

5G Mobile Hotspot, RG1100

User Manual



Contents

Getting Started	1
<i>Overview</i>	2
System Requirements.....	2
<i>Components</i>	3
<i>Device Display</i>	4
<i>Battery Management</i>	5
Using Your RG1100	6
<i>Accessing the Network</i>	7
<i>Using Your RG1100 for the First Time</i>	7
System Requirements.....	7
Installing the SIM Card.....	7
Charging the Battery.....	8
<i>Connecting to Your RG1100</i>	8
Wi-Fi Name (SSID) and Password.....	8
Connecting to the Internet.....	8
<i>Using Your RG1100 after Setup is Complete</i>	9
Mobile Hotspot to share connections.....	9
Wi-Fi and Web Admin Page (http://192.168.10.1) Security.....	9
<i>Updating Your RG1100 software</i>	9
RG1100 Settings	10
<i>Managing Your Mobile Hotspot</i>	11
Access the RG1100 Mobile Hotspot Web Admin page.....	11
<i>Web Admin Home</i>	12
<i>Messages</i>	12
<i>Settings</i>	13
Wi-Fi.....	13
Mobile Network.....	18
Device.....	21
Advanced Router.....	25
<i>About</i>	30
<i>Support</i>	31
Troubleshooting	32
<i>Overview</i>	33
<i>First Steps</i>	33
<i>Common Problems and Solutions</i>	33
Regulatory Information	35
<i>Regulatory Statements</i>	36

FCC Equipment Authorization ID: XHG-RG1100	36
Body-Worn Operation	36
<i>Safety Hazards</i>	37
Glossary	39
<i>Glossary</i>	40

1

Getting Started

Overview
Components
Device Display
Battery Management

Overview

Thank you for choosing 5G Mobile Hotspot RG1100!

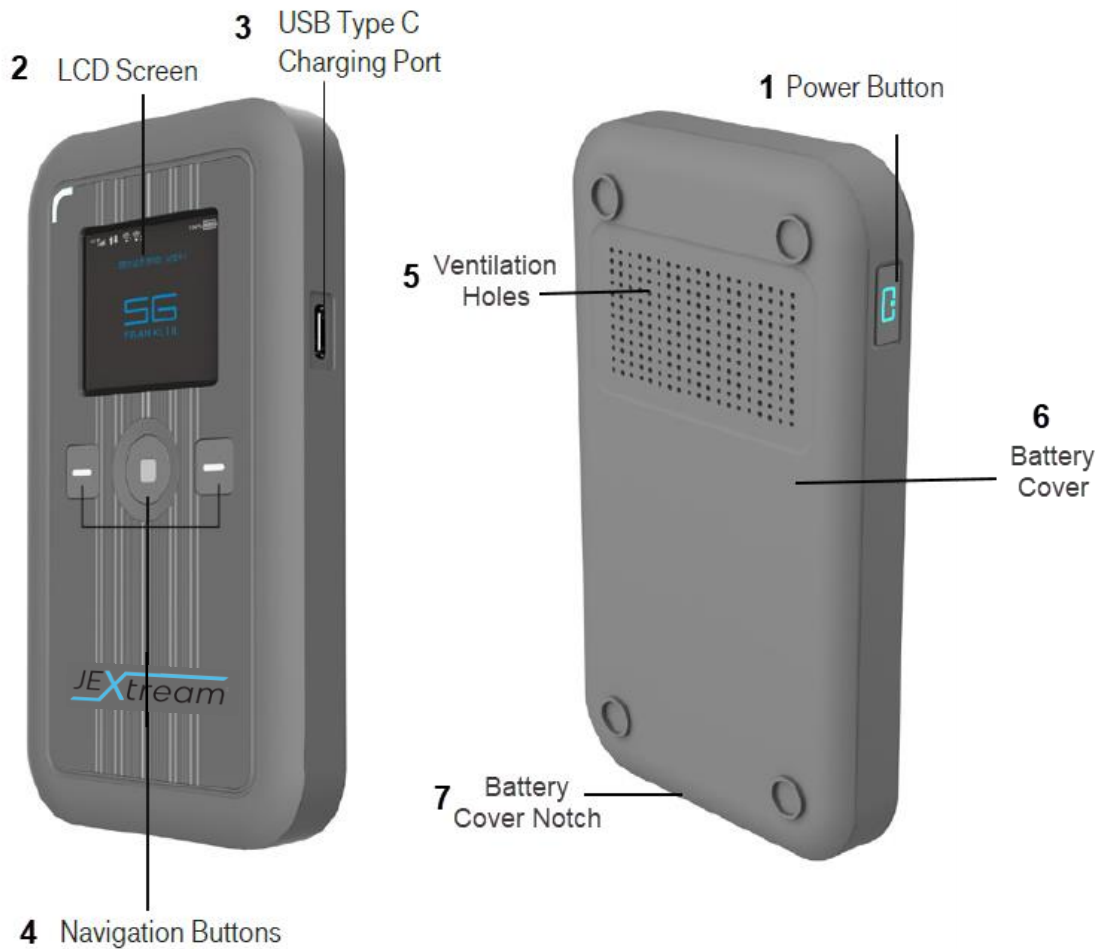
Having the RG1100 at your fingertips will allow you to access the latest 5G and LTE networks for faster uploads and downloads. You can also connect up to 20 Wi-Fi capable devices to the Internet at once - laptops, tablets, eReaders, Smartphones and more.

System Requirements

- Compatible with all IEEE802.11b/g/n/ac/ax 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 Outdated versions may not be compatible with the RG1100 Web Admin User Interface, <http://mobile.hotspot> or <http://192.168.10.1>*

Components



1. **Power button** – Turn on/off RG1100.

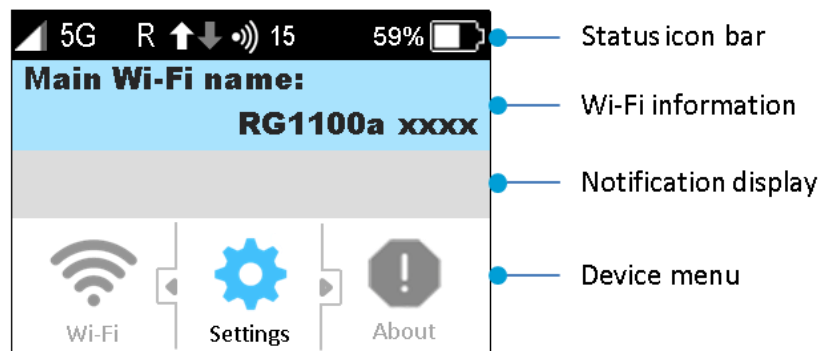
Button Operation

	Operations	Actions
	Turn On	Press and hold the button until “Welcome” message appears.
	Turn Off	Press and hold the button until “Goodbye” message appears.
	Display Wake-Up	When the display is off, the first quick press of the button wakes up the display.

2. **Display** – Provides general information of the device status, and device setting menu.
3. **USB Type-C Charging Port** – The USB charger connects here.
4. **Navigation buttons** – Left and Right buttons and Enter button to navigate device menu.

5. **Vent Holes** – Ventilation holes to cool down the device.
6. **Battery Cover** – Battery is inside the battery cover.
7. **Battery cover notch** – Lift the notch to open the battery cover.

Device Display



Status icon bar

Icons	Status
	Shows network signal strength.
3G LTE 5G	Shows network type the device is connected to.
R	Appears when the device is on roaming network.
	Appears when data is being transferred between the mobile network and your mobile hotspot.
	Shows the number of connected devices.
	Shows SIM status (no SIM found, SIM PIN locked, SIM error)
	Shows the remaining battery level. Shows battery charging.






Wi-Fi Information: Displays Main Wi-Fi network SSID and password information.

Notification display: Displays notification messages as available.

Device Menu: Use the navigation buttons




to select the device menu and go through the sub menus.

 Data Usage	Data usage information displays
 Devices	Connected device information displays.
 Wi-Fi	Displays Wi-Fi network information.
 Settings	You can change device settings on Wi-Fi, display, network.
 About	Device Information displays

Battery Management

Your RG1100 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. Charge the battery with the charger provided together with your hotspot. While the battery is charging, the battery charging icon  displays.

IMPORTANT! Please use only an approved charger to charge your hotspot. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

NOTE: *The RG1100 can be operated while plugged into a power source without the battery. However, once the battery is re-inserted, the device will need to be rebooted to recognize the battery.*

2

Using Your RG1100

Accessing the Network
Using Your RG1100 for the First Time
Connecting to Your RG1100
Using Your RG1100 After Setup is Complete

Accessing the Network

Work effectively outside the home or office with the reliable broadband speed that the 5G and 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 RG1100 for the First Time

System Requirements

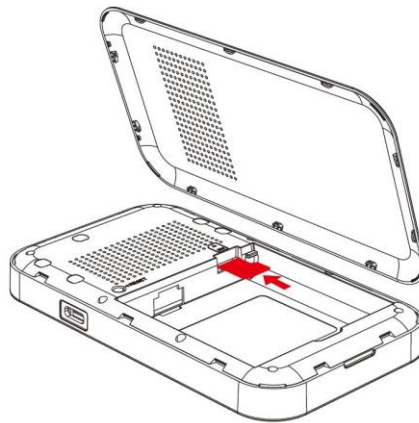
Your computer, tablet, or other wireless devices need Wi-Fi capability and Internet browser software only. Your RG1100 is compatible with most major operating systems and the latest versions of browsers.

Installing the SIM Card

Your SIM (Subscriber Identity Module) card is a small rectangular plastic card that stores important information about your wireless service.

If not already inserted, follow the instructions below to install your SIM card.

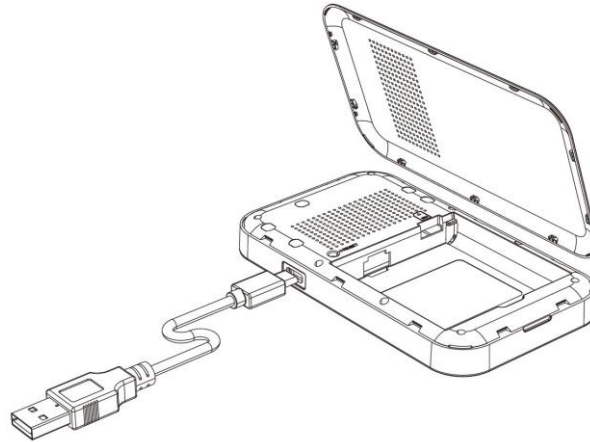
1. Remove the battery cover of your device and take the battery out.
2. Slide your SIM card in the SIM card slot with Wireless Carrier logo facing up until it clicks.
3. Properly install the battery and put the battery cover on.



IMPORTANT! Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt. Whenever you insert or remove the SIM card, ensure your RG1100 is powered off and is not connected to any power source. Never use tools, knives, keys, or any type of object to force the door open or to remove the SIM card.

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.



NOTE: Your RG1100 is equipped with a replaceable rechargeable battery. When handling the battery or SIM card, please make sure the device is not connected to any power sources. Do not use any tools, sharp objects or any utensils when dealing with the battery. Doing so may cause damage that voids your warranty.

- It normally takes 3~5 hours, depending on your power sources and device status to fully charge the battery.
- The battery discharges faster as additional devices connect to your hotspot.
- Battery life depends on the network, signal strength, temperature, features, and active connection time.
- When charging, keep your device near room temperature.
- Never leave the RG1100 in an unattended vehicle due to uncontrolled temperatures that may be outside the desired temperatures for your device.
- It is normal for batteries to gradually wear down and require longer charging time.

Connecting to Your RG1100

Wi-Fi Name (SSID) and Password

You can find your Wi-Fi Name and Password on the device display main screen.

Connecting to the Internet

- 1 Open the Wi-Fi application or controls on your laptop or Wi-Fi capable device that you want to connect to your RG1100. Then find your RG1100's Wi-Fi name.
- 2 Click **Connect** and enter the Password when prompted.

NOTE: The last four characters of your Wi-Fi Name is unique for your RG1100. You can change the Wi-Fi Name to one of your own. See “Settings”.

Using Your RG1100 after Setup is Complete

Mobile Hotspot to share connections

You can use your RG1100 as a wireless mobile hotspot to connect to a total of 20 Wi-Fi capable devices to the mobile broadband network.

Wi-Fi and Web Admin Page Security

Your RG1100 comes from the factory with security turned on. The default **Web Admin** page password is 'admin'.

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

To change your **Web Admin** home password:

- 1 Connect your Wi-Fi capable device to your RG1100.
- 2 Open a web browser and open page <http://mobile.hotspot> or <http://192.168.10.1>.
- 3 Click **Settings > Device > Web Interface**.

Updating Your RG1100 software

New software is updated automatically in the following scenarios.

- 1) If a new update is available, it will be downloaded in the background and wait to be applied on the next power off.
- 2) The device must have at least 40% battery or 20% on charger to apply an update.
- 3) If the device is on AC power all the time and an update is available, the device will download and wait to apply the update in 48 hours between the hours of 2-4am.
- 4) If there is traffic or data activity for at least 1 minute at the 2-4am window the device will wait until next day 2-4am window (24 hours later) to apply the update.

3

RG1100 Settings

Managing Your Mobile Hotspot

Web Admin Home

Messages

Settings

About

Support

Managing Your Mobile Hotspot

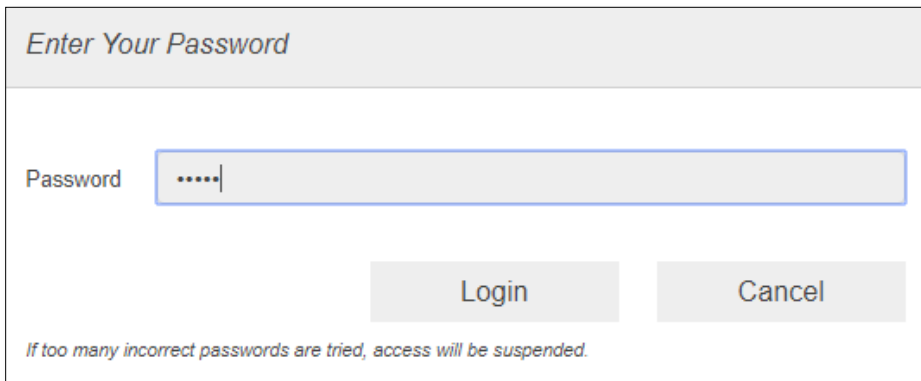
Access the RG1100 Mobile Hotspot **Web Admin** page

You can access your Mobile Hotspot device information using an internet browse.

Access RG1100 Mobile Hotspot Web Admin page via internet browsers.

- 1 Connect your Wi-Fi capable device to the RG1100.
- 2 Open a web browser on your connected device and open the Web Admin home page by entering <http://mobile.hotspot> or <http://192.168.10.1>.
- 3 Click **Login** and enter the password. If you entered the correct password, the Web Admin screen appears.

NOTE: The default password is 'admin'. On your first login, you will be directed to 'Change password.'



The screenshot shows a web form titled "Enter Your Password". It features a text input field labeled "Password" containing five dots and a cursor. Below the input field are two buttons: "Login" and "Cancel". At the bottom of the form, there is a small italicized warning: "If too many incorrect passwords are tried, access will be suspended."

Web Admin Home

The **Web Admin** page allows you to quickly access all menu options for your RG1100.

- **Messages**
- **Settings**
- **About**
- **Support**

Check status of network connection and data usage on the Home page.

- **Disconnect:** Click Disconnect to disconnect the Internet.
- **Reset:** Reset data usage.

The screenshot displays the Web Admin Home page interface. At the top, there is a navigation bar with five icons: Home (house), Messages (envelope), Settings (gear), About (info), and Support (question mark). Below the navigation bar, the page is divided into two main sections: **Connection** and **Data Usage**.

Connection Section:

Network Status	Connected
Network	5G
Time Connected	3:10:53
Data Used	229.85 MB

Below the table is a **Disconnect** button. Underneath, there are two Wi-Fi sections: **Main Wi-Fi** with the SSID [DESKTOP-G18O003](#), and **Guest Wi-Fi** with the status [No Connected Device](#).

Data Usage Section:

269.92 MB of 20 GB Used

A progress bar shows the usage level. A **Reset** button is located to the right of the progress bar.

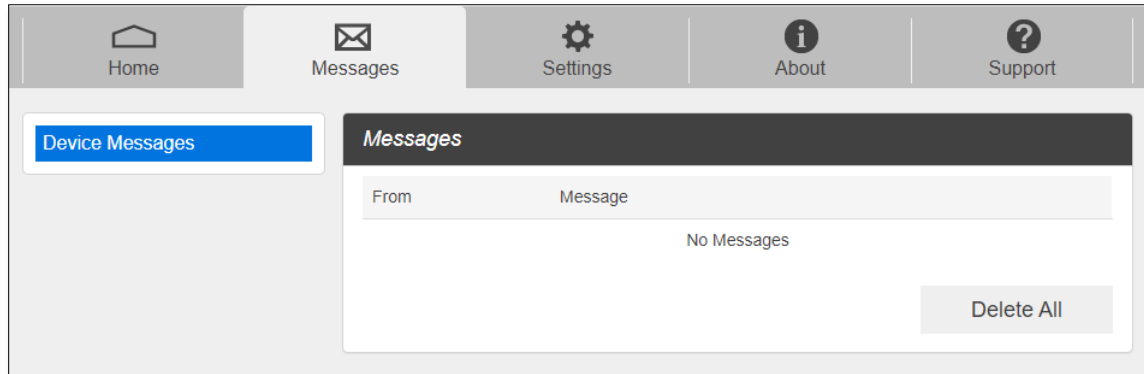
Below the data usage section, there is a disclaimer: "Data usage calculation is based on the local device usage. Therefore, data usage might be different from billing system provided by the operator. You can reset usage or change usage meter from [settings page](#)."

At the bottom right of the page, the copyright notice reads: ©2019 Franklin Wireless Corp. All Rights Reserved.

Messages

Messages page displays SMS messages sent to you by Wireless Carrier.

You can see the message contents by pressing the **Messages** menu on your **Web Admin** home page. To delete a selected message, click the trash bin icon to the right of the message date and timeline. To delete all messages, click **Delete All Messages** button.



Settings

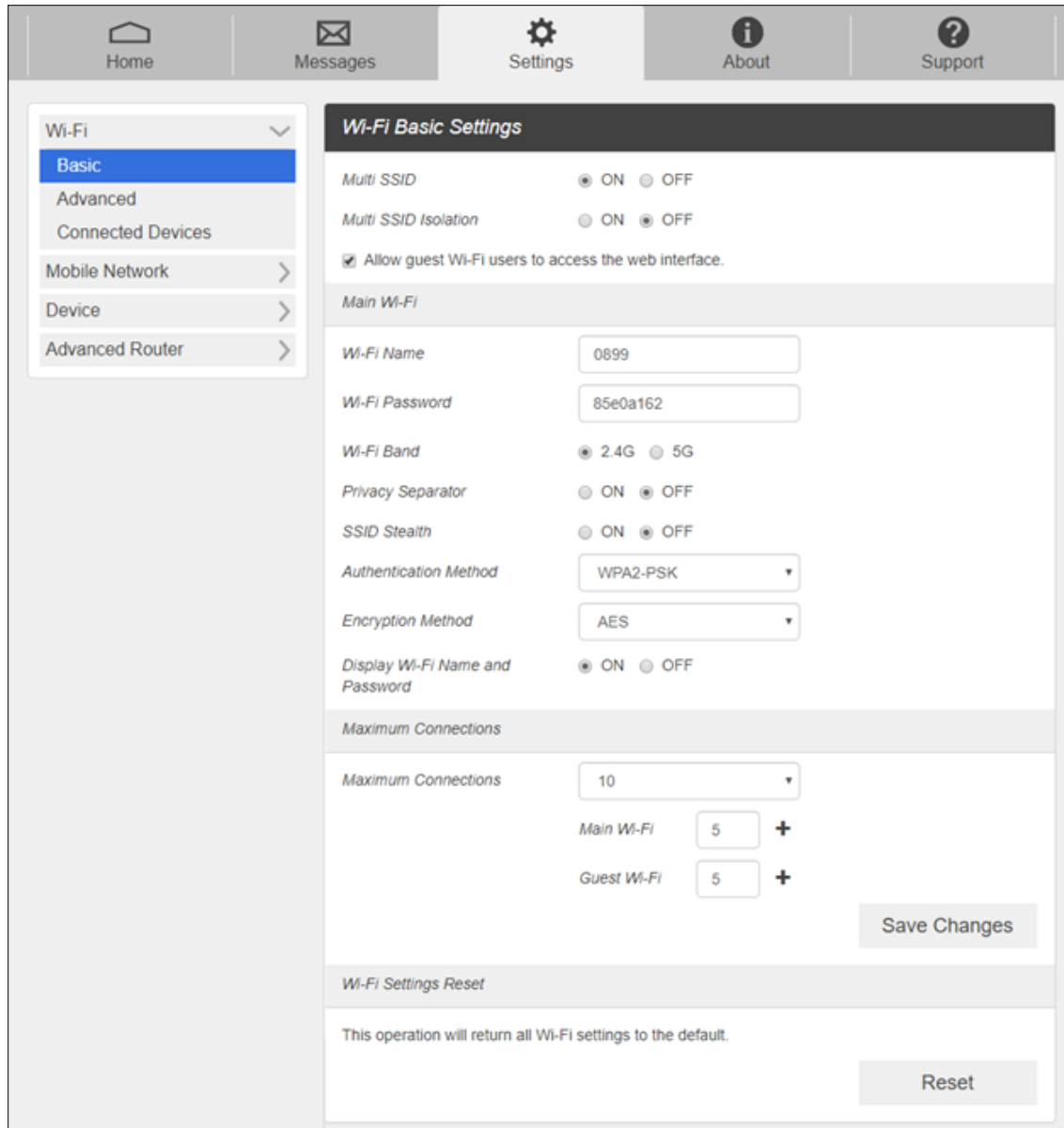
The **Settings** page has the following menu options.

- **Wi-Fi**
- **Mobile Network**
- **Device**
- **Advanced Router**

Wi-Fi

The **Wi-Fi** menu contains the following options:

- **Basic:** You can change basic Wi-Fi network settings.

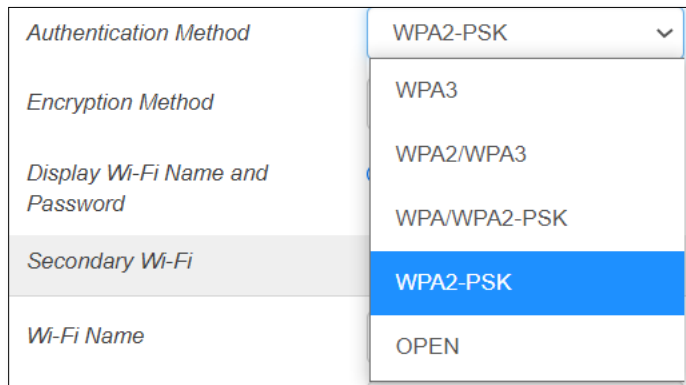


- **Multi SSID:** Select ON if you like to set up a separate guest Wi-Fi network. Your RG1100 will broadcast two Wi-Fi Names.
- **Guest Wi-Fi:** If ON is selected for Multi SSID, Guest Wi-Fi menu will appear. You can change Guest Wi-Fi settings.
- **Multi SSID Isolation:** If On is selected, it prevents your devices from communicating across the Main and Guest Wi-Fi access points.
- **Enable Guest Mode:** If the box is checked, users on the Guest Wi-Fi is not allowed to access the Web User Interface.
- **Wi-Fi Name:** Service Set Identifier (SSID). To change it, enter a string less than 32 characters as the name for your wireless local area network (WLAN).
- **Wi-Fi Password:** To change, enter the new Wi-Fi password. The password needs to be at least 8 characters long.

- **Privacy Separator:** If ON is selected, your devices on the same Wi-Fi Name can't make Local Area Network communication.
- **Wi-Fi Band:** It supports both the 2.4- and 5GHz bands of wi-fi spectrum for top throughput. You can choose Wi-Fi Band depending on your preference.

NOTE: if you connect WLAN printer to your RG1100, Privacy Separator should be OFF to send file from your PC to the printer

- **SSID Stealth:** If ON is selected, the Wi-Fi name will not be broadcasted. You need to manually enter the Wi-Fi name and connect.
- **Authentication Method:** The authentication methods are described below.

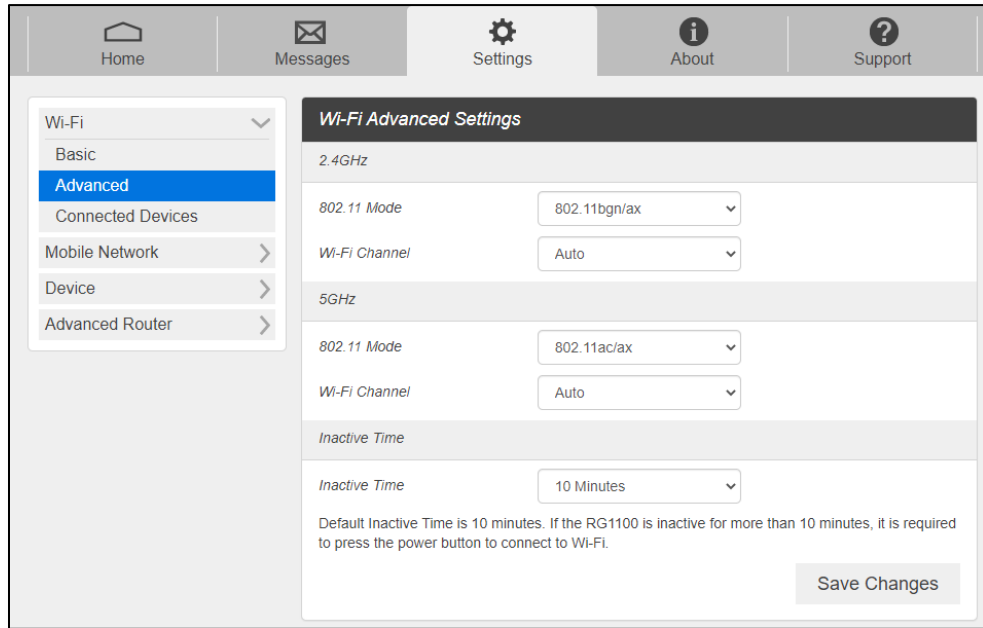


Mode	Description
WPA3	WPA3 is the latest, updated implementation of WPA2
WPA2/WPA3	Apply both the WPA2 and WPA3 scheme.
WPA/WPA2-PSK	Apply both the WPA-PSK and WPA2-PSK scheme.
WPA2-PSK	WPA-PSK is the securer version of WPA with implementation of the 802.11i standard.
OPEN	Authentication and encryption won't be performed. There are risks that private info will be intercepted or network will be used by unauthorized individuals.

- **Encryption Method:** Select an encryption method from the drop-down list.
- **Display Wi-Fi Name and Password:** If ON is selected, the Wi-Fi Name and Password will be displayed on your RG1100 device display.
- **Maximum Connections:** Choose the maximum number of the devices which connect to your device simultaneously. You can also click the right or left arrow to distribute the maximum number of the connected devices between the Main Wi-Fi and the Guest Wi-Fi.
- **Wi-Fi Settings Reset:** Click the Reset button to reset all Wi-Fi settings to the default.

- **Advanced**

These advanced settings should only be changed for specific circumstances. Changes to the advanced settings could result in loss of Wi-Fi connection with your devices. Consult your devices' manuals for Wi-Fi specifications.

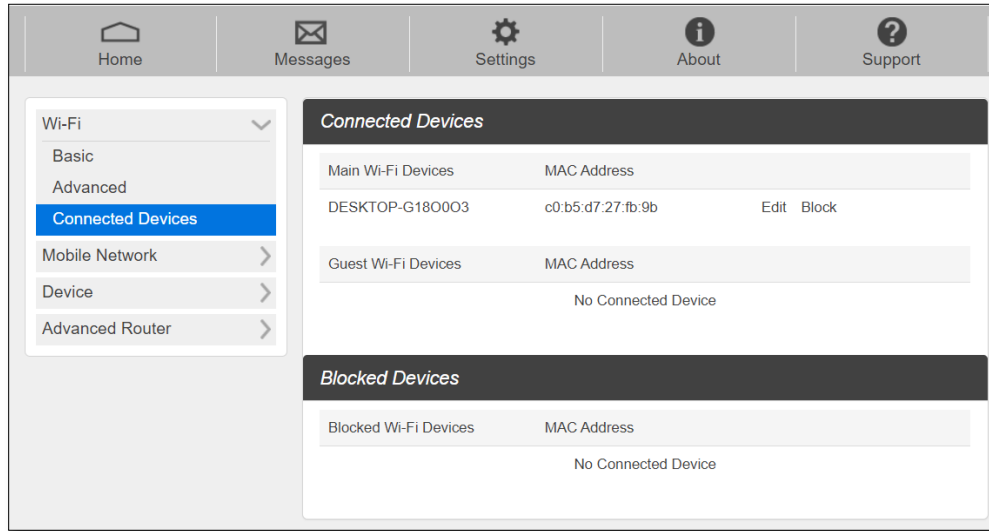


- **802.11 Mode:** Select an 802.11 mode from the drop-down list.
- **Wi-Fi Channel:** Select a Wi-Fi channel from the drop-down list.
- **Inactive time:** if there is no Wi-Fi connection for inactive time settings, the device goes to sleep mode to save battery power.

NOTE: Default Inactive Time is 10 minutes. If the RG1100 is inactive for more than 10 minutes, it is required to press the power button to connect to Wi-Fi.

- **Connected Devices**

The Connected Devices menu contains the following options:



- Main Wi-Fi Devices – Normally this is the hostname of the connected device as set on the connected device. You can use the pencil tool to change the name of any connected device.
- MAC Address – The MAC address is a unique network identifier for this connected device.

To Edit a Connected Device:

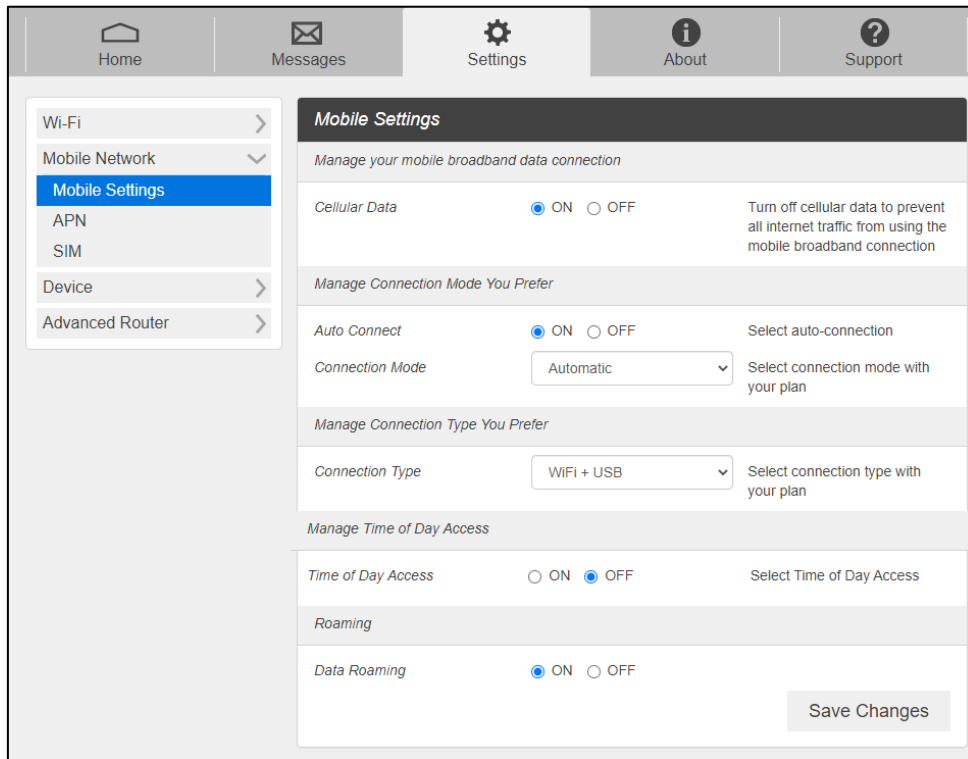
1. Click on the **Edit**. A page opens, allowing you to edit the name of the device.
2. Update the name of the device and click **OK**.

To block connection:

1. Press **Block** on the device your want to block connection.
2. The device blocked will be listed on the Blocked Devices. The blocked devices will not be allowed to connect to your RG1100.
3. To unlock the device, press **Unblock**.

Mobile Network

Mobile Network menu help you to manage your mobile network settings.

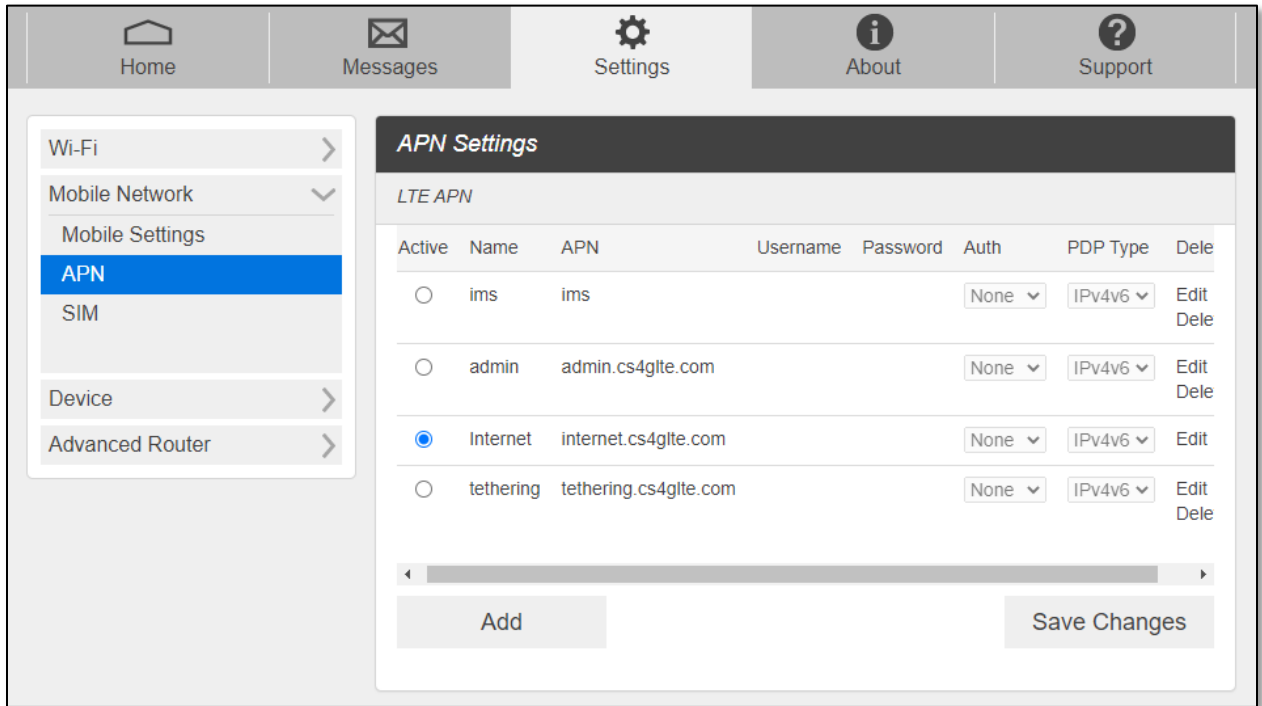


- Mobile Settings

- Cellular Data: Selecting OFF disconnect all data traffic to the network.
- Auto Connect: Select ON or OFF to make your device automatically connects to the network when it is powered on. If OFF is selected, you need to login the Web Admin to connect to the network next time the device is powered on.
- Connection Mode: Select network type to connect to.
- Connection Type: Select connection type between your host devices and RG1100. Wi-Fi + USB Connect / Wi-Fi Only / USB Only
- Time of Day Access: You can set the time span per day to allow data connection.
- Data Roaming: Turn Data Roaming on or off.

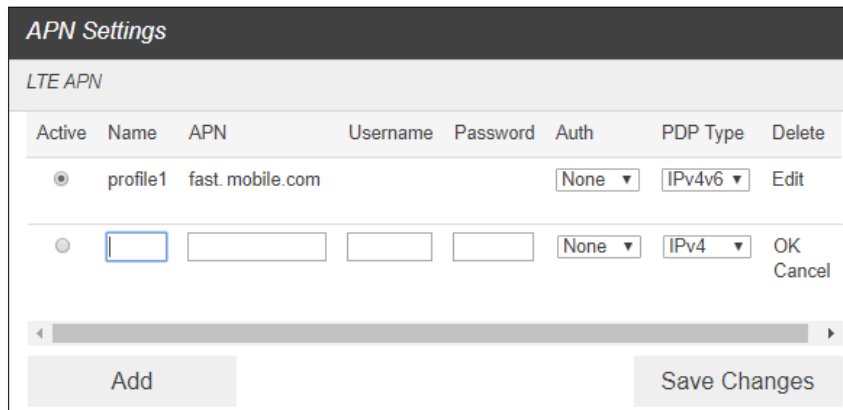
CAUTION! Allowing roaming could result in additional service charges.

- **APN**
APN menu displays current APN settings. You can add new APNs.



To add a new APN, follow the steps below:

1. Click **Add** to access the following page.



1. Enter the related parameters as described in the following table.

Parameters	Description
Name	Type the profile name.
Username	Username is used to obtain authentication from the ISP when the connection is established.

Password	Password is used to obtain authentication from the ISP when the connection is established.
Auth (Authentication)	Password Authentication Protocol (PAP) provides a simple method without encryption for the peer to establish its identity using a 2-way handshake. Challenge-Handshake Authentication Protocol (CHAP) is used to periodically verify the identity of the peer using a 3-way handshake.

2. Click **Save Changes** to add the new APN.

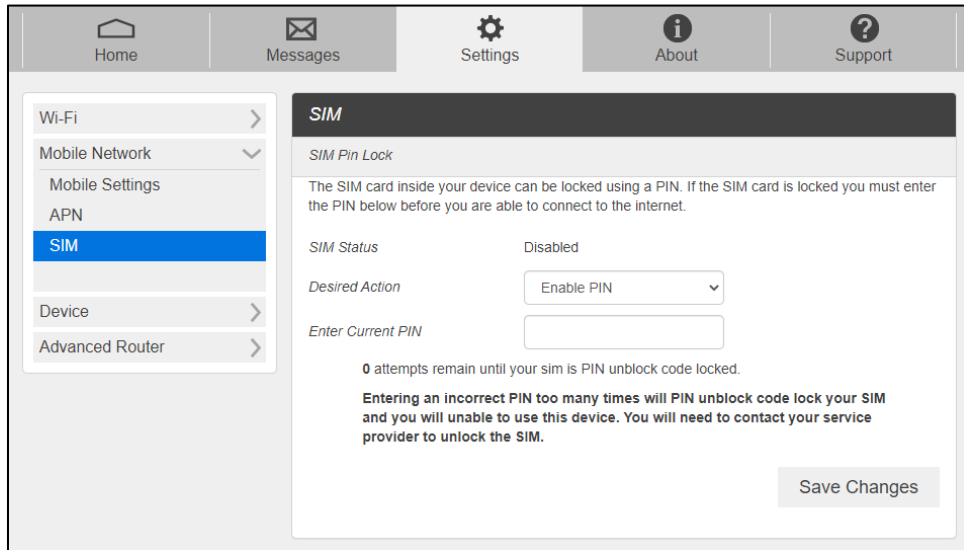
Additional APN Options

- To select APN to use, click Active circle, then click **Save Changes**.
- To edit APN info, click Edit, change the settings, and then click Save.
- To delete APN, click Delete.

NOTE: The default APN cannot be edited or deleted.

- SIM SIM Pin Lock

The **SIM** menu allows you to lock the SIM (Subscriber Identity Module) card in your device. The SIM card inside your device can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the mobile hotspot can connect to the Internet whenever you turn on your device. You can also change the SIM PIN.

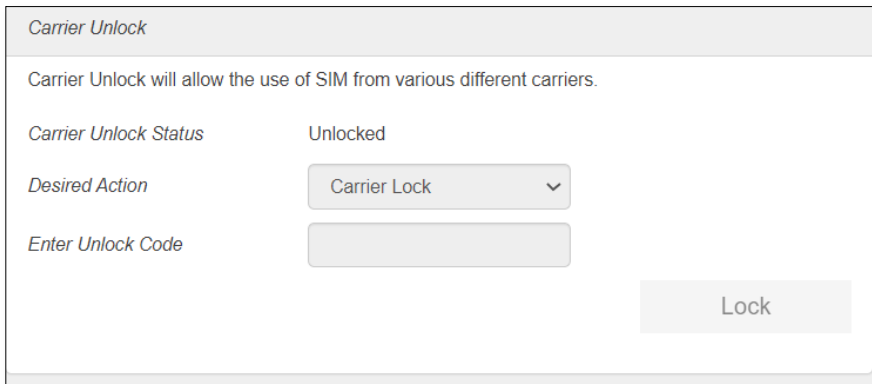


Enter the SIM PIN and press **Save Changes** to save your settings. The SIM Status will be changed to Enabled. Once the SIM PIN Lock is enabled, you need to enter SIM PIN to connect to the mobile broadband network each time you power on your RG1100.

NOTE: If you enter the wrong SIM PIN three times, your SIM will be disabled permanently until you enter the PUK code from your service provider.

Carrier Unlock

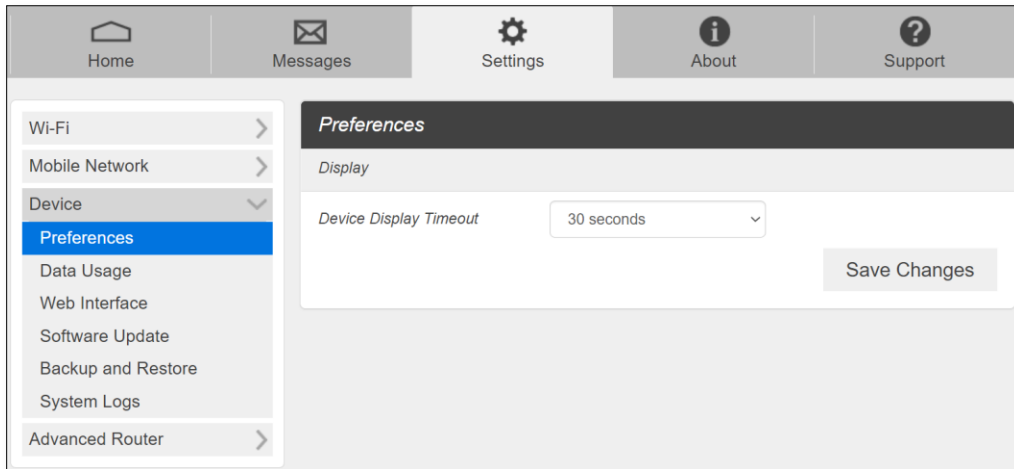
Your RG1100 could be locked to recognize the SIM from your wireless service provider only. To use other SIMs from other wireless service provider, you need to unlock the carrier lock. Contact your service provider for the carrier unlock code.



The image shows a 'Carrier Unlock' settings screen. At the top, it says 'Carrier Unlock will allow the use of SIM from various different carriers.' Below this, the 'Carrier Unlock Status' is 'Unlocked'. There is a 'Desired Action' dropdown menu currently set to 'Carrier Lock'. Below that is an 'Enter Unlock Code' text input field. A 'Lock' button is located at the bottom right of the screen.

Device

- Preferences

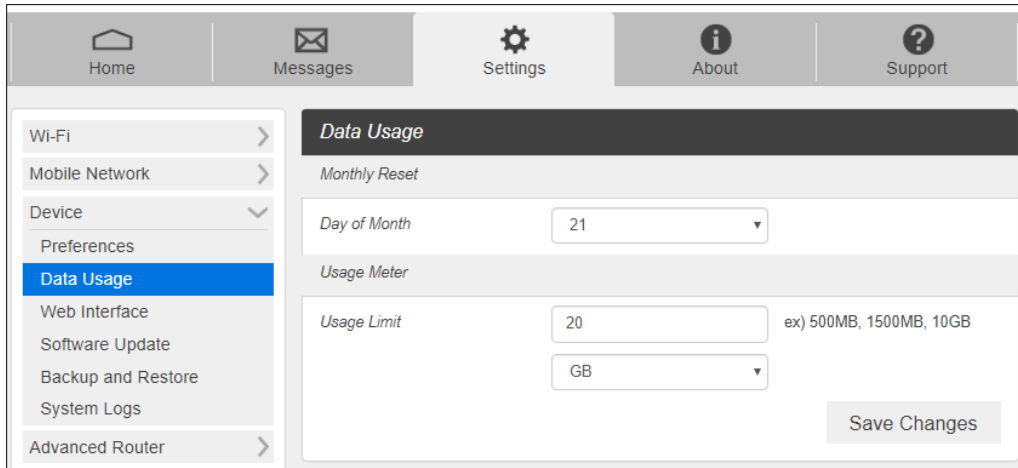


The image shows the 'Device' settings screen, specifically the 'Preferences' section. The top navigation bar includes 'Home', 'Messages', 'Settings', 'About', and 'Support'. The left sidebar lists various settings: 'Wi-Fi', 'Mobile Network', 'Device', 'Preferences' (highlighted), 'Data Usage', 'Web Interface', 'Software Update', 'Backup and Restore', 'System Logs', and 'Advanced Router'. The main content area is titled 'Preferences' and has a sub-section 'Display'. Under 'Display', there is a 'Device Display Timeout' dropdown menu set to '30 seconds'. A 'Save Changes' button is located at the bottom right of the settings area.

- Device Display Timeout: Select a timeout time from the drop-down list. Your RG1100 display turns off after this timeout period if there is no menu button action to save battery power.

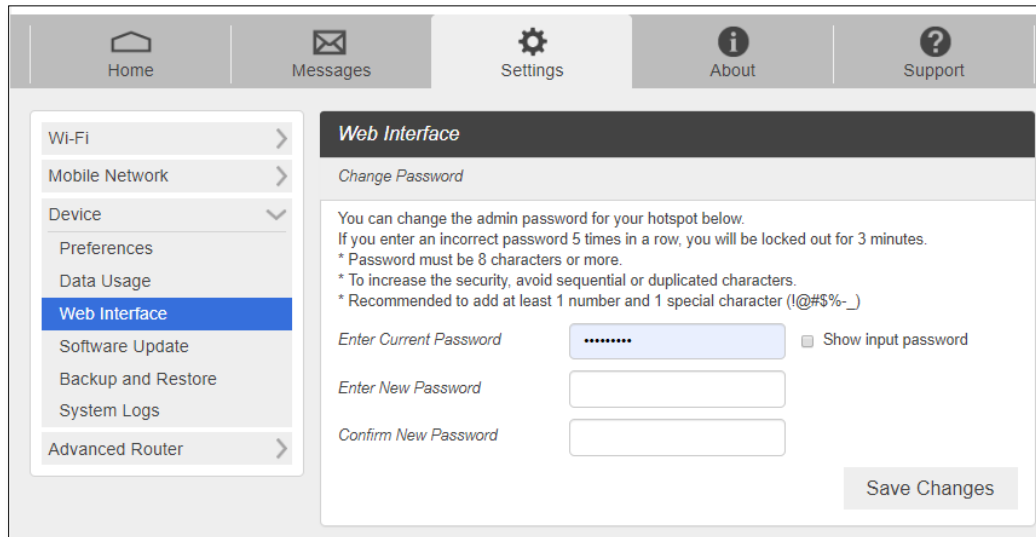
- **Data Usage**

You can select Day of Month the data usage info cycles, usage limit and unit.



- **Web Interface**

You can change Web Admin login password.

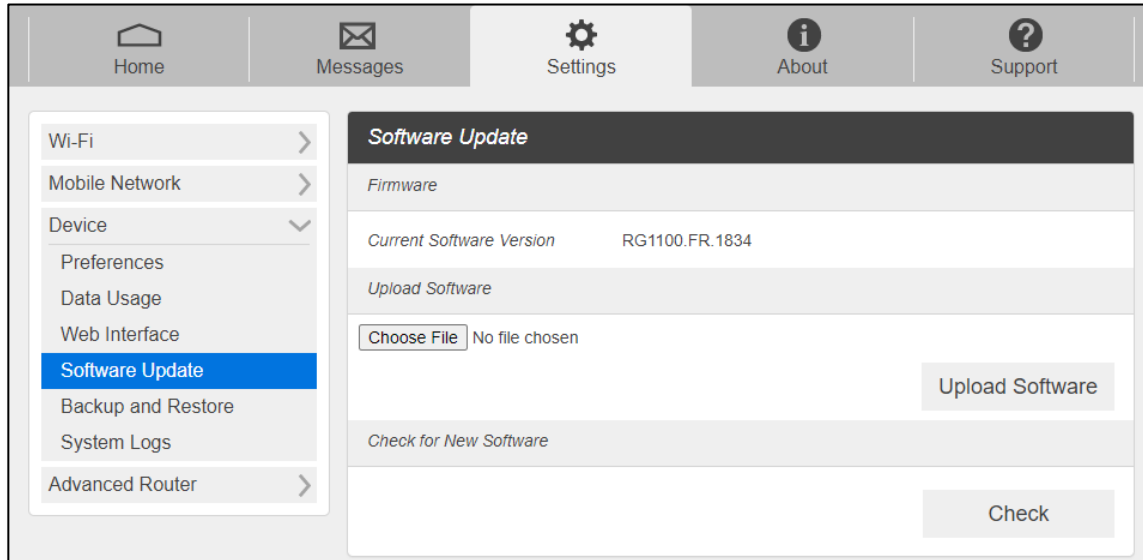


To change the password:

- Current Password: Enter the current password.
 - New Password: Enter the new password.
 - Confirm New Password: Enter the new password again.
- Click **Save Changes** to save your settings.

- **Software Update**

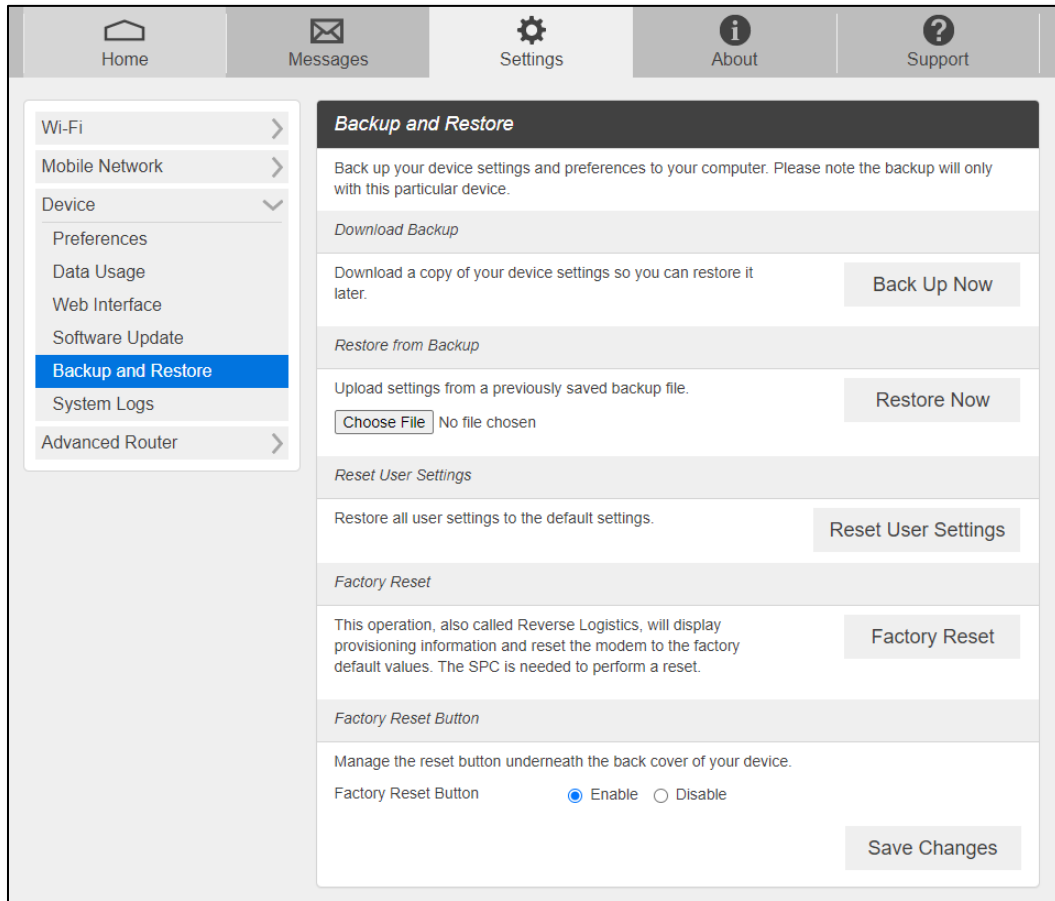
You can check current software version or check if there is a new update is available from this page.



Manual Update: In case you have a new software file provided by your operator, select the file, then press **Upload Software** to update your device software.

Automatic Update: Click **Check** button. Message windows will pop up and guide you through the update process.

- Backup and Restore



To back up your device settings to your computer, follow the steps below:

- Click **Back Up Now**.
- Click **Save** on the pop-up window.
- Choose a location on your computer to save the backup file.
- Click **Save**.

To restore from the backup, follow the steps below:

- Click **Choose File** to select the backup file in your computer.
- Click **Restore now**.

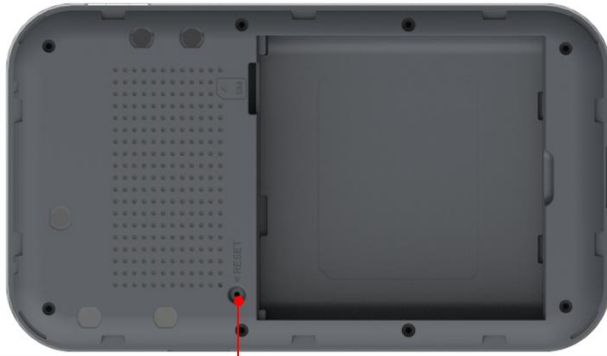
To restore your user settings to the default settings, follow the steps below:

- Click **Reset User Settings**.
- Click **OK** to confirm the command.

- **Factory Reset**

-Factory Reset Button: Select Disable to prevent the device from performing the factory reset by pressing the factory reset button underneath the battery cover.

-Factory Reset: Press the Factory Reset button underneath the battery cover to reset the modem to the factory default value.



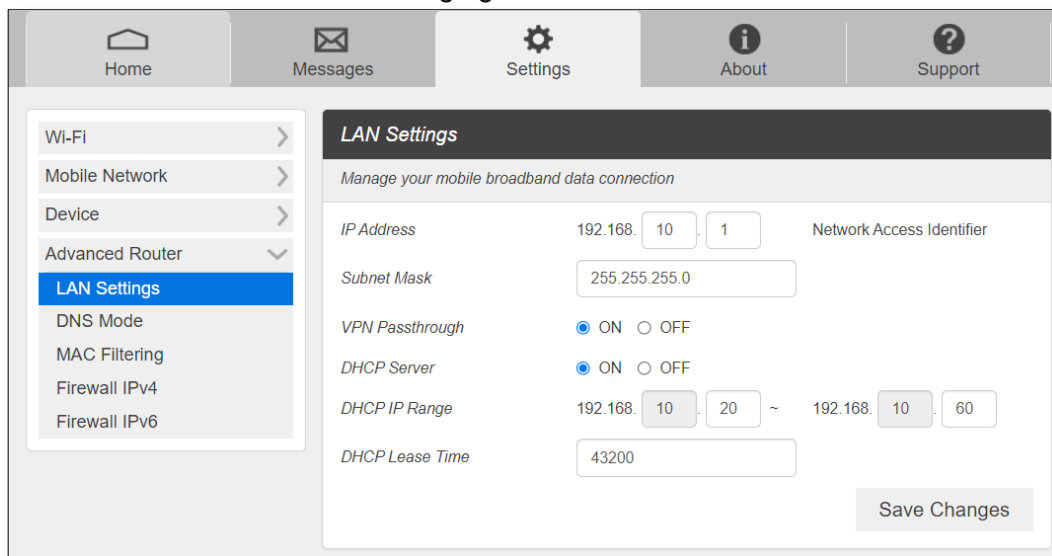
Reset Button

Advanced Router

Configure LAN, Firewall, and Customization settings.

- **LAN**

From the Web UI, click Settings > Advanced Router > LAN Settings to display the router information shown in the following figure.



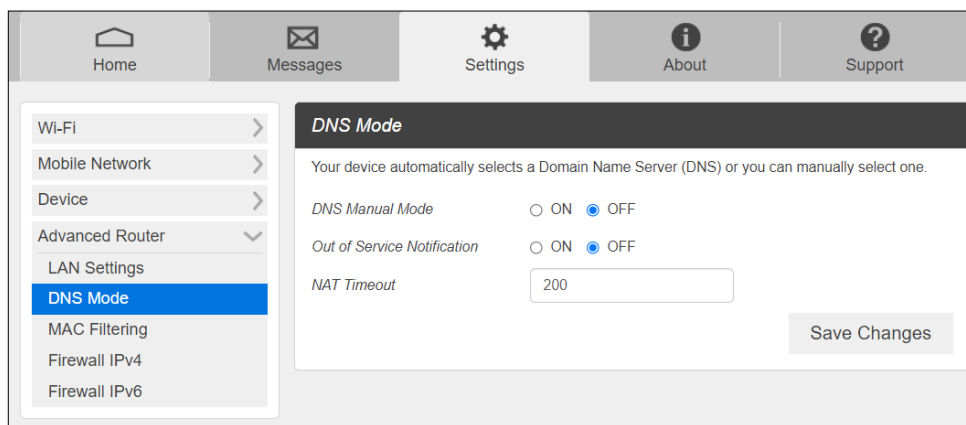
- **IP address** – The IP address for your Mobile Hotspot Web Admin
- **Subnet mask** – The Subnet mask network setting for your mobile hotspot. The default value 255.255.255.0 is standard for small (class “C”) networks. If you change

your LAN IP Address, ensure that you use the correct Subnet mask for the IP address range containing the LAN IP address.

- **VPN Passthrough ON/OFF** – Allowing or preventing connected devices to establish a secure VPN connection. When turned **ON**, this feature allows VPN clients on your connected device to connect through your mobile hotspot to remote VPN servers. The default setting for this feature is **ON**. When turned **OFF**, the VPN clients are not allowed to connect.
- **DHCP (Dynamic Host Configuration Protocol) server** – The **DHCP server** is **ON** by default. When turned **ON**, your mobile hotspot automatically assigns local IPs to your other devices you connect to your mobile hotspot. When turned **OFF**, you will need to set it up manually from the device you want to connect to your mobile hotspot.
- **DHCP IP Range** – Defines the local IP range that DHCP server can assign to connected devices.
- **DHCP Lease Time - DHCP lease time** represents the period between when your connected device obtained its IP address from your mobile hotspot and the time when it expires. When the **DHCP lease time** expires, your connected device automatically releases IP address and asks your mobile hotspot to give it a new one.

- **DNS Mode**

Your mobile hotspot automatically selects a Domain Name Server (DNS) assigned by your network. The **DNS Mode** option allows you to manually set up two DNS IP addresses.

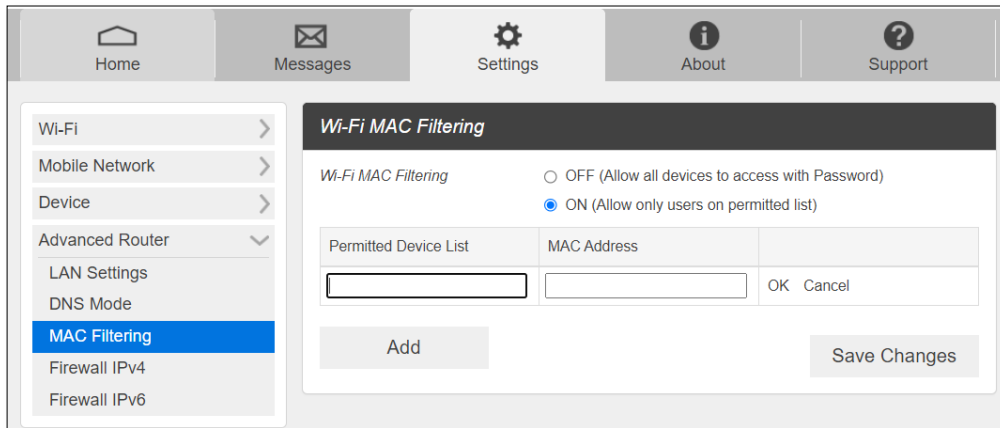


To manually set a Domain Name Server:

- 1 Click the **ON** button to enable **Manual DNS**.
- 2 Enter the IP address of the first DNS in the **DNS 1 IP address** field.
- 3 Enter the IP address of the second DNS in the **DNS 2 IP address** field.
- 4 Click **Save Changes** button.

- **MAC Filtering**

The MAC filtering allows only selected devices to access your mobile hotspot Wi-Fi network. By default, MAC filtering is turned **OFF**.



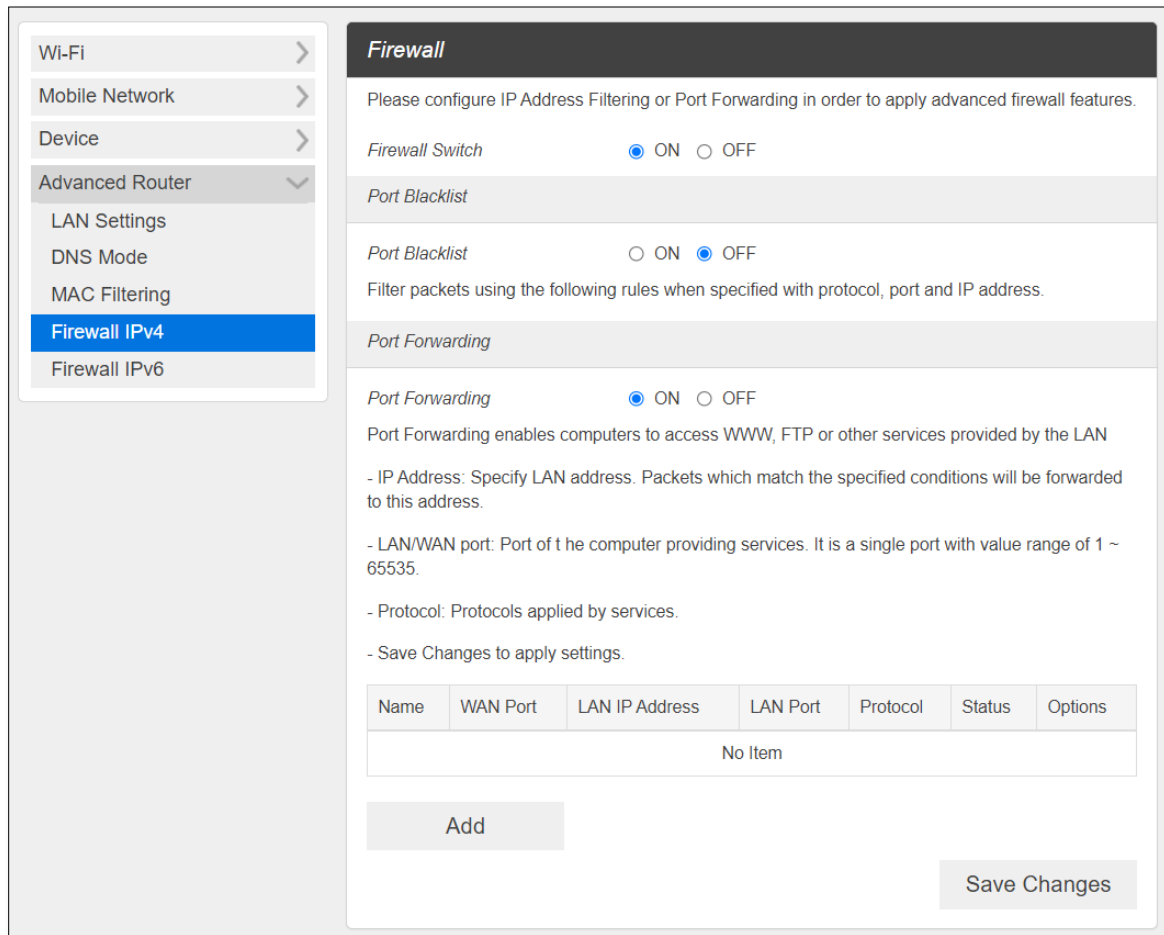
To enable MAC Filtering,

1. Select **ON**.
2. Press **Add** to add a line to enter permitted device name and MAC address, then click OK. When entering MAC addresses, use “:” as the separators (for example, c2:b5:d7:27:fb:9b).
To add more, press **Add** to add another line.
3. When completed adding devices, press **Save Changes**.

NOTE: Once MAC filtering is set up, only listed device can access your mobile hotspot Wi-Fi network. The MAC filtering has no effect on devices connected via USB connection or Ethernet connection.

- **Firewall IPv4**

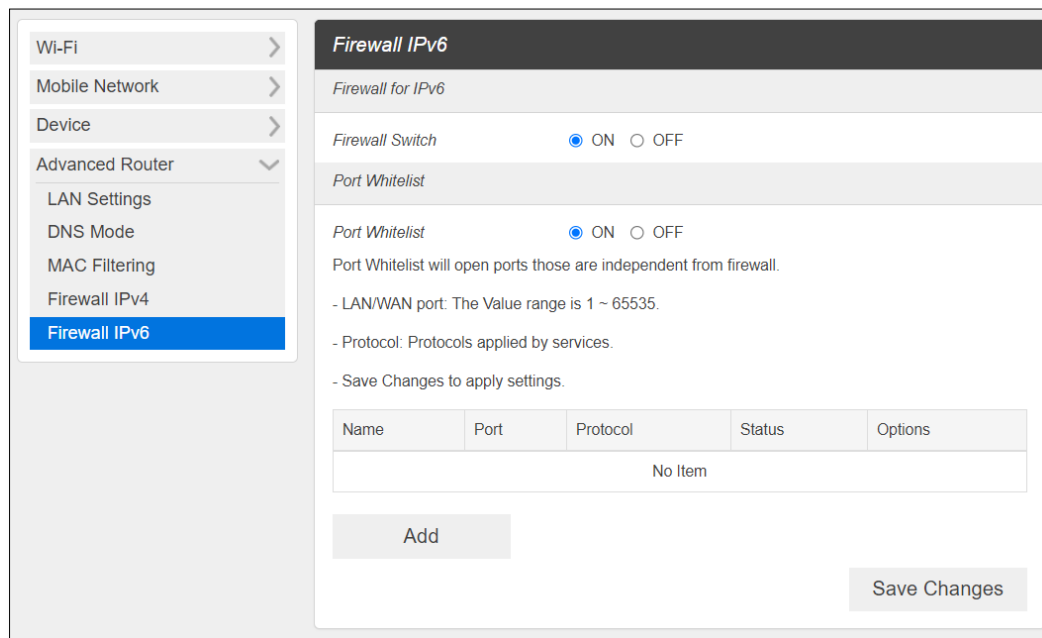
From the Web UI, click **Settings > Advanced Router > Firewall IPv4**. You may set up firewall rules to protect your network from virus and malicious activity on the Internet.



- **Firewall Switch** – To set up Port Blacklist and Port Forwarding, turn Firewall Switch **ON**. If Firewall Switch is **OFF**, both Port Blacklist and Port Forwarding settings are not active.
- **Port Blacklist** – You can block outbound forward packet by setting up a rule in the blacklist. To set up the rule,
 1. Turn **ON** Port Blacklist.
 2. Press **Add** to create a line to setup a rule.
 3. Enter the name of the rule you want to set up.
 4. Enter IP address of the site you want to restrict outbound forward packet.
 5. Enter Port number of the outbound forward packet.
 6. Select Protocol and Status **ON/OFF**: **ON** means the rule is in active. **OFF** means the rule is not active.
 7. Press **OK** to complete set up, then press **Save Changes**.

- **Port Forwarding** – You can allow inbound packet for a specific port number by setting up port forwarding rule. To set up Port Forwarding,
 1. Turn **ON** Port Forwarding.
 2. Press **Add** to create a line to set up a rule.
 3. Enter the name of the rule you want to set up.
 4. Enter WAN port number of allowed inbound forward packet.
 5. Enter LAN IP address your connected device that is assigned by your mobile hotspot.
 6. Enter LAN port number of allowed inbound forward packet.
 7. Select Protocol and Status **ON/OFF**: **ON** means the rule is in active. **OFF** means the rule is not active.
 8. Press **OK** to complete set up, then press **Save Changes**.

- **Firewall IPv6**



- **Firewall Switch** – To set up Port Whitelist, turn Firewall Switch **ON**. If Firewall Switch is **OFF**, Port Whitelist settings is not active. By default, the Firewall Switch for IPv6 is **ON** to restrict inbound forward packet from outside.
- **Port Whitelist** – You can allow inbound forward packet of specific port number by setting up Port Whitelist. To set up Port Whitelist,
 1. Turn **ON** Port Whitelist.
 2. Press **Add** to create a line to set up a rule.
 3. Enter the name of the rule you want to create.
 4. Enter the port number you want to allow inbound forward packet.
 5. Select Protocol and Status **ON/OFF**: **ON** means the rule is in active. **OFF** means the rule is not active.
 6. Press **OK** to complete set up, then press **Save Changes**.

About

View your device's connection information, firmware information, WWAN information, Wi-Fi details and device information.

From the Web UI main screen, click the **About** tab to view the available information.

The screenshot shows the 'About' page of a mobile application. At the top, there is a navigation bar with five tabs: Home, Messages, Settings, About (selected), and Support. The main content area is divided into several sections:

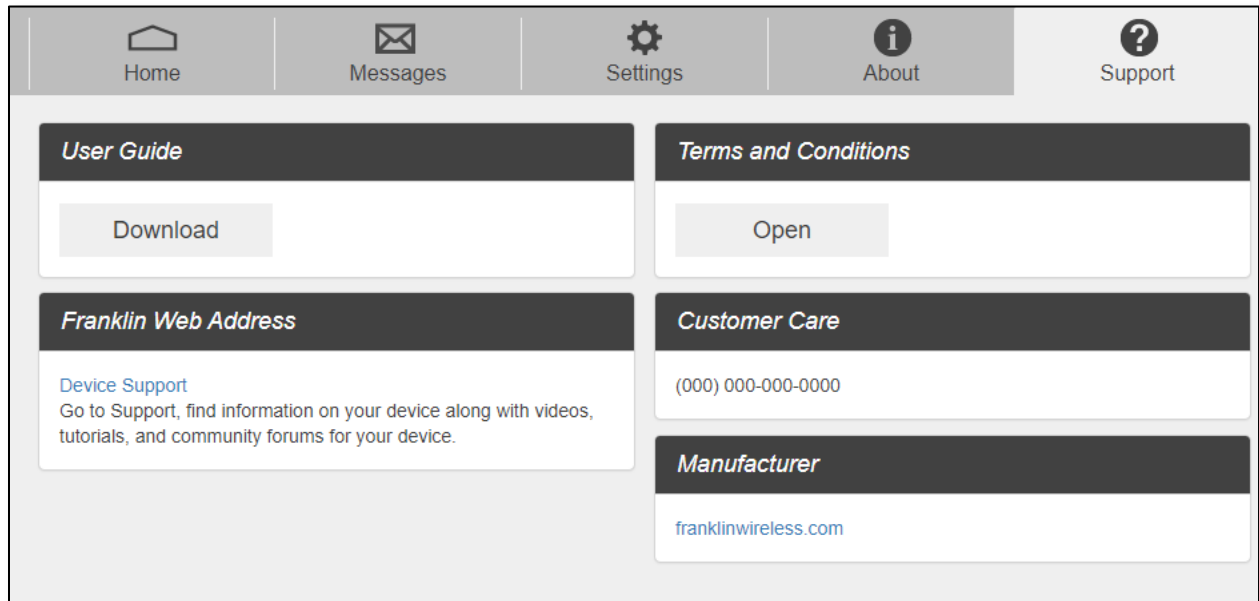
- Account**:
 - My Number: 7692202750
 - ICCID: 89012300000023979467
 - IMSI: 311230002397946
 - IMEI: 358507757000338
- Wi-Fi Details**:
 - Wi-Fi Name: RG1100a 0E2E
 - Wi-Fi Password: 9963993e
 - MAC Address: F4:63:49:BC:0E:2E
 - Encryption: WPA2 AES
 - Wi-Fi Devices: 10
 - Max Wi-Fi Devices: 10
 - Broadcast Network Name: Show
- Firmware**:
 - Software Version: RG1100.FR.1834
 - Modem Version: RG1100.FR.M1834
- Device**:
 - Model: RG1100
 - Manager: mobile.hotspot
 - Hardware Revision: P1
 - Power State: Online
 - Current Voltage: 3.698V
 - Battery Charge Level: 23%
 - Battery Status: Normal
- WWAN Info**:
 - IP Address: 10.244.206.91
 - Lifetime Transferred: 5.61 GB

A 'Save to File' button is located at the bottom right of the Device and WWAN Info sections. At the bottom of the page, there is a 'Debug Info' section with the text 'View detailed diagnostic information about your device.' and a 'Debug' button.

Support

Obtain support information from the Web UI Support Tab.

From the Web UI main screen, click the **Support** tab to view the available options.



4

Troubleshooting

Overview
First Steps
Common Problems and Solutions

Overview

The following tips can help solve many common problems encountered while using the RG1100.

First Steps

- 1 Make sure you are using your RG1100 in the correct geographic region (within coverage).
- 2 Ensure that your wireless coverage extends to your current location by using the interactive Wireless Carrier's coverage map tool.
- 3 Ensure that you have an active service plan.
- 4 Restarting your computer and your RG1100 can resolve many issues.

IMPORTANT! Before contacting customer care, be sure to restart both your RG1100 and any device that is currently connected.

Common Problems and Solutions

RG1100 just powered off without pressing the Power/Menu button. Why?

This may occur under Battery depletion or overheating from excessive usage for a long time. To restore power, manually press and hold the Power button to turn on your RG1100. If the battery is depleted, charge the battery with the AC charger provided.

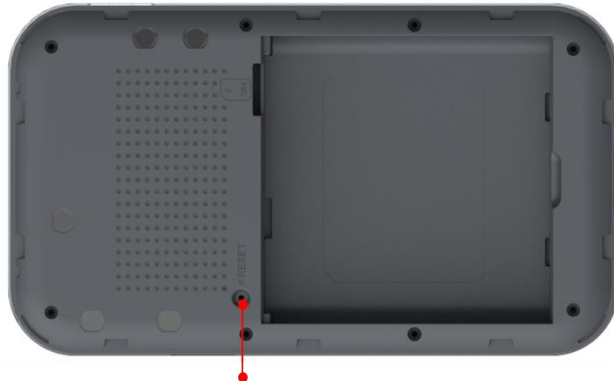
IMPORTANT! If the power button will not start your RG1100, please try Power Reset (see **How do I perform a Power Reset on RG1100?** below).

How do I perform a Power Reset on RG1100?

Using the power button: Press and hold the power button for 10 seconds until the RG1100 restarts.

By replacing the battery: If pressing and holding the power button for 10 seconds does not restart the RG1100, open the battery cover, take out the battery and re-install the battery after 5 seconds. Put the battery cover back and turn on the RG1100 by pressing the power button.

Using the factory reset button: Remove the battery back cover. Make sure the battery is installed and your RG1100 is on. Press down the reset button for 3 seconds and release. Then, your RG1100 will perform the reset and restart automatically.



Reset Button

How do I perform Factory Reset?

Using **Mobile Hotspot Homepage**: Connect to your RG1100 and then open **Web Admin** home page (<http://mobile.hotspot> or <http://192.168.10.1>). Select **Settings > Device > Backup and Restore** and Click **Factory Reset**.

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 RG1100 and keep the same Wi-Fi Name, the devices try to connect to your RG1100 using the Wi-Fi name and previous Wi-Fi password saved, causing Wi-Fi authentication error.

I cannot access the Web Admin, <http://192.168.10.1>

Ensure that Wi-Fi connection is enabled on your device and that you have selected the correct Wi-Fi name (SSID) for your RG1100 connection. Also, make certain that you are entering the correct full URL address as <http://192.168.10.1>.

If you changed the IP address from **Web Admin, Settings > Advanced Settings > LAN Settings**, you need to use the IP address you changed to access the **Web Admin** page.

I cannot log into Web Admin, <http://mobile.hotspot> or <http://192.168.10.1>

Ensure that you are entering the correct **Mobile Hotspot** password to sign in. The default **Web Admin** login password is “admin” unless you have previously changed. If you have forgotten your password, perform Factory Rest on your device (see How do I perform Factory Reset?).

5

Regulatory Information

Regulatory Statements
Safety Hazards

Regulatory Statements

FCC Equipment Authorization ID: XHG-RG1100

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.

SAR Information

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.

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.

FCC CAUTION: Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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 Certifications and Declaration of Conformity

Product certifications and Declarations of conformity documentation may be consulted at Franklin Wireless, 9707 Waples Street, Suite 150, San Diego CA 92121, U.S.A, <https://www.franklinwireless.com>

Safety Hazards

Follow Safety Guidelines

Always follow the applicable rules and regulations in the area in which you are using your device. Turn your device off in areas where its use is not allowed or when its use may cause interference or other problems.

Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, inadequately shielded electronic equipment may be affected by the RF signals generated by your device.

Medical and Life Support Equipment

Do not use your device in healthcare facilities or where medical life support equipment is located as such equipment could be affected by your device's external RF signals.

Pacemakers

- The Health Industry Manufacturers Association recommends that a minimum separation of six inches must be maintained between a device and a pacemaker in order to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should always follow these guidelines:
- Always keep the device at least six inches away from a pacemaker when the device is turned on.
- Place your device on the opposite side of your body where your pacemaker is implanted in order to add extra distance between the pacemaker and your device.
- Avoid placing a device that is on next to a pacemaker (e.g., do not carry your device in a shirt or jacket pocket that is located directly over the pacemaker).
- If you are concerned or suspect for any reason that interference is taking place with your pacemaker, turn your device OFF immediately.

Hearing Devices

When some wireless devices are used with certain hearing devices (including hearing aids and cochlear implants) users may detect a noise which may interfere with the effectiveness of the hearing device.

Use of Your Device while Operating a Vehicle

Please consult the manufacturer of any electronic equipment that has been installed in your vehicle as RF signals may affect electronic systems in motor vehicles.

Please do not operate your device while driving a vehicle. This may cause a severe distraction and in some areas, it is against the law.

Use of Your Device on an Aircraft

Using your device during flight may violate FAA regulations. Because your device may interfere with onboard electronic equipment, always follow the instructions of the airline personnel and turn your device OFF when instructed to do so.

Blasting Areas

In order to avoid interfering with blasting operations, your device should be turned OFF when in a blasting area or in an area with posted signs indicating that people in the area must turn off two-way radios. Please obey all signs and instructions when you are in and around a blasting area.

Proper Battery & Adapter Use and Disposal

- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or another hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or another hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace the battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the battery. If the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or another hazard.
- The host device shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

6

Glossary

Glossary

Term	Definition
LTE	Long-Term Evolution
802.11(b/g/n/ac)	A set of WLAN communication standards in the 2.4GHz frequency band.
Bps	Bits per second
Broadband	High capacity, high-speed transmission channel with a wider bandwidth than conventional modem lines.
DHCP	Dynamic Host Configuration Protocol
DHCP Server	A server or service with a server that assigns IP addresses.
DNS	Domain Name System
Firmware	A computer program embedded in electronic devices. Firmware usually contains operating code for the device.
GB	Gigabyte
Hotspot	A Wi-Fi (802.11b/g/n/ac) access point or the area covered by an access point.
HTTP	Hyper Text Transfer Protocol
IMEI	International Mobile Equipment Identity
IMSI	International Mobile Subscriber Identity
IP	Internet Protocol
IP Type	The type of service provided over a network.
IP Address	The address of a device attached to an IP network.
ISP	Internet Service Provider
Kbps	Kilobits per second
LAN	Local Area Network
MAC Address	Media Access Control address
Mbps	Megabits per second
MSID	Mobile Station Identifier
Network Operator	The vendor who provides your wireless access.
Port	A virtual data connection used by a program to exchange data.
Port Forwarding	A process that allows remote devices to connect to a specific computer within a private LAN.
Port Number	A 16-bit number used by the TCP and UDP protocols to direct traffic.
PRL	Preferred Roaming List
Protocol	A standard that allows connection, communication, and data transfer between computing endpoints.
Proxy	A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address.
Router	A device that directs traffic from one network to another.
SIM	Subscriber Identification Module
SSID	Service Set Identifier
TCP/IP	Transmission Control Protocol/Internet Protocol
USB	Universal Serial Bus
VPN	Virtual Private Network
WLAN	Wireless Local Area Network
WWAN	Wireless Wide Area Network