C4R400 Router
ATT SERVICE – APN UPDATE

The new routers were shipped from China with the incorrect APN Server and needs to be changed. The effect of this causes the router to connect to a Verizon Enterprise Server for service and in some cases will reduce the bandwidth the customer receives.

The following instructions will guide you through the manual steps to correct this issue. In the next few days a new firmware update file will be available for a smoother fix to this issue.

This process is really a two-to-three minute fix. Your router will work **without** these changes but if not changed it could affect your router speeds received from the tower.

Step 1:

Insert a SIM Card into the router and plug it in. (SIM Card can be either activated or not, both will work)

Step 2:

Connect a laptop, desktop, iPad or smart phone to the router via Wi-Fi or Ethernet.

Step 3:

Once your device is connected to the LTE CPE_XXXX router open a browser of your choice and type in the URL Address: 192.168.100.1 (this will allow you to log into the router and make the necessary change.

The router login page (screenshot below) will ask for user password. Type 'admin' (all lower case).
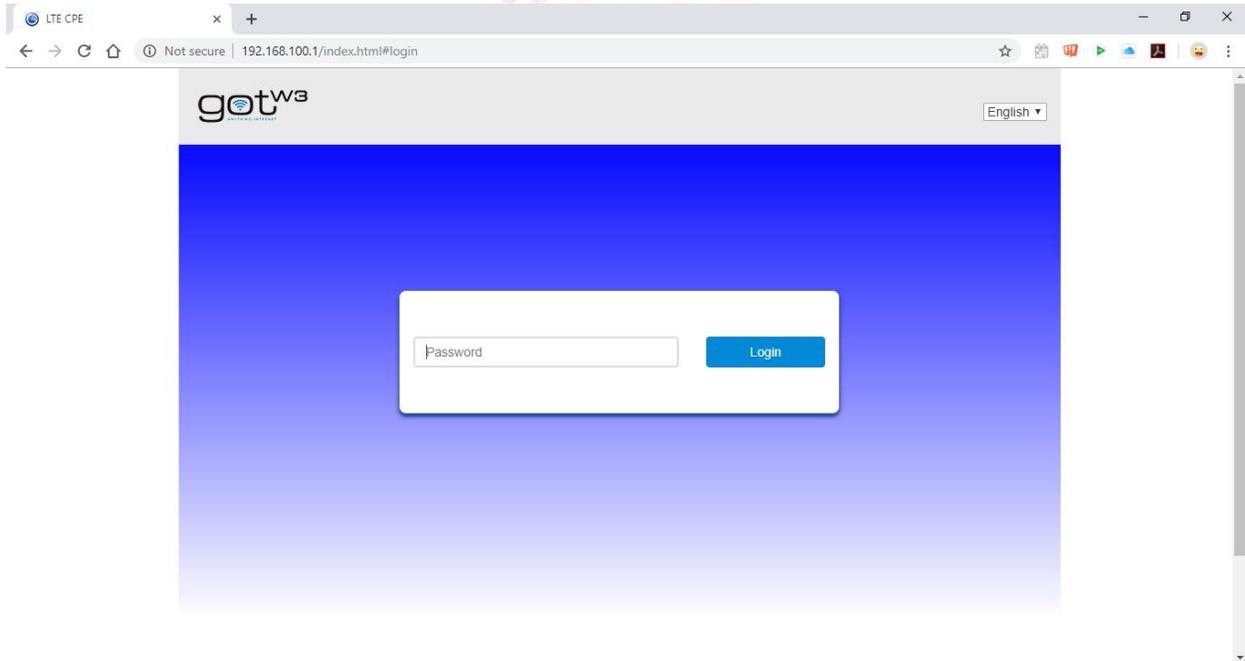
When you're logged into the router if the '**Connect Status**' is 'On' then turn it **'Off'.** If the connect status is already 'Off' then 'Connect Status' will not even show the option of 'On/Off'.
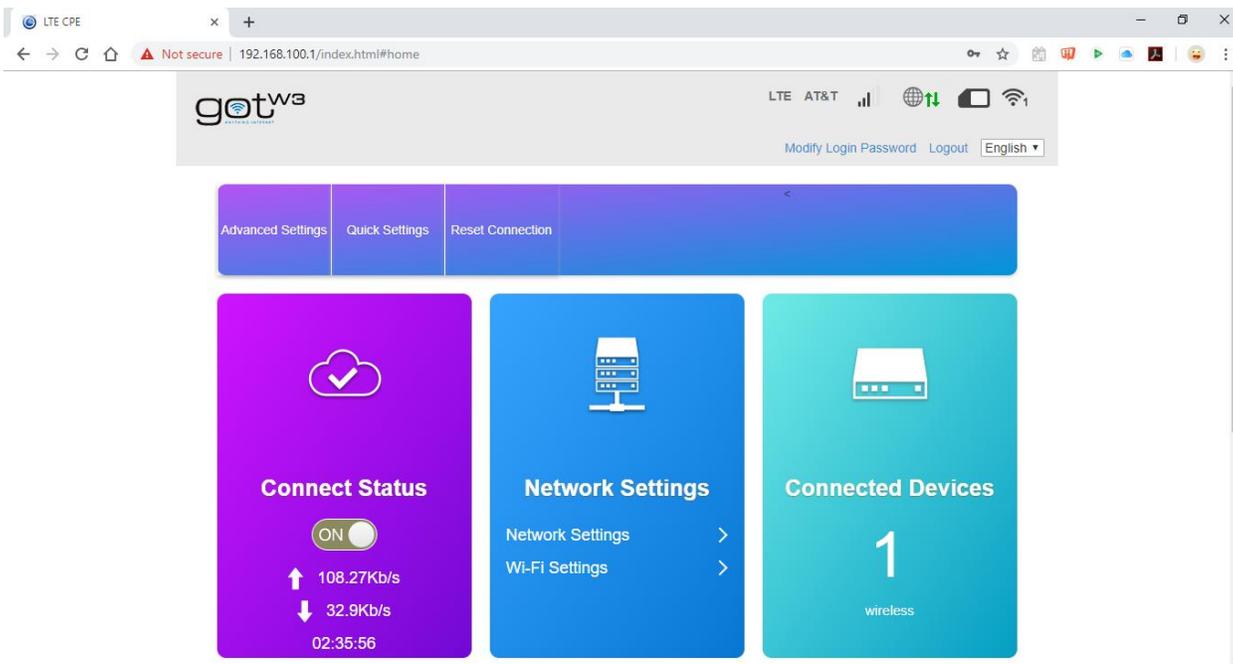
Click on the '**Network Settings'** hyperlink in the middle of the page. When you do it will show the screen below.
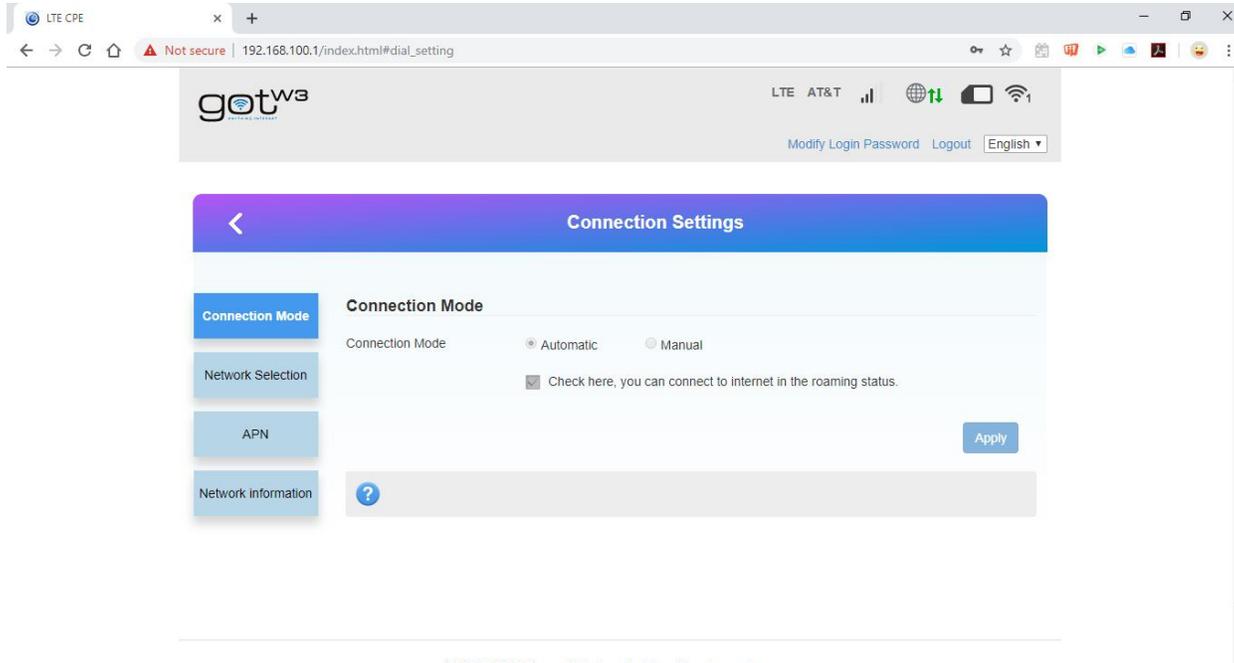
Click on the '**APN**' button (on the left, 3rd one down). Once you do it will show the screen below.
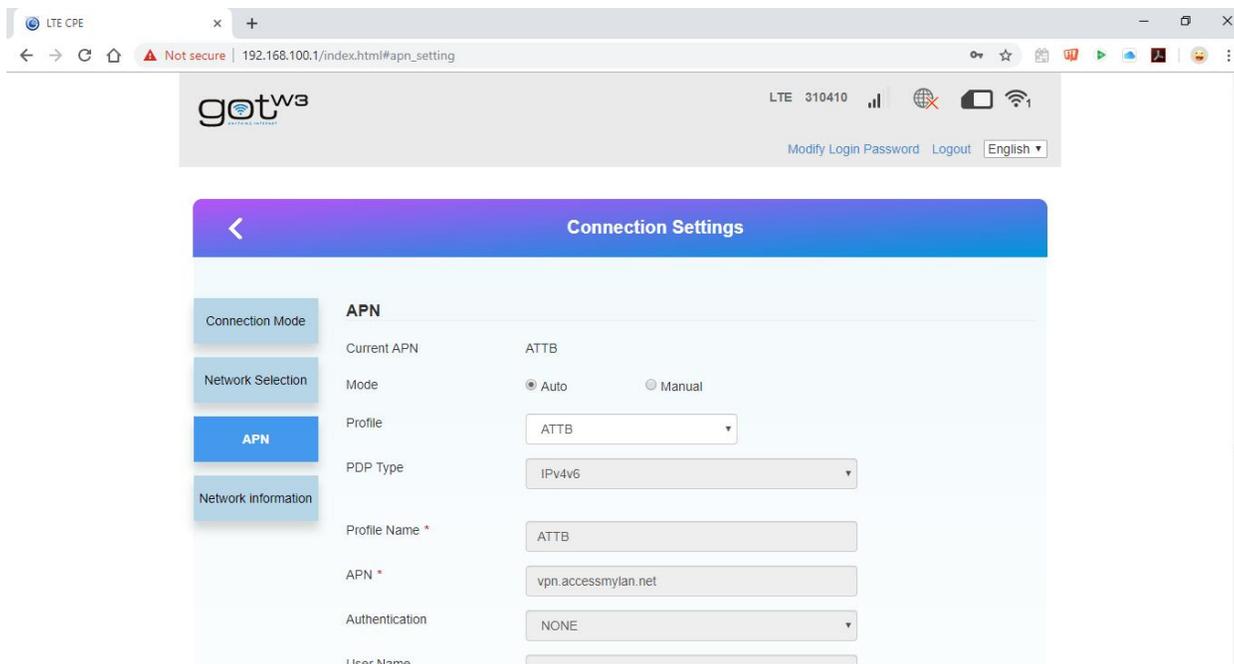
This is where the change needs to be made. Click on the Mode: '**Manual**' button under Current APN: ATTB (The screen will change and look like this).
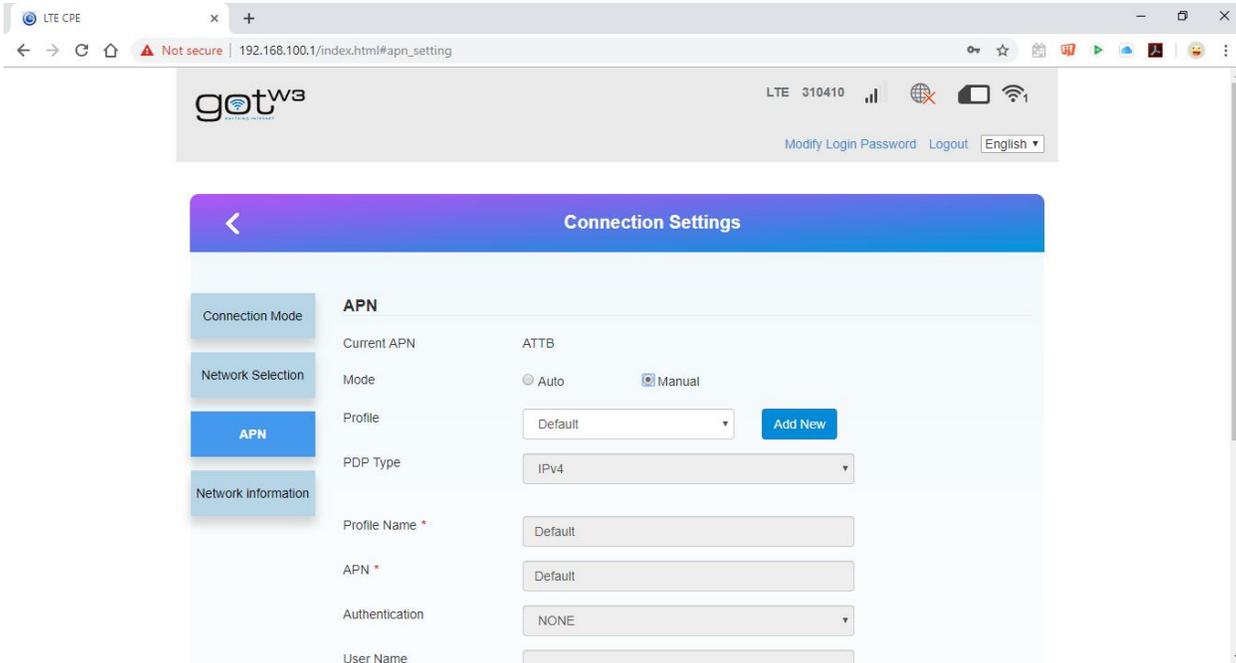
Now click on the Profile: '**Add New'** button. The screen will change again and look like this.
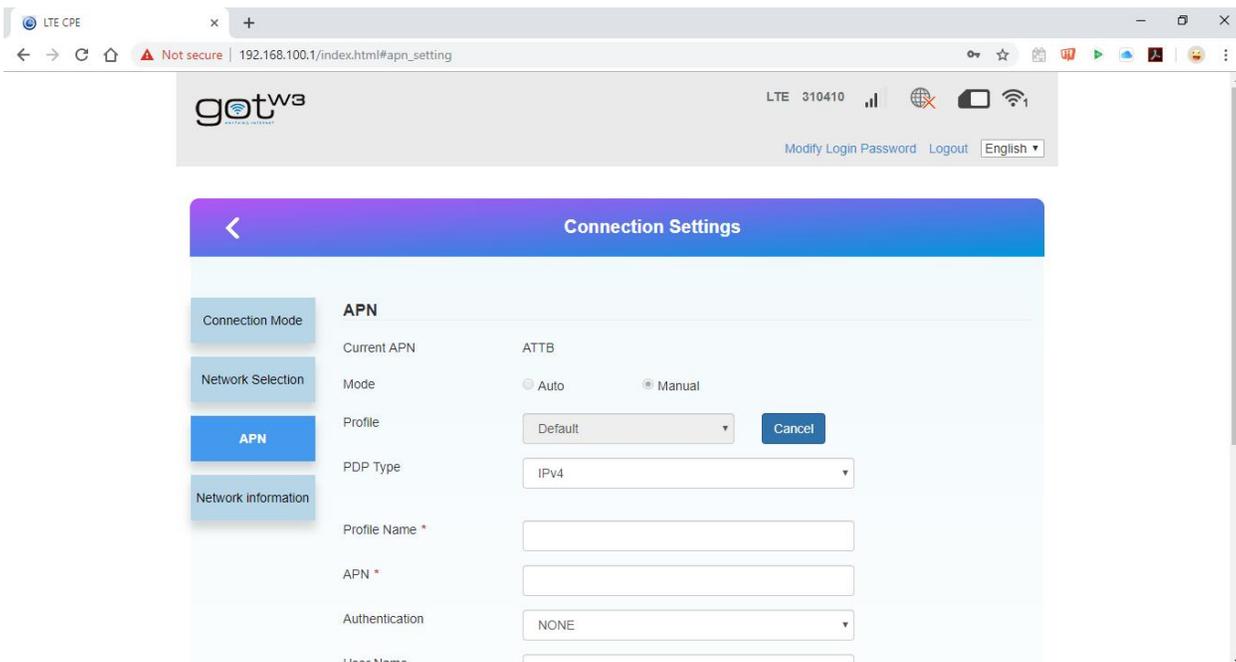
Change the PDP Type to '**IPv4v6**'. A popup will warn you you're about to make a change. Click 'OK'. See screenshot below.
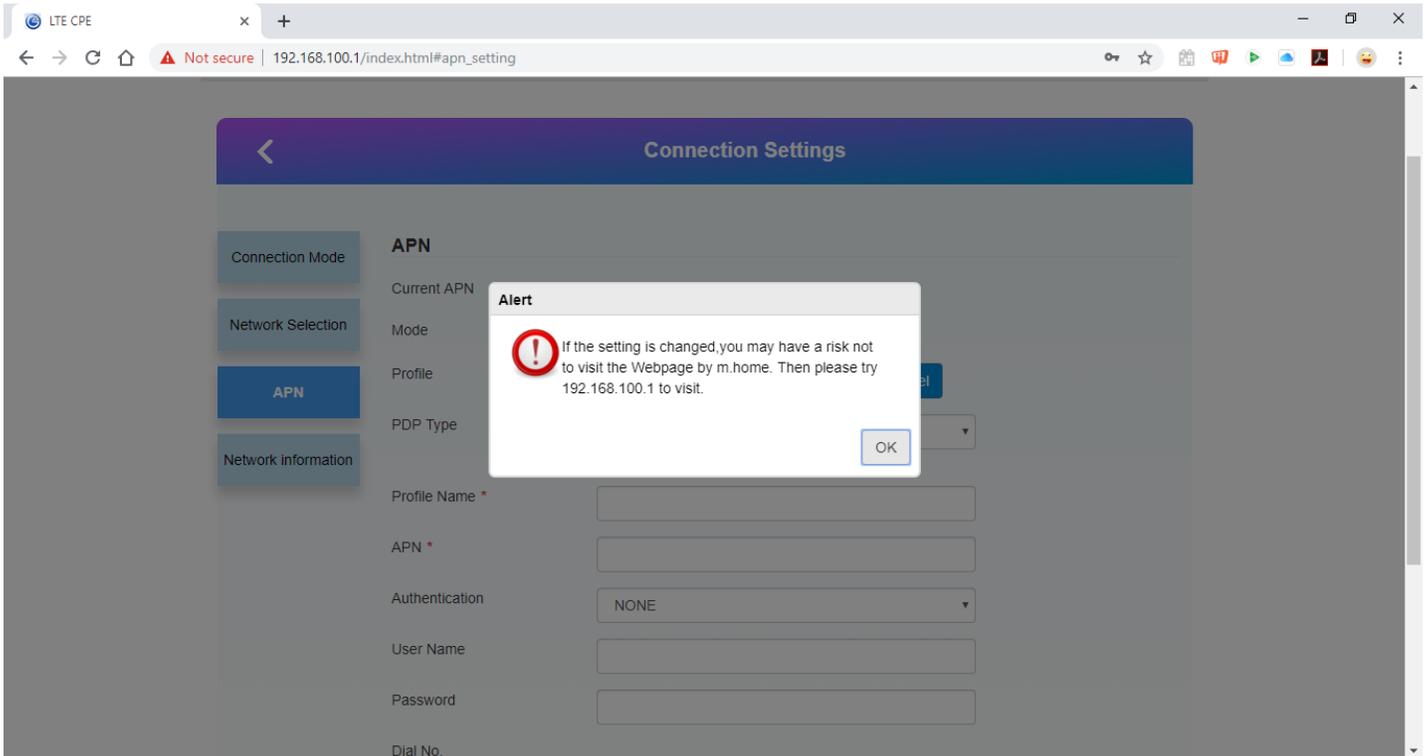
Now under Profile Name: Enter **'ATTB2'**.

Now under APN: Enter '**broadband'** (all lower case)

Now under Authentication: Change the dropdown to **'PAP'**

Now click the **'Apply'** button

A new screen will appear and look like this.
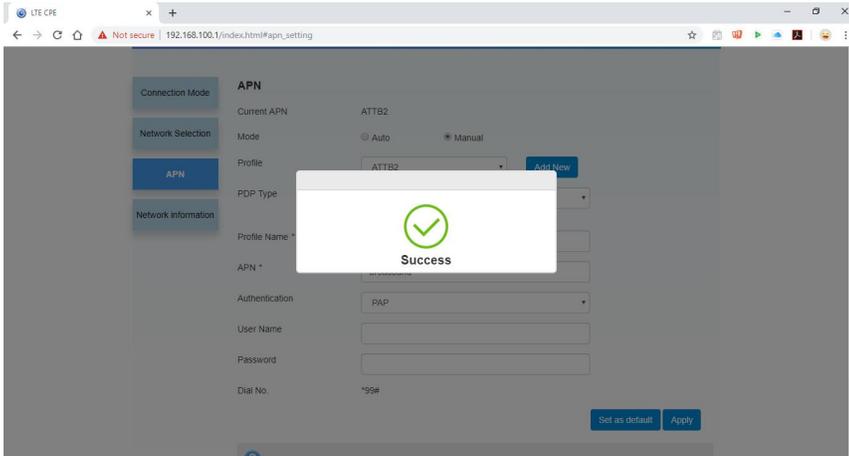
And then look like this.
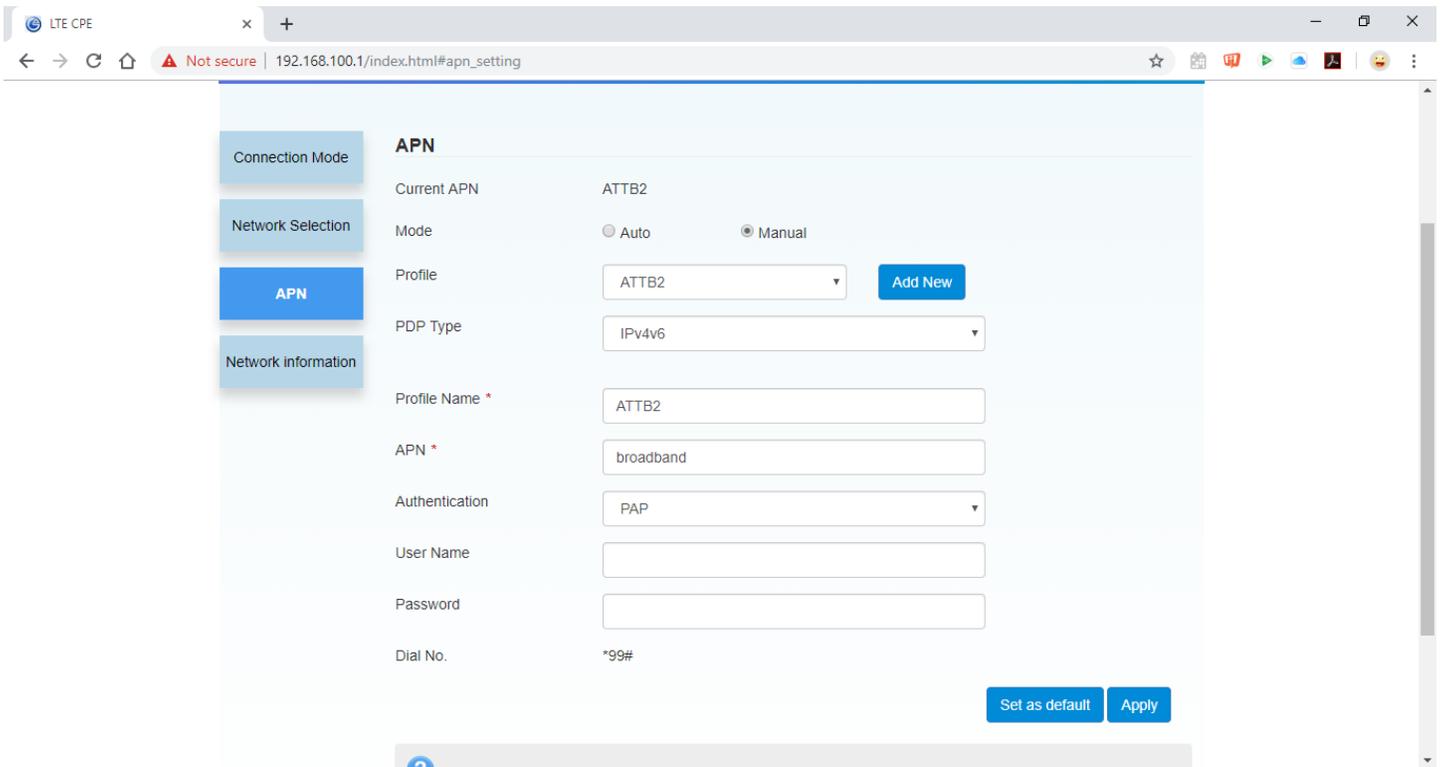
Now click 'Set as default' and this will appear.
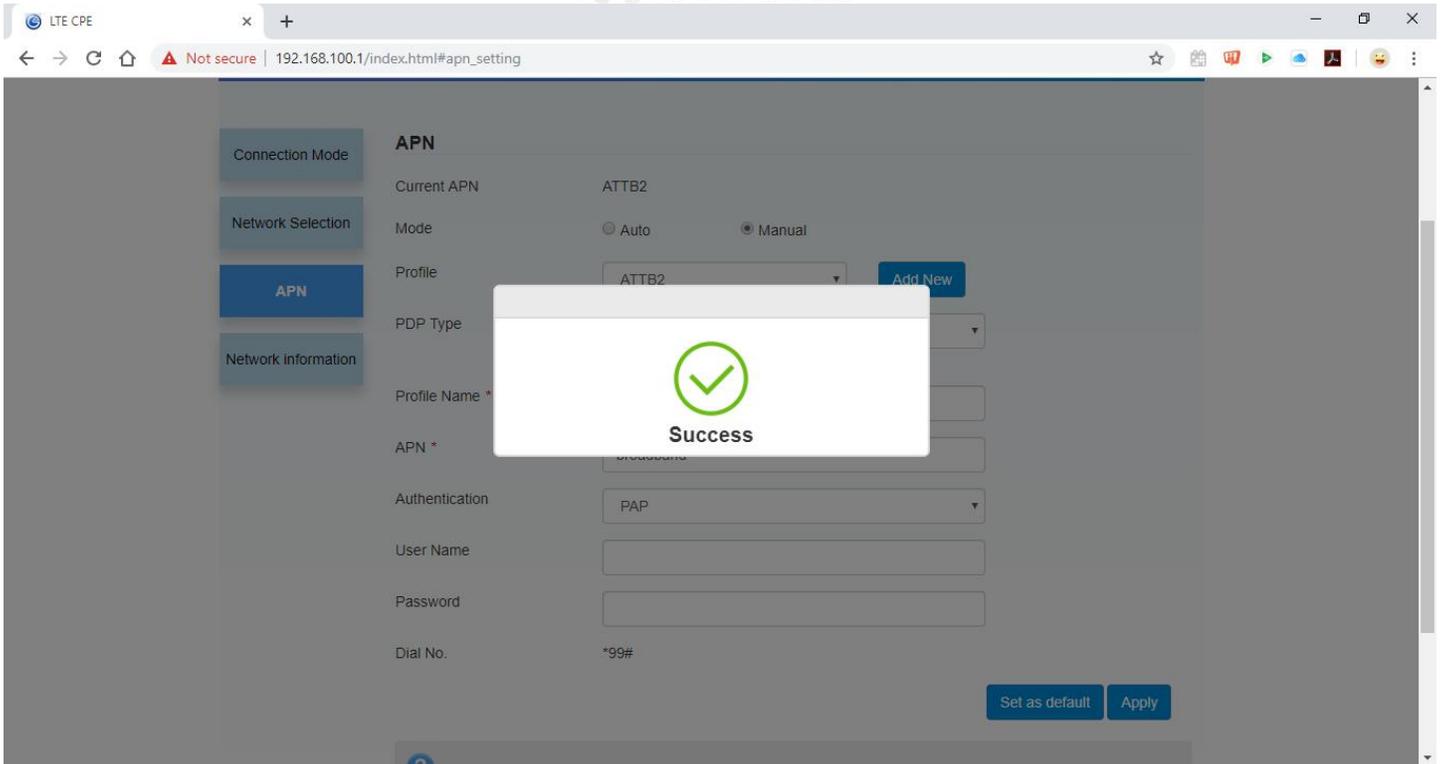
This screen will then change to look like this.
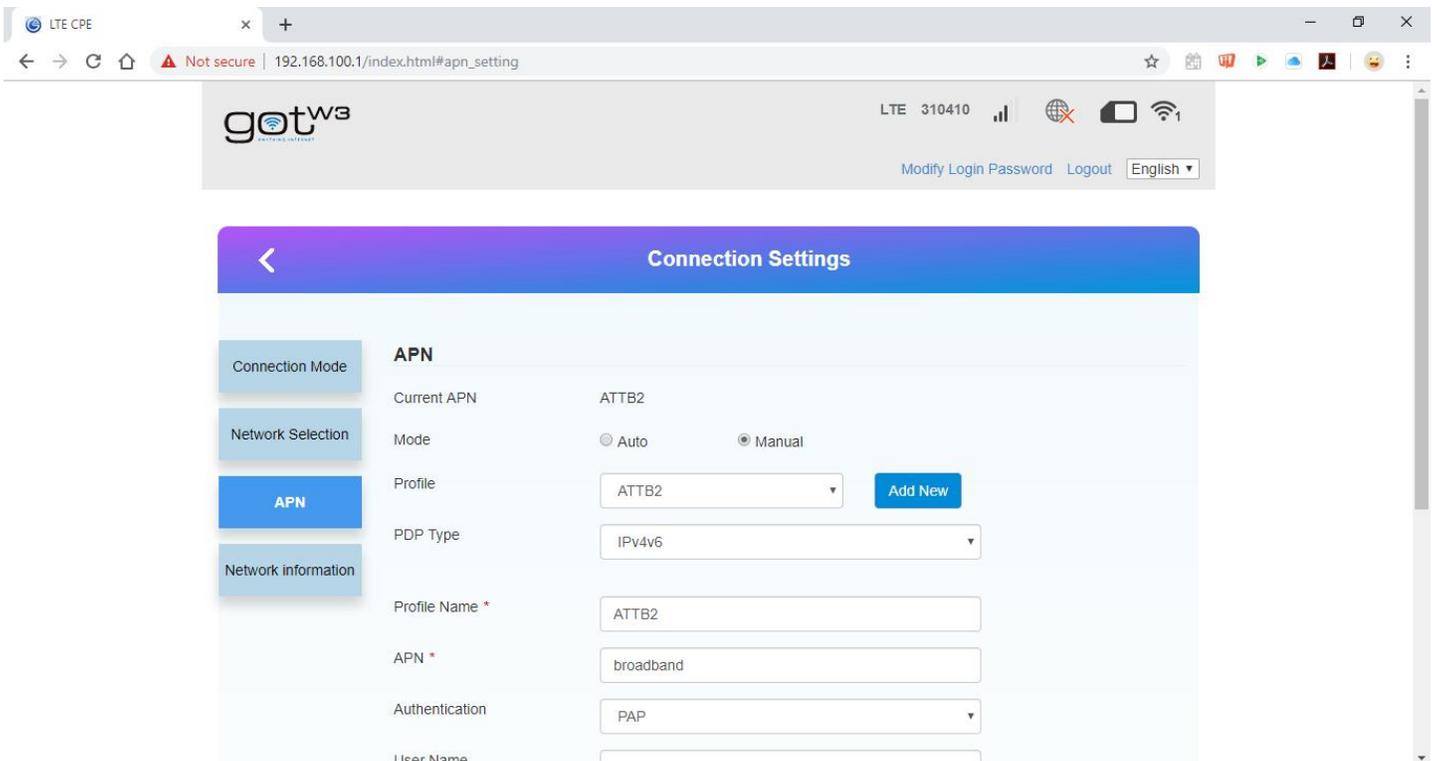
Now physical turn the router off and back on and the update is complete. If the SIM Card is live and activated, you will have to reconnect your device to the LTE CPE_XXXX router before your internet is live to that device.