

VIDEOPHONE QUICKSTART GUIDE

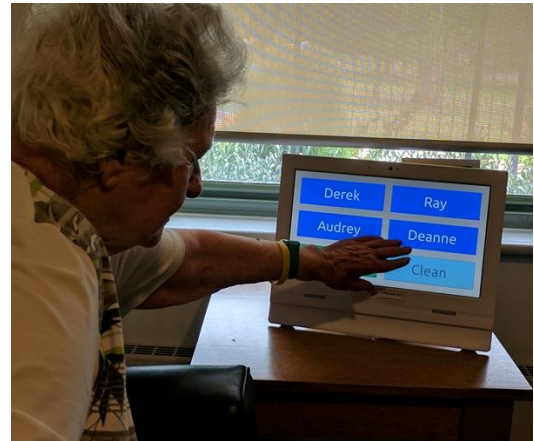
(for Videophones bundled with Konnekt Mobile Broadband and TL-MR6400 modem)

1. Check package contents

- **Videophone** including power supply and cable
- **4G LTE Wi-Fi modem**, including power adapter & CAT6 cable
- Adhesive Desktop **Clamp**

2. Choose Videophone location

- **Safety:** Locate Videophone where it is unlikely to be knocked or grabbed by the user, where it cannot cause injury should it be knocked or grabbed, and where it is safe from falls and spills. Ensure the power cord will not cause a trip hazard.
- **Table:** We suggest to use a short (50cm high) table beside where the user normally sits, within easy reach to dial/answer.
- **Distance:** Ideally, within 1 to 4 metres of the user during a call.
- **Angle:** The camera (top middle) must capture the user's face.
- **Room view:** If you intend to use Auto Answer, ensure the Videophone has a good view of the room. Consider privacy.
- **Lighting:** The user's face should be well lit, with no movement or strong light sources (including windows) behind them.
- **Noise:** Select a quiet location, with minimal background noise. Close doors/windows and turn down TVs/radios.
- **Heat:** Room temperature 30 deg C or less. Leave Videophone uncovered. Do not place directly in front of heater.



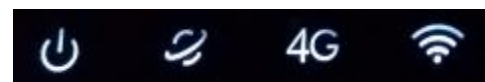
3. Choose modem location

- **Mobile signal:** Place the modem where its signal strength indicator shows 3 or 4 bars. Near a window is often best.
- **Wi-Fi to Videophone:** The modem should be in the same room as the Videophone, within line-of-sight, for good Wi-Fi.
- **Cable:** Plan where you will run the power cable from a nearby power outlet without creating a trip hazard.
- **Heat:** The modem should be in a room that is below 30 deg C, and left uncovered to ensure good ventilation.



4. Setup the modem

- Screw antennae into place (if required), and position upwards.
- Plug power adapter into a power outlet, and plug the power cable into the socket at the back of the modem.
- Turn on the modem using the power switch at the back.
- After 30-60 seconds, the lights shown at right should all be lit. If not, proceed to "Modem Troubleshooting" on the next page. (you may see 3G instead of 4G)



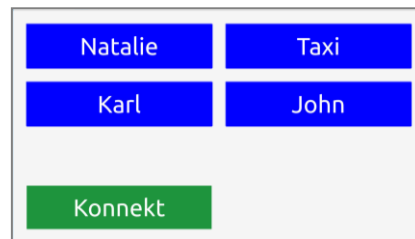
5. Setup up the Videophone

- Fold out the kick-stand and place the Videophone on your chosen table / desk.
- Plug power supply into a power outlet, and the power cable into the socket at the left side of the Videophone.
- *Connect any optional accessories, such as External Microphone, External Speaker.*



6. Power up the Videophone

- When power is on, the Videophone will power up automatically.
- Within 60-90 seconds, you may see the Main Screen, similar to that shown at right, or an Error Screen, indicating we need to activate some services prior to use (in Step 8 below, you will contact Konnekt).
- If you see the Main Screen with names, feel free to make a call or two!



7. Contact Konnekt

Please note that after setting up your Videophone, you will need to contact Konnekt in order to enable it for use.

Konnekt Office Hours:	9:30am - 5:00pm Mon-Fri, Australian Eastern Standard Time GMT+10 (GMT+11 during Daylight Savings Time)
Phone (Australia):	1300 851 823 or (03) 8637 1188
Phone (within USA):	(415) 877 4200
Phone (International):	+61 3 8637 1188
Skype:	konnekt_000

8. Secure Videophone to table / desk

- Make any final adjustments to position, lighting, etc. following the guidelines on the previous page.
- Clean and dry the table surface where the kick-stand rests.
- Peel cover from adhesive pad of Adhesive Desk Clamp.
- Position Adhesive Desk Clamp underneath kick-stand, with the Clamp's lock facing away from Videophone. Stick onto table. Press for 20 seconds.
- Loop the Clamp's tail through the kickstand and the lock. Pull tight.



Some common Troubleshooting solutions are shown below. For anything else please contact Konnekt.

Modem troubleshooting

- No lights:** Ensure the Power Adapter is plugged in and connected to a power outlet that's on. Turn on the modem using the power switch at the back. It is small and round, right next to the power socket.
- No 3G or 4G light:** SIM card not present, or not properly inserted.
- No Internet light:** Check that the signal strength indicators show 3 or 4 bars. If necessary, reposition the modem. Ensure the SIM Card is properly plugged in, and has not become dislodged. Ensure SIM card is active and has not run out of data (check with your provider).

Videophone troubleshooting

- Blank screen:** Tap (lightly press) the Videophone screen anywhere to end the screen-saver and re-display the Main Screen. Ensure that the power adaptor is plugged into Videophone securely, and connected to a power outlet that's on.
- Calls don't work:** Follow the Modem Troubleshooting steps above. Ensure Videophone is within good Wi-Fi range of the hotspot. Check Wi-Fi signal strength at the Videophone location using your phone or an app (aim for -50dBm or better):
Android: <https://play.google.com/store/apps/details?id=com.farproc.wifi.analyzer>
iPhone: Settings - Wi-Fi Networks
- Poor outgoing video:** Ensure Videophone user's face is well lit, with no background movement or lighting. See www.konnekt.com.au/faq for tips for your Contacts.
- No incoming video:** Ensure your Contact has turned on their camera during the Skype call.
- Poor / no sound:** Ensure microphone is plugged into correct socket. Ask your Contact to avoid wind and traffic noise. Contact Konnekt to adjust volume, ringtone or ringtone volume (we can do this remotely).
- A Contact can't call me:** Ensure Konnekt was given their details, and that they have accepted our Skype Contact Request.
- I can't call a Contact:** Ensure Konnekt was given their details, and that they have accepted our Skype Contact Request.