



SmartSpot[®] 900

User Guide



User guide.

verizon^v

MHS900L

 ellipsisTM
JETPACK

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1

Getting Started

Overview
Components
Device Display
Battery Management

Overview

Thank you for choosing the Ellipsis Jetpack!

Having the Ellipsis Jetpack at your fingertips will allow you to access Verizon's 4G LTE network for fast uploads and downloads. You can also connect up to eight Wi-Fi capable devices to the Internet at once – laptops, tablets, eReaders, gaming consoles and more* - and experience ten times faster speeds of solid 4G LTE, without dropping down to 3G or other slower speed technologies.

System Requirements

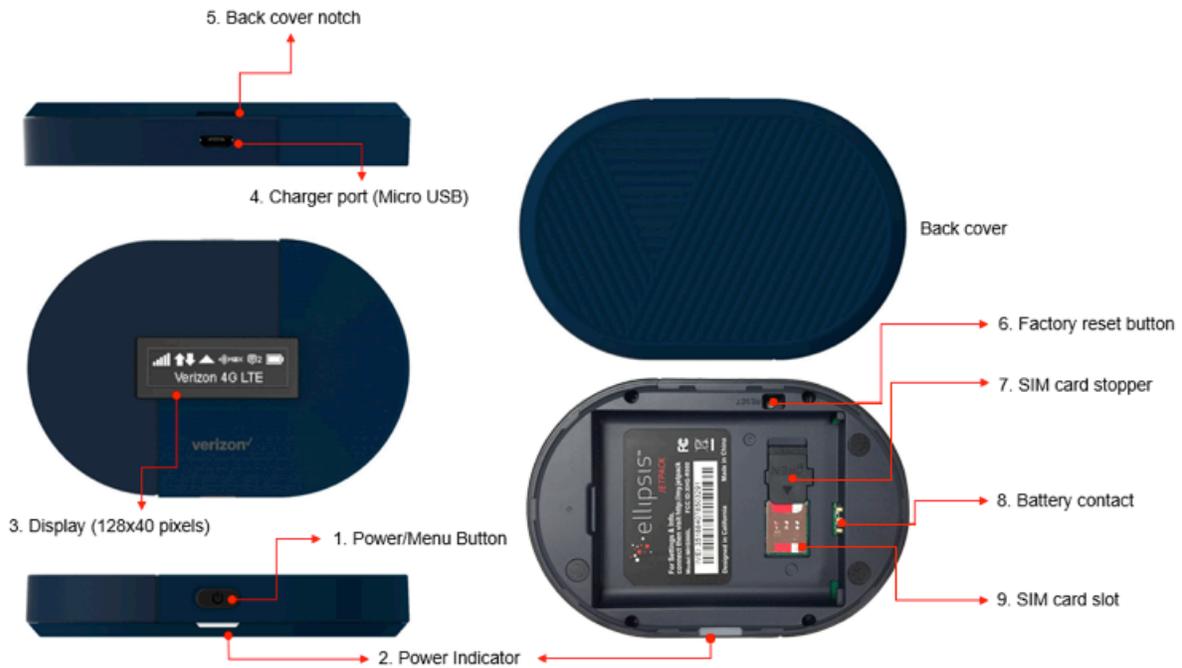
- Compatible with all IEEE802.11b/g/n Wi-Fi enabled devices.
- Works with the latest versions of most browsers**.

IMPORTANT!

** Be aware when multiple users are connected to the device, they are contributing to the total data usage on your mobile broadband data plan.*

*** It is recommended to use the latest versions of Internet browsers. Outdated versions may not be compatible with the Jetpack Web User Interface, <http://my.jetpack>.*

Components



1. **Power/Menu Button** – Turn on/off the Jetpack. Shows the Jetpack menu and information

Operation Status

	Operations	Actions
	Turn On	Press and hold the Power button for 2 seconds.
	Turn Off	Press and hold the Power button until “Goodbye” message appears.
	Display Wake-Up	When the display is off (sleep mode), the first quick press of the Power button wakes up the display.
	Info Display	When the display is on, each time the Power button is pressed quickly, the following information displays. Data Usage > Wi-Fi Name > Password > Web Admin URL guide > Home

Charging Indicator Light

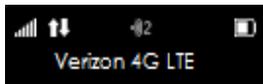
	Colors	Charging Status
	Off	The Jetpack is not connected to a charger.
	Red	The Jetpack is connected to a charger and is currently charging.
	Green	The Jetpack is connected to a charger and the battery is fully charged.

2. Power Indicator

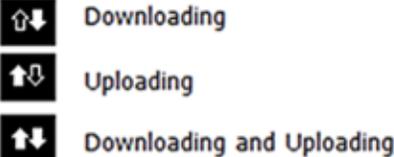
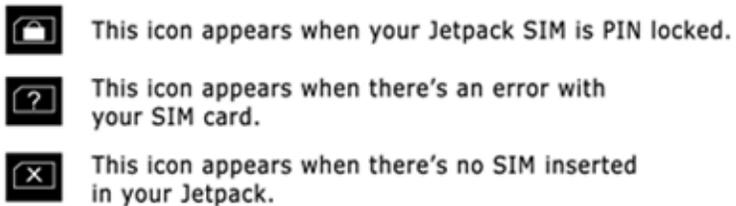
	Colors	Charging Status
	Off	The Jetpack is off.
	White/Blinking	The Jetpack is on.

3. **Display** – Provides connection and battery status, network signal strength, roaming status, and the number of users connected with Wi-Fi.
4. **Charger Port** – The USB charger connects here.
5. **Back Cover Notch** –Lift the notch to open the back cover.
6. **Factory Reset Button** –Use one end of a small, unfolded paperclip to gently press and hold the reset button in the hole until the factory reset message displays.
7. **SIM Card Stopper** –Lift the stopper to insert or replace the SIM card.
8. **Battery contact** – Insert the battery with “UP” mark facing up to align battery contacts.
9. **SIM Card Slot** – The SIM card installation slot

Device Display



Display Icon

ICON	DESCRIPTION
 Network Signal Strength	Shows network signal strength. 
 Activity Indicator	Appears when data is being transferred between the mobile network and your Jetpack. 
 Connected Devices	Shows the number of connected devices. When the Jetpack can't support any more devices, MAX is shown. 
 Roaming Indicator	Appears when your Jetpack is roaming.
 Messages	Appears when you have unread text messages. 
 Battery Charge Indicator	Shows the battery charge status. 
 Charging	Appears when battery is charging.
 SIM Indicator	Appears when your Jetpack needs to notify SIM status. 

Battery Management

Your Jetpack is equipped with a replaceable rechargeable battery. It will work 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 Jetpack and the battery pack. Doing so may cause damage that voids your warranty.

Charge the battery by plugging in the charger provided together with your Jetpack. While the battery is charging, the battery charging icon  displays, and the power button illuminates red

. When the battery is charged, the battery icon is solid , the power button illuminates green .

IMPORTANT! Please use only an approved charger to charge your Jetpack. 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.

2

Using Your Jetpack

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

Accessing the Network

Work effectively outside the home or office with the reliable broadband speed that the 4G LTE service provides. You can connect to the internet at speeds that are up to 10 times faster than 3G, and keep up-to-date on all your email correspondence, download attachments, and access your corporate intranet.

Mobile Broadband with 4G LTE*

- Download: typical speeds of 5-12 Mbps.
- Upload: typical speeds of 2-5 Mbps.

NOTE: This Jetpack supports 4G LTE only. 3G fallback service is not supported.

Wi-Fi 802.11b/g/n**

- 802.11b uses the 2.4 GHz frequency with a bandwidth of 11 Mbps.
- 802.11g uses the 2.4 GHz frequency with a bandwidth of 54 Mbps.
- 802.11n uses the 2.4 GHz frequency with a bandwidth of 150 Mbps.

* *Speeds shown are those published by Verizon Wireless, Inc. and are theoretical in nature. Actual throughput speed and coverage may vary. Speed claims not applicable when roaming.*

** *Speeds shown are those published by Wi-Fi Alliance and are theoretical in nature. Actual throughput speed may vary.*

Using Your Jetpack for the First Time

System Requirements

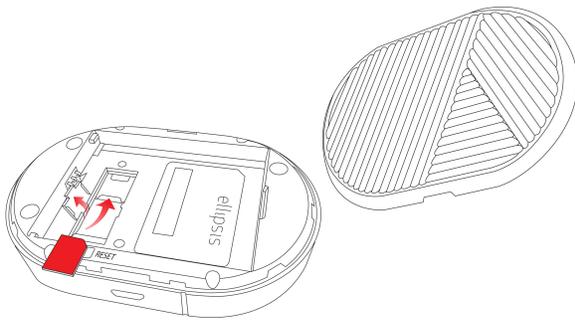
Your computer, tablet, or other wireless devices need Wi-Fi capability and Internet browser software only. Your Jetpack is compatible with most major operating systems and the latest versions of browsers.

Installing the 4G LTE SIM Card

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

If not already inserted, follow the instructions below to install your 4G LTE SIM card.

1. Remove the back cover of your device and take the battery out.
2. Lift the “LIFT” tab and slide your SIM card in the SIM card slot with Verizon logo facing up. After installation, secure the “LIFT” tab back into place.
3. Properly install the battery and put the back cover on.

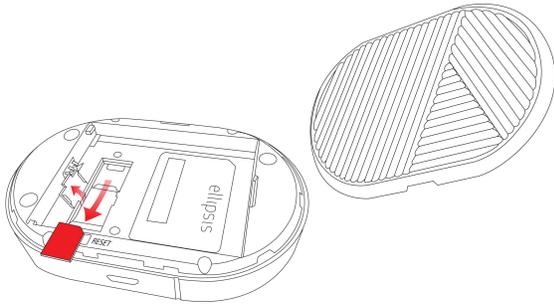


IMPORTANT! Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt. Whenever you insert or remove the SIM card, ensure your Jetpack is powered off and is not connected to any power source. Never use tools, knives, keys, or any type of object to force the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

Removing the 4G LTE SIM Card

To remove the 4G LTE SIM card, follow the instructions below.

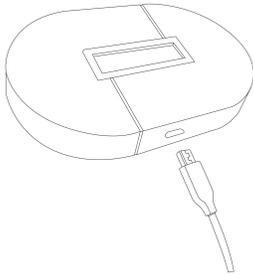
1. Remove the back cover and take out the battery.
2. Lift the “LIFT” tab and pull the SIM card out.
3. Secure the “LIFT” tab into place, place the battery, and put the back cover on.



NOTE: Should your 4G SIM card be lost or damaged, contact Verizon Customer Care for a replacement.

Charging the Battery

Before using your Jetpack, ensure that the battery is fully charged. Be sure to use the charger that came with your Jetpack.



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

Powering On/Off the Jetpack

Power On

Press and hold the Power/Menu button for 2 seconds.

Power Off

Press and hold the Power/Menu button until “Goodbye” message displays.

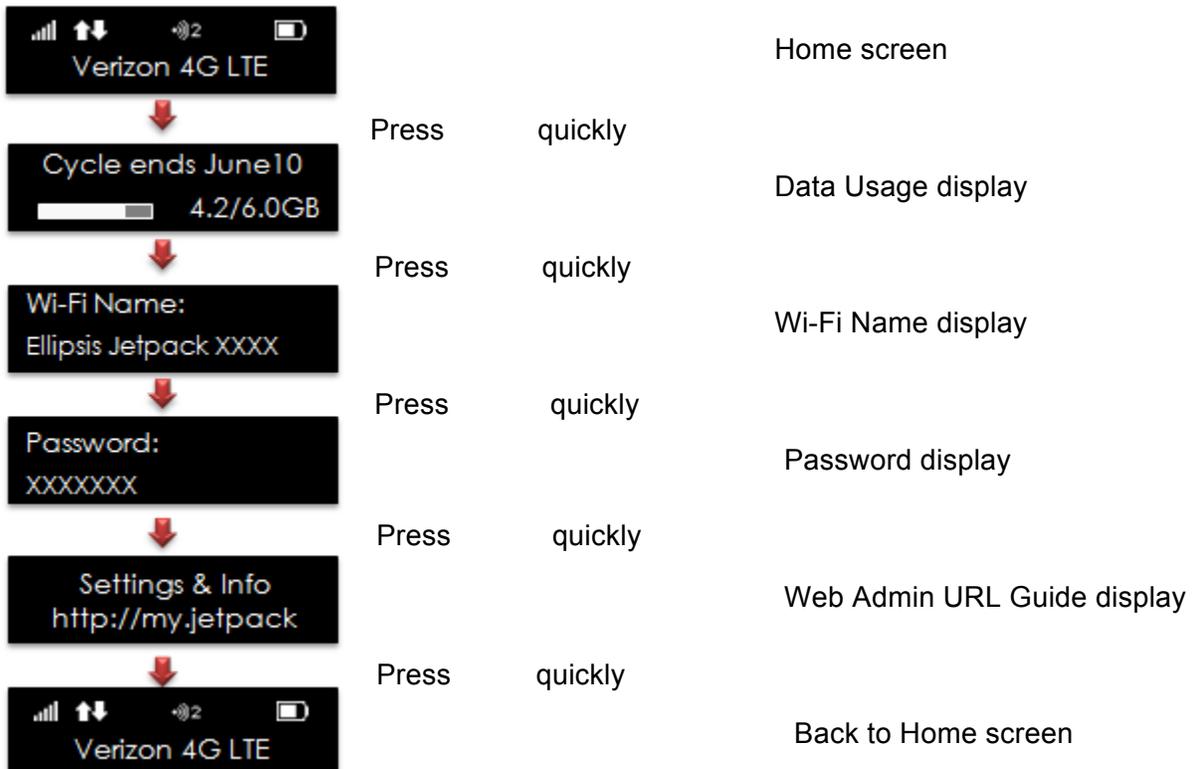
NOTE: Your Jetpack is normally ready to use within one minute of powering on. However, depending on network signal strength, it is also normal for the device to take longer to connect to the wireless network.

Connecting to Your Jetpack

Wi-Fi Name (SSID) and Password

Your default Wi-Fi Name (SSID) and Password can be found on your Jetpack display upon initial power up.

You can also find your Wi-Fi Name and Password any time you need. Just press the power/menu button () shortly when the display is on.



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 Jetpack, and find your Jetpack's Wi-Fi name "Ellipsis Jetpack xxxx".
- 2 Click **Connect** and enter the Password when prompted.

NOTE: The last four characters of your Wi-Fi Name is unique for your Jetpack. You can change the Wi-Fi Name later. See Ch3 "Jetpack Settings".

Using Your Jetpack after Setup is Complete

Mobile Hotspot to share connections

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

Wi-Fi and my Jetpack Home Security

The Jetpack comes from the factory with security turned on. By default, your Wi-Fi password and **my Jetpack Home** password are the same. Your **my Jetpack Home** password is always the same as your Wi-Fi password unless you change **my Jetpack Home** password in the **my Jetpack Home** page. If you change your Wi-Fi password first, your **my Jetpack Home** password changes together.

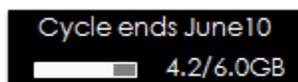
You can create your own **my Jetpack Home** password by signing into the **my Jetpack Home** page. After you change your own **my Jetpack Home** password, you will be required to use the new password to sign in to the <http://my.Jetpack> home page.

To change your **my Jetpack Home** password:

- 1 Connect your Wi-Fi capable device to the Jetpack.
- 2 Open a web browser on your connected device and enter <http://my.jetpack> or <http://192.168.1.1>.
- 3 Click on **Sign In**, enter your **my Jetpack Home** password in the **Admin Password** box, then click **Sign In**.
- 4 To change **my Jetpack Home** Admin password, click "**Change my Jetpack Admin Password**" under **Manage My Jetpack** on the home screen.

Monitoring Data Usage

You can monitor your data usage from your Jetpack. Press the Power/Menu button one time to see data usage, and when your billing cycle ends.



3

Jetpack Settings

Managing Your Jetpack
My Jetpack Home
Data Usage
Connected Devices
Jetpack Settings
Messages
About Jetpack

Managing Your Jetpack

Using the My Jetpack Home page

You can connect to your **my Jetpack** Home page and customize your Jetpack settings.

- 1 Connect your Wi-Fi capable device to the Jetpack.
- 2 Open a web browser on your connected device and enter either of these URLs:
<http://my.jetpack>, or <http://192.168.1.1>.
- 3 Sign in using the **my Jetpack** Home admin password. By default, your **my Jetpack** Home admin password is the same as your **Wi-Fi Password** unless you changed the admin password before.
- 4 You are now able to customize your Jetpack settings. The menu column to the left of the web page is the primary navigation for the **My Jetpack** Home page. You can access each feature under the applicable menu.

My Jetpack Home

The **My Jetpack Home** page allows you to quickly access commonly used links and all available menu options for your Jetpack. The **My Jetpack Home** page contains the following quick link menu options:

- **Manage My Jetpack**
- **My Account & Tools**
- **Help & Support**

Manage My Jetpack

The **Manage My Jetpack** quick links contain the following options:



Manage My Jetpack

- [Customize my Wi-Fi Settings](#)
- [Change my Jetpack Admin Password](#)

Clicking **Customize my Wi-Fi Settings** will take you to the **Jetpack Settings Wi-Fi** menu page where you can customize Wi-Fi profile (see page 26 of this guide).

Clicking **Change my Jetpack Admin Password** will take you to the **Jetpack Admin Password** menu page where you can change your jetpack Admin Password (see page 21 of this guide).

My Account & Tools

The **My Account & Tools** quick links contain the following options:



My Account & Tools

- [My Verizon](#)
- [Coverage Map](#)
- [Data Calculator](#)

My Verizon allows you to manage your account, pay your bill, purchase accessories, and more. Register at <http://verizonwireless.com/myverizon>.

Click on **Coverage Map** to access the Verizon Wireless Coverage map.

Click on **Data Calculator** to calculate your data usage and select the best plan to meet your data requirements.

Help & Support

The **Help & Support** quick links contain the following options:



Help & Support

- [Attend a Wireless Workshop](#)
- [Community Forums](#)
- [Device Support Page & User Guide](#)

Click on **Attend a Wireless Workshop** to attend online or in a store to learn everything you need to know about your Jetpack.

Click on **Community Forums** to follow, share, and participate in the Broadband & Netbook Community. In addition, you can search Broadband & Netbook Community discussions for specific topics.

Click on **Device Support Page & User Guide** to access detailed device information of your Jetpack, and to view or download the User Guide for your Ellipsis Jetpack.

NOTE: Links in this section may result in additional data charges which count against your monthly allotment.

Data Usage

The **Data Usage** page allows you to obtain data usage and billing cycle information for your mobile broadband plan. From the **My Jetpack Home** page, select **Data Usage** to see usage information for your mobile data plan, and when your billing cycle ends.

The following information displays per your plan.

- Data usage for your current data plan and billing cycle.
- The date when your current data cycle ends.
- If you are part of a shared data plan, your total shared usage is displayed.

 **Data Usage** 

 0.34GB / 2GB Refresh

Cycle ends 12/09/2013

 Credits and adjustments to your account may not appear until our next billing statement, and may not be reflected in your current balance. Payments are applied to your account on the same day they are made.

Manage your account at [My Verizon](#)

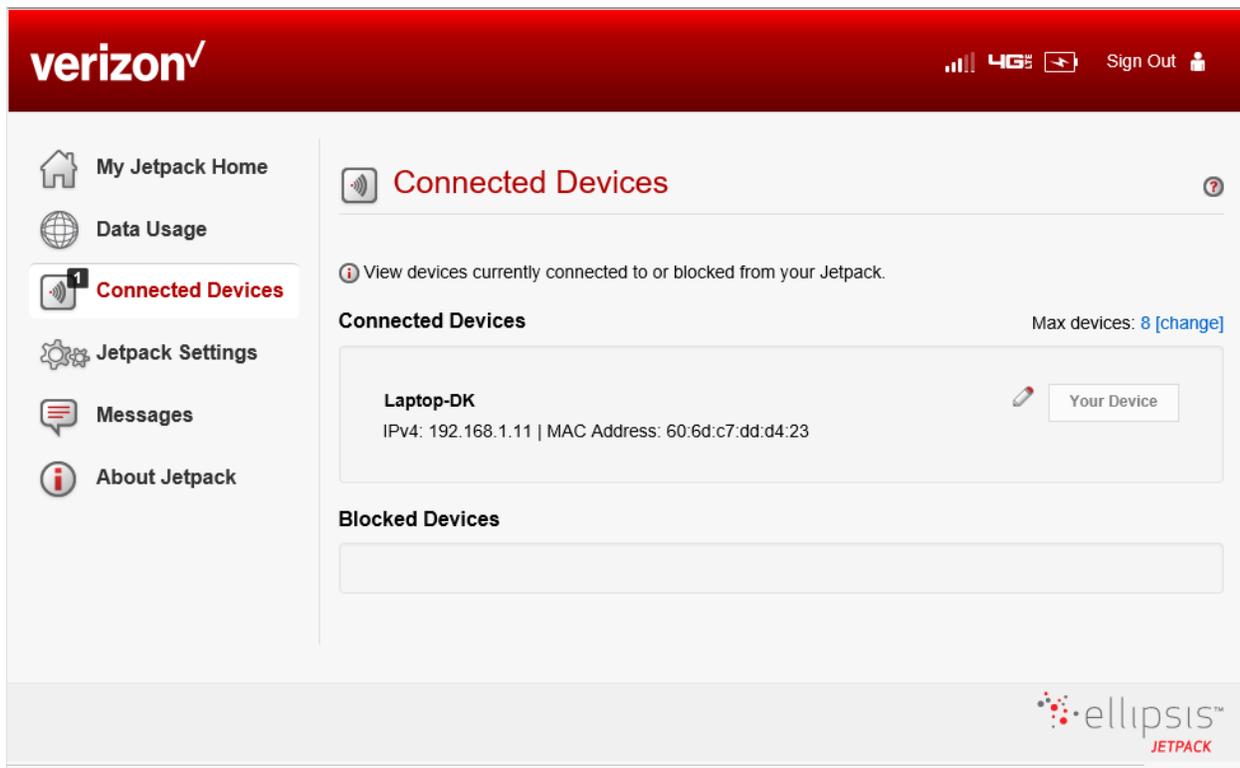
Connected Devices

The **Connected Devices** page allows you to view and edit devices that are currently connected to your Jetpack. You can also block and unblock device connections. Any devices blocked from connecting with the Jetpack can also be viewed.

The **Connected Devices** page contains:

- **Connected Devices** – Displays the IP Address, MAC Address of up to eight connected devices.
- **Blocked Devices** – Displays any blocked devices.

NOTE: A device that is currently accessing the <http://my.jetpack> cannot be blocked.



Connected Devices

The **Connected Devices** menu contains the following options:

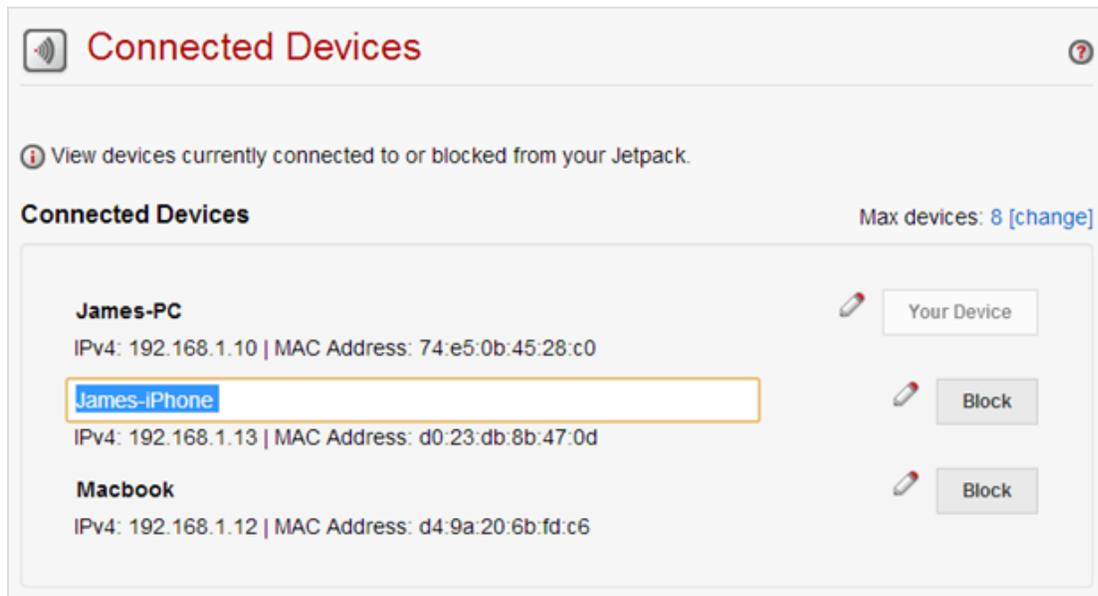
- **Name** – Normally, this is the host name of the connected device, as set on the connected device. If you have used this interface to assign a name to a connected device, the assigned name displays in place of the host name. In rare cases, the host name may be unavailable. You can use the **Edit**  option to change the name of any connected device.
- **IP Address** – The local IP address of the connected device.
- **MAC Address** – The MAC address is a unique network identifier for this connected device.

- **Max Device**– Clicking it allows you to go to the **Wi-Fi Settings** menu to change the maximum number of connected devices.

Edit a Connected Device

To **Edit a Connected Device**:

1. Click the pencil tool . A page opens, allowing you to edit the name of the device.
2. Update the name(s) of the device(s), and click **Enter**.



Changing the Maximum Number of Connected Devices

To change the maximum number of devices allowed to connect to your Jetpack:

1. Click # **[change]** next to **Max devices** on the **Connected Devices** page to open the **Jetpack Settings Wi-Fi** page.
2. See page 26 of this guide.

Blocked Devices

The **Blocked Devices** menu contains the following options:

- **Block** Button – Click **Block** to disconnect a connected device and prevent it from reconnecting. The blocked device then appears in the **Blocked Devices** list. This option is available for use with each connected device, except for **Your Device** (the device **my Jetpack** page currently opens on).

Connected Devices ?

 View devices currently connected to or blocked from your Jetpack.

Connected Devices Max devices: 8 [\[change\]](#)

C04-046-PC 

IPv4: 192.168.1.10 | MAC Address: c4:17:fe:b9:37:c3

Blocked Devices

MAC Address: 00:1e:4c:a9:69:b7 

- **Blocked Devices** – This list reflects any devices that you have blocked. Note that, since these devices are not currently connected, and are blocked from connecting, they do not have an IP address. Instead, they are identified by MAC address. You can enter name to identify the device blocked by clicking the pencil icon.
- **Unblock** Button – Click **Unblock** to unblock a previously blocked device, freeing it to connect again. The unblocked device is deleted from the **Blocked List** and will reappear in the **Connected Devices** list when it connects.

Jetpack Settings

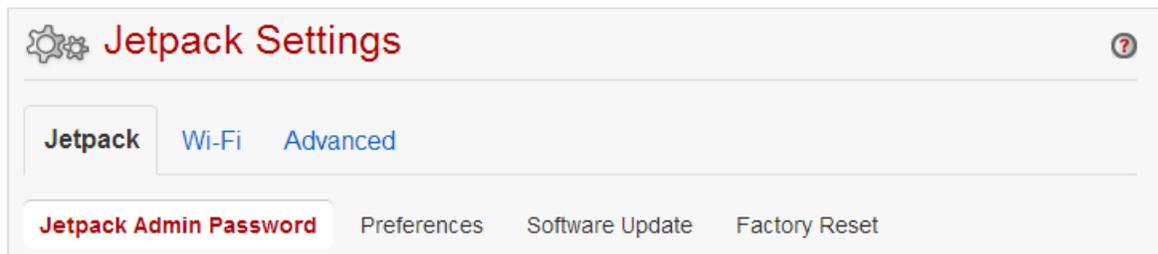
The **Jetpack Settings** page allows you to make device setting changes,

- **Jetpack**
- **Wi-Fi**
- **Advanced**

Jetpack

The **Jetpack** menu contains the following options:

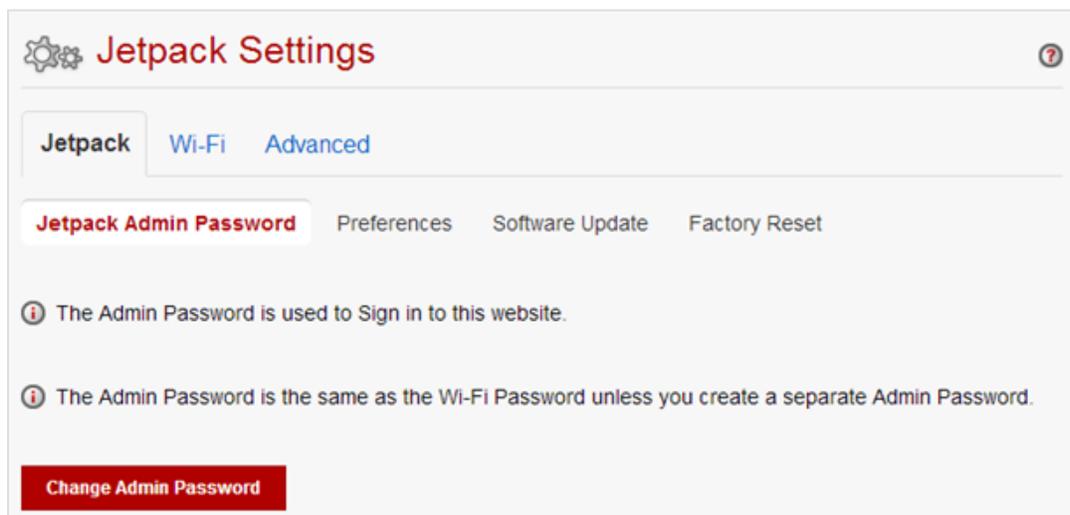
- **Jetpack Admin Password**
- **Preferences**
- **Software Update**
- **Factory Reset**



Jetpack Admin Password

You can change your **my Jetpack Home Admin Password**.

- 1 From the **My Jetpack Home** screen, select **Jetpack Settings**
- 2 Select **Jetpack Admin Password**.
- 3 Click on **Change Admin Password**.



Change Admin Password
✕

Current Password

New Admin Password

Confirm Admin Password

Security Question

This is to verify you later if you forget the password.

Save Changes

- 4 Enter your current **Admin Password** in the **Current password** field.
- 5 Enter your new password in the **New Admin password** field.
- 6 Re-enter your new password in the **Confirm Admin password** field.
- 7 Select a **Security Question** from the dropdown list and enter the answer in the box below the question.
- 8 Click **Save Changes**.

NOTE: Ensure you record your Admin Password. If you forget your Admin Password and Security Question, you will need to contact Verizon Customer Care.

TIP 1: By default, your Jetpack has the same password for Wi-Fi connection and **my Jetpack** Home (<http://my.jetpck> or <http://192.168.1.1>) Admin Sign in. Press the power/menu  button quickly three times to display the password. When the title **"Password"** displays, the password is used for both your Wi-Fi connection and **my Jetpack** Home page login. When you change the Admin Password, your Jetpack password screen changes the title to **"Wi-Fi Password"**, and then it can be used for Wi-Fi connection only. You need to memorize or record the new Admin Password and keep it separately.

Password:
xxxxxxx

Before changing the Admin Password: The password is used for both Wi-Fi connection and **My Jetpack** Home admin login.

Wi-Fi Password:
xxxxxxx

After changing the Admin Password: The password on your Jetpack display is used for Wi-Fi connection only. Record your Admin Password as it will not be available on the display.

TIP 2: If you change the Wi-Fi Password before creating your own **my Jetpack** Home page Admin Password, the Admin password also changes together with the Wi-Fi Password. Your Jetpack password screen display the title **"Password"**.

Preferences

The **Preferences** menu contains the following options:

- **Automatic shutdown** – Select the length of time before the Jetpack will automatically turn off if it is running on battery power and no wireless devices are connected. To turn off the automatic shutdown feature, select "**Never**"

The screenshot shows the 'Jetpack Settings' interface with the 'Preferences' tab selected. The settings are as follows:

Setting	Value	Description
Automatic shutdown	After 5 minutes	Shut down the Jetpack when no devices are connected.
Turn off display	After 30 minutes	This setting controls if the blue status light (LED) illuminates next to the display, indicating the Jetpack is powered on.
Power Indicator (LED)	On	This setting controls the time between when the blue status light (LED) illuminates.
Blink Delay	3 Sec	

A red 'Save Changes' button is located at the bottom right of the settings area.

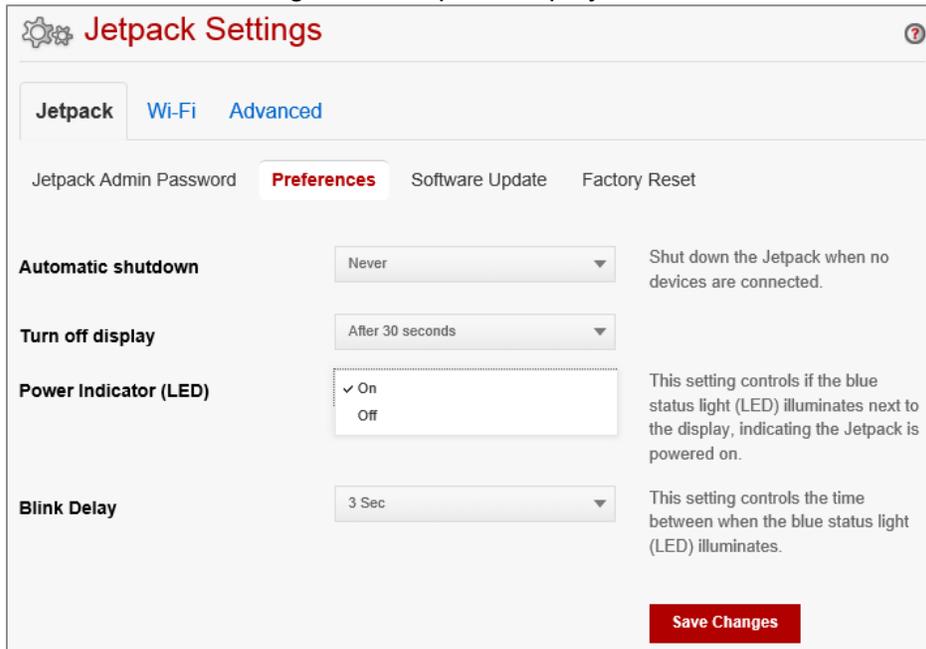
- **Turn off display** – Select the length of time before the Jetpack display will automatically turn off. The Jetpack display will automatically turn off if the power/menu button is not pressed for a certain period. To turn off the automatic turn off display feature, select "**Never**"

The screenshot shows the 'Jetpack Settings' interface with the 'Preferences' tab selected. The settings are as follows:

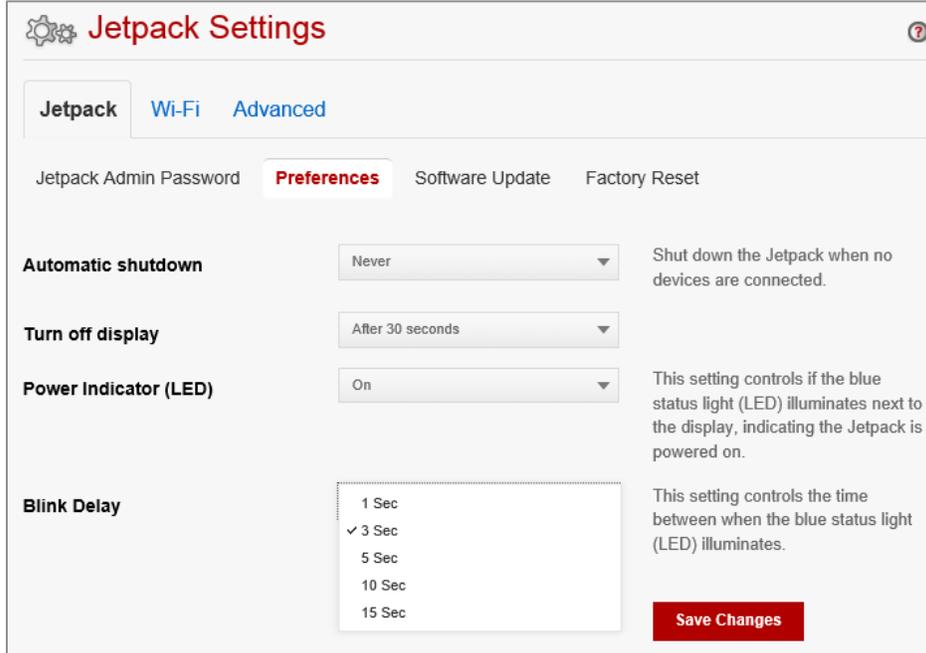
Setting	Value	Description
Automatic shutdown	Never	Shut down the Jetpack when no devices are connected.
Turn off display	After 30 seconds	This setting controls if the blue status light (LED) illuminates next to the display, indicating the Jetpack is powered on.
Power Indicator (LED)	On	This setting controls the time between when the blue status light (LED) illuminates.
Blink Delay	3 Sec	

A red 'Save Changes' button is located at the bottom right of the settings area.

- **Power Indicator (LED)** – If turned "On", the white light under your Jetpack's power button blinks, indicating the Jetpack is powered on. This Indicator will let you know if the Jetpack is on or off without having to wake up the display.



- **Blink Delay** – This setting controls the amount of time between when the white power indicator illuminates - letting you know the Jetpack is powered on.

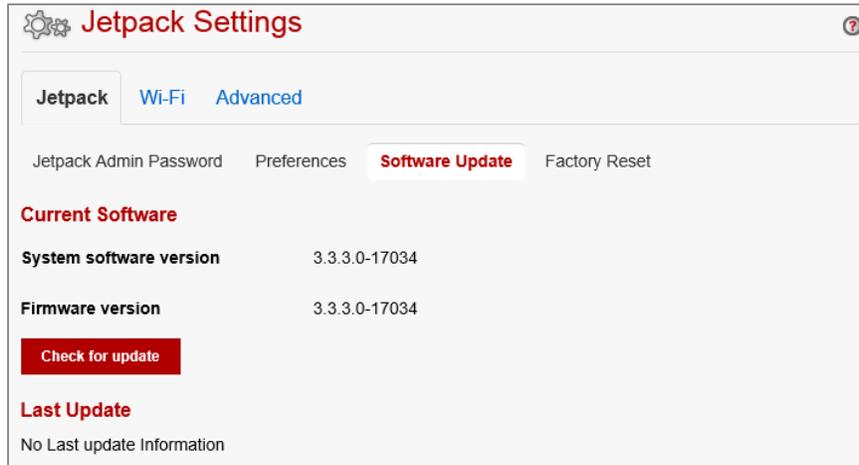


Be sure to click **Save Changes** after making changes to either preference.

Software Update

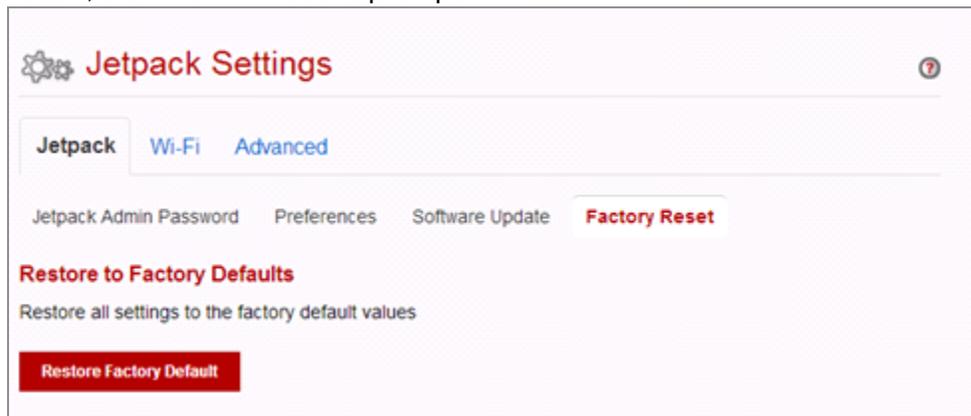
The **Software Update** menu contains the following sections:

- **Current Software** – Displays information for the current **System software version** and **Firmware version**. From this section, you can check to see if new software updates are available by clicking on the **Check for update** button.
- **Last Update** – Displays the date of the last software update.



Factory Reset

The **Factory Reset** menu allows you to restore all your Jetpack's settings to factory default values. To reset your Jetpack to original factory default settings, click **Restore Factory Default** button, then **Confirm** at the prompt.



NOTE: Please note that performing a Factory Reset is a different process than performing a Power Reset.

- **Factory Reset** – returns device to factory default settings.
- **Power Reset** – restarts the device. (Please refer to Section 4: Troubleshooting for more details on Power Resets on page 39 of this guide)

Wi-Fi

The **Wi-Fi** menu allows you to customize your Wi-Fi profile, and contains the following sections. Be sure to click **Save Changes** button to ensure that your new settings are saved.

The screenshot shows the 'Jetpack Settings' interface with the 'Wi-Fi' tab selected. The settings are as follows:

Setting	Value
Wi-Fi Name (SSID)	Ellipsis Jetpack xxxx
Wi-Fi Password	xxxxxxxx
802.11 Mode	802.11 b/g/n
Security	WPA2PSK
Security Option	AES
Channel	Automatic
Maximum Wi-Fi connected devices	8
Privacy Separator	<input type="radio"/> ON <input checked="" type="radio"/> OFF
Wi-Fi Media	<input checked="" type="radio"/> ON <input type="radio"/> OFF

8 ~ 63 ASCII characters
For greater security, use a mixture of digits, upper case, lower case and other symbols.

Save Changes

Warning: Your changes will drop any Wi-Fi connection to your Jetpack including this web browser session. To reconnect, use the new Wi-Fi settings.

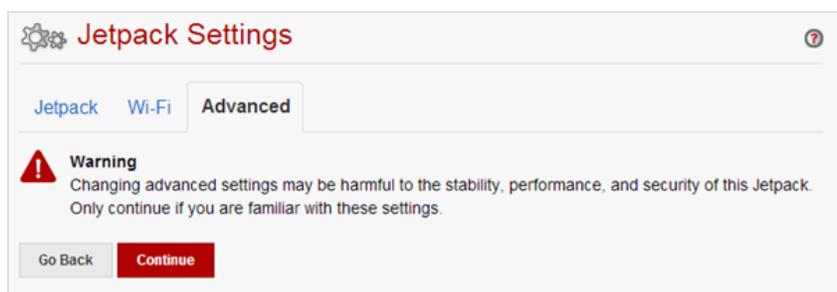
- **Wi-Fi Name** – The Wi-Fi Network Name (SSID) for the Wi-Fi network broadcasted by your Jetpack.
- **Wi-Fi Password** – Use this setting to enter your desired Wi-Fi password.
- **802.11 Mode** – Use this setting to change the Wi-Fi mode. The Jetpack allows devices using 802.11b, 802.11g, and 802.11n to connect to the wireless network.
- **Security** – Use this setting to select the desired type of Wi-Fi security used to encrypt the wireless network. WPA2 is the latest and most secure method, and should be used whenever possible.
- **Security Option** – Use this setting to select the desired Wi-Fi security option used to encrypt the wireless network. Advanced Encryption Standard (AES) is the latest and most secure option and should be used whenever possible.
- **Maximum Wi-Fi connected devices** – Use this setting to specify how many devices can simultaneously connect to your Jetpack.
- **Privacy Separator** – If this setting is turned **On**, each connected device is isolated from all other connected devices. This provides additional securities if some connected devices are unknown or not completely trusted. For normal operation, this option should be turned **Off**.
- **Wi-Fi Media**– WMM provides higher priority for multi-media traffic. This setting should normally be turned **ON** to assist throughput.

IMPORTANT! Any change you have made on the Wi-Fi Settings page will restart your Jetpack, disconnecting any connected devices. If Wi-Fi Name and Password are not changed, your Jetpack automatically reconnects your devices. If either or both Wi-Fi Name and Password is changed, you need to reconnect using the new Wi-Fi Name and Password from your device Wi-Fi connection application or controls.

Advanced

The **Advanced** menu allows you to change Jetpack advanced settings. The **Advanced** page provides options for updating DNS, SIM, Firewall, LAN, and Port Filtering settings.

IMPORTANT! Changing the advanced settings may adversely affect stability, performance, and security of your Jetpack.

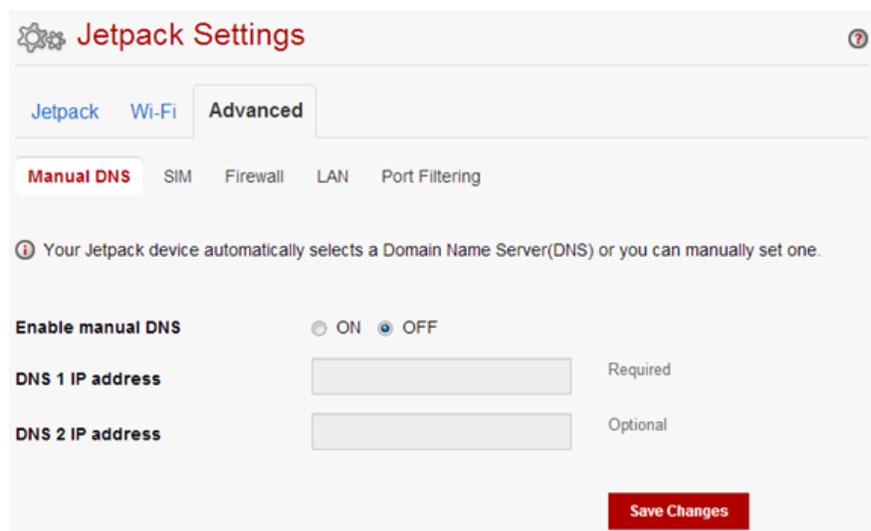


Click **Continue** on the **Advanced** menu warning screen to access the **Advanced** options:

- **Manual DNS (Domain Name Server)**
- **SIM (Subscriber Identity Module)**
- **Firewall**
- **LAN (Local Area Network)**
- **Port Filtering**

Manual DNS

The Jetpack automatically selects a Domain Name Server (DNS). The **Manual DNS** option allows you to manually select up to two DNS IP addresses.



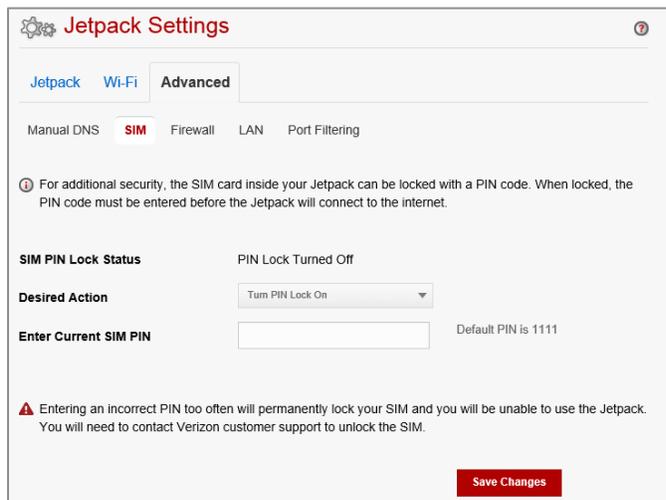
To manually select a Domain Name Server:

- 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.

SIM

The **SIM** menu allows you to lock the SIM (Subscriber Identity Module) card in your Jetpack. The SIM card inside your Jetpack can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the Jetpack can connect to the Internet whenever you turn on your Jetpack. You can change the PIN code to a different 4 digit value. The **SIM** menu reflects the following information:

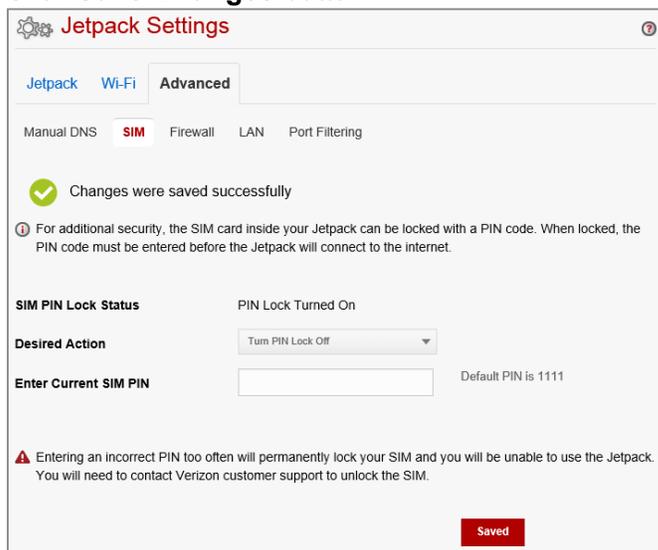
- **SIM PIN Lock Status** – The default setting is **PIN Lock Turned Off**.
- **Desired Action** – You can **Turn PIN Lock On**, **Change SIM PIN** or **Turn SIM Lock Off**.
- **Enter Current SIM PIN** – The default setting is normally '1111'



The screenshot shows the 'Jetpack Settings' interface with the 'SIM' tab selected. The 'SIM PIN Lock Status' is set to 'PIN Lock Turned Off'. The 'Desired Action' dropdown menu is set to 'Turn PIN Lock On'. The 'Enter Current SIM PIN' field is empty, with a note that the default PIN is 1111. A 'Save Changes' button is visible at the bottom right.

To enable SIM PIN Lock,

- 1 Factory default is PIN Lock Turned Off. In this status, you can choose only **Turn PIN Lock On** from Desired Action menu.
- 2 Enter Current SIM PIN (default is 1111) in the Enter Current SIM PIN box.
- 3 Click **Save Changes** button.



The screenshot shows the 'Jetpack Settings' interface after the changes have been saved. A green checkmark icon and the text 'Changes were saved successfully' are displayed at the top. The 'SIM PIN Lock Status' is now 'PIN Lock Turned On'. The 'Desired Action' dropdown menu is set to 'Turn PIN Lock Off'. The 'Enter Current SIM PIN' field is empty, with a note that the default PIN is 1111. A 'Saved' button is visible at the bottom right.

To change SIM PIN,

1. You can change SIM PIN only when PIN Lock Turned On status.
2. Select **Change SIM PIN** from Desired Action menu.
3. Enter current SIM PIN and enter new SIM PIN twice.
4. Click **Save Changes** button.

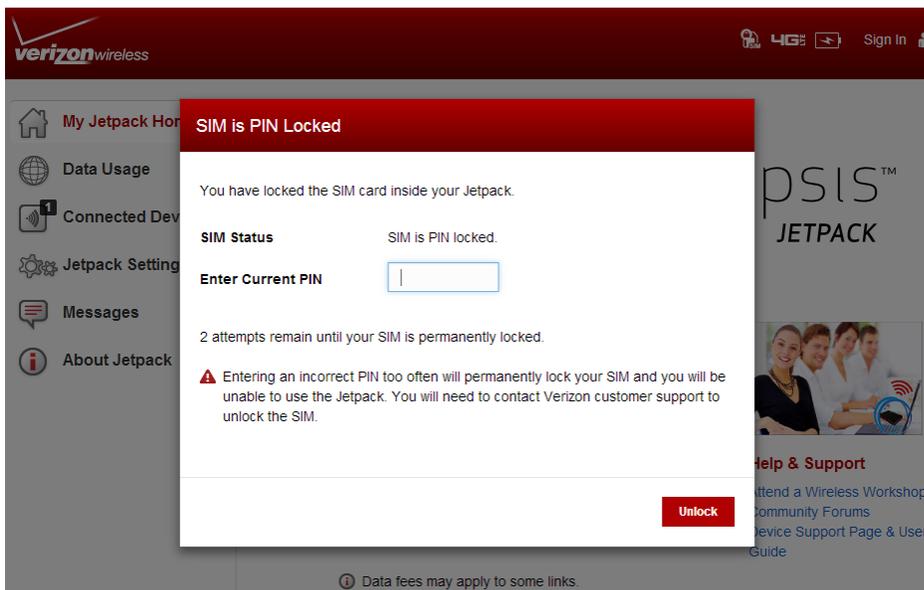
The screenshot shows the 'SIM PIN Lock Status' section with 'PIN Lock Turned On'. Under 'Desired Action', 'Change SIM PIN' is selected. There are three input fields: 'Enter Current SIM PIN', 'Enter New SIM PIN', and 'Re-enter New SIM PIN'. A note states 'Default PIN is 1111'. A warning message at the bottom reads: 'Entering an incorrect PIN too often will permanently lock your SIM and you will be unable to use the Jetpack. You will need to contact Verizon customer support to unlock the SIM.' A red 'Save Changes' button is at the bottom right.

To unlock SIM,

1. When your Jetpack is SIM PIN locked, it will display “**SIM PIN Locked. To unlock go to <http://my.jetpack>**” on the device when you turn it on.



2. Connect your device through Wi-Fi.
3. Launch an internet browser and open Jetpack Web UI (<http://my.jetpack> or <http://192.168.1.1>). The Web UI pops up a window to enter SIM PIN.



4. Enter the current SIM PIN and click Unlock

IMPORTANT! You will be given 3 attempts to enter a right PIN code. If you entered a wrong PIN three times, your SIM becomes completely locked. You will need to contact Verizon Customer Care to get a PUK code to unlock the SIM.

To disable SIM PIN Lock,

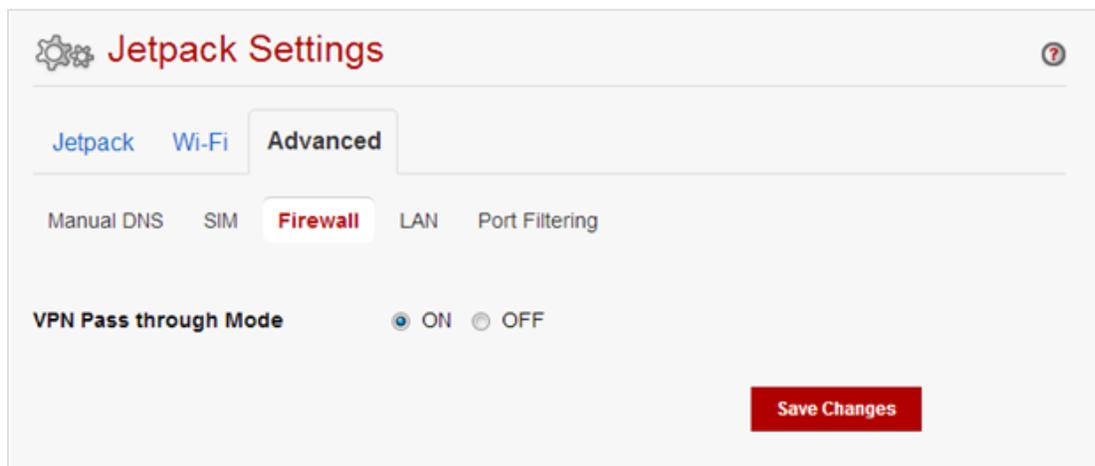
- 1 Choose **Turn PIN Lock Off** from Desired Action menu.
- 2 Enter Current SIM PIN (default is 1111, if not changed) in the Enter Current SIM PIN box.
- 3 Click **Save Changes** button.

Firewall

The **Firewall** menu contains the following options:

VPN Pass through Mode – Allowing or preventing connected devices to establish a secure VPN connection.

- When turned **ON**, this feature allows VPN clients to connect through the Jetpack to remote VPN servers. The default setting for this feature is **ON**.
- When turned **OFF**, VPN clients are not allowed to connect



Be sure to click **Save Changes** button to ensure that your new settings are saved.

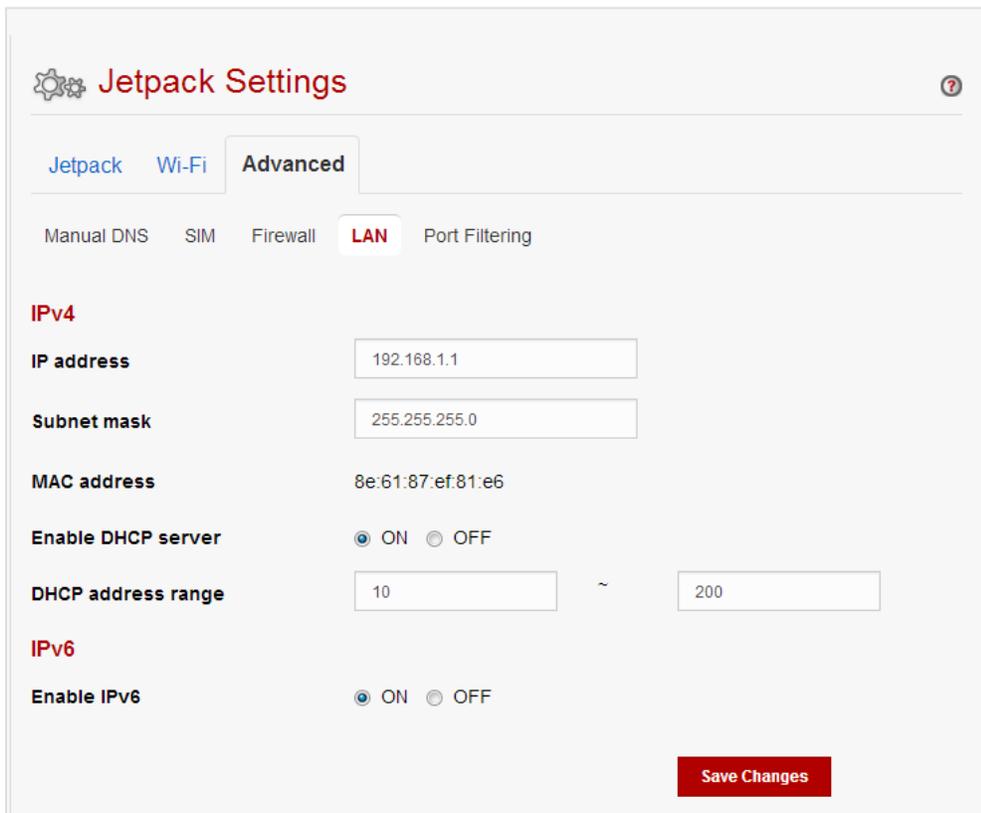
LAN

The **LAN** page gives you settings and information about the Jetpack’s network. The **LAN** menu contains the following information and options:

IPv4 (Internet Protocol version 4)

- **IP address** – The IP address for the Jetpack
- **Subnet mask** – The Subnet mask network setting for the Jetpack. 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.
- **MAC address** – the Media Access Controller (MAC) or physical address for the Jetpack.
- **DHCP (Dynamic Host Configuration Protocol) server** – The **DHCP server** checkbox turns the DHCP server feature **ON** or **OFF**.

IPv6 (Internet Protocol version 6) - The IPv6 checkbox turns the IPv6 feature **ON** or **OFF**.



Be sure to click **Save Changes** button to ensure that your new settings are saved.

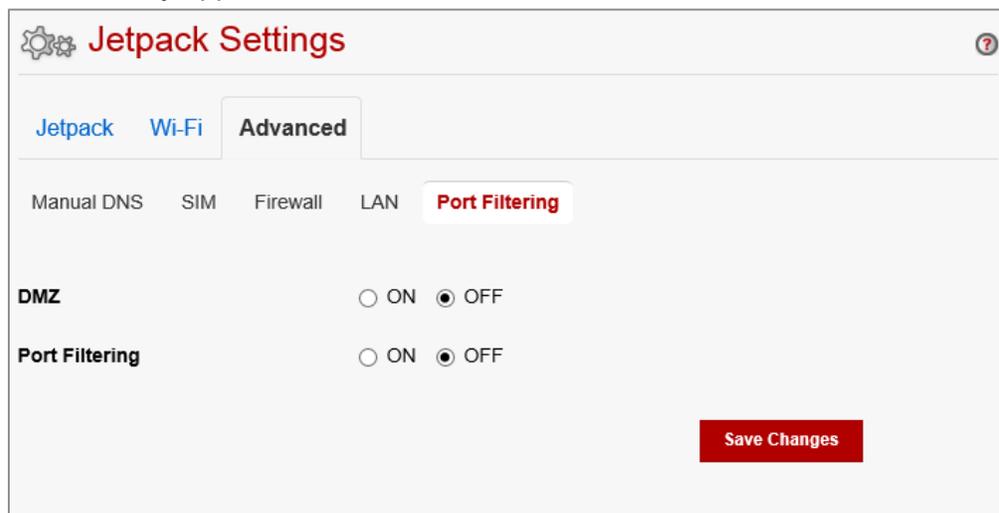
Port Filtering

Port Filtering allows you to block outgoing Internet connections and permit only allowed applications to access the Internet. You can also customize a list of allowed applications which permits only certain programs to connect to the Internet.

Be sure to click **Save Changes** button to ensure that your new settings are saved.

The **Port Filtering** menu contains the following options:

- **DMZ** – Use the Demilitarized Zone (DMZ) to allow all traffic from outside the firewall for a connected device that has a specific local IP address assigned as DMZ. It is recommended to disable DMZ unless urgently needed.
- **Port Filtering** - Click **ON** to turn on **Port Filtering**. When the feature is **ON**, you must select a port filtering application in the **Applications** list to allow that application to connect to the Internet. For example, if you select **VPN** in the **Applications** list, but do not select **HTTP**, you can connect a VPN server but you cannot connect to a web page using your Internet browser. Click **OFF** to turn off **Port Filtering**. When the feature is **OFF**, any application can connect to the Internet.



Turning **ON** the **Port Filtering** feature reflects the following options:

- **Applications** – Select each port filtering application that needs to be able to access the Internet by checking the box in front of one or more applications. When port filtering is turned **ON**, all other applications are blocked.
- **Custom Applications** – You can define your own applications, and then turn them on or off as needed. To define an application, you need to know the outgoing ports used by the application.

Port Filtering ON OFF

If turned on, only traffic from selected applications can access the internet.

Applications

Select the applications which you wish to allow.

Email(POP3, IMAP, SMTP)

FTP

HTTP

HTTPS

TELNET

Custom Applications

You can define your own applications, and then enable or disable them as needed. To define an application, you need to know the outgoing ports used by the application.

Allow	Application Name	Start Port	End Port	Protocol	Delete
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	TCP	<input type="checkbox"/>

Add Custom Application

Save Changes

You can add **Custom Applications** by following these steps, but only when **Port Filtering** is turned **ON**:

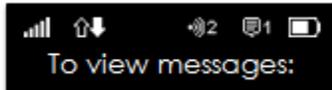
- 1 Click **Add Custom Application** to add a new custom application to the list of allowed applications.
- 2 Enter the beginning range of port numbers used by outgoing traffic for the custom application being added in the **Start Port** field.
- 3 Enter the end of the range of port numbers in the **End Port** field.
- 4 Select the **Protocol** (TCP or UDP) used by each port range from the **Protocol** dropdown menu.
- 5 Click **Save Changes**.
- 6 Select the **Delete** checkbox next to any custom application you wish to delete, and click **Save Changes** button.

Messages

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

On the Jetpack

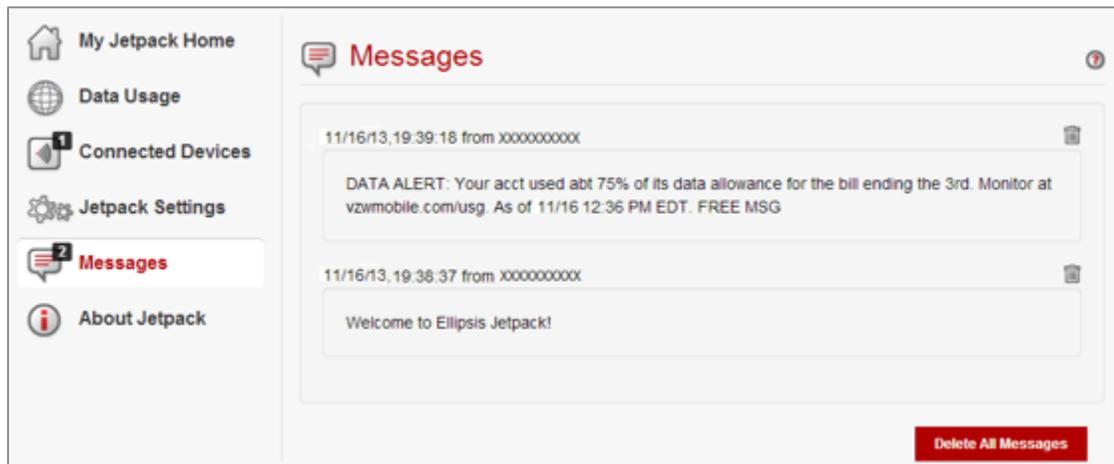
The status indicator on the Home screen displays the number of messages to the right of the message icon.



When a new message arrives, the message counter increases and “**To view messages: <http://my.jetpack>**” displays. A maximum of 5 messages can be stored. When this limit is reached, the Jetpack erases the oldest message as a new message is received.

On the my Jetpack home page

You can see the message contents by pressing the **Messages** menu on your **My Jetpack** Home page. To delete a selected message, click the trash bin icon to the right of the message date and time line. To delete all messages, click **Delete All Messages** button.



About Jetpack

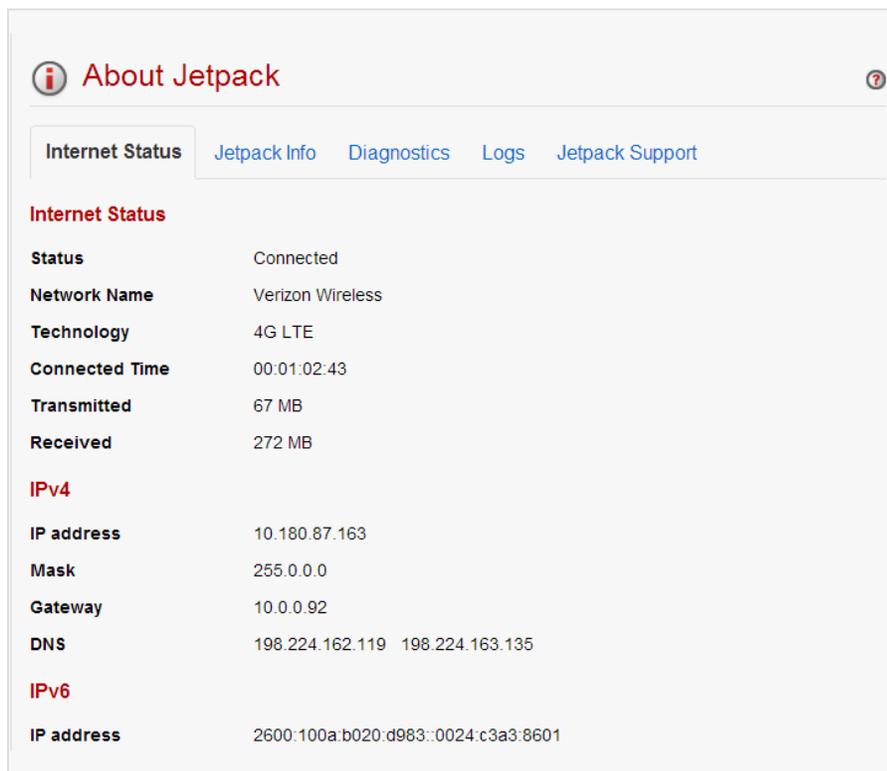
The **About Jetpack** page allows you to view detailed information about Jetpack Internet status, device specific information, diagnostics, troubleshooting, and support. The **About Jetpack** page contains the following menu options:

- **Internet Status**
- **Jetpack Info**
- **Diagnostics**
- **Logs**
- **Jetpack Support**

Internet Status

The **Internet Status** page shows Internet settings and status, and contains the following sections:

- **Internet Status**
- **IPv4**
- **IPv6**



The screenshot shows the 'About Jetpack' page with a navigation menu and the 'Internet Status' section. The 'Internet Status' section displays the following information:

Status	Connected
Network Name	Verizon Wireless
Technology	4G LTE
Connected Time	00:01:02:43
Transmitted	67 MB
Received	272 MB

IPv4

IP address	10.180.87.163
Mask	255.0.0.0
Gateway	10.0.0.92
DNS	198.224.162.119 198.224.163.135

IPv6

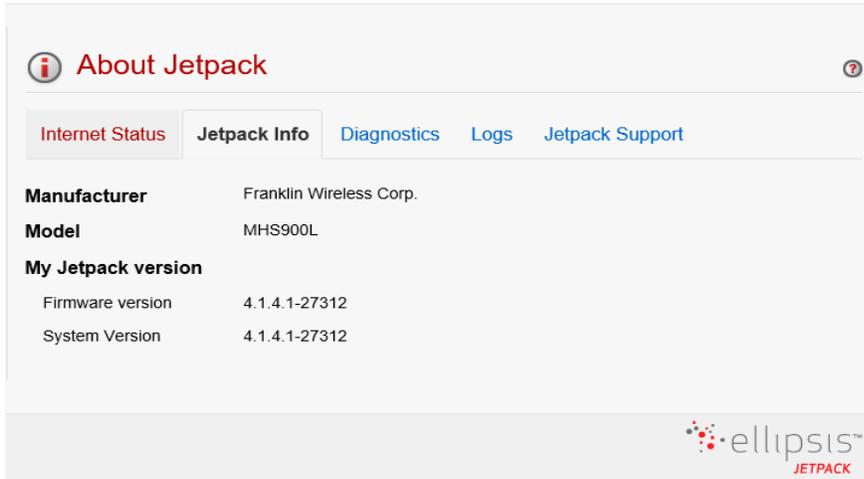
IP address	2600:100a:b020:d983::0024:c3a3:8601
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The **Internet Status** page reflects information about your Internet connection, your network, the type of technology in use, how long your Jetpack has been connected, the amount of data that has been transmitted and received, and information regarding your current IP address(es).

Jetpack Info

The **Jetpack Info** page contains detailed information about your Jetpack:

- **Manufacturer**
- **Model**
- **My Jetpack version**



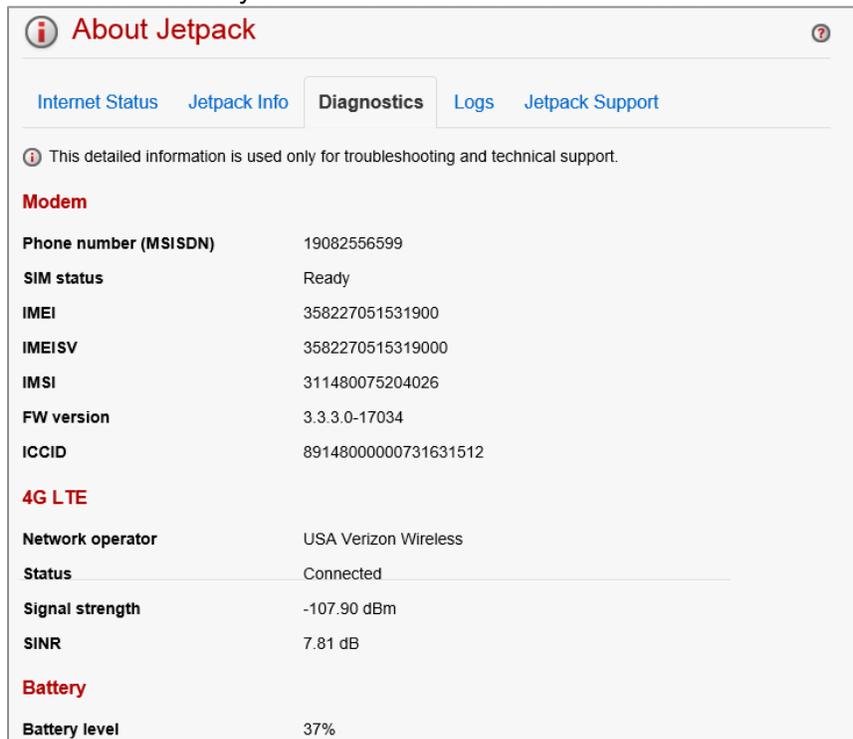
The screenshot shows the 'About Jetpack' page with the following information:

Manufacturer	Franklin Wireless Corp.
Model	MHS900L
My Jetpack version	
Firmware version	4.1.4.1-27312
System Version	4.1.4.1-27312

The ellipsis logo is visible in the bottom right corner.

Diagnostics

The **Diagnostics** page is used primarily for troubleshooting and reflects system level information about your **Modem** and the **4G LTE** network.



The screenshot shows the 'Diagnostics' page with the following information:

Modem

Phone number (MSISDN)	19082556599
SIM status	Ready
IMEI	358227051531900
IMEISV	3582270515319000
IMSI	311480075204026
FW version	3.3.3.0-17034
ICCID	8914800000731631512

4G LTE

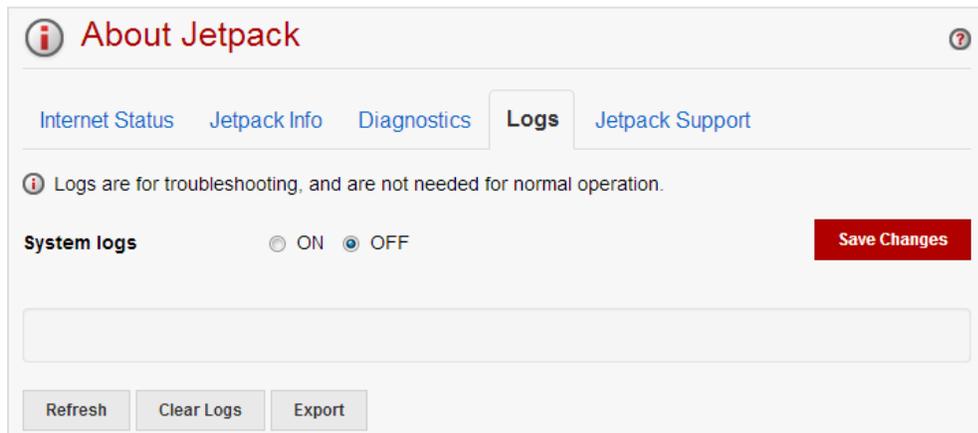
Network operator	USA Verizon Wireless
Status	Connected
Signal strength	-107.90 dBm
SINR	7.81 dB

Battery

Battery level	37%
----------------------	-----

Logs

The **Logs** page allows you to turn system logging **ON** or **OFF** and to delete system logs as needed. These logs record various operations and are used primarily for troubleshooting. Default setting is **OFF**. To enable logging, select **ON**, then click **Save Changes** button.



About Jetpack

Internet Status Jetpack Info Diagnostics **Logs** Jetpack Support

Logs are for troubleshooting, and are not needed for normal operation.

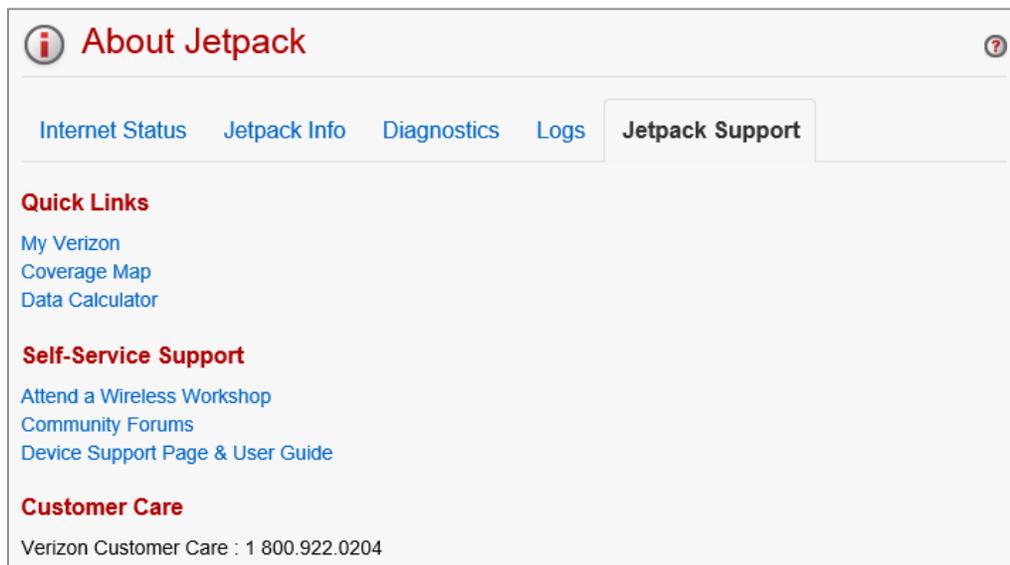
System logs ON OFF **Save Changes**

Refresh Clear Logs Export

Jetpack Support

The **Jetpack Support** page contains the following sections:

- **Quick Links**
- **Self-Serve Support**
- **Customer Care**



About Jetpack

Internet Status Jetpack Info Diagnostics Logs **Jetpack Support**

Quick Links

[My Verizon](#)
[Coverage Map](#)
[Data Calculator](#)

Self-Service Support

[Attend a Wireless Workshop](#)
[Community Forums](#)
[Device Support Page & User Guide](#)

Customer Care

Verizon Customer Care : 1 800.922.0204

Click on the link to find the information that you may need.

4

Troubleshooting

Overview
First Steps
Common Problems and Solutions
Technical Support

Overview

When used properly, your Jetpack is a highly reliable product. Most problems can be attributed to one of the following issues:

- System resources required by your Jetpack are being used by other devices.
- Network coverage is unavailable due to the coverage area, account problems, or a network problem.

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

First Steps

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

IMPORTANT! Before contacting Verizon Customer Care, be sure to restart both your Jetpack and any device that is currently connected.

Common Problems and Solutions

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

This may occur under any of the following circumstances:

- Your Jetpack will automatically turn off after a certain period to save battery if there are no connected devices and if you set **Automatic Shutdown** on from **my Jetpack** Home page. This can be changed from <http://my.jetpack> > **Jetpack Settings** > **Preferences** > **Automatic Shutdown**.
- Switching profiles.
- Battery depletion.

To restore power, manually press and hold the Power/Menu button to turn on your Jetpack. If the battery is depleted, charge the battery with the AC charger provided.

IMPORTANT! If the power button will not start your Jetpack, please try Power Reset (see **How do I perform a Power Reset on my Jetpack?** below) before contacting Verizon Customer Care.

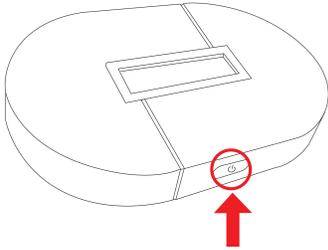
What is the difference between a Power Reset and a Factory Reset?

Power Reset simply resets (or, restarts) your Jetpack and keeps all your personal settings. Factory reset restores your Jetpack to the factory default settings. Any personal settings made before will be restored to the factory default settings.

How do I perform a Power Reset on my Jetpack?

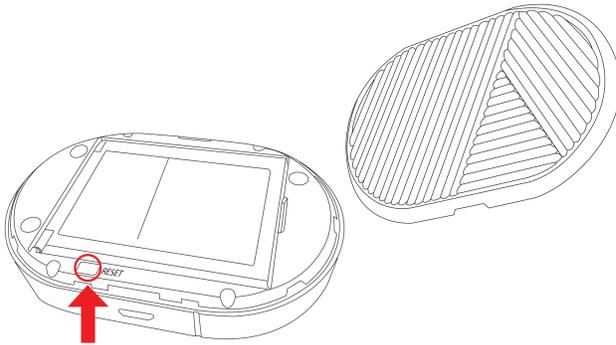
Using the power button: Press and hold the power button for 10 seconds until the Jetpack restarts.

By replacing battery: If pressing and holding the power button for 10 seconds does not restart the Jetpack, 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 Jetpack by pressing the power button.



How do I perform a Factory Reset?

Using the factory reset button: Remove the back cover. Make sure the battery is installed and your Jetpack is on. Place one end of a small, unfolded paper clip into the factory reset button. Press down until the Jetpack automatically restarts.



Using my Jetpack home page: Connect to your Jetpack and then open **my Jetpack** home page (<http://my.jetpack>, or, <http://192.168.1.1>). Select **Jetpack Settings>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 Jetpack and keep the same Wi-Fi Name, the devices try to connect to your Jetpack using the Wi-Fi name and previous Wi-Fi password saved, causing Wi-Fi authentication error. Devices vary how to delete (forget) old Wi-Fi credentials. Refer to your device manual how to delete (forget) old Wi-Fi credentials.

I cannot access the <http://my.jetpack> .

Ensure that Wi-Fi connection is enabled on your device and that you have selected the correct Wi-Fi name (SSID) for your Jetpack connection. Also, make certain that you are entering the correct full URL address as <http://my.jetpack>. If this URL address does not work, try the IP address <http://192.168.1.1>.

I cannot Sign In to <http://my.jetpack>.

Ensure that you are entering the correct Admin Password to Sign in. The default Admin Password is the same as the default Wi-Fi Password unless you have previously changed the Admin Password from **My Jetpack** Home page. If you have forgotten your password, click on the “**Forgot the Admin Password?**” link and you will be prompted to answer the security question that you selected when you changed the Admin Password.

Technical Support

For additional information and technical support, Contact Verizon Customer Care at **1.800.922.0204**, or go to any Verizon Wireless store.

IMPORTANT! Before contacting Verizon Customer Care, be sure to restart both your Jetpack and any device that is currently connected.

5

Regulatory Information

Regulatory Statements
Safety Hazards
Limited Warranty and Liability
Trademark

Regulatory Statements

FCC Equipment Authorization ID: XHG-R900

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. The reported SAR value of the device is – X.XXW/kg.

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 5 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.

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 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 FCC regulations. Because your device may interfere with on-board 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 other 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 other 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 battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or 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 other hazard.
- The host device's 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.

Limited Warranty and Liability

Manufacturer's Limited One-Year Warranty:

Franklin Wireless (the “Company”) warrants to the original retail purchaser of this device, that should the product or any part thereof, during normal consumer usage conditions, be defective in material or workmanship that results in product failure within the first twelve (12) month period from the date of purchase, such defects will be repaired or replaced, with a new or refurbished product at the Company’s discretion, without charge for parts and labor directly related to the defect(s). This warranty extends to consumers who purchase the product in the United States, and it is not transferable or assignable. This warranty does not apply to:

- (a) Products subject to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage;
- (b) Products whose mechanical serial number or electronic serial number has been removed, altered, or defaced;
- (c) Damage from exposure to moisture, humidity, excessive temperature or extreme environmental conditions;
- (d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company;
- (e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;
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Document Revision History

Revision: Rev.1.0
Date: Dec 06, 2016

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Glossary

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Term	Definition
4G LTE	Fourth Generation, Long-Term Evolution
802.11(b/g/n)	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) access point or the area covered by an access point.
HTTP	HyperText 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
sTCP/IP	Transmission Control Protocol/Internet Protocol
USB	Universal Serial Bus
VPN	Virtual Private Network
WLAN	Wireless Local Area Network
WWAN	Wireless Wide Area Network