9361 Home Cell ASKEY V3
8 Channel Small Cell

Getting Started Guide
SAFETY NOTES

GENERAL

Please read this Getting Started Guide carefully before using the 9361 Home Cell ASKEY V3. The 9361 Home Cell ASKEY V3’s purpose is to provide improved mobile signal coverage inside a building. Do not use this device for any other purpose, as doing so may be dangerous.

PLACEMENT

The 9361 Home Cell ASKEY V3 and all its components (including cables and power adaptor) should be placed in a dry, indoor area, at elevated heights such as on top of shelves, cabinets, etc. It should be kept away from any wet or damp environments; such as kitchens, bathrooms, laundry rooms or any other areas with exposure to moisture, sprays, drips, or running water. For the safety of stored data, it should not be placed near magnetic devices such as audio or video tapes, diskettes or credit cards. During in service, the antenna should not be collocated with any another antenna or transmitting device.

MEDICAL DEVICES

The 9361 Home Cell ASKEY V3 contains a radio transmitter similar to other residential radio transmitters. Medical devices such as pacemakers and hearing aids may be affected, unless precautions are taken, when using this device. Please contact your General Practitioner for additional safety guidelines.

COMPLIANCE WITH APPLICABLE EXPOSURE LIMITS

The 9361 Home Cell ASKEY V3 has a radio emission level well below regulatory limits for public exposure to radiofrequency emissions. It thus complies with the European Recommendation 1999/519/EC of 12 July 1999. The European standard EN 50385 specifies the conditions for compliance with regulatory limits for public exposure; in
particular in the limiting case where the user would be located at less than 20 cm of the unit in operation, the Specific Absorption Rate (SAR) must be less than 2 W / kg.

The 9361 Home Cell ASKEY V3, having a maximum radio output power of 20mW, is consistent with EN 50385 even when it is in this maximum power and in the immediate vicinity of the human body.

EMERGENCY

The 9361 Home Cell ASKEY V3 does not operate during instances of power loss. To make emergency calls, please use a mobile or land line phones.

POWER SUPPLY

Ensure that the voltage specified corresponds to the power socket to which you connect it. In case of power loss (and therefore loss of service), all mobile calls, including emergency calls, will be redirected automatically to the default mobile (carrier) network. If you have no mobile network coverage and need to make an emergency call, please use a land line. In case of a thunderstorm, please disconnect the device to avoid damaging it. For safety reasons, only service technician’s skills can open the device.

CE MARKING

The CE marking of the 9361 Home Cell ASKEY V3 certifies that this product meets the basic requirements of the European Parliament and Council directive 1999/5/ CE on telecommunications terminal equipment regarding; safety and health of users and electromagnetic interference. For the declaration of compliance, please consult http://ec.europa.eu/Home/sectors/rtte/documents/

DISPOSAL & RECYCLING

To facilitate disposal and/or recycling, please respect the sorting rules of your country or region for this kind of device. European regulations require the disposal of this device at sales points or at designated collection points such as drop-off centers, etc.
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WELCOME

The 9361 Home Cell ASKEY V3 provides enhanced mobile voice and data service within the building. It delivers high quality voice calls and faster, more reliable mobile data service.

The 9361 Home Cell ASKEY V3 connects to your broadband Internet service to deliver extended indoor mobile network coverage. The in-building mobile phone connectivity, signal quality, and data bandwidth will greatly improve, especially if the building is in a remote area or out of adequate mobile phone tower range.

Inside this packaging you will find: the 9361 Home Cell ASKEY V3, an Ethernet cable, a stand, an AC power adaptor, and a wall mounting kit. The 9361 Home Cell ASKEY V3 has a zero touch set-up process. Just install as detailed in this guide and it connects to your mobile phone automatically whenever your phone is within range.

Before you begin you need to make sure you have the following:
• High speed internet service and an available Ethernet LAN port on your router.
• An available power socket or electrical outlet.
BOX CONTENT

Getting Started Guide (this document)  Stand x 1

9361 HOME Cell ASKEY  Wall Mounting Kit

Cheese screws x 2  Wall anchor x 2

AC Power Adaptor x 1  Ethernet
STATUS INDICATOR
Status indicators only become visible when the 9361 Home Cell ASKEY V3 is powered and the appropriate feature is operational. See page 15 in the troubleshooting section for the detailed indicator behaviours.

POWER STATUS
Power status of the product
Red: the 9361 Home Cell ASKEY V3 is powered on
Red flashing: a configuration problem has been detected: see “Troubleshooting section”

INTERNET
Status of the IP link and network
White: connected to the network
White Flashing: connection in progress

SMALL Cell SERVICE
Availability of the services
White: the Home Cell is ready for use
Orange: service failed, please see “Troubleshooting section”

SMALL Cell USE
Status of the system (calls or internet connections in progress)
White: one or more active users
White Flashing: maximum number of eight concurrent users reached
CONNECTIONS OVERVIEW

Reset
1. Press over 5s for reset.
2. Press over 10s for power off.
3. Press over 15s for system

Power
(Power on when AC adapter plug-in)

LAN Port
(Connect to high speed internet)

WAN Port
(Connect to high speed internet)
QUICK SETUP

Installing the 9361 Home Cell ASKEY V3 is simple and can be completed within 5 to 20 minutes. The following instructions will guide you through the Quick Setup process.

Step 1: Find a central location in your building or office to install the device

The 9361 Home Cell ASKEY V3 emits a radio signal similar to a Wi-Fi router. The quality of the coverage you will experience depends on where the device is located and it should be placed:

- In a central area of your building
- As high as possible; on top of tall furniture, shelves, cabinets, wall mounts, etc.

To improve coverage the following should be avoided

- Installing near other radio transmitters
- Installing near metallic devices such as radiators
- Installing near a window

The 9361 Home Cell Askey V3 can be either free standing on a flat sturdy surface or wall mounted.

To wall mount the 9361 Home Cell Askey V3, fix the wall bracket/stand to the wall as shown in the below illustration.
Use the stand’s screw holes as guidelines to drill 2 fixing points. Insert the wall anchors if necessary for your wall type. Align the wall bracket/stand with the holes and screw in the screws.

Attach the 9361 Home Cell Askey V3 (with cables already connected) to the wall mounted stand/bracket.

Power on your DSL router and connect the yellow Ethernet cable to an available Ethernet port on your DSL/Cable router.
Then connect the other end of the Ethernet cable to the Home Cell LAN port. Connect the power adaptor cable into the jack named Power, and then plug the power adaptor to an AC socket.

After a few seconds the Power \( \Phi \) status indicator lights up, and the Ethernet port status indicators on both the 9361 Home Cell Askey V3 and the DSL/Cable router should light up green (flash green). After 60 seconds the Ethernet port status indicator light on the Home Cell will automatically shut down.

For free standing installation, place the 9361 Home Cell Askey V3 in the wall bracket/stand as shown,
Step 3: Broadband Connectivity

After approximately two minutes, the 9361 Home Cell Askey V3 Internet status indicator @ will begin to pulse.

Step 4: Automatic Software Update

After the device establishes a broadband connection to your Internet Service Provider (ISP), the 9361 Home Cell Askey V3 automatically updates its software.

This process takes about 15 minutes and the Internet status indicator @ pulses during this period. After the device retrieves its software update package, it reboots automatically. During reboot, the Power indicator is on.

Step 5: Auto-configuration

After rebooting, the 9361 Home Cell Askey V3 automatically configures itself with the information you have provided to your ISP and mobile phone operator regarding phones or devices that are allowed to connect to your small cell service.

The Internet status indicator @ pulses and remains on white when the auto configuration is complete.

When the device is ready to be used, the Internet status indicator @ and Small Cell Service status indicator are ON white stable. If this does not happen, go to the troubleshooting section on page 15 of this guide for help.
FINAL CHECKS & MAKING YOUR FIRST CALL

Authorized Users

The 9361 Home Cell Askey V3 is configured to only allow service for authorized mobile phones. The first mobile phone SIM card details you provided to your mobile phone service provider is pre-configured to work with the device during auto-configuration. To allow other users to connect to your 9361 Home Cell Askey V3, you must register them with your mobile phone service provider. The 9361 Home Cell Askey V3 will only support service to mobile phones registered for use on the same mobile phone network as the 9361 Home Cell Askey V3.

To add additional mobile users to your 9361 Home Cell Askey V3, please contact your Internet Service Provider.

Mobile Phone Requirements

- 3G compatible mobile phone.
- Enable and configure 3G service on your mobile phone. Details can be found in your mobile phones user guide.
- Enable 3G service with your 3G Service Provider to work with the SIM card in your mobile phone.
Making your First Small Cell Call

Before you make your first call, make sure that your mobile phone is registered with your small cell service and connected to the 9361 Home Cell Askey V3.

Please Power OFF your mobile phone if your mobile phone was ON during the 9361 Home Cell Askey V3 installation process. Wait 30 seconds and then Power On your mobile phone.

After a couple of seconds your mobile phone should indicate that it is connected to the small cell. If this is not the case please refer to the troubleshooting section of this guide.

You are now ready to place your first call - just use your mobile phone as you normally do and enjoy the enhanced quality experience!
FREQUENTLY ASKED QUESTIONS

How do I know that I am using my 9361 Home Cell Askey V3 service?

Your mobile phone display will automatically indicate if you are within small cell signal range. If registered and configured properly your mobile phone should display a small cell service message and an associated signal indicator.

Will my call drop if I leave Home in the middle of a call?

If you move out of range of the 9361 Home Cell Askey V3 Small Cell your call will be automatically transferred to the next available network service offered by your mobile service provider (carrier), without disconnecting your call. If no other mobile network is available your call will be disconnected.

How many people can use the 9361 Home Cell Askey V3 at the same time?

Up to 8 simultaneous calls can be supported by the 9361 Home Cell Askey V3. However, the quality of your broadband connection may impact the number of simultaneous users the 9361 Home Cell Askey V3 can support. The 9361 Home Cell Askey V3 will automatically adjust the number of allowed calls in order to ensure that quality of service is maintained. If 8 simultaneous calls are active and a 9th person tries to connect, the call will automatically be transferred to the mobile network (assuming coverage from the mobile network is accessible in your Home) and the Use light will flash.
What happens if my broadband connection fails?

If you lose your broadband connection, in case of IP connectivity set up failed, the Internet light will flash and your 9361 Home Cell Askey V3 coverage will stop. The 9361 Home Cell Askey V3 service will return when the broadband connection is recovered.

What happens if my 9361 Home Cell Askey V3 stops operating - can I still place a call?

If your 9361 Home Cell Askey V3 stops operating (e.g. if you have lost your broadband connection) then you will no longer be able to place calls through the 9361 Home Cell Askey V3. However if you have coverage from the mobile network of your mobile service provider you can still place calls normally.
## LED INDICATOR FOR TROUBLESHOOTING

<table>
<thead>
<tr>
<th>Case</th>
<th>Description</th>
<th>Power</th>
<th>Internet</th>
<th>Service</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power Off</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>2</td>
<td>The Home Cell is powered on</td>
<td>Red stable</td>
<td>Any</td>
<td>Any</td>
<td>Any</td>
</tr>
<tr>
<td>3</td>
<td>The Home Cell is being configured. System is initializing, e.g. booting, connecting, registering, performing auto-configuration, network listening, software update)</td>
<td>Red stable</td>
<td>White pulsing</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>4</td>
<td>The Home Cell is ready to use. System is ready to provide service or is providing service)</td>
<td>Red stable</td>
<td>White stable</td>
<td>White stable</td>
<td>Off</td>
</tr>
<tr>
<td>5</td>
<td>One or more calls or internet connections in progress</td>
<td>Red stable</td>
<td>White stable</td>
<td>White stable</td>
<td>White stable</td>
</tr>
<tr>
<td>6</td>
<td>The maximum number of simultaneous users has been reached (8 for Home unit).</td>
<td>Red stable</td>
<td>White stable</td>
<td>White stable</td>
<td>White pulsing</td>
</tr>
<tr>
<td>7</td>
<td>Radio interference detected which is likely to impact voice and quality.</td>
<td>Red stable</td>
<td>White stable</td>
<td>Orange stable</td>
<td>White any</td>
</tr>
<tr>
<td>8</td>
<td>Issues with the Home Cell connecting to the router.</td>
<td>Red flashing</td>
<td>Off</td>
<td>Off</td>
<td>Orange stable</td>
</tr>
<tr>
<td>9</td>
<td>Home Cell IP connection has failed to reach provider’s Network.</td>
<td>Red flashing</td>
<td>Off</td>
<td>Orange Stable</td>
<td>Off</td>
</tr>
<tr>
<td>10</td>
<td>Authentication via the security gateway has failed during the setup process</td>
<td>Red flashing</td>
<td>Off</td>
<td>Orange stable</td>
<td>Orange stable</td>
</tr>
</tbody>
</table>
When the 9361 Home Cell Askey V3 is preparing to provide service, it may automatically reboot if it has a problem connecting to your service provider’s network. The pattern of status indicator lights which it shows during start-up will be repeated.