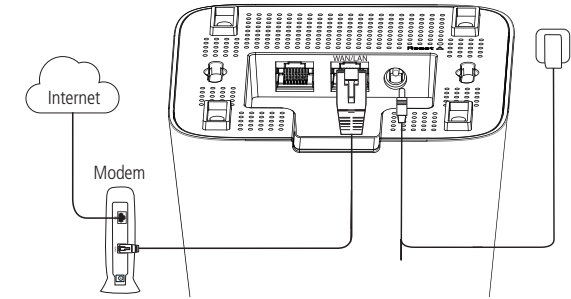# 1. Download the Wi-Fi Control Home app

Before you start installing Twibi, download the Wi-Fi Control Home app in the App Store® or Google® Play. You can search for the app on the store or read the QR Code below.

DISPONÍVEL NO
Google Play

Baixar na
App Store

2. Connecting a Twibi to your modem

1. Connect one end of the network cable on your modem (LAN port) and the other end on the Twibi's WAN port;
2. Connect the power supply to the Twibi and then plug it into the electrical outlet.

Internet

Modem

3. Connect your smartphone to Twibi

Go to your device's Wi-Fi network list and search for the Twibi Wi-Fi network. By default, the network has no password, just click on it to connect.

••••• ⬤	09:41	100% ▬
‹ Ajustes	**Wi-Fi**	

Wi-Fi	⬤
✓ Twibi	🛜 ⓘ

ESCOLHA UMA REDE...

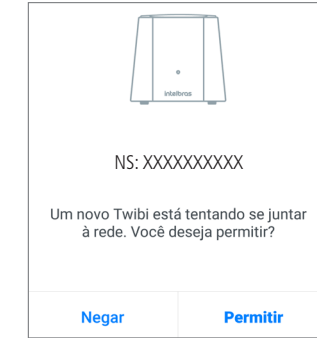| XXXXXXXX	🔒 🛜 ⓘ

4. Configuring Twibi

Open the Wi-Fi Control Home app and follow the steps to set up your Twibi. When it is properly connected to the internet, the LED will turn green.

LED

intelbras

intelbras
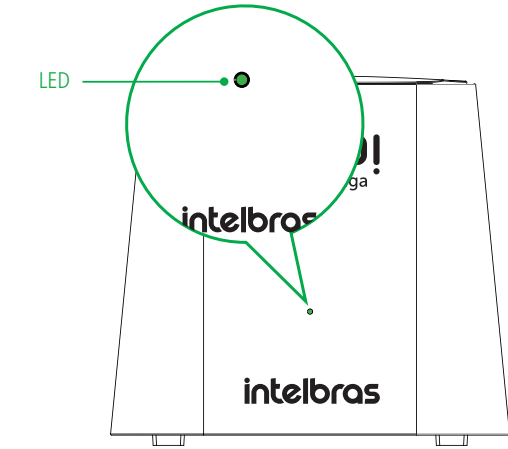
5. Adding another Twibi

1. Position the new Twibi up to 15 meters from another already installed Twibi;
2. Connect the power supply to the Twibi and then plug it into the electrical outlet;
3. Hold on 1 minute until the product LED starts flashing in blue color and open the Wi-Fi Control Home app. A screen should displayed informing you that a new Twibi has been found, click on Allow to add Twibi to your network.

NS: XXXXXXXXXX

Um novo Twibi está tentando se juntar à rede. Você deseja permitir?

Negar	Permitir

Note: if the screen above does not appear, click on Settings and then on Add Twibi, follow the displayed steps to add the new Twibi to your network.

6. Meaning of LED

Main Twibi	Other Twibis	Meaning
⬤ Green	⬤ Green	Everything set! Connected to the internet and excellent connection between Twibis
⬤ Green	⬤ Yellow	If Twibi with the yellow LED is a little far away, we recommend bringing it closer to another Twibi
⬤ Green	⬤ Pink	If Twibi with the pink LED is too far away, we recommend bringing it closer to another Twibi
⬤ Green	⬤ Red	If Twibi with the red LED is not able to connect to another Twibi, get it closer to another Twibi
⬤ Flashing in blue color	⬤ Flashing in blue color	Your Internet has just disconnected, Twibi is trying to connect to the internet again
⬤ Red	⬤ Red	Your Internet is not working, check your modem and cable connection

Note: if you have not yet set up your Twibi, it will be flashing in blue color for a period and then it will turn red. Follow the steps described here in the guide to configure your Twibi.

7. Frequently asked questions

How do I restore a Twibi to factory default?	Plug in the Twibi into the outlet and hold on for it to start, grab the reset button for 10 seconds until the LED turns grey.
Can I add another Twibi?	We recommend using a maximum of 6 Twibis for a good network performance, however, more Twibis can be used. To add a new Twibi to your network, just follow the steps of item 5. *Adding another Twibi*
How to access the web management page?	Twibi does not have a web management interface, all configuration is done using the Wi-Fi Control Home app
What is the coverage area of Twibi Giga?	Each Twibi Giga covers an area of up to 180 m². Add more modules if you want to cover a larger area.
How many devices can I connect to the Mesh system?	Twibi Giga's Mesh system supports up to 60 devices.
Can I connect the Twibi Giga's Mesh system via cable?	Yes, Twibi Giga's Mesh system allows you to make the connection between Twibis via cable. This connection is known as ethernet backhaul.
How can I clean my Twibi?	We recommend cleaning Twibi with the combination of damp cloth + neutral soap.

8. Technical specifications

Hardware

2 internal antennas of 3 dBi	
1 WAN/LAN gigabit port	
1 LAN gigabit port	
Chipset Realtek® RTL8197FS+RTL8812BR+RTL8363	
16 MB flash Memory	
RAM memory 128 MB	

Wireless parameters

Standards	IEEE 802.11ac/a/n 5 GHz
	IEEE 802.11b/g/n 2.4 GHz
	IEEE 802.11v/r (roaming)
Radio mode	MU-MiMo
	Beamforming
Frequency of operation	2.4 GHz
	5 GHz
Bandwidth	2.4 GHz: 20, 40 MHz
	5 GHz: 40, 80 MHz
Transmission rate	2.4 GHz: up to 300 Mbps
	5 GHz: up to 867 Mbps
Channels of operation	2.4 GHz: 1-11 (Brazil)
	5 GHz: 40

Maximum power (E.I.R.P.)	2.4 GHz: 315 mW (25 dBm)
	5 GHz: 315 mW (25 dBm)
Receiver sensitivity at 2.4 GHz	802.11b 1 Mbps: -97 dBm
	802.11n 20 MHz MCS7: -71 dBm
	802.11n 40 MHz MCS7: -70 dBm
Receiver sensitivity at 5 GHz	802.11a 6 Mbps: -92 dBm
	802.11ac 80 MHz MCS9: -61 dBm
Security	WPA2-PSK

Power supply

Input	100–240 V to 50/60 Hz
Output	12 V/1,5 A
Maximum power consumption	18 W

Attention: this equipment is not entitled to protection from harmful interference and shall not cause interference in duly authorized systems.

Warranty term

It is expressly stated that this contractual warranty is given subject to the following conditions:

Name of customer:

Signature of the customer:

Invoice no.:

Date of purchase:

Model: Serial no.:

Reseller:

1. All parts and components of the product are under warranty against possible manufacturing defects, which may present, for a period of 5 (five) years comprising 03 (three) months of legal warranty and 57 (fifty seven) months of contractual warranty –, counted from the date of purchase of the product by the Consumer, as stated in the invoice of purchase of the product, which is part of this Term throughout the national territory. This contractual warranty includes the free exchange of parts and components that have a manufacturing defect, including the expenses with the labor used in this repair. If there is no manufacturing defect, but flaw(s) from improper use, the Consumer will bear these expenses.

2. The product installation must be done in accordance with the Product Manual and/or Installation Guide. If your product needs to be installed and configured by a qualified technician, look for a suitable and specialized professional, and the costs of these services are not included in the value of the product.

3. If you notice a defect, you should immediately contact the nearest Authorized Service listed by the manufacturer – only they are authorized to examine and remedy the defect during the warranty period provided herein. If this is not adhered to, this warranty will lose its validity, as it will be characterized as the violation of the product.

4. In the event that the Customer requests home care, the Customer should refer to the nearest Authorized Service for the technical visit fee. If the need for withdrawal of the product is found, the expenses arising, such as transportation and safety to and from the product, are under the responsibility of the Consumer.

5. The warranty will totally lose its validity in the event of any of the following: a) if the defect is not of manufacture, but caused by the Consumer or by third parties alien to the manufacturer; b) if the damage to the product comes from accidents, claims, agents of nature (lightning, floods, landslides, etc..), humidity, mains voltage (overvoltage caused by accidents or excessive mains fluctuations), installation/use in disagreement with the user manual or due to natural wear of parts, pieces and components; c) if the product has been influenced by chemical, electromagnetic, electrical or animal (insects, etc.); d) if the product's serial number has been tampered with or erased; e) if the device has been violated.

6. This warranty does not cover loss of data, so it is recommended, if the product is concerned, that the Consumer make a regular backup copy of the data contained in the product.

7. Intelbras is not responsible for the installation of this product and also for any attempts of fraud and/or sabotage on its products. Keep software and application updates, if any, up to date, as well as network protections necessary to protect against hackers. The equipment is under warranty against flaws within its normal conditions of use, and it is important to be aware that, since it is an electronic equipment, it is not free from frauds and scams that may interfere with its correct functioning.

8. After its useful life, the product must be delivered to an authorized technical assistance from Intelbras or directly to the environmentally appropriate final destination, avoiding environmental impacts and health. If you prefer, the battery, as well as other unused Intelbras electronics, can be disposed of at any Green Eletron collection point (electronic waste manager to which we are associated). In case of doubt about the reverse logistics process, please contact us by phone (48) 2106-0006 or 0800 704 2767 (Monday to Friday from 8 am to 8 pm and on Saturdays from 8 am to 6 pm) or through e -mail suporte@intelbras.com.br.

As these are the conditions of this Term of Additional Guarantee, Intelbras S/A reserves the right to change the general, technical and aesthetic characteristics of its products without prior notice.

The manufacturing process of this product is not covered by ISO 14001 requirements.

All images in this manual are illustrative.

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Installation guide
Twibi Giga

talk to us

Customer Support: (48) 2106 0006
Forum: forum.intelbras.com.br
Support via chat: intelbras.com.br/suporte-tecnico
Support via e-mail: suporte@intelbras.com.br
Customer Service: 0800 7042767
Where to buy? Who installs it? 0800 7245115