T-MOBILE HOTSPOT®

User Manual

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1

Getting Started

Overview
Components
Battery Management

Overview

Thank you for choosing T-MOBILE HOTSPOT®!

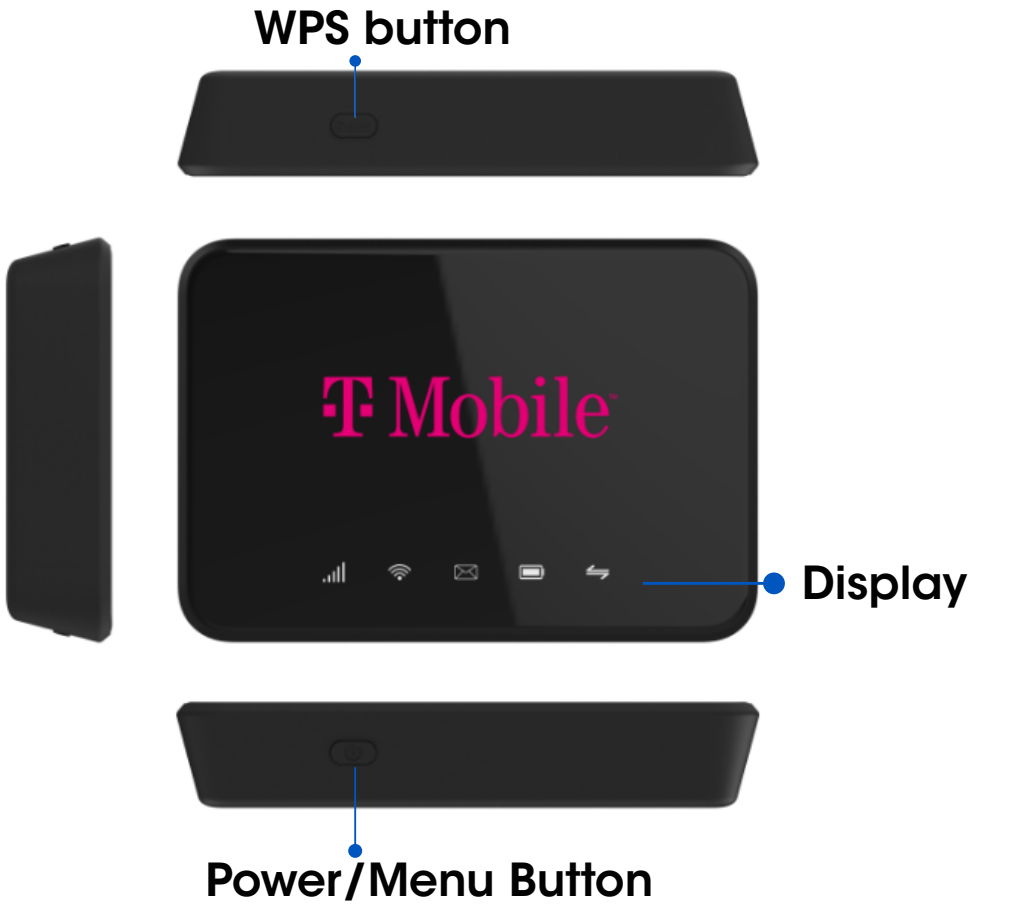
Having the T-MOBILE HOTSPOT® at your fingertips will allow you to access LTE network for fast uploads and downloads. You can also connect up to ten Wi-Fi capable devices to the Internet at once - laptops, tablets, eReaders, Smartphones and more.

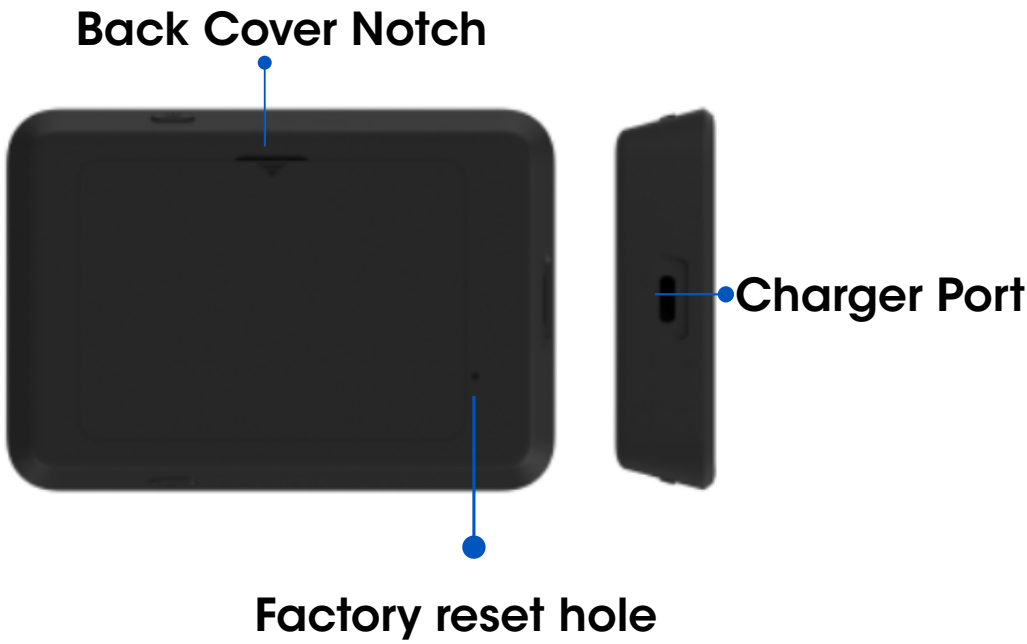
System Requirements

Compatible with all IEEE802.11a/b/g/n/ac Wi-Fi enabled devices.
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 Outdated versions may not be compatible with the T-MOBILE HOTSPOT® Web Admin User Interface, **http://192.168.0.1**

Components


WPS button
T-Mobile
Display
Power/Menu Button


Back Cover Notch
Charger Port
Factory reset hole

1. **Power/Menu Button** – Turn on/off.

Power On/Off: Press and hold for 3 seconds.

2. **LED Light** – Provides device status information such as battery, service signal strength, data usage etc.

Signal indicator (LTE)
Good signal: signal level 3-5, green light is always on.
Weak signal: signal level 1-2, yellow light is always on.
No signal: signal level 0, red light is always on.

WiFi indicator
WiFi on: white light always on.
WPS connecting: white light flashing.

SMS indicator
When there are new messages or unread messages, the white light flashes.
When the SMS is full, white light is always on.

Battery indicator
Discharge:
51% ~ 100% green, always on.
21% ~ 50% yellow, always on.
Below 20% red is always on.
When charging:
51% ~ 99% green, flashing.
21% ~ 50% yellow, flashing.
Below 20% red is flashing.
100% green, always on.

Data usage indicator
Data usage more than 90%: white light flashing. Data connection is normal: white light is always on.

3. **Charger Port** – The USB charger connects here.
4. **Back Cover Notch** – Lift the notch to open the back cover.
5. **Factory reset hole** – To perform reset of your device.
6. **WPS button** – This is a quick and easy alternative to connect your devices securely.
a. Open the Wi-Fi network manager on your Wi-Fi enabled device.
b. Find your mobile hotspot's Wi-Fi network (SSID) named "T-mobile Hotspot_xxxx_2.4GHz" for the 2.4GHz Wi-Fi network or "T-mobile Hotspot_xxxx_5GHz" for the 5GHz Wi-Fi network.
c. Activate the WPS connection on your device.
d. Press the WPS button on the hotspot and wait a moment until your device is connected to the network, Wi-Fi will connect successful.

Battery Management

Your T-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.

2

Using Your T-MOBILE HOTSPOT®

Accessing the Network
Using Your T-MOBILE HOTSPOT® for the First Time
Set Up Your Mobile Hotspot
Charging the Battery
Connecting to Your T-MOBILE HOTSPOT®
Using Your T-MOBILE HOTSPOT® after Setup is Complete

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 T-MOBILE HOTSPOT® for the First Time

System Requirements

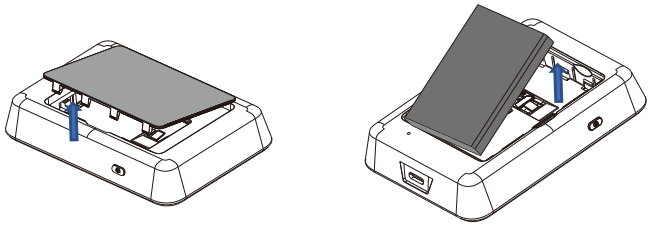
Your computer, tablet, or other wireless devices need Wi-Fi capability and Internet browser software only. Your T-MOBILE HOTSPOT® is compatible with most major operating systems and the latest versions of browsers.

Installing the LTE Nano SIM Card

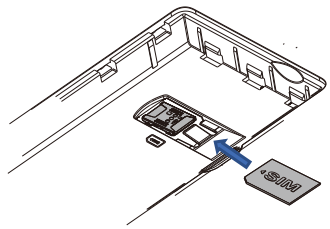
1. Remove back cover, and take the battery out.
2. Locate the SIM card slot.
3. Push down on the plastic clip in front of the SIM card, while sliding the SIM card out of its slot.

Set Up Your Mobile Hotspot

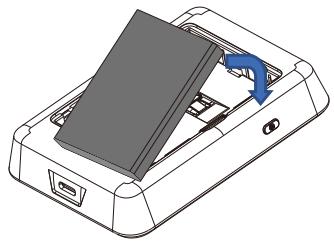
1. Remove back cover, and take the battery out.



2. Remove the SIM card from the outer card.
3. Insert SIM by pressing down on the clip and sliding into the SIM slot.



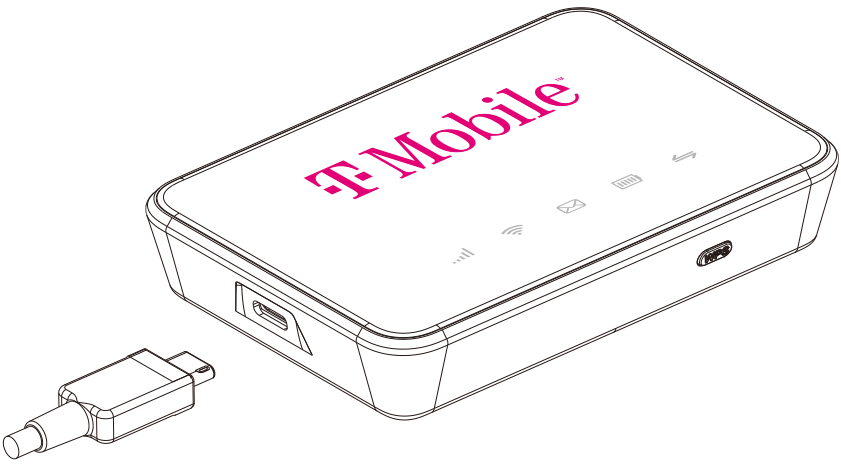
4. Insert the battery. Install the back cover, the arrow on the back cover points downward.



5. Charge mobile hotspot fully.

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.



Connecting to Your T-MOBILE HOTSPOT®

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 **(last 8 digits of IMEI)** to connect to the Internet.
4. 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 the online WebUI under Wi-Fi Basic Setting.

Using Your T-MOBILE HOTSPOT® after Setup is Complete

Mobile Hotspot to share connections

You can use your T-MOBILE HOTSPOT® as a wireless mobile hotspot to connect to a total of ten Wi-Fi capable devices to the mobile broadband network.

Wi-Fi and Mobile Hotspot Security

The T-MOBILE HOTSPOT® comes from the factory with security turned on. By default, Mobile Hotspot password is '**last 8 digits of IMEI**'. Your Mobile Hotspot password is always the same as '**last 8 digits of IMEI**' unless you change it in the Mobile Hotspot home page.

You can create your own Mobile Hotspot password by signing into the Mobile Hotspot home page. After you change your own Mobile Hotspot home password, you will be required to use the new password to sign in to the Mobile Hotspot home page.

3

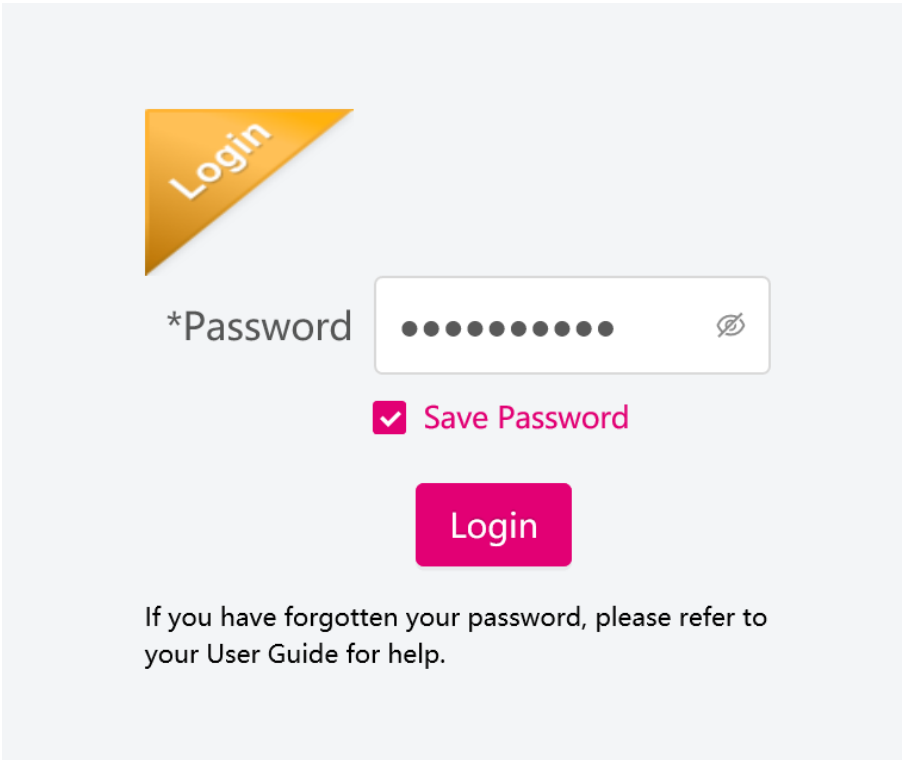
T-MOBILE HOTSPOT® Settings

Managing Your Mobile Hotspot
Home
Information Page
SMS Page
Settings Page

Managing Your Mobile Hotspot

Access the T-MOBILE HOTSPOT® home page

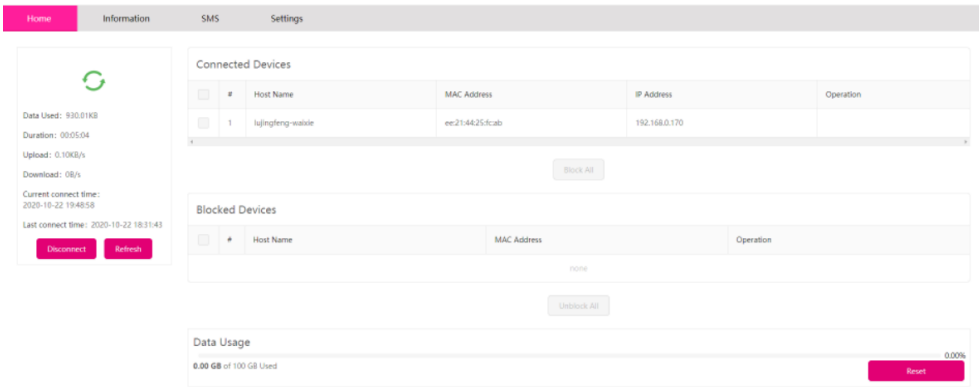
You can access your Mobile Hotspot device information using an internet browse.
1. Connect computer or Smart Phone to your hotspot via Wi-Fi or USB.
2. From a computer or Smart Phone that is connected to the mobile hotspot, launch a WEB browser then enter http://192.168.0.1, the mobile hotspot web page displays.
3. Enter the administrator login password. The default password is **Admin + last 4 digits of the IMEI(eg:Admin1234)**.



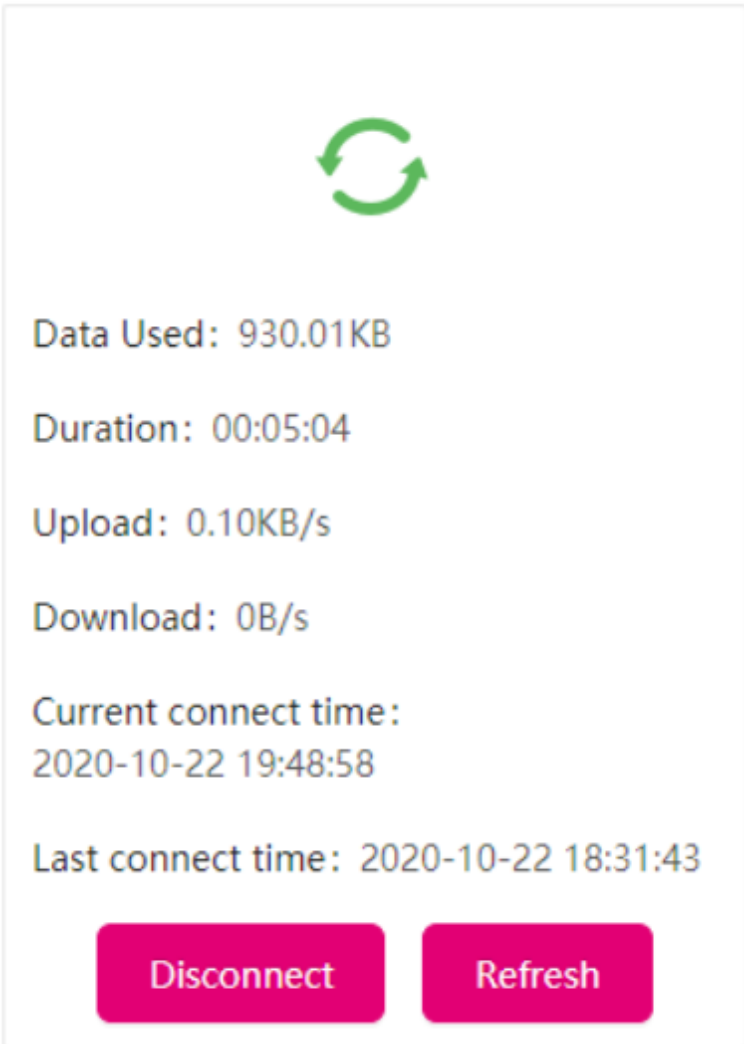
Note: If you want to save the login Password, please check "Save Password" box.

Home

In the Home page, you can see some basic status of hotspot.



Status display area



Data Used: Show used data.
Duration: Show the duration of the current connection.
Upload: Show current upload speed.
Download: Show current download speed.
Current connect time: Show start time of Current connection.
Last connect time: Show start time of last connection.

Note: When you find there is heavy traffic or data is going to used up, you can click Disconnect button to discount the connection. Click Refresh button to refresh data such as Upload and Download speed.

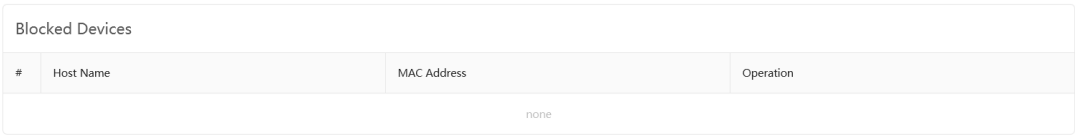
Connected Devices

Show Connected Devices list

Host Name: Show the name of the device that connected to hotspot via Wi-Fi.
MAC Address: Show MAC address of the device that connected to Wi-Fi.
IP Address: Show IP address of the device that connected to Wi-Fi.
Operation: Click blocked button to block the device from your network.

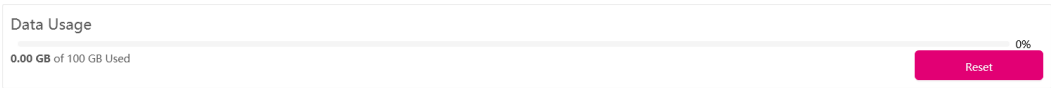
Blocked Devices

Show Blocked Devices list



Host Name: Show the blocked device name.
MAC Address: Show the MAC address of the blocked device.
Operation: Click unblocked icon to allow the device access to your network again.
The device will disappear in block device list.

Date Usage



- In **data Usage** part, show data used and monthly total data.
- Click **reset** button, used data will be cleared.
- When used data more than 90% will show a message on web UI: "The usage traffic is more than 90%. Please confirm whether you want to turn off the mobile network."

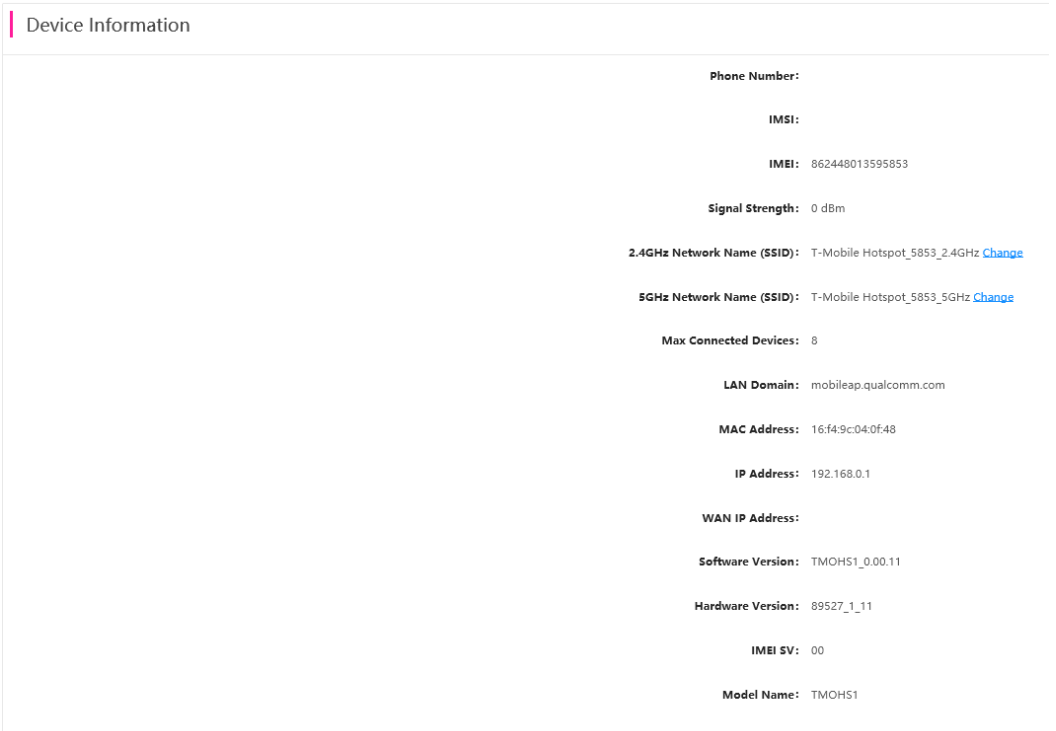
Information Page

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

- **Device Information**
- **View Plan Details**
- **Statistics**

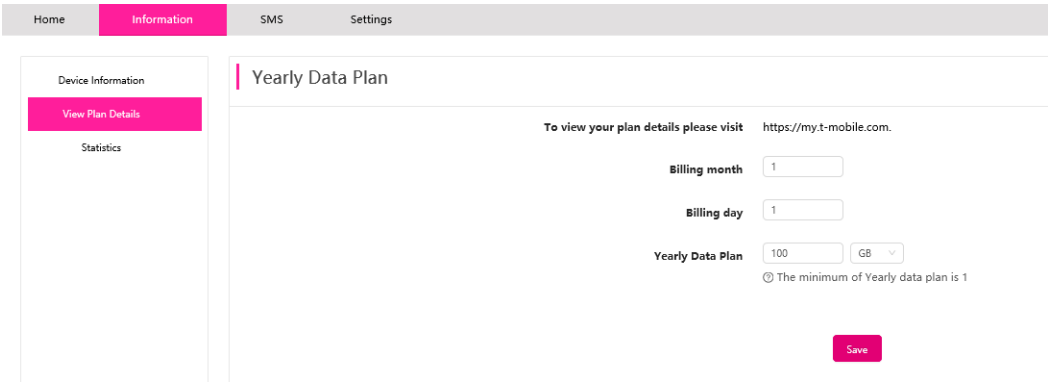
Device Information

Device information page show some basic information of hotspot.



Phone Number:
Show Phone Number of SIM card.
Signal Strength:
Display signal strength.
2.4GHz Network Name (SSID):
Display 2.4G Hz Wi-Fi Channel name, default name is "T-mobile Hotspot_xxxx_2.4GHz".
5GHz Network Name (SSID):
Display 5GHz WIFI Channel name, default name is "T-mobile Hotspot_xxxx_5GHz".
Change:
Click "Change" label to change Wi-Fi Settings.
Maximum Connections:
Wi-Fi max connected devices number is 10.
LAN Domain:
Show LAN domain name.
MAC Address:
Show MAC address of the device.
IP Address:
Show IP address of the device.
WAN IP Address:
Show WAN IP address of the device.
Software Version:
Show Software Version of the device.
Model name:
Show product model name.

View Plan Details



You can set up monthly data plan.

Billing day:

Set Billing day, default value is 1, the range from 1 to 31.

Billing month:

Set Billing day, default value is 1, the range from 1 to 12.

Statistics

Upload speed:

Show current upload speed.

Download speed:

Show Current download speed.

Current Connection:

Show the information of the current connection

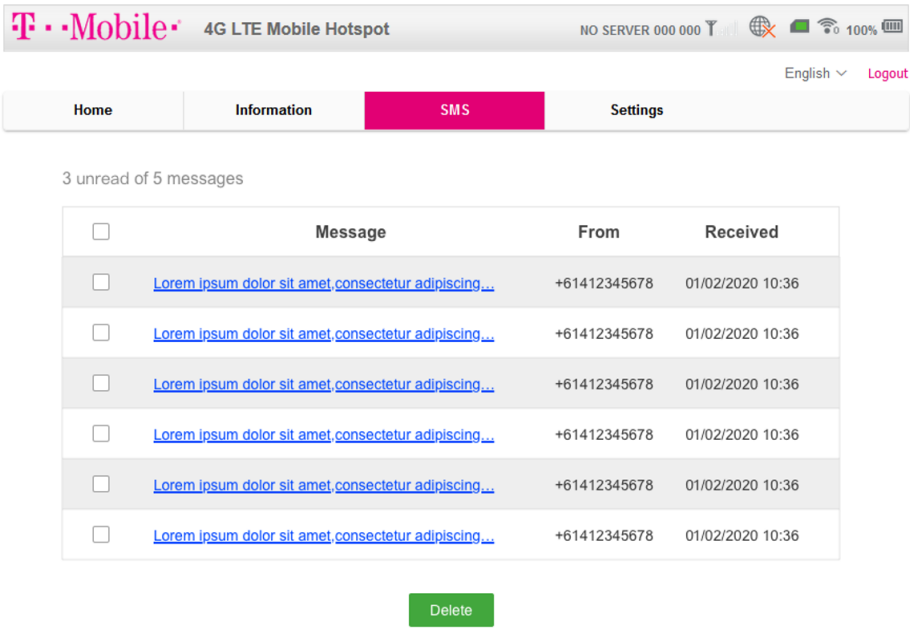
Current Year:

Show the data usage of a year.

Note: Click the clear button to clear statistics values.

SMS Page

The Message page allows you to view the message contents by pressing the Device Messages menu.



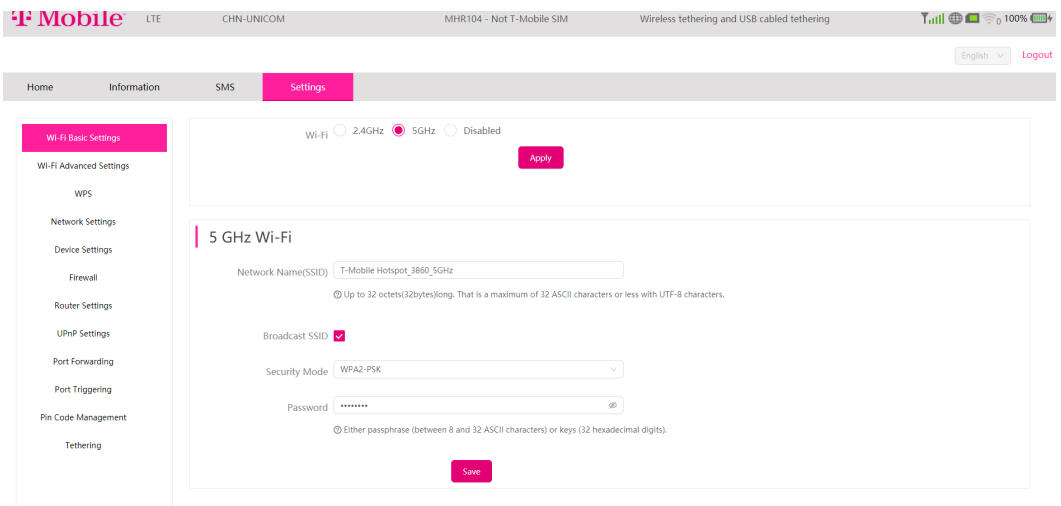
Note: Save 50 new messages maximum, old messages will be delete automatically.

Settings Page

The Settings page has the following menu options.

- **Wi-Fi Basic Settings**
- **Wi-Fi Advanced Settings**
- **WPS**
- **Network Settings**
- **Device Settings**
- **Firewall**
- **Router Settings**
- **UPnP Settings**
- **Port Forwarding**
- **Port Triggering**
- **Pin Code Management**
- **Tethering**

Wi-Fi Basic Settings



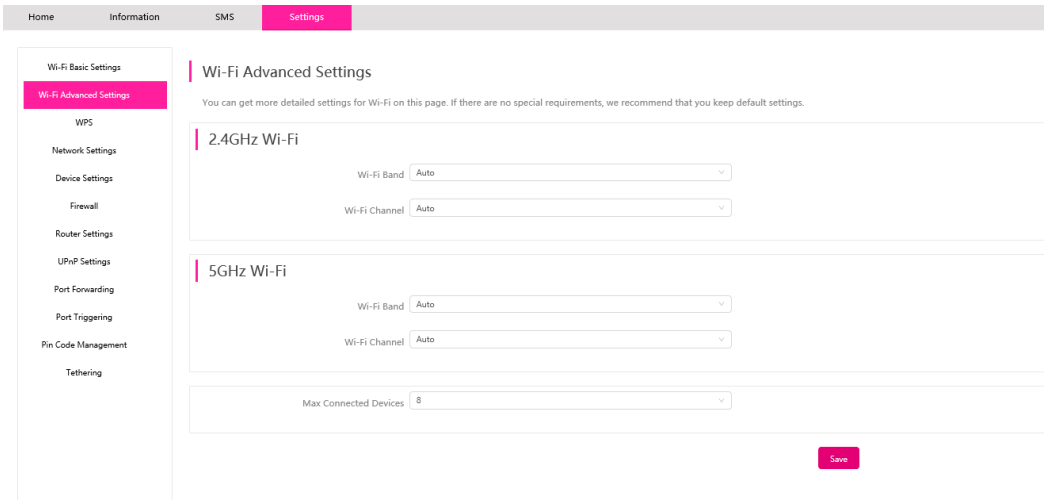
Use Enable box to enable or disable 2.4GHz Wi-Fi or 5GHz Wi-Fi.

1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Wi-Fi Basic Settings**.

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

Wi-Fi Advanced Settings

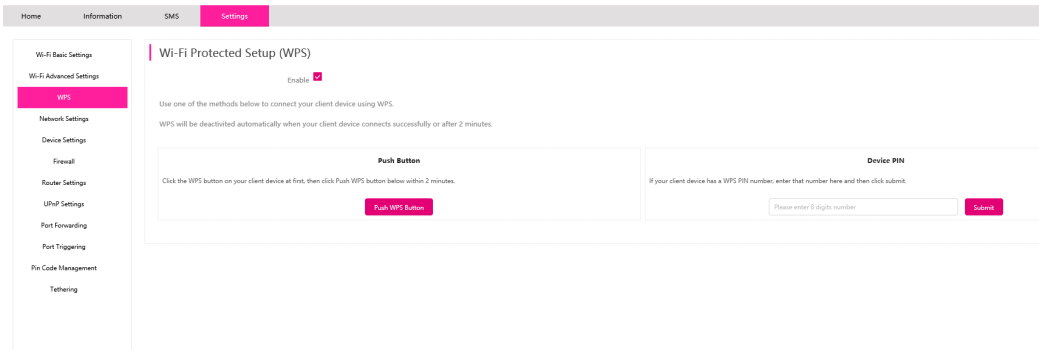
You can get more detailed settings for Wi-Fi on this page. If there are no special requirements, we recommend that you keep default settings.



Wi-Fi Channel: Wi-Fi Channel for 2.4GHz and 5GHz, all default as Auto.
2.4G Wi-Fi band: Default as Auto, include 20M and 40M, prefer 40M.
5G Wi-Fi band: Default as Auto, include 20M, 40M and 80M, prefer to 80M.
Max Connected Devices: Select the maximum number of connections.

WPS

WPS include two mode that can connected to Wi-Fi, Push WPS button mode and Device PIN mode.



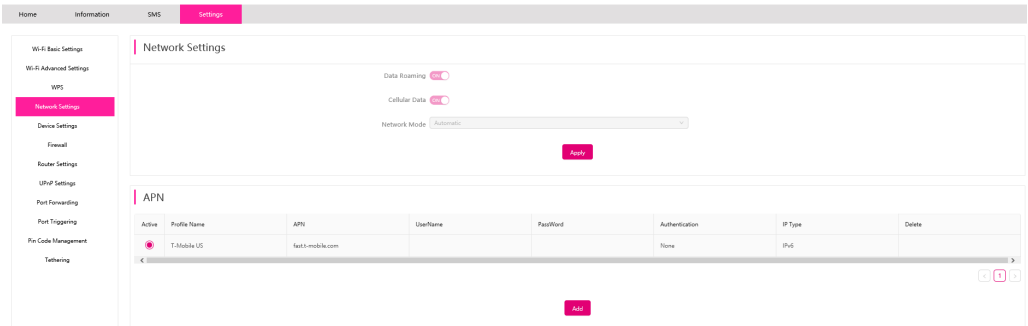
Push WPS Button mode

Open Wi-Fi on you STA Device (e.g. smart phone), closer you STA to hotspot, click WPS button of STA Device (e.g. smart phone), then click **Push WPS button** of hotspot web UI, wait a moment, Wi-Fi will connect successful.

Device PIN mode

Open Wi-Fi on you STA Device (e.g. smart phone), closer you STA to hotspot, open WPS PIN page on STA (e.g. smart phone), it will show a PIN code. Enter the PIN code to WPS PIN input box of hotspot web UI, click **Submit button,** wait a moment, Wi-Fi will connect successful.

Network Settings



Data Roaming

Turn off data roaming to prevent overseas data online.

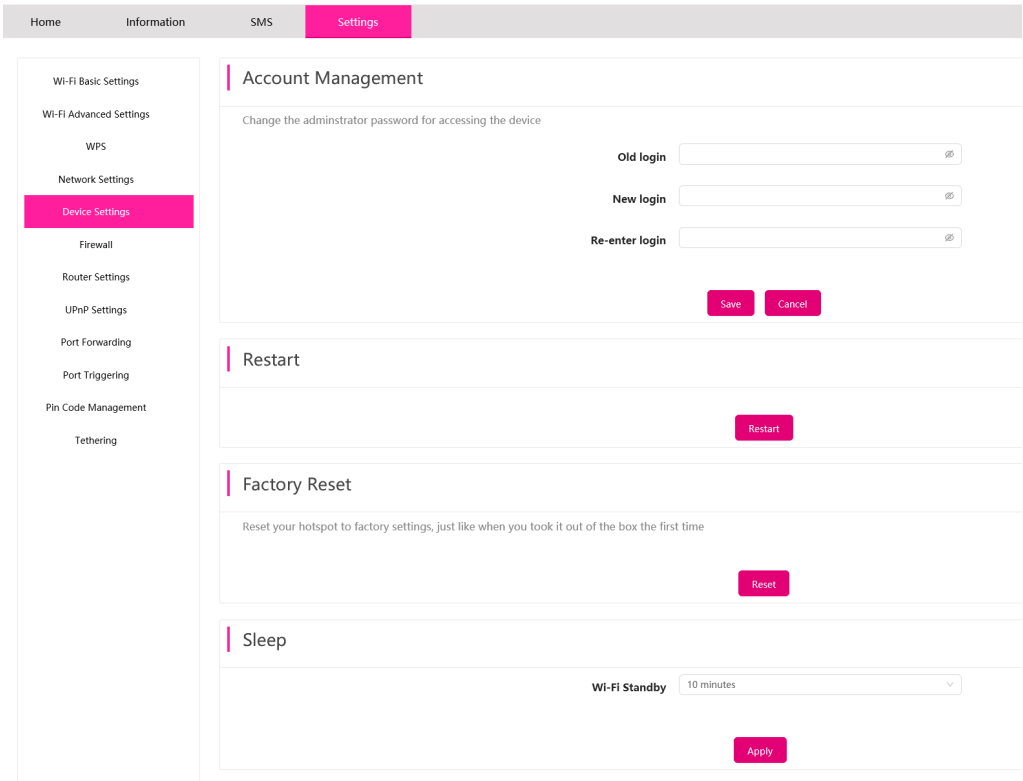
Cellular Data

Turn off cellular data to prevent all internet traffic from using the mobile broadband connection.

Create new APN

1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Network Settings**.
3. Click **Add** button under the APN list, will show a popup box to create new APN.

Device Settings



Account Management

You can change the administrator password for accessing the device.

1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Device Settings**.
3. Enter the **New login password**.
4. Enter the **Re-enter login password** again, it is must the same value to the New Login input box. If not, it will inform your enter password again.
5. Click **save** button to save the new login password.

Note: Enter a maximum of 8-31 characters. It is not allowed to enter less than 8 characters.

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

Factory Reset
Reset your hotspot to factory settings, just like when you took it out of the box the first time.
1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Device Settings**.
3. Click **Reset** button, display confirm popup box.
4. Click confirm button to reset the hotspot to factory defaults. Click cancel button to cancel reset operation.

Sleep
From the menu, select a length of time hotspot is inactive before it turns off the network.
You can choose the options: 1 minute, 3 minutes, 5 minutes, 10 minutes (Default), always on.
If you choose 5 minutes, the Wi-Fi will turn off after 5 minutes of no STA connection to the hotspot.
Always on means don't turn off Wi-Fi even it is no traffic.
Click **Apply** button to save your configuration.

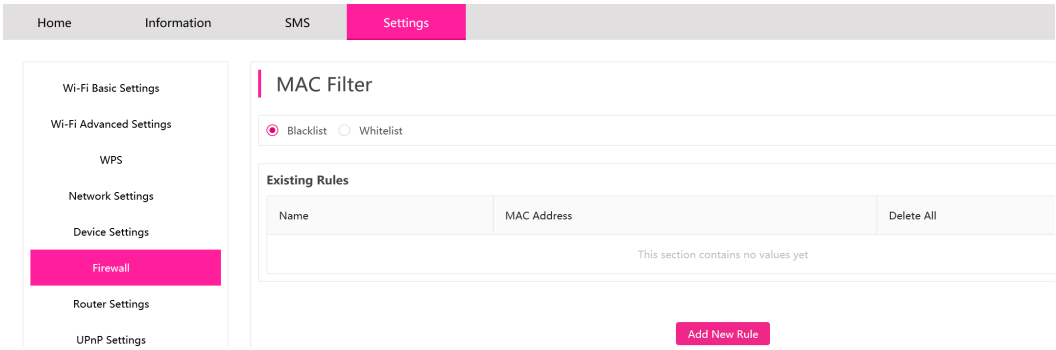
Firewall

You may set up firewall rules to protect your network.

MAC Filter

Block unwanted devices from connecting to your mobile hotspot.

1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Firewall**> **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**.

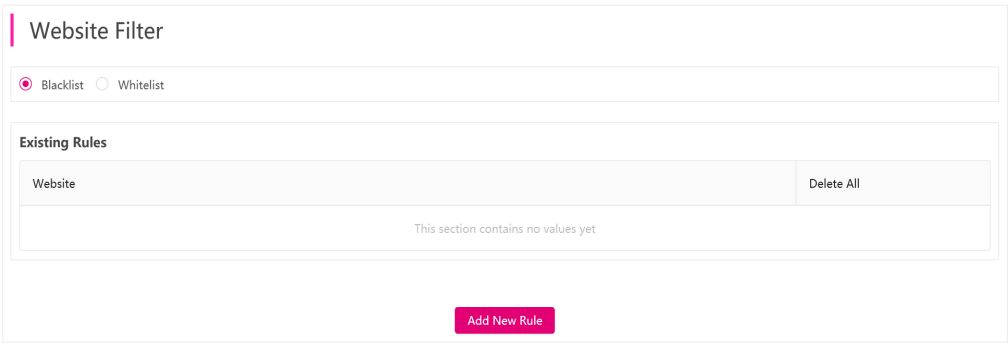


Note: Blacklist mode means not allow the device that in blacklist to connect to hotspot Wi-Fi. Whitelist mode means only allow the devices that in whitelist to connect to hotspot Wi-Fi.

Website Filter

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

1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Firewall**> **Website 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**.



URL Block

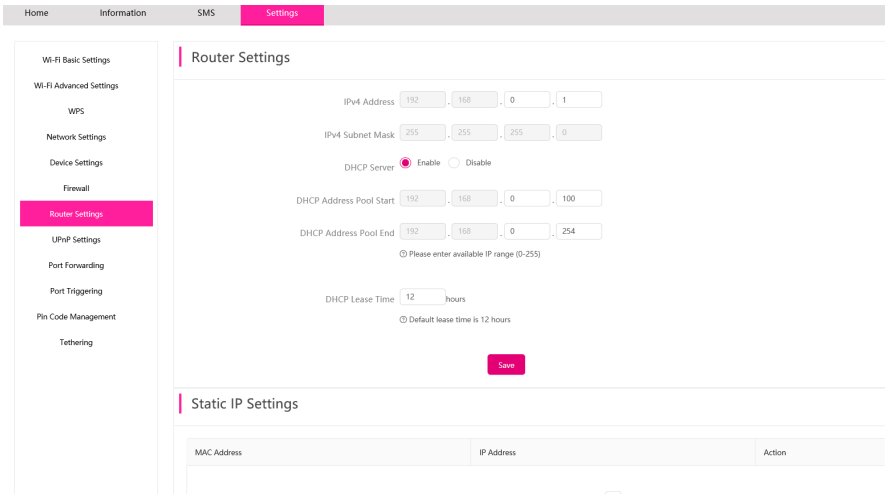
Input the website domain that you want add to blacklist or whitelist.
Click Save button add the new rule to existing rules.

DMZ Settings

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.
Note: The firewall settings associated with the DMZ host will not work.

Router Settings

You can get more router settings for Wi-Fi on this page.



IPv4 Address:

It is the gateway IP address, Default address is 192.168.0.1.Enter a new IP address to change it, and you should use the new IP address to open the WEB UI management of hotspot.

IPv4 Subnet mask:

Default subnet mask is 255.255.255.0.

DHCP Address Pool Start/End:

Assign IP address to STA device but only within the DHCP pool range.

DHCP Lease Time (hours):

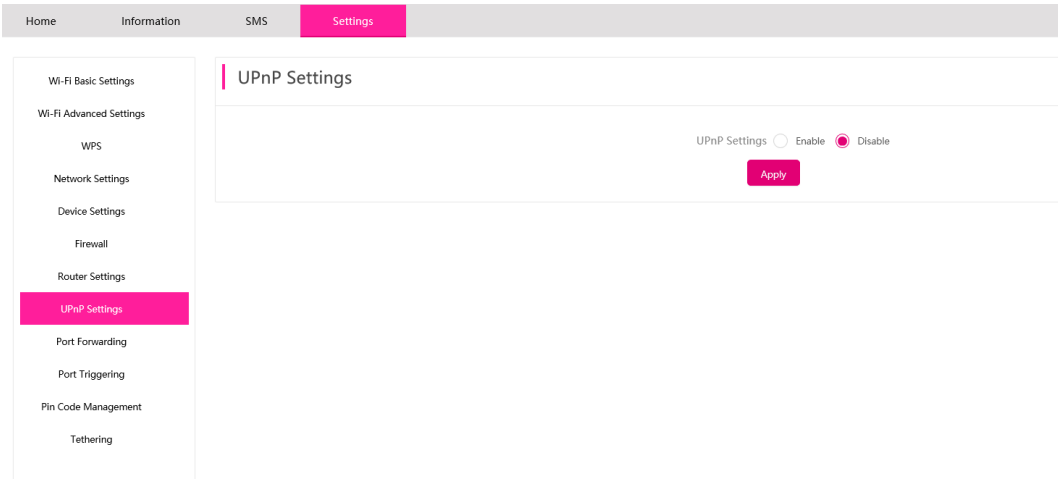
Enter new value to change DHCP Lease time.

Static IP Settings

You can add more static IP settings on this page.

UPnP Settings

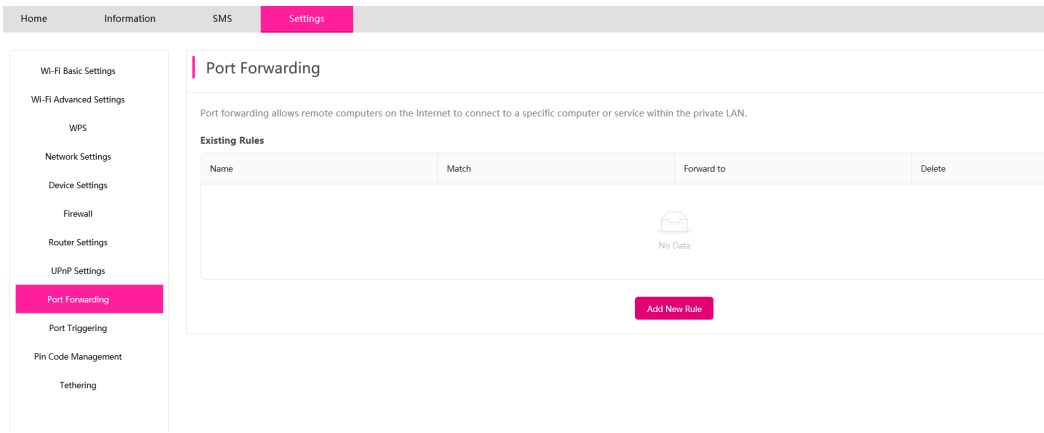
UPNP enables convenient data transmission between intelligent network storage devices and the Internet.



1. Log in to the Mobile Hotspot.
2. Select **Settings** > **UPnP Settings**.
3. Select **Enable** mode.
4. Click **Apply**.

Port Forwarding

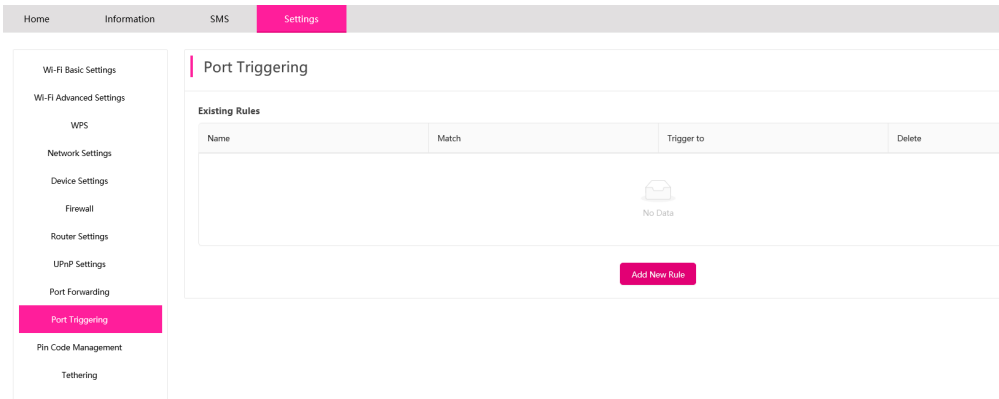
Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN.



1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Port Forwarding.**
3. Select **Add New Rule** button.
4. Click **Save**.

Port Triggering

Port trigger is an advanced feature used in games and other Internet applications.



1. Log in to the Mobile Hotspot.
2. Select **Settings** > **Port Triggering.**
3. Select **Add New Rule** button.
4. Click **Save**.

Pin Code Management

You can manage PIN button.

Tethering

Choose the appropriate way to surf the Internet:

- **Wireless tethering**
- **USB cabled tethering**

4

Troubleshooting

Overview
Common Problems and Solutions

Overview

The following tips can help solve many common problems encountered while using the T-MOBILE HOTSPOT®.

Common Problems and Solutions

T-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 T-MOBILE HOTSPOT®. If the battery is depleted, charge the battery with the AC charger provided.

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.

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 T-MOBILE HOTSPOT® and keep the same Wi-Fi Name, the devices try to connect to your T-MOBILE HOTSPOT® using the Wi-Fi name and previous WiFi password saved, causing Wi-Fi authentication error.

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Regulatory Information

Certification information (SAR)
Body-Worn Operation

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.

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 1.58 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, 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.

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.