Mobile Hotspot

User Manual

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Overview

Thank you for choosing your LTE Mobile Hotspot.

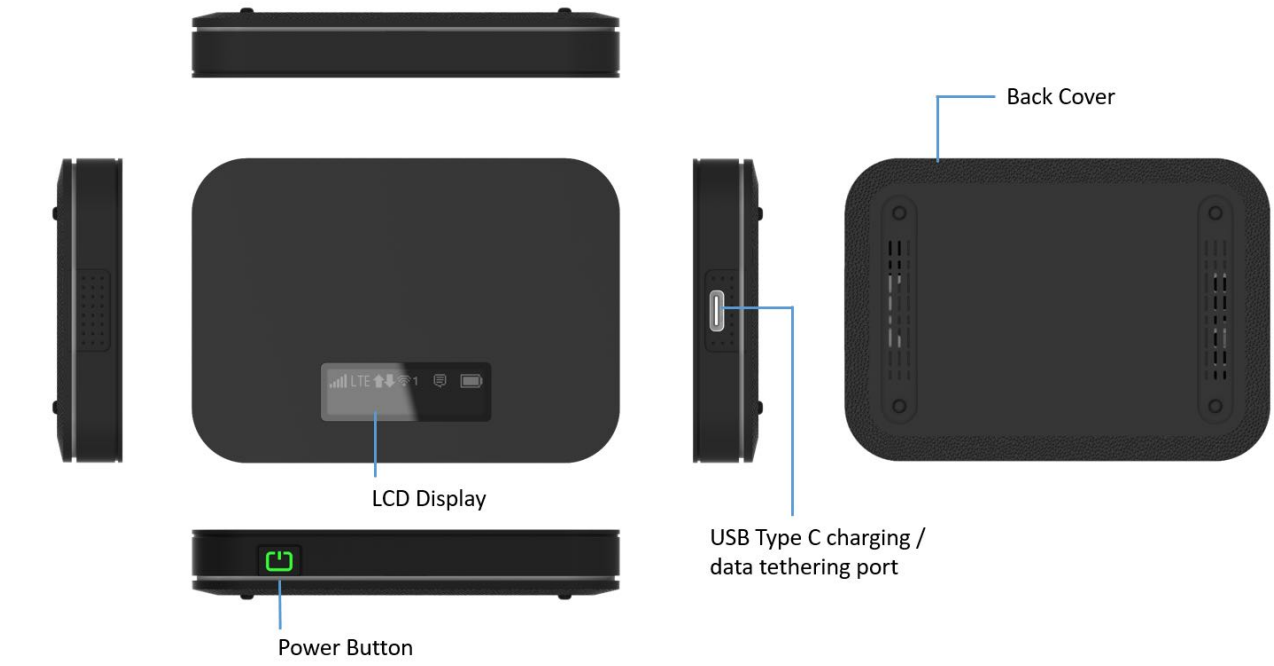
Having the Mobile Hotspot at your fingertips will allow you to access LTE network for fast uploads and downloads. You can also connect up to 15 Wi-Fi capable devices to the Internet at once - laptops, tablets, eReaders, Smartphones and possible to tether through USB cable.

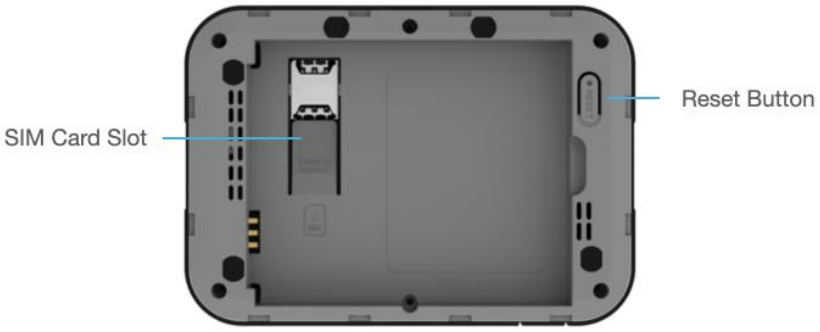
System Requirements

- Compatible with all IEEE802.11 b/g/n/ac Wi-Fi enabled devices.
- USB Type C cable with tethering connection through Windows PC or Mac.
- Works with the latest versions of most browsers*.

** It is recommended to use the latest versions of Internet browsers. Outdated versions may not be compatible with the Mobile Hotspot Web Admin User Interface, http://mobile.hotspot*

Components


Back Cover
LCD Display
USB Type C charging /
data tethering port
Power Button


SIM Card Slot
Reset Button

Power/Menu Button – Turn on/off Mobile Hotspot. Shows device menu and information

Button Operation

	Operations	Actions
	Turn On	Press and hold the button for 3 seconds.
	Turn Off	Press and hold the button until “Goodbye” message appears.
	Display Wake-Up	When the display is off (sleep mode), the first quick press of the button wakes up the display.
	Info Display	When the display is on, press the button quickly to go through the device menu and information.

	Colors	Charging Status
	Off	Power off.
	Solid	Power off and connected to a charger.
	Blinking	Power on / Operating normally

LCD Display – Provides device status information such as battery, service signal strength, the number of users connected with Wi-Fi etc.

USB Type C Charging / Data Port – The USB charger connects here or USB connection for tethering.

SIM Card Slot – SIM Slot for Nano SIM card. Press down the plastic flap for SIM removal

Battery contact – Insert the battery to align with the battery contacts.

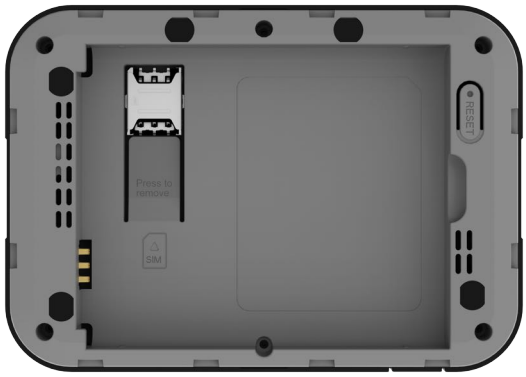
Reset Button – Long press the Reset button while device is turned on. Device will automatically reboot when reset is completed. During this process, battery should not fall out which may brick the firmware.

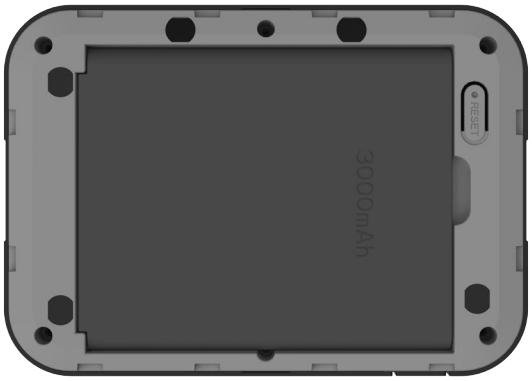
Device Display

Icons	Description
	4 level signal strength indicators. More bars indicate a stronger signal.
LTE 3G R	Networks icon appears depends on which networks connected. (LTE / 3G / Roaming)
	Appears when data is being transmitted between the mobile network and your hotspot.
	Shows the number of connected devices. (1~14 and Max).
	Appears when you have unread messages.
	The bar inside the battery indicates the battery level. When battery power is low, the battery outline blinks.

Battery Management

Your Mobile Hotspot is equipped with a replaceable and rechargeable battery. It works from its charged battery alone, or when the device is plugged into a power source.





Note: Please do not attempt to open or disassemble your hotspot and the battery pack. Doing so may cause damage that voids your warranty.
Charge the battery with the charger provided together with your hotspot. While the battery is charging, the battery charging icon displays.

IMPORTANT! Please use only an approved charger to charge your hotspot. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

2

Using Your Mobile Hotspot

Accessing the Network

Work effectively outside the home or office with the reliable broadband speed that the LTE service provides. You can connect to the internet at speeds fast enough to keep up-to-date on all your email correspondence, download attachments, and access your corporate intranet.

Using Your Mobile Hotspot for the First Time

System Requirements

Your computer, tablet, or other wireless devices need Wi-Fi capability and Internet browser software only. Your Mobile Hotspot is compatible with most major operating systems and the latest versions of browsers.

Instruction how to insert SIM card safely

Your SIM (Subscriber Identity Module) card is already pre-inserted in the device. Spare part of SIM card is present in the original packaging box for ease of activation. Device is only capable of inserting Nano SIM card.

Instruction how to remove SIM card safely

Your SIM (Subscriber Identity Module) card is already pre-inserted in the device. If you wish to remove the SIM, please press down the plastic flap where letters are written and slide out the SIM card safely.

IMPORTANT! Do not bend or scratch your Nano SIM card. Avoid exposing your Nano SIM card to static electricity, water, or dirt. Whenever you insert or remove the SIM card, ensure your Mobile Hotspot is powered off and is not connected to any power source. Never use tools, knives, keys, or any type of object to force to remove the Nano SIM card.

Charging the Battery

Before using your mobile hotspot, ensure that the battery is fully charged. Be sure to use the charger that came with your device.

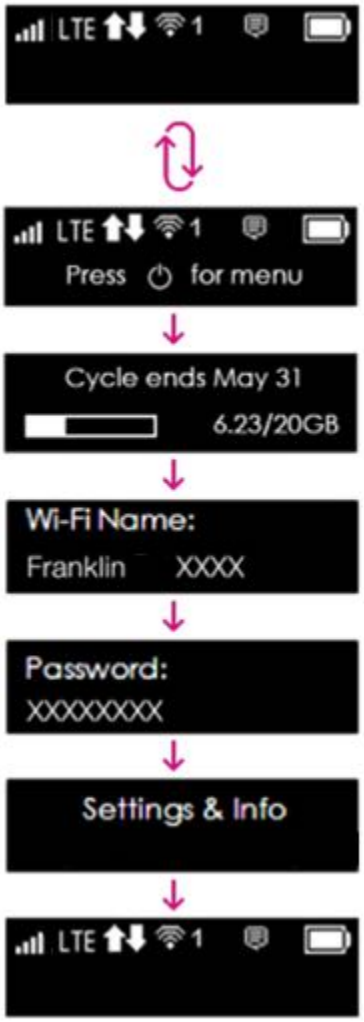
NOTE: Your Mobile Hotspot is equipped with a replaceable rechargeable battery. When handling the battery or SIM card, please make sure the device is not connected to any power sources. Do not use any tools, sharp objects or any utensils when dealing with the battery. Doing so may cause damage that voids your warranty.

- It normally takes 3~5 hours, depending your power sources and device status to fully charge the battery.
- The battery discharges faster as additional devices connect to your hotspot.
- Battery life depends on the network, signal strength, temperature, features, and active connection time.
- When charging, keep your device near room temperature.
- Never leave the Mobile Hotspot in an unattended vehicle due to uncontrolled temperatures that may be outside the desired temperatures for your device.
- It is normal for batteries to gradually wear down and require longer charging time.

Connecting to Your Mobile Hotspot

Wi-Fi Name (SSID) and Password

You can find your Wi-Fi Name and Password any time you need. Just press the power/menu button ( ) shortly when the display is on.



Press quickly	Home screen, Device menu guide (Switching every 3 seconds)
Press quickly	Data usage display
Press quickly	Wi-Fi Name display
Press quickly	Password display
Press quickly	Web UI URL Guide display
Press quickly	Back to Home screen

Connecting to the Internet

1. Open the setting application or controls on your laptop or Wi-Fi capable device that you want to connect to your Mobile Hotspot. Then find your Mobile Hotspot's Wi-Fi name.
2. Click **Connect** and enter the Password when prompted.

NOTE: The last four characters of your Wi-Fi Name is unique for your Mobile Hotspot. You can change the Wi-Fi Name of your own. See "Settings".

Using Your Mobile Hotspot after Setup is Complete

Mobile Hotspot to share connections

You can use your Mobile Hotspot as a wireless mobile hotspot to connect to a total of 15 Wi-Fi capable devices to the mobile broadband network.

Wi-Fi Setting (Web UI) page and First time security

The Mobile Hotspot comes from the factory with security turned on. By default, **Web UI** password is 'admin'. You will be redirected to Web UI password change page and force to change with your own password.

After you change your **Web UI** password, you have full capability of changing hotspot settings. (For security reason, the changed password will be asked every time when user tries to access the Web UI page.)

How to change Web UI admin password

Wi-Fi Setting Page (Web UI) password can be changed for further security reasons.

When user wants to change Wi-Fi Setting Page (Web UI) password

1. Connect your Wi-Fi capable device to your Mobile Hotspot.
2. Open a web browser and enter http://mobile.hotspot .
3. From the Web UI, click **Settings > Device > Web Interface**.

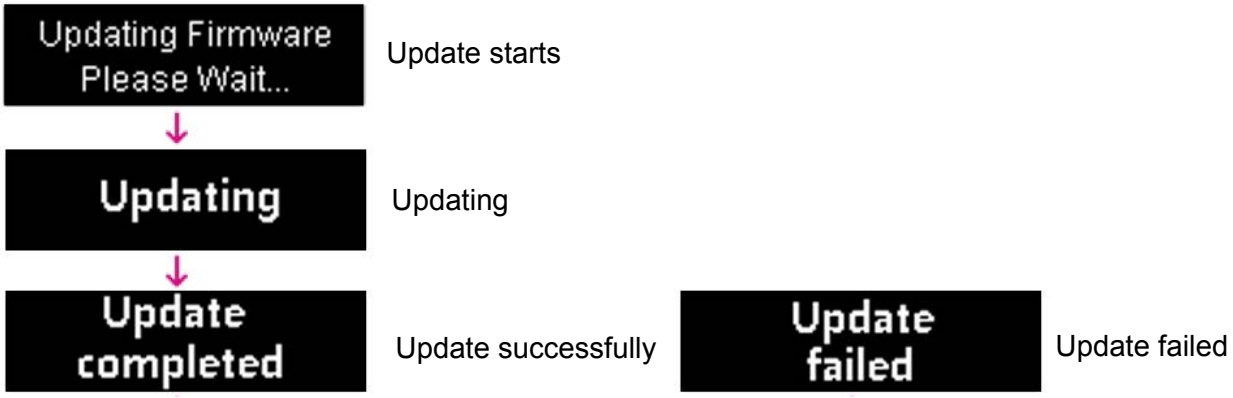
When user doesn't remember what was the Wi-Fi Setting Page (Web UI) password

1. Perform Factory Reset by pressing reset button on the bottom of device.
2. Web UI password is back to the factory setting "admin"
3. User will be forced to change the Web UI password like it is first time.

Updating Your Mobile Hotspot software

New software is updated automatically in the following scenarios.

1) Every 48 hours, device will check for new software at Power On phase.
2) If a new update is available it will be downloaded in the background and wait to be applied on the next power down.
3) User has option to check new software from Web UI page and initiate software download manually in between 48 hrs.
4) In order to install the new software, user must power down the device with long press power key. LCD display will show the status of software update and will power down at the end.
5) The device must have at least 40% battery or 20% on charger to apply an update.
6) If the device is on AC power all the time and an update is available the device will download and wait to apply the update in 48 hours between the hours of 2 ~ 3 am.
7) If there is a traffic or data activity for at least 1 minute at the 2 ~ 3 am, the device will wait until next day 2 ~ 3 am (24 hours later) to apply the update.



NOTE: During the software (firmware) update, user must not try to manually power down the device or take out the battery in the middle. This may cause serious damage to the software (firmware) and may not boot up after all.

3

Mobile Hotspot Settings

Managing Your Web UI
Home
Messages
Settings
About
Support

Managing Your Web UI

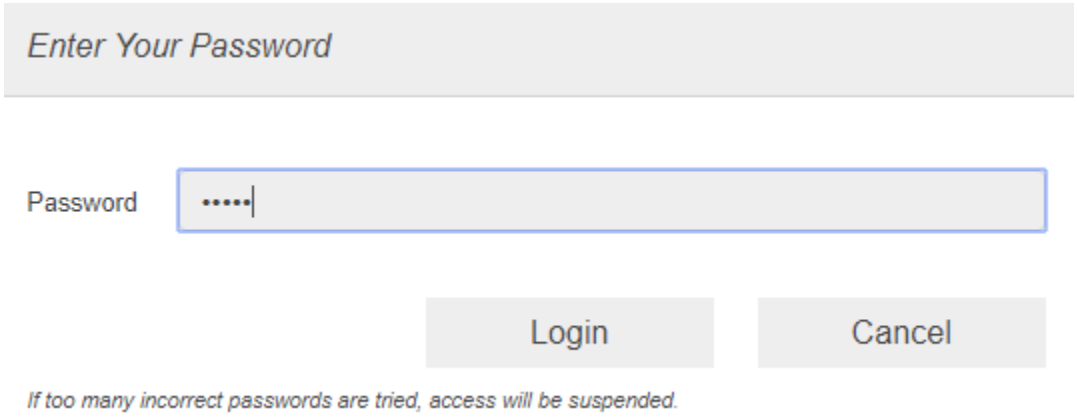
Access the Mobile Hotspot Web UI home page

You can access your Mobile Hotspot device information using an internet browse.

Access Mobile Hotspot Web UI using a browser

1. Connect your Wi-Fi capable device to the Mobile Hotspot.
2. Open a web browser on your connected device and open your home page by entering either or http://mobile.hotspot .
3. Enter the password and Click **Login.** If you entered the correct password, the Web User Interface screen appears.

NOTE: The default password is 'admin'. On your first login, you will be directed to 'Change password'



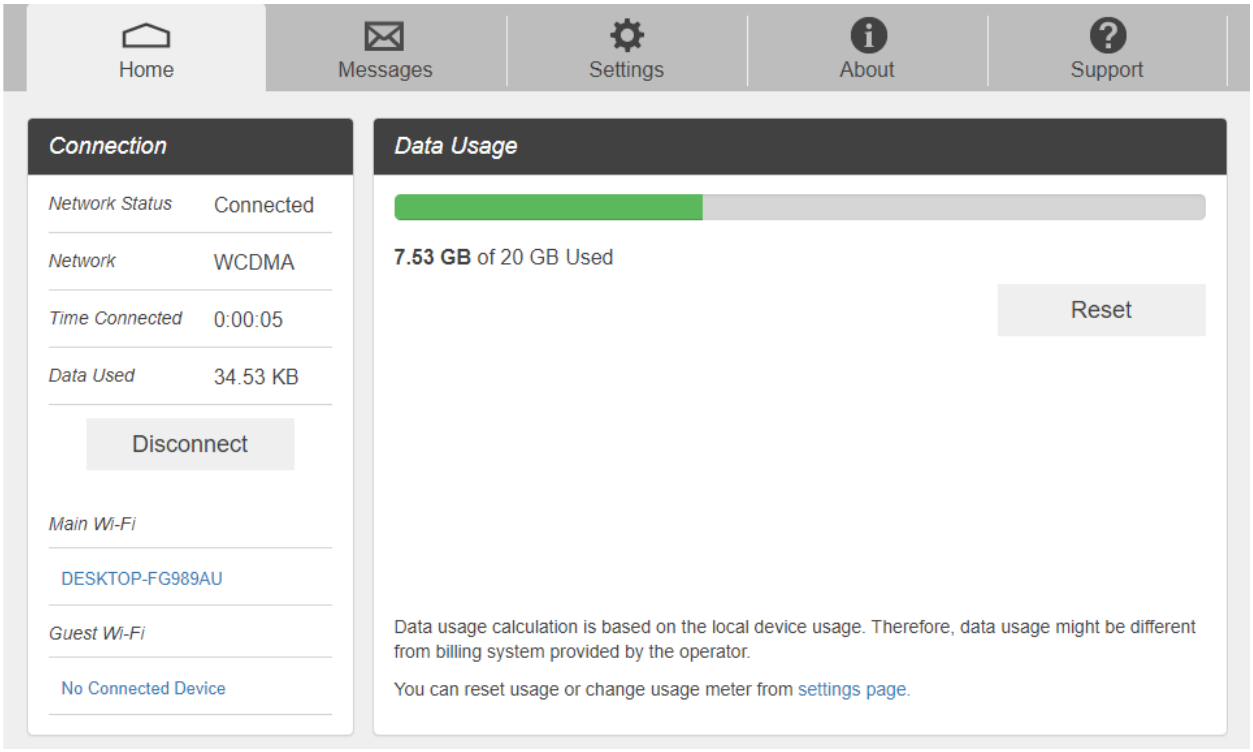
Home

The **Mobile Hotspot Web UI** home page allows you to quickly access all menu options for your Mobile Hotspot.

- **Messages**
- **Settings**
- **About**
- **Support**

Check status of network connection and data usage on the Home page.

- Disconnect: Click Disconnect to disconnect the Internet.
- Reset: Reset data usage.



Messages

Messages page displays SMS messages sent to you by Wireless Carrier.

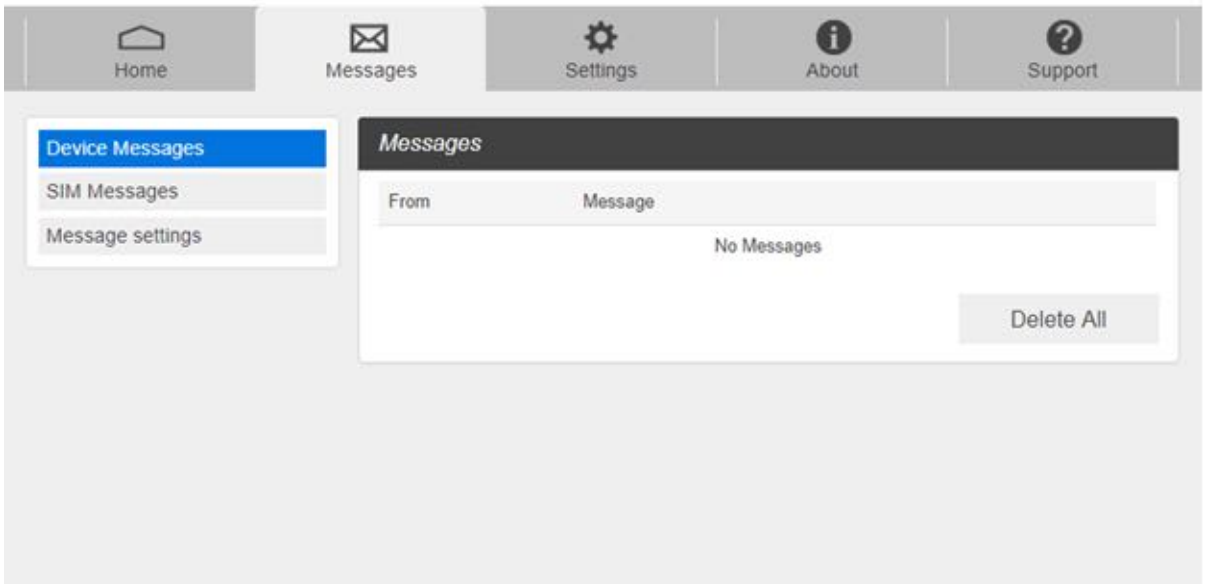
On the Mobile Hotspot device display

The number of unread messages displays to the right of the message icon.

When a new message arrives, the message icon appears. A maximum of 20 messages can be stored.

On the Mobile Hotspot Web UI Home page

You can see the message contents by pressing the **Messages** menu on your **Web UI** home page. To delete a selected message, click the trash bin icon to the right of the message date and timeline. To delete all messages, click **Delete All Messages** button.
The **Message** page allows you to view the message contents by pressing the **Device Messages** menu on your **Mobile Hotspot Web UI Admin** home page. To delete a selected message, click the trash bin icon to the right of the message date and timeline. To delete all messages, click **Delete All** button.



Settings

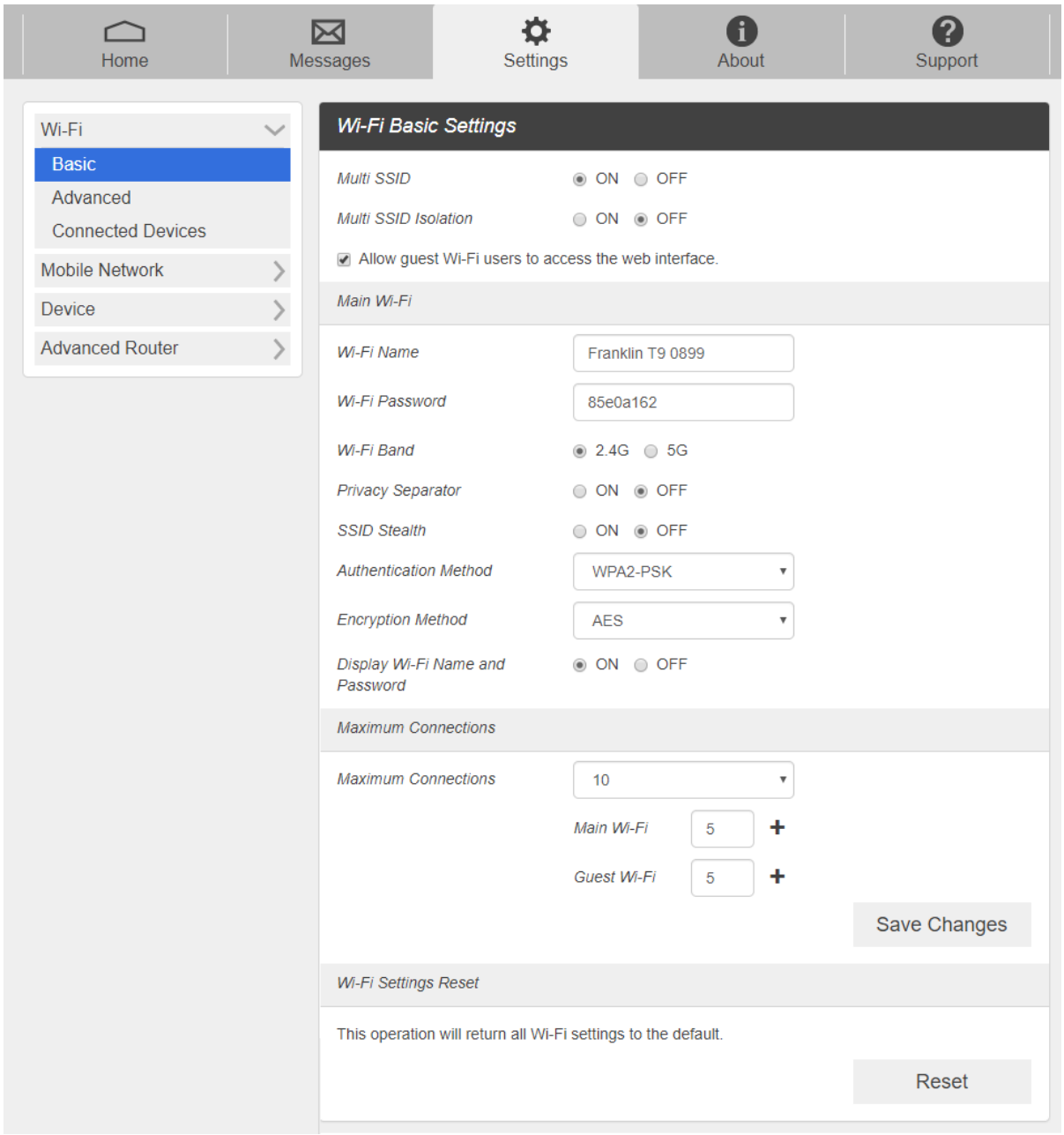
The **Settings** page has the following menu options.

- **Wi-Fi**
- **Mobile Network**
- **Device**
- **Advanced Router**

Wi-Fi

The **Wi-Fi** menu contains the following options:

- **Basic** : the basic wireless network parameters

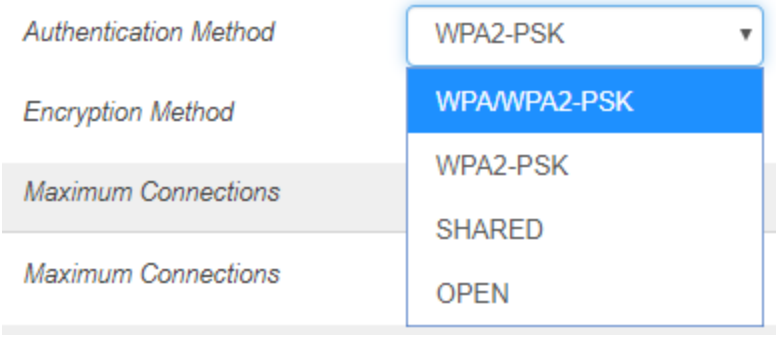


- Multi SSID: Select ON if you like to set up a separate guest Wi-Fi network. Your Mobile Hotspot will broadcast two Wi-Fi Names.
- Guest Wi-Fi: If ON is selected for Multi SSID, Guest Wi-Fi menu will appear. You can change Guest Wi-Fi settings.

- Multi SSID Isolation: If On is selected, it prevents your devices from communicating across the Main and Guest Wi-Fi access points.
- Allow Guest Wi-Fi users to access the Web interface: If the box is checked, users on the Guest Wi-Fi also can access the Web User Interface.
- Wi-Fi Name: Service Set Identifier (SSID). To change it, enter a string less than 32 characters as the name for your wireless local area network (WLAN).
- Wi-Fi Password: To change, enter the new Wi-Fi password. The password needs to be at least 8 characters long. l Privacy Separator: If ON is selected, your devices on the same Wi-Fi Name can't make Local Area Network communication.
- Wi-Fi Band: It supports both the 2.4- and 5GHz bands of wi-fi spectrum for top throughput. You can choose Wi-Fi Band depends on your preference.

NOTE: if you connect WLAN printer to your Mobile Hotspot, Privacy Separator should be OFF to send file from your PC to the printer

- SSID Stealth: If ON is selected, the Wi-Fi name won't be found by other devices around it. You need to manually enter the Wi-Fi name and connect.
- Authentication Method: The authentication methods are described below.



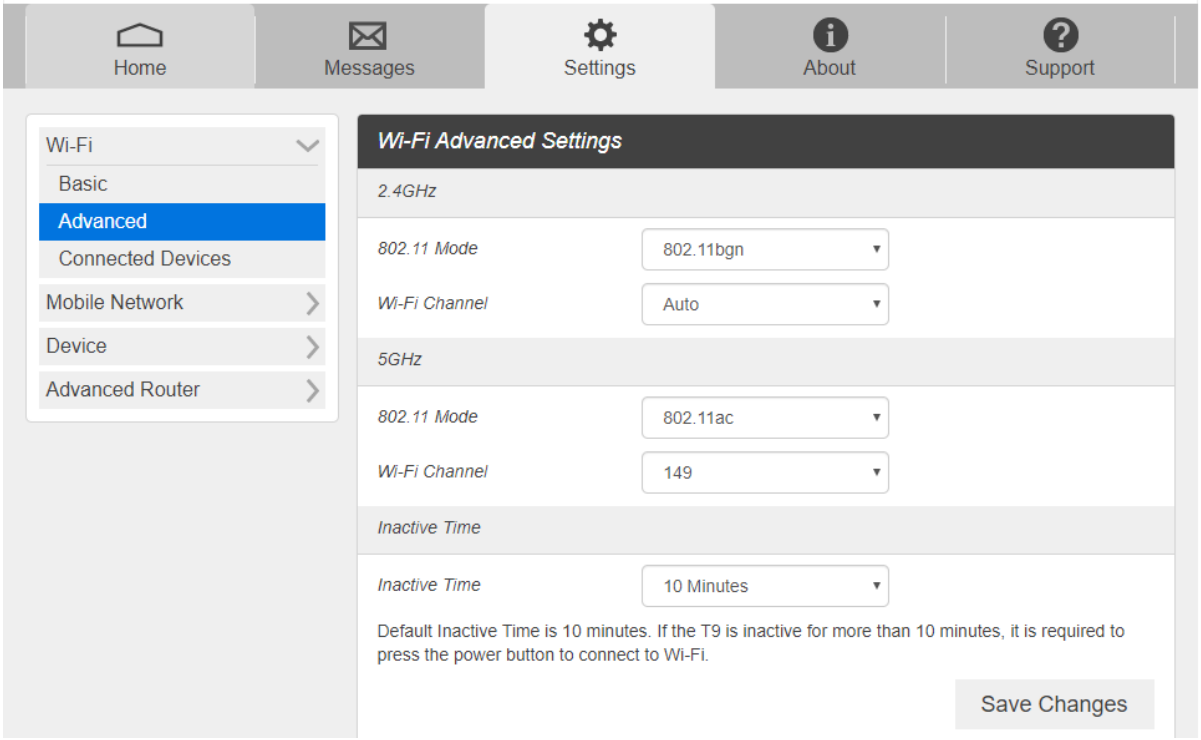
Mode	Description
WPA-PSK/WPA2-PSK	Apply both the WPA-PSK and WPA2-PSK scheme.
WPA2-PSK	WPA-PSK is the securer version of WPA with implementation of the 802.11i standard.
SHARED	Authentication via Shared Key protocol.
OPEN	Authentication and encryption won't be performed. There are risks that private info will be intercepted or network will be used by unauthorized individuals.

- Encryption Method: Select an encryption method from the drop-down list.
- Display Wi-Fi Name and Password: If ON is selected, the Wi-Fi Name and Password will be displayed on your Mobile Hotspot device display.

- Maximum Connections: Choose the maximum number of the devices which connect to your device simultaneously. You can also click the right or left arrow to distribute the maximum number of the connected devices between the Main Wi-Fi and the Guest Wi-Fi.
- Wi-Fi Settings Reset: Click the Reset button to reset all Wi-Fi settings to the default.

- **Advanced**

These advanced settings should only be changed for specific circumstances. Changes to the advanced settings could result in loss of Wi-Fi connection with your devices. Consult your devices' manuals for Wi-Fi specifications.



1. From the Web UI, click **Settings > Wi-Fi > Advanced** to view the wireless network advanced parameters (2.4GHz, 5GHz), the WPS settings shown in the following figure and Inactive Time.
   - **802.11 Mode**: Select an 802.11 mode from the drop-down list.
   - **Wi-Fi Channel**: Select a Wi-Fi channel from the drop-down list.
   - **Inactive Time** : Select a Inactive Time from the drop-down list.
2. Click **Save Changes** to save your settings.

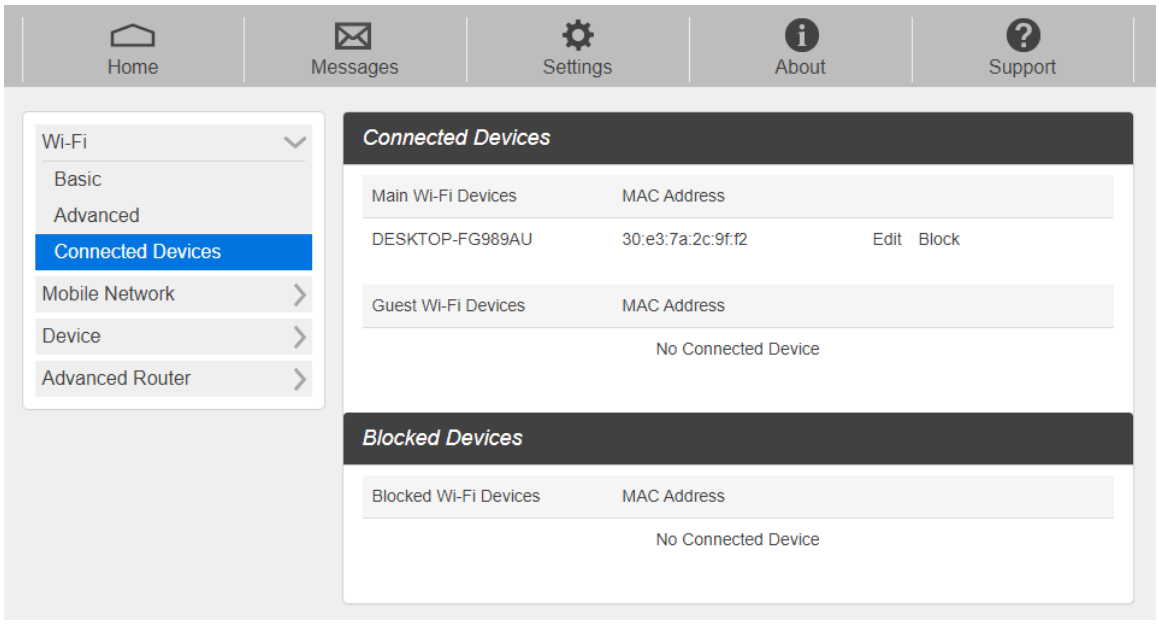
NOTE: Default Inactive Time is 10 minutes. If the Mobile Hotspot becomes inactive after this duration with no device connection, it is required to press the power button to connect to Wi-Fi.

- **Connected Devices**
  - Connected Devices menu contains the following options:
    - Main Wi-Fi Devices – Normally this is the hostname of the connected device as set on the connected device. You can use the pencil tool to change the name of any connected device.
    - MAC Address – The MAC address is a unique network identifier for this connected device.

  To Edit a Connected Device:

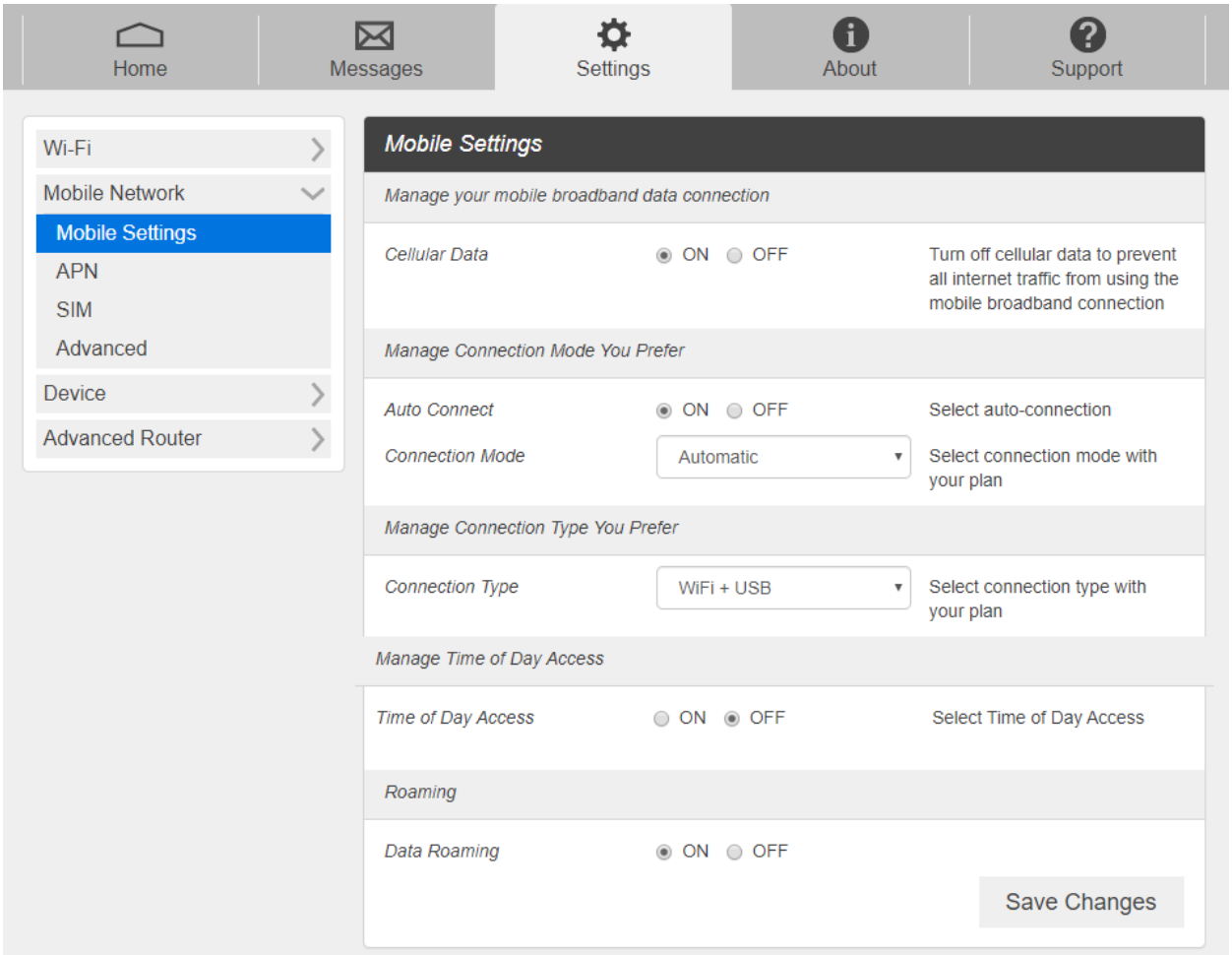
  1. Click on the **Edit**. A page opens, allowing you to edit the name of the device.
  2. Update the name of the device and click **OK**.

  - Blocked Devices menu contains the following options:
    - Blocked Wi-Fi Devices – This is a list of devices blocked from Connected Devices menu.
    - MAC Address – The MAC address is a unique network identifier for this blocked device.



Mobile Network

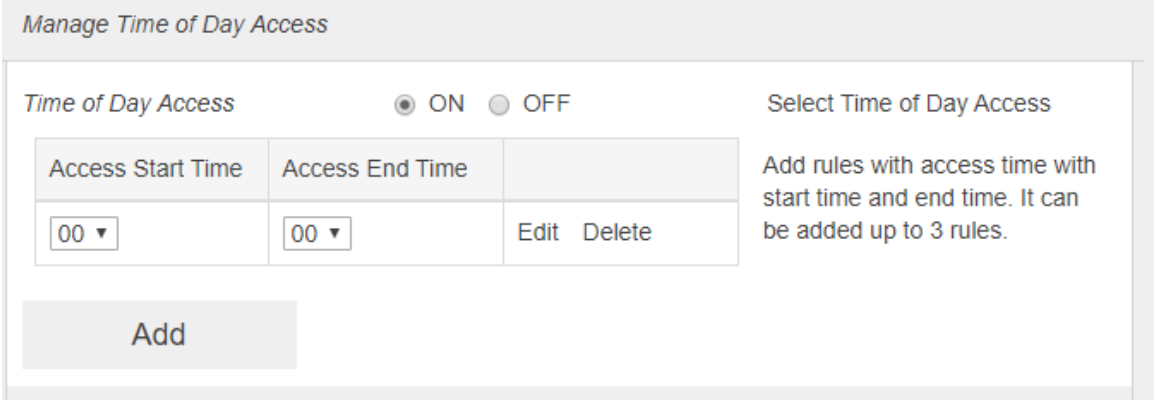
Manage your mobile network settings.



- **Mobile Settings**

1. From the Web UI, click **Settings > Mobile Network > Mobile Settings**. The Mobile Settings page is shown in the following figure.

- Manage your mobile broadband data connection: Cellular data on or off.
- Manage Connection Mode You Prefer: Auto Connect on or off.
- Manage Connection Type You Prefer: WiFi + USB Connect / WiFi Only / USB Only
- Time of Day Access: Time of Day Access on or off. You can set up to 3 time ranges.



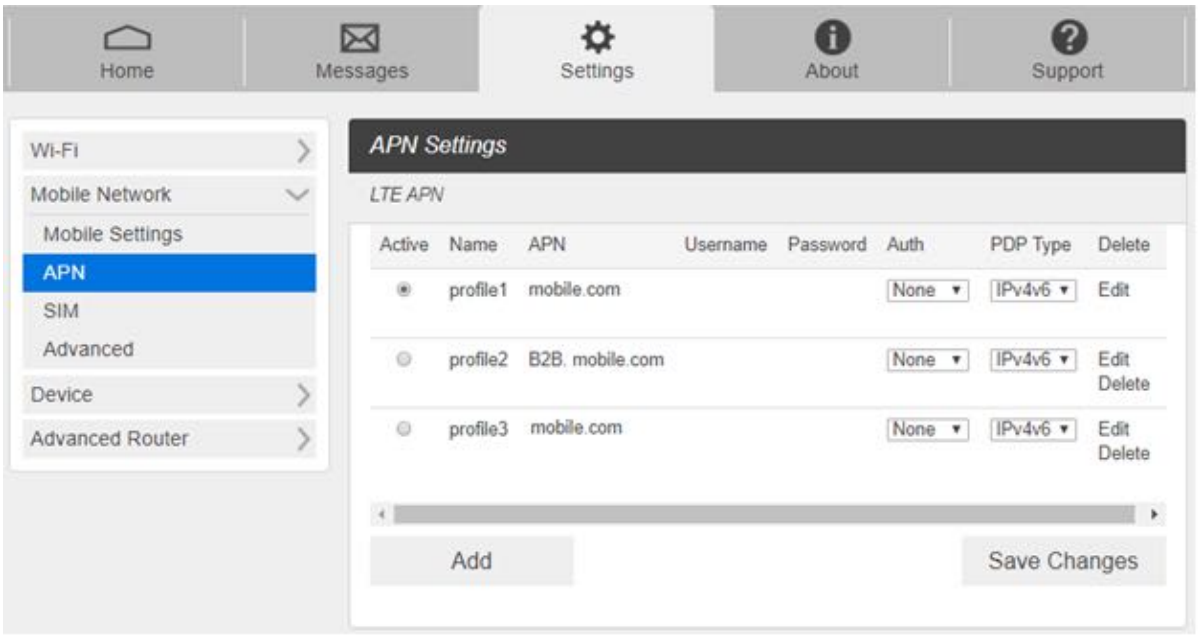
- Roaming: Turn Data Roaming on or off. Turn it ON to require confirmation before connecting to the roaming network.

  CAUTION! Allowing roaming could result in additional service charges.

2. Click **Save Changes** to save your settings.

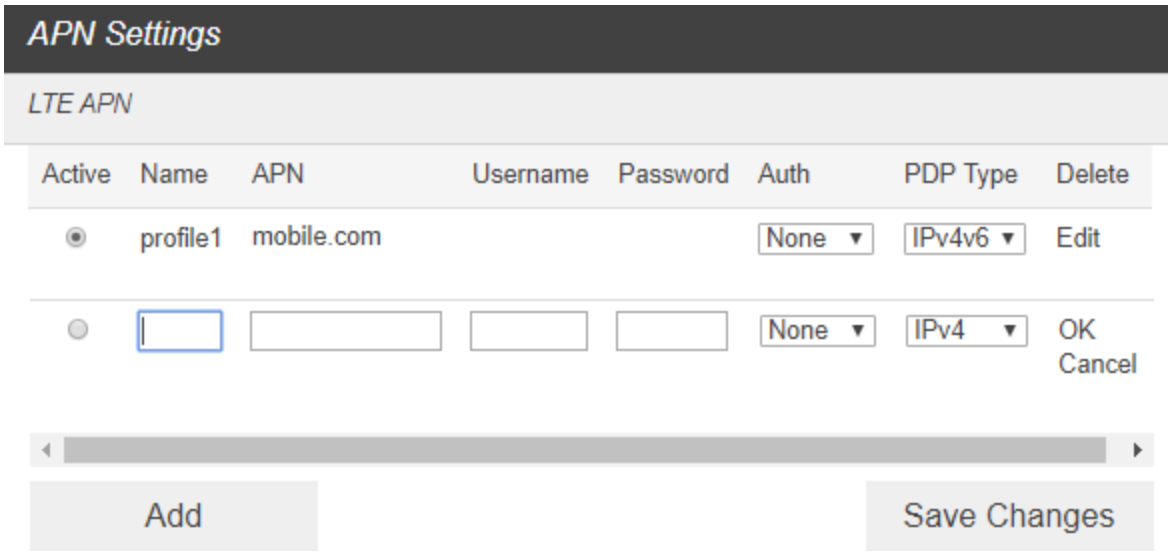
- **APN**

From the Web UI, click **Settings > Mobile Network > APN**. The default APN parameters are shown in the following figure. You can use the default APN to connect to the Internet. You can also add new APNs.



To add a new APN, follow the steps below:

1. Click **Add** to access the following page.



3. Enter the related parameters as described in the following table.

Parameters	Description
Name	Type the profile name.
User name	User name is used to obtain authentication from the ISP when the connection is established.
Password	Password is used to obtain authentication from the ISP when the connection is established.
Auth (Authentication)	Password Authentication Protocol (PAP) provides a simple method without encryption for the peer to establish its identity using a 2-way handshake. Challenge-Handshake Authentication Protocol (CHAP) is used to periodically verify the identity of the peer using a 3-way handshake.

4. Click **Save Changes** to add the new APN.

Additional APN Options

- To activate the new APN, check the circle in front of it and then click **Save Changes**.
- To edit the new APN, click Edit, change the settings, and then click Save.

To delete the new APN, click Delete.

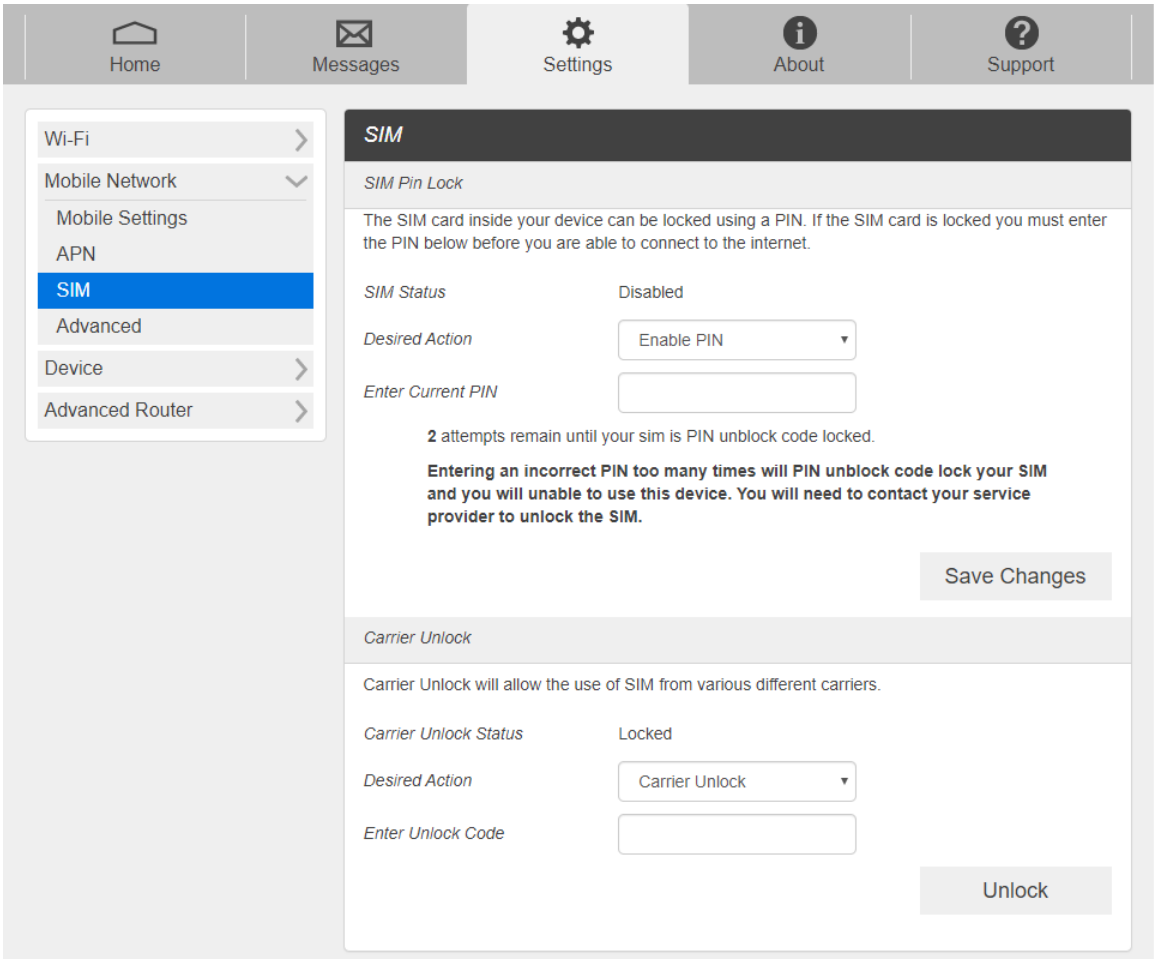
NOTE: The default APN cannot be edited or deleted.

- **SIM**

1. From the Web UI, click **Settings > Mobile Network > SIM**.

   SIM Pin Lock: To lock your SIM by using a PIN, enter the SIM PIN. The SIM Status will be changed to Enabled. Once the SIM PIN Lock is enabled, you need to enter SIM PIN to connect to the mobile broadband network each time you power on your Mobile Hotspot.

   Carrier Unlock: Once Carrier Unlock Status is unlocked, you can use the SIM from various different carriers.

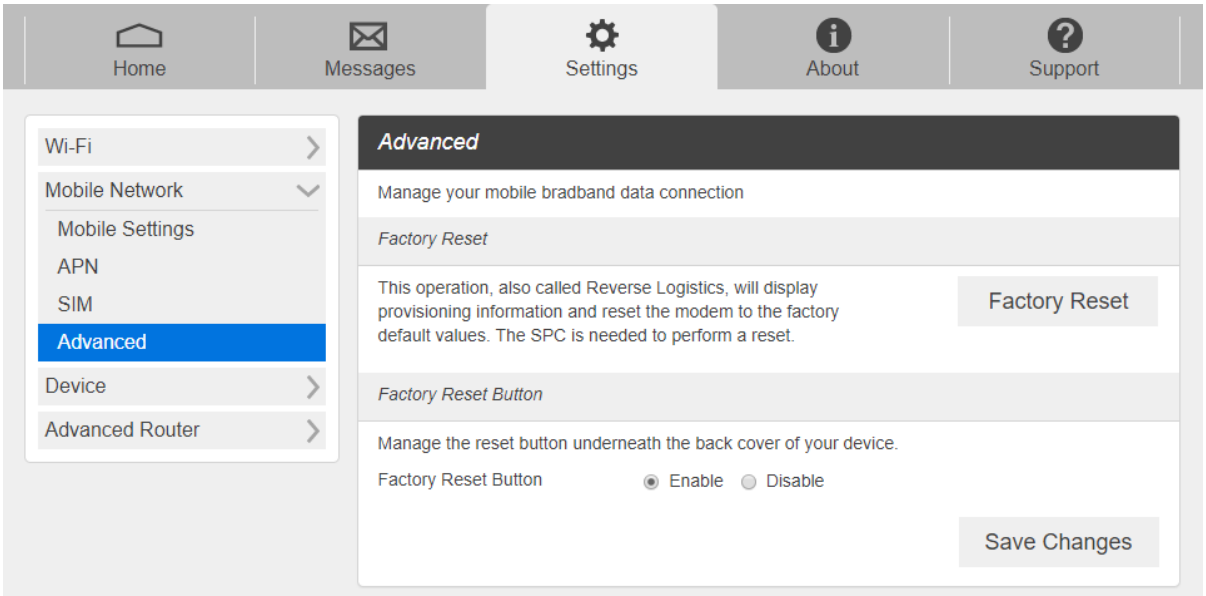


2. Enter the SIM PIN and press **Save Changes or Unlock** to save your settings.

   NOTE: If you enter the wrong SIM PIN three times for SIM PIN Lock, your SIM will be disabled permanently until you enter the PUK code from your service provider.

- **Advanced**

Advanced Mobile Network Settings should only be used as directed by Carrier's Customer Service personnel. Certain advanced options will reset your device's connections and programming and will require reactivation.



1. From the Web UI, click **Settings > Mobile Network > Advanced** to set the mobile network advanced settings on this interface.

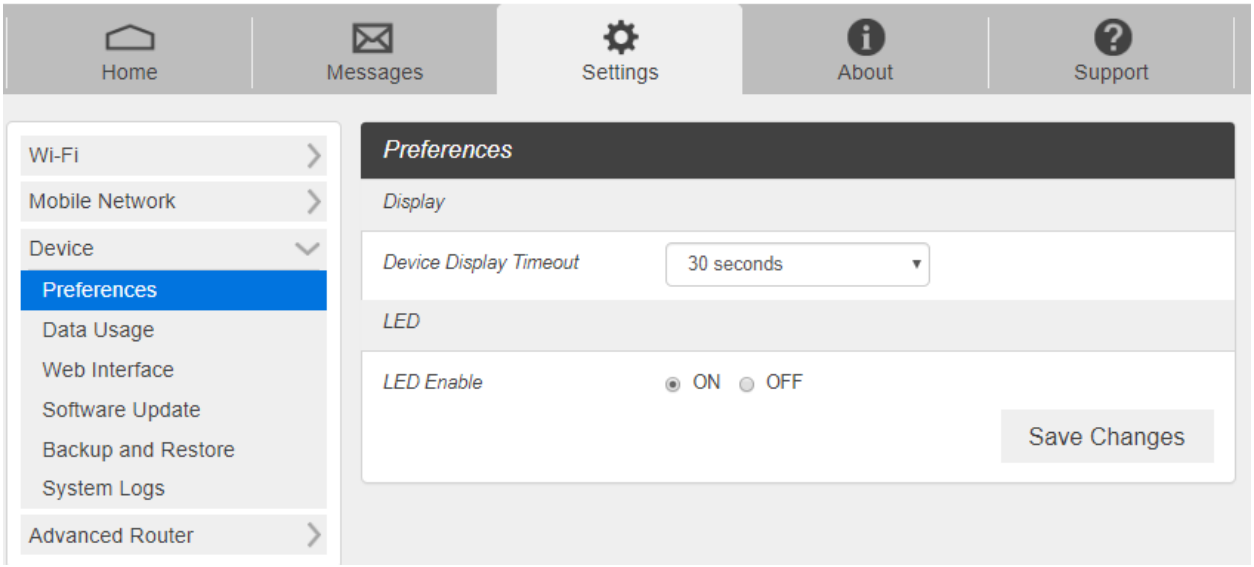
- Factory Reset: Click Factory Reset to reset the modem to the factory default value. Click Factory Reset to reset the modem to the factory default value.
- Factory Reset Button: You can disable Factory Reset button located the next to the battery slot. As a default, button is enabled.

2. Click **Save Changes** to save your settings.

Device

- **Preferences**

1. From the Web UI, click **Settings > Device > Preferences.**

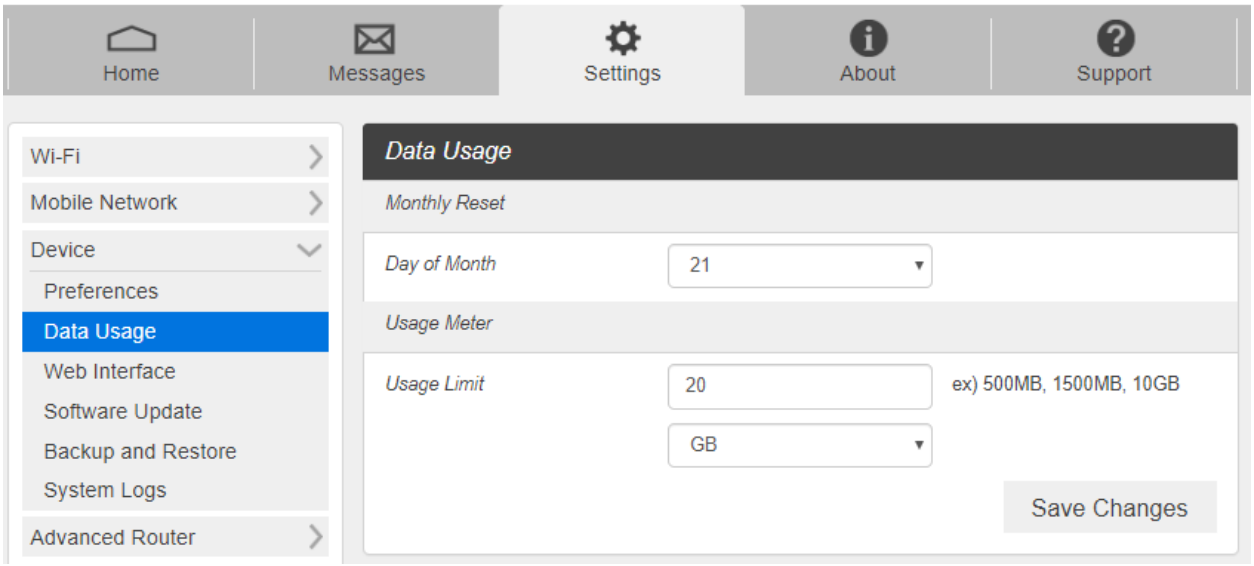


- Device Display Timeout: Select a timeout time from the drop-down list. Your Mobile Hotspot display turns off after this timeout period if there is no menu button action.
- LED Enable: If ON is selected, the LED indicator next to Your Mobile Hotspot display will blink when the device is on. This LED is a power indicator that shows the device is on when the device display is off.

2. Click **Save Changes** to save your settings.

- **Data Usage**

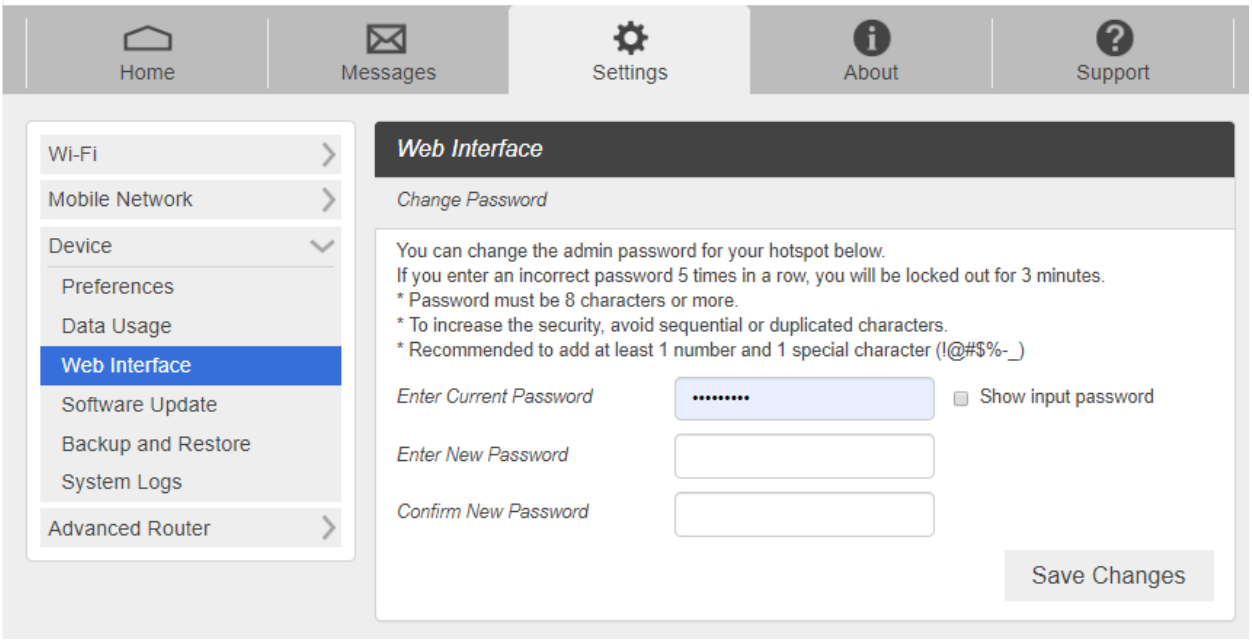
1. From the Web UI, click **Settings > Device > Data Usage.**



2. Choose Day of Month, Usage Limit and Click **Save Changes** to save your settings.

- **Web Interface**

1. From the Web UI, click **Settings > Device > Web Interface**.



- <u>Change Password</u>:

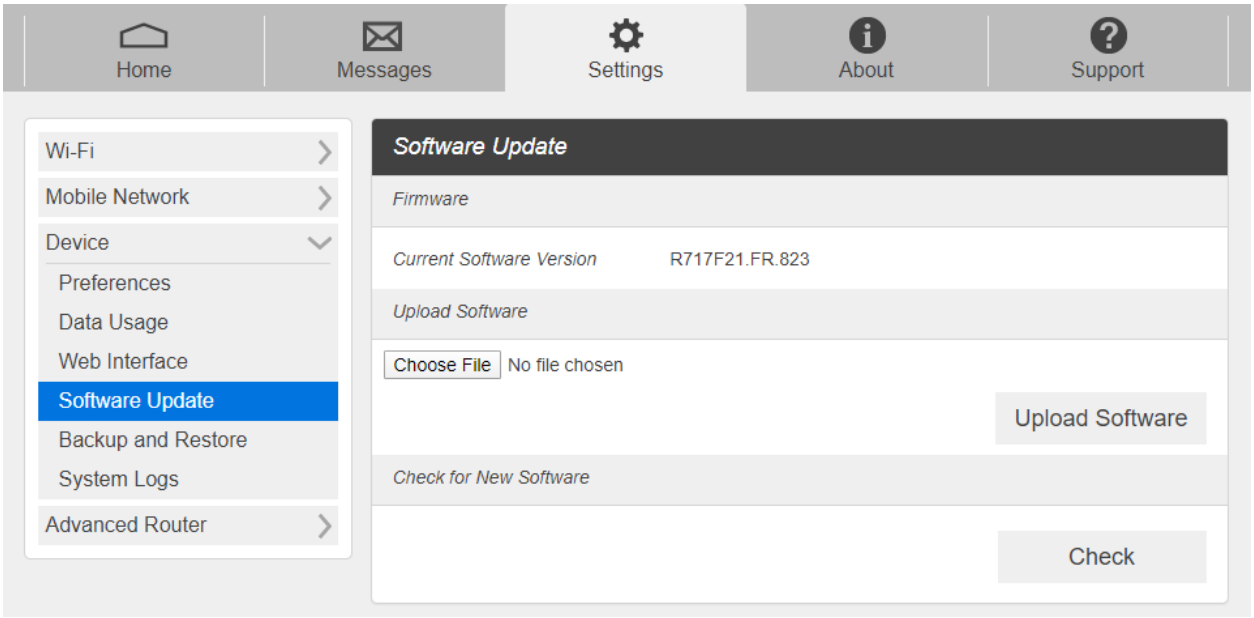
- Current Password: Enter the current password.

- New Password: Enter the new password.
- Confirm New Password: Enter the new password again.

2. Click **Save Changes** to save your settings.

- **Software Update**

From the Web UI, click **Settings > Device > Software Update**

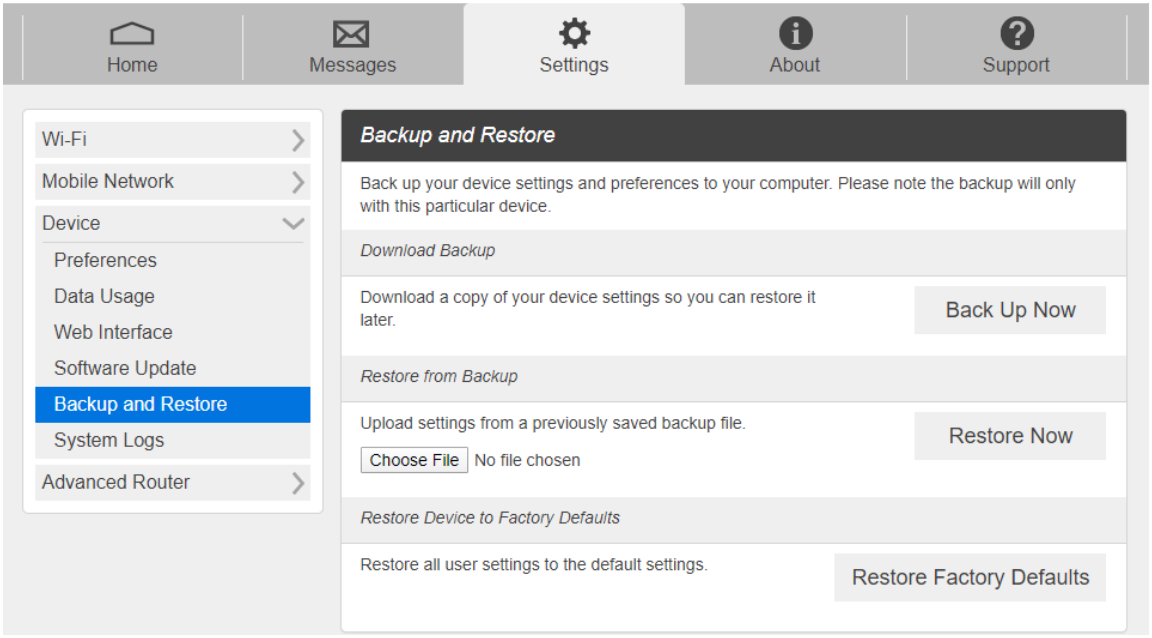


- Firmware: Current software version
- Upload Software: A new software will be updated automatically. (Not available for public)
- Check for New Software: Check if the current software version is up to date. If not, the latest version will be installed.

3. Click **Save Changes** to save your settings.

- **Backup and Restore**

1. From the Web UI, click **Settings > Device > Backup and Restore** to access menus to back up your device settings to your computer, restore from the backup and restore your device to its factory default settings.



To back up your device settings to your computer, follow the steps below:

a. Click **Back Up Now**.

b. Click **Save** on the pop-up window.

c. Choose a location on your computer to save the backup file.

d. Click **Save**.

To restore from the backup, follow the steps below:

a. Click **Choose File** to select the backup file in your computer.

b. Click **Restore now**.

To restore your device to its factory default settings, follow the steps below:

a. Click **Restore Factory Defaults**.

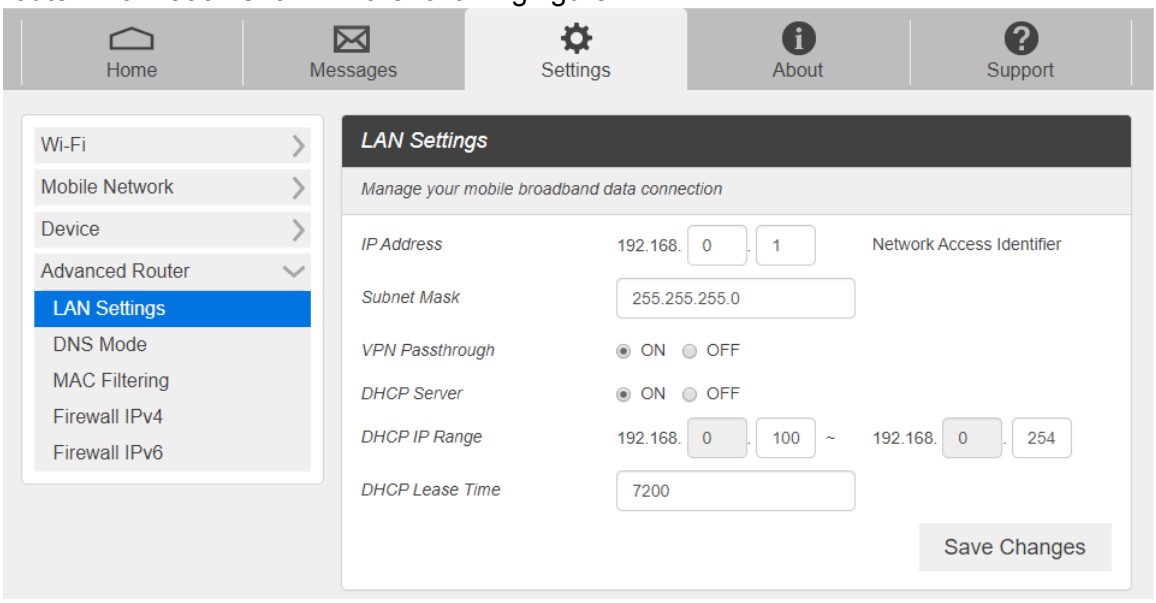
b. Click **OK** to confirm the command.

Advanced Router

Configure LAN, Firewall, and Customization settings.

- **LAN**

1. From the Web UI, click **Settings > Advanced Router > LAN Settings** to display the router information shown in the following figure.

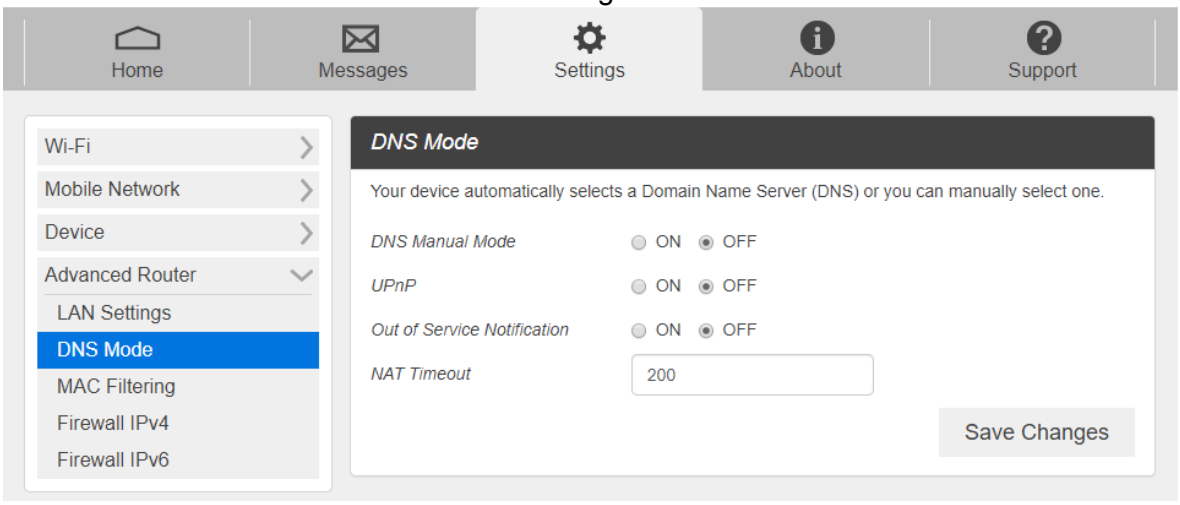


- IP Address: IP address for Web User Interface.
- Subnet Mask: Subnet mask for the IP address.
- VPN Pass-through: VPN pass-through must be enabled if you want to allow VPN tunnels to pass through your device's firewall.
- DHCP Server: Enable or disable DHCP Server function.
- DHCP IP Range: Allocate begin and end IP address for IP Range.
- DHCP Lease Time: Define how long the leased IP address will be. The new IP address will be relocated after the IP address is expired.

2. Click **Save changes** to save your settings.

- **DNS Mode**

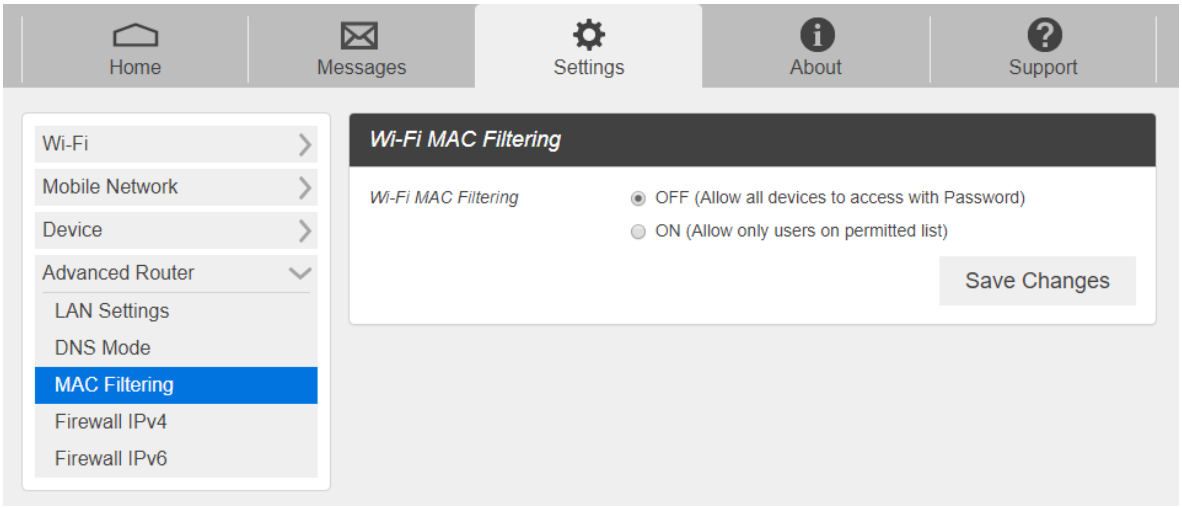
  From the Web UI, click **Settings > Advanced Router > DNS Mode** to display the domain name server information shown in the following



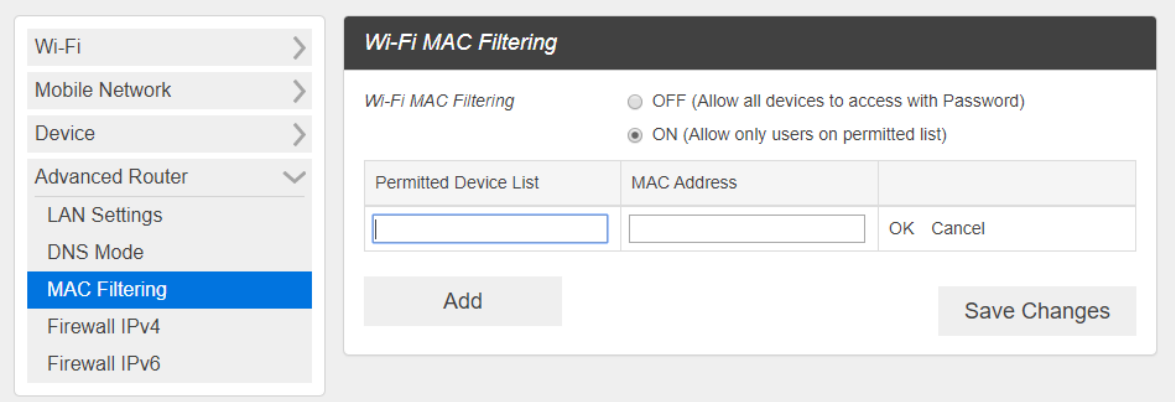
  - DNS Manual Mode: Enable or disable DNS manual mode
  - UPnP: Enable or disable UPnP function.
  - Out of Service Notification: Enable or disable Out of Service Notification function.
  - NAT Timeout: Define how long the router will keep that connection even if it's inactive.

- **Wi-Fi MAC Filtering**

  1. From the Web UI, click **Settings > Advanced Router > Wi-Fi MAC Filtering**.



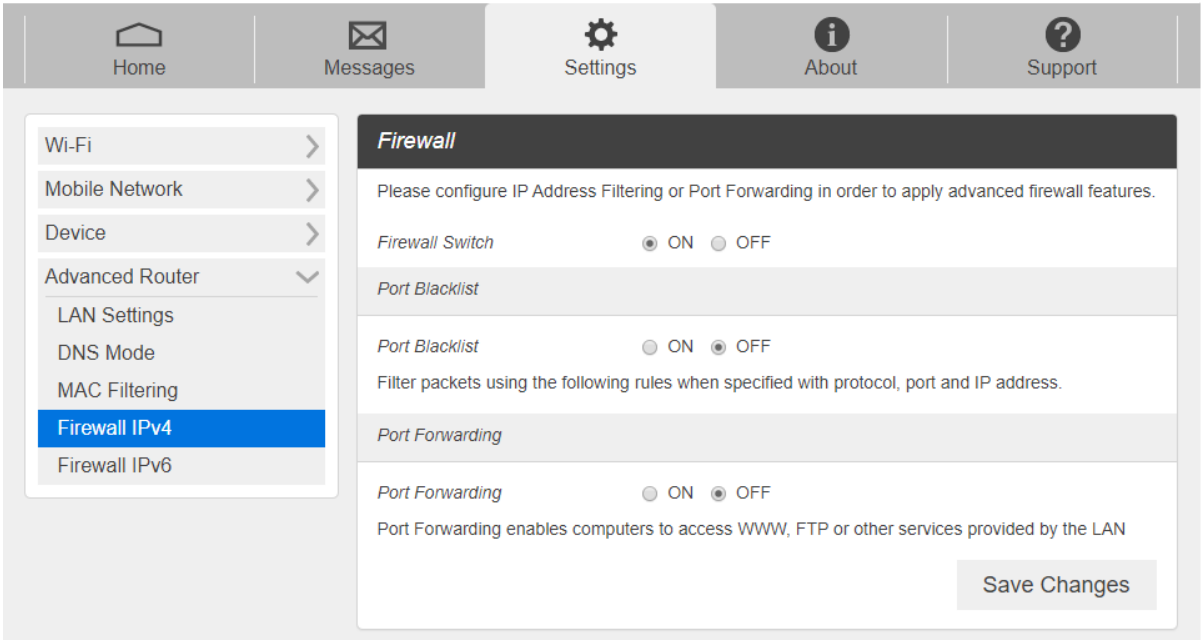
- Wi-Fi MAC Filtering: You may allow users only on the permitted list.



2. Click **Save changes** to save your settings**.**

- **Firewall IPv4**

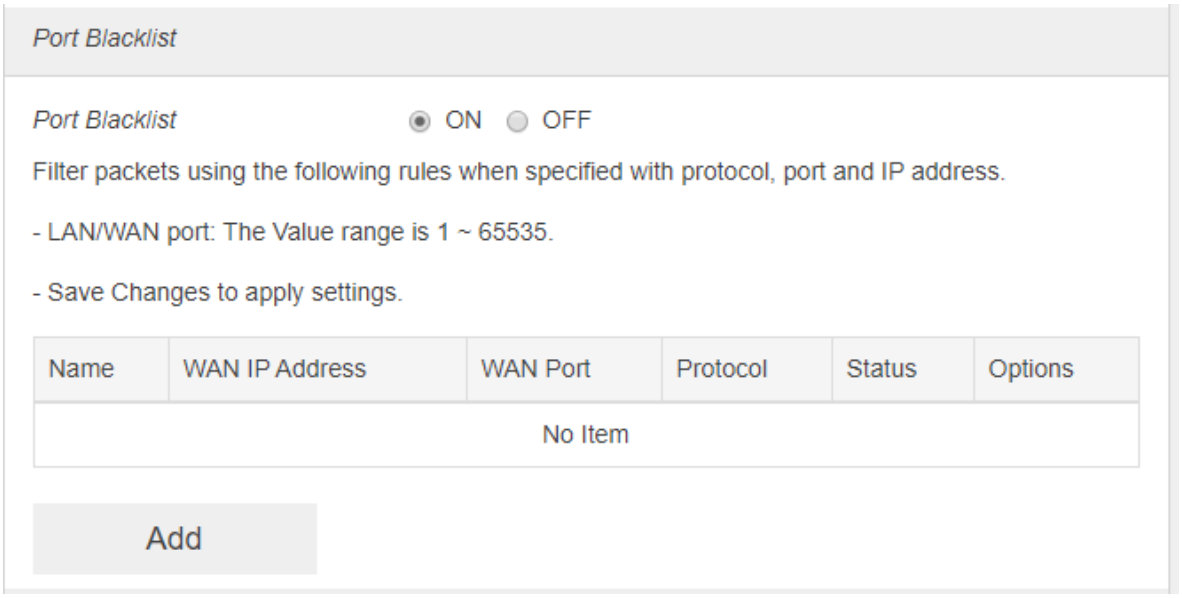
From the Web UI, click **Settings > Advanced Router > Firewall IPv4**. You may set up firewall rules to protect your network from virus and malicious activity on the Internet.



Port Blacklist

To set IP Address Filtering rules, follow the steps below:

1. Turn on the **Firewall Switch**.
2. Turn on the **Port Blacklist**.



3. Click **Add**.

4. Enter the related parameters as described in the following table.

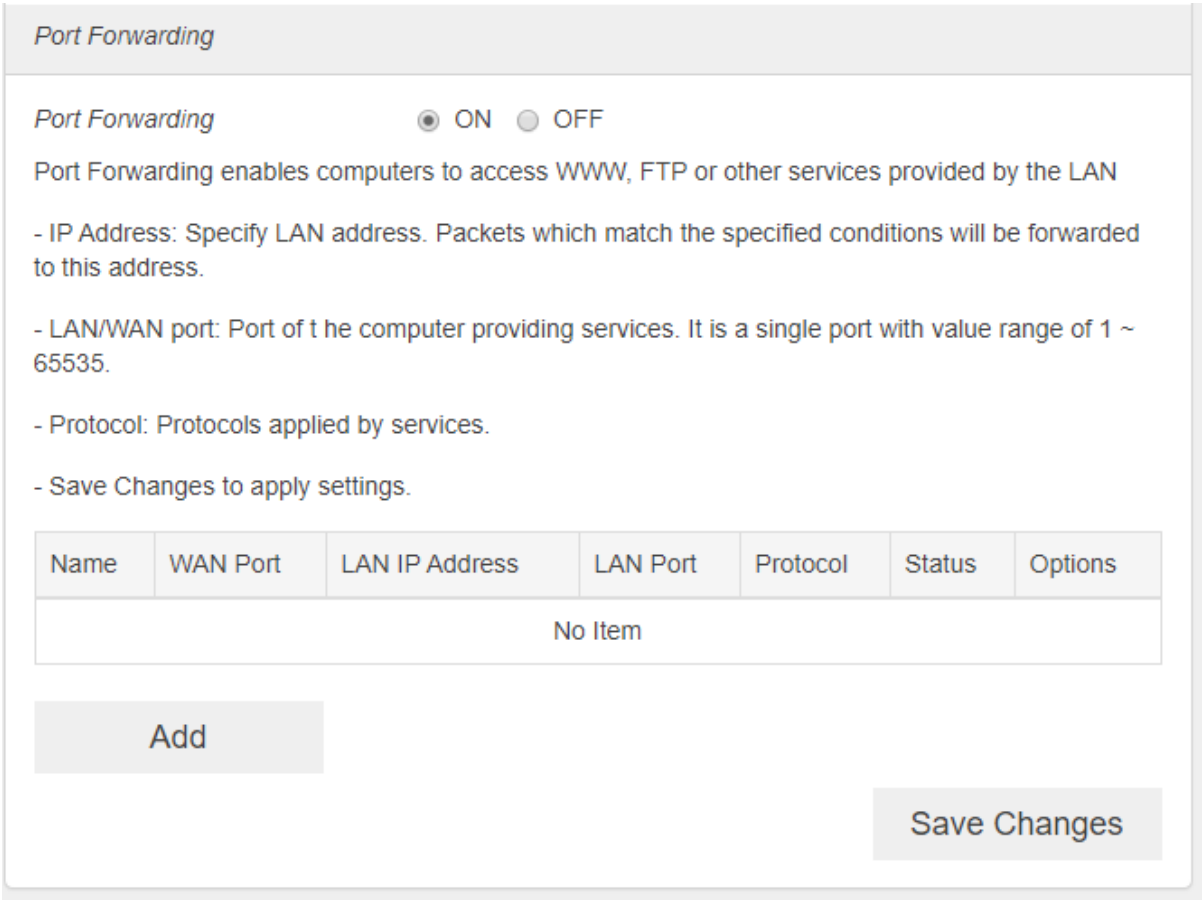
Parameters	Description
Name	Enter a name for the rule
WAN IP Address	Enter the WAN IP address
WAN Port	Set the WAN port
Protocol	Set which protocol will be used for filtering
Status	Set how to handle the packet if it matches with the rule

5. Click **Save Changes** to save your settings.

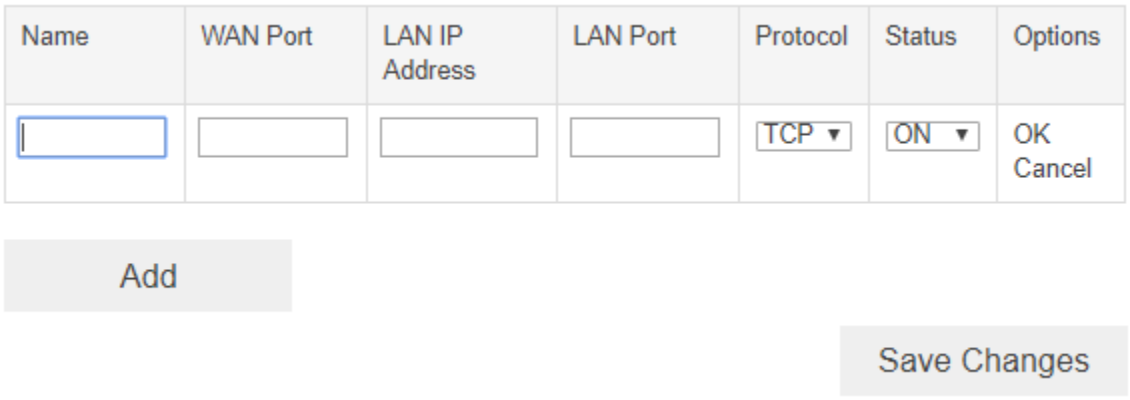
Port Forwarding

To set port mapping rules, follow the steps below.

1. Turn on the **Firewall Switch**.
2. Turn on **Port Forwarding**.



3. Click **Add.**



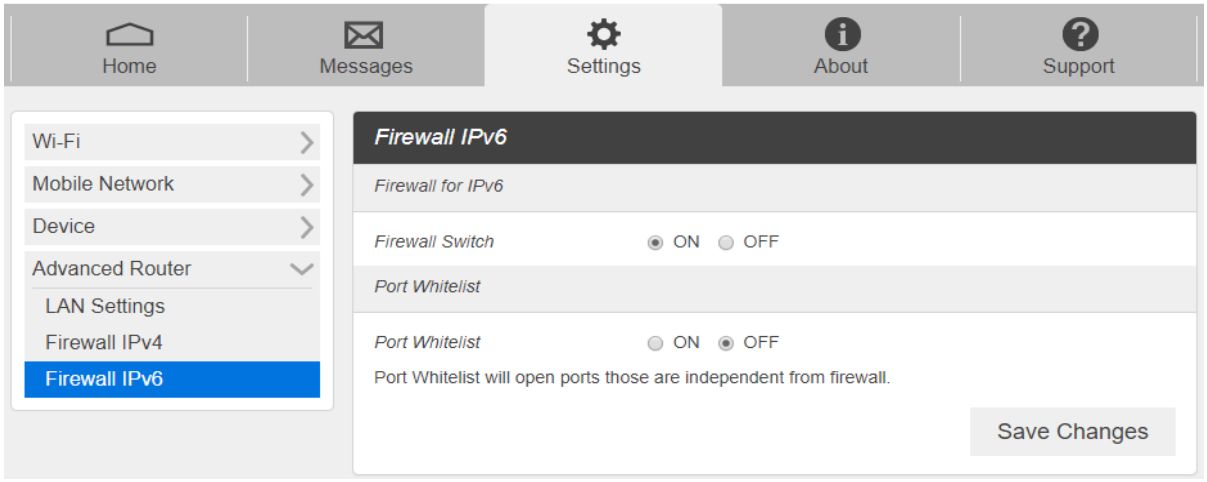
4. Enter the related parameters as described in the following table.

Parameters	Description
Name	Enter a name for the rule
WAN Port	Set the WAN port
LAN IP Address	Enter the LAN IP address
LAN Port	Set the LAN port
Protocol	Set which protocol will be used for filtering
Status	Set how to handle the packet if it matches with the rule

5. Click **Save Change** to save your settings.

- **Firewall IPv6**

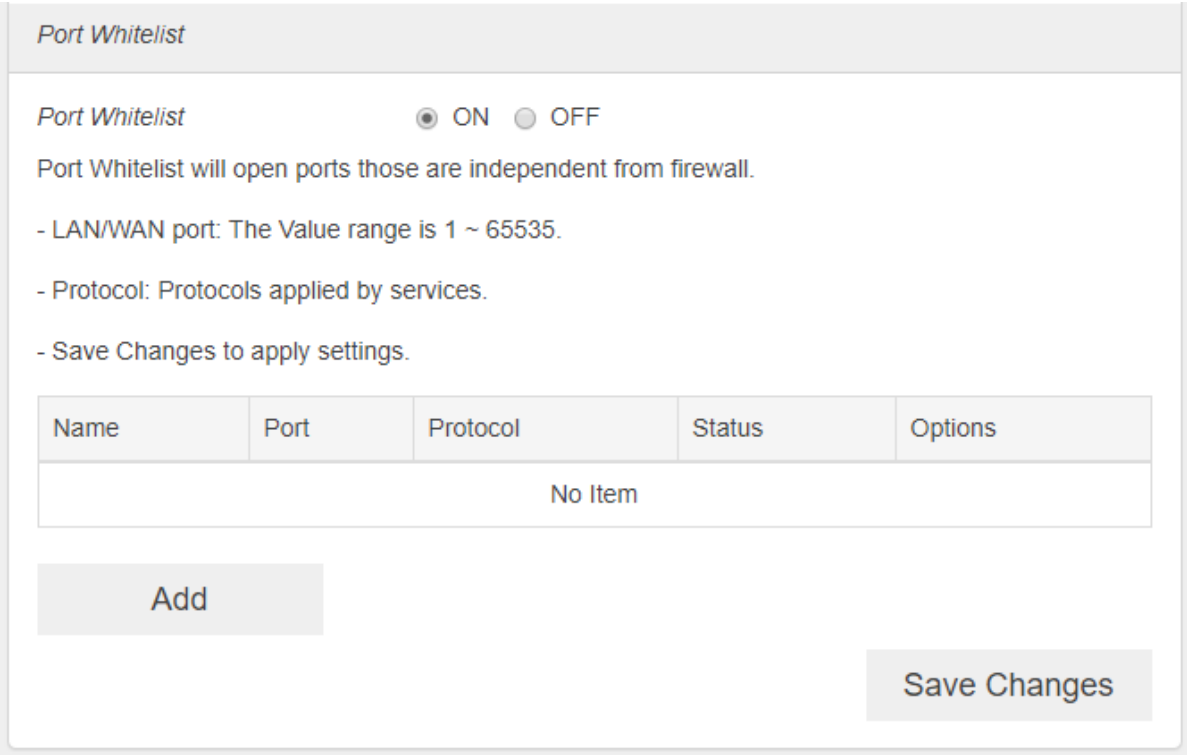
From the Web UI, click **Settings > Advanced Router > Firewall IPv6**. You may set up firewall rules to protect your network from virus and malicious activity on the Internet.



Port Whitelist

To set Port Whitelist, follow the steps below:

1. Turn on the **Firewall Switch**.
2. Turn on the **Port Whitelist**.



3. Click **Add.**

4. Enter the related parameters as described in the following table.

Parameters	Description
Name	Enter a name for the rule
Port	Set the port
Protocol	Set which protocol will be used for Port Whitelist.

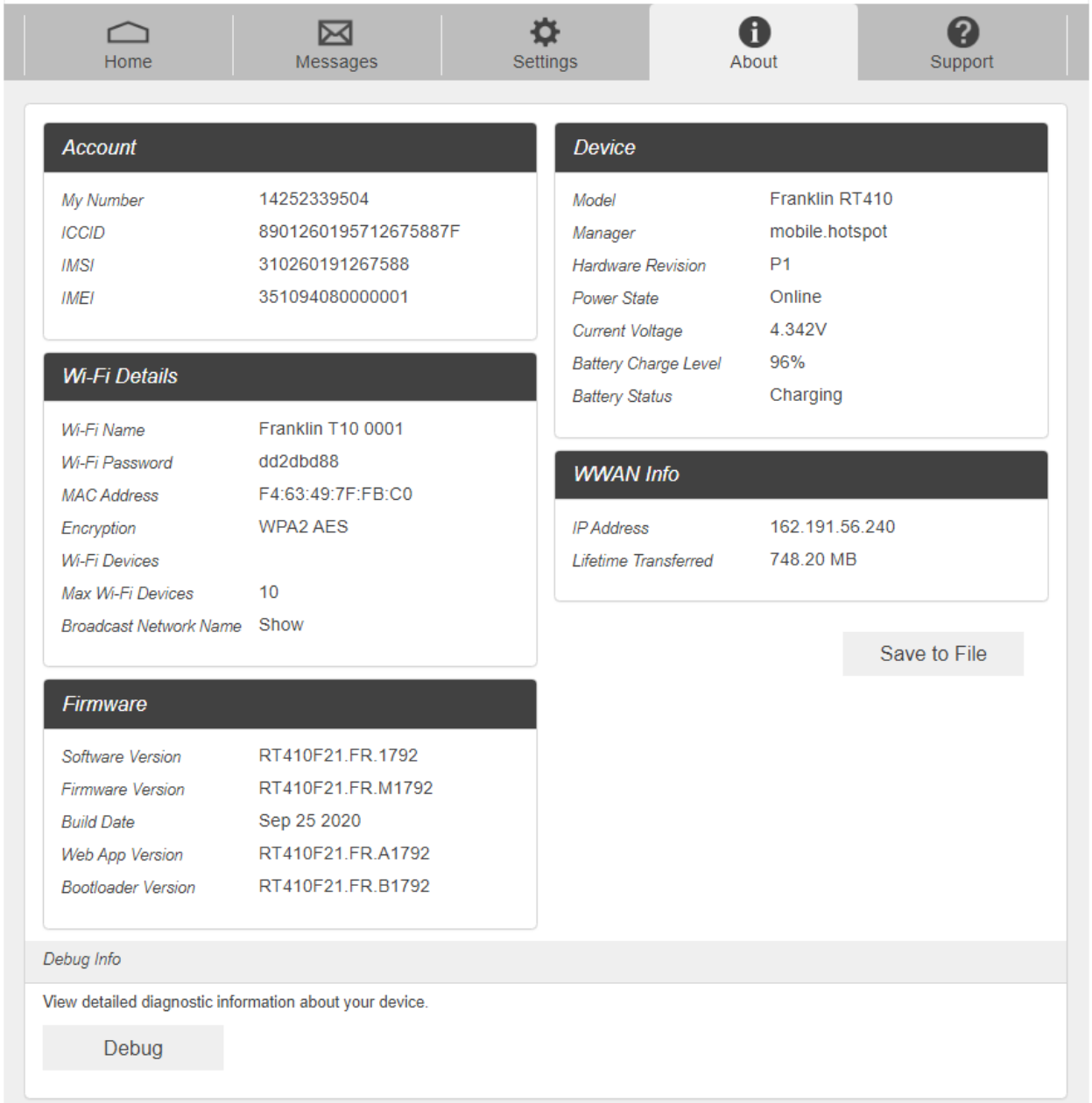
Status	Set how to handle the ports if it matches with the rule

5. Click **Save Change** to save your settings.

About

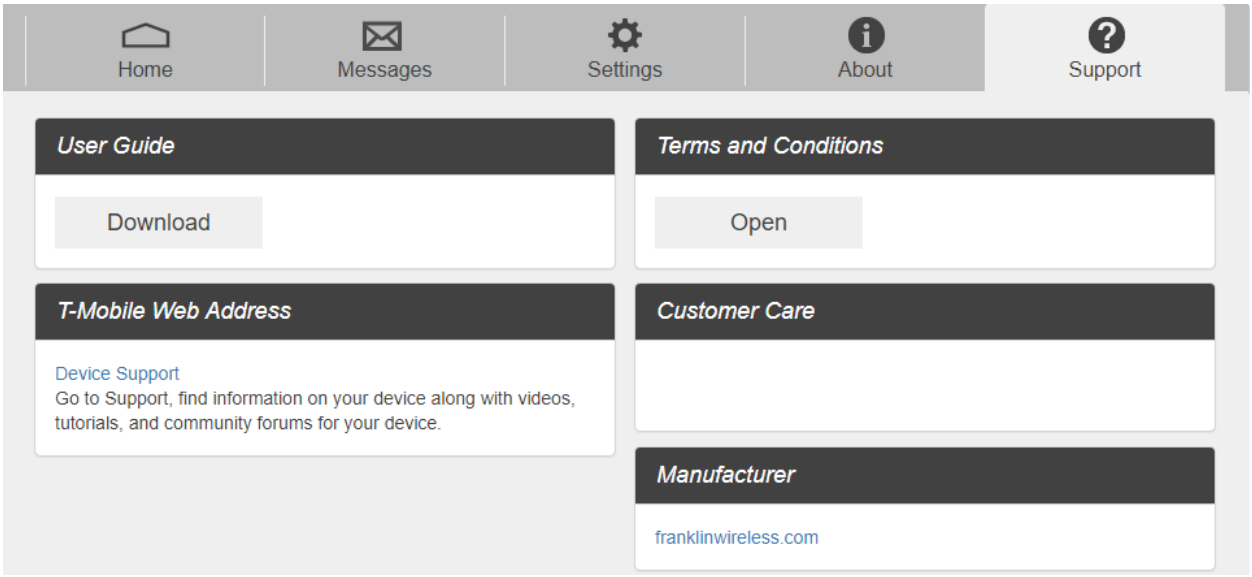
View your device's connection information, firmware information, WWAN information, Wi-Fi details and device information.

From the Web UI main screen, click the **About** tab to view the available information.



Support

Obtain support information from the Web UI Support Tab.
From the Web UI main screen, click the **Support** tab to view the available options.



4

Troubleshooting

Overview
First Steps
Common Problems and Solutions

Overview

The following tips can help solve many common problems encountered while using the Mobile Hotspot.

First Steps

1. Make sure you are using your Mobile Hotspot in the correct geographic region (within coverage).
2. Ensure that your wireless coverage extends to your current location by using the interactive Wireless Carrier's coverage map tool.
3. Ensure that you have an active service plan.
4. Restarting your computer and your Mobile Hotspot can resolve many issues.

IMPORTANT! Before contacting customer care, be sure to restart both your Mobile Hotspot and any device that is currently connected.

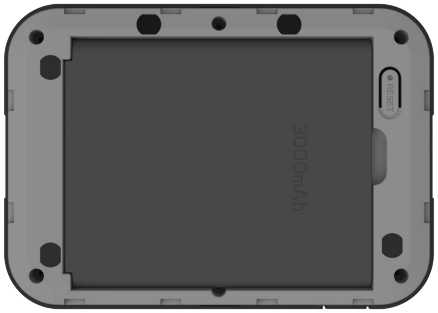
Common Problems and Solutions

Mobile Hotspot just powered off without pressing the Power/Menu button. Why?
This may occur under Battery depletion.
To restore power, manually press and hold the Power/Menu button to turn on your Mobile Hotspot. If the battery is depleted, charge the battery with the AC charger provided.

IMPORTANT! If the power button will not start your Mobile Hotspot, please try Power Reset (see **How do I perform a Power Reset on Mobile Hotspot?** below).

How do I perform a Power Reset on Mobile Hotspot?
Using the power button: Press and hold the power button for 10 seconds until the Mobile Hotspot restarts.
By replacing the battery: If pressing and holding the power button for 10 seconds does not restart the Mobile Hotspot, open the battery cover, take out the battery and re-install the battery after 5 seconds. Put the battery cover back and turn on the Mobile Hotspot by pressing the power button.

How do I perform a Reset?
Using the reset button: Remove the back cover. Make sure the battery is installed and your Mobile Hotspot is on. Press down the reset button for 3 seconds and release. Then, the Mobile Hotspot will perform the reset and restart automatically.



How do I perform a Factory Reset?
Using **Web UI**: Connect to your Mobile Hotspot and then open **Web UI** home page (http://mobile.hotspot). Select **Settings > Mobile Network > Advanced** and Click **Factory Reset**.

I cannot connect to Wi-Fi after changing Wi-Fi password.
Your Wi-Fi devices save the previously used Wi-Fi names associated with the passwords used to access the Wi-Fi name. When you change the Wi-Fi password only for your Mobile Hotspot and keep the same Wi-Fi Name, the devices try to connect to your Mobile Hotspot using the Wi-Fi name and previous Wi-Fi password saved, causing Wi-Fi authentication error.

I cannot log into http://mobile.hotspot **.**
Ensure that you are entering the correct **Web UI** password to sign in. The default **Web UI** login password is “admin” unless you have previously changed. If you have forgotten your password, reset your device by pressing the **Reset button** next to the battery slot.

5

Regulatory Information

Regulatory Statements
Safety Hazards

Regulatory Statements

FCC Equipment Authorization ID: XHG-RT410

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

SAR Information
The exposure standard for your device uses a unit of measurement called the Specific Absorption Rate ("SAR").
SAR is the unit of measurement for the amount of RF energy absorbed by the body when using a mobile device. Although the SAR is determined at the highest certified power level, the actual SAR value of the device while in operation can be well below the level reported to the FCC. This is due to a variety of factors including its proximity to a base station, the design of the device and other factors. What is important to remember is that each device meets strict Federal Government guidelines. Variations in SARs do not represent a variation in safety. All devices must meet the federal standard, which incorporates a substantial margin of safety. SAR values at or below the federal standard of 1.6 watts/kg (W/kg) are considered safe for use by the public. This product meets current FCC Radio Frequency Exposure Guidelines. The reported SAR value of the device is 1.58 W/kg.
Additional details at FCC website:
www.fcc.gov/oet/ea

Body-Worn Operation

Please note this important safety information regarding radio frequency (RF) radiation exposure and near-body operation. To ensure compliance with RF exposure guidelines, the device must be used at least 10 mm from your body. Failure to observe this warning could result in RF exposure exceeding the applicable guideline limits.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC CAUTION: Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Franklin Wireless.

Safety Hazards

Follow Safety Guidelines
Always follow the applicable rules and regulations in the area in which you are using your device. Turn your device off in areas where its use is not allowed or when its use may cause interference or other problems.

Electronic Devices
Most modern electronic equipment is shielded from radio frequency (RF) signals. However, inadequately shielded electronic equipment may be affected by the RF signals generated by your device.

Medical and Life Support Equipment
Do not use your device in healthcare facilities or where medical life support equipment is located as such equipment could be affected by your device's external RF signals.

Pacemakers
- The Health Industry Manufacturers Association recommends that a minimum separation of six inches must be maintained between a device and a pacemaker in order to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should always follow these guidelines:
- Always keep the device at least six inches away from a pacemaker when the device is turned on.
- Place your device on the opposite side of your body where your pacemaker is implanted in order to add extra distance between the pacemaker and your device.
- Avoid placing a device that is on next to a pacemaker (e.g., do not carry your device in a shirt or jacket pocket that is located directly over the pacemaker).
- If you are concerned or suspect for any reason that interference is taking place with your pacemaker, turn your device OFF immediately.

Hearing Devices
When some wireless devices are used with certain hearing devices (including hearing aids and cochlear implants) users may detect a noise which may interfere with the effectiveness of the hearing device.

Use of Your Device while Operating a Vehicle

Please consult the manufacturer of any electronic equipment that has been installed in your vehicle as RF signals may affect electronic systems in motor vehicles.
Please do not operate your device while driving a vehicle. This may cause a severe distraction and in some areas, it is against the law.

Use of Your Device on an Aircraft
Using your device during flight may violate FAA regulations. Because your device may interfere with onboard electronic equipment, always follow the instructions of the airline personnel and turn your device OFF when instructed to do so.

Blasting Areas
In order to avoid interfering with blasting operations, your device should be turned OFF when in a blasting area or in an area with posted signs indicating that people in the area must turn off two-way radios. Please obey all signs and instructions when you are in and around a blasting area.

Proper Battery & Adapter Use and Disposal

- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or another hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or another hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace the battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the battery. If the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or another hazard.
- The host device shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

Document Revision History

Revision: Rev.2.2
Date: October 10, 2020

6

Glossary

Glossary

Term	Definition
LTE	Long-Term Evolution
802.11(b/g/n/ac)	A set of WLAN communication standards in the 2.4GHz frequency band.
Bps	Bits per second
Broadband	High capacity, high-speed transmission channel with a wider bandwidth than conventional modem lines.
DHCP	Dynamic Host Configuration Protocol
DHCP Server	A server or service with a server that assigns IP addresses.
DNS	Domain Name System
Firmware	A computer program embedded in electronic devices. Firmware usually contains operating code for the device.
GB	Gigabyte
Hotspot	A Wi-Fi (802.11b/g/n/ac) access point or the area covered by an access point.
HTTP	Hyper Text Transfer Protocol
IMEI	International Mobile Equipment Identity
IMSI	International Mobile Subscriber Identity
IP	Internet Protocol
IP Type	The type of service provided over a network.
IP Address	The address of a device attached to an IP network.
ISP	Internet Service Provider
Kbps	Kilobits per second
LAN	Local Area Network
MAC Address	Media Access Control address
Mbps	Megabits per second
MSID	Mobile Station Identifier
Network Operator	The vendor who provides your wireless access.
Port	A virtual data connection used by a program to exchange data.
Port Forwarding	A process that allows remote devices to connect to a specific computer within a private LAN.
Port Number	A 16-bit number used by the TCP and UDP protocols to direct traffic.

PRL	Preferred Roaming List
Protocol	A standard that allows connection, communication, and data transfer between computing endpoints.
Proxy	A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address.
Router	A device that directs traffic from one network to another.
SIM	Subscriber Identification Module
SSID	Service Set Identifier
TCP/IP	Transmission Control Protocol/Internet Protocol
USB	Universal Serial Bus
VPN	Virtual Private Network
WLAN	Wireless Local Area Network
WWAN	Wireless Wide Area Network