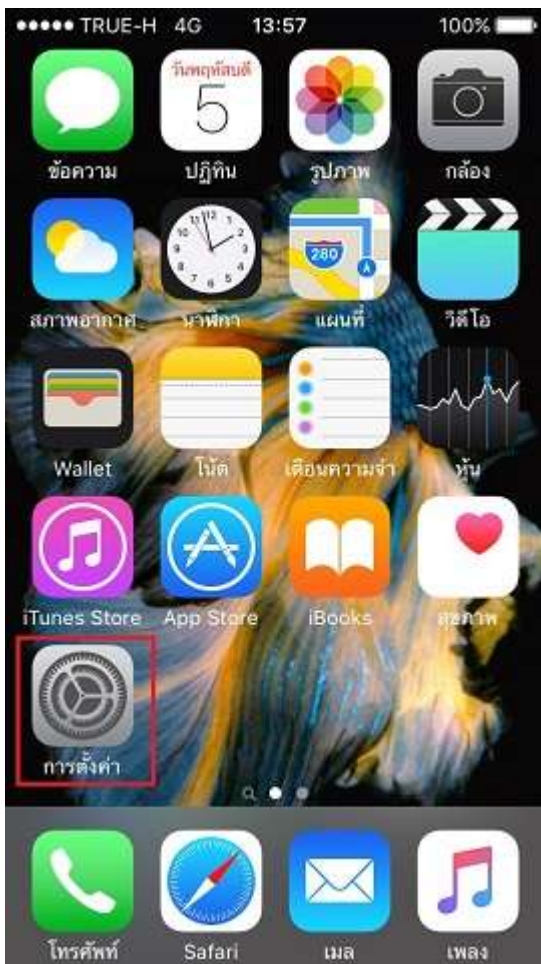


Trouble shooting when unable to connect Internet for 4G CAR WiFi

Trouble shoot when connect 4G CAR WiFi but being unable to use Internet, this will show on Login Page only (install Huawei HiLink App on iPhone)

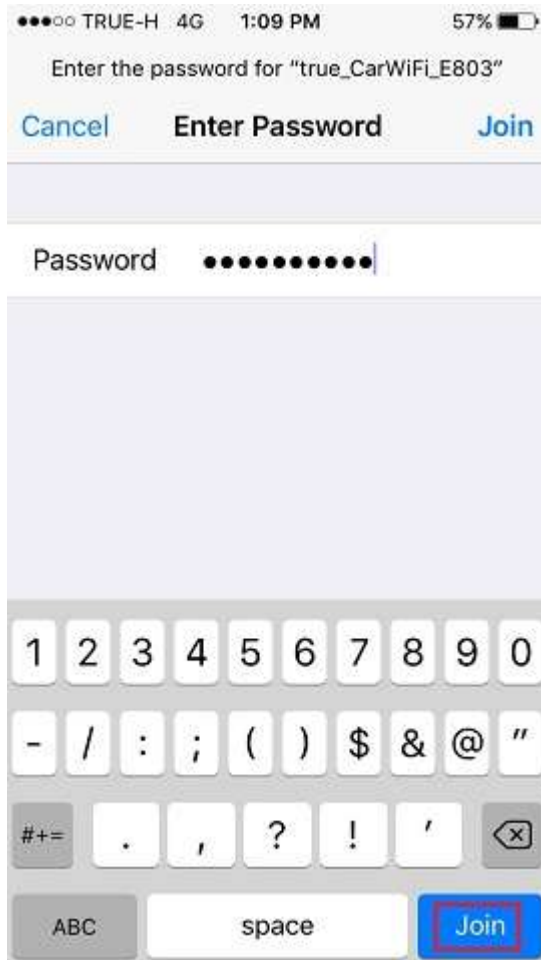
1. At Home screen, choose Setting 2. Turn on [Wi-Fi] --> tap on a button to make it green



3. Wait a moment for the device to search for Wi-Fi network and the network will display
4. true_CarWiFi_XXXX will appear (notice SSID name from sticker) and connect this network

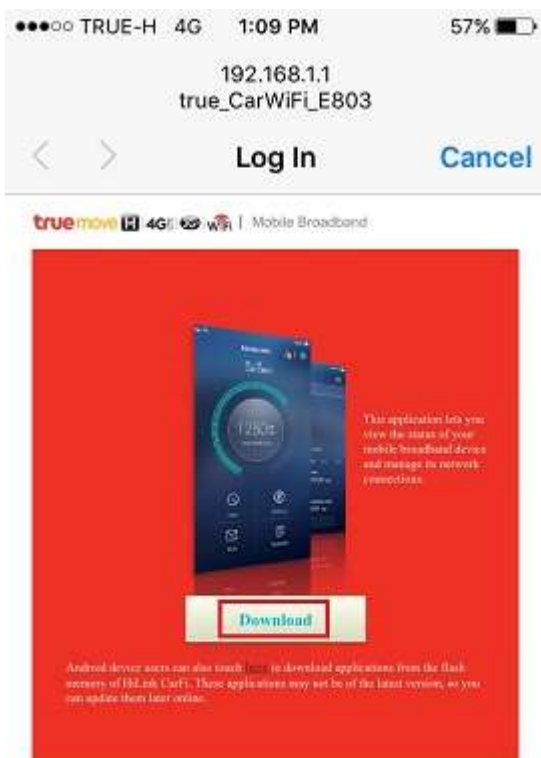


5. Enter [Password] and tap [Join] 6. Connecting



7. At Login Page, tap
Download *normally if it works, it will
connect immediately*

8. [Download Failed] = cannot connect
Internet, press OK
*if it's able to connect Internet, the
system will open App Store and search
for Huawei HiLink App*



9. Notice on top left corner, Data sign will display e.g. 3G or 4G

10. Tap on [Cancel]

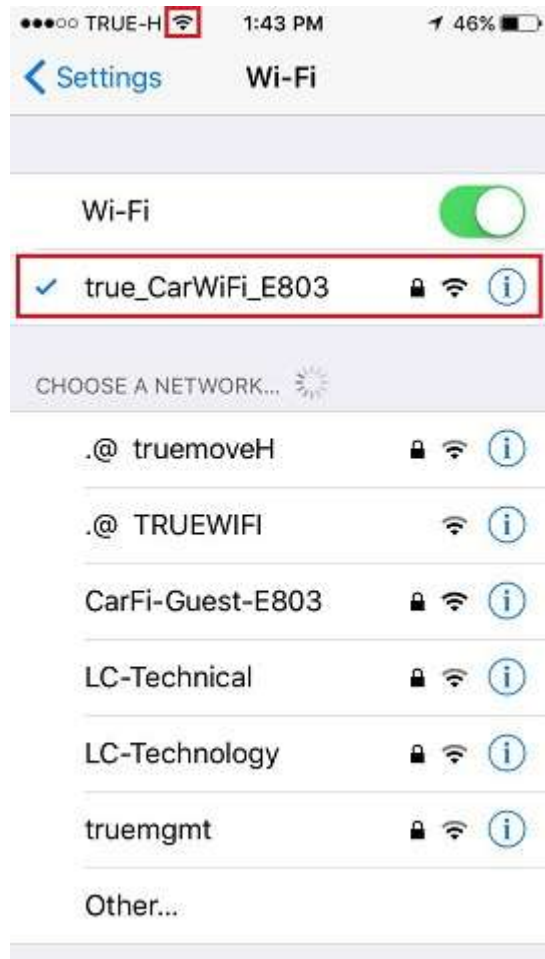
if connected Wi-Fi, the sign is a fan



11. The Wi-Fi network is not connected to Internet, select [Use Without Internet]



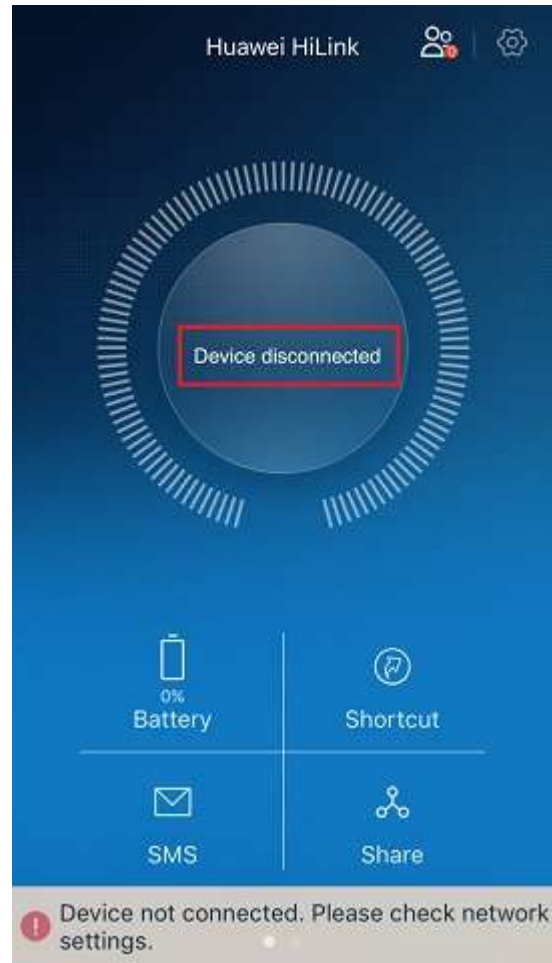
12. If connected, there'll be a check mark in front of Wi-Fi network and a fan sign on top left corner



13. Return to normal page of Huawei HiLink App

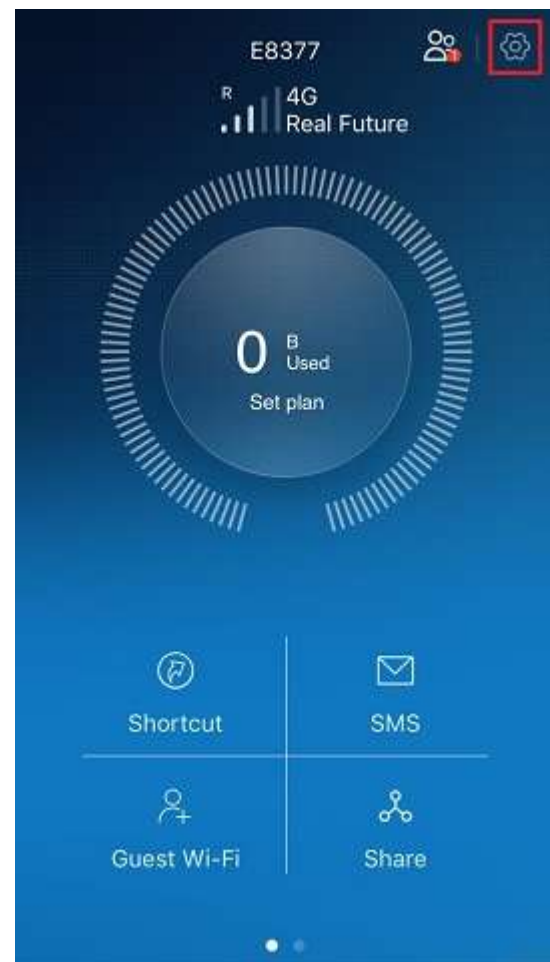
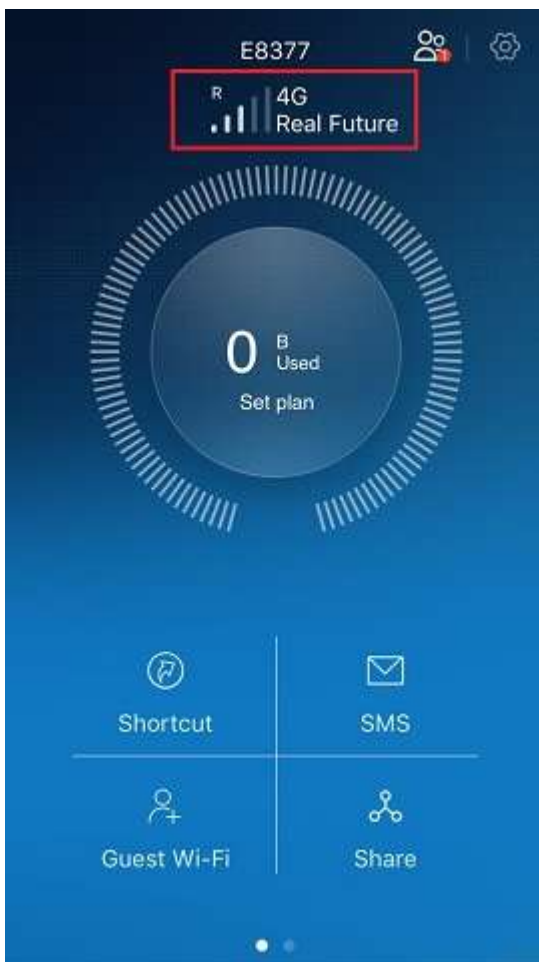


14. Device disconnected status

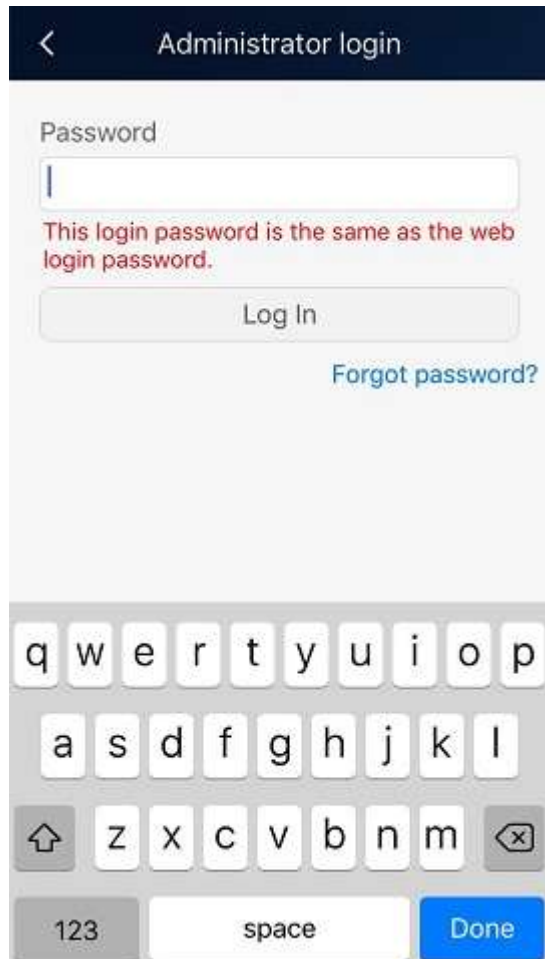
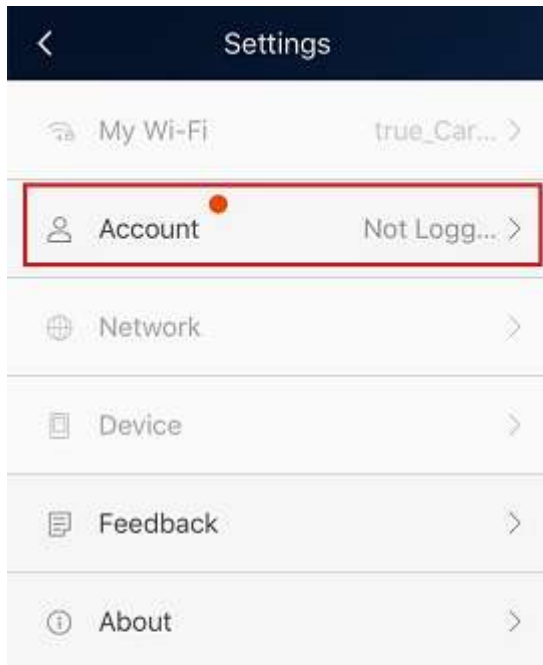


15. If there's Wi-Fi connection with 4G CAR WiFi, wait around 5–15 seconds, the system will show signal level, network and network system
16. Then tap on Gear sign on top right corner

Example: connect 4G network of Real Future with Real Move SIM card, so it shows Roaming status (R)



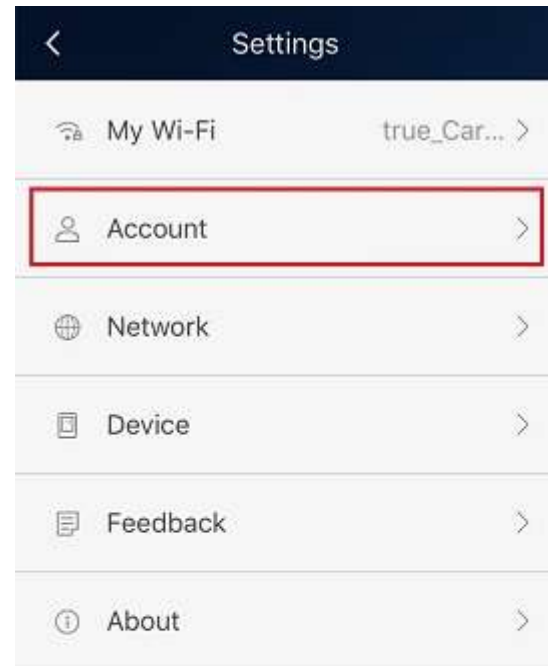
17. At Account = Not Logg..., it means not yet Log in 4G CAR Wi-Fi, then tap on Account
18. Enter [Password] = password (all lowercase)



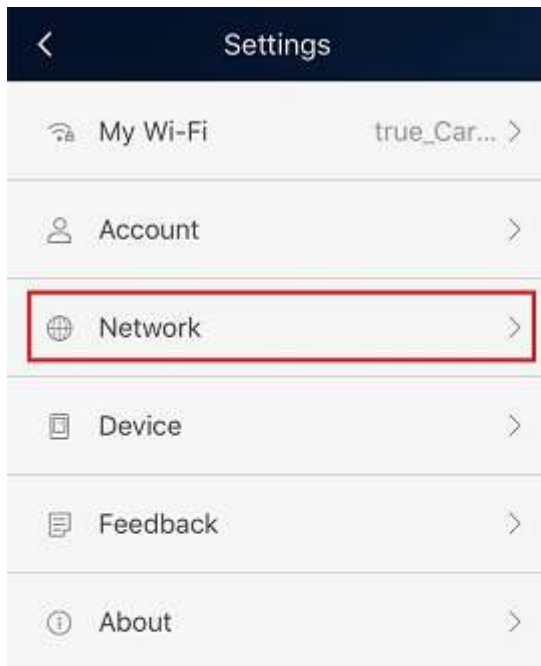
19. Tap on Log In



20. Back to [Settings] page, at Account, there's no message 'Not Logg...'



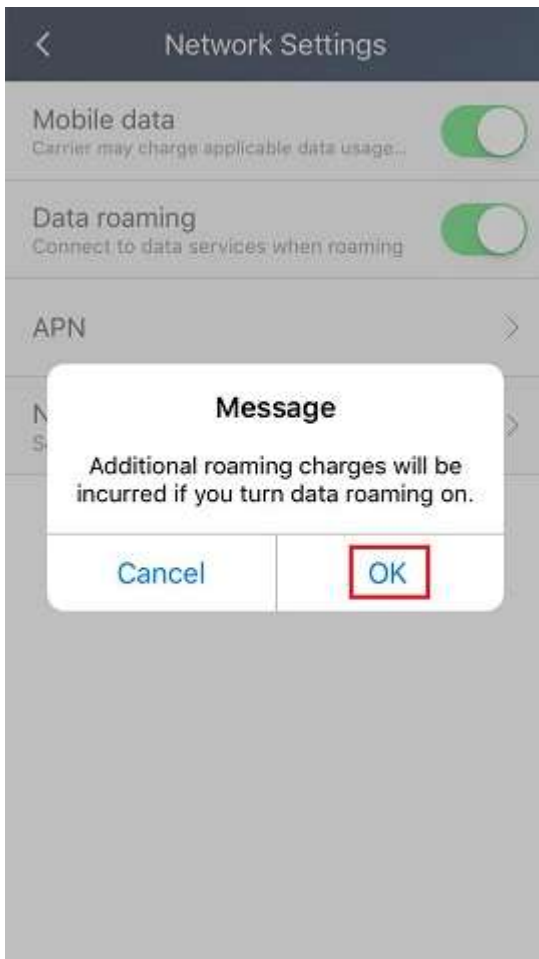
21. Select Network



22. Tap to turn on Data roaming



23. Warning about additional roaming charge will be incurred if turning data Roaming on, press OK



24. When Data roaming is turned on, Internet can be used now
Note: if Data Roaming is turned on, while travelling abroad or at the border and the device connects to abroad network and it'll be charged per that country's rate. But if Data Roaming is turned off, Internet cannot be used.

