



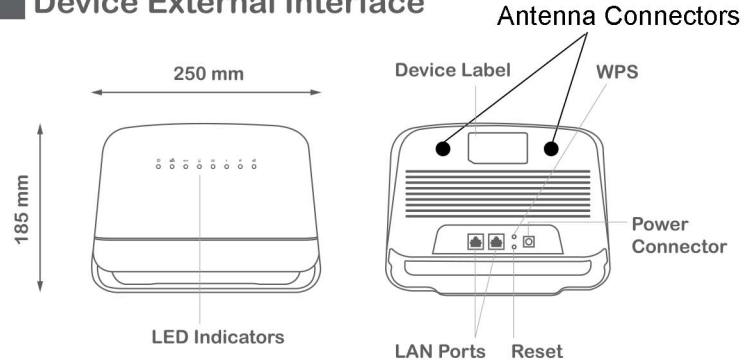
Quick User Guide DH-725

* The figures provided in this document are just for reference only. Please prevail in kind.

Device Package



Device External Interface



Environmental Specification

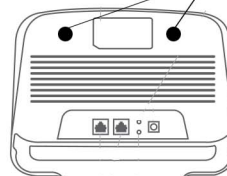
Feature	Specs.	Feature	Specs.
Operating temperature	0 ~ 45 °C	Operating humidity	0 ~ 95%
Storage temperature	-20~60 °C	Storage humidity	0 ~ 95%

LED Indication

LED Indicators	Color	Status	Description
Power	Blue	Steady On	Power On
		Off	Power Off
Wi-Fi 2.4G	Green	Steady On	Wi-Fi On
		Off	Wi-Fi Off
Wi-Fi 5G	Green	Steady On	Wi-Fi On
		Off	Wi-Fi Off
Internet	Green	Steady On	Connected
		Off	No Internet Connected
		Blinking	Data Transmission
SIM	Green	Steady On	SIM Ready
		Off	No SIM or SIM Failure
		Blinking	Waiting for PIN / PUK
LTE Signal Strength	Green	Low Signal - Please move device near window with LED facing window	FW Upgrading (3 LED blinking)
		Medium Signal	
		High Signal	

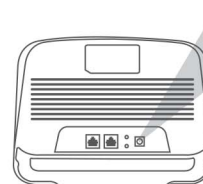
Getting your Device Ready for Connection

Step 1 Install Antennas (Antennas provided in box)

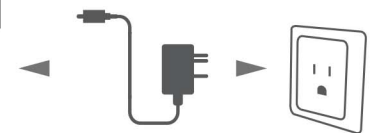


Step 2 Power On

Connect your CPE to power with the power cord and plug. Then, the LEDs will blink for a few seconds and go off.



Power Connector



Power adapter

Wall socket

Step 3

Establish LTE Connection

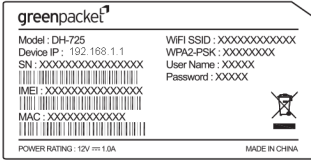
Once power on, the CPE will automatically connect to your subscribed LTE services. The operation to set up connections takes place.

Note: Adjust the location of the LTE CPE for optimized signal reception. Usually, it is recommended to place the indoor modem near the window, facing toward the base station.

Using Web User Interface to Access Device

Step 1

Connect to the device via the LAN cable or WLAN.
To connect WLAN, please refer to the SSID and WIFI key on the device label, located on the device back.



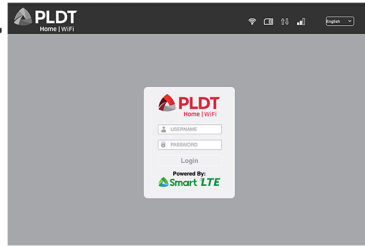
SSID or WiFi Name 2.4G: PLDT_Home_XXXXX
SSID or WiFi Name 5G: PLDT_Home_XXXXX-5G
*XXXXX is the last 5 characters of your unit's MAC Address used to uniquely identify your unit
Use the 2.4G for better signal quality or the 5G for faster speed, note that using 5G depends on your device to be near the PLDT Home WiFi
WiFi Key or Password: pldthome
It is highly recommended that you log on to the device via web browser (ex: Google Chrome, Apple Safari, Mozilla Firefox) to change the WiFi Password
The format requirement for new password is 12-16 characters long and must contain the following:
1. Uppercase characters
2. Lowercase characters
3. Digits (0-9)
4. Special characters (ex: !, @, #, \$, %, ^, &, *)

Step 2

Open the browser, enter <https://192.168.1.1> in the address box, and login Username and Password

Default IP address: <https://192.168.1.1>

Username: **pldthome**
Password: **pldthome**



It is highly recommended that you log on to the device via web browser (ex: Google Chrome, Apple Safari, Mozilla Firefox) to change the Login Password.

The format requirement for new password is 12-16 characters long and must contain the following:
1. Uppercase characters
2. Lowercase characters
3. Digits (0-9)
4. Special characters (ex: !, @, #, \$, %, ^, &, *)

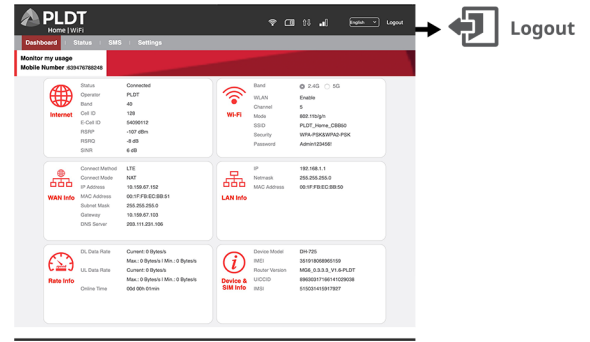
There will be a warning on the browser regarding the website being UNSAFE and will ask you to make sure that the site is safe before continuing.

This is normal. Please click continue or "accept risk and continue".
The steps will be different depending on the browser or browser version being used.

4

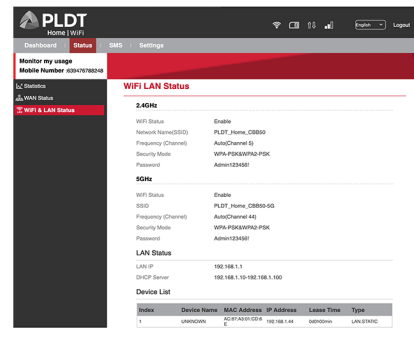
Step 4

Once login, the overview page will be displayed, and you can have a status overview on device activity.



Step 5

On the overview page, you can click on each section to see the information or detail configurations. Below is an example on Status > WiFi and LAN Status



5

Set up Wi-Fi Connection

If you have Wi-Fi devices in your home, you can connect them to the Internet with your CPE. When the Wi-Fi LED lights up, it indicates that Wi-Fi is enabled. When the Wi-Fi LTE starts blinking, it indicates that data is being transmitted.

Step 1

Switch on Wi-Fi on Your Laptop

Step 2

Find the Wireless Network

Right-Click on the Wireless Network Connection icon at the bottom right of the screen and select "View Available Wireless Networks."

Step 3

Enter Security Password

In the list of available networks, choose the one that matches the SSID Key. Click "Connect", you will be prompted to key in the WIFI Key (See label content on Page 4).

Step 4

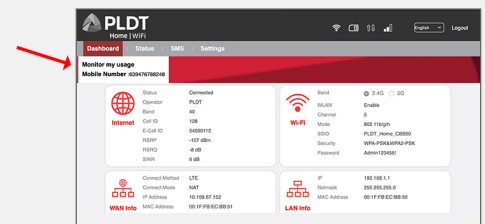
Click on Your Internet Browser

Now you will be able to connect to the Internet.

Basic Troubleshooting

- 1. Forgot WiFi password or Login password:**
Press **RESET** button (See page 1) on back of unit for 10 seconds then release. **PLDT Home WiFi** will go back to factory default. Use "pldthome" password to login again. Recommended to change "pldthome" to your new password.
- 2. No Signal or Low Signal:**
Check that the 2 included external antennas are connected properly (See page 3) Move PLDT Home WiFi beside window with the PLDT Home WiFi logo facing the window.
- 3. No Power**
No LED indicator (See page 2) on PLDT Home WiFi. Unplug power connector from PLDT Home WiFi and Power Adapter from Wall Socket (See page 3). Wait 1 minute, then re-connect power connector to power adapter, and power adapter to wall socket.
- 4. No Internet**
SIM indicator is Green, Signal is 2-3 bars, Internet LED is OFF. Unplug power adapter for 1 minute. Re-connect power.
- 5. No Internet**
SIM indicator is Green, Signal is 2-3 bars, Internet LED is GREEN. Kindly check Postpaid Account Status or Prepaid Account Status.

Login using your web browser and click on "Monitor my usage" link to see PLDT HOME WiFi account details



For other concerns, please visit <https://pldthome.com/support>



6

7