Q : Air4G cannot connect to wireless WAN (3G/4G).

A : 1. Please check whether your dongle is in the Air4G's 3G/4G USB support list.
(http://www.airlive.com)
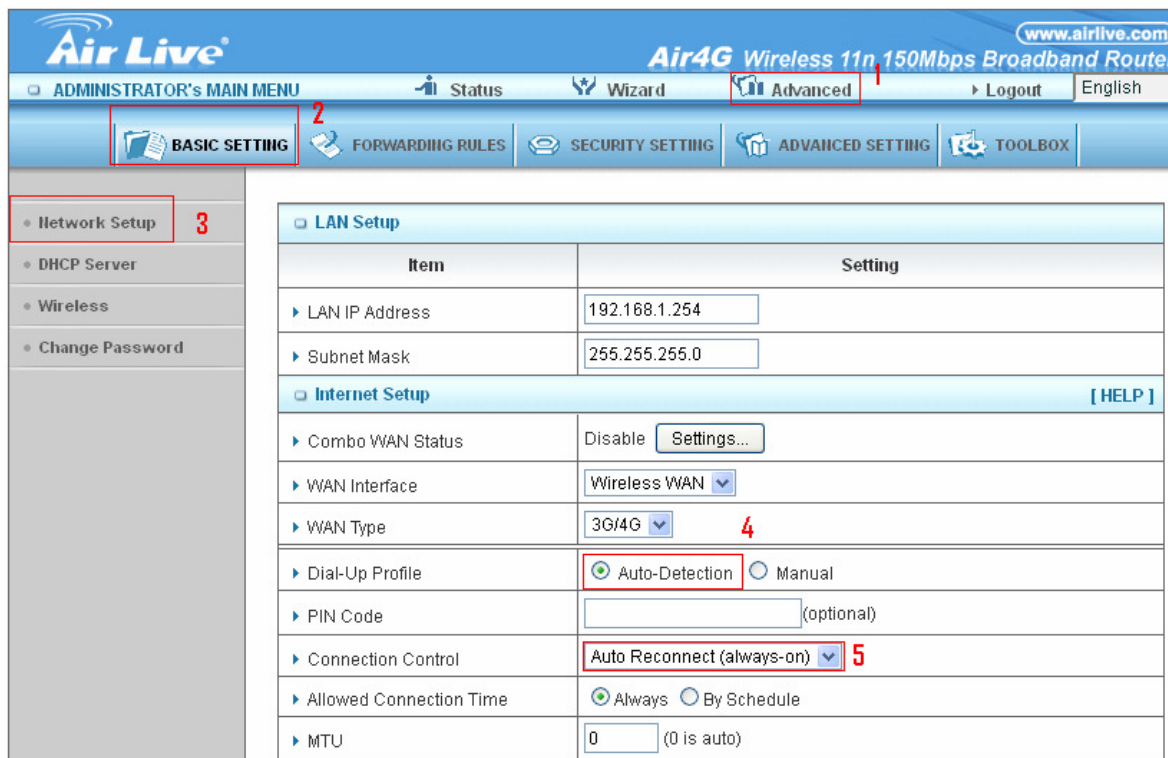If it is, please upgrade Air4G to the latest firmware.
If it isn't, please use the dongles in the 3G/4G USB support list.

2. Please check if the 3G signal is weak.

Please plug your dongle in your PC, and connect your PC to the internet. If your PC connects to the internet successfully, please put Air4G near the window (or place your computer can connected to the internet), then try to connect to the internet again.

3. If your SIM card has PIN code, please plug dongle in PC and set PIN as disable.

4. Please get into the web management of Air4G, and set the "Dial-Up Profile" as Auto-Detection, and set "Connection Control" as Auto Reconnect (always-on).

When you complete settings, please save the changes and reboot Air4G.
Then please get into the Status page to check whether Air4G can get WAN IP.

5. If Air4G cannot get WAN IP, please try to set the "Dial-Up Profile" as "Manual" ,and
   input all 3G settings (For example: APN, Dial number, …etc.).
   If you are not sure, please contact your ISP.