

Frequently asked questions

5G Home Broadband

i Your SIM is already installed — just plug in, power on and connect.

This guide answers the most common questions about your Nokia FastMile 5G Gateway 4 — from first setup to Wi-Fi, troubleshooting and the ports on the back. If you get stuck, our Customer Care team is always happy to help.

1 Getting started & first use

What's in the box?

Your Imagine 5G kit contains the Nokia FastMile 5G Gateway 4, a power adapter, a quick start guide and safety information. Your SIM card comes already installed inside the device, so there's nothing for you to insert.

How do I get connected for the first time?

Setup takes just a few minutes. We recommend using the free Nokia WiFi app, which guides you through every step:

- Download the **Nokia WiFi** app from the App Store or Google Play.
- Choose a good spot for your gateway (see below) and plug it in.
- Press the power button and wait while it finds the best 5G signal.
- Open the app and scan the QR code on the bottom of your gateway when prompted.
- Connect your devices using the Wi-Fi name and password on the bottom label.

! The QR code only works from inside the Nokia WiFi app — scanning it with your phone camera won't do anything.

Where is the best place to put my gateway?

Signal strength depends a lot on where the device sits. For the best 5G connection:

- Place it near a window or an outside wall.
- Keep it higher up — a shelf or upper floor works well.
- Choose a spot with few obstructions and close to a power socket.
- Keep it away from microwaves, cordless phones, metal fixtures, mirrors and thick walls.
- Avoid basements or enclosed cupboards.

Make sure nothing blocks the airflow underneath the device, as this helps it stay cool.

How do I switch it on?

Connect the supplied power adapter to the **POWER** socket on the back of the gateway and plug it into a wall socket. Then press the **ON/OFF** button on the back. The light on the front will come on and the device will start searching for a 5G or 4G signal. This can take a few minutes.

What does the light on the front mean?

A single light (LED) on the front shows how your connection is doing. Here's what each colour means:

Light	What it means	What to do
 Solid green	Connected — good signal.	You are online and ready to go. Nothing needed.
 Blinking green	Starting up.	Please wait — the gateway is powering up.
 Solid yellow	Connected — medium signal.	You are online. Moving the gateway may give you faster speeds.
 Solid red	Weak signal or a SIM issue.	Reposition the gateway (see below). If it stays red, contact us.
 Blinking red	No internet connection right now.	Wait a moment, then reposition or restart. If it continues, contact us.
 Blinking white	Busy — updating software or WPS pairing.	Please wait and do not switch it off.
 Off	No power.	Check the adapter and wall socket, then press ON/OFF.

Once your light is solid green or yellow you're good to go. Try not to move or rotate the gateway after that, as this can change your signal.

The light is red — how do I improve it?

A red light means the signal is weak. Try repositioning the gateway:

- Switch it off and unplug it.
- Move it to another spot — higher up, closer to a window, or the other side of the room.
- Plug it back in and switch it on, then watch the light again.

Repeat until you get green or yellow. Once it's good, leave it in place.

2 Wi-Fi & connecting your devices

How do I connect to my Wi-Fi?

Your Wi-Fi network name (SSID) and password (Wi-Fi key) are printed on the label on the **bottom of the gateway**. On your phone, laptop or tablet, open the Wi-Fi settings, choose the network name shown on the label, and enter the password exactly as printed.

Tip: take a photo of the label so you always have your details to hand.

Is there a quicker way to connect?

Yes. If your device supports WPS, press the **WPS** button on the back of the gateway and then select the WPS option on your device to connect without typing a password.

How do I change my Wi-Fi name or password?

The easiest way is in the **Nokia WiFi** app — open it and choose the option to rename your network or change your password. You can also do this from a web browser on a connected device by going to **http://192.168.1.1** and signing in with the username and password printed on the bottom label.

We recommend setting your own memorable password to keep your network secure.

Can I set up a separate network for guests?

Yes. The gateway supports a **guest network**, which you can turn on from the Nokia WiFi app or the web page above. Guests get internet access only — they can't see or reach your other devices, which keeps your home network private.

How many devices can I connect?

The gateway uses fast, dual-band **Wi-Fi 7** (2.4 GHz and 5 GHz) and supports up to **128 connected devices** at once — plenty for phones, TVs, laptops, games consoles and smart-home gear.

Can I connect a device with a cable?

Yes. Plug an Ethernet cable into the **LAN** port on the back of the gateway and into your device (for example a PC, TV or games console) for a wired connection.

My Wi-Fi is weak in some rooms — what can I do?

Try moving the gateway to a more central, elevated position away from thick walls and electronics. If your home is large or spread over several floors, the gateway also works with Nokia WiFi mesh beacons to extend coverage into every room — ask us about adding these.

3 Troubleshooting

I have no internet — what should I check first?

- Look at the light on the front and check the colour against the table in section 1.
- Make sure the power adapter is firmly connected and the wall socket is switched on.
- If the light is red, reposition the gateway for a better signal.
- Try restarting the gateway (see below).

If the light stays red after trying these steps, please contact Imagine Customer Care.

How do I restart the gateway?

Switch it off using the **ON/OFF** button on the back, wait about 10 seconds, then switch it back on. A restart clears most temporary glitches and does not affect your Wi-Fi name, password or other settings.

My connection feels slow — how can I improve it?

- A yellow light means a medium signal. Reposition the gateway higher up or nearer a window.
- Once you have a good signal, avoid moving or rotating the device.
- Reduce obstructions and keep it away from other electronics.
- Connect to the 5 GHz Wi-Fi band when you're close to the gateway for faster speeds.
- Restart the gateway if speeds have dropped suddenly.

The light is completely off.

This means the gateway has no power. Check that the adapter is plugged into both the gateway and the wall, that the socket is switched on, and press the ON/OFF button. If it still won't power on, contact us.

When should I contact Imagine?

Get in touch if the light stays red after repositioning and restarting, if the device won't power on, or if it has been dropped or damaged. Our team can run remote checks and help sort things out.

4 Ports, phone & technical details

What are the ports and buttons on the back?

From left to right you'll find:

- **ON/OFF** — powers the gateway on and off.
- **POWER** — where the supplied power adapter plugs in.
- **TEL** — for a home phone (if your plan includes it).
- **LAN** — for connecting a device by Ethernet cable.
- **LAN/WAN** — a flexible port that we may configure for special set-ups; you'll normally use LAN.
- **WPS** — for quick, password-free Wi-Fi pairing.

Can I plug in my home phone?

If your Imagine plan includes a home phone service, connect your telephone to the **TEL** port on the back using a standard phone cable. Please note the phone port isn't available on every plan — check your package or ask us if you're unsure.

Do I ever need to touch the SIM card?

No. Your SIM is already installed and set up for your Imagine service. There's no need to remove or replace it — if you ever see a message about the SIM, please contact us rather than opening the device.

Device at a glance

Device	Nokia FastMile 5G Gateway 4
Mobile network	5G (5G NR) and 4G / LTE
Wi-Fi	Wi-Fi 7, dual-band (2.4 GHz + 5 GHz), BE3600
Devices supported	Up to 128 at once
Ports & buttons	TEL (phone), LAN, LAN/WAN, POWER, ON/OFF, WPS
SIM	4FF / nano SIM — already installed
Size	184 x 162 x 63 mm
Weight	0.7 kg
Power	12V DC adapter, max 24 W
Best operating temperature	0°C to 40°C, indoor use

Still need a hand?

Our Customer Care team is here to help with set-up, connection issues and anything else about your 5G broadband.

Phone: 1800 938 100

Email: support@imagine.ie

Web: imagine.ie/support