USER GUIDE

T-Mobile 5G Hotspot

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1. Overview

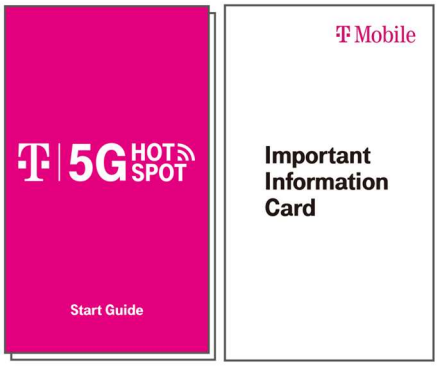
Featuring 5G and Wi-Fi 6 technology, T-Mobile’s 5G Hotspot delivers gigabit transfer speed along with an instant and responsive user experience. T-Mobile’s 5G Hotspot can be used to provide internet access on-the-go, as well as at home, and paired with Web UI, T-Mobile’s 5G Hotspot provides a simple and secure user experience for personal device management.

1.1. Package Contents:

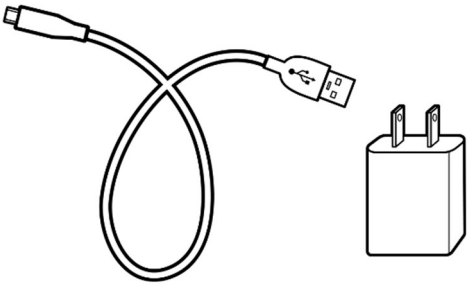
The box includes the following items:

T-Mobile’s 5G Hotspot

Important Information Card and Quick Start Guide



Power Adaptor & USB Cable



Terms & Condition Pamphlet

1.2 System Requirements

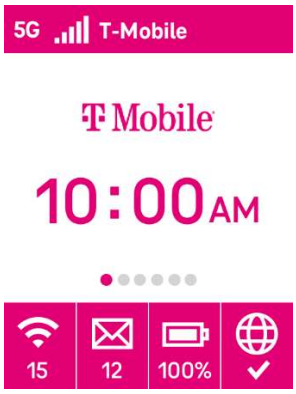
The T-Mobile's 5G Hotspot is compatible with Wi-Fi devices which support 2.4GHz (802.11 b/g/n/ax) or 5GHz (802.11 a/n/ac/ax) and have a web browser.

1.3 Device description

1.3.1 LCD Display

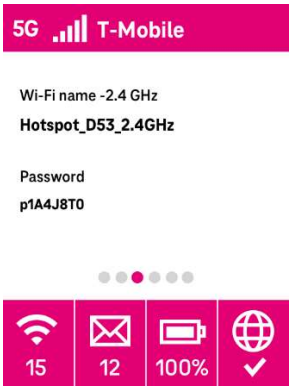
T-Mobile 5G Hotspot features a non-touch LCD screen to display device's information on-screen. A short press on the power button lets you cycle through the different pages for different information. For modification & advanced settings, please visit http://mobile.hotspot from your phone or computer via an internet browser. Default password for the WebUI is shown on the display, and will need to be changed after first time logging in.

In order to find the device's FCC ID, the ID can be seen in the 4th page of the display via 3 presses of the power button.



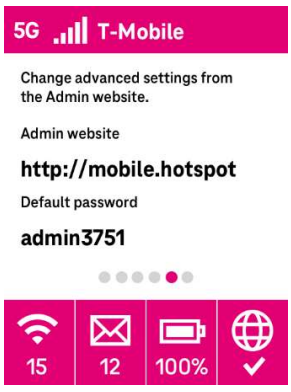
Home Screen

Wi-Fi (5G)



Wi-Fi (2.4G)

Device Information



WebUI Information

Device Version

1.3.2 *Side Views*

1 SIM slot & reset hole

2 USB-C Power Port

3 Power button

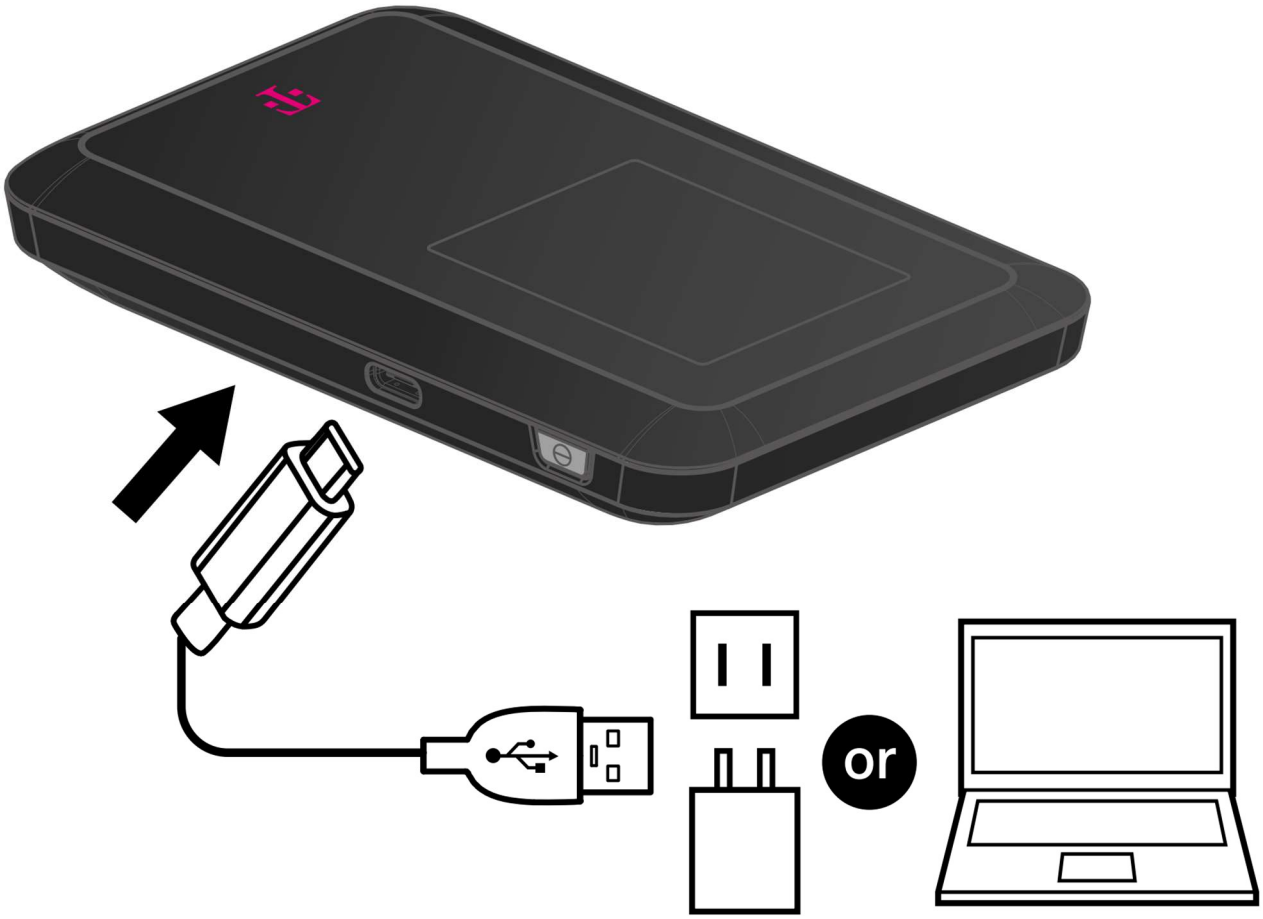
1.4 Environmental

Operating temperature: 32°F to 109°F (0°C to 43°C)

Storage temperature: -4°F to 140°F (0°C to 45°C)

1.5 Power Management

The T-Mobile 5G Hotspot is powered by an embedded battery, which can also be used when connected to the power adapter.



• Battery — Charge the battery by plugging in the USB Type-C cable in the hotspot and to the power adapter. While the battery is charging, the screen will show up with a charging indicator when powered off. The battery in-screen shows how much battery life T-Mobile 5G Hotspot has currently.

• Adapter — You can use the device when the power adapter is connected. The T-Mobile 5G Hotspot battery will charge while connected to a power source.

Status

Note: To ensure your T-Mobile 5G Hotspot works as intended, it is highly recommended you only use the AC Adapter provided with your device to assure it from receiving enough power.

2. Installation

2.1 First-time setup

2.1.1 Insert the SIM Card

1. Lift the SIM door.

2. Insert the SIM card into the slot with the gold contacts facing downwards.

3. Fully insert the SIM card until it clicks into place.

   Note: Push the SIM into the slot smoothly with your nail. Do not use any tool as it may damage the SIM card.

2.1.2 Charging the Device

1. To power your device, connect it to your power adapter and the main power supply to charge it.
2. Connect the power supply to the plug socket.

2.1.3 Power on the T-Mobile 5G Hotspot.

1. Power on: Press the power button for a few seconds. The screen will light up & show a bootup image for the device
2. Switch off: Press the power button for a few seconds, a shutdown image will be shown and turned off after shutdown is complete.

2.2 Getting online

1. Ensure your T-Mobile 5G Hotspot is switched on and connected to the network. The Internet icon should be with a check mark after the device is booted up.
2. To connect your personal device to the internet, go to the network settings and search for your T-Mobile 5G Hotspot's Wi-Fi wireless network name (SSID)

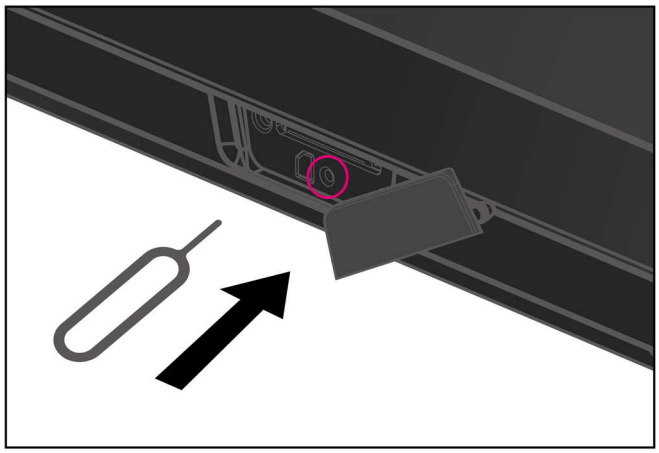
   2.4GHz SSID: T-Mobile5G_XXXX_2.4GHz

   5GHz SSID: T-Mobile5G _XXXX_5GHz
3. Click connect.
4. Enter your Wi-Fi password.

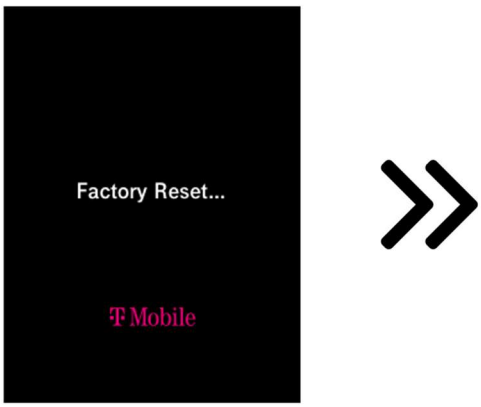
Note: You can find your default Wi-Fi password on the screen (Short press the power button to cycle through different pages) or on the label located on the Important Information Card.

2.3 Device Troubleshooting (Forgotten Password, Device Not Responding, etc.)

If you are unable to remember your password, you can reset the device to its factory default settings via the reset pin hole. Insert a smartphone's SIM tool or a straightened paper clip into the reset pin hole and gently press the reset key for 10 seconds.



After 10 seconds of pressing, you should see the device being factory reset via the display. The device will reboot once the process is complete.



Factory Resetting after 10 second press

Successful device reset after reboot

3. Web UI Home Page

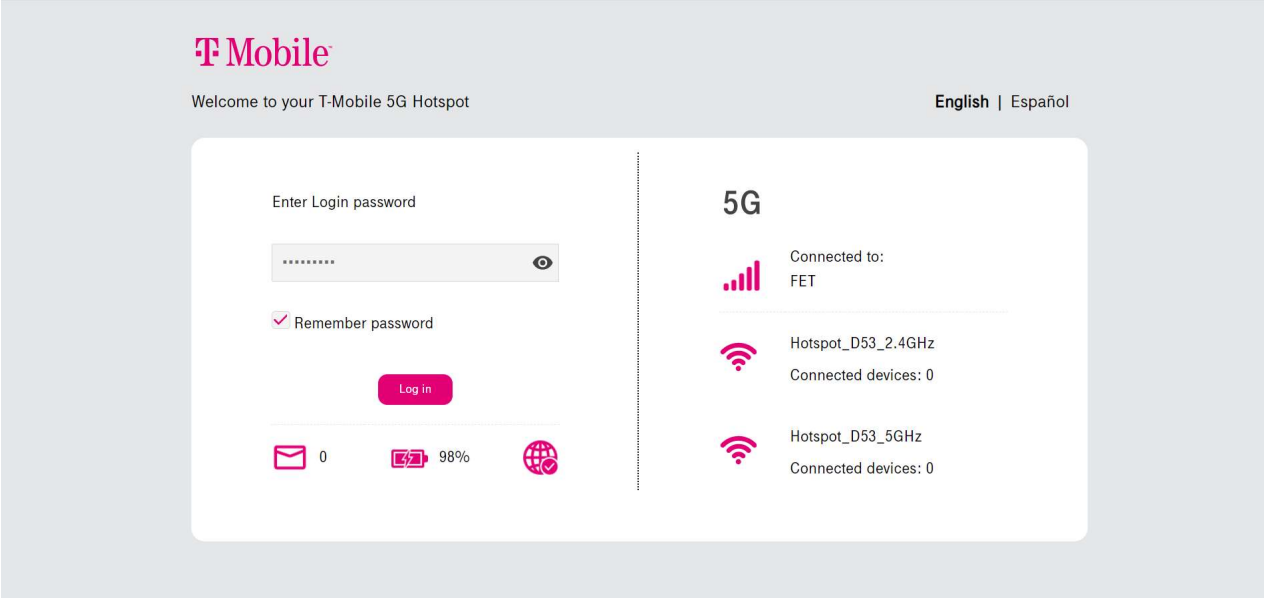
3.1 Web User Interface (UI)

The Web User Interface is compatible with the following browsers:

- Google Chrome
- Mozilla Firefox
- Internet Explorer
- Safari
- Microsoft Edge

3.1.1 How to log in to the Web UI

1. Open your web browser from another device.
2. Type http://mobile.hotspot into the address bar and press enter. The Home page will then load, as shown in the screenshot below.



1. On the Home page, enter the password as found on the device or the Important Information Card and click Log In.

   Note: You will need to change your password the first time you login.

   Password: (See the Important Information Card or the screen on the T-Mobile 5G Hotspot)

3.1.2 Status Bar Icons

Description	Icon displayed
Signal indicator	Signal Strength Indicator
Connection status	Connected Disconnected
Wi-Fi status	Wi-Fi is disabled Wi-Fi is enabled
SMS	New message / Unread message(s) in inbox Message inbox is full
Battery	Battery Status Indicator Charging Status Indicator

4. Status

You can click on Status to view basic information about your device, connected devices and blocked devices.

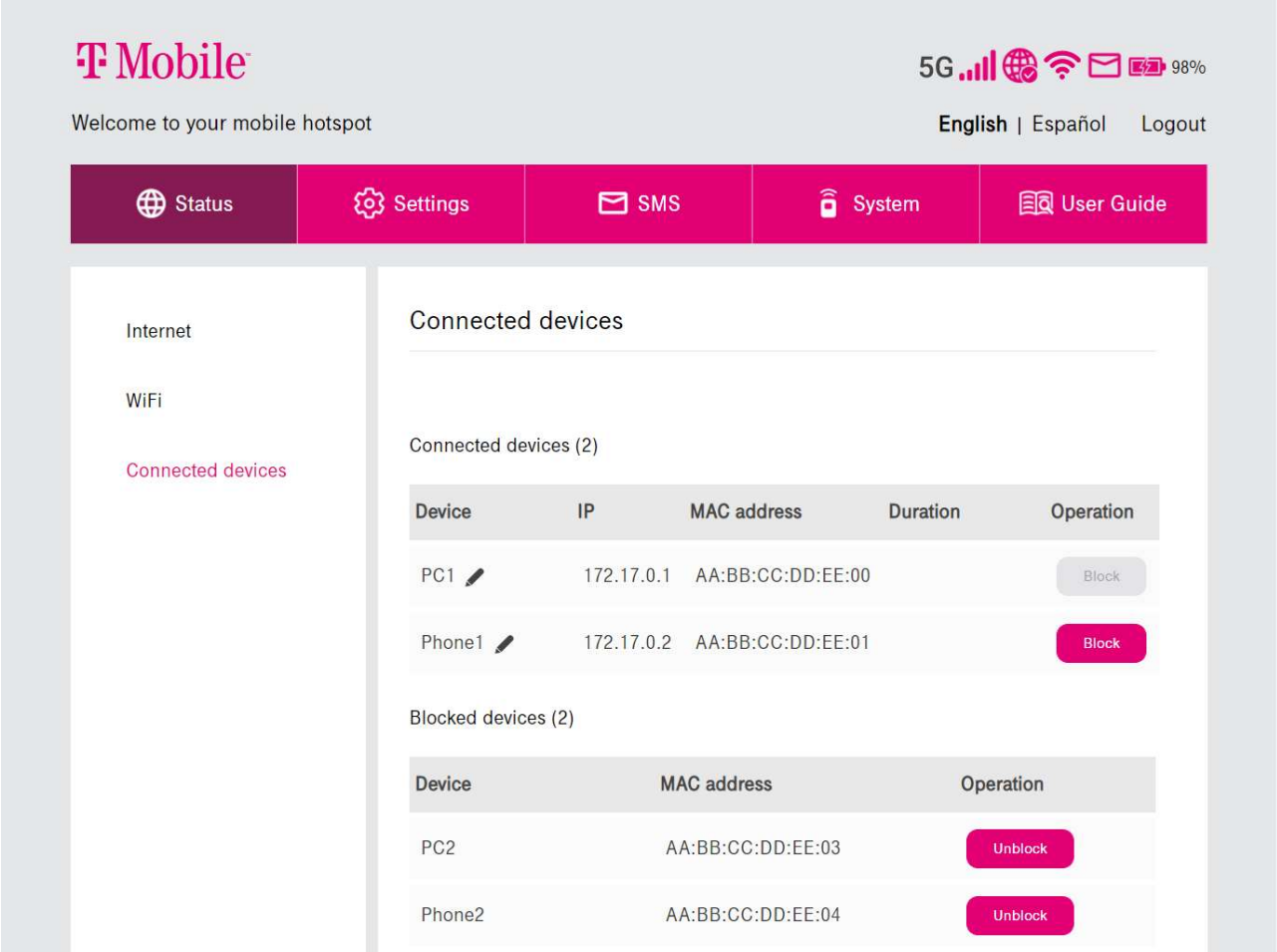
4.1 Internet & Wi-Fi

Your device and connection information including internet and Wi-Fi can be found here. You can connect, disconnect or change the SSID of the device in these pages.

On the Internet page you will find detailed information related to the 5G or 4G connection including network name, network type, signal strength, band, LTE cell identifier and IP addresses.

4.2 Connected Devices

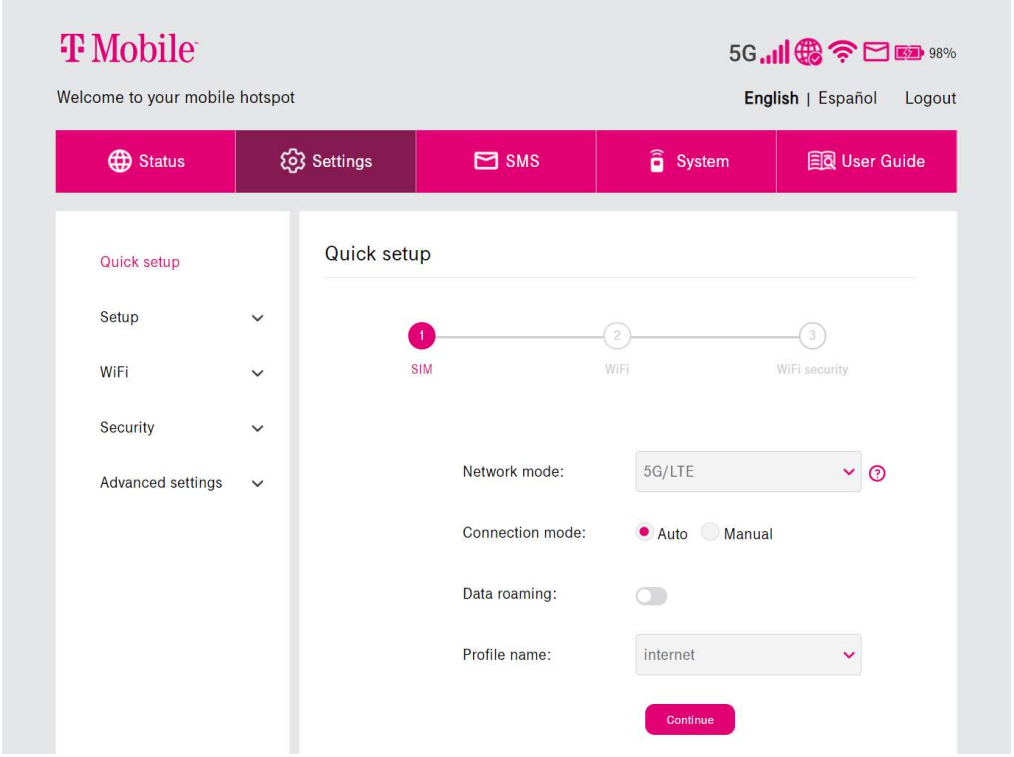
All connected and blocked devices are also displayed here; you can block and unblock devices from accessing the network here.



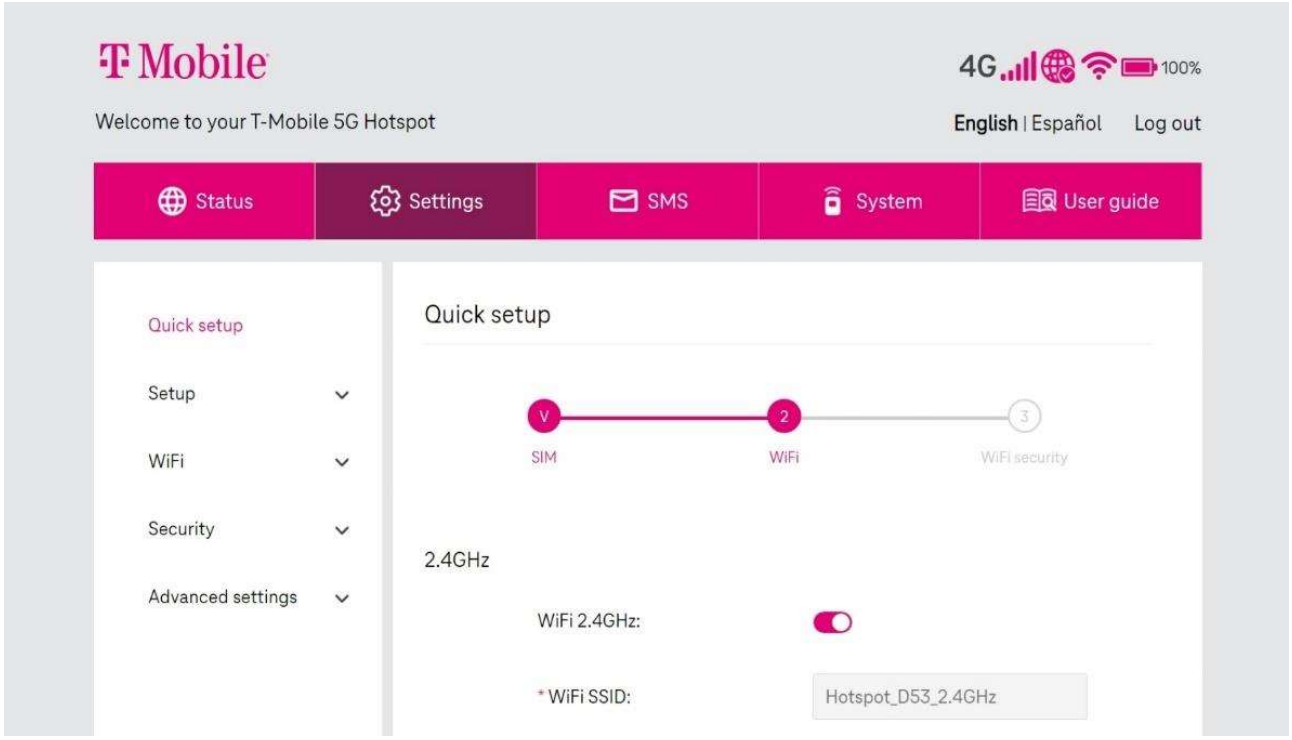
5. Settings

5.1 Quick Setup

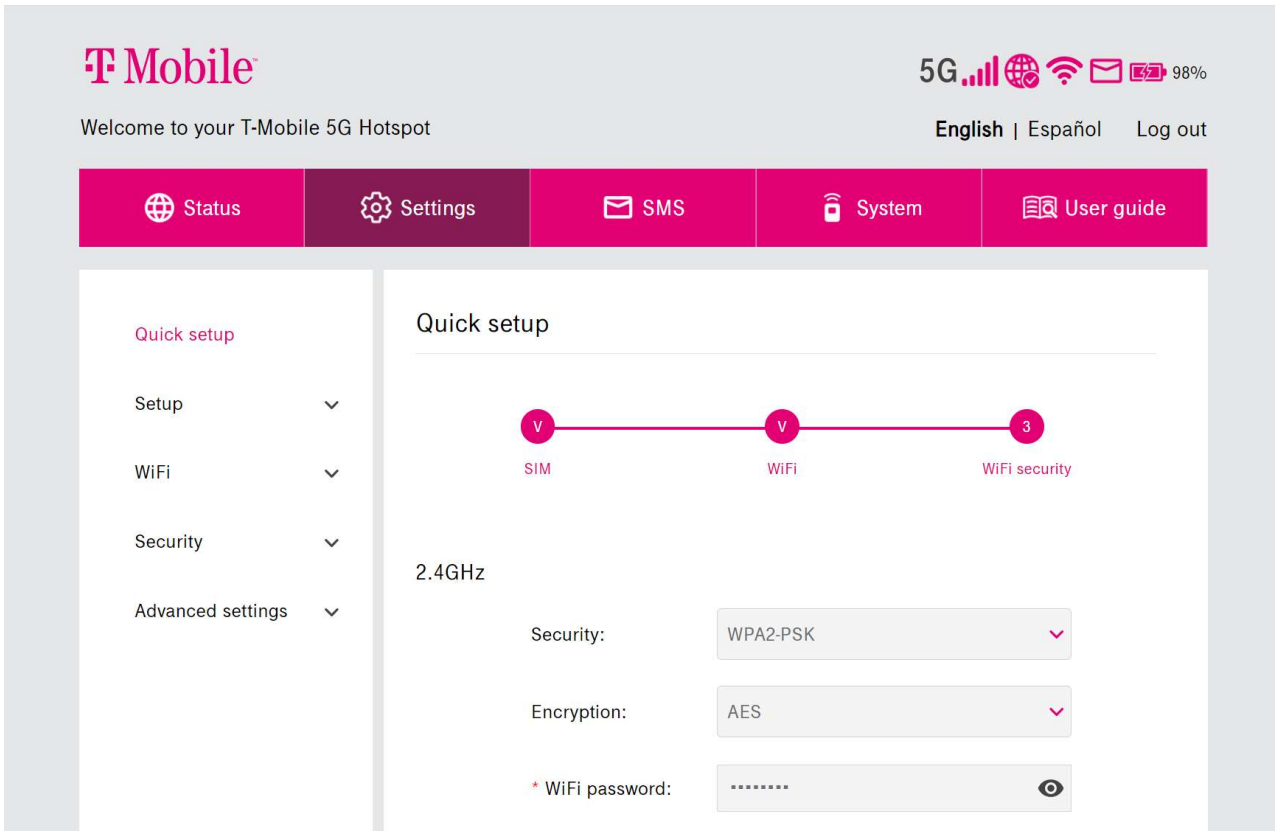
You can make changes to basic connection settings here and enable/disable data roaming.



On the next page, you can change the 2.4 and 5GHz Wireless network name (SSID), SSID broadcast function or disable the Wi-Fi.



On the final page, you can setup basic Wi-Fi setting such as security settings, and Wi-Fi password.

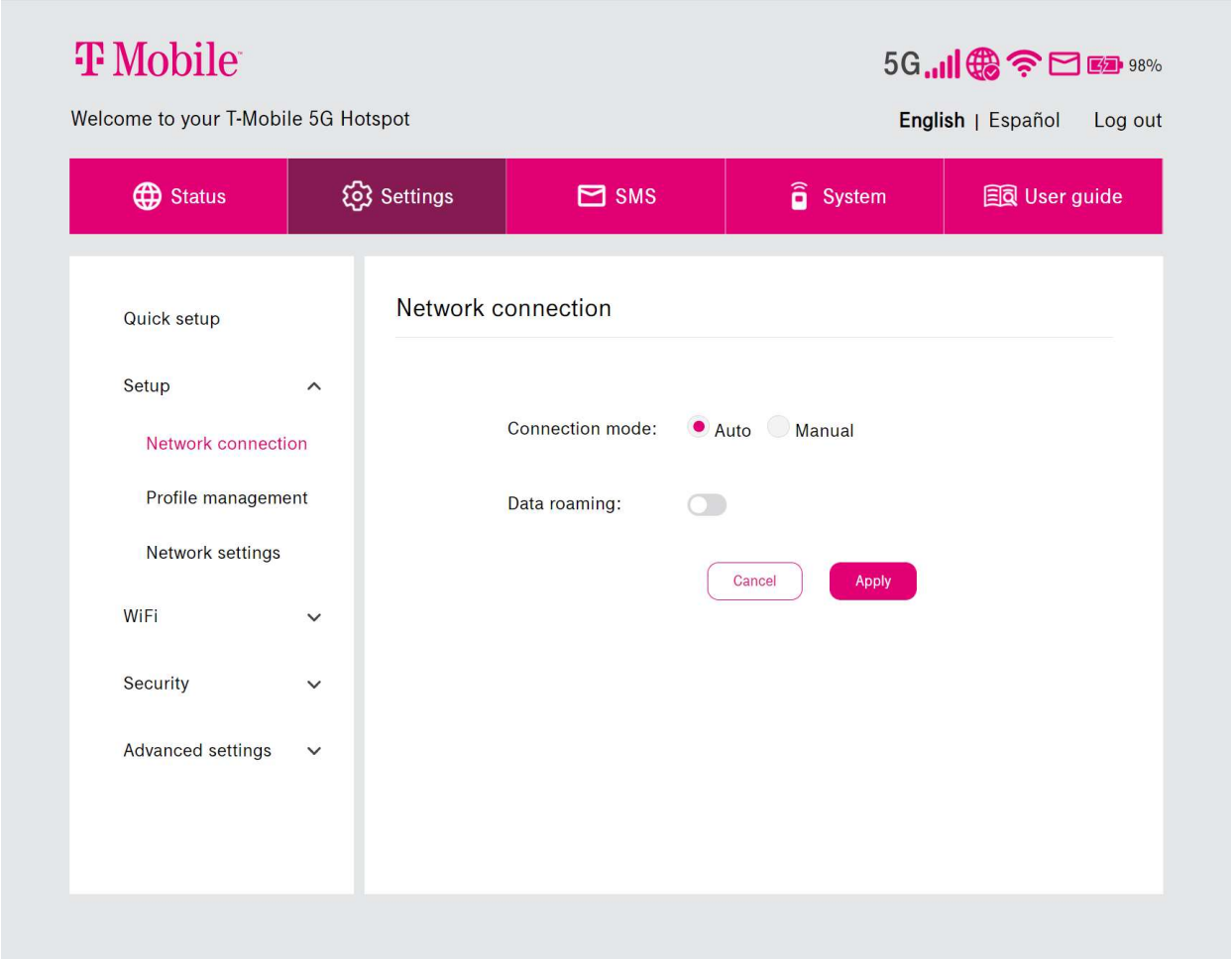


5.2 Setup

Network Connection
Network connection lets you configure connection mode and data roaming.

Selecting connection mode Auto will establish an internet connection automatically.

Selecting connection mode Manual will establish an internet connection manually. You will need to click the connect button on the Internet status page, to establish a data call.



Profile Management
Profile management allows you to set up a new APN profile or edit/delete existing profiles that have been created.

• How to add a new profile
1. Click New.
2. Input the connection settings for your network provider; a Profile name, Dial number and APN are mandatory.
3. Click Save.

• How to delete a profile:
1. Select the profile from the Profile name list.
2. Click Delete.

Note: The default profile cannot be deleted.

• Setting as default:
1. Select the profile from the Profile name list.
2. Click Set default.

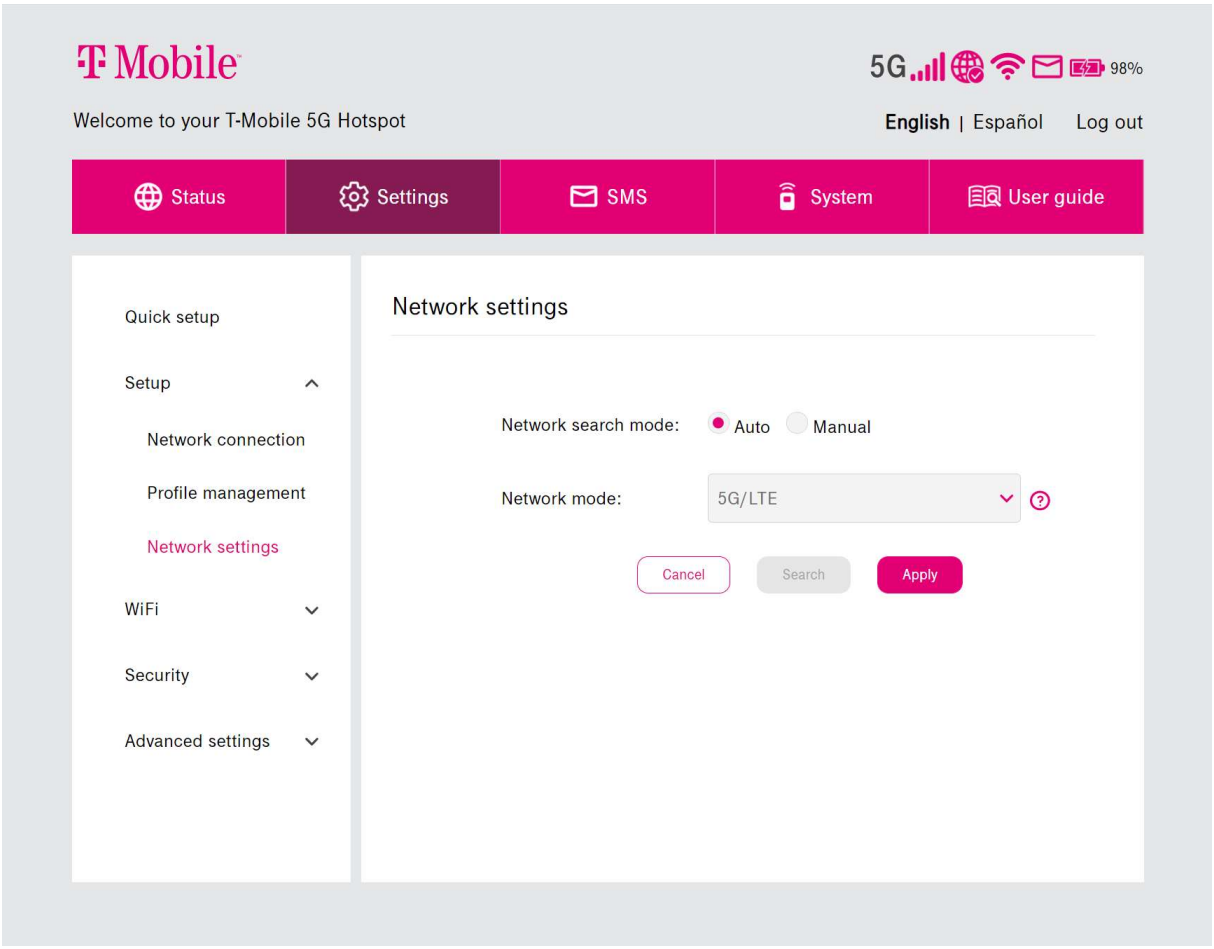
Note: Once the new profile has been set as default, (Default) will be added next to the profile name.

Network settings
You can set the Network search mode to either Auto or Manual and change the network mode to either 5G, 4G, or 3G-only.

Ensure that you click Apply after making any changes.

If the Network search mode is set to Manual you can click Search to scan for networks and Register to connect to the network.

Note: It is recommended that you keep the Network search mode set to Auto.



5.3 Wi-Fi

Basic

• Wi-Fi 2.4GHz / 5GHz: You can enable or disable the 2.4GHz or 5GHz wireless networks.

Note: 2.4GHz offers coverage for farther distances at slower speeds, but 5GHz provides faster data rates at a shorter distance.

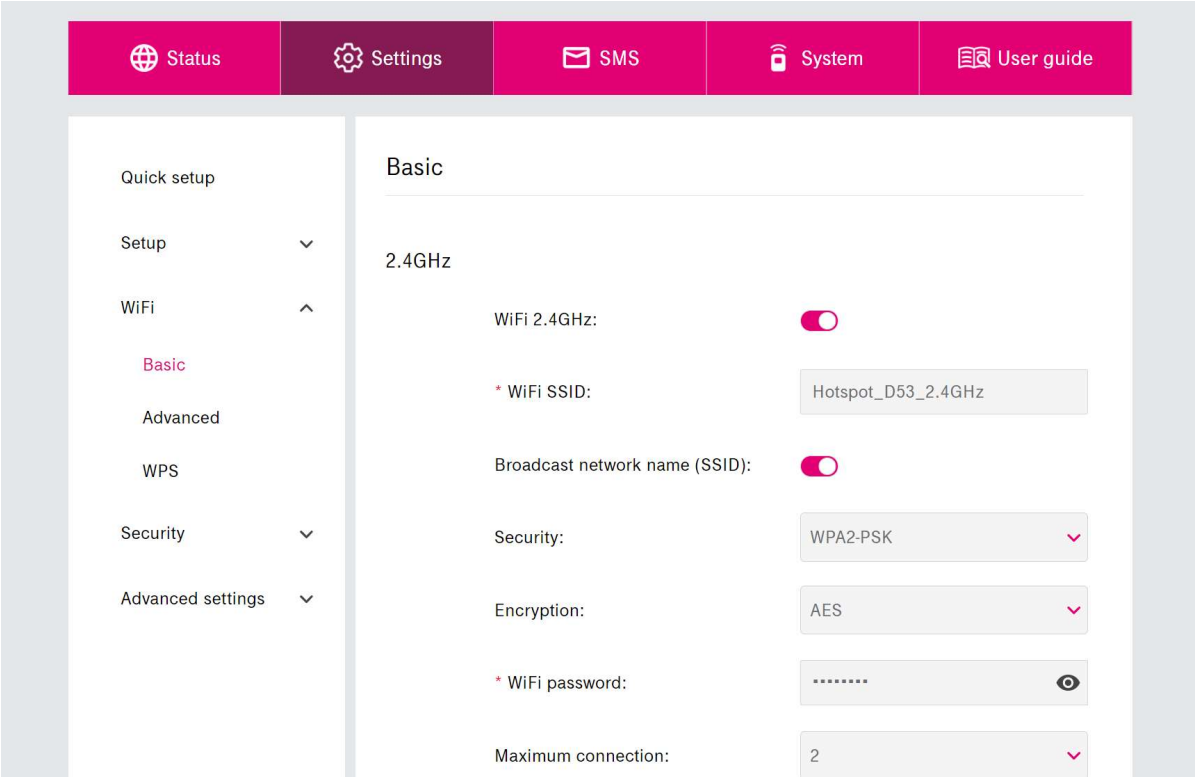
• Wireless network name (SSID): This is the name of the Wi-Fi network and is used to identify your Wi-Fi network. The SSID can be between 1 and 32 characters long.

• SSID Broadcast: This is enabled by default.

Note: If you do choose to disable this, the SSID will no longer be displayed and you will need to set up a connection to the SSID manually on your device.

• Security: You can choose the security mode. Available options are Open, WPA2, WPA/WPA2, WPA3 or WPA2/WPA3.

• Encryption: This is set to AES by default. Available options are TKIP, AES, or Auto.



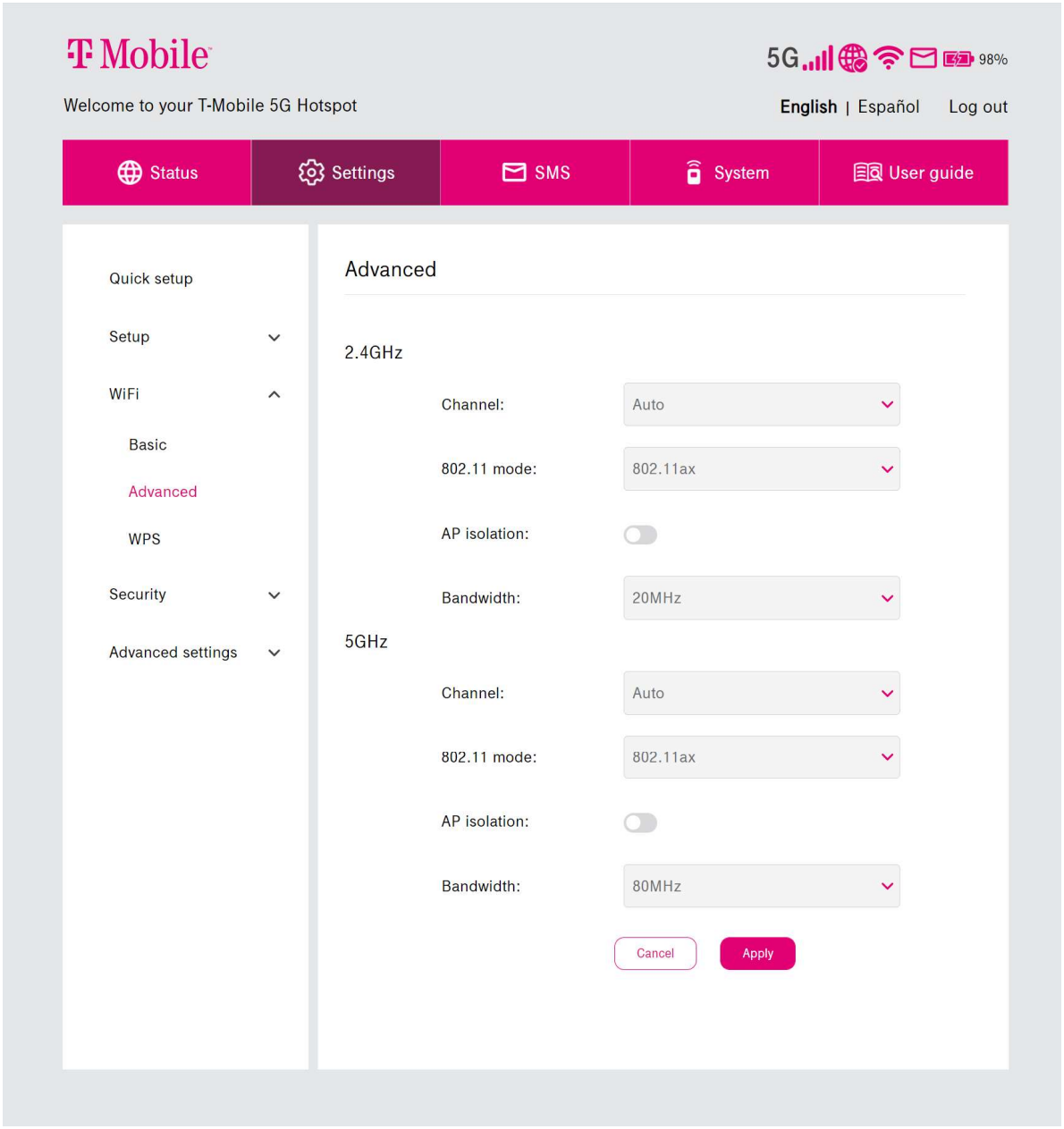
Advanced

• Channel: Select Auto and the 5G Hotspot will select the best channel for you to use automatically, or select a Wi-Fi channel manually.

• 802.11 Mode: You can select from the available options via the drop-down menu. For 2.4GHz and 5GHz, this is set to 802.11ax by default.

• AP isolation: You can enable or disable this function.

• Bandwidth: You can select from the available options via the drop-down menu. For 2.4GHz, this is set to 20MHz by default. For 5GHz, this is set to 80MHz by default.



Regulatory Information

5.4 Security

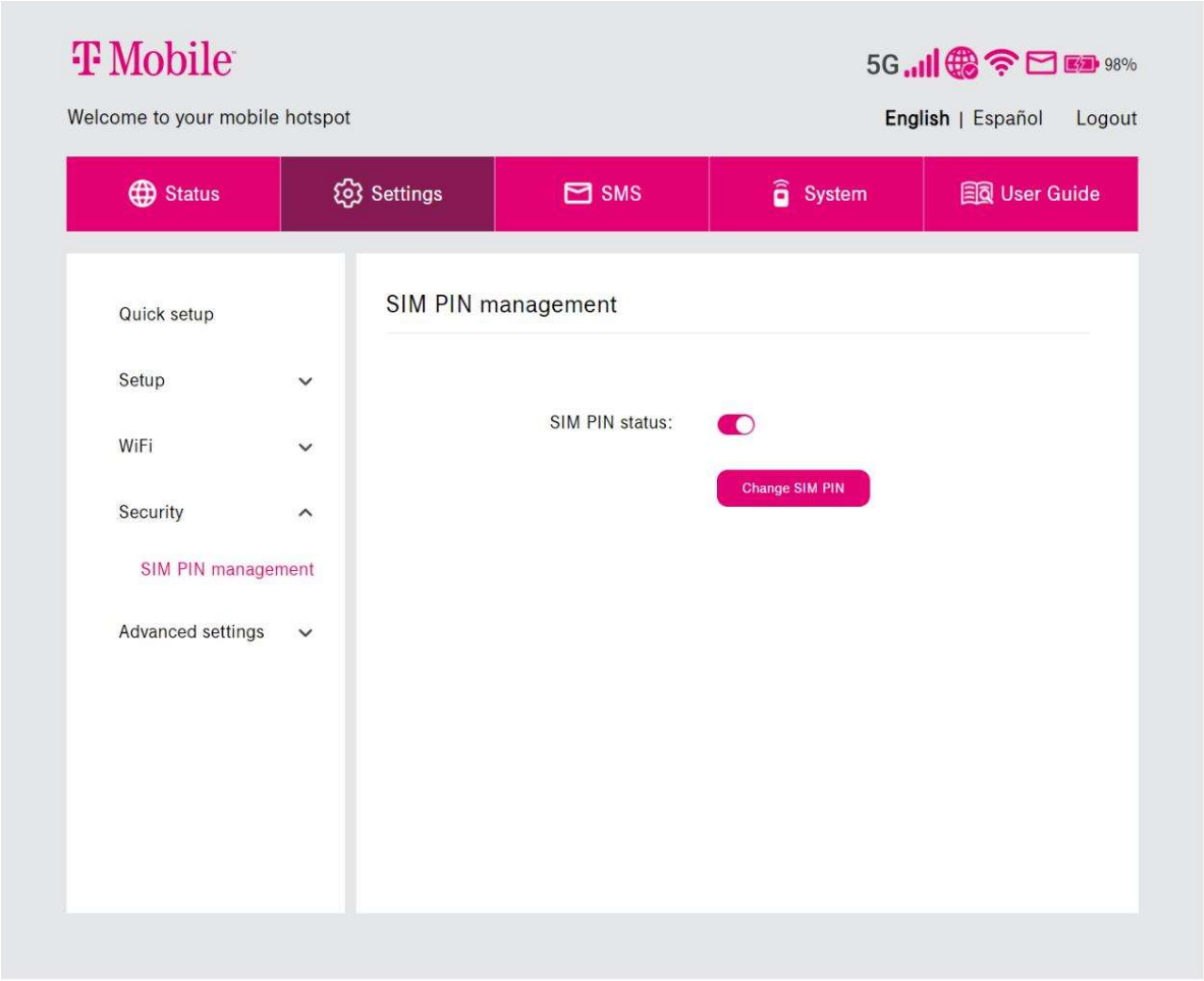
SIM PIN management

• How to enable a PIN:

1. When a PIN is disabled, click Enable. The PIN input page is displayed.
2. Enter the PIN you want to set. Your PIN must be between 4-8 digits.
3. Click Apply.
4. Tick Remember SIM PIN to remember the pin code.

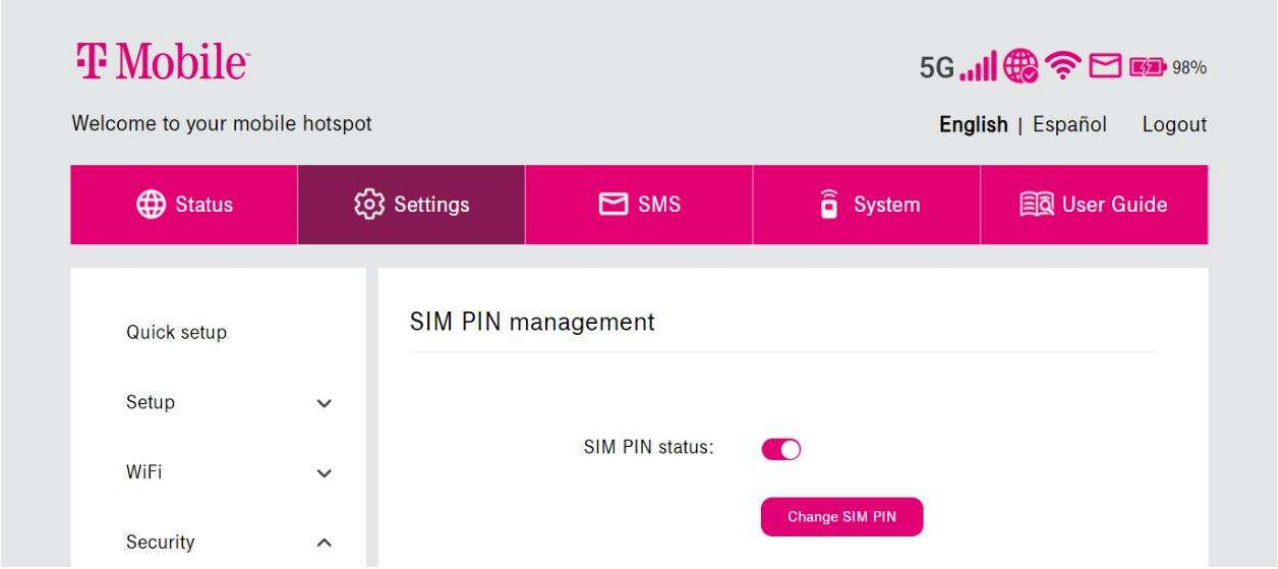
• How to disable a PIN:

1. When a PIN is enabled, click Disable. The PIN input page is displayed.
2. Enter the correct PIN.
3. Click Apply.



• How to Change the PIN:

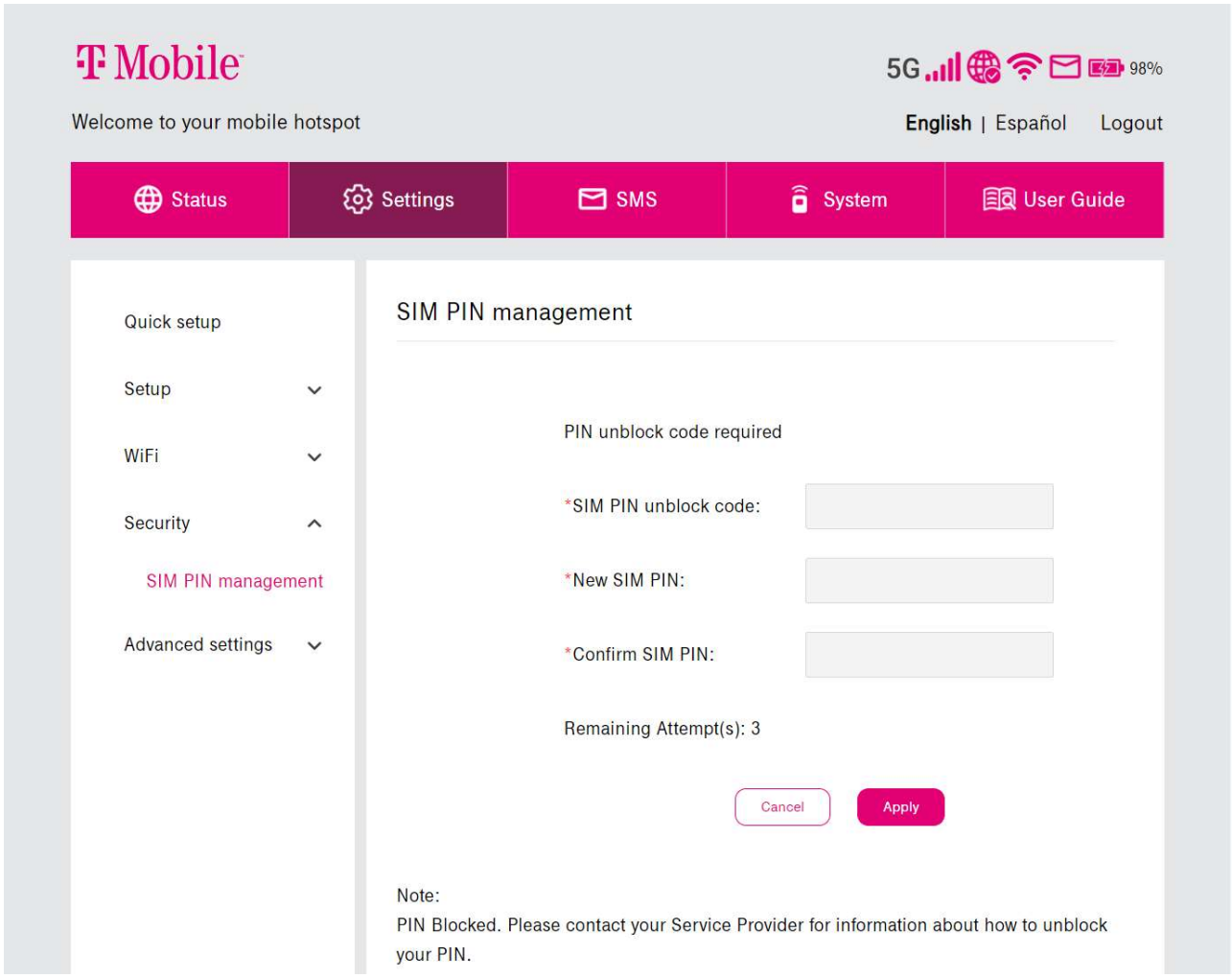
1. When a PIN is enabled, click Change PIN. The PIN input page is displayed.
2. Enter the Old PIN/New PIN/Confirm PIN.
3. Click Apply (Note: when a PIN code is entered incorrectly 3 times the it will be blocked and a PIN unblock code is required. Please contact your Service Provider for information about how to unblock your PIN)



• How to verify PIN unblock code:

1. Enter correct PIN unblock code, then enter the new PIN.
2. Click Apply to confirm the new PIN code.

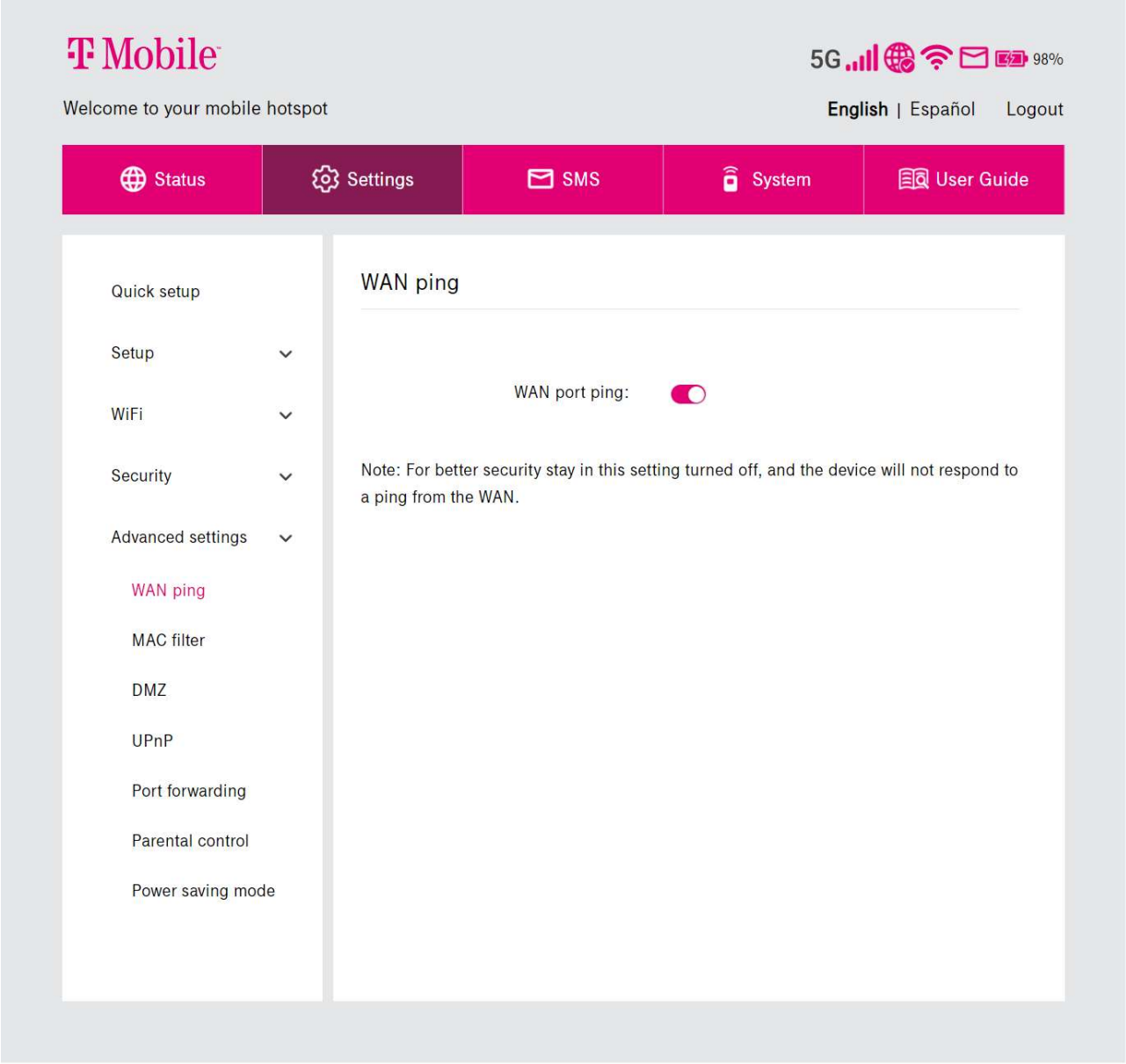
Note: when a PIN unblock code is entered incorrectly 10 times, SIM will be locked permanently.


T-Mobile
5G
98%
Welcome to your mobile hotspot
English | Español
Logout
Status
Settings
SMS
System
User Guide
Quick setup
Setup
WiFi
Security
SIM PIN management
Advanced settings
SIM PIN management
PIN unblock code required
*SIM PIN unblock code:
*New SIM PIN:
*Confirm SIM PIN:
Remaining Attempt(s): 3
Cancel
Apply
Note:
PIN Blocked. Please contact your Service Provider for information about how to unblock your PIN.

5.5 Advanced settings

Please be aware that changing advanced settings could affect your internet connection.

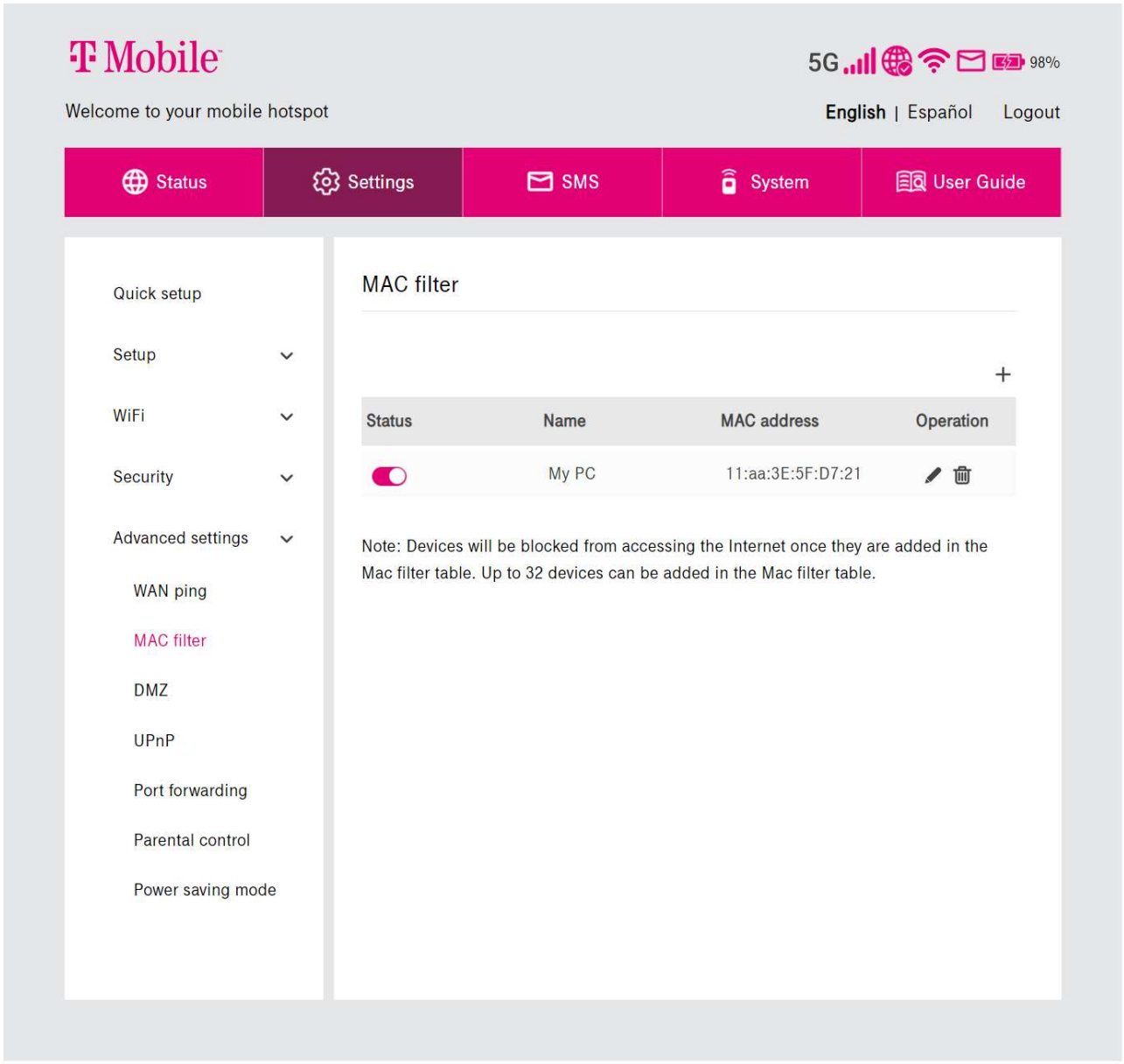
WAN ping
To improve security, this option is disabled and the mobile hotspot will not respond to ping from the Internet.



MAC Filter

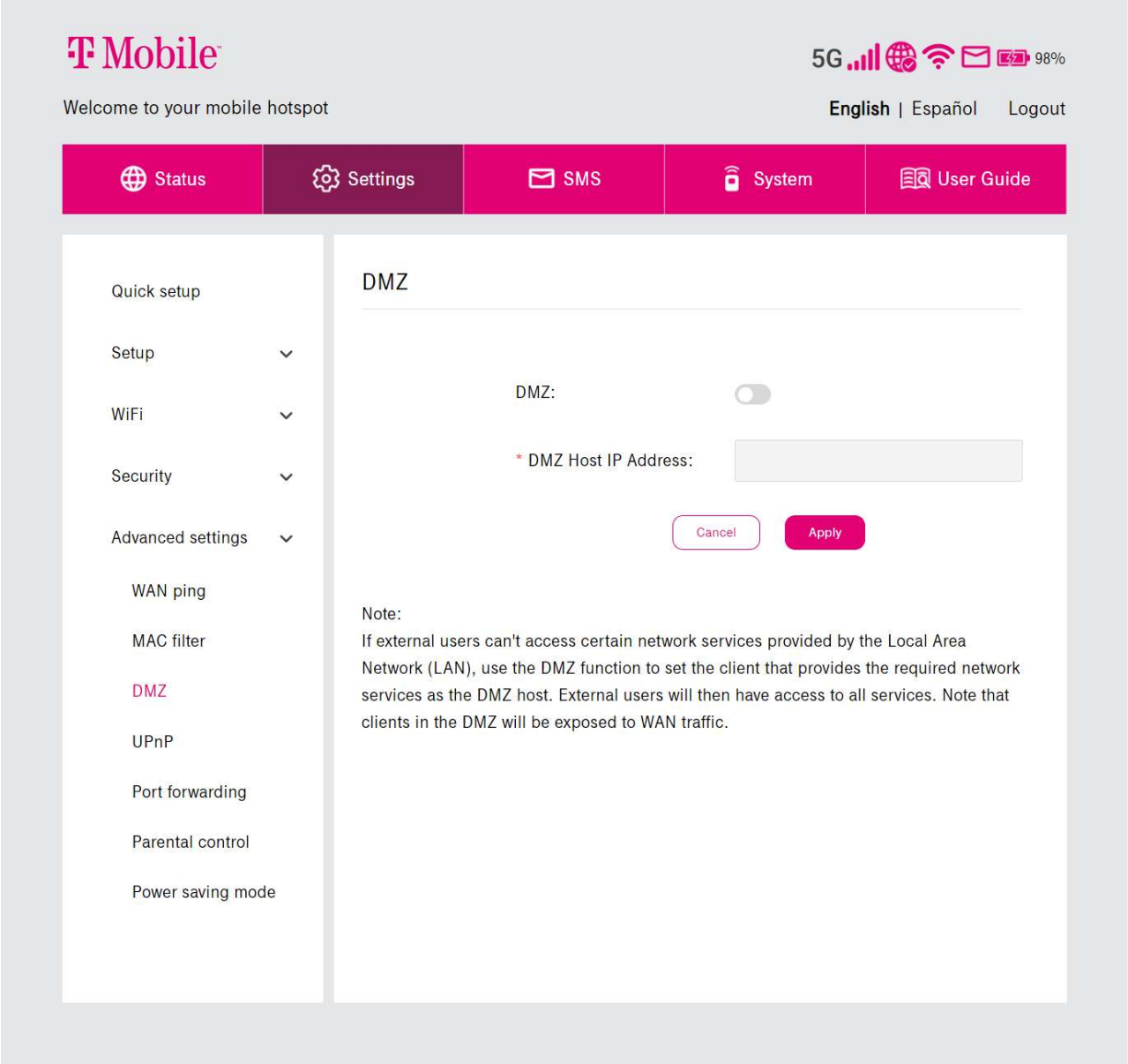
By default, any device is allowed to connect to your device. You can use the MAC filter to block specific devices from accessing your mobile hotspot by MAC address.

Click + to add a device MAC address to the MAC filter table, if a device is added to the table, it will be blocked from accessing the network.



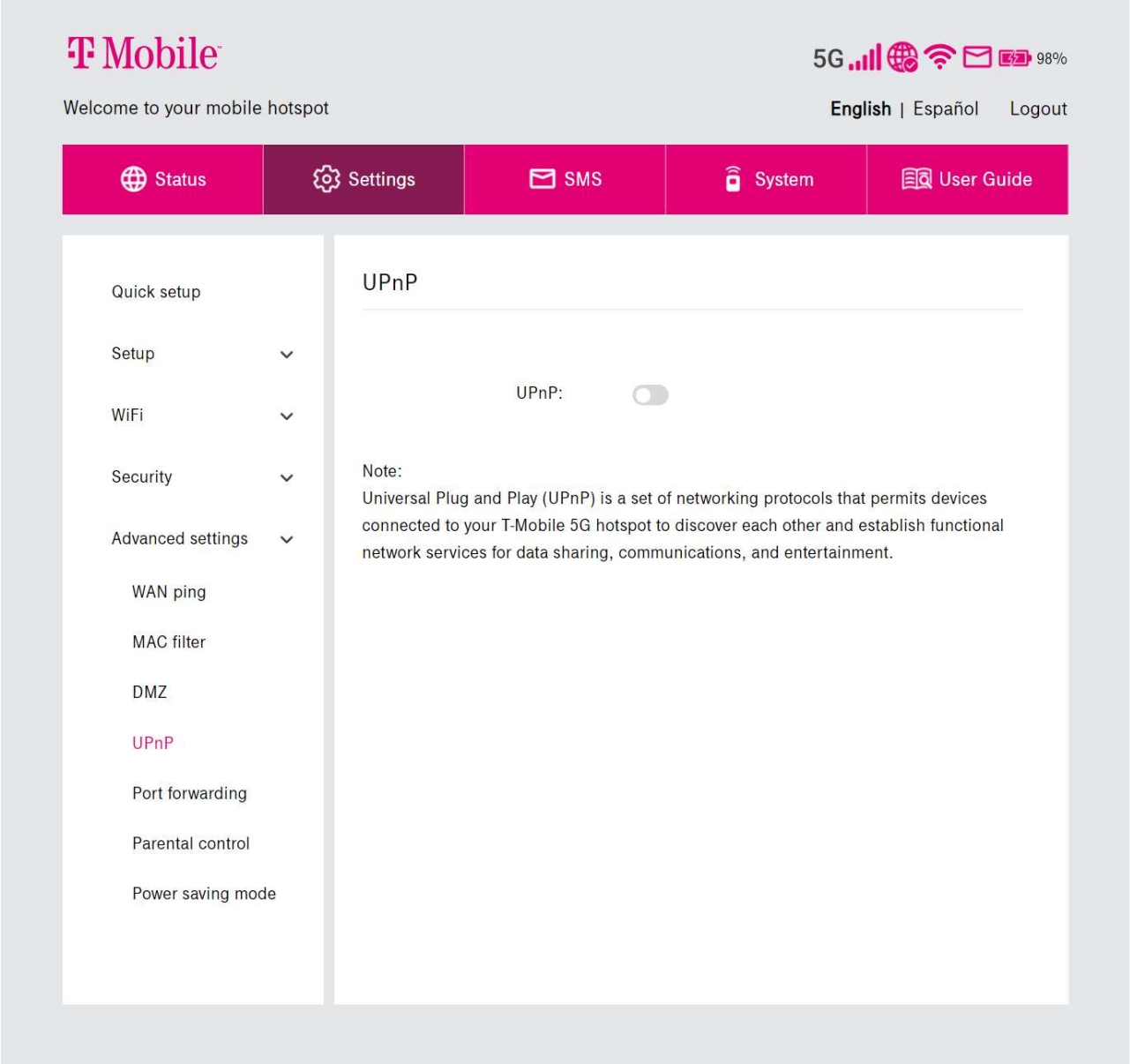
DMZ

When an IP address is set to be a DMZ (Demilitarized Zone) host on the local network, it is exposed to the internet. External users will then have access to all services.



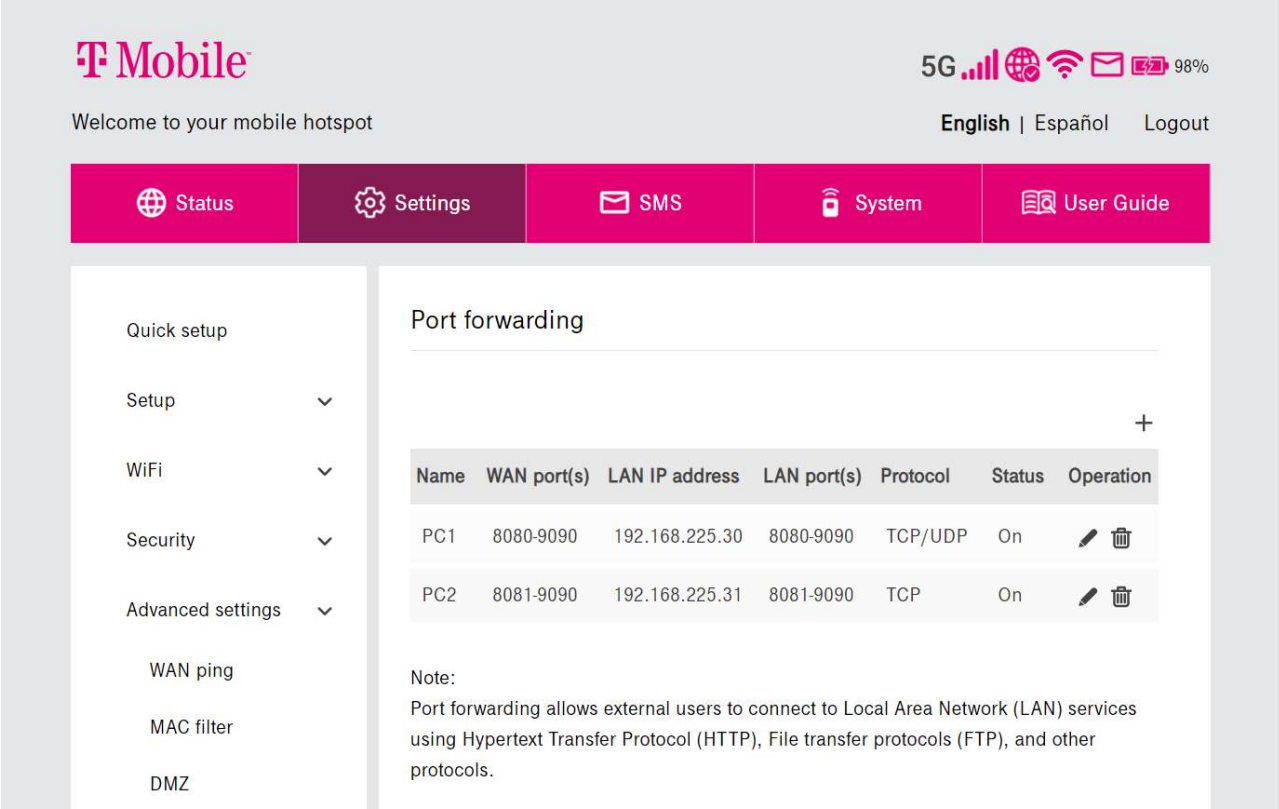
UPnP

With UPnP enabled, the applications or host devices on the local network and the internet can freely communicate with each other and establish functional network services for data sharing, communications, and entertainment.



Port forwarding
Port forwarding allows external users to connect to services inside the local network (LAN).

Click + to create a new Port forwarding rule, and specify the LAN IP address, LAN ports, WAN ports and Protocol types for traffic to be forwarded.

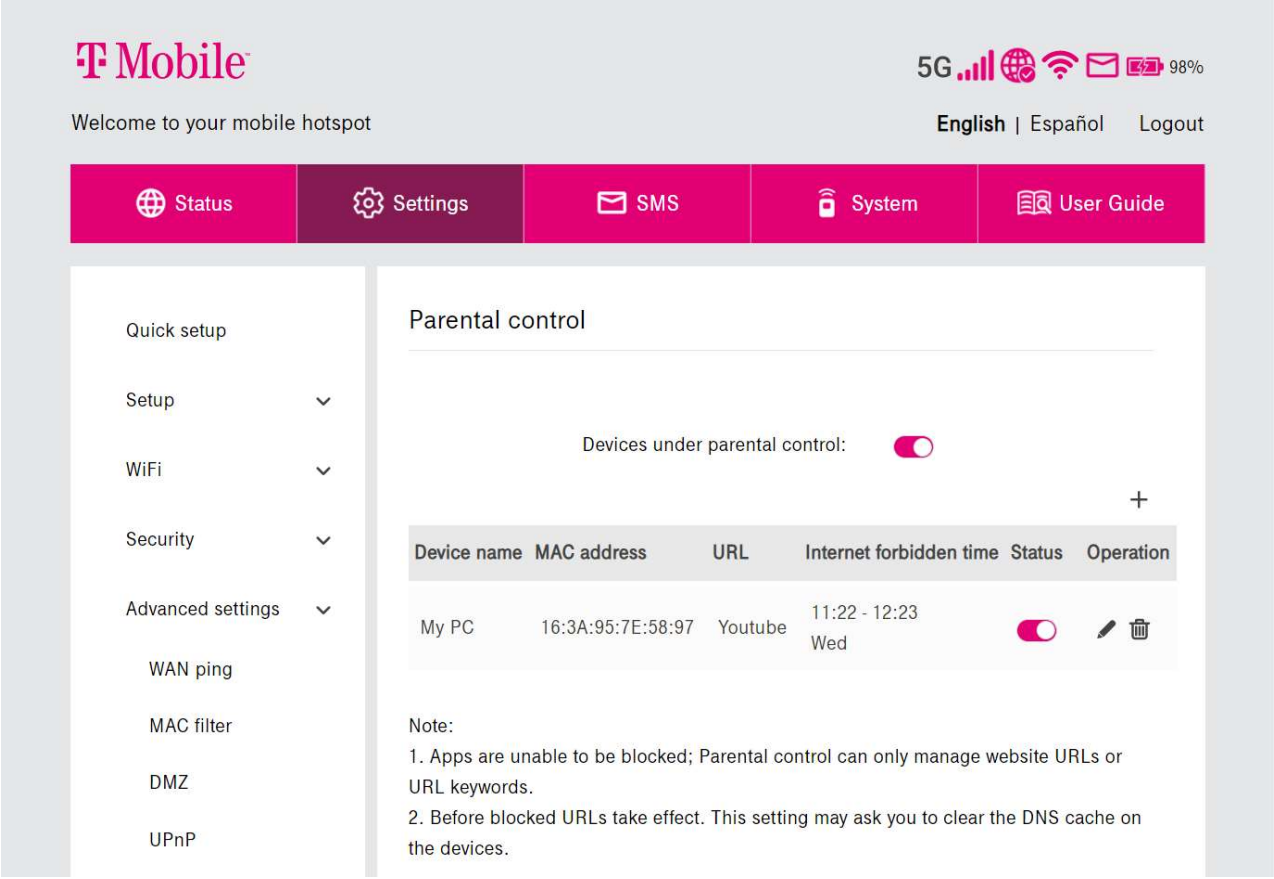


Parental control

Parental Control is an advanced feature that helps parents protects their children while they use the Internet. When you turn on Parental control, you can restrict the websites that can be accessed by URL or URL keyword.

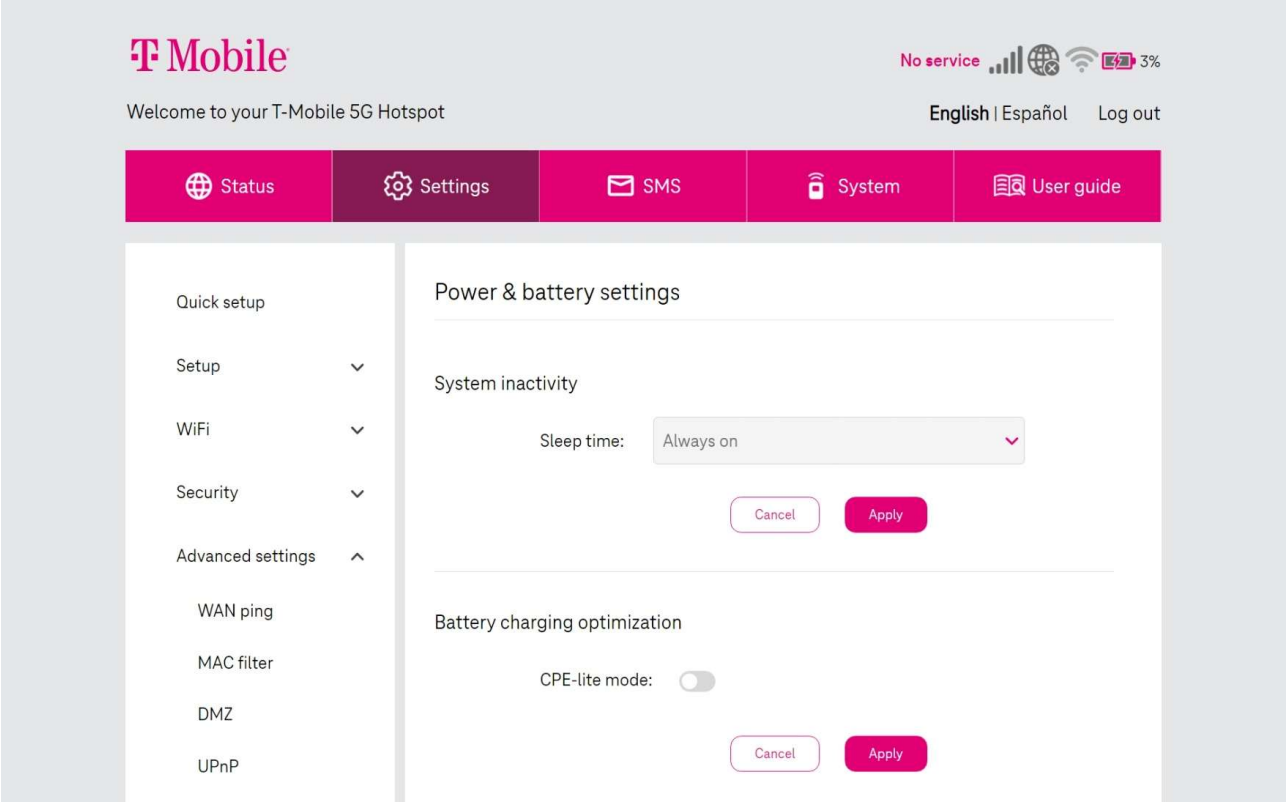
You can add a Parental control rule by clicking +, and entering the rule information, including time and days when the rule is enforced for a device.

Please note that Parental control rules may only block websites and associated mobile applications may not be restricted.



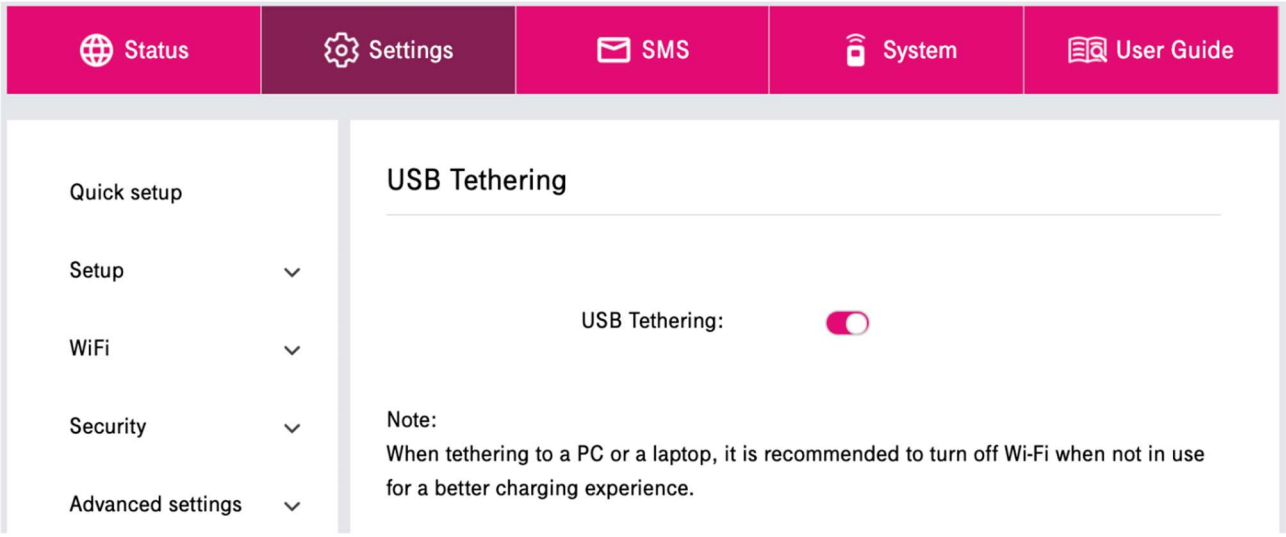
Power-Saving Settings

Power-saving settings allows you to modify the mobile hotspot's behavior for power-saving when not in use or when in heavy loads.



USB Tethering

USB tethering allows the 5G Hotspot to share data to another device or a computer for internet access.



6.SMS

6.1 SMS inbox

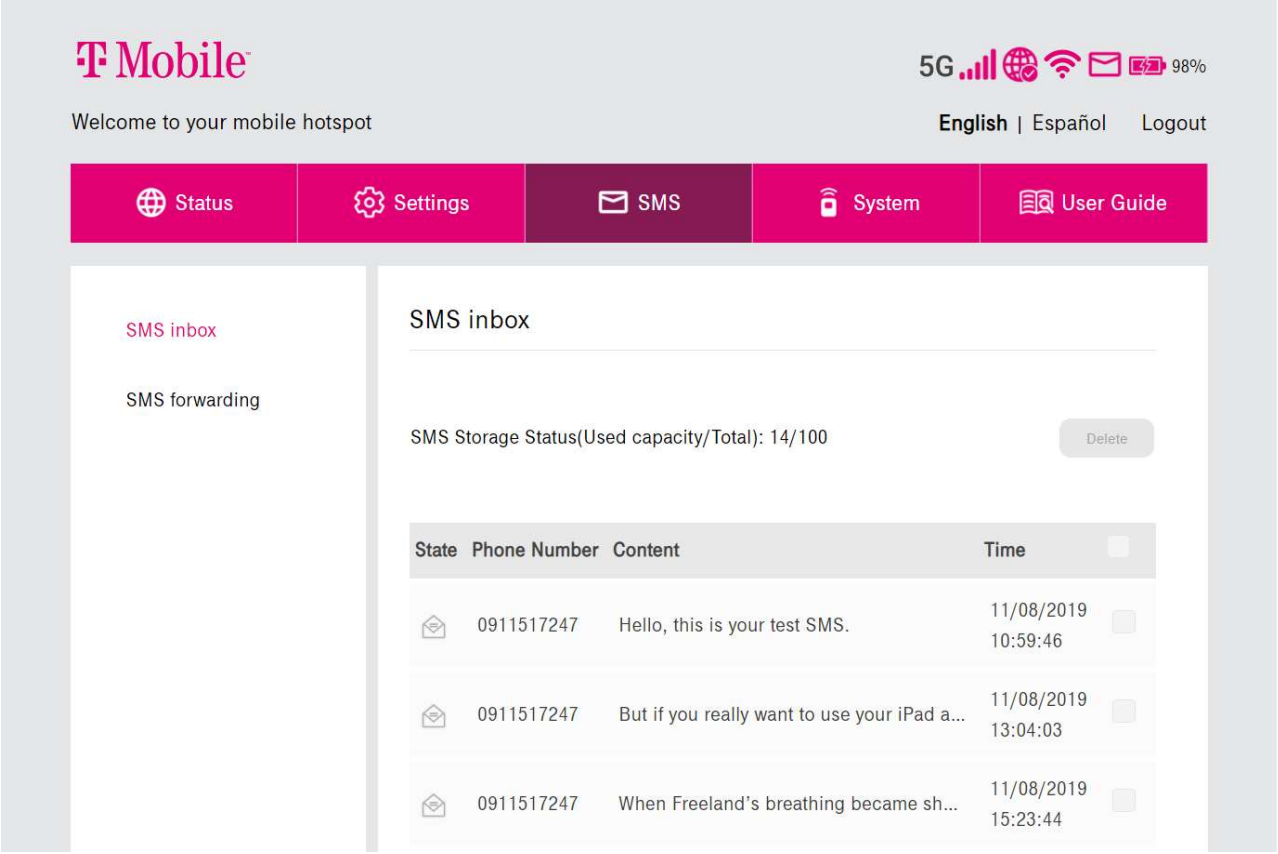
How to read an SMS: Left-click the content of the message you wish to read.

How to delete an SMS:

1. Find the message you wish to delete in the Inbox.
2. Tick the box in the far-right column for the message(s) that you wish to delete.
3. Click Delete.

How to delete all SMS:

1. Left-click at the top of the column to select all.
2. Click Delete.



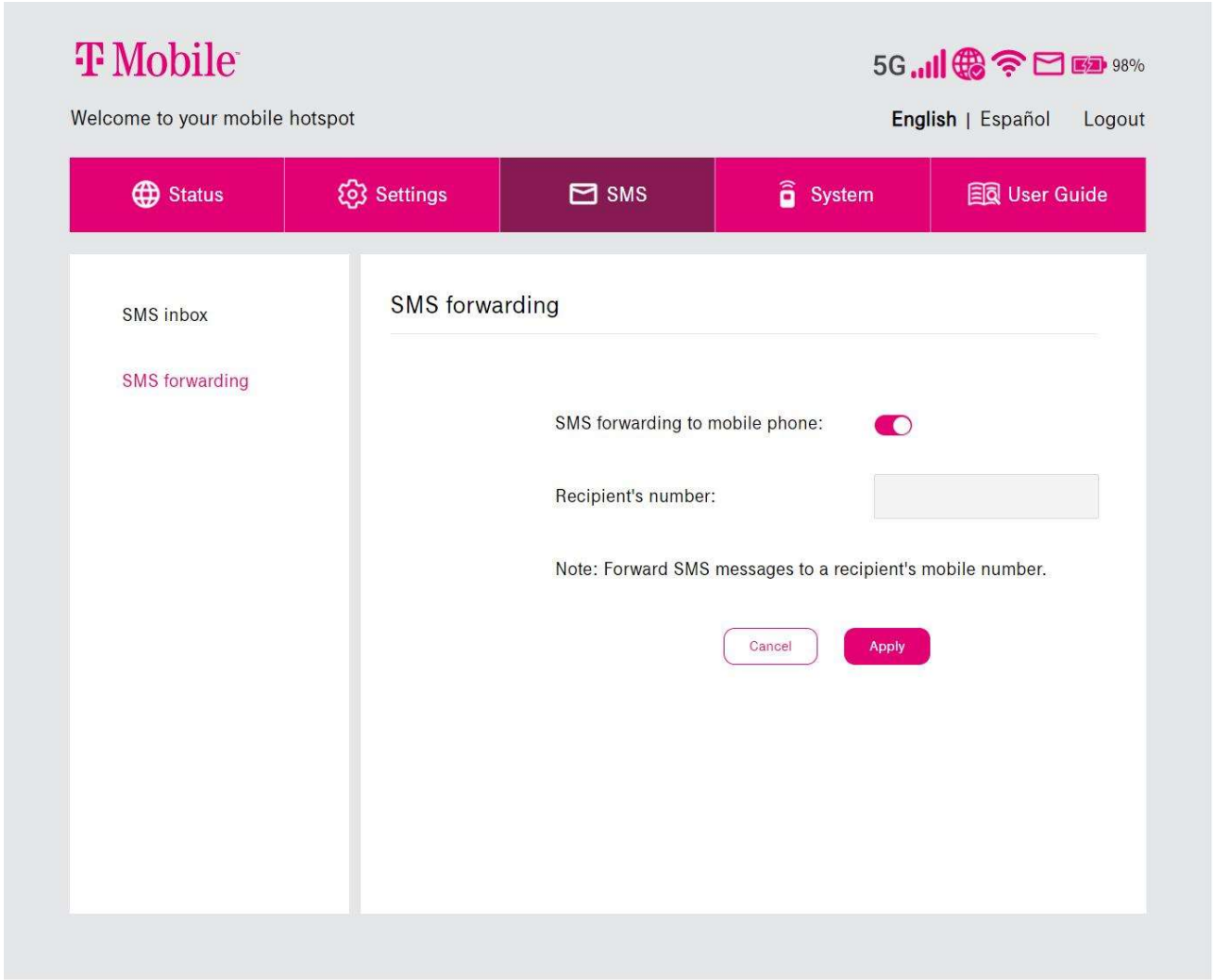
How to reply to an SMS:

1. Left-click the content of the message you wish to read.
2. Write the reply message in the reply text box.
3. Click Send.

6.2 SMS forwarding

SMS forwarding allows you to forward SMS messages sent to your 5G Hotspot to another mobile phone.

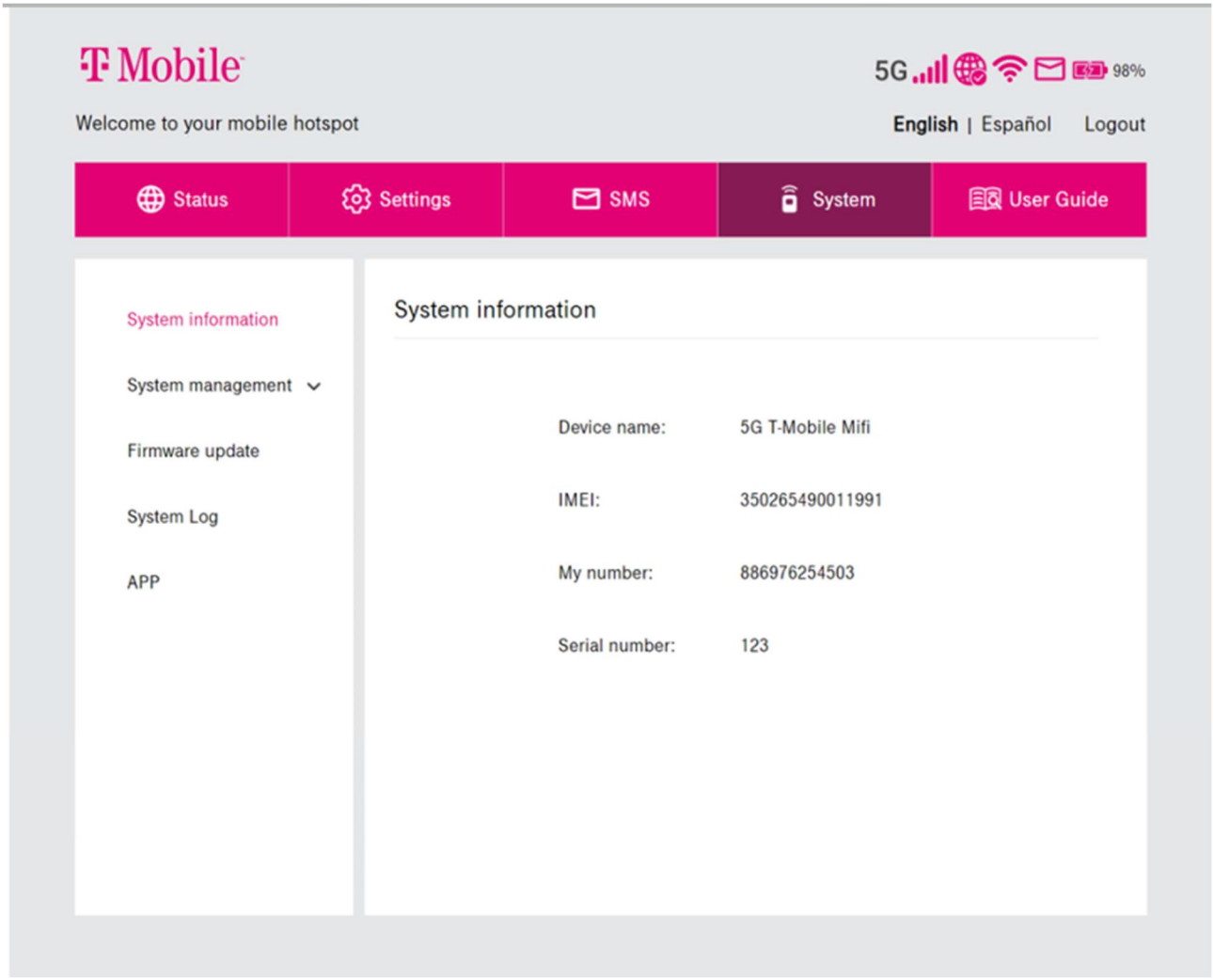
1. Enable SMS forwarding to mobile phone.
2. Enter the phone number you wish to have messages forwarded to.
3. Click Apply.
4. After clicking Apply, all incoming SMS will be forwarded to that mobile phone number automatically.



7. Device

7.1 Device information

You can view information about your mobile hotspot device here such as the IMEI, your mobile phone number, serial number, software version and MAC address.

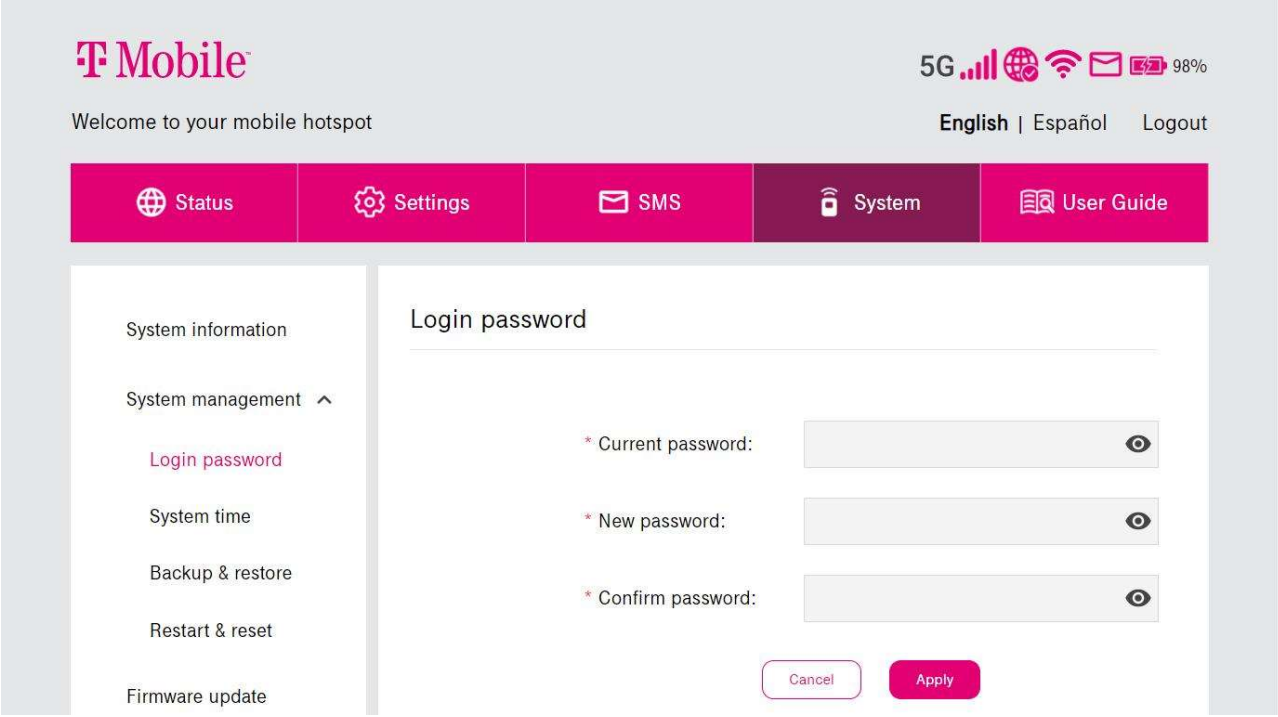


7.2 Device management

Log-in Password

Enter your current password and confirm a new password. Your chosen password must be between 8-64 characters long.

Note: For security it is recommended your password should contain a mixture of upper-case letters, lower-case letters and numbers. The password should not be easily guessed or repetitive letters for better security.



System time

• Enable daylight saving time

Daylight saving time will be set automatically but can be overridden by changing this setting.

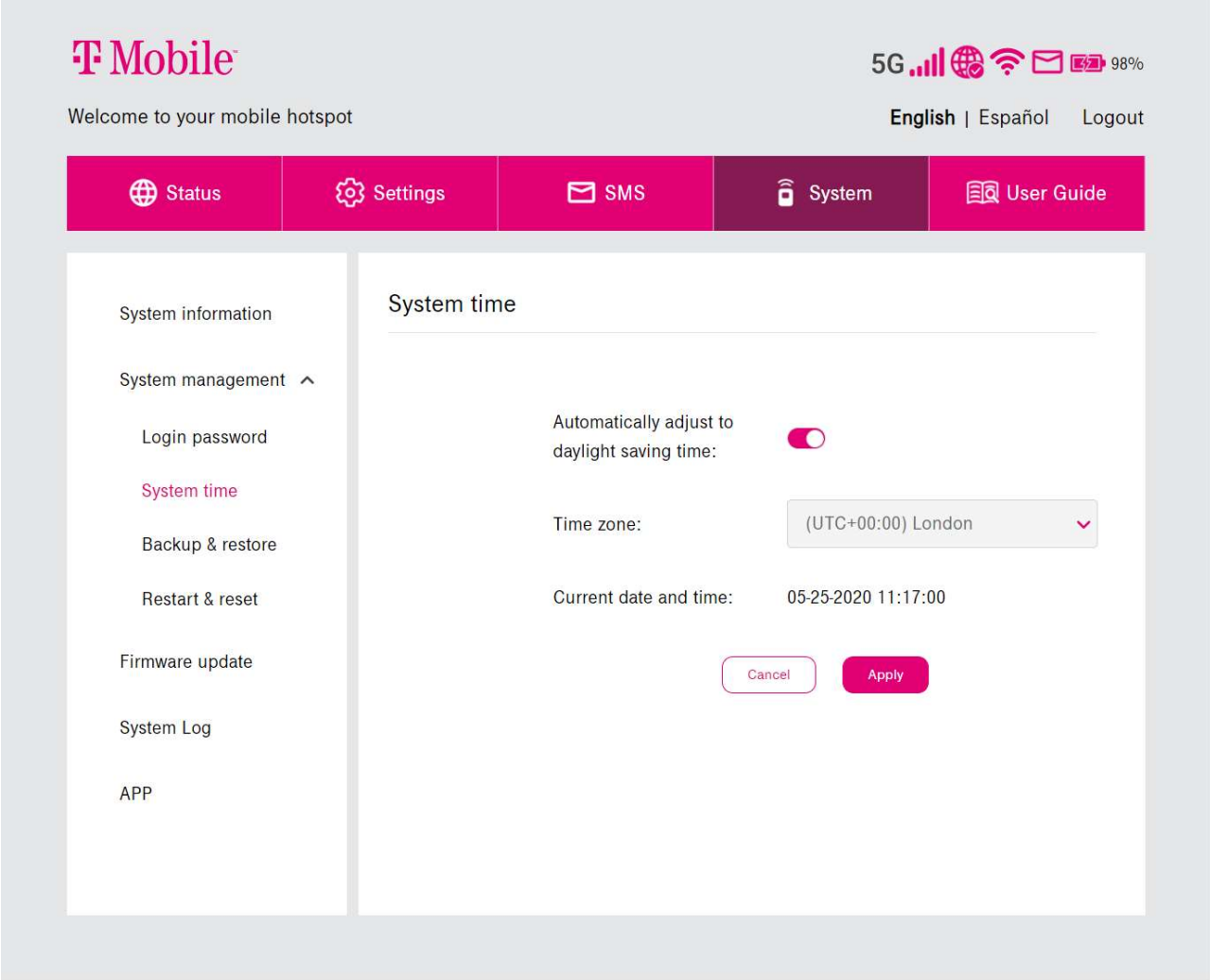
• Time zone

You can change the local time zone here.

• Current date and time

This will show your current local time according to the time zone selected.

Click Apply to confirm your preferences.



Backup & Restore

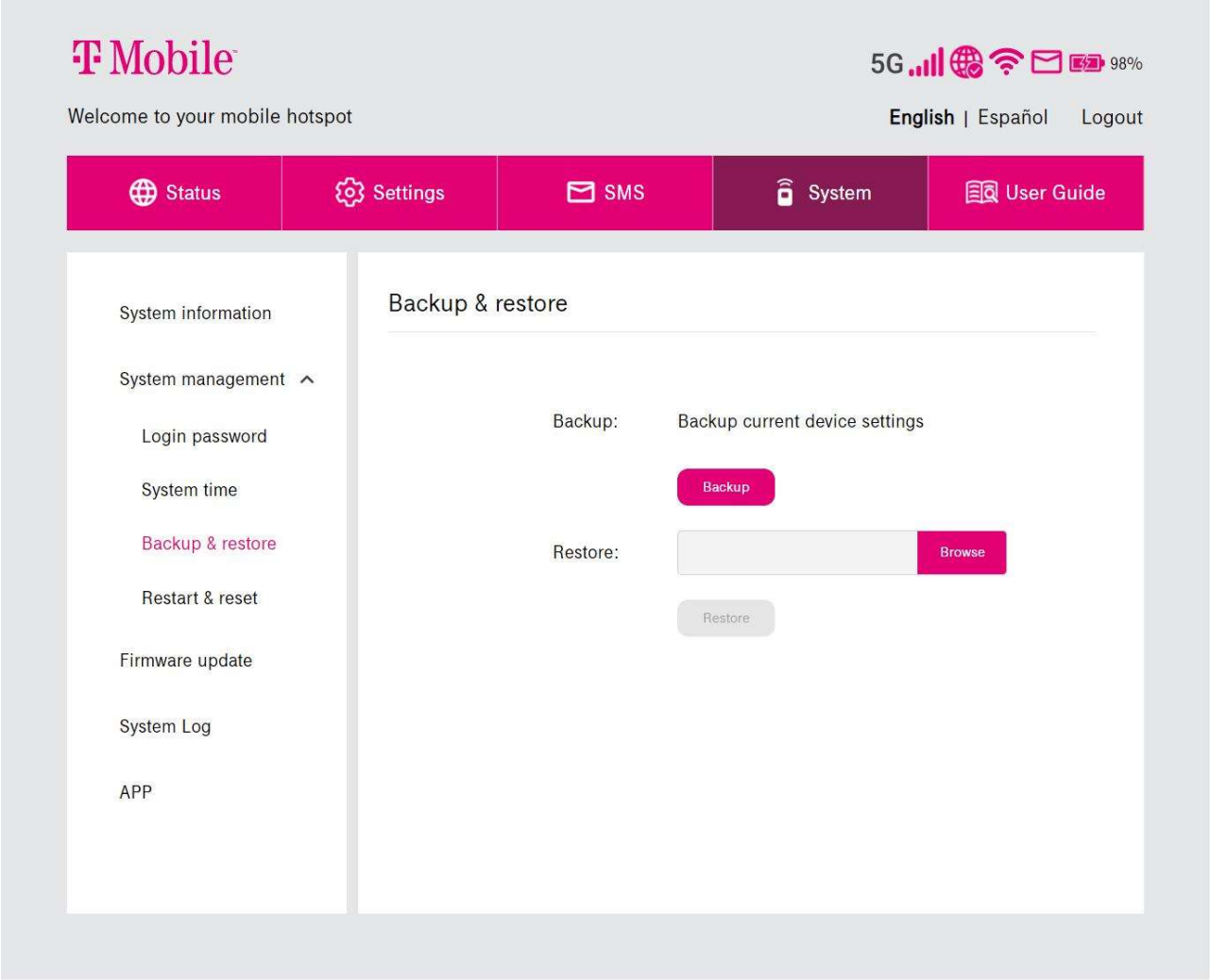
• How to backup and save device configurations:

1. Click Backup to backup current device configurations.
2. On both Windows and Mac OS, the default path is to save configurations to your Downloads folder and the file name will be configure.bin.

• How to restore the backup configurations:

1. Click Browse to select a backup configuration file.

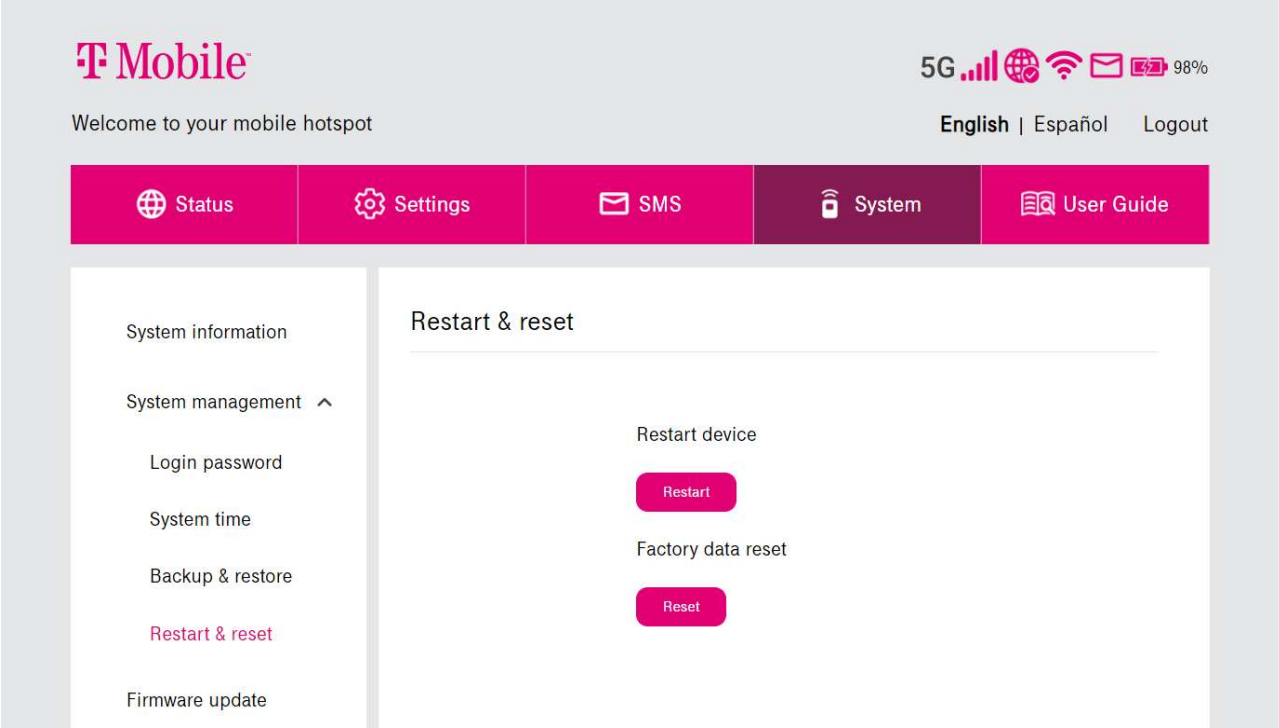
2. Click Restore.



Restart & Reset

• Restart: Click Restart to reboot the 5G Hotspot via the WebUI.

• Reset: Click Reset to reset all settings back to factory default settings. Note that any custom settings will be lost, so backup your device configuration file as mentioned above if you want to restore settings later.



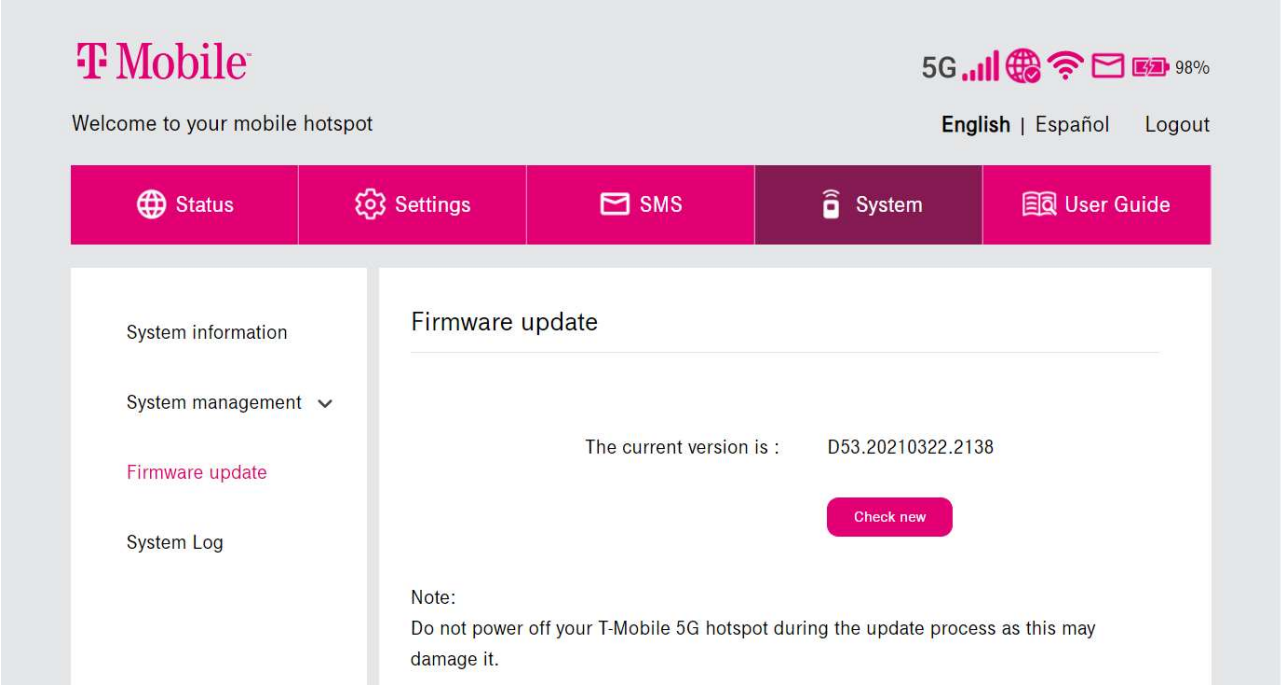
How to factory reset using the button on the device

Alternatively, you can also use a paperclip or blunt pin to gentle press and hold the reset button on the side of the device for 10 seconds. Please refer to 2.3 Device Troubleshooting for more information on how to do a hardware reset for the device.

Firmware update

Click Check for updates. Your 5G Hotspot will check if there is an update available. If new firmware is found, you may click Download to begin the update. The firmware update will take approximately 4 minutes to complete.

Note: Please do not power off the device during the update process as this may cause irreversible damage.



8. Regulatory Information

8.1 Important Safety Precaution

Your device is manufactured to comply with FCC safety standards. This section outlines the safety precautions associated with using the device. Please read the safety and operation instructions before using your device and other accessories. Keep these instructions safe for future reference.

8.2 Condition of Use

- The device is not water-resistant. Please protect the device from water or moisture and do not touch the device with wet hands. Otherwise short-circuit and malfunction of the product or electric shock may occur.
- Keep the device and accessories in a cool, well- ventilated area and away from direct sunlight. Do not place the device in a container with poor heat dissipation. Do not enclose or cover your device with clothes, towels, or other objects.
- Put your device in places beyond the reach of children. Do not allow children to use the wireless device without guidance.
- Do not use your device at places for medical treatment (in an operating room, intensive care unit, or coronary care unit, etc.) where wireless device use is prohibited.
- To reduce the risk of accidents, do not use your device while driving.
- RF signals may affect the electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- It is highly recommended to use the charger supplied with your device. Use of another type of charger may result in malfunction and/or danger.

8.3 Cleaning and Maintenance

- Do not attempt to dry your device with an external heat source, such as a microwave oven or hair dryer.
- Use a clean, soft, and dry cloth to clean the device and accessories.
- Before you clean your device, disconnect all cables connected to it and do not use.
- Do not use any chemical detergent, powder, or other chemical agents (i.e. alcohol and benzene) to clean the device or any accessories. These substances may cause damage to parts or present a fire hazard.
- When not in use, store in a cool, dry place.

8.4 Battery Safety

- This unit contains a non-replaceable internal lithium-ion battery.
- The battery must be recycled or disposed of properly.

- Contact helpdesk if battery replacement is needed.

8.5 Warning

- Do not attempt to open the device by yourself. Disassembling may result in damage to the device. Small parts may also present a choking hazard.
- When this device is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc.
- Switch this device off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in any potentially explosive atmosphere.

8.6 FCC Interference Statement

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.

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 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 modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- Operations in the 5.15-5.25GHz band are restricted to indoor usage only.
- This device meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

Radiation Exposure Statement:

The product complies with the FCC portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual. The further RF

exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such function is available.

Carry this device at least 10 mm away from your body to ensure exposure levels remain at or below the as-tested levels. Choose the belt clips, holsters, or other similar body-worn accessories which do not contain metallic components to support operation in this manner. Cases with metal parts may change the RF performance of the device, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified, and use such accessories should be avoided.

This device has been tested and meets applicable limits for Radio Frequency (RF) exposure. Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. SAR limits are 1.6 W/kg (over a volume containing a mass of 1 gram of tissue) in countries that follow the United States FCC limit. The highest reported SAR value for hotspot is 0.98W/kg. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after search on FCC ID: HFSQTAD53N.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

8.7 IEEE 1725 Battery Safety Statement

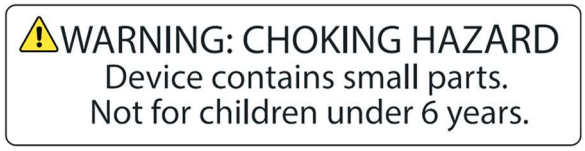
- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery with a charging system that has been 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.
- 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 hazards. Only authorized service providers shall replace battery.
- Promptly dispose of used batteries in accordance with local regulations
- Avoid dropping this Product. If this Product 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. For this product that utilize a USB port as a charging source, this product's user manual shall include a statement that this product 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.

- This product, including power supply, should not be left in the rain or subjected to exposure to water. If cleaning is necessary do not immerse in water; wipe clean with damp cloth.
- This product, including power supply, should not be dropped, crushed, stepped on, or otherwise abused.
- The user should be careful with the interconnect cable (wiring) between the power supply and this product, in particular as a potential trip hazard.

8.8 Battery and Charging Safety

- Do not replace the battery of this device by yourself. Battery-related operations must be performed by the manufacturer or an authorized maintenance service provider.
- Do not place the battery or device in such high temperature environments as direct sunshine, open flames, heating systems, microwaves, or ovens.
- To prevent the battery form overheating, avoid short-circuiting the battery or submerging it in water.
- Overheating of the battery may have dangerous consequences such as explosion or burns.
- The power supply used with this product shall fulfill the requirements of Limited Power Source (LPS) according to IEC/EN/UL 60950-1.
- To prevent battery leakage, overheating fire, and explosion, do not pierce or drop the battery or device.
- If the battery leaks, prevent your skin or eyes from making contact with the leaking fluid. If the liquid comes into contact with your skin or eyes, rinse the affected part with clean water and seek medical treatment immediately.
- Do not swallow or bite the battery or device. Keep the battery and device out of the reach of children and pets to prevent injury


WARNING: CHOKING HAZARD
Device contains small parts.
Not for children under 6 years.