

T-Mobile® Hotspot

User Guide



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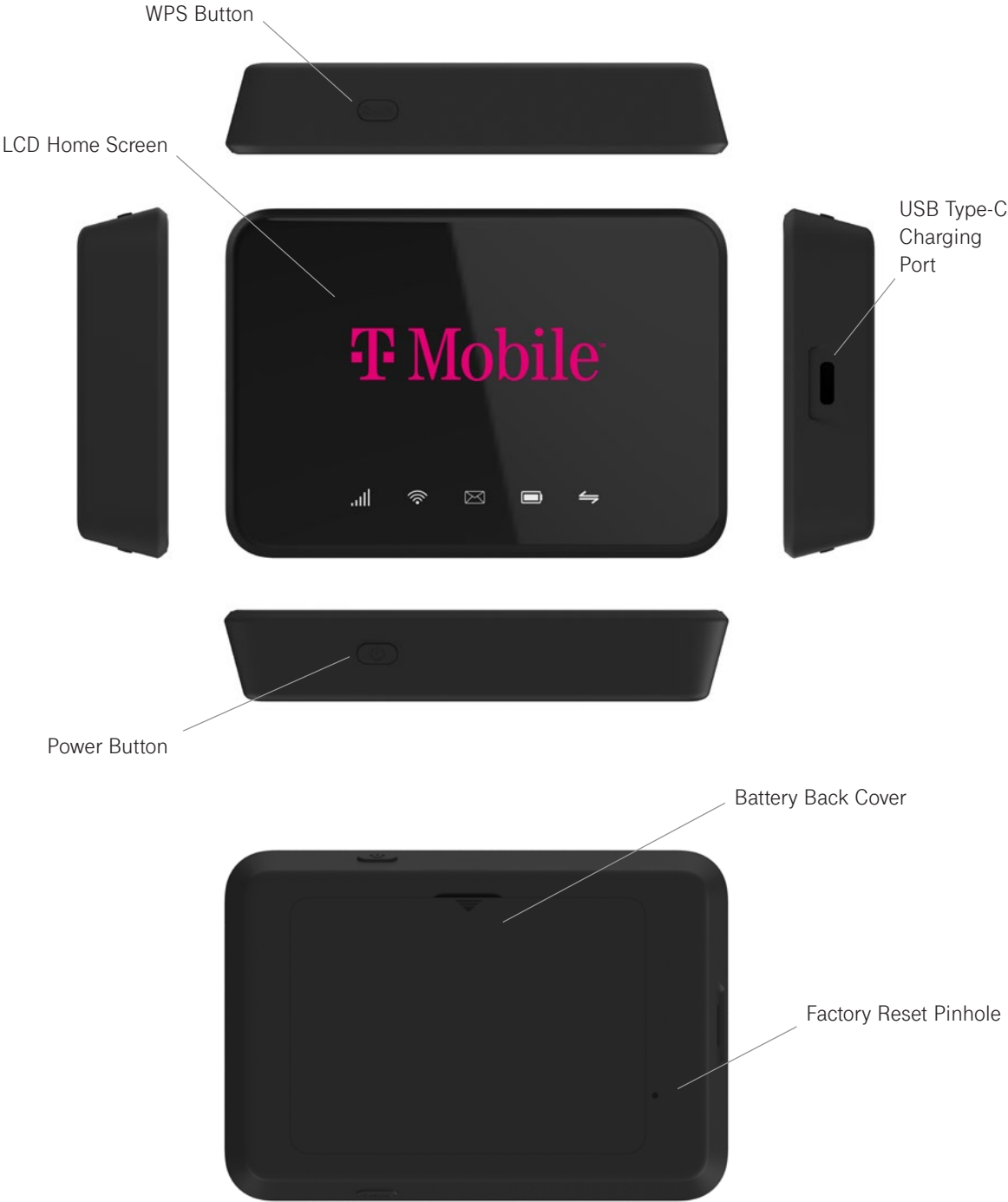
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Getting Started

Meet your T-Mobile® Hotspot

Familiarize yourself with the hotspot's design to use your device.



Setting Up Your Mobile Hotspot

The mobile hotspot includes a SIM card pre-inserted in the device. Just press and hold the Power/Navigation button for 3 seconds to turn on and start using.

Replacing the SIM card

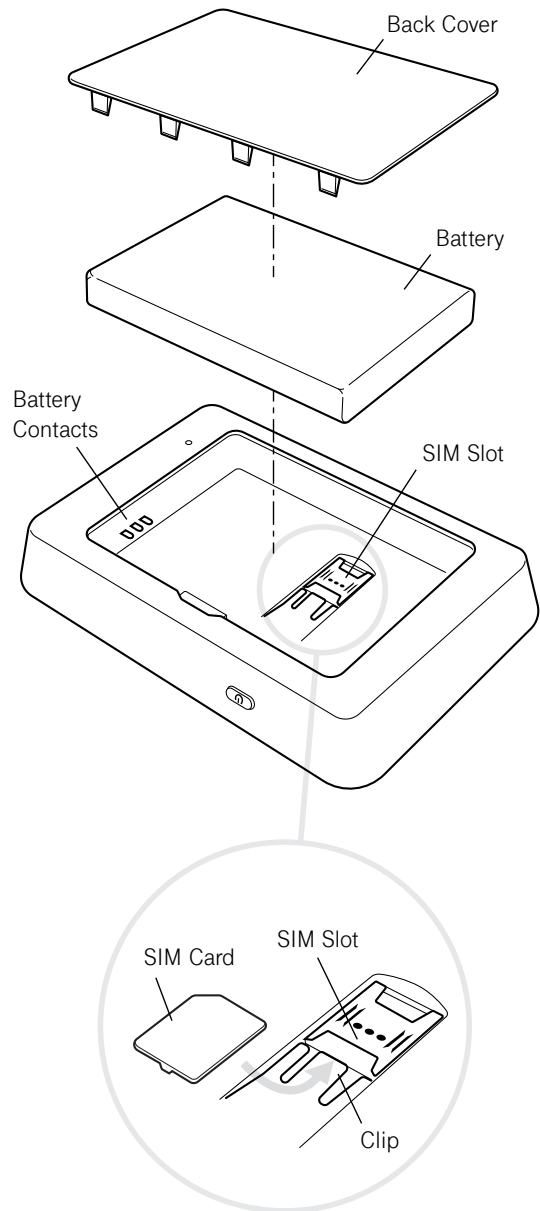
1. Remove the back cover and take the battery out.
2. Locate the SIM card slot.
3. Push down on the plastic clip in front of the SIM card while sliding the SIM card out of its slot.
4. Hold the new SIM so that the cut corner is at the top and gold contacts are facing downward. Insert SIM by pressing down on the clip and sliding into the SIM slot.

Re-insert the battery

1. Align the battery contacts with the terminals in the battery compartment. Push the battery down until it clicks into place.
2. Line up the groove at the back of the device with the battery cover (the arrow will be pointing down).
3. Replace the battery cover over the battery compartment and press down on the four corners of the battery cover until it clicks into place.






Charge mobile hotspot fully

Your device includes a charger. To charge, plug one end of the charger into an electrical outlet and the other end into the device's USB-C port.



LED Indicators

There are five different LED indicators on this device.

| Indicator | Color | Status |
|---|--------------|--|
| Signal Strength  | Green | Strong Signal |
| | Yellow | Weak Signal |
| | Red | No Signal |
| Connected Devices  | Solid | Device(s) is connected |
| | Flashing | A device is connecting via WPS |
| | Off | Device(s) is not connected |
| New Messages  | Flashing | Unread message(s) |
| | Always On | Inbox is full |
| Battery Level  | Green | 26%-100% battery Fully charged (while charging) |
| | Red | Below 15% battery |
| | Flashing Red | Charging |
| Data Transmission  | Solid | Data is transmitting |

Using Your Device

Use the Power Button to perform these basic operations.

Power On: Press and hold for 3 seconds.

Power Off: Press and hold for 3 seconds.

Connecting to the Internet

When you turn on your mobile hotspot (with SIM card inserted), it will automatically connect to your carrier's network. Connect your Wi-Fi enabled device, such as a computer, smartphone, or tablet, to the mobile hotspot Wi-Fi network to access the Internet. Keep the T-Mobile® Hotspot in range of the device you want to connect with and follow the instructions below.

Connecting

1. First, find and make note of your network password under your battery. It is also the last 8 digits of your IMEI.
2. Turn on your mobile hotspot by pressing and holding the Power button for 3 seconds.
3. Open your Wi-Fi network manager on your computer, smartphone, tablet, or other Wi-Fi enabled device. This will be typically found in your device's network settings or connections menu.
4. Connect your Wi-Fi enabled device to the T-Mobile® Hotspot by selecting your mobile hotspot's network name (SSID) **"T-Mobile Hotspot_XXXX_2.4GHz"** for the 2.4 GHz Wi-Fi network or **"T-Mobile Hotspot_XXXX_5GHz"** for the 5 GHz Wi-Fi network.
5. Enter the password (KEY).
6. Open a web browser and visit your favorite website to confirm a successful connection.

Connecting via WPS Button

This is a quick and easy alternative to connect your devices securely.

1. Keep the T-Mobile® Hotspot in range of the device you want to connect with.
2. Turn on your mobile hotspot by pressing and holding the Power button for 3 seconds.
3. Open your Wi-Fi network manager on your computer, smartphone, tablet, or other Wi-Fi enabled device.
4. Connect your Wi-Fi enabled device to the T-Mobile® Hotspot by selecting your mobile hotspot's network name (SSID) **"T-Mobile Hotspot_XXXX_2.4GHz"** for the 2.4 GHz Wi-Fi network or **"T-Mobile Hotspot_XXXX_5GHz"** for the 5 GHz Wi-Fi network.
5. Press and hold for 5 seconds the WPS button located on the bottom of the mobile hotspot.
6. Your Wi-Fi enabled device will start connecting.



Connecting via Tethering

You can also connect your Wi-Fi enabled device to the mobile hotspot using a USB-C cable instead of using the Wi-Fi network.

1. Make sure your mobile hotspot is on and has an active data connection.
2. Connect one end of the USB-C cable to the hotspot and the other end to your device.
3. Your device will detect a network connection via USB automatically.
4. Check your connection by visiting a website.

Hotspot WebUI Manager

The Hotspot WebUI Manager is a virtual dashboard to manage your mobile hotspot's settings, features and security controls.

Accessing the Hotspot WebUI Manager

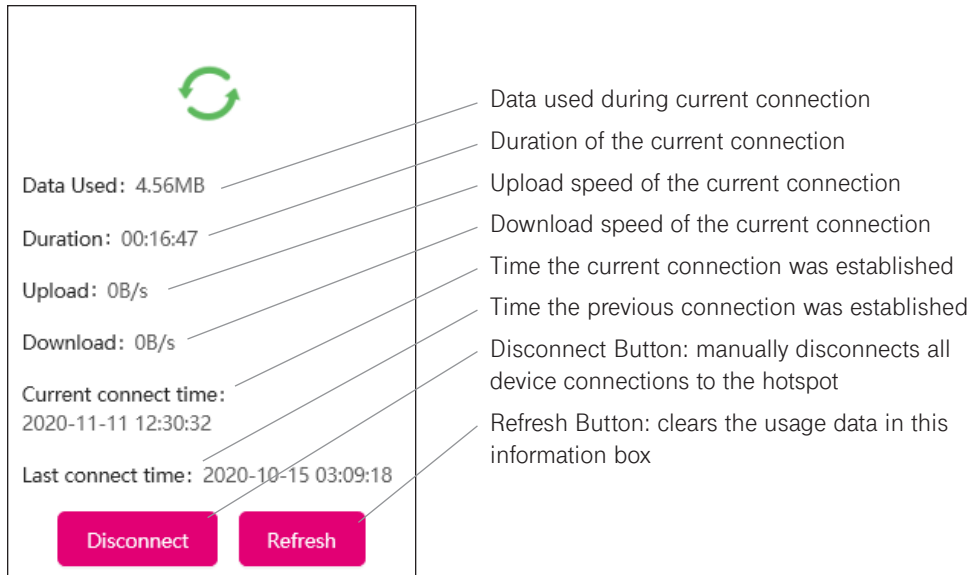
1. After connecting the hotspot to your Wi-Fi enabled device, open a web browser and enter **http://192.168.0.1** in the address bar.
2. Enter the WebUI password and select **Login**. Note: The admin password is **Admin + last 4 digits** of the **IMEI** (eg: Admin1234). The IMEI code is printed on the device label underneath the battery.
3. On your first login, you will be asked to create a new password. Create your new password and log in again.
4. The admin password can be changed in the Hotspot WebUI Manager under **Settings > Device Settings**.

Note: To save the login password, check the "Save Password" box.

Home Page

View basic statuses of the hotspot on the Home page.

Status Display



The screenshot shows a status display box with a green refresh icon at the top. Below the icon, the following information is displayed:

- Data Used: 4.56MB
- Duration: 00:16:47
- Upload: 0B/s
- Download: 0B/s
- Current connect time: 2020-11-11 12:30:32
- Last connect time: 2020-10-15 03:09:18

At the bottom of the box are two buttons: "Disconnect" and "Refresh".

Callouts from the right side of the image point to the following fields:

- Data used during current connection
- Duration of the current connection
- Upload speed of the current connection
- Download speed of the current connection
- Time the current connection was established
- Time the previous connection was established
- Disconnect Button: manually disconnects all device connections to the hotspot
- Refresh Button: clears the usage data in this information box

Note: Click the Connect button to connect to the mobile network.

View connected devices

View all devices connected to the hotspot via Wi-Fi, including the following details:
Host Name, MAC Address, IP Address

View blocked devices

View a list of blocked devices, including the following details:
Host Name, MAC Address, IP Address

Note: Under Operation, click the block icon to block a device from your network. Click the unblock icon to allow the device access to your network again. The device will disappear from the blocked devices list.

View data usage

The data usage bar shows the amount of GB of data used each month.

- Click the Reset button to clear used data.
- When more than 90% of data is used, the following message will be displayed: "The usage traffic is more than 90%. Please confirm whether you want to turn off the mobile network."

Information Page

The Information page allows you to quickly access all menu options for your T-Mobile® Hotspot.

Device Information

The Device Information page displays some basic information about the hotspot, including:

- **Phone Number:** Shows the phone number of the SIM card.
- **IMEI:** Device IMEI number.
- **Signal Strength:** Displays the signal strength.
- **2.4GHz Network Name (SSID):** Displays 2.4 GHz Wi-Fi Channel name. The default name is “T-mobile Hotspot_xxxx_2.4GHz”. Click the “Change” label to change Wi-Fi Settings.
- **5GHz Network Name (SSID):** Displays 5 GHz Wi-Fi Channel name. The default name is “T-mobile Hotspot_xxxx_5GHz”. Click the “Change” label to change Wi-Fi Settings.
- **Maximum Connections:** the maximum number of connected devices allowable is 10.
- **LAN Domain:** Shows LAN domain name.
- **MAC Address:** Shows MAC address of the device.
- **IP Address:** Shows IP address of the device.
- **WAN IP Address:** Shows WAN IP address of the device.
- **Software Version:** Shows Software Version of the device.
- **Model name:** Shows product model name.

Plan Details

Review your data plan details and set up a monthly billing plan.

- Set the billing day: choose from 1 through 31.
- Set the billing month: choose from 1 through 12.

Statistics

Track upload and download speeds, information on the current connection, or data usage from the year.

Upload speed: Shows current upload speed.

Download speed: Shows current download speed.

Current Connection: Shows the information of the current connection.

Current Year: Shows the data usage of a year.

Note: Click the Clear button to clear statistics values.

SMS Page

The message LED indicator will flash on the hotspot when a new message is received and will show a solid light when the inbox is full. Log in to the Hotspot WebUI Manager to view and delete your messages.

Reading messages on the Hotspot WebUI Manager

1. Go to the SMS page.
2. A list of messages will be displayed.
3. Click on the message to open it in full display.

Deleting messages on the Hotspot WebUI Manager

1. Go to the SMS page.
2. A list of messages will be displayed.
3. Select the checkbox next to the message you want to delete.
4. Click Delete.

Note: A maximum of 50 new messages can be stored. Older messages will be deleted automatically.

Settings Page

Once you're logged in to the Hotspot WebUI Manager you can make adjustments to the following Wi-Fi settings.

Enable or disable a Wi-Fi network

1. Go to **Settings > Wi-Fi Basic Settings**.
2. Toggle switch to **Enable/Disable**.

Note: 2.4 GHz Wi-Fi is enabled by default.

Change Wi-Fi login credentials

1. Go to **Settings > Wi-Fi Basic Settings**.
2. Select 2.4 or 5 GHz with the radio button.
3. Change the name and password in the field below and click **Save**.

Note: Making any changes mentioned above will disconnect your current connection and you will need to reconnect to the hotspot and log back in to the WebUI manager.

The screenshot shows the 'Settings' page in the Hotspot WebUI Manager. The 'Wi-Fi Basic Settings' section is active, with the 'Wi-Fi' toggle switch turned on. The frequency is set to '2.4GHz'. Below this, the '2.4 GHz Wi-Fi' configuration is shown. The 'Network Name(SSID)' field contains 'T-Mobile Hotspot_2417_2.4GHz'. A note below the field states: 'Up to 32 octets(32bytes)long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.' The 'Broadcast SSID' checkbox is checked. The 'Security Mode' dropdown menu is set to 'WPA2-PSK'. The left sidebar shows a navigation menu with 'Wi-Fi Basic Settings' highlighted.

The screenshot shows the 'Settings' page in the Hotspot WebUI Manager. The 'Wi-Fi Basic Settings' section is active, with the 'Wi-Fi' toggle switch turned on. The frequency is set to '5GHz'. Below this, the '5 GHz Wi-Fi' configuration is shown. The 'Network Name(SSID)' field contains 'T-Mobile Hotspot_3605_5GHz'. A note below the field states: 'Up to 32 octets(32bytes)long. That is a maximum of 32 ASCII characters or less with UTF-8 characters.' The 'Broadcast SSID' checkbox is checked. The 'Security Mode' dropdown menu is set to 'WPA2-PSK'. The left sidebar shows a navigation menu with 'Wi-Fi Basic Settings' highlighted.

Wi-Fi Advanced Settings

On this page, the following setting can be manually adjusted:
Wi-Fi Bands, Wi-Fi Channels, Max Connected Devices

Choose the desired setting in the drop-down menu and click **Save**. If there are no special requirements, it is recommended to keep default settings.

WPS

Use either of these methods to connect your device using WPS.

Use Push Button

1. Go to **Settings > WPS**.
2. Activate the WPS connection on the device you want to connect to the hotspot.
3. Click **Push WPS Button** on the Hotspot WebUI Manager.
4. Wait a moment for successful Wi-Fi connection.

Use Device PIN

1. Go to **Settings > WPS**.
2. Activate the WPS connection on the device you want to connect to the hotspot.
3. Enter the device's 8-digit PIN code on the Hotspot WebUI Manager.
4. Wait a moment for successful Wi-Fi connection.

Note: You can disable the WPS feature from the device by unchecking the Enable box.

Configure Network Settings

Enable/Disable Data Roaming

Turn off Data Roaming while overseas to prevent data usage.

1. Go to Settings > Network Settings.
2. Click the toggle switch next to Data Roaming to switch on or off.

Enable/Disable Cellular Data

Turn off Cellular Data to block all internet traffic on the mobile hotspot.

1. Go to Settings > Network Settings.
2. Click the toggle switch next to Cellular Data to switch on or off.

Create a new APN (Access Point Name)

Your mobile hotspot comes pre-configured 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.

1. Go to **Settings > Network Settings**.
2. Click the **Add** button under the APN list. A pop-up box will appear to create new APN.
3. Fill out the following fields:
 - a. For Profile Name, enter the Profile Name of APN.
 - b. For APN, enter the APN provided by carrier.
 - c. For Username and Password, enter the Username and Password provided by the carrier (if they are required for the network).
 - d. For Authentication, select the authentication mode: PAP/CHAP (recommended default); PAP; CHAP.
 - e. For IPType, select the type: IPv4v6 (recommended default); IPv4.

Manage Device Settings

Change the administrator password for accessing the device, restart the device, perform a factory reset, or manage sleep time for the hotspot.

Change the admin password

1. Go to **Settings > Device Settings**.
2. Enter the current password, new password, and re-confirm the new password.
3. Click **Save**.

Note: Enter a minimum of 8 characters to a maximum of 31 characters.

Restart the device

Click the **Restart** button to restart the device.

Perform a factory reset

You can restore your mobile hotspot to default factory settings. It will reset all of the custom settings saved.

1. Go to **Settings > Device Settings**.
2. Click **Reset** button under Factory Reset.
3. Click **Confirm**.
4. Wait a moment as the device is restored to the default settings.
5. You will need to re-connect to the device with its default Wi-Fi login credentials shown on the display.

You can also manually perform a factory reset by inserting a paperclip (or a long, narrow object) into the reset pinhole located on the bottom of device and holding for 6 seconds.

Note: The Hotspot WebUI Manager admin password will be restored to its default after a factory reset. The default password is Admin + the last 4 digits of the device IMEI that can be found on the label under the battery or on the Device Details screen.

Adjust the device sleep settings to increase battery life

Set the Wi-Fi standby time to a shorter period to reduce the amount of time the mobile hotspot is inactive and turns off the network.

1. Go to **Settings > Device Settings**.
2. Select the length of time the device will wait before the screen turns blank in the Wi-Fi Standby drop-down menu.
3. Choose between 10, 20, 30 minutes or Always on.
4. Click **Apply**.

Firewall

The Hotspot WebUI Manager lets you set the limits for certain websites and block unwanted connections.

Block unwanted devices

Block unwanted devices from connecting to your mobile hotspot.

1. Go to **Settings > Firewall > MAC Filter**.
2. Select **blacklist** or **whitelist** mode.
3. Click **Add New Rule** then input a MAC address to add a new whitelist or blacklist rule.
4. Click **Save**.

Note: Devices listed under blacklist mode will not be allowed to connect to the hotspot Wi-Fi. Devices listed under whitelist mode will be allowed to connect to the hotspot Wi-Fi.

Block unwanted websites

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

1. Go to **Settings > Firewall > Website Filter**.
2. Select **blacklist** or **whitelist** mode.
3. Click **Add New Rule** then input the website URL to add a new whitelist or blacklist rule.
4. Click **Save**.

Set a DMZ Host

You can set up a computer in a local area network as a DMZ host, which will be exposed to a wide area network and can be accessed directly from devices on the WAN.

1. Go to **Settings > Firewall > DMZ Settings**.
2. Click the toggle switch next to DMZ Settings to switch on or off.
3. Click **Save**.

Router Settings

Get more router settings for Wi-Fi on this page.

1. Go to **Settings > Router Settings**.
2. Configure settings by filling out the following fields: IPv4 Address, IPv4 Subnet Mask, DHCP Address Pool Start, DHCP Address Pool End, DHCP Lease Time.
3. Click **Save**.

UPnP Settings

UPnP enables convenient data transmission between intelligent network storage devices and the Internet.

1. Select **Settings > UPnP Settings**.
2. Select **Enable** mode.
3. Click **Apply**.

Port Forwarding

Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN. When enabled, 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, it is recommended to keep it disabled.

1. Go to **Settings > Port Forwarding**.
2. Click **Add New Rule**.
3. Fill out the following fields:
 - a. For Name, use a meaningful name to identify the purpose of the forward rule.
 - b. For Protocol, choose the protocol option to match forwarding rule. The options include TCP+UDP, TCP, UDP.
 - c. For External Ports, enter the destination port (for example: 5060) or port range (for example: 5000-5050) on the incoming traffic from the external network.
 - d. For Internal Ports, enter the port code of the internal host. Redirect matched incoming traffic to the given port (for example: 5060) or port range (for example: 5000-5050) on the internal host.
4. When completed, click **Save**.

Configure port triggering for games and other internet applications

1. Go to **Settings > Port Triggering**.
2. Select **Add New Rule** button.
3. Click **Save**.

Manage PIN code

1. Go to Settings > **Pin Code Management**.
2. Click the toggle switch next to Pin Code Management to switch on or off.

Enable/Disable tethering types to connect to the hotspot

1. Go to **Settings > Tethering**.
2. Click the checkbox next to Wireless tethering or USB cabled tethering.
3. Click **Save**.

Troubleshooting

Check below for solutions to common problems you may experience.

Problem: The device cannot connect to the mobile hotspot.

If you are experiencing problems connecting to the mobile hotspot, try the following suggestions:

- Restart the mobile hotspot
- Restart the device you want to connect (laptop, smartphone, etc.)
- Confirm the Wi-Fi network name (SSID) and password (KEY) and establish a new connection to the mobile hotspot

Problem: The device is connected to the mobile hotspot but cannot access the internet.

If your device has successfully connected to the mobile hotspot's Wi-Fi network but you cannot access the internet, try the following suggestions:

- Check the signal strength and network indicator on your device's LED and confirm the hotspot has network coverage in the area
- Make sure your SIM card is active and properly installed. See Insert SIM Card section
- Check to see if Cellular Data is enabled in the Hotspot WebUI Manager. See Enable/Disable Cellular Data section

Problem: Download and/or upload speeds are slow.

If you are experiencing a slow internet connection while connected to the mobile hotspot, try the following suggestions:

- Check the signal strength on your device's LED. A low signal (Yellow) strength can indicate a weak connection to the network in your area
- Please make sure your device is in close range to the mobile hotspot to optimize the Wi-Fi connection

Problem: Forgot the password to the Wi-Fi network or Hotspot WebUI Manager.

If you have changed your password and need to reset the password back to the default password, please perform a manual factory reset by inserting a paperclip (or a long, narrow object) into the reset pinhole located on the bottom of device and holding for 6 seconds.

Regulatory Information

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.

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.

Certification Information (SAR)

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 1.26 W/kg. FCC Equipment Authorization ID: 2APXW-TMOHS1. 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, body-worn operation of the device is restricted to belt-clips, holsters or similar accessories that have no metallic component in the assembly. 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.

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.

Product Specifications

| | |
|--------------------|---|
| Chipset | Qualcomm MDM9207 |
| Memory | 256 MB RAM / 512 MB ROM |
| Battery | Removable Li-ion battery, 3,000 mAh |
| Charging Port | USB Type-C |
| Dimensions | 101.8 mm (L) x 70.8 mm (W) x 18.5 mm (H) |
| Weight | 140 g |
| Operating System | Linux |
| Network Frequency | 3G: B2/4 LTE/4G: B2/4/5/12/25/26/41/66/71 |
| Wi-Fi Connectivity | 802.11 a/b/g/n/ac; Dual-Band: 2.4 GHz & 5 GHz |