

Turbo Hotspot 2

User Guide



Support

- **On the web**

Detailed support information including device specification and troubleshooting care available at cricketwireless.com/support/devices.

- **On the phone**

Call Customer Care at 1-855-246-2461 or dial 611 from your cell phone.

Accessories

For information about accessories, visit your local [Cricket store](#) or visit cricketwireless.com/shop/accessories.

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Compliance

For regulatory compliance information, visit <http://www.netgear.com/about/regulatory>. See the regulatory compliance document before connecting the power supply.

Contents

Get Started

Meet Your Mobile Hotspot	6
Set Up Your Mobile Hotspot	7
Insert and Install the Battery	8
Remove the SIM card	8
Display Layout and Icons	9
Connect to the Internet	10
Connect to the Mobile Hotspot With Tethering	11
Customize the Mobile Hotspot Settings	11

Use Your Mobile Hotspot

View Messages From the Mobile Hotspot	13
View Messages From the Mobile Hotspot Web Page	14
Delete Messages From the Mobile Hotspot Web Page	14
Manage Your Broadband Network Connection	16
View Mobile Broadband Network Status From the Mobile Hotspot Web Page	16
Turn Mobile Data On and Off From the Mobile Hotspot Web Page	16
Connect to Wi-Fi	16
Manage Wi-Fi	18
Manage Wi-Fi Security	18
Change Wi-Fi Network Names and Passwords From the Mobile Hotspot Web Page	18
Change Wi-Fi Encryption Settings	20

Manage Security

Change the Mobile Hotspot Web Page Login Settings	23
Website Filter	
Parental Control	25

Enable Port Forwarding	26
MAC Filter	27

Maintain Your Mobile Hotspot

Extend Battery Life	29
View Details About Your Mobile Hotspot	30
Back Up and Restore Mobile Hotspot Settings	31
Back Up Mobile Hotspot Settings	31
Restore Mobile Hotspot Settings	32
Enable VPN Pass-Through	33
Configure APN Details	34
Set LAN Options	36
Update Software From the Mobile Hotspot Web Page	37

Frequently Asked Questions

What do I do if I see the SSID but failed to connect?	39
What if there's no service?	39
What if I have forgotten my Wi-Fi Password?	40
What if my SIM card gets locked out?	40

Appendix A Specifications

Battery Specifications	42
Display Specifications	43
Environmental Specifications	44
Mechanical Specifications	45
Mobile Band Specifications	46
Package Contents	47
Port Specifications	48
Security Specifications	49
WiFi Specifications	50
SAR Sensor detect distance Specifications	51
Radio Frequency (RF) Energy	52

1

Get Started

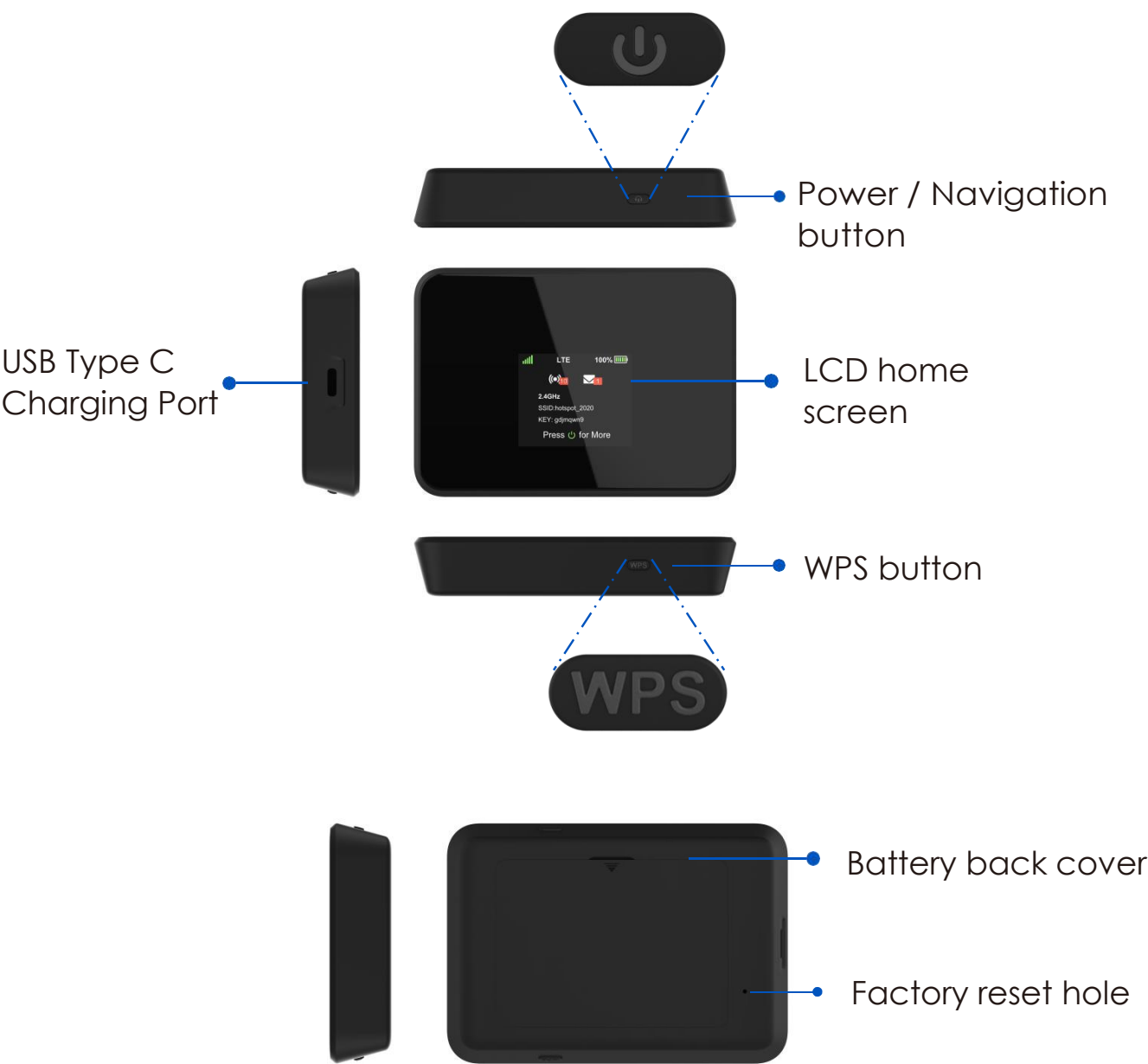
This product regularly checks for new firmware and downloads any appropriate, or you can check for and download new firmware manually. If the features or behavior of your product does not match what is described in this manual, you might need to update your firmware.

This chapter provides an overview of mobile hotspot features, and instructions for how to set up your mobile hotspot and connect to the Internet. The chapter covers the following topics:

- **Meet Your Mobile Hotspot**
- **Set Up Your Mobile Hotspot**
- **Insert and Install the Battery**
- **Remove the SIM card**
- **Display Layout and Icons**
- **Connect to the Internet**
- **Connect to the Mobile Hotspot With Tethering**
- **Customize the Mobile Hotspot Settings**

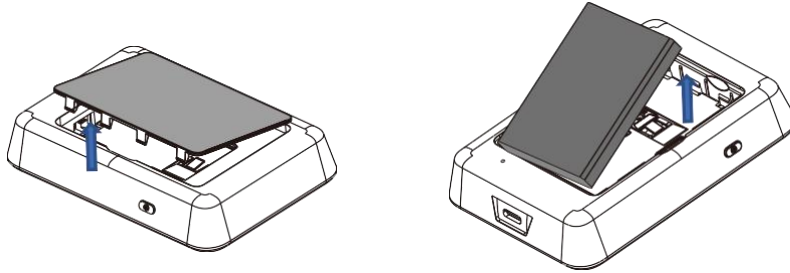
Meet Your Mobile Hotspot

Before you connect your mobile hotspot,familiarize yourself with its LCD screen,icons, buttons,and connectors.



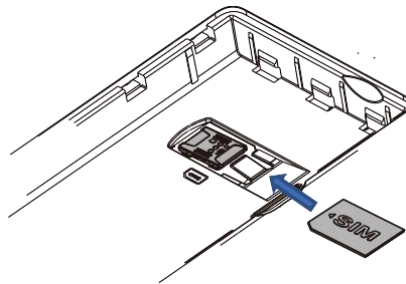
Set Up Your Mobile Hotspot

1. Remove back cover, and take the battery out.

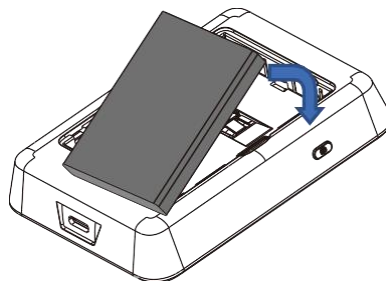


2. Remove the SIM card from the outer card.

3. Locate the SIM card slot. Hold SIM so that the cut corner is at the top and gold contacts are facing downward. Insert SIM by pressing down on the clip and sliding into the SIM slot.



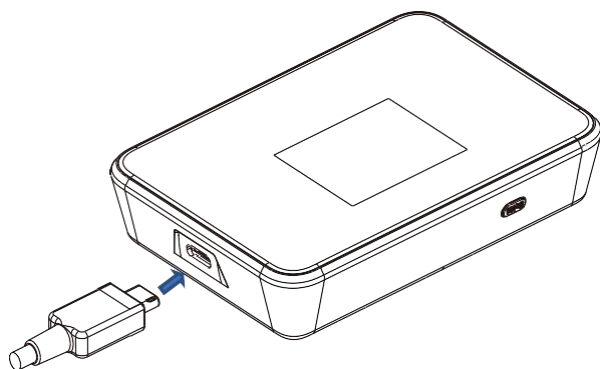
4. Insert the battery. Install the back cover, the arrow on the back cover points downward.



5. Charge mobile hotspot fully.

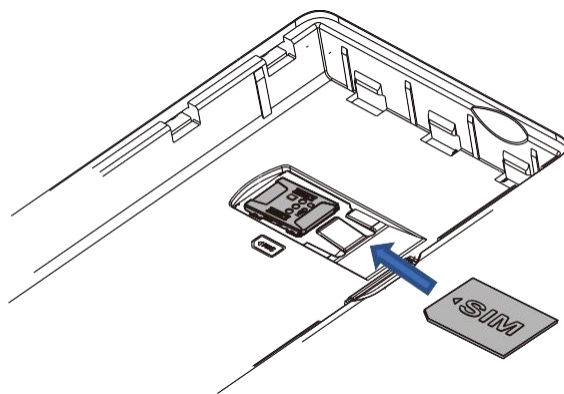
Insert and Install the Battery

1. Remove the battery cover and align the battery contacts with the terminals in the battery compartment as shown. Push the battery down until it clicks into place.
2. Replace the battery cover over the battery compartment and press down on the four corners of the battery cover until it clicks into place.
3. Your device comes with a charger. To charge, plug one end of the charger into an electrical outlet and the other end into the device's USB Type-C port.



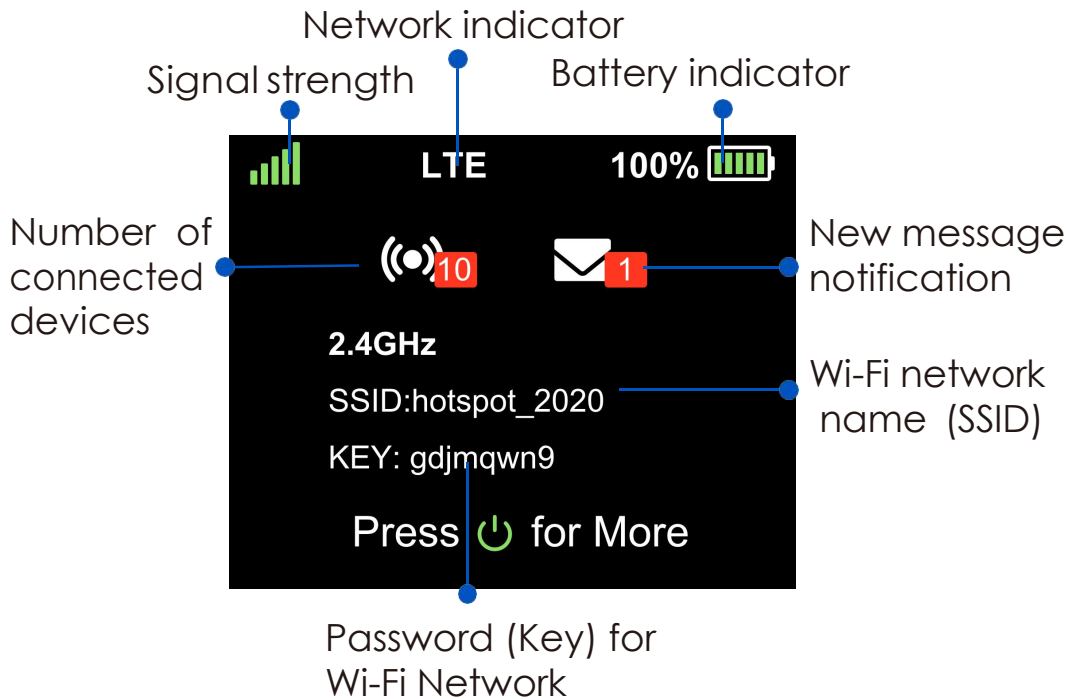
Remove the SIM card

1. Remove back cover, and take the battery out.
2. Locate the SIM card slot.
3. Push down on the plastic clip in front of the SIM card, while sliding the SIM card out of its slot.



Display Layout and Icons

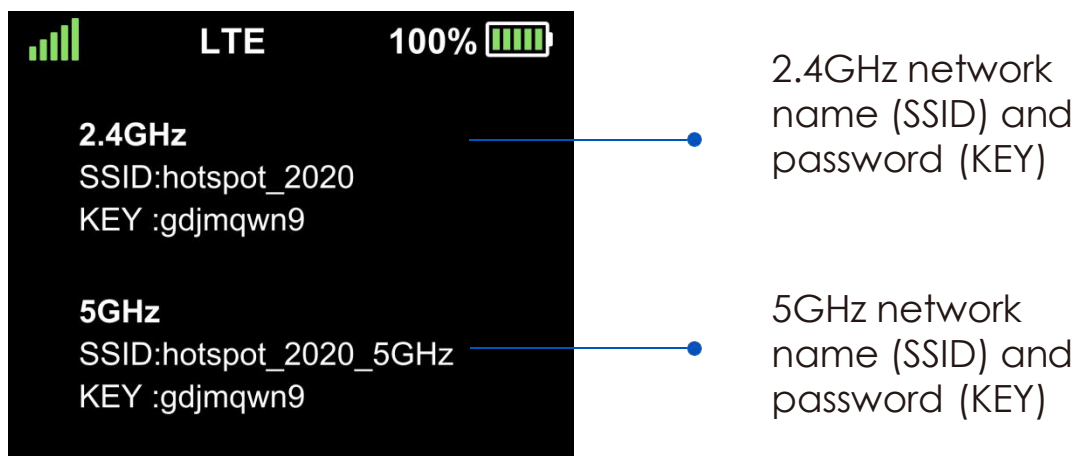
You can use the Power/Navigation button to watch the display screen.



Note: Display screen will timeout after 1 minute of inactivity to save power. Press the Power/Navigation button to wake the screen. This default setting can be adjusted in <http://hotspot.webui>.

Connect to the Internet

1. Turn on your mobile hotspot by long-pressing the Power/Navigation button for 3 seconds.
2. Open the Wi-Fi network manager on your computer, smartphone, tablet, or Wi-Fi enabled device.
3. Find and select your mobile hotspot's Wi-Fi network (SSID) named "hotspot_XXXX" for the 2.4GHz Wi-Fi network or "hotspot_XXXX_5G" for the 5GHz Wi-Fi network.
4. Connect by entering the password (key) shown on your mobile hotspot's display.



5. Open a web browser and visit your favorite website to confirm your connection.

Note: Wi-Fi network name (SSID) and Wi-Fi network password (key) can be changed in <http://hotspot.webui> under Wi-Fi Basic Setting.

Connect to the Mobile Hotspot With Tethering

You can connect a computer to the mobile hotspot using the USB Type-C cable instead of connecting with Wi-Fi. This kind of cable connection is called tethering.

Note: The first time you use the USB Type-C cable to connect to the mobile hotspot your computer's operating system detects the new device.

To install drivers on computers running Windows:

1. Ensure that the mobile hotspot is powered off.
2. Connect the mobile hotspot to your computer using the USB cable.

The mobile hotspot automatically powers on.

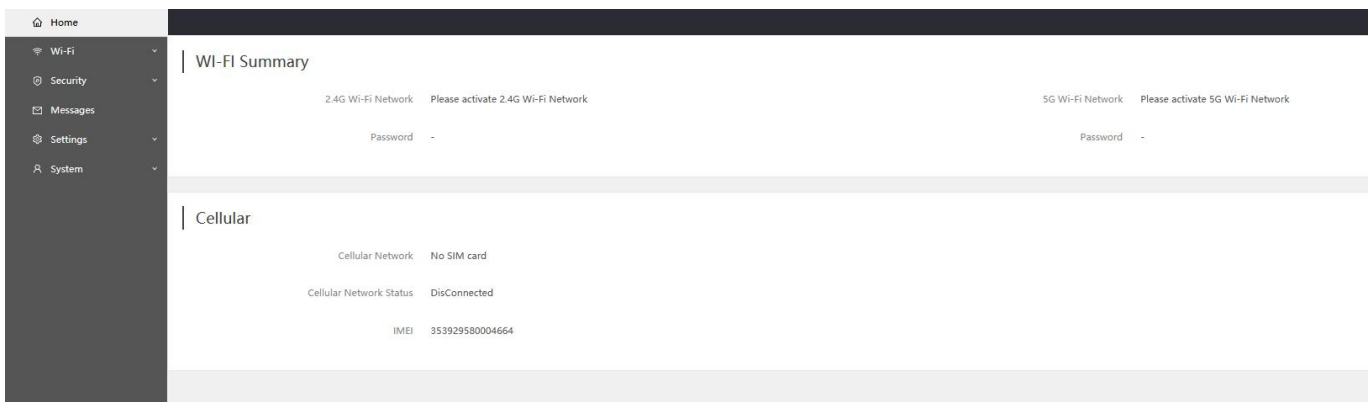
Note: Make sure that your computer has access to Internet when you first use the tethering feature because your computer might need to access the Internet in order to download the required software driver.

After the driver is installed, you can visit the mobile hotspot web page to customize your mobile hotspot's advanced settings. This is an optional step.

Customize the Mobile Hotspot Settings

To log in to your mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter <http://192.168.1.1> or <http://hotspot.webui>. The mobile hotspot web page displays.
3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive.



2

Use Your Mobile Hotspot

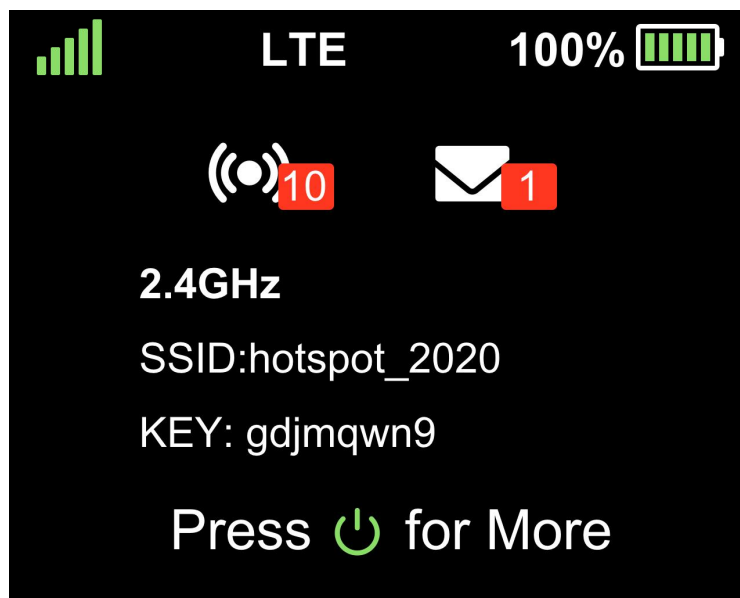
This chapter explains how to use your mobile hotspot. The chapter covers the following topics:

- **View Messages From the Mobile Hotspot**
- **View Messages From the Mobile Hotspot Web Page**
- **Delete a Message From the Mobile Hotspot Web Page**
- **Manage Your Broadband Network Connection**
- **Connect to Wi-Fi**
- **Manage Wi-Fi**
- **Manage Wi-Fi Security**

View Messages From the Mobile Hotspot

You can tell from your mobile hotspot display if you have unviewed messages, and you can view them directly from there. This hotspot display indicates you have an unread message.

Note: Although you can view messages directly on the mobile hotspot, use the mobile hotspot's web page to delete them.



To view messages from the mobile hotspot display:

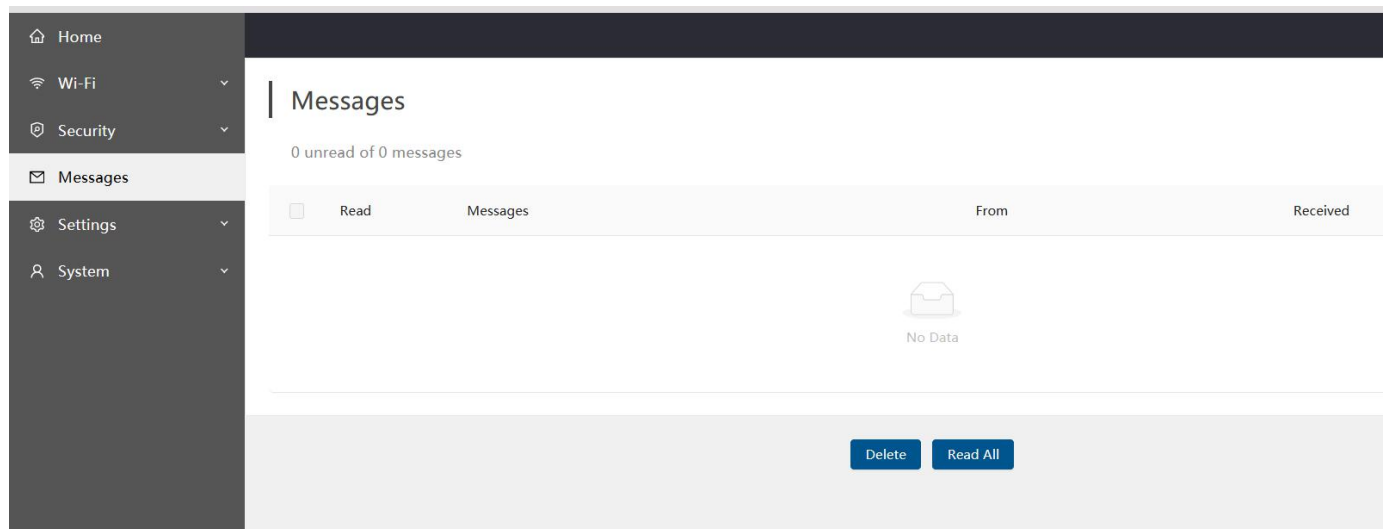
1. Press the Power/Navigation button to wake the mobile hotspot.
2. Tap the Power/Navigation button. The Messages screen displays.
3. Each message scrolls from right to left.

Note: Only unread text messages are displayed on the screen, which will no longer appear on the screen after being read. If there are no unread messages, the Message page is skipped when you switch screens, meaning that it does not enter the message page.

View Messages From the Mobile Hotspot Web Page

To view messages from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter `http://192.168.1.1` or `http://hotspot.webui`. The mobile hotspot web page displays.
3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive. The home page displays.
4. Select Messages. A list of messages displays, showing the first portion of the text.
5. Click a message to read the full text.



Delete a Message From the Mobile Hotspot Web Page

To delete a message from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter `http://192.168.1.1` or `http://hotspot.webui`. The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive. The home page displays.
4. Select Messages. A list of messages displays, showing the first portion of the text.
5. Select the message and click the Delete button. The message is deleted.

Manage Your Broadband Network Connection

You can view the mobile broadband network status and turn mobile data on and off.

View Mobile Broadband Network Status From the Mobile Hotspot Web Page

To view network status from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter <http://192.168.1.1> or <http://hotspot.webui>. The mobile hotspot web page displays.
3. Enter the administrator login password. The default password is the last eight digits of IMEI. The password is case-sensitive. The home page displays.
4. Select Home.
5. View the Network Status section.

Turn Mobile Data On and Off From the Mobile Hotspot Web Page

To turn mobile data on and off from the mobile hotspot:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter <http://hotspot.webui>. The mobile hotspot web page displays.
3. Enter the administrator login password. The default password is the last eight digits of IMEI. The password is case-sensitive. The home page displays.
4. Select Settings > Mobile Settings.

Connect to Wi-Fi

You can connect up to 15 Wi-Fi devices to your mobile hotspot network. You can add a Wi-Fi device to your Wi-Fi network manually. If the device that you are adding is WPS enabled, you can use the WPS method to connect the device without using the Wi-Fi password.

Add a WPS-Enabled Wi-Fi Device From the Mobile Hotspot Web Page.
Connect securely without having to manually input the Wi-Fi password (key).

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI. The password is case-sensitive. The home page displays.

4. Select Wi-Fi > WPS.

The following Wi-Fi profiles are available:

- Click the Push WPS button.
- Enter the Device PIN of the client you want to connect to.
- Press and hold the WPS key on the device for 5 seconds.

Wi-Fi Protected Setup (WPS)

Enable ☒

Use one of the methods below to connect your client device using WPS.

WPS will be deactivated automatically when your client device connects successfully or after 2 minutes.

Push Button

If your client device has a WPS button, click/press that button and then click the button below.

Push WPS Button

Device PIN

If your client device has a WPS PIN number, enter that number here and then click submit.

Submit

Manage Wi-Fi

Advanced users can set up the Wi-Fi radio of the mobile hotspot to meet their Wi-Fi needs by customizing settings on the mobile hotspot web page. On the mobile hotspot web page, the following Wi-Fi profiles are available:

- Dual-band Wi-Fi (2.4 GHz and 5 GHz). Connect 2.4 GHz and 5 GHz devices to transfer data at higher throughputs.
- 2.4 GHz Wi-Fi. Use only the 2.4 GHz Wi-Fi band.
- 5 GHz Wi-Fi. Use only the 2.4 GHz Wi-Fi band.
- Turn off Wi-Fi. Turn off the Wi-Fi signal from the mobile hotspot. With this setting, you can only connect to the mobile router with a tethered USB connection.

If your place of business does not allow Wi-Fi or for any other reason you want to disable Wi-Fi and use the mobile hotspot only in tethered mode, the mobile hotspot gives you that option.

Note: Whenever you change Wi-Fi settings, any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

Manage Wi-Fi Security

Note: When you change the Wi-Fi settings, the mobile hotspot resets. Any devices connected to the mobile hotspot are disconnected when the mobile hotspot resets.

Change Wi-Fi Network Names and Passwords From the Mobile Hotspot Web Page

To change network names and passwords from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive. The home page displays.

4. Select Wi-Fi > Wi-Fi Basic Settings.

The screenshot shows the mobile hotspot web interface. On the left is a dark sidebar menu with the following items: Home, Wi-Fi (expanded), Wi-Fi Basic Settings, Wi-Fi Advanced Settings, Connected Devices, WPS, Security, Messages, Settings, and System. The main content area is titled '2.4 GHz Wi-Fi' and contains the following settings:

- Enable:** A toggle switch set to 'ON'.
- Network Name(SSID):** A text field containing 'hotspot_0644'. Below it is a note: 'Up to 32 octets(32bytes)long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.'
- Broadcast SSID:** A checkbox that is checked.
- Security Mode:** A dropdown menu set to 'WPA2-PSK'.
- Password:** A text field containing '5bPgj5EE'. Below it is a note: 'Either passphrase (between 8 and 32 ASCII characters) or keys (32 hexadecimal digits)'.
- Save:** A blue button at the bottom right.

Below the 2.4 GHz section is a section for '5 GHz Wi-Fi' with identical settings:

- Enable:** A toggle switch set to 'ON'.
- Network Name(SSID):** A text field containing 'hotspot_0644_5G'. Below it is a note: 'Up to 32 octets(32bytes)long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.'
- Broadcast SSID:** A checkbox that is checked.
- Security Mode:** A dropdown menu set to 'WPA2-PSK'.
- Password:** A text field containing '5bPgj5EE'. Below it is a note: 'Either passphrase (between 8 and 32 ASCII characters) or keys (32 hexadecimal digits)'.
- Save:** A blue button at the bottom right.

5. Click the Edit button for the 2.4 GHz Wi-Fi or for the 5 GHz Wi-Fi network.

6. Change the Network Name and Password fields as desired.

7. Click the Save button. Your settings are saved. All devices that were connected must reconnect with the new name and password.

Change Wi-Fi Encryption Settings

To change the type of security used for Wi-Fi:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive. The home page displays.

4. Select Wi-Fi > Wi-Fi Basic Settings.

| 2.4 GHz Wi-Fi

Enable ☒

Network Name(SSID)

ⓘ Up to 32 octets(32bytes)long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.

Broadcast SSID ☒

Security Mode

Password

ⓘ Either passphrase (between 8 and 32 ASCII characters) or keys (32 hexadecimal digits).

| 5 GHz Wi-Fi

Enable ☒

Network Name(SSID)

ⓘ Up to 32 octets(32bytes)long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.

Broadcast SSID ☒

Security Mode

Password

ⓘ Either passphrase (between 8 and 32 ASCII characters) or keys (32 hexadecimal digits).

5. Click the Enable button for the 2.4 GHz Wi-Fi or for the 5 GHz Wi-Fi network.
6. In the Security Mode for main Wi-Fi or guest Wi-Fi, select a security option:
 - WPA2 Personal AES. Strong security supported by newer Wi-Fi devices, the default.
 - WPA/WPA2. Strong security supported by most Wi-Fi devices. Use WPA2 Personal AES whenever possible.
 - None. Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred. Best practice is not to select this option.The Save and Cancel buttons display at the bottom of the page.

Broadcast SSID ☒

Security Mode WPA2-PSK

WPA2-PSK

WPA/WPA2-PSK

None

Password

Save

7. Click the Save button. Your settings are saved.
8. Reconnect your Wi-Fi devices, if necessary, using the new Wi-Fi credentials.

3

Manage Security

The chapter covers the following topics:

- **Change the Mobile Hotspot Web Page Login Settings**
- **Website Filter**
- **Parental Control**
- **Enable Port Forwarding**
- **MAC Filter**

Change the Mobile Hotspot Web Page Login Settings

You can change the host name for the mobile hotspot web page. You can also change the password to access the mobile hotspot web page. To change the login settings for the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

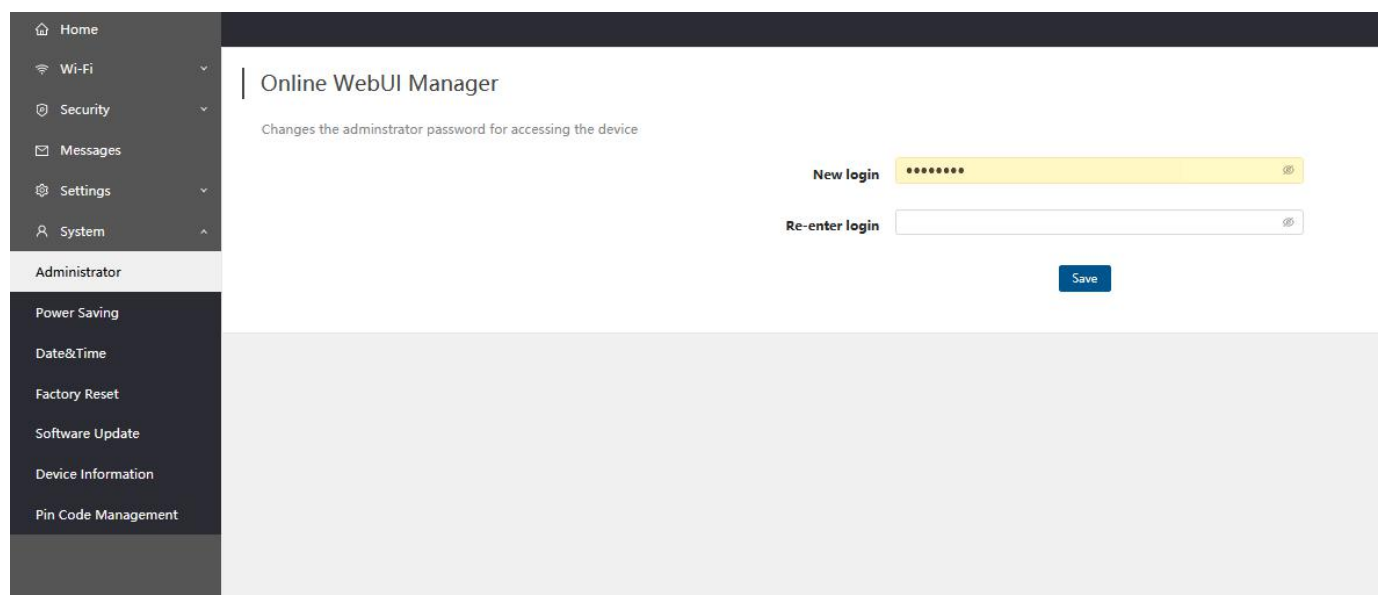
The mobile hotspot web page displays.

3. Enter the administrator login password.

The default password is the last eight digits of IMEI . The password is case-sensitive.

The home page displays.

4. Select System > Administrator.



The screenshot shows the 'Online WebUI Manager' interface. On the left is a dark sidebar menu with options: Home, Wi-Fi, Security, Messages, Settings, System, Administrator (highlighted), Power Saving, Date&Time, Factory Reset, Software Update, Device Information, and Pin Code Management. The main content area has a title 'Online WebUI Manager' and a subtitle 'Changes the administrator password for accessing the device'. It contains two input fields: 'New login' (with a yellow background and masked dots) and 'Re-enter login' (with a white background and masked dots). A blue 'Save' button is positioned below the 'Re-enter login' field.

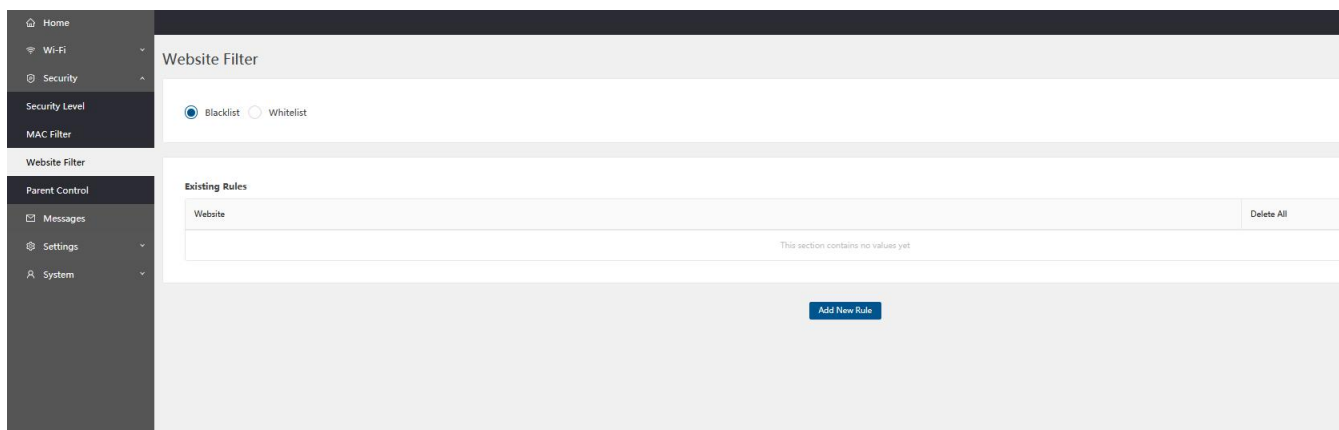
5. You need to enter a new password and repeat it.

6. Click the Save button . Your settings are saved.

Website Filter

Block your device from connecting to unwanted websites while connected to your mobile hotspot.

1. Log in to online WebUI Manager.
2. Select Security > Website filter.
3. Select blacklist or whitelist mode.
4. Click “Add New Rule” then input a Website Filter to add a new whitelist or blacklist rule.
5. Click Save.



Parental Control

Limit the websites certain Wi-Fi enabled devices are able to connect to and the times they are allowed to connect.

- 1. Log in to online WebUI Manager.
- 2. Select Security > Parent Control.
- 3. Click the Add New Rule button to enable Parent Control.
- 4. Enter the content as required.
- 5. Click Save.

Parent Control

Parental Control rules define policies to allow/deny Internet access for selected devices.

Existing Rules

Rule Name	MAC Address	Action	Websites	Restricted Time	Delete All
This section contains no values yet					

Add New Rule

Enable Port Forwarding

If your computer is hosting a server, you can enable port forwarding so that other users can access the server. With port forwarding, incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.

Note: Port forwarding creates a security risk. When not required, leave port forwarding disabled.

To enable port forwarding:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

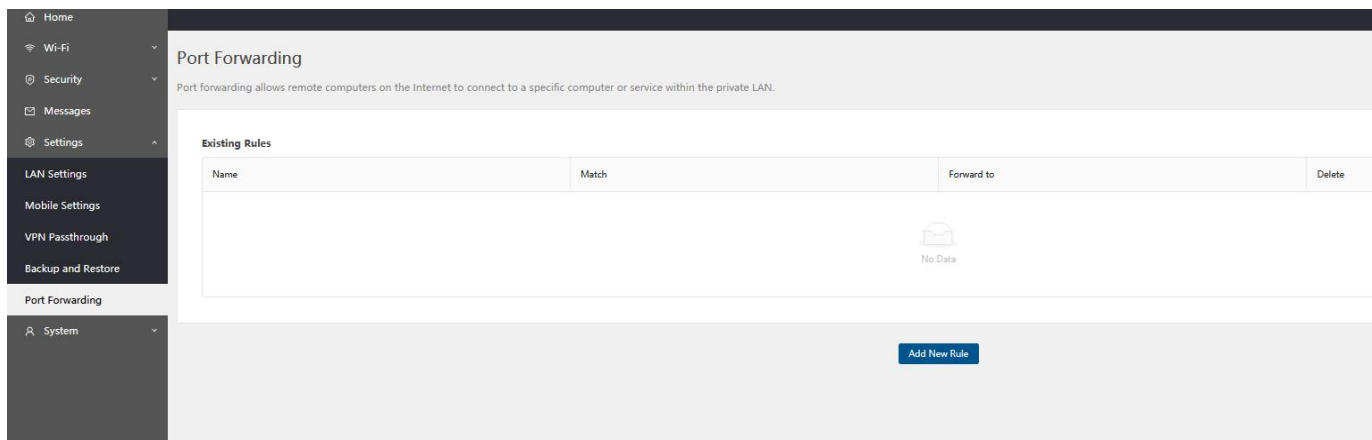
The mobile hotspot web page displays.

3. Enter the administrator login password.

The default password is the last eight digits of IMEI. The password is case-sensitive.

The home page displays.

4. Select Settings > Port Forwarding.

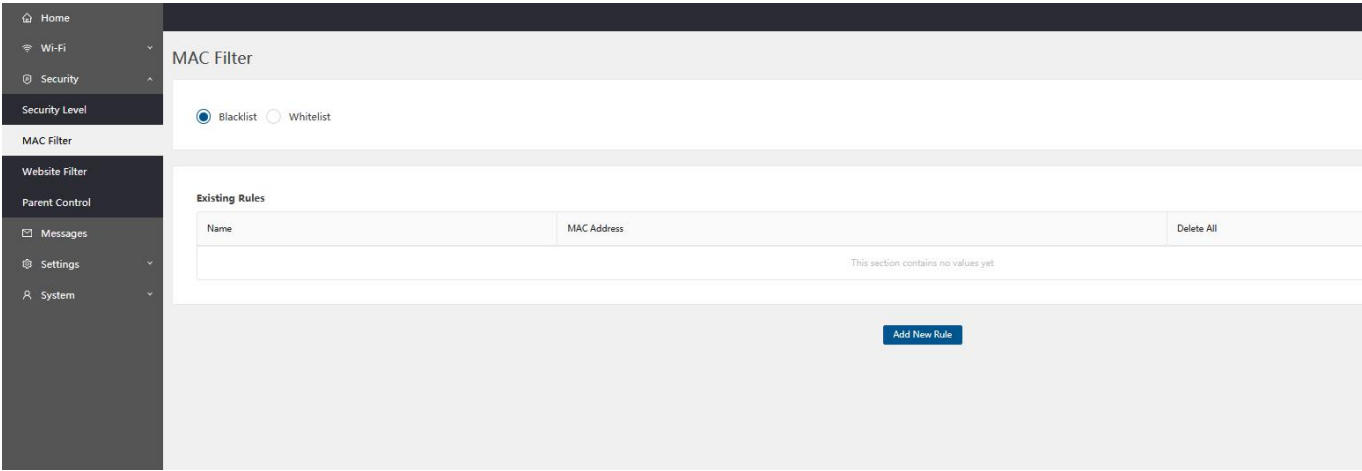


MAC Filter

You can configure mobile broadband settings to view WAN details such as the active network, connection status, and signal strength. You can also adjust these settings to establish which users and applications can access your network.

Block unwanted devices from connecting to your mobile hotspot.

- 1. Log in to <http://hotspot.webui>.
- 2. Select Security > MAC Filter.
- 3. Select blacklist or whitelist mode.
- 4. Click “Add New Rule” then input a MAC address to add a new whitelist or blacklist rule.
- 5. Click Save.



4

Maintain Your Mobile Hotspot

The chapter covers the following topics:

- Extend Battery Life
- View Details About Your Mobile Hotspot
- Back Up and Restore Mobile Hotspot Settings
- Enable VPN Pass-Through
- Configure APN Details
- Set LAN Options
- Update Software From the Mobile Hotspot Web Page

Extend Battery Life

To extend the battery life :

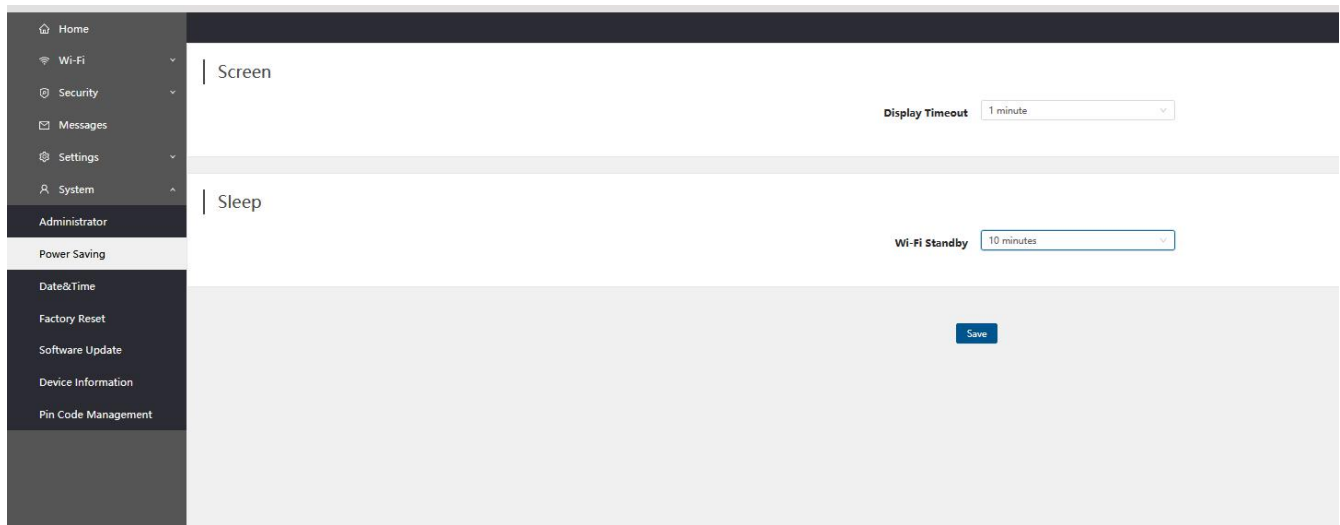
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive. The home page displays.

4. Select System > Power Saving.



5. Adjust any of these settings:

- Display Timeout.
- Display Wi-Fi Standby.

6. Click the Save button. Your settings are saved.

 **Note:** Do not unplug the battery when in use.

View Details About Your Mobile Hotspot

You can view details about your device such as the model number, software version, and IMEI (International Mobile Station Equipment Identity).

To view details about your device from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

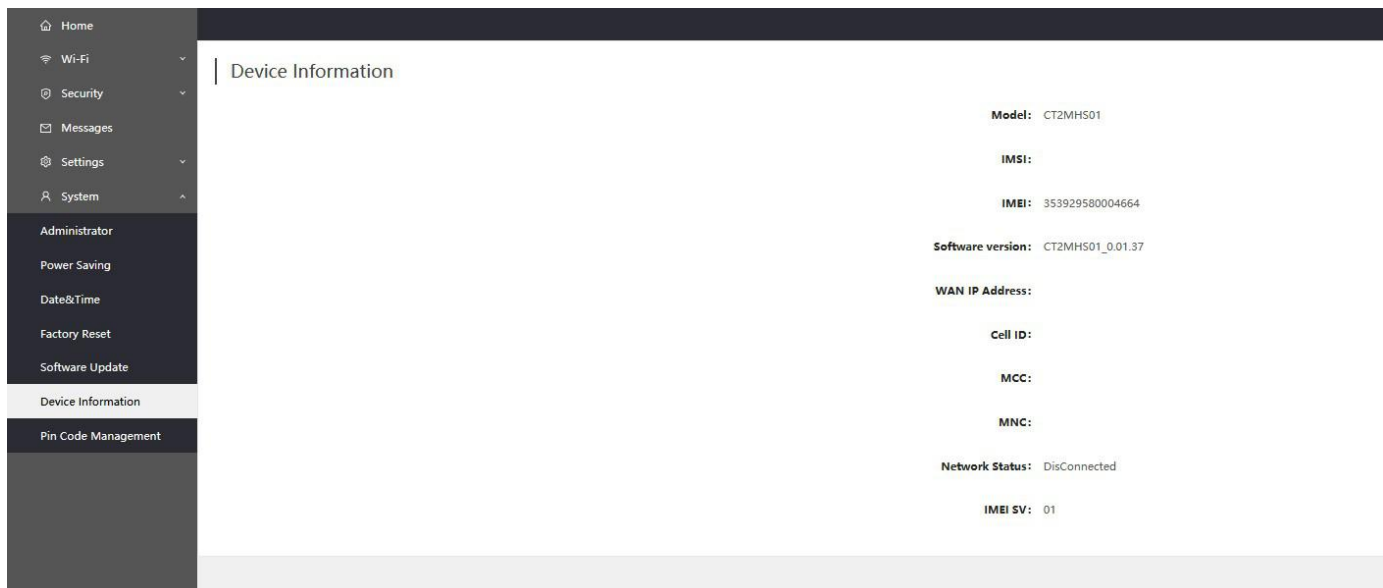
2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive.

The home page displays.

4. Select System > Device Information.



Back Up and Restore Mobile Hotspot Settings

You can back up and restore mobile hotspot settings. Backing up and restoring are useful if you use more than one device and you want the same settings on all of your devices. You can also save your settings before resetting to factory defaults or changing the settings.

Back Up Mobile Hotspot Settings

Using the Web Page To back up mobile hotspot settings using the web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

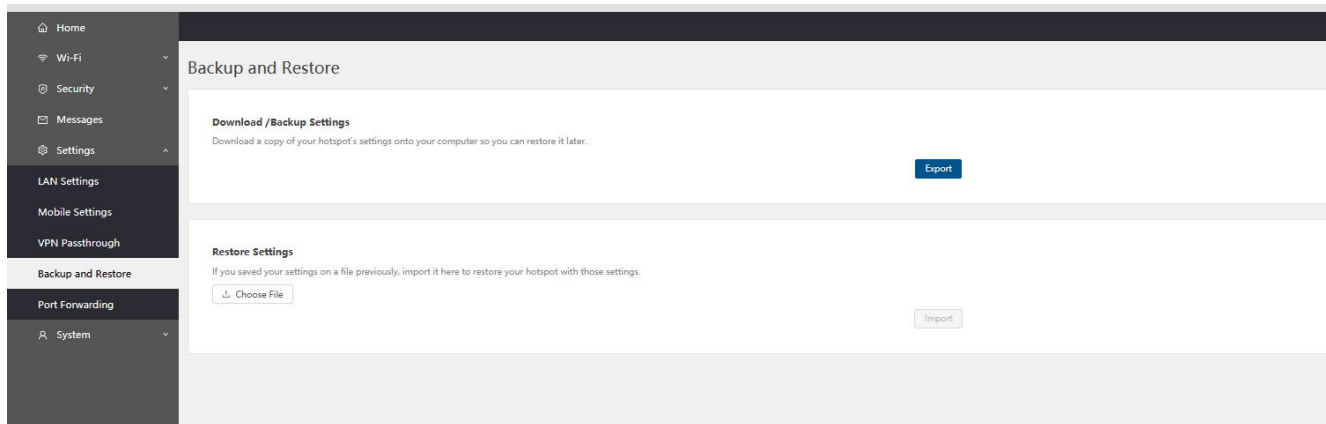
The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI .

The password is case-sensitive. The home page displays.

4. Select Settings > Back Up and Restore.

5. Click the Export button. By default, the file is saved to your Downloads folder.



Restore Mobile Hotspot Settings

To restore mobile hotspot settings:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password.

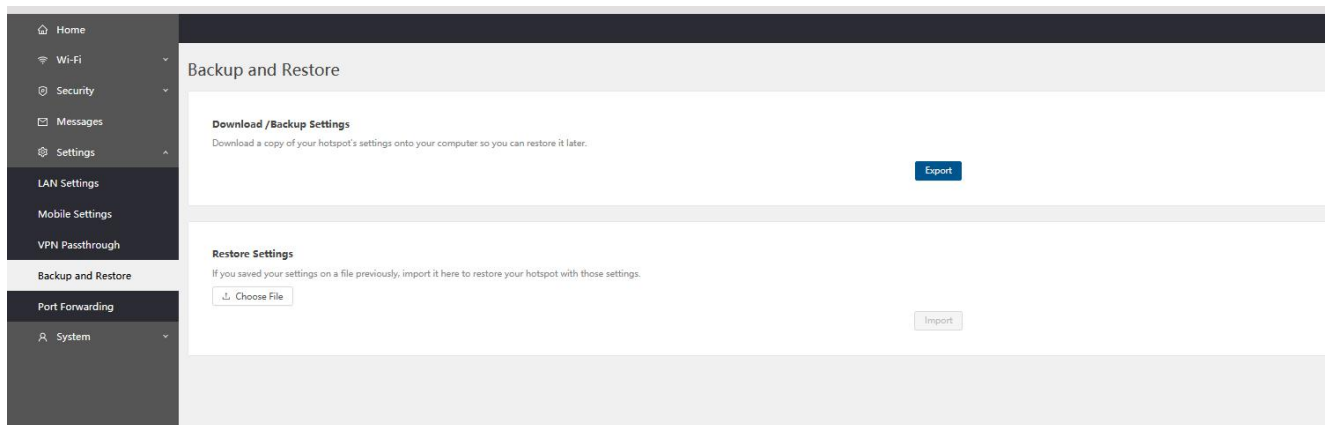
4. Select Settings > Back Up and Restore.

5. Click the Choose File button.

6. Navigate to the location where the `export.cfg` file is stored and select it. By default, mobile hotspot setting files are saved to your Downloads folder.

7. Click the Choose File button and choose what you want.

8. Click the Import button. Your mobile hotspot is restored with the imported file settings.



Enable VPN Pass-Through

To connect to a corporate network using VPN, you must first enable VPN connections (pass-through).

To enable VPN pass-through:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

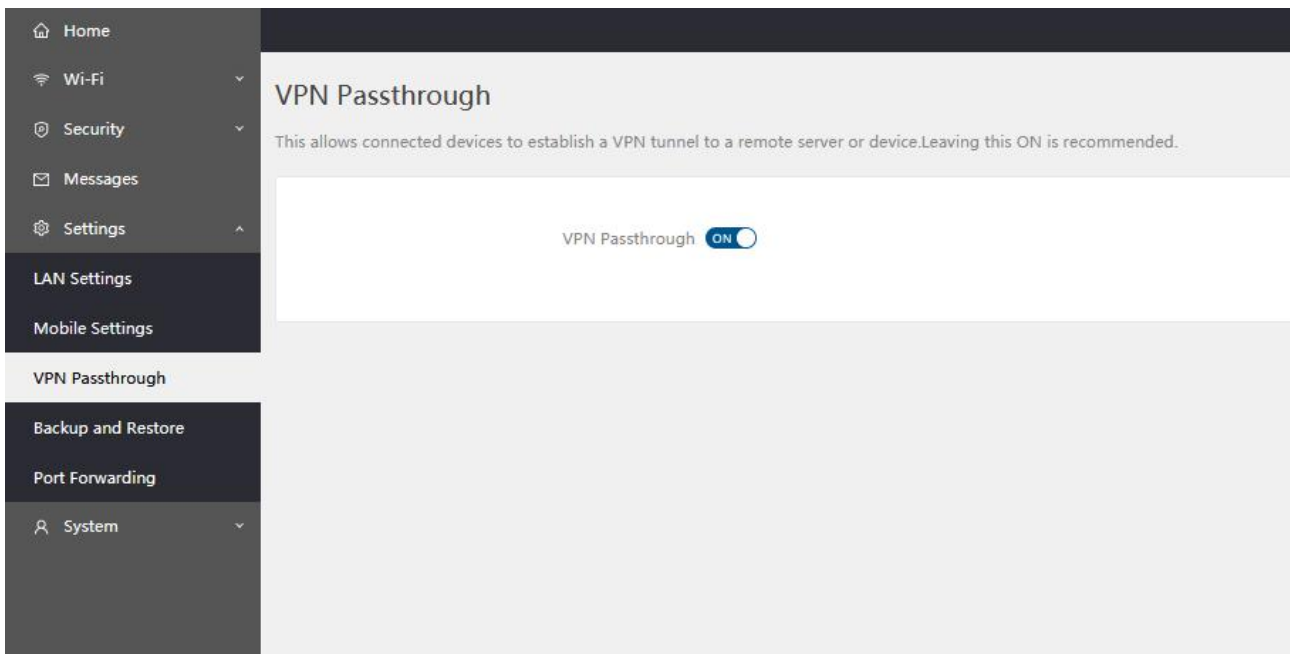
2. Enter <http://192.168.1.1> or <http://hotspot.webui>.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI .

The password is case-sensitive. The home page displays.

4. Select Settings > VPN Passthrough.



5. Select the VPN Passthrough On radio button.
Your settings are saved.

Configure APN Details

Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider.

The mobile hotspot checks the APN to determine the type of network connection to establish.

To add an APN for another network:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI .

The password is case-sensitive. The home page displays.

4. Select Settings > Mobile Settings.

The screenshot shows the 'Mobile Settings' page of a web interface. On the left is a dark sidebar with a menu containing: Home, Wi-Fi, Security, Messages, Settings, LAN Settings, Mobile Settings, VPN Passthrough, Backup and Restore, Port Forwarding, and System. The 'Mobile Settings' section is active. The main content area has a title 'Mobile Settings' and a toggle for 'Cellular Data' which is currently turned off. Below this is a 'Save' button. Further down is a table titled 'APN' with columns: Action, ProfileName, APN, UserName, PassWord, Authentication, IPType, and Delete. The table contains one entry with ProfileName 'Internet', APN 'mobi', Authentication 'None', and IPType 'IPv4v6'. At the bottom right of the main area is a blue button labeled 'Add New Rule'.

Action	ProfileName	APN	UserName	PassWord	Authentication	IPType	Delete
	Internet	mobi			None	IPv4v6	

5. Click the Add button.

Profile Name

APN

UserName

PassWord

Authentication

PAP/CHAP

▼

IP Type

IPv4v6

▼

Cancel

Save

6. Click the Save button. The entry is added to the table.

Set LAN Options

To set the mobile hotspot's LAN options:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter `http://192.168.1.1` or `http://hotspot.webui`. The mobile hotspot web page displays.
3. Enter the administrator login password. The default password is the last eight digits of IMEI .

The password is case-sensitive.

The home page displays.

4. Select Settings > LAN Settings.

The screenshot shows the 'LAN Settings' page of a mobile hotspot web interface. On the left is a dark sidebar menu with options: Home, Wi-Fi, Security, Messages, Settings, LAN Settings (highlighted), Mobile Settings, VPN Passthrough, Backup and Restore, Port Forwarding, and System. The main content area is titled 'LAN Settings' and contains several input fields for network configuration. The IPv4 Address is set to 192.168.1.1, and the IPv4 Subnet Mask is 255.255.255.0. The DHCP Address Pool Start is 192.168.1.100 and the DHCP Address Pool End is 192.168.1.249. A note below these fields says 'Please enter available IP range (0-255)'. The DHCP Lease Time is set to 12 hours, with a note below stating 'Default lease time is 12 hours'. A blue 'Save' button is located at the bottom right of the settings area.

Field	Value
IPv4 Address	192.168.1.1
IPv4 Subnet Mask	255.255.255.0
DHCP Address Pool Start	192.168.1.100
DHCP Address Pool End	192.168.1.249
DHCP Lease Time	12 hours

5. In the LAN section, enter the appropriate details.

If the DHCP server is enabled, it automatically assigns an IP address to each device on the network and manages its configuration information. The DNS mode setting specifies how the DNS servers are obtained. If you select the Auto radio button, the servers use the DNS relay specified by the Internet provider.

6. Click the Save button. Your settings are saved.

Update Software From the Mobile Hotspot Web Page

To update software from the mobile hotspot web page:

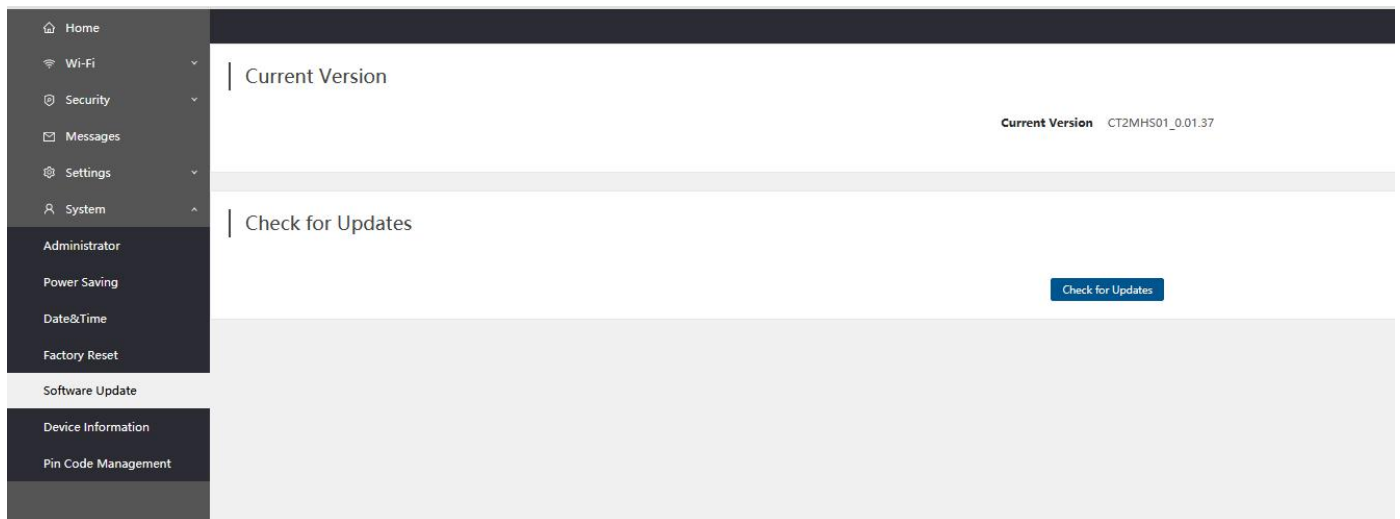
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter `http://192.168.1.1` or `http://hotspot.webui`.

The mobile hotspot web page displays.

3. Enter the administrator login password. The default password is the last eight digits of IMEI . The password is case-sensitive. The home page displays.

4. Select System > Software Update.



5. Click the Check for Updates to see if a new update is available.

5

Frequently Asked Questions

The chapter covers the following topics:

- What do I do if I see the SSID but failed to connect?
- What if there's no service?
- What if I have forgotten my Wi-Fi Password?
- What if my SIM card gets locked out?

What do I do if I see the SSID but failed to connect?

1. Check if the password you entered is the correct one.
2. Check if WPS security is enabled on your PC. If so, check the device to see if it is expecting a WPS action from your PC.

What if there's no service?

The possible reasons are an unstable network signal or a hardware problem. You can try the following solutions:

1. If you are inside a building or near a structure that maybe blocking the signal, change the position or location of the device. For example, try moving the device close to a window.
2. Check the hardware for any loose parts or damage.
3. Log in to the WebUI to review any error messages and follow the steps provided.

What if I have forgotten my Wi-Fi Password?

1. You can find the Wi-Fi Password in the Wi-Fi Info page on the LCD.
2. You can also reset the device to factory defaults by pressing the reset button for 6 seconds. The default pass-word is listed on the SSID label under the back cover of the device and is also the last 8 digits of your hotspot's IMEI. The IMEI can be found on the device label located underneath the removable battery. Be sure to power your device off before removing the battery.

What if my SIM card gets locked out?

If the SIM card is locked, log in to the WebUI (<http://192.168.1.1> or <http://hotspot.webui.WebUI>) and input the PIN or PUK code you received from your service provider. Note: If you entered PIN code 3 times, the PUK will be needed, and if the wrong PUK is entered 10 times, the SIM card will be locked permanently.

A

Specifications

This appendix covers the following topics:

- Battery Specifications
- Display Specifications
- Environmental Specifications
- Mechanical Specifications
- Mobile Band Specifications
- Package Contents
- Port Specifications
- Security Specifications
- WiFi Specifications
- SAR Sensor detect distance Specifications
- Radio Frequency (RF) Energy

Battery Specifications

Battery specifications:

- Removable Li-ion battery.
- Up to approximately 15.5 hours of battery life is based on general business usage: ~3.5 hours of video conferencing, checking emails, file downloads and web browsing. Actual battery life will vary depending on network and environmental conditions, devices connected, device settings and battery age.

Display Specifications

The mobile hotspot includes an 1.77 in. LCD display.

Environmental Specifications

Recommended operating and storage temperatures.

The operating temperature for the device is -4°F (-20°C) to 140°F (60°C). The charging temperature for the device is 32°F (0°C) to 113°F (45°C).

Mechanical Specifications

Physical dimensions:

Dimensions	101.8mm (L) x 70.8mm (W) x 18.3mm (H)
Weight	145g

Mobile Band Specifications

Mobile Bands:

Bands	LTE/4G Bands: 2, 4, 5, 12, 14, 29, 30, 66
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Package Contents

Your mobile hotspot package includes the following:

- Charger
- USB Type-C Data Cable

Port Specifications

The mobile router provides one USB Type-C port.

Security Specifications

Supported security features:

- Parental controls
 - WiFi security encryption
 - WiFi Protected Setup (WPS)
 - VPN pass-through
 - Password protected administration UI
-

WiFi Specifications

WiFi support:

- WiFi 802.11 a/b/g/n/ac , 1x1 SISO
- Dual-Band 2.4/5 GHz, standalone or simultaneous
- Multiple SSID/Guest WiFi Support with optional timer
- WPS (WiFi Protected Setup)

SAR Sensor detect distance Specifications

Main tx antenna :

Front	16 nm
Back	16 nm
Left	16 nm
Right	16 nm
Top	16 nm
Bottom	No detect

WIFI antenna:

Front	16 nm
Back	16 nm
Left	No detect
Right	16 nm
Top	No detect
Bottom	No detect

Radio Frequency (RF) Energy

This mobile device meets guidelines for exposure to radio waves as set forth by the Federal Communications Commission (FCC). Refer to the following.

Your mobile hotspot is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile hotspots employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model. The highest SAR value when worn on the body in a holder or carry case, is **0.97W/kg**.

This device was tested for typical body-worn operations with the mobile hotspot kept 1.0 cm from the body and a 0 cm separation distance between the user's body when the mobile hotspot is connected to laptop. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.0 cm separation distance between the user's body and the mobile hotspot. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this mobile hotspot model with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this mobile hotspot model is on file with the FCC and can be found under the FCC ID Search section of **www.fcc.gov/oet/ea/** after searching on FCC ID **2APXW-CT2MHS01**.

Additional information on Specific Absorption Rates (SAR) can be found on the FCC website at **www.fcc.gov/general/radiofrequency-safety-0**.

To send data or messages, a good connection to the network is needed. Sending may be delayed until such a connection is available. Follow the separation distance instructions until the sending is finished.

During general use, the SAR values are usually well below the values stated above. This is because, for purposes of system efficiency and to minimise interference on the network, the operating power of your mobile is automatically decreased when full power is not needed for the call. The lower the power output, the lower the SAR value.

Device models may have different versions and more than one value. Component and design changes may occur over time and some changes could affect SAR values.

For more info, go to **www.sar-tick.com**. Note that mobile devices may be transmitting even if you are not making a voice call.

Your mobile device is also designed to meet the United States Federal Communications Commission (FCC) guidelines. FCC ratings for your device and more information on SAR can be found at **<http://transition.fcc.gov/oet/rf-safety/sar.html>**.

The World Health Organization (WHO) has stated that current scientific information does not indicate the need for any special precautions when using mobile devices. If you are interested in reducing your exposure, they recommend you limit your usage or use a hands-free kit to keep the device away from your head and body. For more information and explanations and discussions on RF exposure, go to the WHO website at **www.who.int/peh-em-f/en**.

FCC notice: 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. For more info, go to **[www.fcc.gov/ engineering-technology/electromagnetic-compatibility-division/ radio-frequency-safety/faq/rf-safety](http://www.fcc.gov/engineering-technology/electromagnetic-compatibility-division/radio-frequency-safety/faq/rf-safety)**.

Any changes or modifications not expressly approved by HMD Global could void the user's authority to operate this equipment. Note: 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.