exede®
INTERNET

# Exede WiFi Modem

## USER GUIDE

Read entire user guide for additional instructions and product information.

WELCOME TO

# Exede Satellite Internet

Whether you're streaming your favorite videos, downloading important files or connecting with friends and family, the Exede WiFi Modem brings the best of the internet to you in one simple box.

The Exede WiFi Modem includes a modem for internet access; a built-in, technically supported wireless router; and an integrated Exede Voice adapter for home phone service.

Even though the Exede WiFi Modem contains these other devices within it, for simplicity's sake we'll sometimes refer to it as a "modem" in this document.

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## SECTION 1 What's In the Box

Your Exede WiFi Modem includes everything shown here:

**Exede WiFi Modem**

**Ethernet cable** for connecting your modem to your computer

**Power supply and three-prong cord**
(for use with Exede WiFi Modem only)

**Exede WiFi Modem stand**

**Coax cable connector**

## SECTION 2 Important Safety Information

To reduce the risk of serious injury or death due to electric shock or fire, read and follow this safety information.

**Exposed Coax Hazard**
When the modem is powered on, there is DC voltage present in the coax cable connector and any coax cable that is plugged in. Do not touch an exposed coax cable when the system is powered on.

**Keep Away from Children and Pets**
Keep children and pets away from the modem, AC power adapter and coax cable, and do not allow them to bite or chew on it.

**Do Not Open Modem**
Do not open the modem or attempt to service interior parts. There are no user-serviceable parts inside the modem. The modem should only be opened by a qualified service professional.

**Keep Modem Dry**
Keep the modem away from water. Keep the modem in a spot away from open windows. Do not place cups or other containers of liquid near the modem. Do not use cleaning fluids or sprays, or use forced air to remove dust.

**NOTICE** To avoid equipment damage, only wipe the modem housing with a clean and dry cloth.

**Satellite Dish Hazard**
The transmitting equipment is capable of generating RF levels above the maximum permissible uncontrolled exposure level. Do not place head or other body parts in the radiation beam pattern of the transmitter feed horn and/or antenna when the transmitter is on. Unplug the modem before performing maintenance to any satellite dish components.

**Electric Shock Hazard from Improperly Grounded System**
To reduce the risk of electric shock, before installing the modem, be sure the electrical and cable system is properly grounded. ViaSat expects that this modem will be installed where:

- Electrical outlets are properly wired and grounded.
- All computer equipment attached to the modem is properly grounded.
- The cable distribution system is grounded in accordance with ANSI/NFPA 70, the National Electrical Code (NEC)—in particular, Section 820.93: Grounding of Outer Conductive Shield of a Coaxial Cable.

If you are unsure whether your system is properly grounded, consult with a licensed electrician.

When installing the modem, make sure it is properly grounded.

- The Exede three-prong power cord must be connected to a properly grounded three-prong AC outlet.
- Do not use adapter plugs or remove the grounding prong from the plug.

**⚠ WARNING**

PROP 65 WARNING: This product, including electrical wiring, contains chemicals, including lead, known to the State of California to cause cancer, birth defects or other reproductive harm. **Wash hands after use.**

**Definitions**

**⚠ WARNING** WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

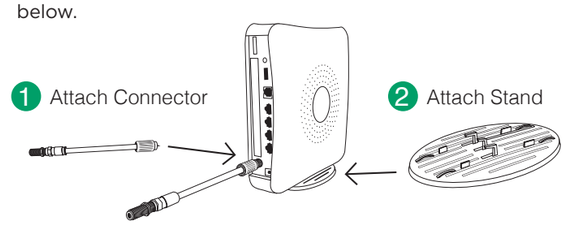
**NOTICE** NOTICE is used to address practices not related to physical injury. NOTICE is used for procedures or practices that, if not followed, could result in equipment damage.



## SECTION 3 Connecting the Exede WiFi Modem

**⚠ WARNING** To reduce the risk of serious injury or death from electric shock, postpone modem installation until there is no risk of lightning activity in the area.

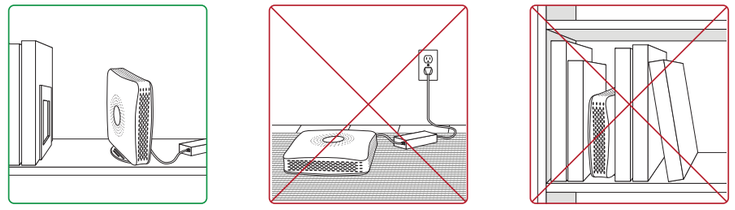
1 Attach the coax cable connector and stand to the modem as directed in the diagram below.




2 Place your modem near your computer.

**NOTICE** **Always use the stand. The modem must be placed vertically for adequate ventilation. Ventilation keeps the modem cooler and is necessary for proper operation.**

- ✔ Place your modem on a hard surface. Soft surfaces like a rug or carpet may cause your modem to tip over and may block ventilation.
- ✔ Make sure there is at least 3 inches of clearance around the modem.
- ⊘ Do not keep your modem in an enclosed space.
- ⊘ Do not position your modem near heat sources, such as ventilation openings on televisions and electronic devices. Keep your modem away from heating vents and direct sunlight.



It's normal for the modem to get warm during use. For the best experience:

- Place the modem on a hard surface. Soft surfaces like a rug or carpet may cause the modem to tip over and may block ventilation.
- Make sure there are at least 3 inches of clearance around the modem.
- Do not keep the modem in an enclosed space.
- Do not position the modem near heat sources, such as ventilation openings on televisions and electronic devices. Keep the modem away from heating vents and direct sunlight.
- Keep the modem in a climate-controlled location between 0-40°C (32-104°F).
- Do not paint or adhere decals to the modem housing. This can block ventilation holes in the modem housing.

3 Connect the coax cable running from your dish to the coax cable connector. Finger-tighten the coax cable to the coax cable connector.

The Exede WiFi Modem, including the coax cable connector, may become warm. Always use the provided coax cable connector to attach the coax cable to the modem. Avoid touching the coax cable connector unless the power adapter has been unplugged for at least one minute.

4 Connect one end of the Ethernet cable to the back of the modem and the other to the Ethernet jack on your computer. The Exede WiFi Modem includes four Ethernet connections so that multiple devices may be connected if needed.

**NOTICE** **Protect the modem from shocks and surges. Install an AC surge protector to the modem's power supply.**

5 If you are using Exede Voice, connect your home phone to the standard RJ11 phone jack on the back of the modem. Refer to Section 7 for more information about setting up Exede Voice.

6 Attach the AC power adapter to the back of your modem, and then plug the cord into a standard AC power source. Be sure to run the cord through the power cord retention clip just below the power connector.

**⚠ WARNING** **To reduce the risk of electric shock, do not connect the plug into an extension cord or other outlet unless the plug can be fully inserted.**

7 Follow the instructions provided in the box to "provision" your new modem so you may begin using your service.



## SECTION 4 Modem Specifications

| | |
|---|---|
| **WiFi type:** | 802.11 a/b/g/n dual-band selectable frequency supporting 2.4 GHz and 5 GHz connections. |
| **Router:** | 4-port gigabit Ethernet router |
| **Wireless security:** | Supports WPS, WEP, and WPA security standards. |
| **Other features:** | RJ11 phone jack (for Exede Voice only), Guest access network capability, Parental controls |

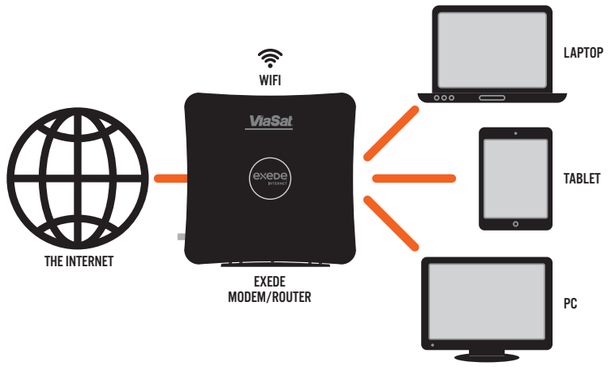
**NOTICE** **Only Use Exede AC Power Adapter With Exede WiFi Modem.**

Do not use an AC power adapter other than the one supplied with the Exede WiFi Modem. It will result in poor performance of your service. Use the Exede AC power adapter only with the Exede WiFi Modem. Using this AC power adapter with other equipment can damage that equipment.

## SECTION 5 Connecting your devices

The Exede WiFi Modem supports both wired and wireless connections. Up to four wired devices (computers, TVs and/or DVRs) may be connected directly to the modem using Ethernet cables. Refer to your device manuals for more information.

Wireless devices can be connected via a wireless home network created using the Exede WiFi Modem. This diagram shows a basic home network using a wireless router:




Other devices you may connect wirelessly include smart phones, TVs, security cameras and thermostats.

### A Word about Routers

Although routers are great at allowing multiple devices to access the internet, please be aware that the devices are all still sharing a single internet connection. The more devices using the router at the same time, the less available bandwidth (speed) you'll have. You'll likely see data usage increase as you add more devices to your network, so keep an eye on your usage and whether you are on the right Exede service plan for your needs.

### There are two ways to create a wireless network:

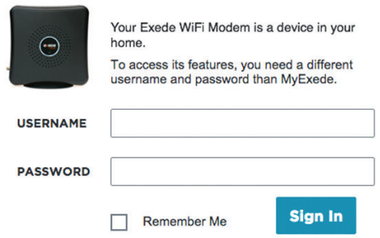
The Exede WiFi Modem already has a secure, randomly assigned network name and password. You can find this information printed on the back of your modem. If you would like to use this network name and password, no further action is needed on your part.

#### Changing Network Name (SSID) and password

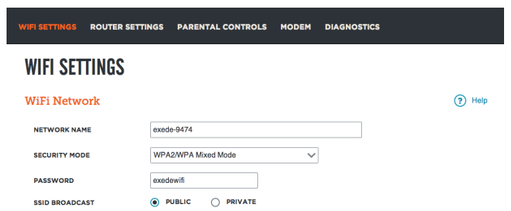
If you'd prefer to change your network name and/or password, use the following process:

**1** After setting up the Exede WiFi Modem, type the IP address 192.168.1.1:8080 into your internet browser.

**2** When prompted, log in using the username "admin" and password "admin".




**3** On the following screen, you will be able to configure your network name, password, security mode and more under the heading "WiFi Settings".

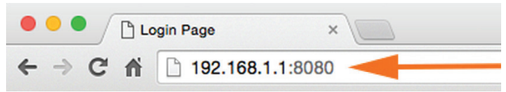



*Instructions continued on the following page >>*

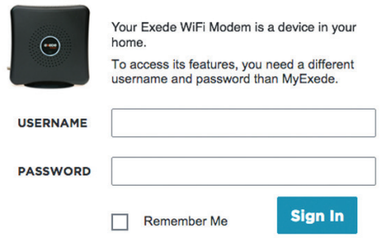
## Changing wireless frequencies

If your wireless connection works but appears to be running unusually slowly, you may be experiencing interference from other devices. Switching the frequency of your Exede WiFi Modem's router may help:

**1** Type the IP address **192.168.1.1:8080 into your internet browser**

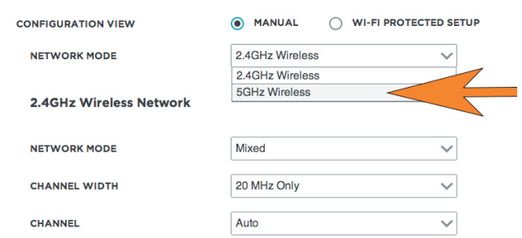



**2** When prompted, log in using the user name "admin" and password "admin".




**3** **Click on the section labeled "Advanced Settings."**

**4** In the section labeled "Network Mode," use the dropdown menu to switch 2.4 GHz to 5 GHz.






## SECTION 6 Indicator Lights

The indicator light on the side of your Exede WiFi Modem will change color depending on its status.

Here's what all those colors mean:

| | |
|---|---|
| **NO LIGHT** | No power |
| **SOLID WHITE** | Initial power up |
| **PULSING WHITE** | Attempting network entry |
| **SOLID BLUE** | Online |
| **PULSING BLUE** | Updating software |
| **PULSING ORANGE** | Installation mode |
| **SOLID RED** | Device reboot required. If color doesn't change for 5 minutes, call Exede for service. |
| **PULSING RED** | Fault detected. Call Exede for service. |

Please note that it is normal for the indicator light to flash numerous colors or go dark for a few seconds when it is first powered on. Allow three to five minutes for your modem to fully connect.

## SECTION 7 Setting up Exede Voice telephone service (Optional)

Now that your Exede WiFi Modem is fully connected, it's time to set up your Exede Voice telephone service, if you have it.

1. Connect your computer or router to the Exede WiFi Modem using an Ethernet cable.
2. Connect your telephone to the standard phone jack on the rear of the Exede WiFi Modem.
3. Visit www.exede.com/wifimodemvoice to complete the setup process.

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## SECTION 8: Warranty, Environmental and Other Information

### Warranty Notice

- ViaSat, Inc. ("ViaSat"), the provider of Exede Internet, does not provide a warranty to the end user for this product. Any such warranty from ViaSat, including the implied warranty of merchantability or fitness for a particular purpose, is hereby disclaimed.

### Environmental Alerts

### WEEE

- ViaSat has marked this product with the WEEE symbol as a convenience to its customers for environmental responsibility per European Union Directive 2012/19/EU. This product should be collected and disposed of in accordance with national and local laws and regulations. Waste electrical and electronic products must not be disposed of with household waste.

### ROHS Compliant

- This product is in compliance with EU Directive 2011/65/EU.

### REACH Compliant

- This product is in compliance with EU Directive 1907/2006/EU.

### Energy Efficiency

The external power supply complies with US Department of Energy, Level VI, energy efficiency requirements.



### Environmental Compliance Contact Information

For more information regarding environmental compliance, please send correspondence to Compliance-ProductEnvironmental@viasat.com.

### Open Source Software Information

This product incorporates various open source software packages that are distributed under license terms as described at http://www.viasat.com/FOSS-Usage.

### Other Notices

- ViaSat declares that the Exede WiFi Modem is cULus Listed and is in compliance with Canadian and U.S. safety standards.
- ViaSat declares that the Exede WiFi Modem is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
- The Exede WiFi Modem complies with 47 CFR FCC Rules and Regulation Part 25, Satellite Communications, and Part 15 Subpart B, Class B Digital Device. Operation of the WiFi functionality of the Exede WiFi Modem is subject to the following two conditions: (1) it may not cause harmful interference, and (2) it must accept any interference received, including interference that may cause undesired operation.

  The Exede WiFi Modem contains a WiFi wireless LAN radio transmitter and accordingly has been certified as compliant with 47 CFR Part 15 of the FCC Rules for intentional radiators. Products that contain a radio transmitter operating under 47 CFR Part 15 are labeled with FCC ID and FCC logo.

  The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. In addition, such unauthorized modification may void the user's authority to operate the Exede WiFi Modem. Correction of interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.
- The Exede WiFi Modem was qualified under test conditions that included the use of the supplied cable between system components. To be in compliance with regulations, the installer or user must use this cable and install it properly.

### Trademark Notice

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