that you enter specific information, such as access point name (APN), dial number, username, and password. This information can be obtained from your service provider, if required. Make sure you correctly enter the required information into the Mobile Network Setup section of the Mobile Network page in the WRP400 built-in administration web server.

Make sure you input the correct SIM PIN, if you lock your SIM with a PIN code.

Q. **How do I disconnect from the mobile broadband network when I'm not using it?**

A. Disconnecting from your mobile broadband service when not in use may provide savings on usage costs or prevent unnecessary downloads. To disconnect, you can use one of the following methods:

- Physically remove your mobile broadband USB modem from the Cisco WRP400 to disconnect from the mobile broadband network.

- To disconnect from the mobile network without removing your USB modem, log in to the WRP400 web administration server. Open the Setup > Mobile Network page, and click the "Disconnect" button.

Note:　The "Disconnect" button appears only when Connect mode is set to "Manual."

Q. **Why does the Cisco WRP400 always use my Ethernet connection instead of my mobile network connection?**

A. By default, the WRP400 connects to the Internet through the wired Ethernet WAN port, if available. The mobile network connection may be used as a failover when an Ethernet WAN connection is unavailable. If you wish to connect to the mobile network only, you can simply unplug your Ethernet cable.

If you wish to change these default WRP400 settings, use the built-in administration web server. See the User Guide for details.

Q. **How do you know which mobile network you are using?**

A. Open the web browser.

Enter the IP address of the Cisco WRP400 in the Address field (the default IP address is 192.168.15.1). Then press Enter.

When prompted, complete the username and password fields (the default username and password is "admin"). Click OK.

Click the Status tab.

Click the Mobile Network tab. In the Mobile Network Status section, on the Carrier line, you will see the name of the network you are currently using.

Q. **Can I make a voice over IP (VoIP) call over the mobile broadband network?**

A. If the Cisco WRP400 is configured to use a mobile broadband USB modem along with a voice service from an Internet telephony service provider, the WRP400 can send and receive voice traffic over the mobile broadband network. However, because a voice service is more sensitive to latency and network congestion compared to data services, your voice quality over the mobile network cannot be guaranteed.

Q. **What if my mobile broadband USB modem is not supported on the Cisco WRP400?**

A. Cisco is continuously adding to the list of compatible mobile broadband USB modems for the WRP400 and works closely with mobile broadband providers and manufacturers to stay current with the latest devices available. For a current list of compatible mobile broadband USB modems, visit the WRP400 product page at http://www.cisco.com/en/US/products/ps10028/index.html.