[Franklin U772 USB Modem]

User Guide

[UG template version 16a]

[Draft Version 3]

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Getting Started

The following set of topics will introduce you to your U772 USB Modem, help you get set up with service, provide an overview of the device, and get you started with basic device operations.

Introduction

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

About the User Guide

Thank you for purchasing your new U772 USB Modem. The following topics explain how best to use this guide to get the most out of your device.

Before Using Your Device

Read the Get Started guide and Important Information booklet that were packaged with your device 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 device's setup at the time of purchase. Unless otherwise noted, instructions begin from the device web user interface home screen, which is displayed by opening a web browser and entering http://sprintmodem or http://192.168.10.1. Some operation descriptions may be simplified.

Screenshots and Key Labels

Screenshots and other illustrations in this user guide may appear differently on your device. Key labels in the user guide are simplified for description purposes and differ from the device web user interface.

Set Up Your Device

The following topics give you all the information you need to set up your USB Modem and wireless service the first time.

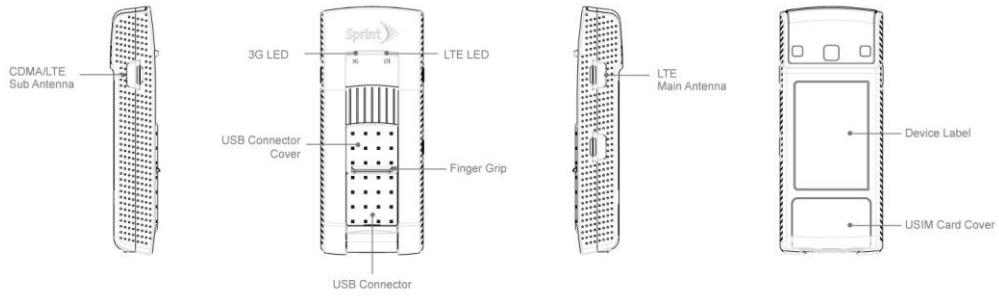
Parts and Functions

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

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

Device Layout

The following illustration outlines your device's primary external features.



Part	Description
LTE LED indicator	Displays connection status on the LTE network.
3G LED indicator	Displays connection status on the 3G network.
USB Connector Cover	Cover for the USB connector.
Finger Grip	Sliding mechanism for the USB connector cover.
USB Connector	USB connector to connect your device to laptop or host device.
CDMA/LTE Main Antenna	Main antenna port for external antenna attachments.
CDMA/LTE Sub Antenna	Secondary antenna port for external antenna attachments.
USIM Card Cover	Cover for the removable SIM card.
Device Label	Label which displays the device name, FCC ID and device MEID

SIM Card

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

Handling a SIM Card

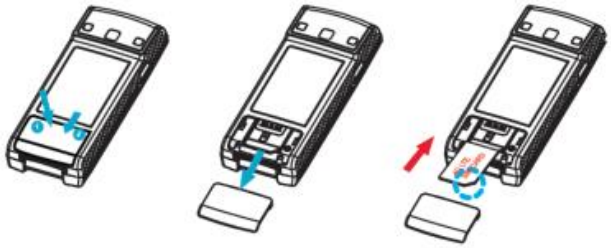
Keep the following in mind when handling a SIM card.

- You are responsible for any damage caused by inserting the 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 SIM card.
- See instructions included with 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 SIM card to Sprint when canceling subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on 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 device (SIM card inserted) is lost or stolen. For details, contact Customer Service.
- Always power off the device before inserting/removing the SIM card.

Insert SIM Card

Follow these instructions to insert a SIM card. Remember to power off your device before inserting a SIM card.

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



1. To open the SIM card cover, press down firmly on the lower back cover and pull down as indicated in the image above.
2. Insert the SIM card as shown in the picture above.
    - Insert gently with gold IC chip facing downward.
3. Replace the SIM cover by gently pressing down and sliding forward until you feel a click.
4. Align the contacts of the battery with the contacts in the phone.
    - Make sure all the tabs are secure and there are no gaps around the cover.

Device Installation

The instructions below explain how to install the device on your laptop or computer.

The following section is for Mac, Linux, Windows 7, 8, 8.1 and Windows 10 user only. Windows XP users can skip to the Windows XP Users Only section.

Windows, Mac, Linux Users

1. Turn on your computer and close all applications.
2. Insert the device into your USB port.
3. Your computer will recognize the device and will install the driver automatically.
4. Please allow a few minutes for the driver installation to complete.

To use the Sprint LTE/3G Mobile USB on your Windows XP computer, you will need to install the Remote NDIS driver included in the modem memory and configure the device. See the next section for more information on driver installation and device configuration.

Windows XP Users Only

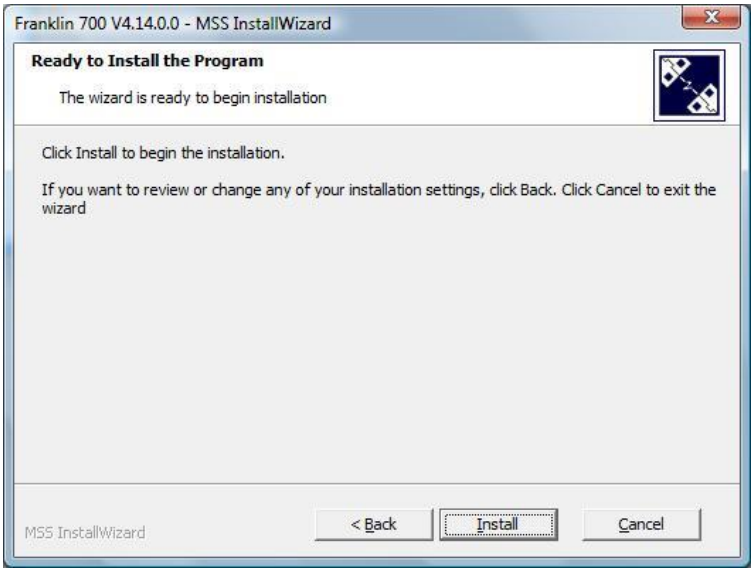
1. Turn on your computer and close all applications.
2. Insert the device into your USB port.

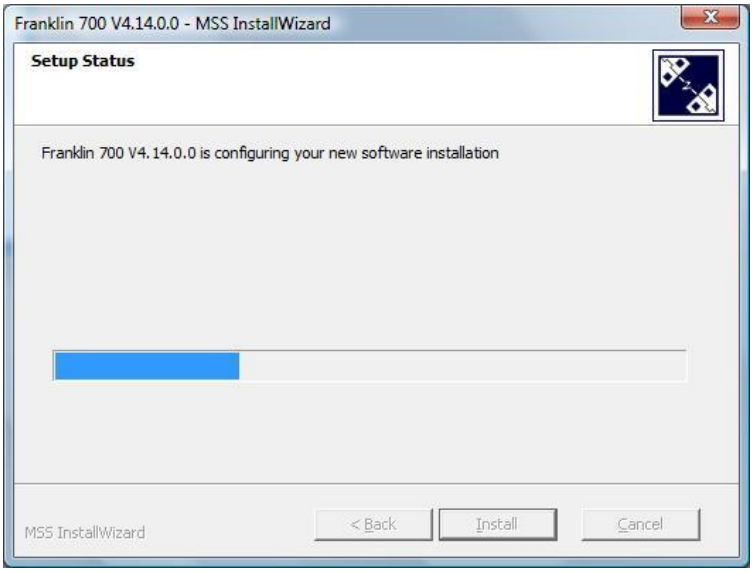
Note: If you have inserted the device properly, Windows will inform you that it has found new hardware. Wait until Windows completes the “Found New Hardware” task. It is normal to hear a short beep each time you insert or remove the device. It is an audible notification that your computer recognizes the new hardware.

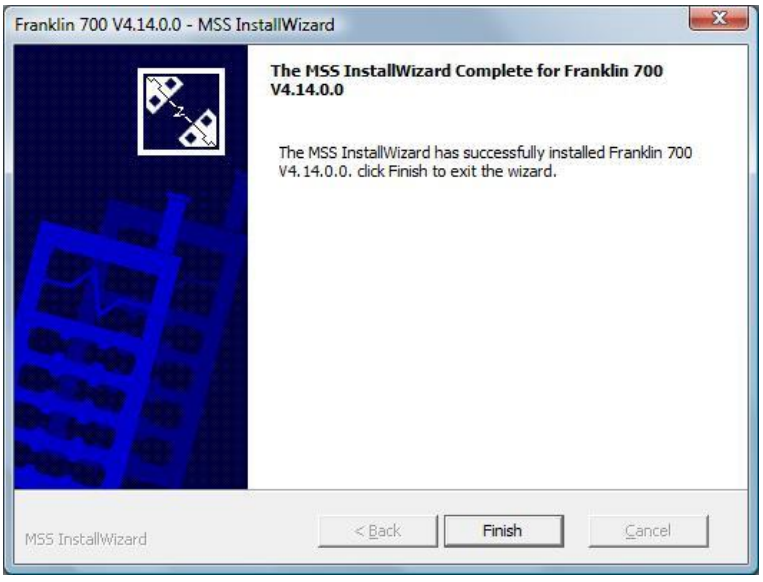
3. Your computer will recognize the device and install the Remote NDIS driver automatically. If the program does not launch automatically, proceed to Step 4.

4. Windows XP users running Service Pack 2 (SP2) or earlier: If your computer does not automatically install the RNDIS, click Start>My Computer, select Franklin Zero CD, and then double-click the Franklin-Installer.exe program.

5. The Welcome to the MSS InstallWizard for Franklin 700 V4.14.0.0 screen will then appear. Click Install to continue the installation process.







6. Installation of Remote NDIS driver is now complete. Click Finish to leave the setup program.

Activate Your Device

Follow the instructions below to activate your device if it has not already been activated. Depending on your account or how and where you purchased your USB modem, it may be ready to use or you may need to activate it on your Sprint account.

- If you purchased your device at a Sprint Store, it is probably activated and ready to use.
- If you received your device in the mail and it is for a new Sprint account or a new line of service, it is designed to activate automatically.
    - When you plug the device into your computer for the first time, open your web browser and go to http://sprintmodem or http://192.168.10.1. You should see a **Hands Free Activation** message in your web browser, which may be followed by a **PRL Update** screen and a **Firmware Update** screen. Follow the onscreen instructions to continue.
- If you received your device in the mail and you are activating a new device for an existing number on your account (you're swapping devices), you can activate on your computer online.
    - **Activate on your computer:**
        - Go to sprint.com/activate and complete the online instructions to activate your device.

To confirm activation, navigate to any Web page. If your device is still not activated or you do not have access to the Internet, visit sprint.com/support for assistance. If you do not have access to the Internet, call Sprint Customer Service at **1-888-211-4727** from another phone.

Tip: To confirm activation, navigate to any Web page. If your device is still not activated or you do not have access to the Internet, contact your service provider for assistance.

Note: If you are having any difficulty with activation, visit sprint.com/support.

Using Your Device

The following set of topics will provide information on your device and interaction. The information below will help you make connections, understand the device web user interface, how to check your data usage, software updates and roaming services.

The Web Browser Interface

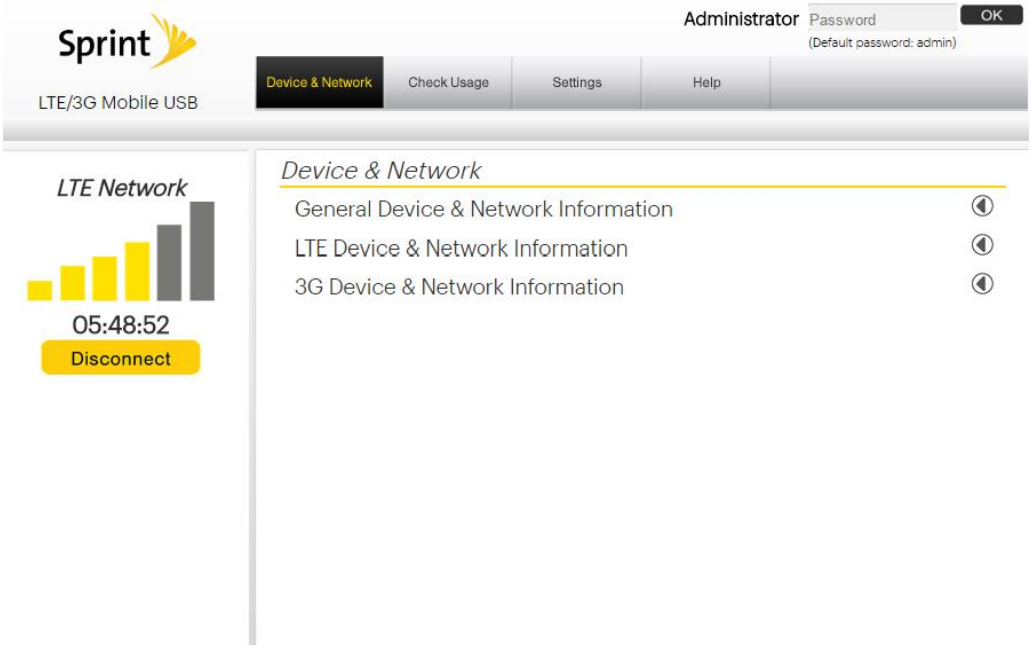
The Web browser interface is a Web-based connection manager for your device. It allows you to manage and monitor the Internet connection between your computer and the wireless network. It has a user-friendly interface and is equipped with many useful features that will enhance your Internet navigation experience.

Opening the Web Browser Interface

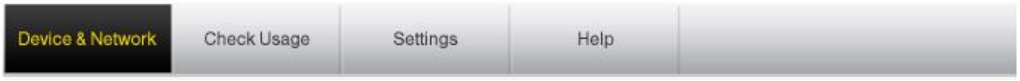
To use the Web browser interface, open the Web browser on your desktop, type http://sprintmodem or http://192.168.10.1 into the address window, and then press Enter or Return.

The Landing Page

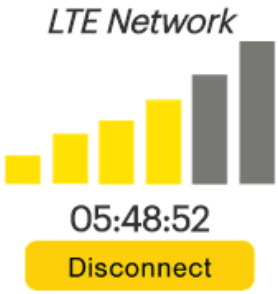
The Web browser will open the Device and Network page for your USB Modem as shown below. From this page, you can see and manage available network connections, see your current connection state, and see signal strength at a glance. Detailed menus for status and settings are displayed across the top of the menu.

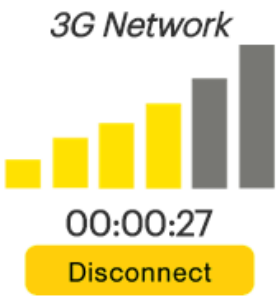


The main menu appears across the top of the browser interface and allows for ease of navigation. On the menu bar you will see options for: **Device & Network**, **Check Usage**, **Settings** and **Help.**



Information regarding your current network connection can be seen in the Network Connection Box displayed on the left side of the main page. This box displays 3G and LTE connection information and has the following items:





- **Signal strength bar:** Displays your current signal strength. Supports 0- 6 levels of signal strength.
- **Connection time:** Displays the time after your device is connected.
- **Connection button:** Connects you to a network.

The following table provides device status and connection button descriptions.

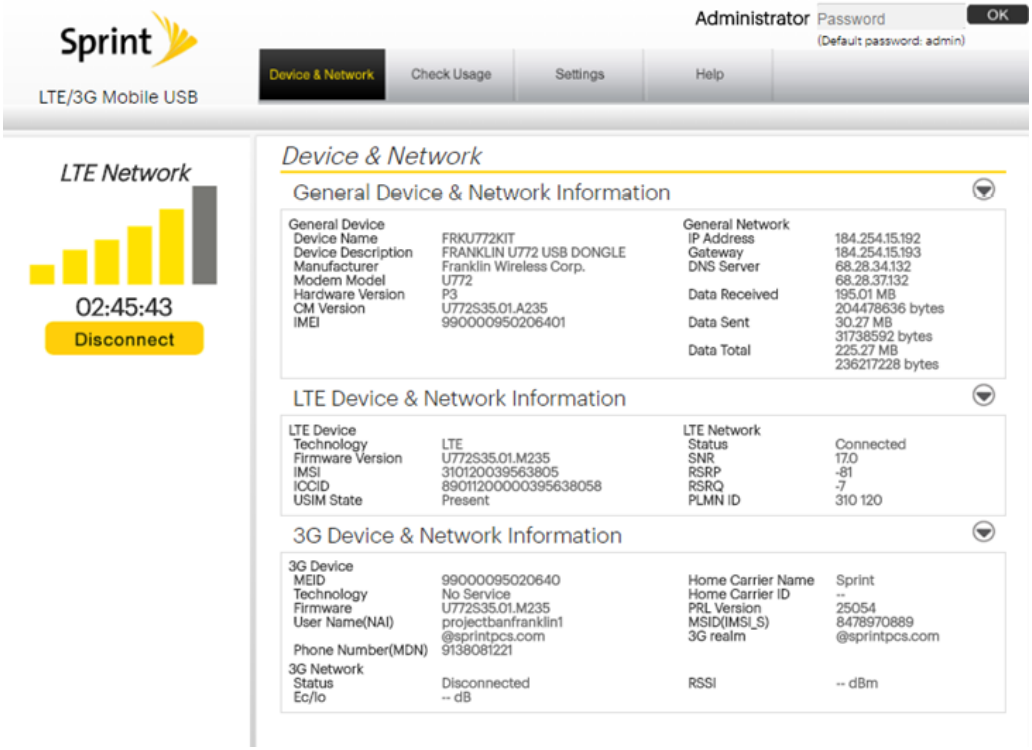
Status	Connection Button	Description
“No Signal”	No Signal	Radio power is on but device is in low signal. All actions are disabled.
“Disconnected”	Connect	Radio power is on and device is disconnected. Ready to connect.
“Connecting”	Cancel	Device is in connecting and available to cancel the connection.
“Connected”	Disconnect	Device is connected and available to disconnect the connection.
“Not Activated”	Not Activated	Device activation is required.

Connecting to the Network

Once your device is properly configured, connecting to the Internet is as simple as plugging in your device. By default, it connects automatically to the Sprint network. If you wish to change this option, please refer to the instructions in Connection Options.

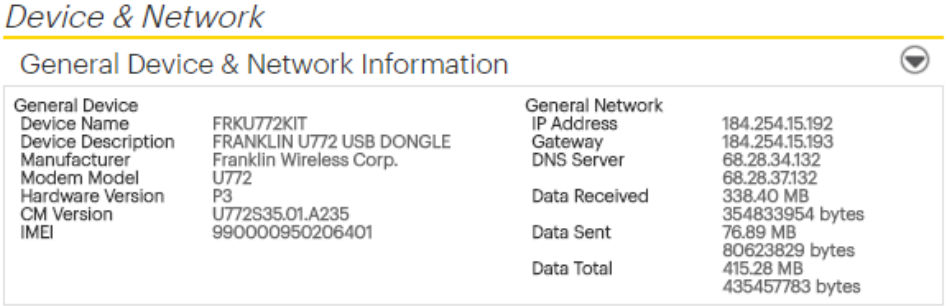
The Device & Network Menu

The Device & Network menu allows you to view information about your device and network status.



General Device and Network Information

To view basic device information click Device & Network on the menu bar and the select the General Device & Network Information dropdown arrow to view your basic device information.



General Device

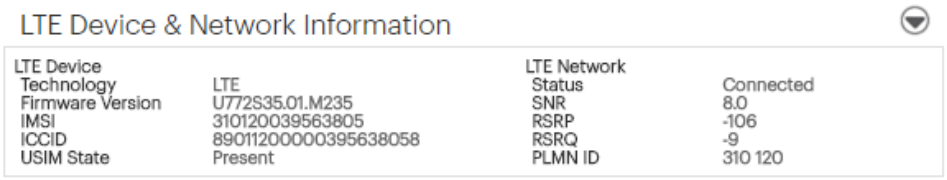
- Device Name – name of the device
- Device Description – description of the device
- Manufacturer – manufacturer of the device
- Modem Model – model name of the device
- Hardware Version – current internal hardware version
- CM Version – current CM version
- IMEI – the International Mobile Equipment Identity number of the device

General Network

- IP Address – the current Internet Protocol address of the device
- Gateway – the current network point entrance address
- DNS Server – the current Domain Name Server system address
- Data Received – the number of bytes received
- Data Sent – the number of bytes sent
- Data Total – the total data received and sent. Data totals are estimates and should not be used for billing purposes.

LTE Device and Network Information

To view basic LTE network information click Device & Network on the menu bar and the select the LTE Device & Network Information dropdown arrow to view the LTE network information.



LTE Device

- Technology – Long Term Evolution (LTE)
- Firmware Version – the current firmware version on the device
- IMSI – the International Mobile Subscriber Identity (IMSI) number
- ICCID – the Integrated Circuit Card ID (ICCID) number

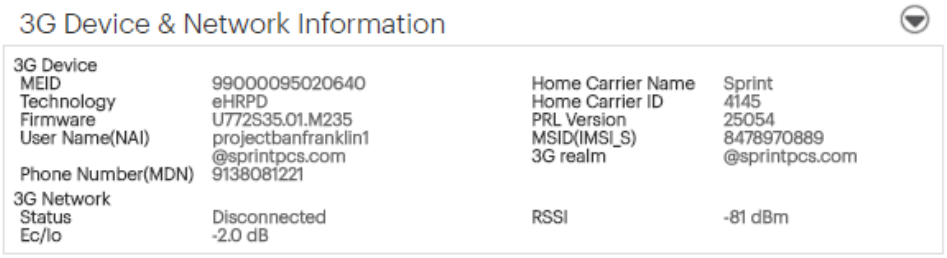
- USIM State – the current state of the Universal Subscriber Identity Module (USIM)

LTE Network

- Status – current network status
- SNR – the current Signal-to-Noise Ratio (SNR)
- RSRP – the current Reference Signal Received Power (RSRP)
- RSRQ – the current Reference Signal Received Quality (RSRQ)
- PLMN ID – the current state of Public Land Mobile Network ID

3G Device and Network Information

To view basic 3G network information click Device & Network on the menu bar and the select the 3G Device & Network Information dropdown arrow to view the 3G network information.



3G Device

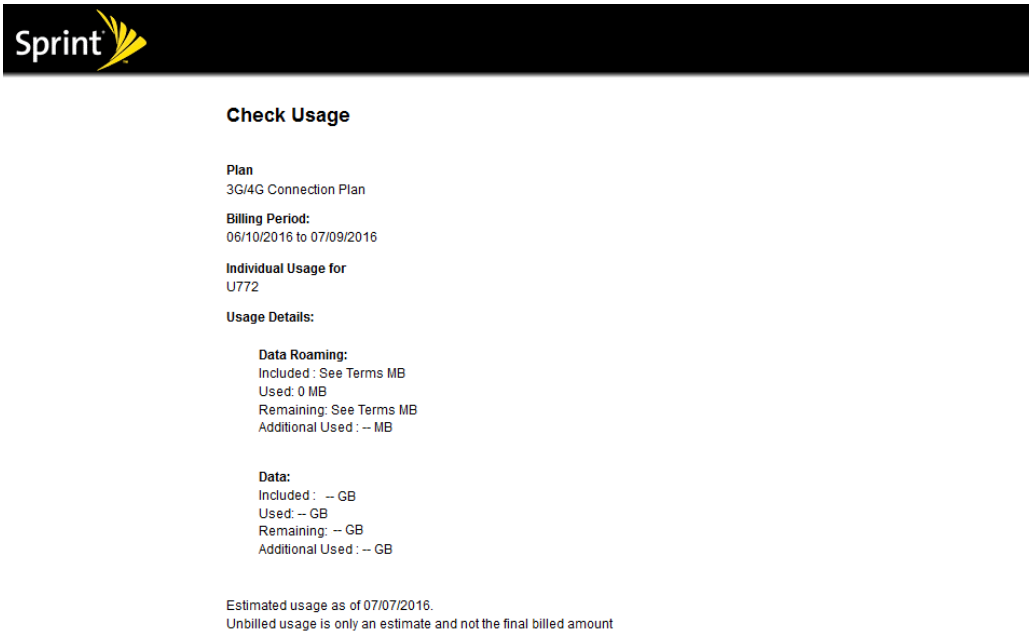
- MEID – unique number the network uses to identify your device
- Technology – type of network you are connected to
- Firmware – current internal software version
- User Name (NAI) – assigned user name on your device
- Phone Number (MDN) – the public ID for your specific wireless service (Mobile Data Number)
- Home Carrier Name – name of the network operator
- Home Carrier ID – ID of the network operator
- PRL Version – used to verify that your Preferred Roaming List is the most current
- MSID (IMSI_S) – internal ID uses to identify your account
- 3G Realm – name of the domain

3G Network

- Status – current network status
- RSSI – measurement in dBm of current signal strength
- Ec/Io – measurement in dB of current Ec/Io

The Check Usage Menu

The Check Usage menu allows you to review your usage history online. Please ensure that you have an Internet connection. Selecting the Check Usage option displays your LTE and 3G data usage to date in a separate, pop-up window.



Note: Usage details are only estimates and may not reflect your actual billing amount.

LED Operation

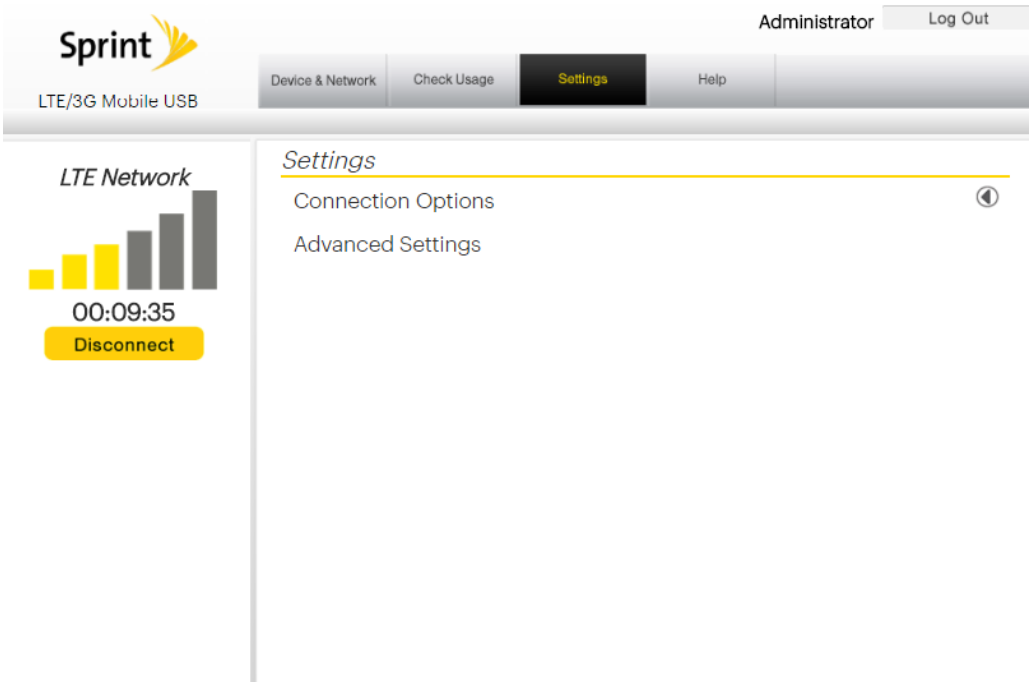
Your device has LED lights that indicate the following details:

LED Colors / LED Status	3G LED Color (Left)	LTE LED Color (Right)
	Yellow Green	Blue
3G Mode	3G Enabled	LTE Disabled Shutdown Mode
3G in service and Stand by Ready to Connect	ON	OFF
Power ON Boot and Reset	OFF	OFF
3G out of service or is still acquiring service	Flash every 1sec	OFF
3G CDMA No service	Flash every 1sec	OFF
3G Data Connected Active	Flash every 0.5sec	OFF
3G Data Connected Dormant	Flash every 3sec	OFF
LTE Mode	3G Disabled Low Power Mode	LTE Enabled
LTE in service and no activity Ready to connect LTE	OFF	On
LTE out of service or is still acquiring service (every 1 sec)	OFF	Flash every 1sec
LTE Data Connected Active	OFF	Flash every 0.5sec
LTE Data Connected No Data activity, Idle Mode	OFF	OFF
LTE Data Shout Down Mode For Power Saving	OFF	OFF
Others		
Firmware Web UI update	Flash every 0.5sec	Flash every 0.5sec

Settings

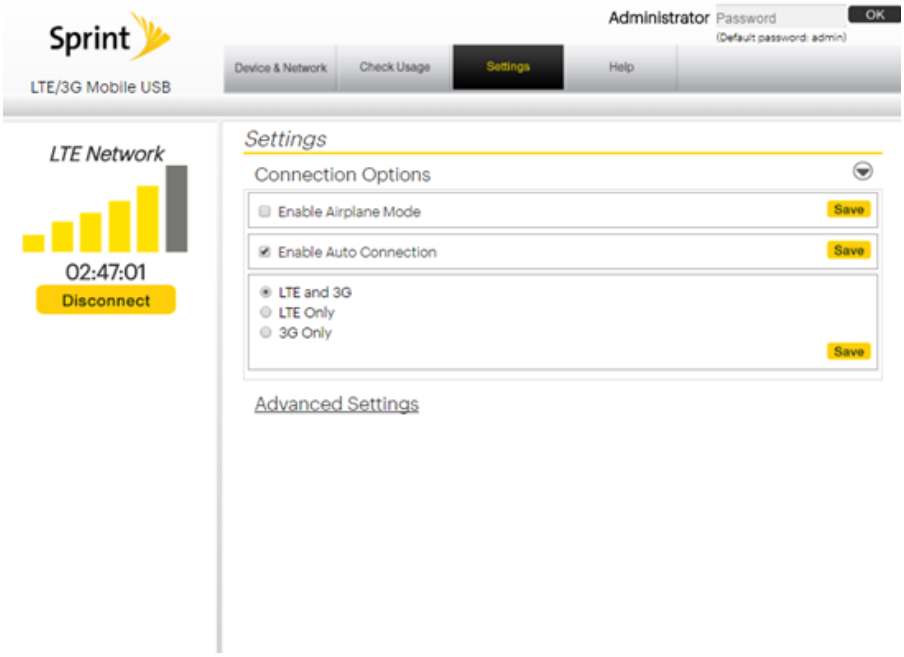
The Settings Menu

The Settings menu allows you to set your Connection Options and change your Advanced Settings.



Connection Options

Select **Settings** > **Connection Options** to view your device connection options.



Enable Airplane Mode

1. Select or clear the Enable Airplane Mode check box. Enabling Airplane Mode will disable your device while traveling.
2. Click Save.

Note: To re-enable your device, remove and reinsert.

Enable Auto Connection

1. Select or clear the Enable Auto Connection check box.
2. Click Save.

Note: If you click Connect, Enable Auto Connection will be cleared automatically regardless of whether Enable Auto Connection was selected before rebooting the device.

Change Your Connection Options

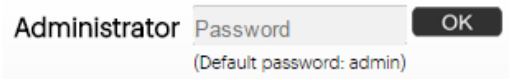
3. Select a connection option (LTE and 3G Only, LTE Only, 3G Only)
4. Click Save.

Note: If the device is not activated, the connections options will be unavailable.

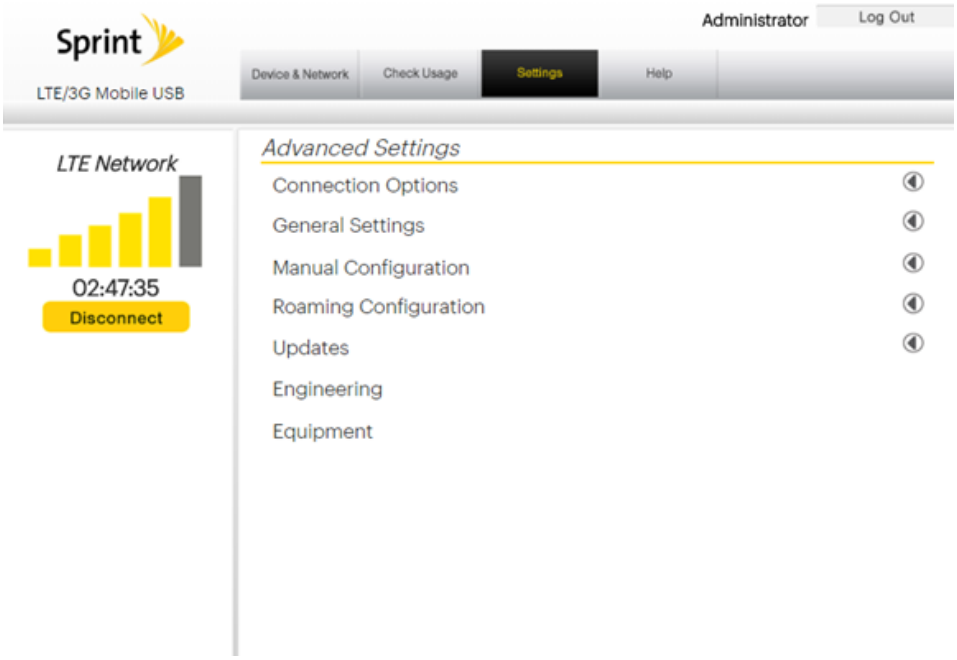
Advanced Settings

The Advanced Settings menu allows you to set general settings, roaming configuration, manual configuration, and to update your device. It also allows you to access the engineering and equipment settings with additional security information.

To access the Advanced Settings menus, you are required to log in as an administrator.

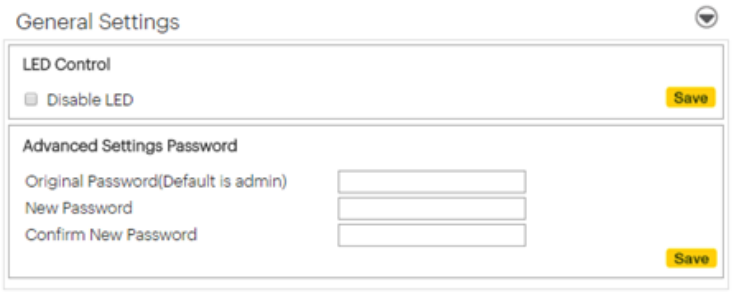


The default password is “admin”. You will be able to change your password in the Advanced Settings menu.



General Settings

Click General Settings to access LED and password settings.



LED Control

LED Control allows you to turn the LED on or off.

To turn the LED on or off:

5. Select or clear the Disable LED check box.
6. Click Save.

Note: Refer to Appendix 1 for details about the LED lights on your device.

Advanced Settings Password

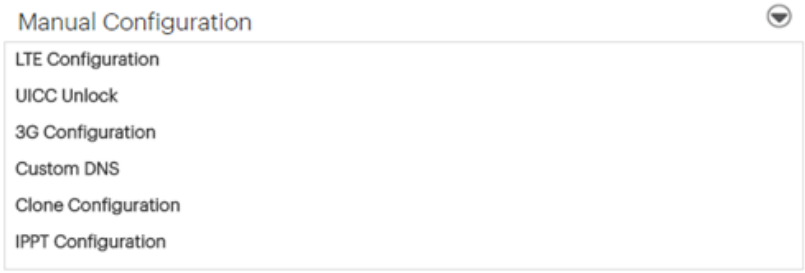
The Advanced Settings Password allows you to change the password.

To change your password:

7. Enter the original password in the Original Password field (the default password is ‘admin’).
8. Enter your new password in the New Password field.
9. Re-enter your new password in the Confirm New Password field.
10. Click Save.

Manual Configuration

Selecting Manual Configuration allows you to set device configurations manually.



Manual Configuration options include LTE Configuration, UICC Unlock, 3G Configuration, Custom DNS, Clone Configuration and IPPT Configuration.

LTE Configuration

The LTE Configuration box allows you to modify your LTE device configuration.

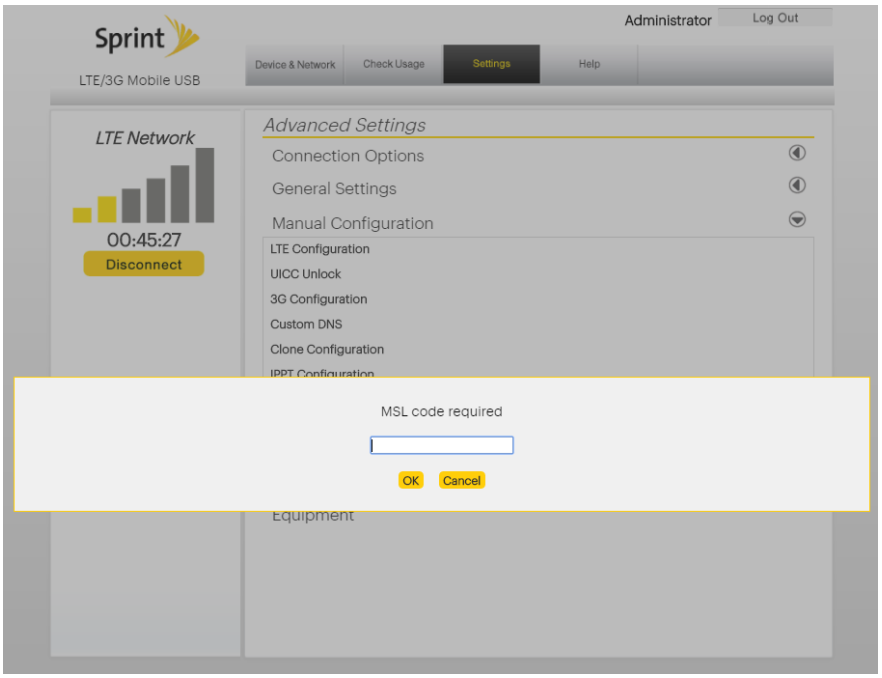
UICC Unlock

The UICC Unlock box allows you to unlock your UICC card. You will need to contact Sprint Customer Care to request permission to unlock.

3G Configuration

The 3G Configuration box allows you to modify the 3G device configuration.

Note: The 3G Configuration options require you to enter your device's Master Subsidy Lock (MSL) before you can access the menus. This may only be done under supervision of Sprint personnel. Contact Sprint Customer Service at 888-211-4727 for more information.



Custom DNS

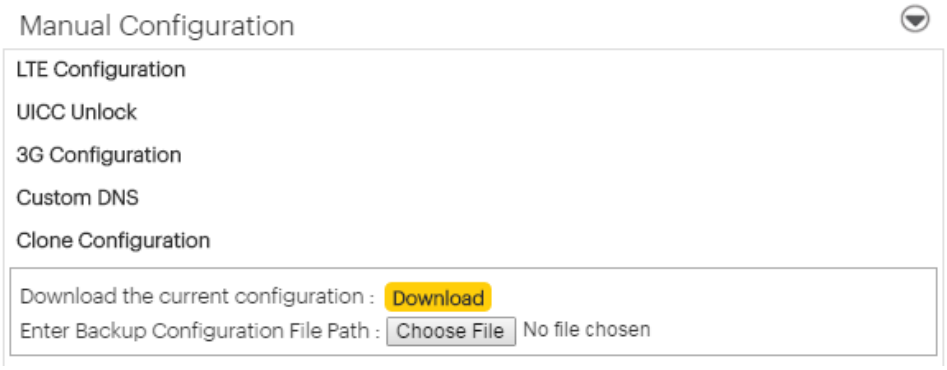
Custom DNS allows you to use a customized DNS rather than the one assigned by your network.

To set the custom DNS:

1. Select Enable Custom DNS.
2. Enter your Custom DNS IP address.
3. Click Save.

Clone Configuration

Clone Configuration allows you to download the current system configuration or restore a previously downloaded system configuration.



Download Current System Configuration

To download the current system configuration:

1. Click Download.
2. Click Save after the file download dialog box is shown.

3. Select your folder.

Enter Backup Configuration File Path

To restore a previously downloaded configuration:

4. Click Choose File.
5. Select the previously downloaded file as a backup configuration.

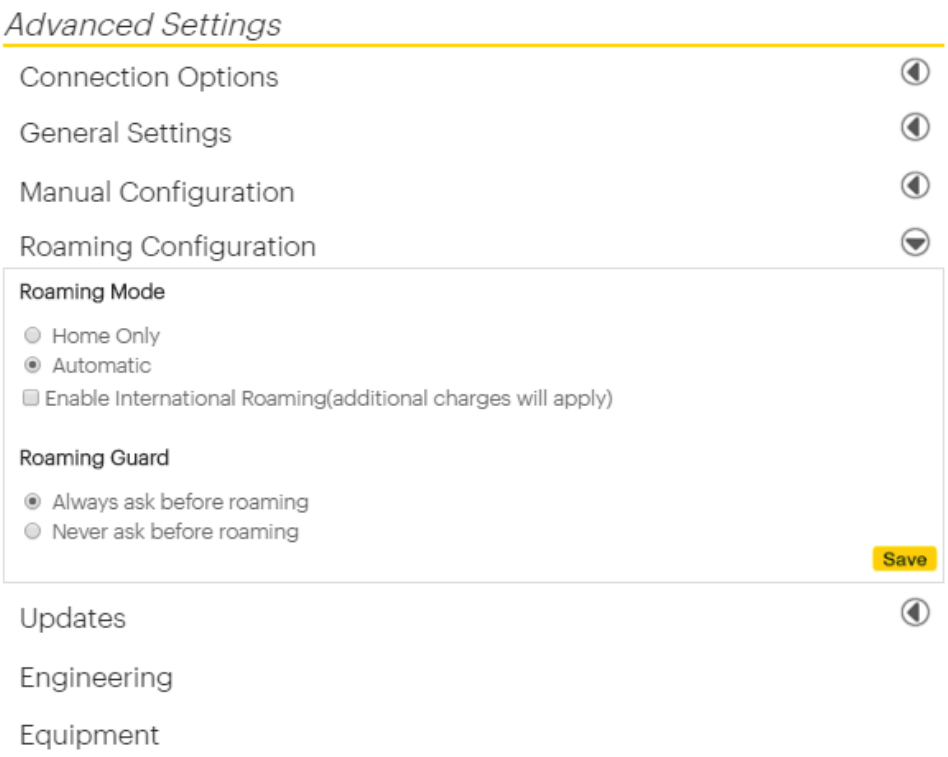
IPPT Configuration

Checking the box allows you to either enable or disable IP Pass-through. Check or uncheck, and click Save.

Note: When IP Pass-through (IPPT) mode is enabled, you will be unable to utilize http://sprintmodem to access the Web UI. Please use the IP address: http://192.168.10.1 to access the WebUI when in IPPT mode.

Roaming Configuration

Roaming Configuration allows you to set your Roaming preferences.



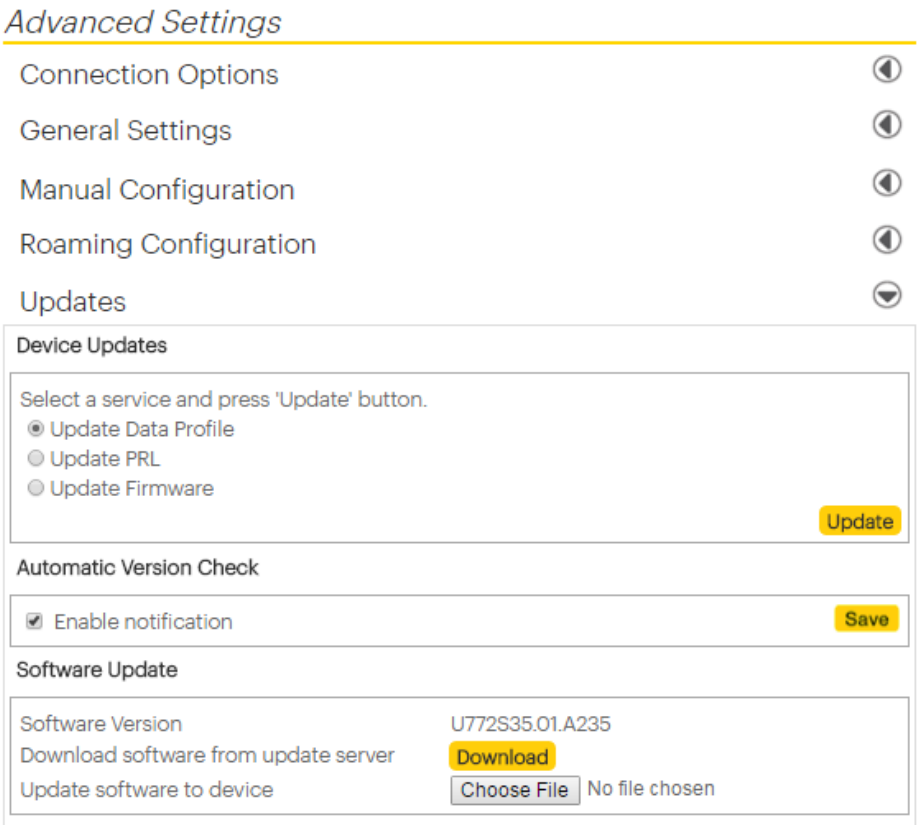
1. Select a roaming mode.
2. Select or clear the Enable International Roaming check box as needed.
3. Select Roaming Guard.
4. Click Save.

Important: After clicking Save, the device will reboot. DO NOT remove the device from your computer before the device finishes rebooting. If you remove the device improperly, the modem may be damaged.

Note: If you select Home Only, the device will search only for the service network and no roaming networks will be used. (International Roaming and Roaming Guard options will be disabled and grayed out). If you select Automatic, the device will use any available network.

Updates

The Updates menu lets you update your device's Data Profile, PRL (Preferred Roaming List), and Firmware, as well as check and update your device software version.



Device Updates

The Device Updates tab allows you to update your network profile, your PRL, and firmware.

To update:

1. Select the button for anything you wish to update.
2. Click Update.

Automatic Version Check

In order to ensure that your device is running the latest version of software and firmware, you will receive automatic notifications. Select or deselect the Enable notification box and click Save.

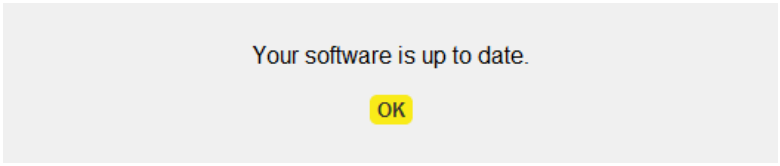
Important: After clicking Update, the device will start the update. At the end of the update, the device will reboot. DO NOT remove the device from your computer before the device finishes rebooting. If you remove the device improperly, the modem may be damaged.

Software Update

The Software Update tab reflects your current software version and allows you to upgrade the Web browser interface as needed. To get the latest Web browser interface:

1. Click Download.
2. If a newer version is available, you will see the following dialog:

3. Click Yes and select a folder to save the Web browser update, or, select Download to PC to save to your desktop.
4. If no updates are currently available, you will see the following dialog:



5.

To update:

6. Click Choose file for the Web browser update.
7. Click Browse and select system update file.
8. Click Start Upgrade.

Important: The system upgrade takes a few minutes. DO NOT unplug the device before the browser refreshes the page automatically or if the refresh dialog is still open.

Engineering and Equipment Settings

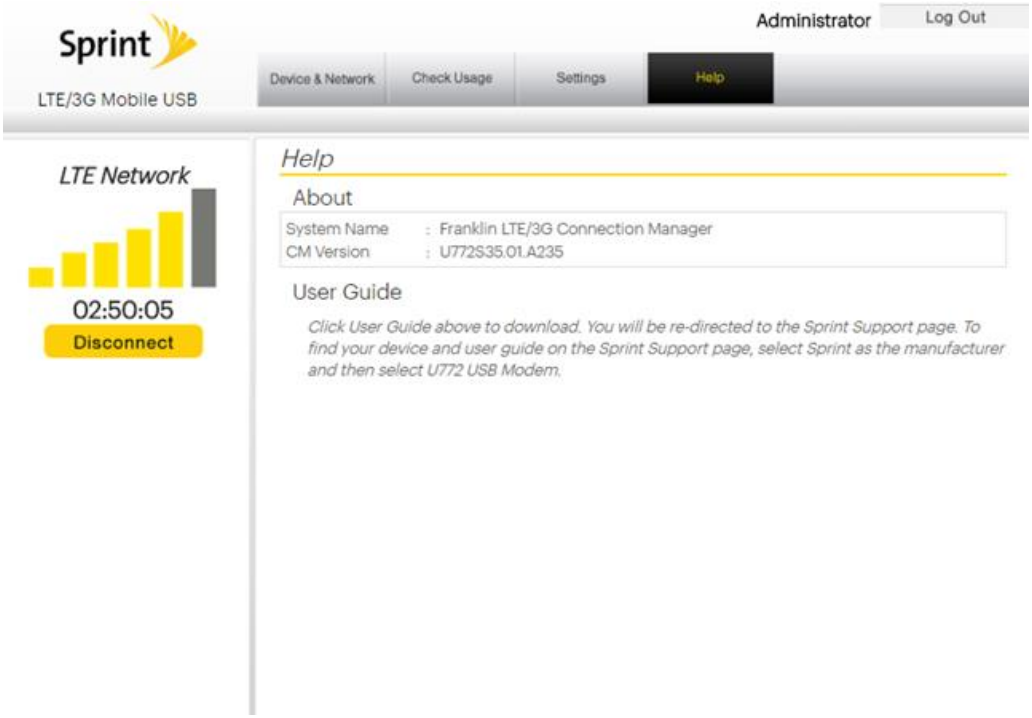
The Engineering and Equipment settings menus allow Service provider to access advanced options for your device. These menus require your device's Master Subsidy Lock (MSL) for access, and they may only be accessed under supervision of Sprint personnel. Contact Sprint Customer Service at 888-211-4727 for more information.

Getting Help

The following set of topics will cover troubleshooting tips, phone specifications, and how to contact Sprint and manage your wireless service.

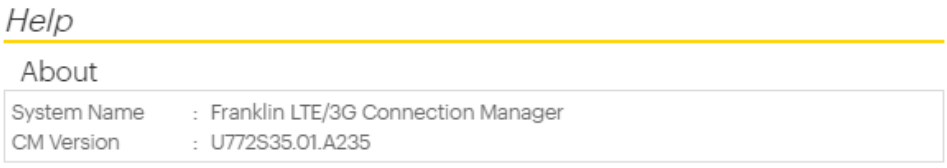
The Help Menu

The Help menu allows you to view system information and the online user guide.



About

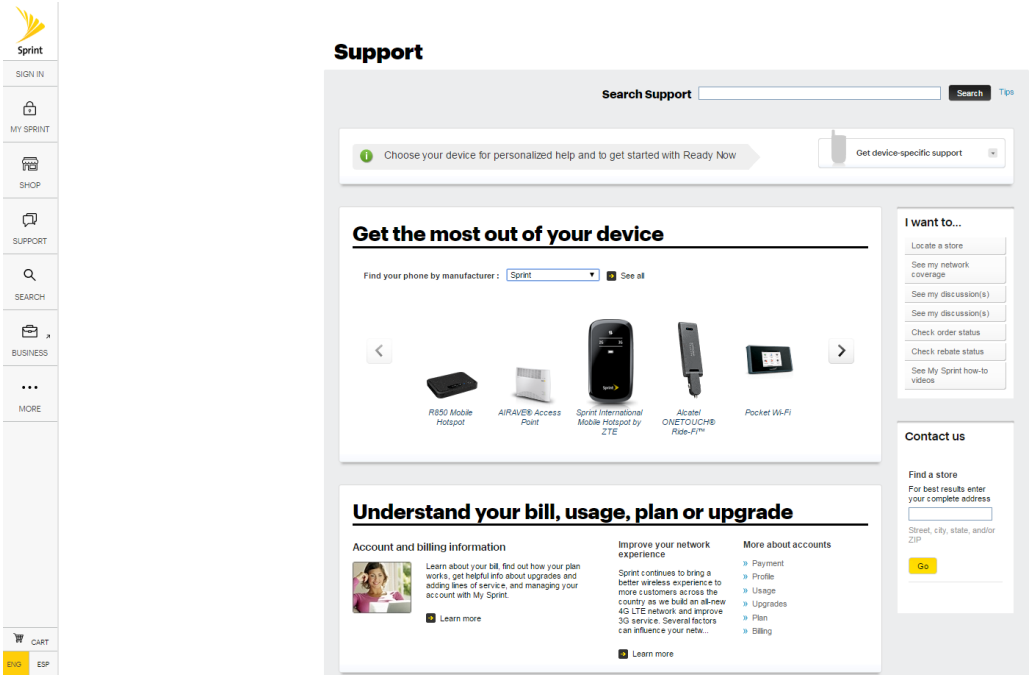
When About is selected, it displays your device's system name and connection manager version.



- System Name – the current system name
- CM Version – the current device software version

User Guide

When you select User Guide, you will be re-directed to the Sprint Support site to download. To find the User Guide for the U772, select Sprint as the manufacturer and then select U772 USB Modem.



Specifications

The following tables list your device specifications.

Device Specifications

Item	Description
Weight	Device alone: Approx. 39g
Dimensions	Approx. 35x84.5x17mm
Maximum Output	3G: #.## W LTE: #.## W
Communication Speed	LTE: Up to 100 Mbps downlink/up to 50 Mbps uplink CDMA: Up to 3.1 Mbps downlink/up to 1.8 Mbps uplink

Sprint Account Information and Help

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

Sprint Account Passwords

You will need to create passwords to protect access to your personal account information, your voicemail account, and your data services account. As a Sprint customer, you enjoy unlimited access to all your information.

Account User Name and Password

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.

Data Services Password

With your Sprint phone, you may elect to set up an optional data services password to control access and authorize purchases.

For more information, or to change your passwords, sign on to sprint.com/mysprint.

Manage Your Account

Manage your Sprint account from your computer, your Sprint phone, or any other phone.

Online: sprint.com/mysprint

- Access your account information.
- Check your minutes used (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 products like games, ringtones, screen savers, and more.

Warranty and Service

The following topics outline your device's warranty and service information.

Warranty

- Your device purchase includes Warranty.
- Confirm shop name and purchase date.
- Read contents of Warranty and keep it in a safe place.
- Check warranty period in the Warranty.

Services

Before submitting your device for repairs, contact Customer Service or General Information; be prepared to describe problem in detail.

- During the warranty period, repairs will be made under the terms and conditions described in the Warranty.
- After the warranty period, repairs will be upon request; if said repairs can be made, you will be charged for them.

Customer Service

For mobile broadband device or service information, call general information. For repairs, call customer assistance.

Sprint Customer Service

You can reach Sprint Customer Service online or by calling toll-free.

- Sign in to your account at sprint.com/mysprint.
- Call toll-free at 1-888-788-4727 (business use) or 1-888-211-4727 (personal use).

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Safety and Notices

The following topics address important safety precautions, general notes, and required RF exposure information for your mobile broadband device.

Safety Precautions

The following topics outline important safety precautions that must be observed when using your device.

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Sprint Pocket Wi-Fi are used in a normal manner with a well-constructed network, your device should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Sprint accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using your device, or for failure of your device to transmit or receive such data.

Safety and Hazards

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device MUST BE POWERED OFF. Your device can transmit signals that could interfere with this equipment.

Do not operate your device in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, your device MUST BE POWERED OFF. When operating, your device can transmit signals that could interfere with various onboard systems.

Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. Your device may be used at this time.

The driver or operator of any vehicle should not operate the device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

FCC Compliance

FCC Part 15.19 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.

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

FCC Part 15.105 Statement:

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 Part 15.21 Statement:

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

RF Exposure Information and Specific Absorption Rate (SAR) Information

The following topics detail the specific absorption rate (SAR) information, electromagnetic safety information, and radiofrequency (RF) exposure information for this device.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against, and near the body with the separation of 5 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Safety and Notices 90

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC 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 https://www.fcc.gov/general/fcc-id-search-page after searching on **FCC ID: XHG-U772S**

More information on the device's SAR can be found from the following FCC website: https://www.fcc.gov/general/fcc-id-search-page.

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

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.

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메모 [RN1]: Index Title

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