

# CLEAR Hub Express Setup Instructions



CLEAR Hub  
Express

## How To Set Up Your Modem:

1. Align the slots at the bottom of the modem with the slots on the foot. Push gently on the modem to snap the foot onto the modem.
2. Plug one end of the power cord into the AC adapter port on the modem and plug the other end into a power outlet.
3. To connect a Wi-Fi device to this modem, view the list of available networks. (Helpful hint: if you don't see available wireless networks, check the settings of the device to make sure Wi-Fi is enabled.)
4. Connect to the CLEAR Hub Express's wireless network name (which can be found on the label near the bottom of the modem).
5. Enter the Wi-Fi Default Password, exactly as it appears on the label. Your Wi-Fi device should display a message indicating it has connected to your modem's wireless network.

*NOTE: As an alternative to Wi-Fi, you can also use the included Ethernet cable to connect to the modem. Plug one end of the Ethernet cable into the Ethernet port on your computer and plug the other end into the Ethernet port on the modem.*

Please see the important numbers and support information below. We recommend you review and keep this guide for your records.

### Billing Questions or to Update or Cancel Your Account:

Email: [billing@mobilebeacon.org](mailto:billing@mobilebeacon.org)

### Technical Support or Device Questions:

Call (866) 804-8720 to speak with a CLEAR customer support representative. Be sure you have the MAC ID of the device you are calling about before you call. The MAC ID is listed on a sticker on your 4G device.

### Return Policy:

If for any reason the service or equipment does not meet your needs, you can email [billing@mobilebeacon.org](mailto:billing@mobilebeacon.org) within the first 30 days following your purchase, and we'll process a refund for equipment and service (minus the original shipping cost).

### Warranty:

All new devices have a 12-month limited manufacturer's warranty. If you feel the device has become defective, please call (401) 934-0500 to let Mobile Beacon know as soon as possible so they can work with CLEAR to determine if the device qualifies for a warranty replacement.