



Get Started

FPO Device Image

NETGEAR Chim Chim Mobile Hotspot

Welcome!

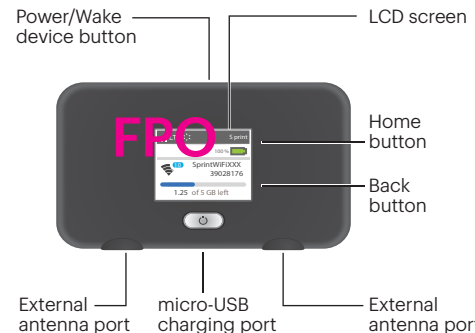
Thank you for choosing Sprint. This booklet helps you get started with Sprint and your new **NETGEAR Chim Chim Mobile Hotspot**.

ReadyNow – For more help in getting up and running with your new device, take advantage of exclusive **Ready Now** resources at sprint.com/readynow.

Visit sprint.com/support for ongoing support and resources. There, you'll find user guides, tutorials, and more to help you get the most out of your device.

Note: Available applications and services are subject to change at any time.

Your NETGEAR Chim Chim



What's in the Box



Activate Your Hotspot

Before turning on your Hotspot:

If you purchased your Hotspot at a Sprint Store, it is probably activated and ready to use.

If you received your Hotspot in the mail, and it is for a new Sprint account or a new line of service, your Hotspot is designed to activate automatically when you first turn it on. To confirm your activation, launch a Web browser from a device connected to your Hotspot.

If you received your Hotspot in the mail and it is going to be activated on an existing number (you're swapping devices), go to sprint.com/activate and follow the instructions. When you have finished, launch a Web browser from a device connected to your Hotspot to confirm your activation.

If your Hotspot is still not activated, visit sprint.com/support for assistance. If you do not have access to the Internet, call Sprint Customer Service at **1-888-211-4727**.

Set Up Your Hotspot

Insert the Battery

1. Remove the back cover using the thumb catch on the corner of the hotspot.
2. Align the battery's contacts with those inside the battery compartment and gently press down until the battery is seated.
3. Replace the back cover.

Note: Your Hotspot comes with a micro-SIM card preinstalled. Do not remove the micro-SIM card.

Charge the Battery

1. Insert the USB cable into the charging adapter.
2. Insert the small end of the USB cable into the micro-USB charging port at the bottom of the hotspot.
3. Plug the charging adapter into a standard AC power outlet.

Get Ready

1. Make sure you are in an area covered by the Sprint network (not roaming).
2. Make sure the device you are trying to connect to your Hotspot has its Wi-Fi (wireless network connection) mode turned on.
3. Make sure your Hotspot is set up on your Sprint account. (Sign on to your account at sprint.com/mysprint to verify.)

Hotspot LCD Screen

Power Up the Hotspot

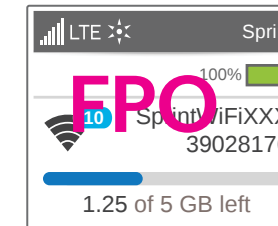
To turn your Hotspot on or off, press and hold the **Power Button** on the top of the device for at least two seconds.

Main Screens

Your Hotspot uses touch screen navigation to choose between Wi-Fi, Jump Boost, and Settings menus. You can also navigate through menus by selecting **Home [icon]** and **Back [icon]** to the right of the Hotspot LCD display.

You can view basic settings and alerts on the LCD screen:

- Signal strength/Battery status
- Data Usage
- Wi-Fi Name
- Wi-Fi Password
- Wi-Fi Options
- Jump Boost
- Settings



Connect to Your Hotspot

Connect a Device to Your Hotspot via Wi-Fi

1. Turn on your Hotspot and your Wi-Fi-enabled device.
2. Open the Wi-Fi application or controls on the computer or Wi-Fi-enabled device that you want to connect to your Hotspot.
3. Find your Hotspot's Wi-Fi name and enter your password to connect to the Internet.

Note: Your Wi-Fi name (SSID) and password appear on the Hotspot LCD display.

The services described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work on all devices. See sprint.com/coverage for more details.

Important Privacy Message. This device is capable of determining its/your geographical location. For some applications and services you select, a device must be turned on and set to allow collection of location information in order to function.

Please be advised that if you use a third-party application, the application may collect your personal information or require Sprint to disclose your customer information, including location information (when applicable), to the application provider or some other third party. Sprint's policies do not apply to these third-party applications. Please carefully review the application's terms of use and/or the application provider's policies for more information about how the application will collect, access, use or disclose your information before using a third-party application. Terms of use and other policies usually are available on the application provider's website.

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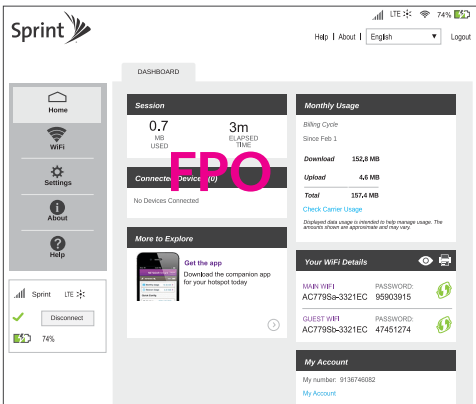
Hotspot Manager

Access, monitor, and customize your device settings using the Hotspot Manager.

Log In to the Hotspot Manager

1. Open a browser on a computer connected to your Hotspot.
2. Navigate to <http://myhotspot>.
3. Enter your password and click **Sign In**. You'll be taken to the Hotspot Manager home page.

Note: The default Admin password for logging in to the Mobile Hotspot Manager is **password**. It is recommended that you change the password as soon as possible.



Wi-Fi Settings

View devices that are connected to your Hotspot's Main or Guest Wi-Fi networks and configure access permissions.

Set Up a Guest Network

1. Log in to the Hotspot Manager.
2. Click **Wi-Fi** > **Connect** to choose a Wi-Fi profile.
3. Select **Guest Wi-Fi** and click **Submit**.
4. Scroll down to adjust additional Wi-Fi Network Settings and Wi-Fi Options.

Block Device

1. Log in to the Hotspot Manager.
2. Under the **Connected Devices** section on the Hotspot Manager home screen, select the name of the connected device.
3. Under the **Device Details** tab, select **Block Device** to prevent the device from connecting to your Hotspot's Wi-Fi.



Jump Boost

If your connected device is low or out of battery, you can power it using your Hotspot.

1. Connect the Jump Boost cable to the Hotspot's charging port.



2. Connect your smartphone's charging cable to the Jump Boost connector.



3. Connect your smartphone to the charging cable.

4. Choose how long you want to enable the boost for (the timer starts immediately after you click one of the following options):

- 30 minutes boost
- 60 minutes boost
- 90 minutes boost

Hotspot Settings

Configure your Hotspot's Wi-Fi, Mobile Network, Device, and Advanced Router settings.

Configure Device Settings

1. Log in to the Hotspot Manager.
2. Click **Settings** > **General** > **Device** and use the drop down menu to configure the following:

- **Device:** Change your Hotspot's Language, Screen, and Screen timeout.
- **Software and Reset:** View and update software for your Hotspot.
- **System Logs:** Enable and view your Hotspot's system logs.



Network Settings

Adjust your Hotspot's Mobile Settings, APN, SIM Security, and Status Details.

Configure Network Settings

1. Log in to the Hotspot Manager.
2. Click **Settings** > **Network** and use the drop down menu to configure the following:

- **Preferences:** Change your Hotspot's network and roaming mode.
- **APN:** View and edit APN settings.
- **SIM Security:** Enable a PIN lock for the SIM card.
- **Status Details:** View and save Hotspot status information.



Reset Your Hotspot

In some cases, you may want or need to clear your account information to use your device with another account, reset most settings (except for your account and network activation), or reset your device to its factory default settings.

- You can clear these settings from the Hotspot Manager.

Reset Settings Only

1. Log in to the Hotspot Manager.
2. Click **Settings** > **General** > **Software and Reset**.
3. Under Settings Reset, click **Reset** and when the prompt appears, select **Begin Reset** to reset your Hotspot's display, Wi-Fi, and router settings.

Reset Device to Factory Defaults

1. Log in to the Hotspot Manager.
2. Click **Settings** > **General** > **Software and Reset**.
3. Under Factory Reset, click **Reset** and enter your Hotspot's MSL code.
4. Click **Submit**.

Manage Your Account

Online: sprint.com/mysprint

- Make a payment, see your bills, enroll in online billing.
- Check data usage and account balance.
- See or modify the details of your Sprint service plan.
- Get detailed instructions and download content.

Customer Service

- Sprint Customer Service: Dial **1-888-211-4727**
- Business Customer Service: Dial **1-888-788-4727**

Help

- **User Guide** – View the comprehensive User Guide online at sprint.com/support.
- **Updates** – The first time you connect your Mobile Hotspot, from your Web browser go to the device's home page by entering <http://myhotspot>. Click **Settings**, click the **Software and Reset** tab, and then, under Software Update, click **Check for Update**.
- **Web** – Go to sprint.com/support to access troubleshooting and other resources. For software updates, go to sprint.com/downloads.

Additional Support

- From the Mobile Hotspot home page on your computer, click **Support**.

It's All Connected

Sprint is committed to your world, and we work hard to make sure it's taken care of.

Your guides and packaging are 100% recyclable, printed with vegetable inks, and are made with a minimum of **XX%** recycled paper.

We even make it easy (and rewarding) to recycle your old device – visit sprint.com/buyback for more info.

Check us out at sprint.com/goodworks to find out more.

