



Quick Start Guide

EL4000

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 26cm between the radiator and your body.

FCC Warning

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur during a specific installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the

interference through one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

❖ Getting Your Device Ready for Connection

Step 1

Download the Mobile App!

Download the **EarthLink Wireless Home Internet** mobile app from the Google Play or Apple Store. Your login information can be found in the email you received at the time of purchase. Can't find it? Click **Forgot password** to reset.

Step 2

Activate Your Internet!

Using the mobile app, follow the step-by-step instructions to activate your service and set up your device. Connect your device to an available AC power outlet using the included power adapter. The device's SYS LED indicator will change from orange to green to indicate the device has completed the startup procedure. This process can take up to 5 minutes. If no signal is detected within that time, try placing the device in another location close to a window.



Place your device near a window and close to a power source.

Tip: Avoid surrounding your device with metal objects or placing it next to other electronic devices.

Step 3

Account Management Made Easy!

Once your service is activated and your device has been set up, be sure to check out all that you can do in the EarthLink Wireless Home Internet app. You can check data usage, review monthly statements, update account information, upgrade data plans and much more. You can also visit us at **wirelesshome.earthlink.net** for activation steps and account management without using the app.

❖ FAQ and Troubleshooting

Problem	Description
My PC cannot connect to the device.	• Unplug the PC ethernet cable and check if the PC LAN connection is working correctly or showing activity. • Check if the SYS LED is on. If it's not, check the power cord and make sure it's connected properly. Also verify that the power supply is available. • If the PC LAN shows no activity and device SYS LED is off, but the power cord and ethernet cable are connected properly and there is a power supply, then the power adapter is likely damaged. Please contact EarthLink at 866-323-0325 for more help.
My PC cannot acquire the device's IP.	• First, check if the PC network interface is working properly. Then, check the PC Network card configuration and make sure the DHCP is enabled. • To release and renew the correct IP address, please unplug the ethernet cable from the PC and wait for about 5 seconds, then connect it again. • If the problem persists, please contact EarthLink at 866-323-0325 for more help.
My device networking is not working properly.	• Check that the LTE connection is up and running properly by logging in to the web portal and checking the Interface Information page. • If the problem cannot be corrected by a factory reset, please contact EarthLink at 866-323-0325.
I forgot the login password and want to reset the unit to factory default.	• Press and hold the RESET button on the back of the device for 5 seconds. The unit will reset and reboot. Please wait until the unit finishes rebooting to regain access to the device web portal using default login credentials. • If the problem persists, please contact EarthLink at 866-323-0325 for more help.
How can we help you?	• Support Center: https://help.earthlink.net/ • Customer and Technical Support: [866-323-0325]