



Sprint User Guide



A downloadable, printable guide to your ZTE Warp Connect and its features.

ZTE Warp Connect

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Getting Started

The topics in this section will introduce you to your device and its features and help you get set up for use.

Introduction

The following topics describe the basics of using this guide and your new hotspot.

About the User Guide

Thank you for purchasing your new ZTE Warp Connect. The following topics explain how best to use this guide to get the most out of your hotspot.

Before Using Your Hotspot

Read the Quick Start Guide and Important Information booklet that were packaged with your hotspot thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the User Guide

Note that most descriptions in this guide are based on your hotspot's setup at the time of purchase.

Screenshots and Key Labels

Screenshots and Key labels are provided for reference only. Actual windows, menus, etc., may differ in appearance.

Other Notations

In the user guide, the hotspot may be referred to either as "MF920VS," "hotspot," or "ZTE Warp Connect."

Package Contents

See below for details on everything you will find in the box for your ZTE Warp Connect.

- ZTE Warp Connect Mobile Hotspot
- AC Adapter
- USB Cable
- Quick Start Guide
- Important Information Booklet

Additional Information

The following list describes additional information useful to know before you begin using your ZTE Warp Connect.

- Your hotspot accommodates software updates. Always use the latest software.
- Note that connection speeds may drop or connections may be disabled depending on line traffic or connection environments.

Trademarks

- ZTE and ZTE logo are trademarks or registered trademarks of ZTE Corporation in China/other countries. Copyright © 2017 ZTE Corporation. All rights reserved.
- Microsoft Windows Operating System is indicated in its abbreviated form as Windows.
- The names of companies, products, and services used in this guide are registered trademarks or trademarks of the respective companies.

Set Up Your Hotspot

The following topics give you all the information you need to set up your hotspot the first time.

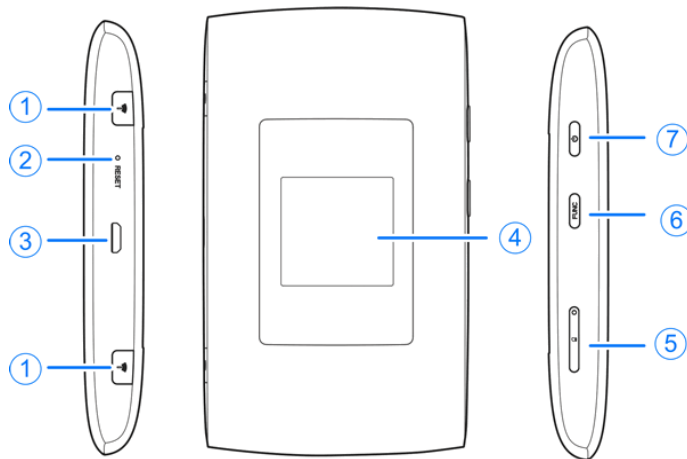
Parts and Functions

These topics illustrate your hotspot's primary parts and key functions.

Note: Your hotspot's layouts are subject to change. This user guide uses sample images only.

Hotspot Layout







The following illustration outlines your hotspot's primary external features and keys.



Part	Description
1. External antenna interface	Plug external antenna to strengthen signal.
2. Reset hole	Reset your Hotspot to its factory default settings.
3. Charging/ micro-USB jack	Connect the micro-USB cable for charging or tethered connections.
4. LCD screen	View device status and display the options menu.
5. nano-SIM card tray	Install the nano-SIM card.
6. Function (FUNC) key	<ul style="list-style-type: none">■ When the screen is off, press to wake up the screen.■ When the screen is on, press to access the options menu.
7. Power key	Press and hold to turn on or off your Hotspot.

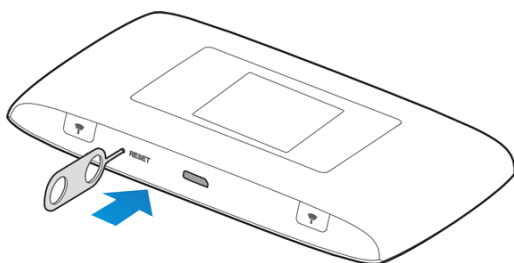
CAUTION! Inserting an accessory into the incorrect jack may damage the hotspot.

Icons

Icon	Description
	Network signal strength
	Network type
	Roaming status
	Connected to the Internet
	Wi-Fi status and the number of connected users
	Battery level

Reset Your Hotspot

If you need to reset the device to factory default settings, use a pin to press and hold the **Reset** hole (shown below) for 3-10 seconds.



Charge the Battery

Follow these instructions to charge your hotspot's battery using either the included AC adapter or via a USB connection on your computer.

Battery Charging Cautions

Charging Conditions: Under low temperatures charging performance decreases. Charge in temperatures between 0°C – 55°C. Do not charge in places where there is high humidity. USB charging may be unavailable depending on hotspot temperature.

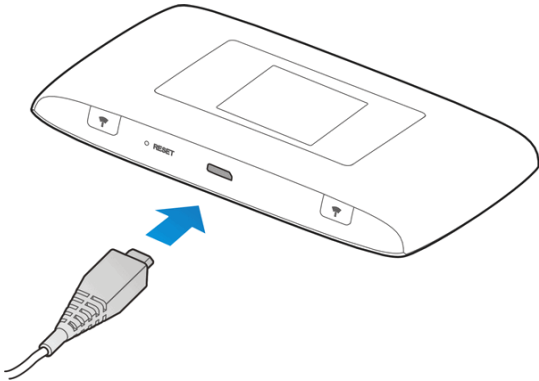
Use Supplied Accessories: Always use the supplied AC adapter or micro USB cable.

Precaution for Extended Use: Your device may become hot when used for a long time or while charging, especially in high temperatures. Prolonged contact with skin may cause low-temperature burn injuries.

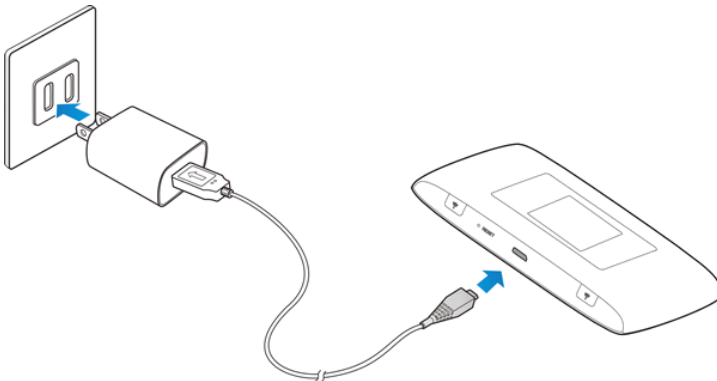
Charge Using the AC Adapter

Follow these instructions to charge your hotspot using the included AC adapter.

1. Plug the USB connector into the charging/micro-USB jack on the bottom of your hotspot.



2. Plug the other end of the USB cable into the AC adapter.
3. Plug the AC adapter into an electrical outlet.



4. After charging, disconnect the hotspot from the charger.
 - Unplug the AC adapter from the outlet, and remove the USB cable from the hotspot and the AC adapter.

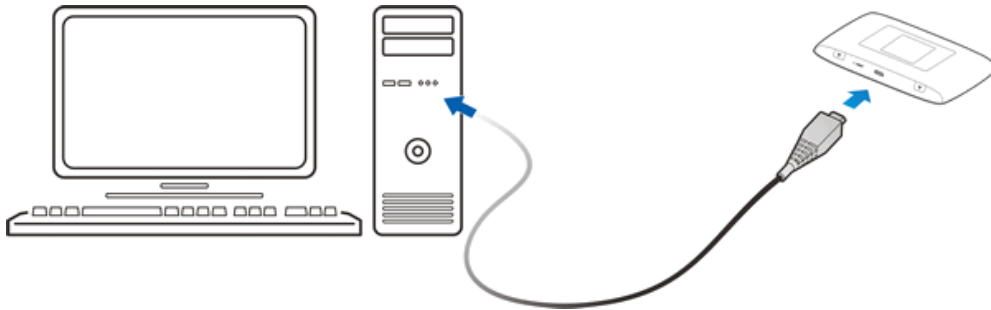
ZTE Warp Connect and AC Adapter Becoming Warm or Hot

Your hotspot and the AC adapter may become warm while charging. This is not a malfunction. However, stop using them immediately if they become extremely hot; this could indicate a malfunction.

Charge Using a PC Connection

Before using a PC connection to charge your hotspot, ensure that the computer is turned on.

1. Insert the small end of the USB cord into the charging/micro-USB jack on the bottom of your hotspot.
2. Insert the large end of the USB cord into an external USB port on your computer.



3. After charging, remove the USB cable from both the hotspot and the computer.

nano-SIM Card

The nano-SIM card is an IC card containing the phone number associated with the hotspot and other customer information. Your hotspot's nano-SIM card is preinstalled and should only be accessed if directed by a customer service representative.

Handling a nano-SIM Card

Keep the following in mind when handling a nano-SIM card.

- You are responsible for any damage caused by inserting the nano-SIM card in another-brand IC card reader, etc. Sprint is not responsible in such a case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage nano-SIM card.
- See instructions included with nano-SIM card for handling.
- The SIM card is the property of Sprint.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the nano-SIM card to Sprint when canceling subscription.
- Returned nano-SIM cards are recycled for environmental purposes.
- Note that nano-SIM card specifications and performance may change without notice.

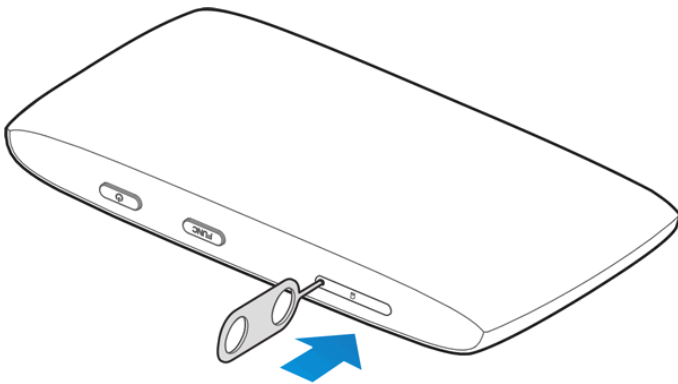
- It is recommended that you keep a separate copy of information that is stored on nano-SIM card. Sprint is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM card or hotspot (SIM card inserted) is lost or stolen. For details, contact Customer Service.
- Always power off the hotspot before inserting/removing the nano-SIM card.

Insert nano-SIM Card

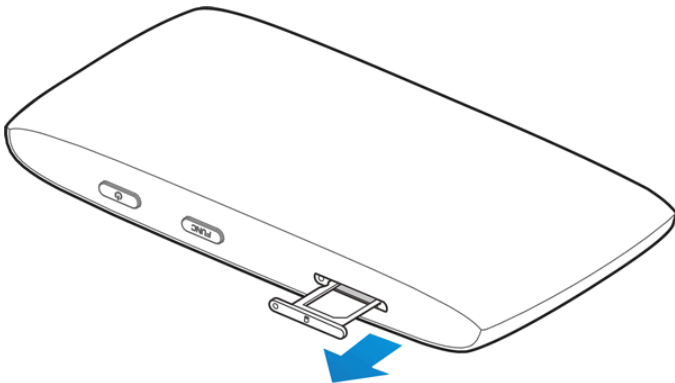
Follow these instructions to insert a nano-SIM card. Remember to power off your hotspot before inserting a SIM card.

Note: Your hotspot's nano-SIM card is preinstalled. These instructions are for reference only.

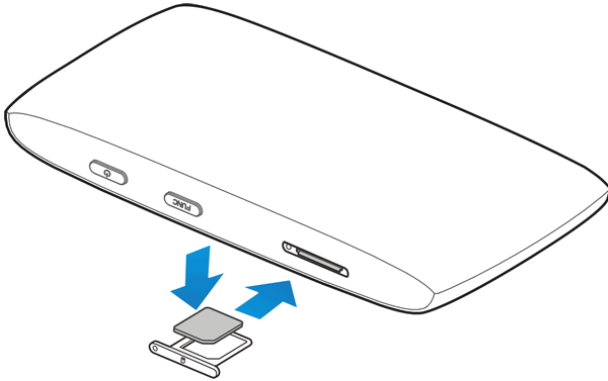
1. Insert the end of a small paper clip or other eject tool into the hole beside the nano-SIM card slot.



2. Remove the existing nano-SIM card (if present) from the tray.



3. Hold the replacement nano-SIM card with the contacts facing upwards and place it into the tray.



- Insert gently with gold IC chip facing upward.
4. Gently push the card tray fully back into the slot.

Turn Your Hotspot On and Off

The instructions below explain how to turn your hotspot on and off.

Turn Your Hotspot On

- Press and hold the **Power** key.
- ❖ Your hotspot's Wi-Fi function activates and automatically connects to the Internet.

Turn Your Hotspot Off

- Press and hold the **Power** key to turn the hotspot off.
- ❖ Your hotspot will power off.

Using Your Device

The topics in this section outline how to use your ZTE Warp Connect mobile hotspot.

Basic Operations

The following topics outline basic features and operations of your device.

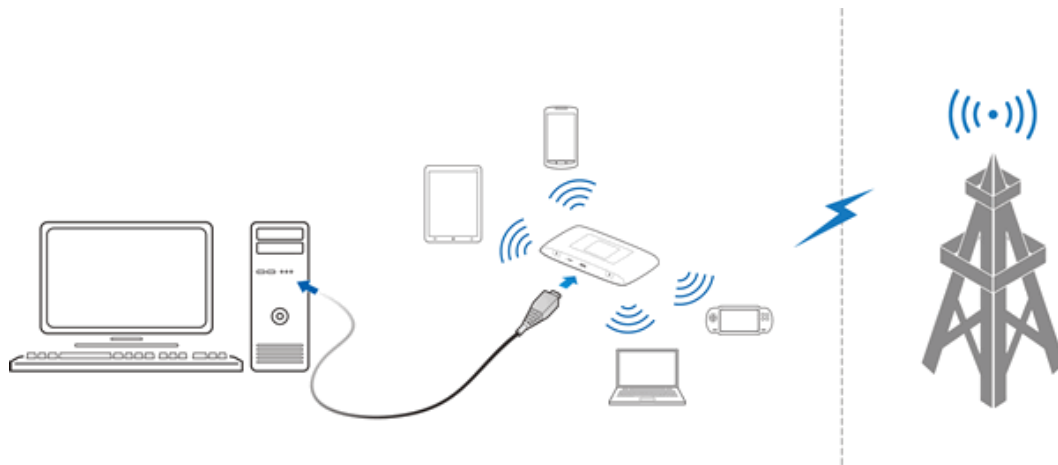
Basics

The following topics offer an overview of your device's basic operations.

Device Installation

The ZTE Warp Connect works with your wireless service provider's cellular network.

Put the ZTE Warp Connect in a place where there is a strong signal from a signal tower, typically near a window or outside wall.



Wi-Fi (WLAN) Overview

Below are some basics of your device's Wi-Fi (WLAN) function.

Wi-Fi (WLAN) Information

- **Advanced Settings:** Change your devices Wi-Fi (WLAN) settings as required.
- **Simultaneous Connection:** Use your device to connect up to 10 Wi-Fi devices simultaneously.
- **Automatic Updates for Optimizing Wi-Fi Connection:** When connected by Wi-Fi, connection optimizing settings may be automatically received and updated.

⚠ Wi-Fi (WLAN) Usage Cautions

For added security, it is recommended that you change the default network name (SSID) and security key (WPA) after setting up your device.

Wi-Fi (WLAN) Overview

- Your device supports IEEE 802.11b/g/n. Connect Wi-Fi devices (PC, game console, etc.) via Wi-Fi for wireless data transfers.
- Your device supports Wi-Fi Protected Setup (WPS), which allows Wi-Fi connection settings to be easily configured on any WPS-compliant device.
- Enter the Wi-Fi router's SSID and WPA keys to connect non-WPS-compliant Wi-Fi devices.
 - These settings should be performed when the device is connected the first time to another Wi-Fi device. Thereafter, simply activate Wi-Fi (WLAN) to automatically connect your hotspot to the Wi-Fi (WLAN) device.

Activate Wi-Fi (WLAN) Function

Follow the instructions below to activate your device's Wi-Fi function and connect to the Internet via an available LTE network connection. Your device searches for and makes a connection automatically upon powering up. Use the Web UI to select a network.

1. Turn on your ZTE Warp Connect and your Wi-Fi enabled device.
2. Open the Wi-Fi application or controls on the computer or Wi-Fi enabled device that you want to connect to your ZTE Warp Connect and find the Wi-Fi name 'SprintHotspot_xxx'.
3. When prompted, enter your Wi-Fi password.
4. Your Wi-Fi enabled device is now connected to the Internet.

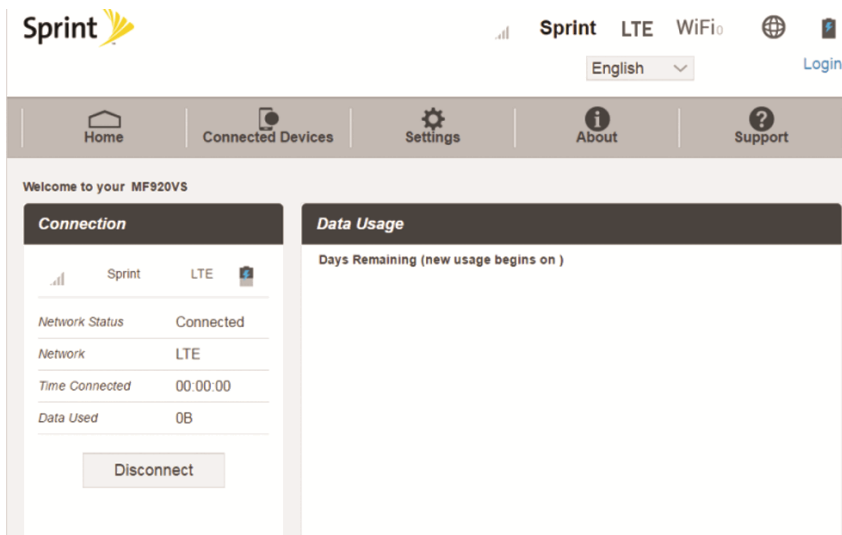
Note: You can view the label on the device to get the default Wi-Fi SSID and password.

Web UI Overview

Use the device Web UI in a browser to check or change your hotspot settings from a device connected either via Wi-Fi or by direct USB connection.

Launch the Web UI

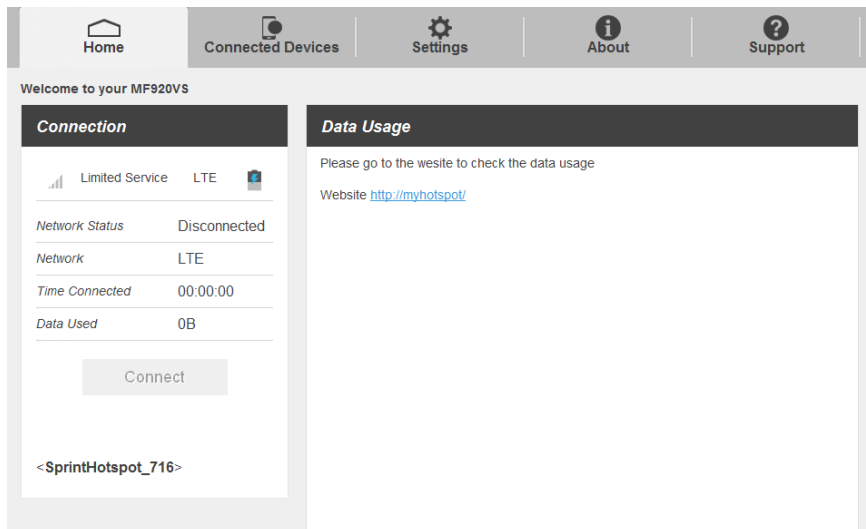
1. Make sure the connection between your device and the client is correct.
2. Launch the Internet browser and enter <http://192.168.128.1> or <http://myhotspot> in the address bar. The login page appears as follows. The following figure is only for your reference.



3. Click the **Login** at the top right of the page and then enter the Web UI password (the default password is **password**).
4. Click **Login** to access the Web UI.

Home

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

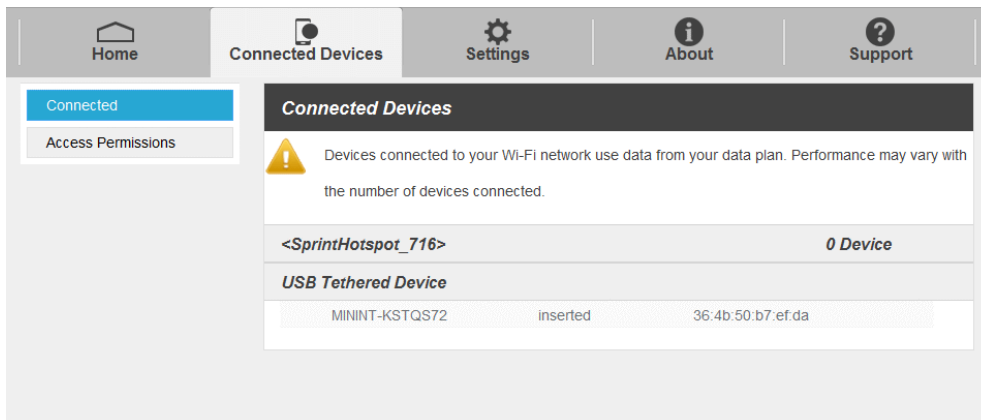


Connected Devices

The Connected Devices tab lets you confirm the names and MAC addresses of devices currently connected to your ZTE Warp Connect and set access permissions.

Check the Connected Devices

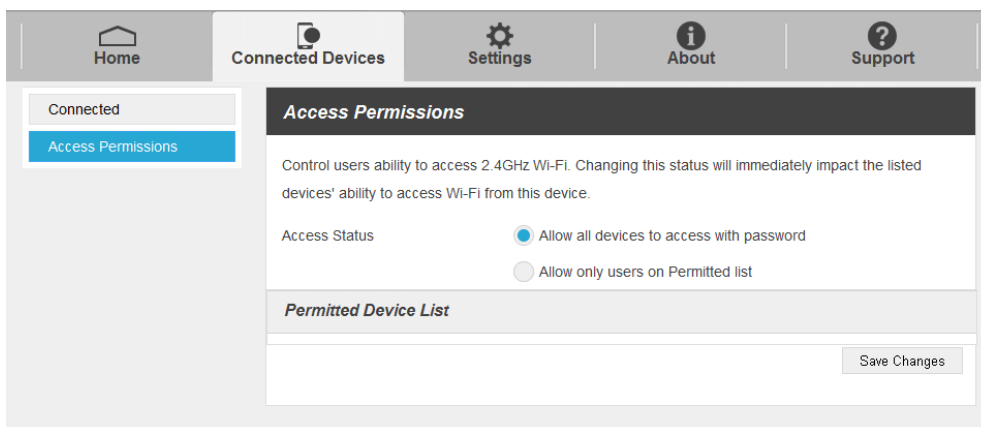
- Click **Connected Devices > Connected** to display the list of connected devices.



Set Access Permissions

Control user's ability to access main or guest Wi-Fi. Changing this status will immediately update the ability of listed devices to access Wi-Fi from this device, even if they have the password.

1. Click **Connected Device > Access Permissions**.



2. Select an access status and then click **Save Changes**.

Settings Tab

Set your ZTE Warp Connect, including Wi-Fi, Mobile Network, Device and Advance Router.

Wi-Fi Basic Settings

Configure the basic Wi-Fi settings for your ZTE Warp Connect.

1. Click **Settings > Wi-Fi > Basic** to display the basic wireless network parameters.

The screenshot shows the 'Wi-Fi Basic Settings' page. At the top, there are navigation tabs: Home, Connected Devices, Settings (selected), About, and Support. On the left, a sidebar menu shows 'Wi-Fi' expanded with 'Basic' selected, and other options like 'Advanced', 'Mobile Network', 'Device', and 'Advanced Router'. The main content area is titled 'Wi-Fi Basic Settings' and contains the following sections:

- Introduction:** A paragraph explaining that users can manage basic settings for their personalized Wi-Fi broadcast name, password, authentication methods, and broadcast preferences. It also mentions a 'Wi-Fi Settings Reset' button at the bottom.
- Network Name:** A field for 'Wi-Fi Name' with the value 'SprintHotspot_718' and a note 'Also known as SSID.' Below it is a 'Wi-Fi Password' field with masked characters and a note '8-63 ASCII characters.' There is a checkbox for 'Display Password' which is currently unchecked.
- Display Options:** Three toggle switches: 'Display Wi-Fi name' (ON), 'Display Wi-Fi Password' (ON), and 'Hide SSID' (OFF).
- Security:** Two dropdown menus: 'Authentication Method' set to 'WPA2-PSK' and 'Encryption Method' set to 'AES+TKIP'.
- Isolation:** A toggle switch for 'Wi-Fi Isolation' set to 'ON'.
- Maximum Connections:** A dropdown menu set to '10' with a note: 'Select the maximum number of devices allowed to connect to the hotspot. Maximum number of devices allowed to connect to each network can be assigned. The total number of devices cannot exceed the maximum connections allowed.'
- Reset:** A section titled 'Wi-Fi Settings Reset' with a note: 'This operation will return all Wi-Fi basic to the default.' and a 'Reset' button.

- **Wi-Fi Name:** Service Set Identifier (SSID). Enter a string fewer than 32 characters as the name for your wireless local area network (WLAN).
- **Wi-Fi Password:** Enter the Wi-Fi password. (The default password is **password**.)
- **Display Wi-Fi Name:** Allow Wi-Fi name to be displayed on the device.
- **Display Wi-Fi Password:** Allow Wi-Fi password to be displayed on the device.
- **Hide SSID:** Enable or disable this function. If **ON** is selected, the Wi-Fi name will not be broadcast.
- **Authentication Method:** The authentication methods are described below.

Mode	Description
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.
WPA2-PSK	It is the securer version of WPA with implementation of the 802.11i standard.

- **Encryption Method:** Select an encryption method from the drop-down list.
- **Wi-Fi isolation:** Enable or disable this function. If **ON** is selected, the devices connected to the Wi-Fi SSID will be unable to communicate with each other.
- **Maximum Connections:** Choose the maximum number of the devices which connect to your ZTE Warp Connect simultaneously.
- **Wi-Fi Settings Reset:** Click the **Reset** button to reset all Wi-Fi settings to the default.

2. Click **Save Changes** to save your settings.

Wi-Fi Advanced Settings

Configure your ZTE Warp Connect's advanced Wi-Fi settings.

Caution for Using Wi-Fi Advanced Settings

These advanced settings should only be changed for specific circumstances.

1. Click **Settings > Wi-Fi > Advanced** to view the wireless network advanced parameters and the WPS settings shown in the following figure.

The screenshot shows the 'Wi-Fi Advanced Settings' page. At the top, there are navigation tabs: Home, Connected Devices, Settings (selected), About, and Support. On the left, a sidebar menu includes Wi-Fi (selected), Basic, Advanced (highlighted), Mobile Network, Device, and Advanced Router. The main content area is titled 'Wi-Fi Advanced Settings' and contains the following settings:

- TCP NAT Timer: 300
- UDP NAT Timer: 300
- 802.11 Mode: Auto
- Frequency Bandwidth: 20MHz/40MHz
- Wi-Fi Channel: Auto
- WPS Settings:
 - SSID: SprintHotspot_716
 - WPS: Push Button Connection (selected), PIN (disabled)

Buttons for 'Save Changes' and 'Apply' are visible at the bottom right of the settings sections.

- **TCP NAT Timer:** Set TCP NAT time.
- **UDP NAT Timer:** Set UDP NAT time.
- **802.11 Mode:** Select an 802.11 mode from the drop-down list.
- **Frequency Bandwidth:** Select a frequency bandwidth from the drop-down list.
- **Wi-Fi Channel:** Select a Wi-Fi channel from the drop-down list.

2. Click **Save Changes** to save your settings.

WPS Settings

You can enable Wi-Fi Protected Setup (WPS) by PIN (PIN Code) or PBC (push-button) mode on this page. If your client device supports WPS, there's no need to enter password manually when WPS is available.

- **SSID:** Select the wireless network name that you want to connect to.
- **PIN:** Enter the PIN that is generated by the wireless access client.
- **Push Button Connection:** Use the Push Button method to connect.

Push Button Connection

To set up a Push Button Connection:

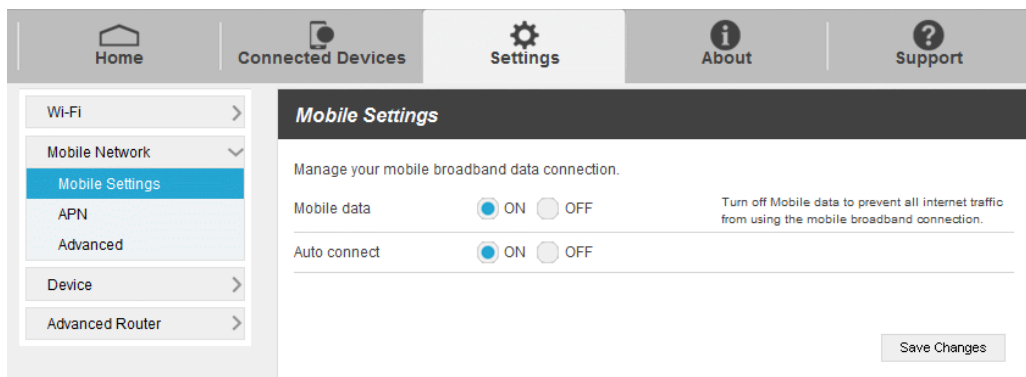
1. Select the PBC mode in the client WPS UI.
2. Select **Push Button Connection** mode in the WPS page of your ZTE Warp Connect and click **Apply**.
3. Select **WPS** on your ZTE Warp Connect's screen to activate the WPS function.
4. Please press the "next" button on the Client WPS UI. After a few seconds the client can access the hotspot, and the result will be shown in the Client WPS UI.

Mobile Network Settings

Manage your mobile network settings.

Mobile Settings

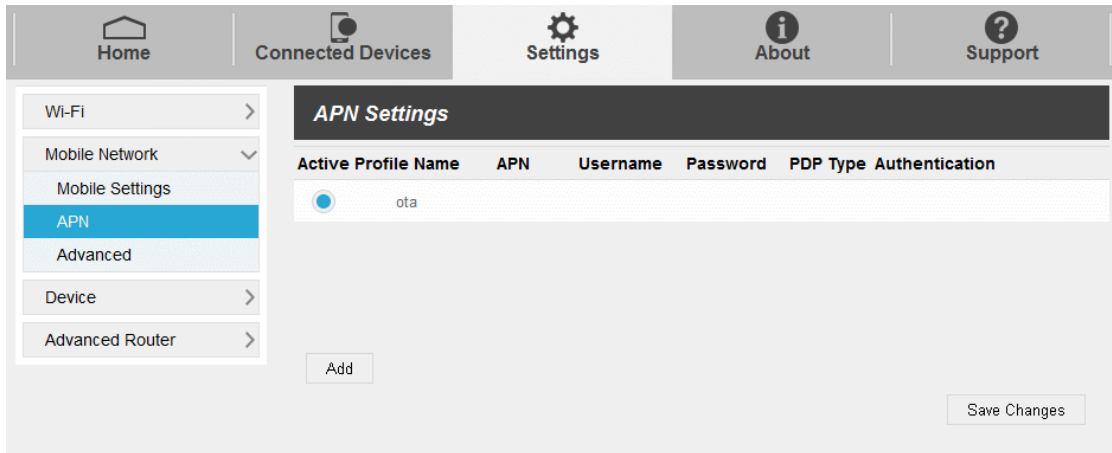
1. Select **Settings > Mobile Network > Mobile Settings**. The Mobile Settings page is shown in the following figure.



- **Mobile data:** Turn on or off mobile data. Turn off it to prevent all Internet traffic from using the mobile broadband connection.
 - **Auto connect:** Turn on or off Auto connection.
2. Click **Save Changes** to save your settings.

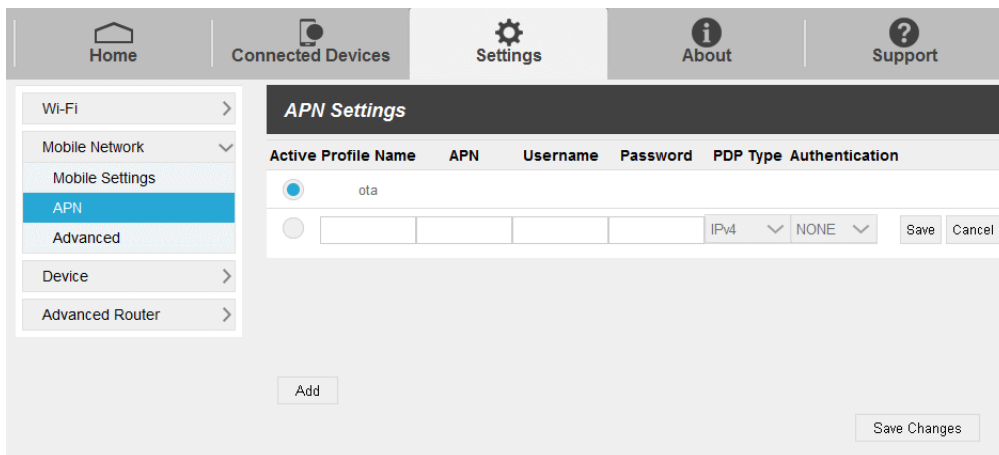
APN

- Select **Settings > Mobile Network > APN**. The default APN parameters are shown in the following figure. You can use the default APN to connect to the Internet. You can also add new APNs.



To add a new APN, follow the steps below:

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



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

Parameters	Description
Active Profile Name	Type the profile name.
APN	Type the APN string.
Username	User name 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.
PDP Type	Choose a PDP type from the drop-down list, IPv4 / IPv6 / IPv4&IPv6.

Parameters	Description
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.

3. Click **Save** to add the new APN.

Additional APN Options

- To active the new APN, check the circle in front of it and then click **Save Changes**.
- To edit the new APN, click **Edit** behind it and then change the settings.
- To delete the new APN, click **Delete** behind it.

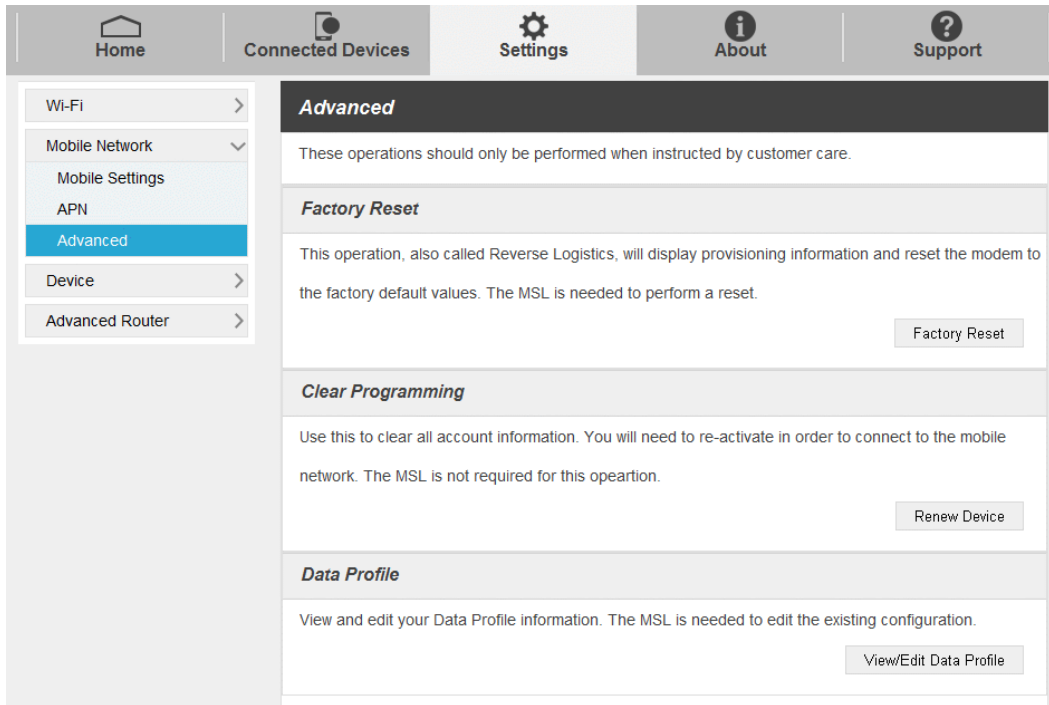
Note: The default APN cannot be edited and deleted.

Advanced Mobile Network Settings

Caution for Using Advanced Mobile Network Settings

Advanced Mobile Network Settings should only be used as directed by Sprint Customer Service personnel. Certain advanced options will reset your device's connections and programming and will require reactivation.

- Select **Settings > Mobile Network > Advanced** to set the mobile network advanced settings on this interface.



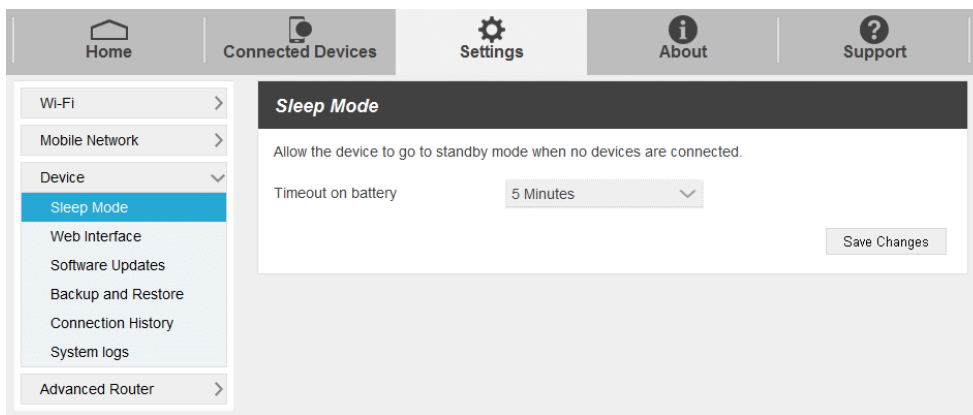
- **Factory Reset:** Click **Factory Reset** to reset the modem to the factory default value.
- **Clear Programming:** Click **Renew Device** to clear all account information.
- **Data Profile:** Click **View/Edit Data Profile** to view and edit your Data Profile information.

Device Settings

Set sleep mode, manage account password, update software, back up, restore, and check system log.

Sleep Mode

1. Select **Settings > Device > Sleep Mode** to set the battery timeout.



- **Timeout on battery** : Select a timeout time from the drop-down list. When operating on battery power, the device will go into standby mode after the timeout time when no devices are connected.

2. Click **Save Changes** to save your settings.

Web Interface

1. Select **Settings > Device > Web Interface**. You can manage your account password on this page.

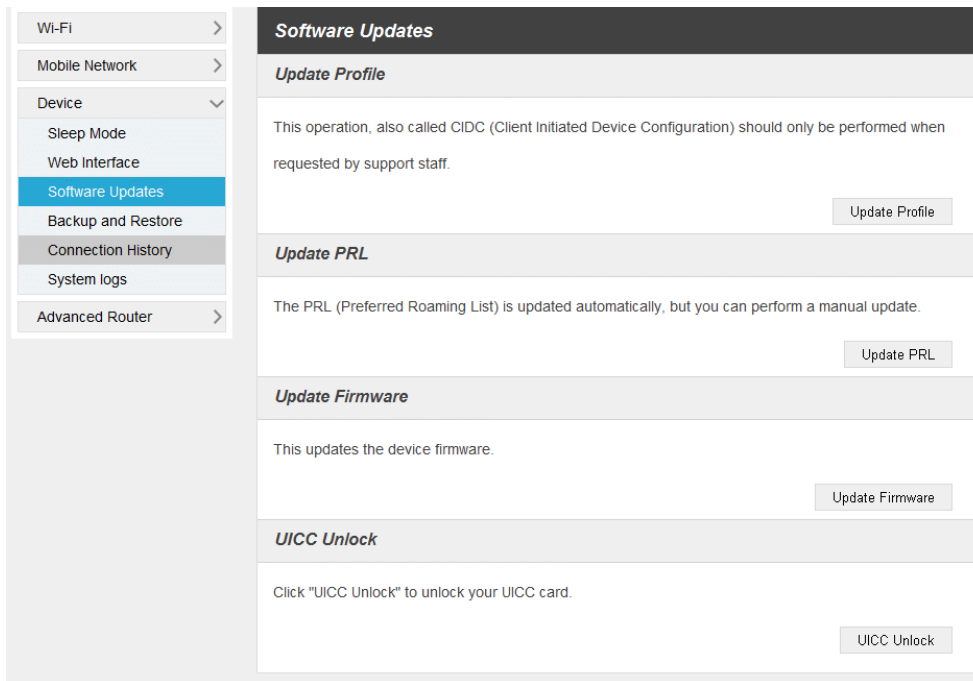
The screenshot shows the 'Web Interface' settings page. At the top, there are navigation tabs: Home, Connected Devices, Settings (selected), About, and Support. A left sidebar menu includes options like Wi-Fi, Mobile Network, Device (expanded), Sleep Mode, Web Interface (selected), Software Updates, Backup and Restore, Connection History, System Logs, and Advanced Router. The main content area has a 'Web Interface' header, a 'Display Password' toggle (OFF), and a 'Change Password' section. The 'Change Password' section includes a warning message and three input fields: 'Current Password *', 'New Password *' (with a note 'Input at least 6 characters'), and 'Confirm New Password *'. A 'Save Changes' button is located at the bottom right of the form.

- **Current Password:** Enter the current password. (The default password is **password**.)
- **New Password:** Enter the new password.
- **Confirm New Password:** Enter the new password again.

2. Click **Save Changes** to save your settings.

Software Update

1. Select **Settings > Device > Software Update**. You can update the software on this page.

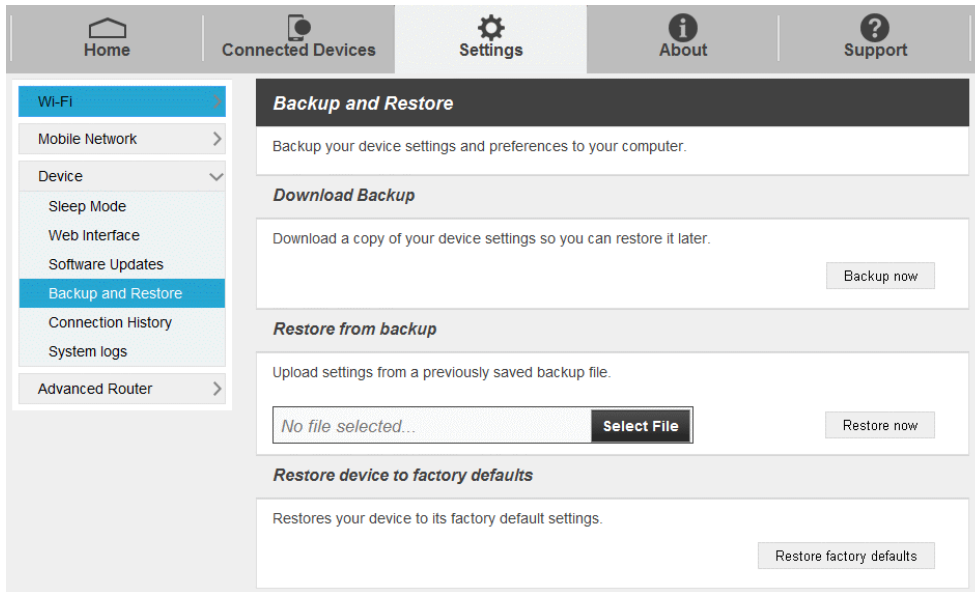


2. Select an update option:

- Click **Update Profile** to update your mobile network configuration. This process should only be performed under direction of customer care.
- Click **Update PRL** to update your device's Preferred Roaming List.
- Click **Update Firmware** to update your device's firmware.

Backup and Restore

- Select **Settings > Device > Backup and Restore** to access menus to back up your device settings to your computer, restore from the backup, and restore your device to its factory default settings.



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

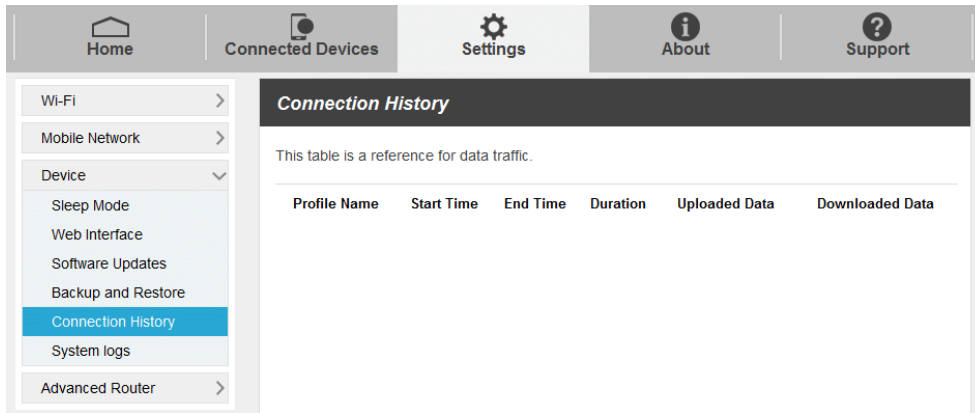
1. Click **Backup now**.
2. Click **Save** on the pop-up window.
3. Choose a location on your computer to save the backup file.
4. Click **Save**.

To restore from the backup, follow the steps below:

1. Click **Select File** to select the backup file in your computer.
2. Click **Restore now**.
3. To restore your device to its factory default settings, click **Restore factory defaults**.

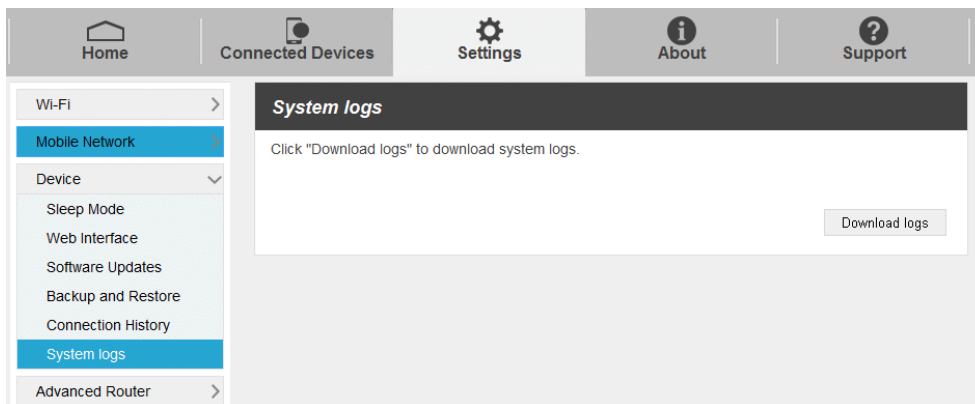
Connection History

- Select **Settings > Device > Connection History**, to view your device's data traffic.



System logs

- Select **Settings > Device > System logs** and then click **Download logs** to download the system logs on this page.

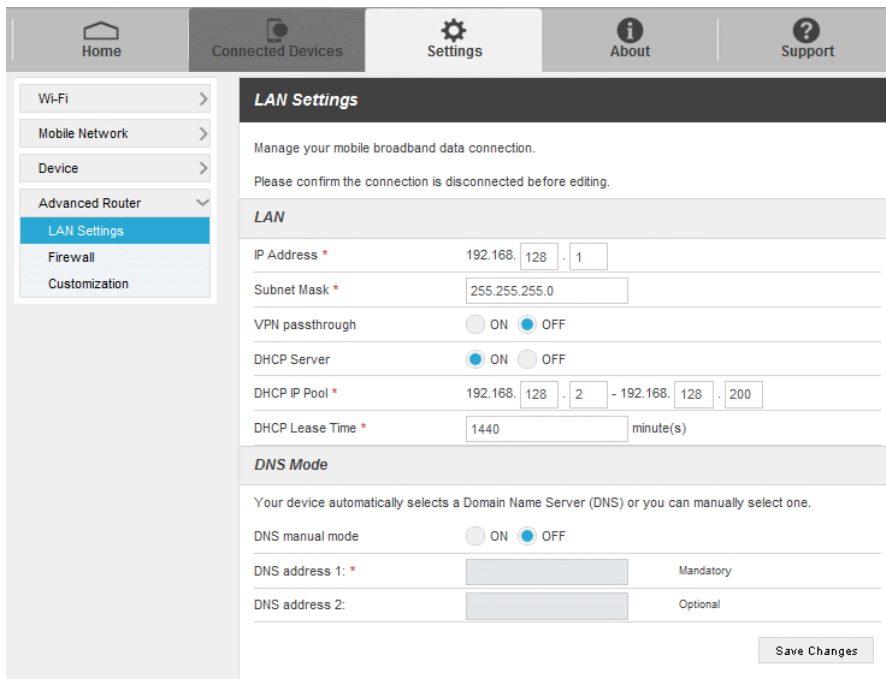


Advanced Router Settings

Set LAN settings, Firewall, and Customization.

LAN Settings

1. Select **Settings > Advanced Router > LAN Settings** to view the device's router information (shown in the following figure.)

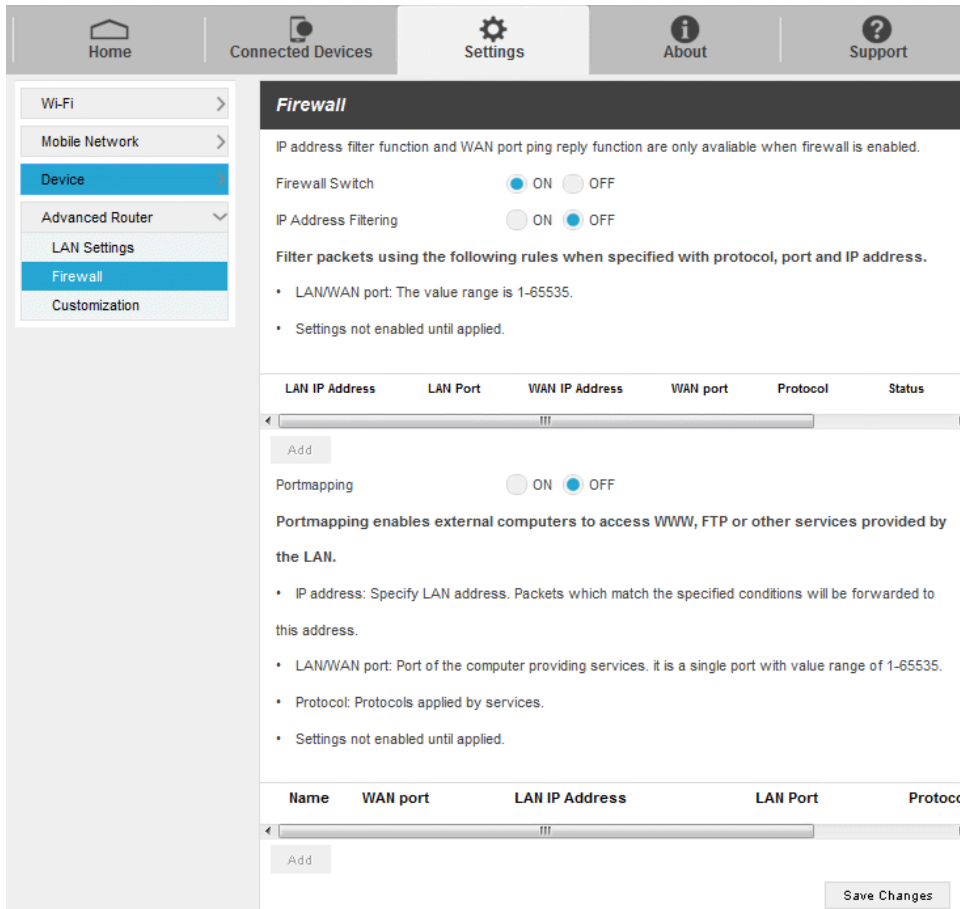


- **IP Address:** IP address for the LAN interface.
- **Subnet Mask:** Subnet mask for the IP address.
- **VPN passthrough:** VPN passthrough must be enabled if you want to allow VPN tunnels to pass through your ZTE Warp Connect's firewall.
- **DHCP Server:** Enable or disable DHCP Server function.
- **DHCP IP Pool:** Allocate begin and end IP address for IP pool.
- **DHCP Lease Time:** Define how long before the leased IP address will expire. The new IP address will be relocated after the IP address expires.
- **DNS manual mode:** Turn on or off DNS manual mode.

2. Click **Save Changes** to save your settings.

Firewall

- Select **Settings > Advanced Router > Firewall**. You may set up firewall rules to protect your network from virus and malicious activity on the Internet.



IP Address Filtering

To set IP Address Filtering rules, follow the steps below:

1. Turn on the IP Address Filtering.
2. Click **Add**.
3. Enter the related parameters as described in the following table.

Parameters	Description
LAN IP Address	Enter the LAN IP address.
LAN Port	Set the LAN port.
WAN IP Address	Enter the WAN IP address.
WAN Port	Set the WAN port.
Protocol	Set which protocol will be used for filtering.
Status	Set how to handle the packet if it matches with the rule.

4. Click **Save Changes** to add the new filtering rule.

Portmapping

To set portmapping rules, follow the steps below:

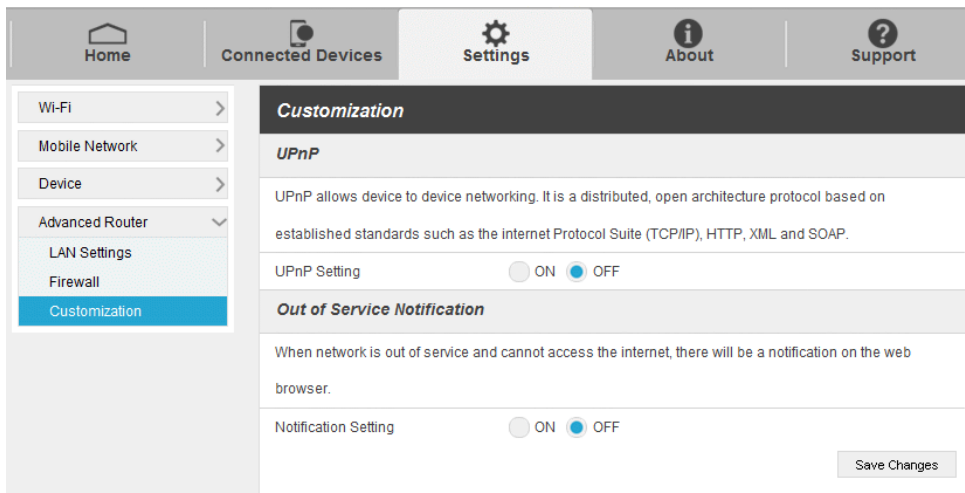
1. Turn on Portmapping.
2. Click **Add**.
3. Enter the related parameters as described in the following table.

Parameters	Description
Name	Enter a name for the rule.
WAN Port	Set the WAN port.
LAN IP Address	Enter the LAN IP address.
LAN Port	Set the LAN port.
Protocol	Set which protocol will be used for filtering.

4. Click **Save Changes** to add the new portmapping rule.

Customization

- Select **Settings > Advanced Router > Customization** to enable or disable UPnP and Out of Service Notification.



About

Show your ZTE Warp Connect's connection information, firmware information, WWAN information, Wi-Fi details, and device information.

1. Launch the Web UI on your connected device. See [Web UI Overview](#) for details.
2. Click the **About** tab to view the available options.

The screenshot displays the 'About' page of a device's web UI. At the top, there is a navigation bar with five tabs: Home, Connected Devices, Settings, About (selected), and Support. Below the navigation bar, the page is divided into several sections:

- Connection:** My Number: 0000009130, MSID: , MEID: 99000883000833, UICC: 89011202002244299130, IMEI: 990008830008335, IMSI: 310120224429913
- Firmware:** Firmware Version: MF920VSV1.0B03, Firmware Build Date: Mar 10 2017 14:51:00, Web App Version: WEB_MF920VSV1.0.0B03
- WWAN Info:** Provision Status: Inactivated, Activation Date: , Refurbish Date: , IP Address: , LTE APN NI: otasn, Lifetime Total Transferred: 0B
- Wi-Fi Details:** 2.4GHz, MAC Address: 74:4a:a4:d5:77:16, Name: SprintHotspot_716, Password: A4D57716, Hide SSID: OFF, Authentication: WPA2-PSK, Encryption: TKIPCCMP, Wi-Fi Devices: 0
- Device:** Model: MF920VS, Manager: http://myhotspot, Manufacturer: ZTE, Hardware Revision: MF920VSHW1.0, Battery Charger Status: Charging, Battery Status: 10%
- Debug Info:** View detailed diagnostic information about your device. (Debug button)

A 'Save to File' button is located at the bottom right of the main content area.

Note: You can also save this information to your computer by clicking **Save to File**.

Support

Obtain support information on this interface.

1. Launch the Web UI on your connected device. See [Web UI Overview](#) for details.
2. Click the **Support** tab to view the available options.

The screenshot displays the 'Support' page of a device's web UI. At the top, there is a navigation bar with five tabs: Home, Connected Devices, Settings, About, and Support (selected). Below the navigation bar, the page displays the following information:

- Software Version: MF920VSV1.0B02
- Copyright Information: Copyright © 2017 ZTE Corporation. All rights reserved

Getting Help

The topics in this section will cover troubleshooting tips, hotspot specifications, and how to contact Sprint and manage your wireless service.

For Assistance

The following topics address areas of support for your device, including troubleshooting, specifications, account information, and customer service contact information.

Troubleshooting

Check the questions and answers below for troubleshooting solutions for common hotspot issues.

Check Here First

Question: Unable to connect via Wi-Fi (WLAN)

Answer 1: Check whether the hotspot is properly connected to the computer or other external device.

Answer 2: If a WPS (Wi-Fi Protected Setup) connection fails, see the Wi-Fi device user guide. If you're still unable to connect, set up the hotspot Wi-Fi connection manually.

Answer 3: To connect a WPS Pin-specified Wi-Fi device, check whether the correct PIN has been used.

Answer 4: If OPEN WEP is the security method being used, check whether the correct WEP key is entered. If the WEP key is unknown, reset the WEP key and reconnect the device.

Answer 5: Check whether the correct WPA key is set. If the WPA key is unknown, to reset the hotspot or see the WLAN Initialization Sticker to reset the WPA key, and then reconnect the device. WPA/WPA2 security may not be supported depending on the Wi-Fi device. See the Wi-Fi device user guide for information.

Question: Computer does not recognize the hotspot.

Answer 1: Check whether the hotspot is properly connected to the computer or other external device.

Answer 2: Remove the hotspot from the PC, restart the PC, and then reconnect the hotspot.

Question: Driver is not automatically installed when the hotspot is connected to the PC (Windows PC only).

Answer 1: Wait several seconds for installation to begin after the system recognizes any new hardware. If the installer does not automatically activate even after a period of time, remove the hotspot from the PC and reconnect it.

Answer 2: Install driver manually.

Question: Internet connection fails.

Answer 1: Make sure that you are within the service area.

Answer 2: If signal reception is poor, move to where signal reception is good and then reconnect.

Answer 3: The access point might be busy depending on the time of day. Wait a little and then reconnect.

Answer 4: Activate the Web UI and make sure that network settings are correct.

Question: Transmission fails quickly.

Answer 1: Make sure that the hotspot is properly connected to PC or other device via Wi-Fi or micro USB cable. If connected via micro USB cable, disconnect from both the hotspot and the PC or other device and reconnect.

Answer 2: Signal reception might be poor. Check transmission where signal reception is good.

Answer 3: Restart the hotspot.

Answer 4: Check the hotspot battery level. If battery level is low, charge with AC adapter or with PC via micro USB cable. See [Charge the Battery](#) for how to charge.

Question: Transmissions are slow.

Answer 1: Signal reception might be poor. Check transmission where signal reception is good.

Answer 2: Connection might be poor. Try again after a while.

Question: nano-SIM card is not recognized.

Answer 1: Check whether the nano-SIM card is properly installed. For details, see [nano-SIM Card](#) for how to install.

Answer 2: Check the nano-SIM card for damage.

Answer 3: Check the nano-SIM card IC chip for scratches/corrosion.

Answer 4: Dirty nano-SIM card (particularly IC chip) may prevent recognition. Clean gently with a soft cloth.

Answer 5: Contact Customer Service.

Question: How do I return the hotspot to the default settings (reset)?

Answer 1: Use the device Reset key.

Answer 2: Use the Web UI to reset the device. For details, see [Reset Your Hotspot](#).

Question: An old phone number appears on the Web UI.

Answer: The Web UI may display an old phone number depending on subscription terms or cancellation method.

Question: The hotspot operation is unstable.

Answer 1: Avoid extremely high/low temperatures, high humidity, direct sunlight, dusty areas, etc. Read "Safety Precautions" for use in a proper environment.

Answer 2: Avoid invalid software. Operation is unguaranteed for Internet connection, etc., using other-party software.

Question: The connection suddenly failed.

Answer 1: The connection method may have been changed. Check connection mode on the hotspot display.

Answer 2: Restart the hotspot.

Specifications

The following tables list your phone's and battery's specifications.

Hardware Specifications

Item	Description
Dimensions	4.16 x 2.51 x 0.57 in.
Weight	Approx. 3.9 oz.
Main Display Size	1,4" in.
Internal Memory	256MB RAM/ 512MB ROM

Data Technology

Item	Description
Data Technology	Band 25 / Band 26 / Band 41-Spark

Battery Specifications

Item	Description
Type	Lithium-ion
Capacity	2300 mAh
Embedded or Removable	Embedded

Sprint Account Information and Help

Find out about account passwords and information about managing your account and finding help.

Sprint Account Passwords

If you are the account owner, you will create an account user name and password when you sign on to sprint.com/mysprint. (Click **Register** and follow the prompts to get started.) If you are not the account owner (if someone else receives the bill for your Sprint service), you can get a sub-account password at sprint.com/mysprint.

Manage Your Account

Manage your Sprint account online.

Online: sprint.com/mysprint

- Access your account information.
- Check your usage (depending on your Sprint service plan).
- View and pay your bill.
- Enroll in Sprint online billing and automatic payment.
- Purchase accessories.
- Shop for the latest Sprint phones.
- View available Sprint service plans and options.
- Learn more about data services and other Sprint products.

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