Quick Start Guide

Orbic® SPEED™

Getting Started

Thank you for choosing Orbic Speed 4G LTE mobile hotspot device.
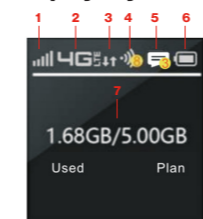
Note:

This User Guide provides the basic operations of the Orbic Speed.

General Appearance

1. Menu button
2. Signal status icon
3. Network mode icon
4. Wi-Fi signal icon
5. Unread message icon
6. Battery icon
7. Power button
8. USB Type C port
9. Battery cover
10. Cutout to remove back cover

Display Layout and Icons

Description

1. Signal status icon
2. Network mode icon
3. Send/receive data activity arrows
4. Wi-Fi signal and number of access users
5. The number of unread message maximum is 100
6. Battery capacity icon, if battery capacity is lower than 25%, this icon is red.
7. Data statistics, used/total

SIM Card and Battery

Your Orbic Speed comes preinstalled with a 4G LTE SIM card.

Notes:

- The SIM card MUST remain in your Orbic Speed when in use. Once the SIM card has been inserted into the Orbic Speed, do not remove!

- DO NOT remove SIM card when the device is powered on since this may damage the card and the device.

- Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water or dirt.

Inserting and Charging the Battery

1. Use the thumb catch at the bottom of your Orbic Speed to open 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. (Figure 1 and 2)
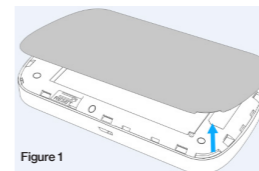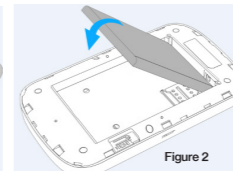

Figure 1

Figure 2

2. Place the battery cover over the battery compartment and press it downward until it clicks into place. (Figure 3)
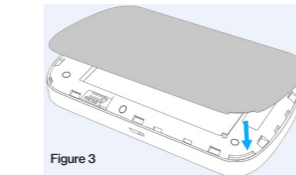

Figure 3

3. Your Orbic Speed comes with charger. To charge: Plug one end of the charger into an electrical outlet and the other end into the Orbic Speed Type-C Port. (Figure 4)
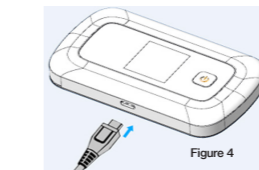

Figure 4

Removing the 4G LTE SIM Card

1. Power off the Orbic Speed. Remove the battery cover and take out the battery.

2. Gently remove the SIM card from the SIM card slot

Setting up Wi-Fi connection

1. Press and hold the "power" button for 3 seconds until the welcome logo is displayed on the Screen, and Wi-Fi is on.

2. Use your terminal devices to search the wireless network connection with the Wi-Fi's SSID of "4G-WIFI-2.4G-xxxx "or "4G-WIFI-5G-xxxx " and click "Connect". If the security mechanism is applied, you need to enter the correct PASSWORD.

Note: xxxx is the last 4 digits of device MAC.

The default password is 10000XXX (XXX is the last three digits of IMEI).

You can also find the default SSID and Password in the WIFI Info page of Orbic Speed screen.

Setting up your WPS

If your terminal devices support WPS, you do not have to input the password manually once your WPS has been set up. To use WPS please follow these steps:

1. Enable WPS in the WebUI through Settings->Wireless->WLAN Settings->WPS

2. Press "Menu" button on the device to select "WPS Active"page on the SCREEN

3. Press "Power" button to active WPS function

Then you can enable the WPS function on your terminal to connect the hotspot.

How to change the SSID & Password

1. Log in to http://192.168.1.1 or http://my.jetpack and enter the management page.

2. Select Settings> Wireless> WLAN Settings, then you will see "Wi-Fi Name(SSID) " and "Password", Make sure you delete the old name and password and enter the new name and password as you require.

3. Select "Apply" button, wait for the screen to display prompting "Success", and then log out.

4. Wait for the computer or laptop screen to display the Wi-Fi icon. This means the wireless network connection has been successful.

Logging into the Device Management Website

1. Make sure your device is connected to the Orbic Speed via Wi-Fi.

2. Open the browser, and enter http://192.168.1.1 or http://my.jetpack in the address bar.

3. Enter username and password, and click "Login". The administrator has the right to check and modify configuration permission.

Note: The default username is admin; the default password is 12$XXX (XXX is the last three digits of IMEI).

Restore Factory Settings

If you are uncertain of which Wi-Fi settings you have configured or changed, there are two ways you can restore the factory defaults.

Option 1: Log into Device Management Website to restore to factory default settings.

Option 2: Press and hold "Reset" button in the battery compartment for 5 seconds. See figure 5.

Figure 5
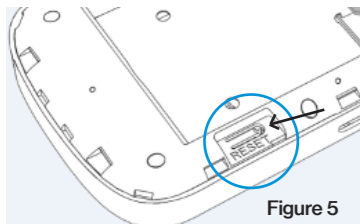
Note: Reset button will delete all the device's user-defined Wi-Fi settings and restore Admin setting and Wi-Fi Setting to factory default.

Troubleshooting:

If you are having trouble with Orbic Speed, here are a few things you can do to get it to function properly.

1. If the Orbic Speed is not responsive, reboot it by press the "Power" button for about 8 seconds

2. Restore factory settings

Q&A

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

A:

1. Check the password you entered is the right 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.

Q: What to do if there is no service?

A: The possible reason is listed as below:

1. Unstable local signal.
2. Hardware problem.

You can try the following solutions:

1. f you are inside a building or near a structure that may be 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 or use another device and retry.

Q: What to do if I forget the Wi-Fi Key?

A:

1. You can find the Wi-Fi Key in the Wi-Fi Info page on the SCREEN.

2. You can also reset the device to factory defaults by press the reset button for 5 seconds.

Q: Data connection failed.

A: You have no network coverage. Try moving location until you get good reception.

Q: The modem cannot connect to the internet when overseas

A: you can check if the data roaming function is enabled in the Device Setting page on the SCREEN.

Make sure you have international roaming enabled on your plan. You can contact your service provider before you go overseas to enable roaming.

To the Owner

•   Some electronic devices, such as the electronic system of vehicles, are susceptible to electromagnetic interference sent by your device if inadequately shielded. Please consult the manufacturer of your device before using if necessary.

•   Operating your device may interfere with medical devices like hearing aids and pacemakers. Please always keep them more than 20 centimeters away from such medical devices when they are turned on. Turn your device off if necessary. Consult a physician or the manufacturer of the medical device before using your device.

•   Be aware of the usage limitation when using your device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Turn off your device if required.

•   The use of electronic transmitting devices is forbidden in aircrafts, at gas stations, and in hospitals. Please observe and obey all warning signs and power off your device in these conditions.

•   Do not touch the inner antenna area if not necessary; it will affect your device's performance.

•   Store your device out of the reach of little children. Your device may cause injury if used as a toy.

•   Do not touch the metallic parts of your device when the device is operating as this may cause burns.

Using Your Device

•   Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your device's performance, and violate related national regulations about telecom terminals.

•   Avoid using your device near or inside metallic structures or establishments that can emit electromagnetic waves; it may influence signal reception.

•   Your device is not waterproof. Please keep it dry and store in a shady and cool place.

•   Do not use your device immediately after a sudden temperature change. In such case, it will produce moisture inside and outside your device. Wait until it becomes dry.

•   Handle your device carefully. Do not drop, bend, or strike it; your device may get damaged.

•   No dismantling by non-professionals and only qualified technicians can undertake repair work.

•   An operating temperature range of -10°C - +45°C and humidity range of 5% - 95% are recommended.

Battery Handling

•   Do not short-circuit the battery, as this can cause excessive heat and fire.

•   Do not store battery in hot areas or dispose of it in a fire, as this can cause an explosion.

•   Do not disassemble or modify the battery.

•   When not using the battery for a long period, remove it from your device and store it in a cool, dry place.

•   Never use a damaged or worn-out charger or battery.

•   Return the worn-out battery to the provider or put it in an approved recycling container. Do not put it in your regular house trash.

WARNING! If the battery is broken, keep away from it. If it touches your skin, wash your skin with abundant fresh water and ask a doctor for help if necessary.

Limited Warranty

This warranty does not apply to defects or errors in the Product caused by:

i. Reasonable abrasion.

ii. End User's failure to follow device provider installation, operation or maintenance instructions or procedures.

iii. End User's mishandling, misuse, negligence, or improper installation, disassembly, storage, servicing or operation of the Product.

iv. Modifications or repairs not made by device provider or a certified individual.

v. Power failures, surges, fire, flood, accidents, actions of third parties or other events outside device provider reasonable control.

vi. Usage of third-party products, or usage in conjunction with third-party products provided that such defects are due to the combined usage.

vii. Any other cause beyond the range of normal usage intended for the Product.

•   End User shall have no right to reject or return the Product, or receive a refund for the Product from device provider under the above-mentioned situations.

•   This warranty is End User's sole remedy and device provider sole liability for defective or nonconforming items, and is in lieu of all other warranties, expressed, implied or statutory, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, unless otherwise required under the mandatory provisions of the law.

Limitation of Liability

Device provider shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using of this product, whether or not device provider had been advised, knew or should have known of the possibility of such damages, including, but not limited to lost profits, interruption of business, cost of capital, cost of substitute facilities or product, or any downtime cost.

Support & More

Get help using your device
and download a User Guide from your computer, visit "**verizonwireless.com/support**."

Customer service
Call **1.800.922.0204**
Twitter **@VZWSupport**

Additional information

Your wireless device and third-party services
Verizon Wireless is the mobile carrier associated with this wireless device, but many services and features offered through this device are provided by or in conjunction with third parties. Verizon Wireless is not responsible for your use of this device or any non–Verizon Wireless applications, services and products, including any personal information you choose to use, submit or share with others. Specific third-party terms and conditions, terms of use and privacy policies apply. Please review carefully all applicable terms, conditions and policies prior to using this wireless device and any associated application, product or service.

WARNING: Cancer and Reproductive Harm - www.P65Warnings.ca.gov.