

# FX-ID4 PLDT Home WiFi Userguide



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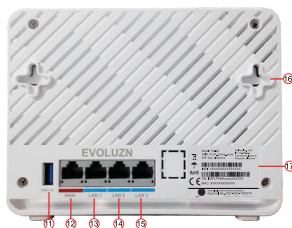
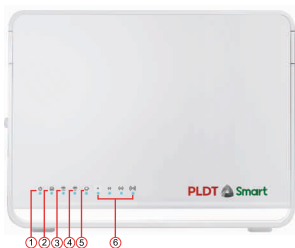
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# Key Features

1. Ac1200 Dual Band WiFi
2. Carrier-Aggregation (2CA)
3. 2G/3G/LTE/LTE+ Support
4. ESIM Support
5. LTE Category 6

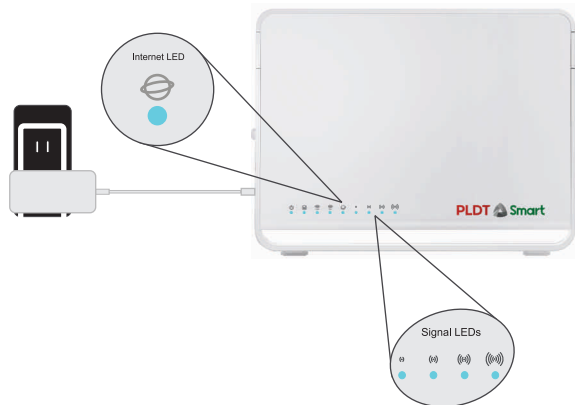
# Device Overview

1. Power LED
2. LAN LED
3. 2.4GHZ WiFi LED
4. 5GHz WiFi LED
5. Internet LED
6. Signal Strength LED
7. Power button
8. WPS Button
9. Reset Button
10. Power Input
11. USB Port
12. WAN Port
13. LAN 1 Port
14. LAN 2 Port
15. LAN 3 Port
16. Wall-mount slots
17. Home WiFi Device label
18. WiFi SSID QR Code



# Setup

Plug the power cable and push the power button. The device is connected to the internet once the internet LED turns blue.



## Signal LED variations

LTE Mode



Blue

3G Mode



Green

### NOTE:

When the device is undergoing *automatic upgrade*, **ALL the LEDs** (except Power LED) will **blink** for 5-6minutes. Please don't turn-off the device and wait for it to reboot.

# Connecting to WiFi

1. When the 2.4GHz and 5GHz WiFi LEDs are blue, you can now connect to the WiFi.
2. Check your modem's network name (WiFi SSID) from the device label. Connect to the network using the default password "**pldthome**".
3. It is recommended to change the network name (WiFi SSID) and password immediately to avoid any unauthorized access.
4. You will need to reconnect to your WiFi after changing the network name (WiFi SSID) and password.

## Device Configuration

1. Configure your device by logging-in to the Web User Interface (WebUI) using the default login credentials.

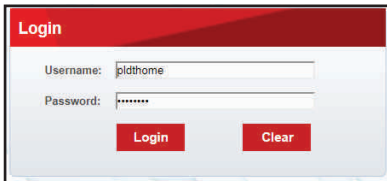
a. WebUI URL:

You can use any of the following URL below to open the user interface

- <https://192.168.1.1>
- <https://www.pldthomewifisettings.net>
- <https://pldthomewifisettings.net>

b. Default Admin Username: **pldthome**

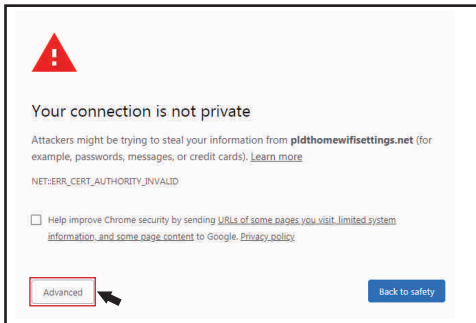
c. Default Admin Password: **pldthome**



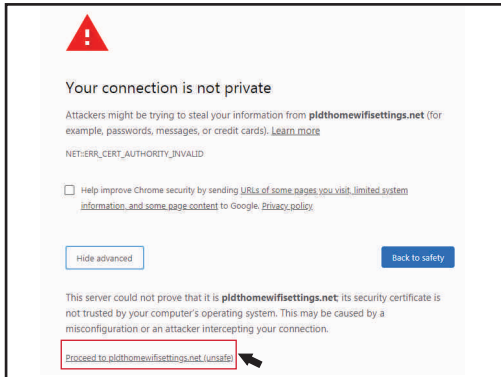
The screenshot shows a login form with a red header containing the word "Login". Below the header, there are two input fields: "Username:" with the text "pldthome" entered, and "Password:" with a masked password of seven dots. At the bottom of the form, there are two red buttons: "Login" and "Clear".

# Device Configuration

2. After entering the URL link for the first time, the page (as shown on photo below) will appear, click **Advanced**.



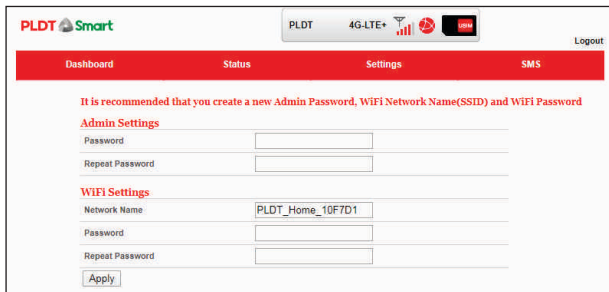
3. Then, click **Proceed to pldthomewifisettings.net** (as shown on the photo).



# Exploring the WebUI

## A. Changing the Admin or Device WebUI Password, WiFi Name (SSID) and WiFi Password

1. Upon first log-in, you will be prompted to change your admin password, WiFi Name (SSID) and WiFi password for security purposes.



The screenshot shows the PLDT Smart WebUI interface. At the top, there is a navigation bar with 'Dashboard', 'Status', 'Settings', and 'SMS' tabs. The 'Settings' tab is active. Below the navigation bar, there is a red banner with the text: 'It is recommended that you create a new Admin Password, WiFi Network Name(SSID) and WiFi Password'. Underneath, there are two sections: 'Admin Settings' and 'WiFi Settings'. The 'Admin Settings' section has two input fields for 'Password' and 'Repeat Password'. The 'WiFi Settings' section has three input fields: 'Network Name' (containing 'PLDT\_Home\_10F7D1'), 'Password', and 'Repeat Password'. At the bottom of the form is an 'Apply' button. The top status bar shows 'PLDT', '4G-LTE+', signal strength, and battery level icons, along with a 'Logout' link.

2. The new admin and WiFi password should be at least twelve (12) characters long and must contain uppercase, lowercase, digits (0-9) and special characters.  
The new WiFi Name should have no space.
3. After successful password and SSID change, you will be disconnected from the device. Connect again to the new WiFi name (SSID) you set, use the new WiFi password and you can now log-in using your new admin password.



# Exploring the WebUI

## B. PLDT Home WiFi Dashboard

The screenshot shows the PLDT Home WiFi Dashboard with the following sections:

- Internet:** Network Operator: PLDT, Status: Connected, Frequency Band: 15, Global Cell ID: 4ac, RSRP: -84, SINR: 15.
- Wi-Fi:** SSID: PLDT\_Home\_10F7D1, Security Mode: WPA2PSK, Password: pldthome, Channel: Auto.
- WAN Info:** Connection Mode: Wireless, IP: 10.96.156.39, Netmask: 255.0.0.0, Gateway: 10.96.156.216, ISP DNS: 203.111.231.106, MAC Addr: 8C:4C:AD:10:F7:D0.
- LAN Info:** IP: 192.168.1.1, Netmask: 255.255.255.0, MAC Addr: 8C:4C:AD:10:F7:D0.
- Monitor my usage:** Prepaid, please click [Here](#); Postpaid, please click [Here](#).
- Device & SIM Info:** IMEI: 864056034775053, Router Version: Evoluzn\_FX\_ID4\_1.2.0, LTE Version: Evoluzn\_FX\_ID4\_LTE\_1.0.2, UICCID: 89630319299301620953, IMSI: 515035300964295.

The PLDT Home WiFi Dashboard will show all the basic details of your modem.

## C. Status Tab

On this tab, you will find the status for **WAN** and **WLAN**. It also includes the **Active Device List** where you will be able to check the connected devices on your modem. And you can also click on the **Device Info** to check the basic information of your PLDT Home WiFi.

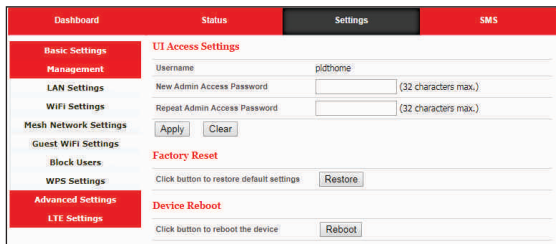
The screenshot shows the Status tab with the following information:

Dashboard	Status	Settings	SMS
<b>WAN Status</b>	<b>WAN Status</b>		
<b>WLAN Status</b>	Network Mode	Wireless	
<b>WiFi Mesh Status</b>	IP Address	10.159.45.86	
<b>Active Device List</b>	Primary DNS	203.111.231.106	
<b>Device Info</b>	Secondary DNS	8.8.4.4	
	<b>Connection status</b>		
	Connection mode	4G-LTE+	
	Connection Status	Connected	
	USIM Status	Ready	
	IMEI	864056034775046	
	IMSI	515031820504053	
	RSRP	-87	

# Exploring the WebUI

## D. Settings Tab

This tab consists of three(3) menus: Basic, Advanced and LTE Settings. Using these menus, you can configure and be familiar with your modem.

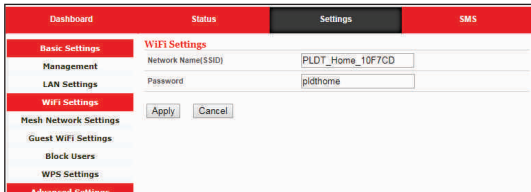


The screenshot shows the 'Settings' tab of the WebUI. The top navigation bar includes 'Dashboard', 'Status', 'Settings' (selected), and 'SMS'. The left sidebar lists various settings categories: Basic Settings (Management, LAN Settings, WiFi Settings, Mesh Network Settings, Guest WiFi Settings, Block Users, WPS Settings), Advanced Settings, and LTE Settings. The main content area is titled 'UI Access Settings' and contains the following fields and buttons:

- Username: pidthome
- New Admin Access Password: [text input] (32 characters max.)
- Repeat Admin Access Password: [text input] (32 characters max.)
- Buttons: Apply, Clear
- Section: **Factory Reset**
- Text: Click button to restore default settings
- Button: Restore
- Section: **Device Reboot**
- Text: Click button to reboot the device
- Button: Reboot

## E. Changing your WiFi Network Name (SSID) and WiFi Password

1. Log-in to the WebUI and go to Settings tab.
2. On Basic Settings, go to WiFi Settings and enter your desired new network name and password.
3. Click Apply.
4. Then, you will be disconnected from your modem. Reconnect to the new network name (SSID) using your new WiFi password.



The screenshot shows the 'WiFi Settings' tab of the WebUI. The top navigation bar includes 'Dashboard', 'Status', 'Settings' (selected), and 'SMS'. The left sidebar lists various settings categories: Basic Settings (Management, LAN Settings, WiFi Settings, Mesh Network Settings, Guest WiFi Settings, Block Users, WPS Settings), Advanced Settings, and LTE Settings. The main content area is titled 'WiFi Settings' and contains the following fields and buttons:

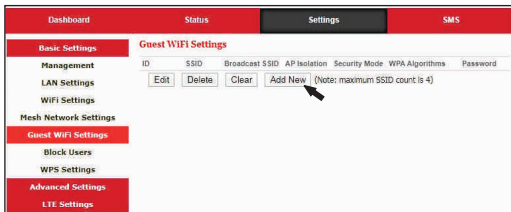
- Network Name (SSID): PLDT\_Home\_10F7CD
- Password: pidthome
- Buttons: Apply, Cancel

# Exploring the WebUI

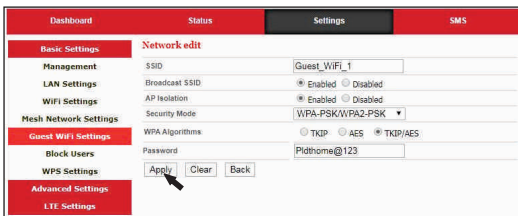
## F. Guest WiFi

This tab enables you to create a separate WiFi network for your guests. The guest WiFi can be enabled, disabled and modified anytime you want.

Click “Add New” to create a guest WiFi



Then, you can set or modify the Guest WiFi Name and Password. Click “Apply”.

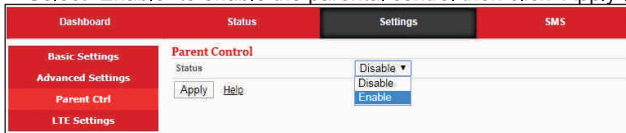


# Exploring the WebUI

## G. Parental Control

This tab enables you to restrict the internet access of a certain user (e.g. child or visitor). The time rule indicates the time and day(s) which the user is **ALLOWED** to access the internet.

Select “Enable” to enable the parental control then click “Apply”.



The screenshot shows the 'Parent Control' settings page. The 'Status' dropdown menu is open, showing 'Disable' and 'Enable' options. The 'Apply' button is visible.

Dashboard	Status	Settings	SMS
Basic Settings	<b>Parent Control</b>		
Advanced Settings	Status: Disable ▼		
Parent Ctrl	Apply   Help		
LTE Settings			

The Time Rule table will appear. Click “Add New” then “Apply”.



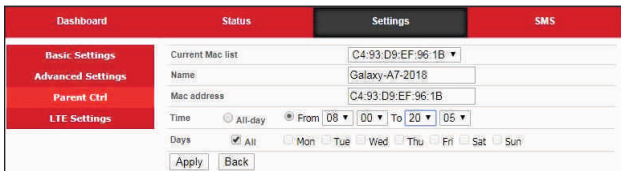
The screenshot shows the 'Parent Control' settings page with the 'Time Rule table' visible. The 'Add New' button is highlighted.

Dashboard	Status	Settings	SMS
Basic Settings	<b>Parent Control</b>		
Advanced Settings	Status: Enable ▼		
Parent Ctrl	Apply   Help		
LTE Settings			

Time Rule table			
No.	Name	Mac Address	Time
<input type="checkbox"/> Delete Selected   Add New (Note: maximum rule count is 20)			

You can now set the time rule. Then, click “Apply”.



The screenshot shows the 'Parent Control' settings page with the 'Time Rule configuration' form. The 'Apply' button is highlighted.

Dashboard	Status	Settings	SMS
Basic Settings		<b>Time Rule configuration</b>	
Advanced Settings		Current Mac list: C4:93:D9:EF:96:1B ▼	
Parent Ctrl		Name: Galaxy-A7-2018	
LTE Settings		Mac address: C4:93:D9:EF:96:1B	
		Time: All-day <input checked="" type="radio"/> From 08:00 To 20:05	
		Days: <input checked="" type="checkbox"/> All <input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun	
		Apply   Back	

# Troubleshooting

- 1. Resetting device to factory defaults** - Most issues can be fixed by factory reset. There are 2 ways to do this:
  - a. Push the RESET button using a pin for 10 seconds. Wait for the device to reboot.



- b. Open the WebUI and go to Settings> Basic Settings> Factory Reset> Restore.



- 2. CANNOT connect to WiFi-** Reset your device to factory defaults and connect to WiFi using the default password. You have to set a new SSID/Password after resetting to defaults.
- 3. CANNOT access the WebUI-** Reset your device to factory defaults and open the WebUI using the default admin password.
- 4. CANNOT access the internet-** Reboot your device. If you still cannot access the internet, reset your device to factory defaults.
- 5. If resetting your device DOES NOT work,** contact the PLDT Hotline 171. Please key in your Home WiFi number at the prompt.

# After-Sales Support

For concerns on your Home WiFi service, please call 171. Enter your Home WiFi number at the prompt. A PLDT hotline agent will help troubleshoot your service. You will be informed based on the results and what your next steps should be.

## Daily Use & Care

1. Always keep and use the device in a dry place. Device will get damaged if water goes into it.
2. Always keep the device away from high temperature surfaces and highly flammable items. It is highly recommended to place the device in a well-ventilated area.
3. Dropping the device may incur damage. Please use care while handling the device.

## Operating Temperature

Device's operating temperature is -0deg C ~ 40deg C

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