verizon

jetpack™

User Guide

MiFi® 6620L

90026966 - R1

4G LTE

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Please visit www.novatelwireless.com for the latest information about your device.

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1

Getting Started

Overview
Power Management
Caring for Your MiFi 6620L

Overview

Congratulations on your purchase of the Verizon Mobile Hotspot - MiFi® 6620L for 4G LTE™ and Wi-Fi!

With the Jetpack you can access 4G LTE networks for faster apps, uploads and downloads. Connect up to 16 Wi-Fi enabled devices to the Internet at once - laptops, tablets, e-readers, gaming consoles and more* - and experience download speeds of up to 100 Mbps*.

The Jetpack is backwards compatible to 3G networks, ensuring reliable connectivity when you need it most.

Features

- **Connect to High-Speed Wireless Data (4G LTE, 3G CDMA and GSM)**
- **Wi-Fi Connectivity with Parental Control**
- **Manage Wireless Network Activity**
  - **MiFi Settings** is an easy-to-use web-based interface that allows you to manage, monitor, and customize your Wi-Fi and 4G LTE connection.
- **Guest Network Capability with Screen Sharing**
- **Advanced Embedded Antenna Design**
- **VPN Capability**
- **Auto Connectivity Options**
- **Universal Charging**

Package Contents

The Verizon Wireless MiFi 6620L package includes:

- MiFi 6620L
- 4000mAh Standard Lithium Ion Battery
- 4G LTE SIM Card
- Wall Charger
- Protective Pouch
- Verizon Wireless Brochures

* Speeds shown are those published by Verizon Wireless, Inc. Actual throughput speed and coverage may vary.

System Requirements

- Compatible with all major operating systems
- Works with the latest versions of browsers, including Android™, Google Chrome®, Firefox®, Internet Explorer®, Safari™ and Mobile Safari™.

To use Wi-Fi mode, your computer or other device needs Wi-Fi capability and Internet browser software. If your computer does not have Wi-Fi capability you can use Ethernet over USB tethering.

Your Jetpack must have proper data service to function. (See Using Your Jetpack for the First Time on page 11.)

Components

1. **Universal Charging Port —** Use to charge one additional wireless device.
2. **Jetpack Charging Port —** The wall charger connects here.
3. **Navigation Buttons —** Scrolls left/up or right/down through available menu options.
4. **Select Button —** Use to select a menu option.
5. **Home Screen —** Displays the status bar, data usage meter, and menu options.
6. **LED Indicator —** When the display is off (sleep mode) and the Jetpack is turned on, the LED indicator blinks.
7. **Real-time Data Usage Meter —** Displays data usage in GB, usage date, and cycle end date.
8. **Status Bar —** Provides connection and battery status, network signal strength, roaming status, and the number of users connected with Wi-Fi.
9. **Power Button —** Powers the Jetpack on and off.
10. **Test port —** Use for testing and diagnostics.

1. **SIM Card Slot —** The SIM card is installed here.
2. **Battery Removal Divot —** Insert a fingernail here and lift to remove the battery.
3. **Battery Compartment —** The battery contacts connect here.
4. **Master Reset Button —** Insert a paperclip in the small hole to reset the Jetpack to factory settings. (See How do I reset the Jetpack back to factory settings? on page 108.)

Status Indicators

DISPLAY ICON		DESCRIPTION
No icons		The Jetpack is powered off or not receiving power, or the screen is in power-saving mode.
Status Bar		
Network Signal Strength		More bars indicate more signal strength.
Activity Indicator		If this icon is displayed, data is being transferred between your Jetpack and connected device(s).
Network Indicator		Displays the type of network to which your Jetpack is connected.
Roaming		If this icon is displayed, your Jetpack is connected to a network outside the home network area.
International Roaming		
Messages		If this icon is displayed, you have unread SMS messages.
Universal Charging Indicator		If this icon is displayed, your Jetpack is xxxxxxxx.
Connected Devices		If this icon is displayed, it shows the number of devices connected to your Jetpack.
Battery Charge Indicator		Displays remaining battery power
Battery AC Charging Indicator		Displays when the Jetpack is connected to the AC charger.
Battery USB Charging Indicator		Displays when another device is connected to the Jetpack and charging via a USB cable.

Carousel		
Wi-Fi		Scroll and select the icon to display the Wi-Fi name, password and URL.
SIM		If this icon is displayed, your SIM is locked. Real-time data usage meter will not display.
Connected Devices		Scroll and select the icon to display the number and IP address of connected and blocked devices . Guest network connections will not display if the Guest Wi-Fi network is disabled.
Data Usage		Scroll and select the icon to view the usage cycle and the amount of data used as of the current date.
Settings		Scroll and select the icon to display settings options, including screen brightness, screen timeout, audio on/off, audio alerts, and network technology.
Universal Charging		Scroll and select icon to display Universal Charging status. Options include Available, Charging, or Not available.
WPS		Scroll and select icon to set WPS.
Software Update		Scroll and select the icon to display the current SW version, and to download and install an update.
Message Center		Scroll and select the icon to display unread messages, and to save or delete read messages.
About Jetpack		Scroll and select the icon to display Internet connection status and Jetpack information, including SW version, wireless number, IMEI, and batery level.
Help		Scroll and select the icon to display Help Tips, Web-based management, OS and Android Apps, and Advanced features.
Front Panel		
Power Indicator		When the display is off (sleep mode) and the Jetpack is turned on, the Power indicator blinks.

Power Management

Your Jetpack will work from its charged battery alone, or when the device with the installed battery is plugged into a power source.

- **Battery** — Charge the battery by plugging in the wall charger. While the battery is charging the battery icon bars blink. When the battery is fully charged, the battery icon is solid.
- **USB wall charger** — You can use the Jetpack when the battery is installed and the charger is plugged into a wall socket. Please ensure the wall socket is located near the equipment and is easily accessible. The MiFi battery charges while it is plugged into the charger.
- **Universal charging** — You can use the Jetpack to charge external devices such as smartphones and tablets, to help keep you powered and connected longer.

Before using the Jetpack, read the battery safety information in the "Safety Hazards" section of this guide. (See Proper Battery Use and Disposal on page 120.)

Caring for Your Jetpack

Like any electronic device, the Jetpack must be handled with care to ensure reliable operation. Novatel Wireless recommends the following guidelines:

- Protect the Jetpack from liquids, dust, and excessive temperatures.
- Do not apply adhesive labels to the Jetpack; they might cause the Jetpack to potentially overheat and they might alter the performance of the antenna.
- Store the Jetpack in a safe place when not in use.

2

Using Your Jetpack

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

4G LTE

With LTE bandwidth you can get the broadband speed you require to work efficiently outside the home or office. You can connect to the Internet, access your corporate intranet, check your email and download attachments at speeds that are up to 10 times faster than 3G*.

4G Mobile Broadband with LTE*

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

3G Mobile Broadband with EVDO Rev. A

- Download: typical download speeds of 600 kbps–1.4 Mbps with bursts up to 3.1 Mbps.
- Upload: typical upload speeds of 500-800 kbps with bursts up to 1.8 Mbps.

Wi-Fi 802.11b/g/n

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

* Actual throughput speed and coverage may vary. Speed claims not applicable when roaming.

Using Your Jetpack for the First Time

Your SIM Card and battery are pre-installed. To get started:

1. Confirm your computer meets the minimum system requirements. (See System Requirements on page 3).
2. Fully charge the battery. (See Charging the Battery on page 12).
3. Power on the Jetpack. (See Power the Jetpack On and Off on page 17).
4. Connect the Jetpack to your computer using Wi-Fi. (See Connecting to Your Jetpack on page 17.)

Charging the Battery

IMPORTANT Before you use your Jetpack, be sure to charge the battery for at least two hours to ensure a full initial charge. When fully charged, the battery has up to 20 hours of life.

To charge the battery:

1. Connect the micro USB end of the charger into the charging port of the Jetpack.
2. Plug the other end of the wall charger into the appropriate electrical outlet.

CAUTION! Use only batteries and chargers with your Jetpack that have been approved by Novatel Wireless. The failure to use approved batteries and chargers may increase the risk that your Jetpack will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage.

Replacing the Battery

To remove and replace the battery:

1. Press your finger against the battery door removal tab, then lift and remove the battery cover. Set the cover aside.

2. Insert your finger into the battery removal divot and lift the battery out of the battery compartment.

❸ Align the gold-colored contacts on the new battery with the gold-colored contacts on the MiFi 6620L and gently slide the battery into place.

❹ Replace the cover by setting it on the Jetpack where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.

CAUTION! Use only batteries and chargers with your Jetpack that have been approved by Novatel Wireless. The failure to use approved batteries and chargers may increase the risk that your Jetpack will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage.

Replacing the 4G LTE SIM Card

Your SIM (Subscriber Identity Module) card is a small rectangular plastic card that stores your phone number and important information about your wireless service. Your Jetpack comes with the SIM card and battery already installed.

To remove the 4G LTE SIM card:

1. Remove the battery cover located on the underside of the Jetpack.
2. Remove the battery from the back of the Jetpack by inserting your fingernail into the battery removal divot and lifting the battery out of the battery compartment.

3. Locate the SIM Card protector and lift to open.
4. Push the SIM Card forward to release, then carefully slide the card backwards to remove.

NOTE Should your 4G SIM card be lost or damaged, contact your network operator.

To install a new 4G LTE SIM card:

1. Remove the battery cover located on the underside of the Jetpack.
2. If necessary, remove the SIM card from the outer card, being careful not to touch the gold-colored contacts.
3. Hold the card with the gold-colored contact points facing down.
4. Insert the SIM card into the slot. The SIM card MUST remain in the SIM card slot when in use.

CAUTION! Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt.

Universal Charging

The universal charging port allows you to charge an additional device using your Jetpack.

To charge an additional device:

1. Slide the port shield to expose the USB universal charging port.
2. Connect the USB cable to the device to be charged.
3. Connect the other end of the USB cable to the Universal Charging port on the Jetpack.

Battery Tips

WARNING! Always use only approved batteries and chargers with your Jetpack. The warranty does not cover damage caused by non-approved batteries and/or chargers.

- It normally takes at least two hours to fully charge the battery with the wall charger.
- Do not use sharp objects or use excessive force to remove the battery or to access the battery well, this may damage the Jetpack and the battery.
- The battery discharges more rapidly as additional devices access your Jetpack.
- Battery life depends on the network, signal strength, temperature, features, and accessories you use.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below -20°C (4°F) or above 60°C (140°F).
- Never leave the Jetpack in an unattended vehicle due to uncontrollable temperatures that may be outside the desired temperature for this Jetpack.
- Some batteries perform best after several full charge/discharge cycles.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.

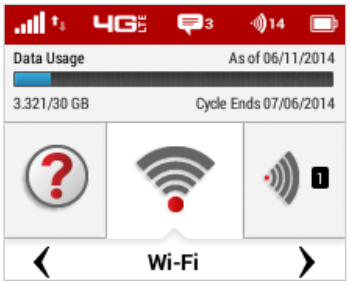
IMPORTANT Whenever you remove or insert either the battery or the SIM card, ensure your Jetpack is not connected to any device or power source. Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result in puncturing the battery.

WARNING! The failure to use approved batteries and chargers may increase the risk that your Jetpack will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage. To avoid risk of explosion, never dispose of batteries in a fire.

Power the Jetpack On and Off

Power On

- Press the Power Button until the Jetpack display lights up. After the initial startup screens display, the Home screen and menu options are available.



Power Off

- Press and hold the Power Button until the display shows **MiFi**. The Jetpack will continue its shutdown process for several seconds and then automatically turn off the display.

Connecting to Your Jetpack

Now you can connect your Wi-Fi enabled device to your Jetpack using Wi-Fi. Your computer, tablet, or other Wi-Fi enabled devices need Wi-Fi capability and Internet browser software. Your Jetpack is compatible with all major operating systems, and works with the latest version of browsers, including Android™, Chrome™, Firefox®, Internet Explorer®, Safari™ and Mobile Safari™.

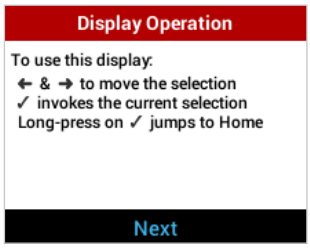
QuickStart

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

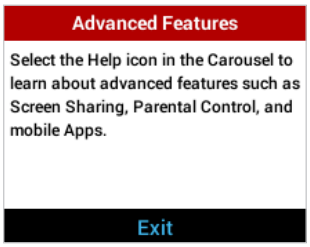
1. Power on your Jetpack for the first time to display the QuickStart Welcome screen.
2. Press the select button to display the Wi-Fi Network screen with your Wi-Fi Name and Password.

Welcome screen

Wi-Fi Name and Password



Display operation



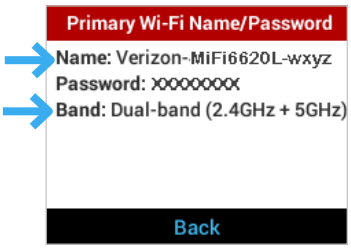
Access advanced features

To access your Wi-Fi Name (SSID) and Wi-Fi Password after the initial power up or a device reset:

1. Power on your Jetpack.
2. Select **Wi-Fi** to display the Wi-Fi Select page.
3. Select Primary Network to display the Primary Network SSID, security type, and password. Press the select button to return to the Home screen and menu options.

Wi-Fi option

Select Primary Network



Primary Network SSID & Password

To connect to your Jetpack:

1. Turn on your Wi-Fi enabled device and turn on your Jetpack using the power button. The Jetpack display will light up. The Jetpack broadcasts its own wireless network and name.
2. Open the Wi-Fi application or controls on the computer or Wi-Fi enabled device that you want to connect to your Jetpack and find the Wi-Fi name (SSID).

Tip! The steps to connect to a Wi-Fi network vary depending on your operating system and whether you use the native application or third-party software. Generally, you click an icon in the Windows notification area where you can select **View Available Wireless Networks,** or click the Airport icon in the menu bar on a Mac. If you are unfamiliar with wireless networking on your computer, consult the computer help system.

❸ When prompted, enter your Wi-Fi Primary Network password. The Jetpack Home screen should now show an additional connected device. Your Wi-Fi enabled device is now connected to the Internet.

❹ You can view or change Jetpack settings by connecting to the Jetpack web user interface at http://my.jetpack or http://192.168.1.1.

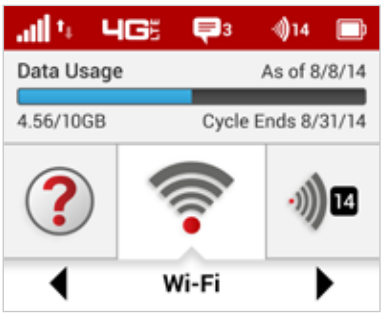
IMPORTANT Charge the battery completely before you connect your computer to your Jetpack. (See Charging the Battery on page 12).

Using Your Jetpack After Setup is Complete

You can use the Jetpack as a wireless mobile hotspot to connect your computer and up to a total of 16 (on 4G LTE) Wi-Fi enabled devices to the mobile broadband network. The Jetpack is powered on as soon as you press and hold the power button and the display turns on.

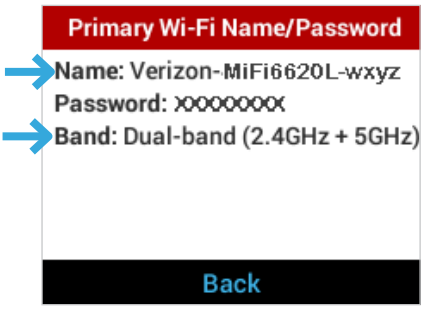
To find the name of the Wi-Fi Primary Network (SSID) and Wi-Fi Password on the Jetpack display:

1. Select **Wi-Fi** to display the Wi-Fi Select page.
2. Select **Primary Network** to display the Primary Network SSID, security type, and password.



Wi-Fi option

Select Primary Network

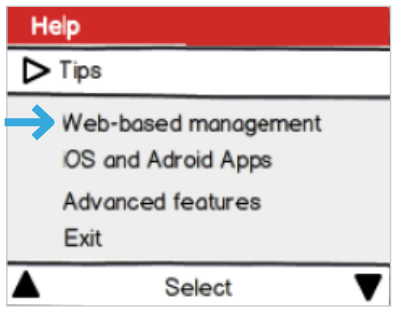


Primary Network SSID & Password

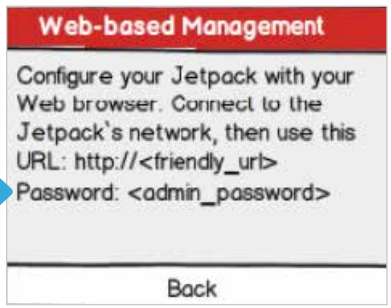
The Jetpack comes from the factory with security enabled. You can change the security settings using the Jetpack Web User Interface. To change your Jetpack security settings:

1. Open the web browser of a device connected to the Jetpack and enter **http://my.jetpack** or **http://192.168.1.1.**
2. Login with the Jetpack Admin Password which can be found on the Jetpack display by selecting **Help > Web-based management**. The default Admin Password is **admin**. Press the select button to return to the Home screen.

Help option



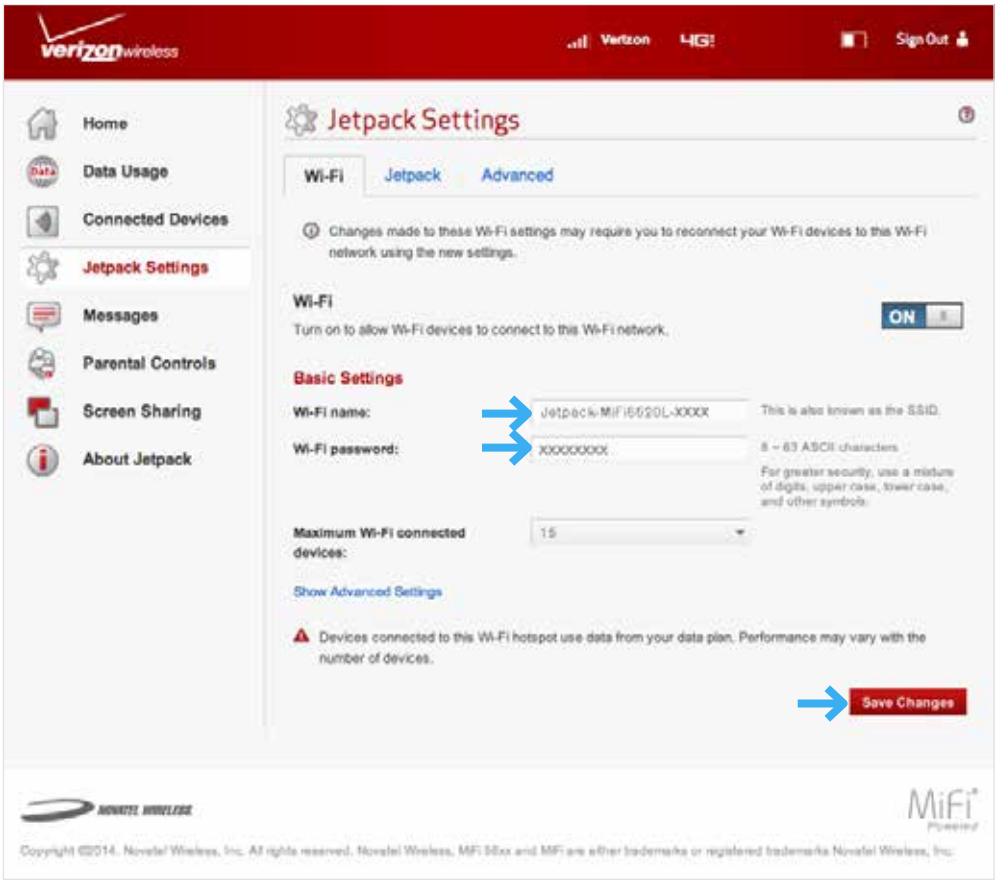
Select Web-based management



Admin Password

3. To change your Wi-Fi Name/Password, from MiFi Home select **Manage My MiFi > Customize my Wi-Fi Settings**.
4. Enter the new Wi-Fi Name in the Wi-Fi name field and the new Wi-Fi Password in the Wi-Fi Password field.

❺ Click **Save Changes**.



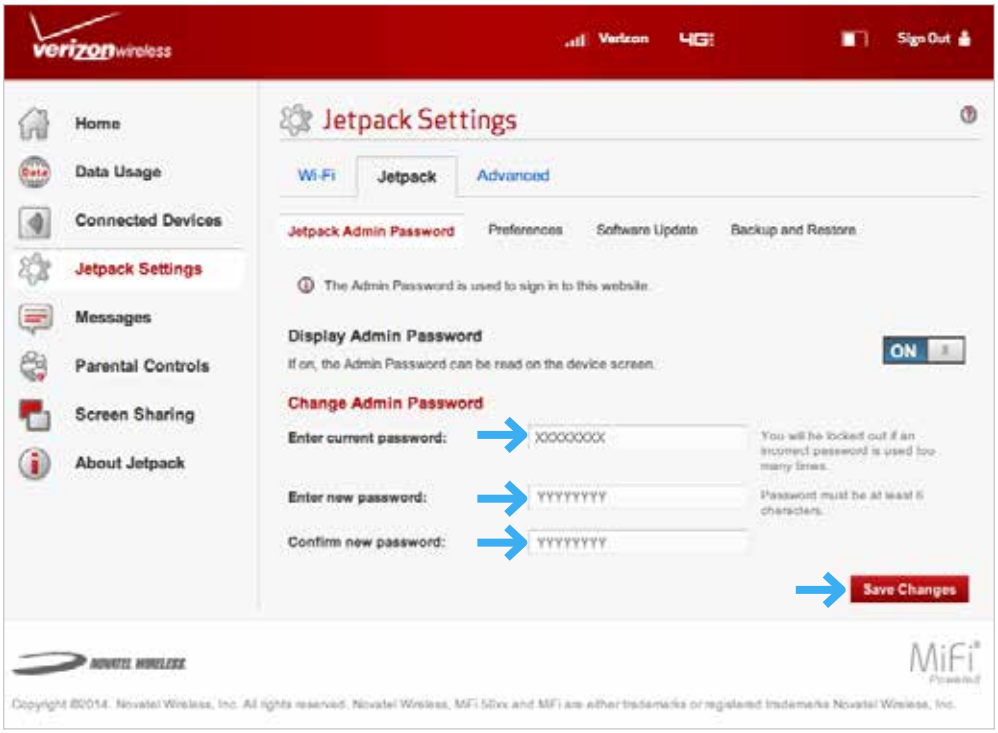
Change Wi-Fi name/Password

❻ To change your Admin Password from MiFi Home, select **Manage My MiFi > Change Admin Password**.

❼ Enter your current Admin Password in the Enter current password field.

❽ Enter your new password in the Enter new password field, and re-enter to confirm in the Confirm new password field.

❾ Click **Save Changes**.



Change Jetpack Admin Password

Using the Jetpack User Interface

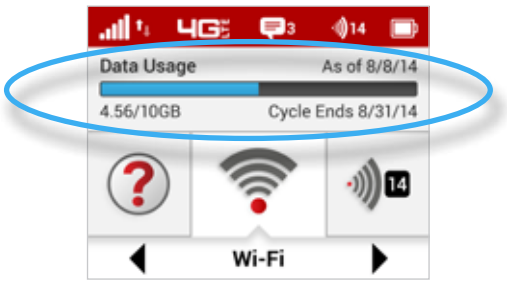
From the Jetpack display you can check your Jetpack status, view your current data usage, and access an icon-based menu by using the Navigation and Select buttons. (See on page 3).

To view the current status of your Jetpack:

1. Press the power button to turn on the Jetpack and display the Home screen. The status bar is at the top of the screen.
2. Check the status indicators for network signal strength , data traffic activity , number of connected devices , and battery strength .

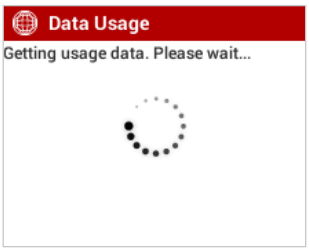
To view your current data usage:

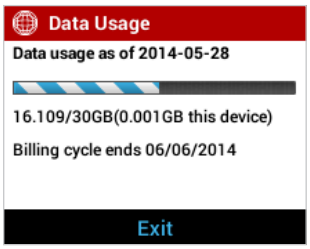
1. Use the real-time data usage meter on the Home screen to check your data usage and billing cycle schedule.



Jetpack display Home

2. If SIM Lock is turned on, or if another device is connected to the Universal Charging port and being charged, the Data Usage meter will not display. Scroll to the Data Usage icon and press the select button to view your current data usage details.





To access the icon-based menu options:

- From the Home screen, use the navigation buttons to move left or right to highlight the desired Menu option, then press the select button to open the highlighted option. Continue to press the select button to move through any additional screens.

Press select to open option menu

Scroll up/down to desired option

Press select to view desired option

Press select to go back to option menu

Scroll down to the Exit option

Press select to return Home

3

Jetpack Settings

Managing Your Jetpack
My Jetpack Home
Data Usage
Connected Devices
Jetpack Settings
Messages
Parental Controls
Screen Sharing
Messages Jetpack

Managing Your Jetpack

Manage, monitor, and customize your Jetpack settings directly on the Jetpack, or by using the Jetpack Web User Interface.

On the Jetpack Display

1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Use the status bar to monitor network signal strength, data activity, roaming, messages, connected devices, universal charging, and battery life .
3. Use the Real-time Data Usage meter to monitor current data usage and billing cycle schedule.
4. Use the navigation buttons to scroll to the desired Menu option.
5. Press the select button to open the selected Menu screen.

Jetpack status

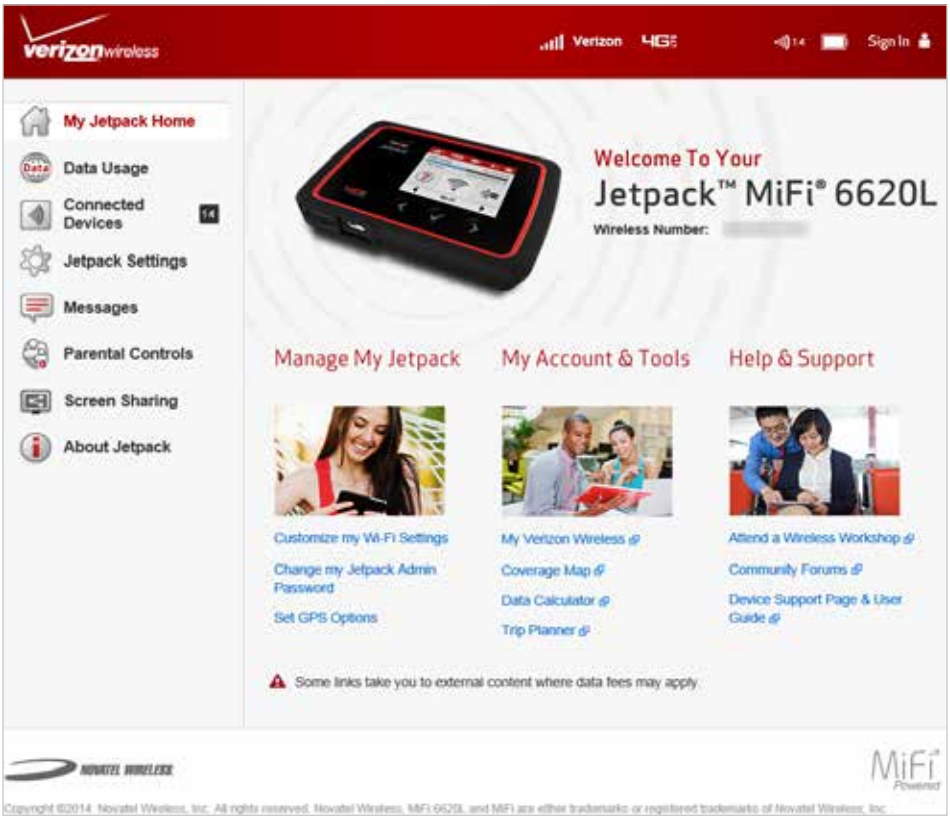
Real-time data usage

Scroll & select

On the Jetpack Web User Interface

To connect to the Jetpack Web User Interface and customize your Jetpack settings:

1. Connect your computer or Wi-Fi enabled device to your Jetpack to access the Internet. (See Connecting to Your Jetpack on page 17.)
2. Open your connected device's web browser and type http://my.jetpack/ or http://192.168.1.1 into the address bar. Press **Enter**. The Home page opens. (See Sign In on page 28.)



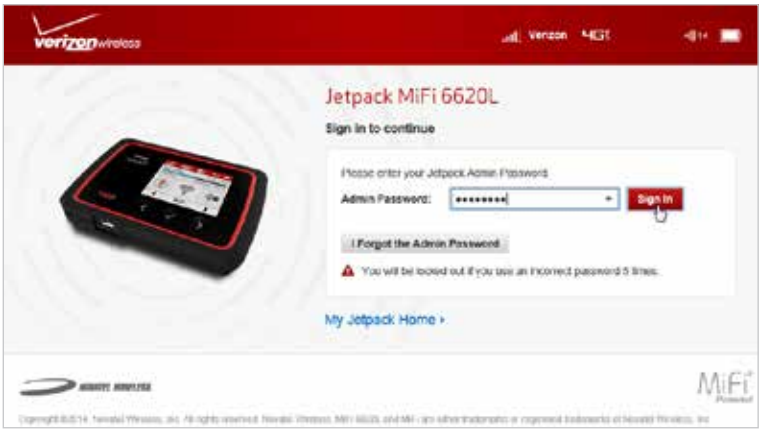
Jetpack Home

3. Click **Sign In** in the upper right corner of the window and type your Jetpack Admin password in the **Admin password** field and click **Sign In** to display the Jetpack Home page. (See MiFi Home on page 28.)

You are now able to customize your Jetpack settings configuration.

Sign In

The Sign In page is the first page you see after connecting and prior to signing in. You can access more information after you sign in.



Jetpack Sign In

Sign In to the Web User Interface

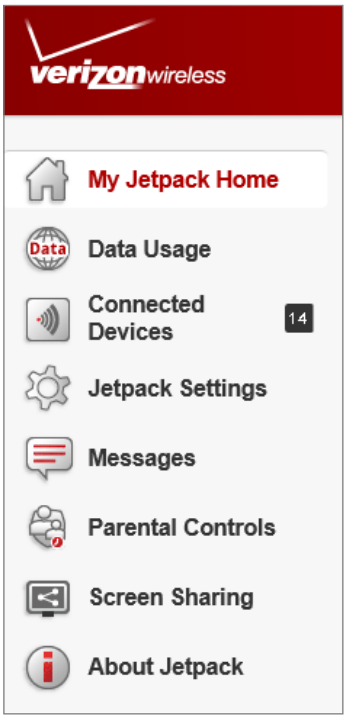
Type the Jetpack Admin Password (the default password is found on the Jetpack by selecting **Help > Web-based management**) in the **Sign In** field at the top right corner of the window. Click **Sign In**.

If you forget your Admin Password, click **I Forgot the Admin Password** and a reminder will appear telling you where to find your password. Click **OK**.

Jetpack Admin Password reminder

Menu Panel

The Menu Panel is the primary navigation for MiFi Settings. You can access each feature under the appropriate menu.



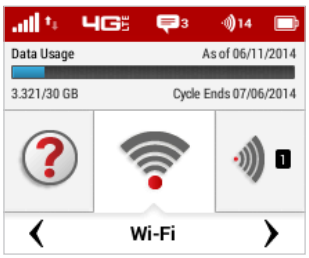
My Jetpack Home - Menu Panel

My Jetpack Home

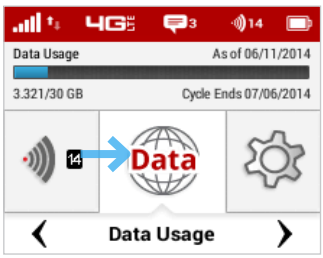
MiFi Home is your gateway to configuring and managing your Jetpack.

On the Jetpack Display

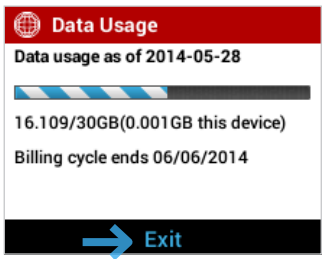
1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Use the navigation buttons to scroll to the desired Menu option.
3. Press the select button to open the selected Menu screen.
4. To return to the Home screen, press the select button to exit the selected Menu screen.



Home screen displays



Scroll to desired Menu option

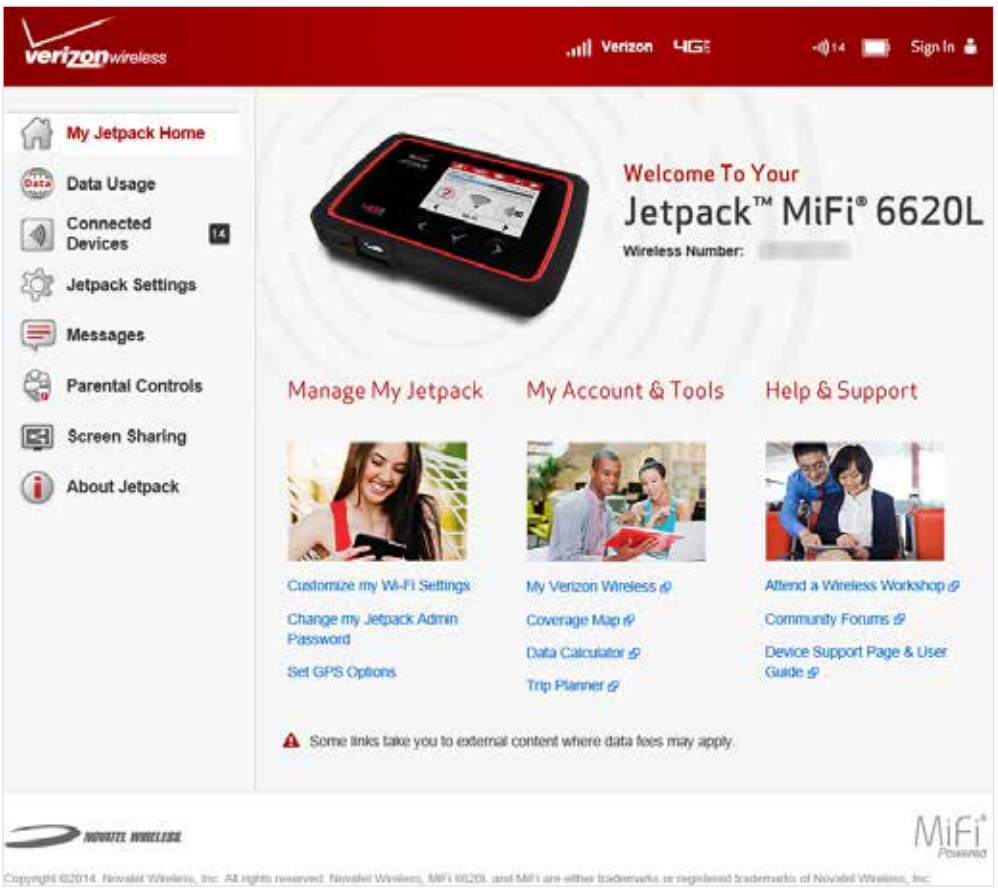


Press select button to exit

On the Jetpack Web User Interface

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

- **Manage My Jetpack** (See Manage My Jetpack on page 32.)
- **My Account & Tools** (See on page 37.)
- **Help & Support** (See Help & Support on page 46.)

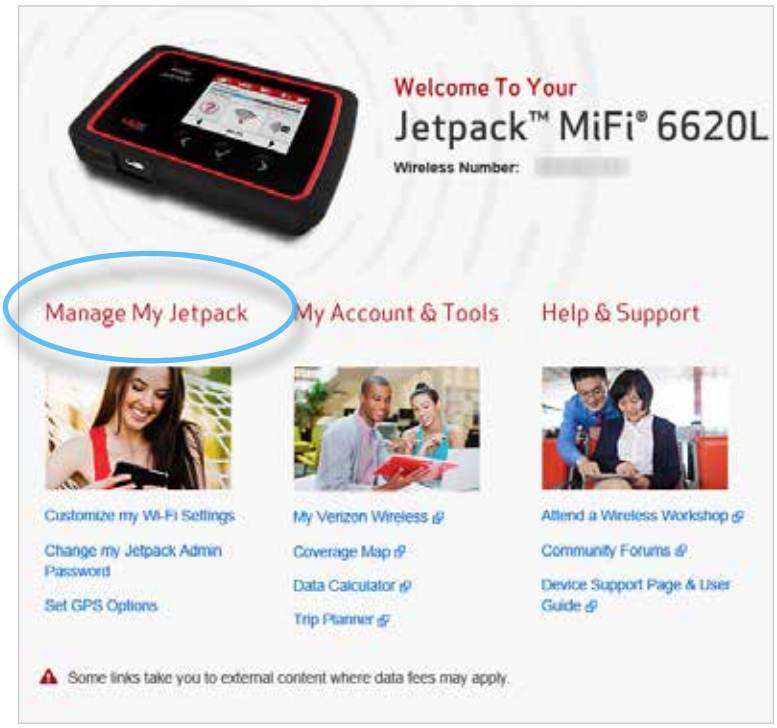


Jetpack Home

Manage My Jetpack

The Manage My Jetpack menu contains the following options:

- **Customize my Wi-Fi Settings** (See Customize my Wi-Fi Settings on page 33.)
- **Change my Jetpack Admin Password** (See Change my Jetpack Admin Password on page 34.)
- **GPS** (See GPS on page 32.)

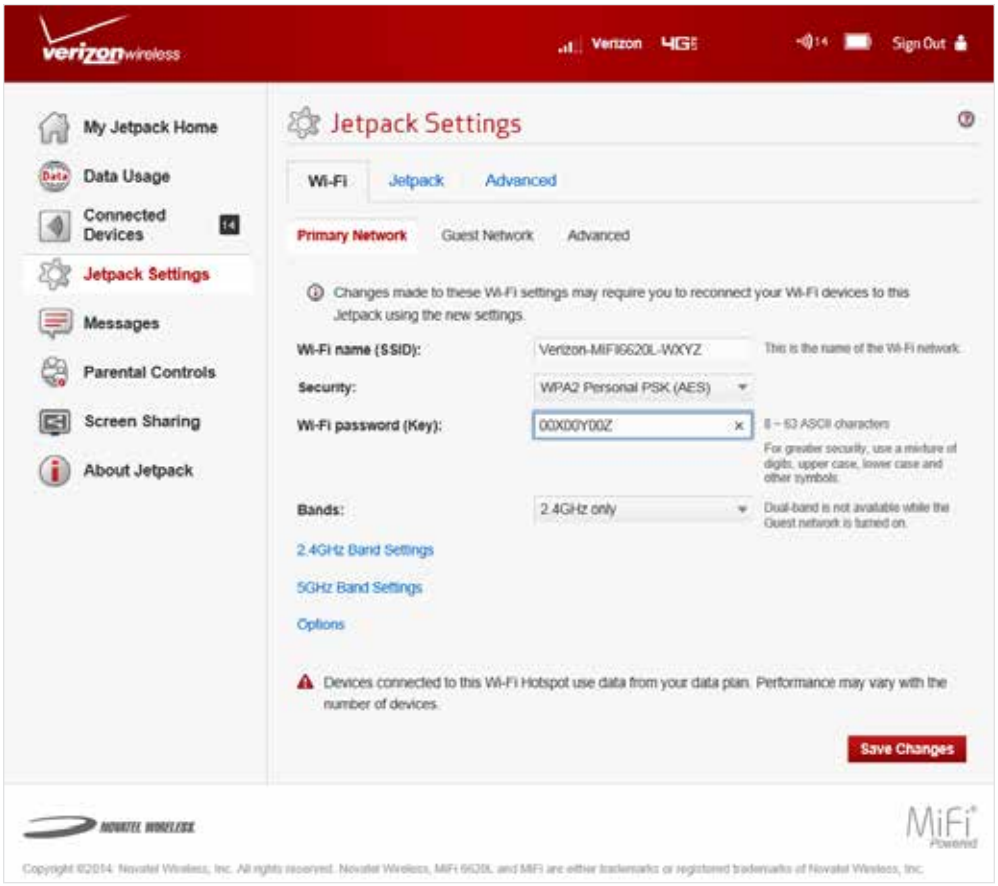


Jetpack Home - Manage My Jetpack

NOTE The next time you sign in to Jetpack Settings, you will need to use the new password.

Customize my Wi-Fi Settings

Clicking on **Customize my Wi-Fi Settings** takes you to the Jetpack Settings page Wi-Fi menu where you can customize Wi-Fi profiles and view details about the devices connected to your Jetpack. (See Wi-Fi on page 58.)



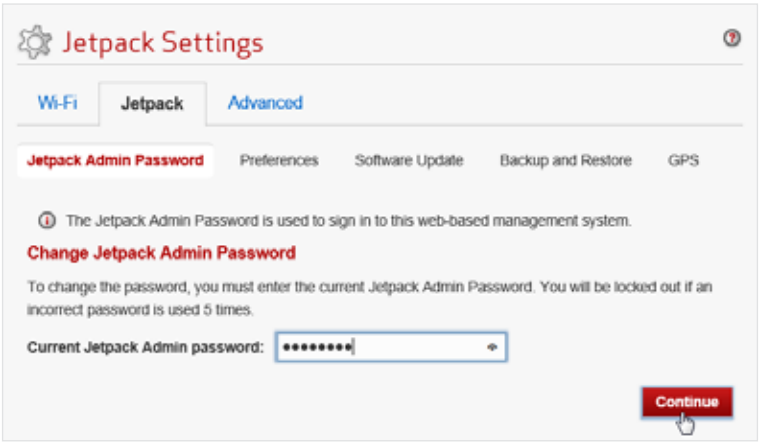
Jetpack Settings - Wi-Fi Primary Network Settings

Change my Jetpack Admin Password

Clicking on **Change Admin Password** takes you to the Jetpack Admin Password section of the Settings page, where you can change the Admin Password. (See Admin Password on page 46.) The default Admin password is **admin**. This is the password you use to Sign In to Settings.

To change the Admin Password used to Sign In to your Jetpack:

❶ Enter your current Admin password in the **Enter current password** box, then click **Continue**.

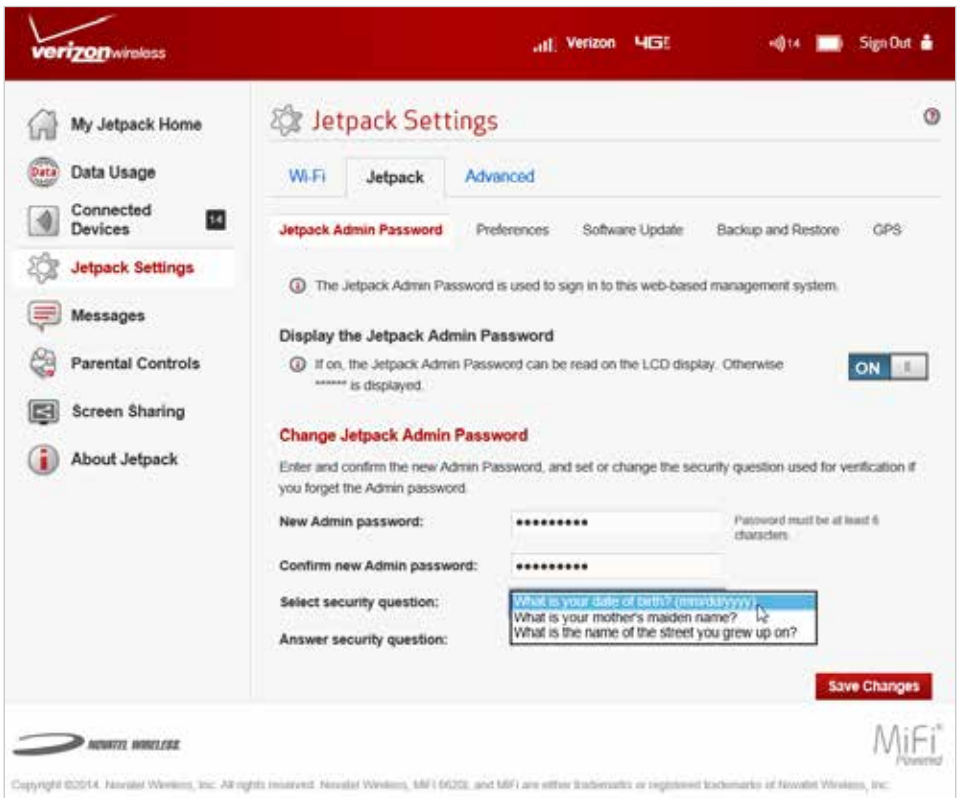


Jetpack Settings - Change Jetpack Admin Password

❷ Enter your new password in the **Enter new password** box.

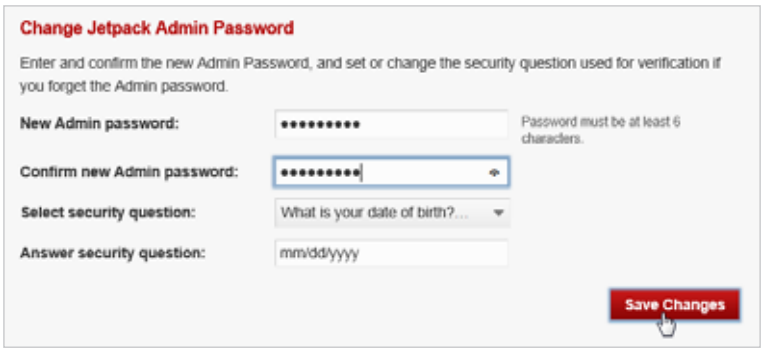
❸ Re-enter your new password in the **Confirm new password** box.

❹ Select a security question from the drop down menu.



Jetpacl Settings - Select Jetpack Security Question

❺ Enter the answer to the selected security question in the **Answer Security Question** field.



Jetpack Settings - Answer Security Question

❻ Click **Save Changes**.

❼ A message displays confirming that your password has been changed.

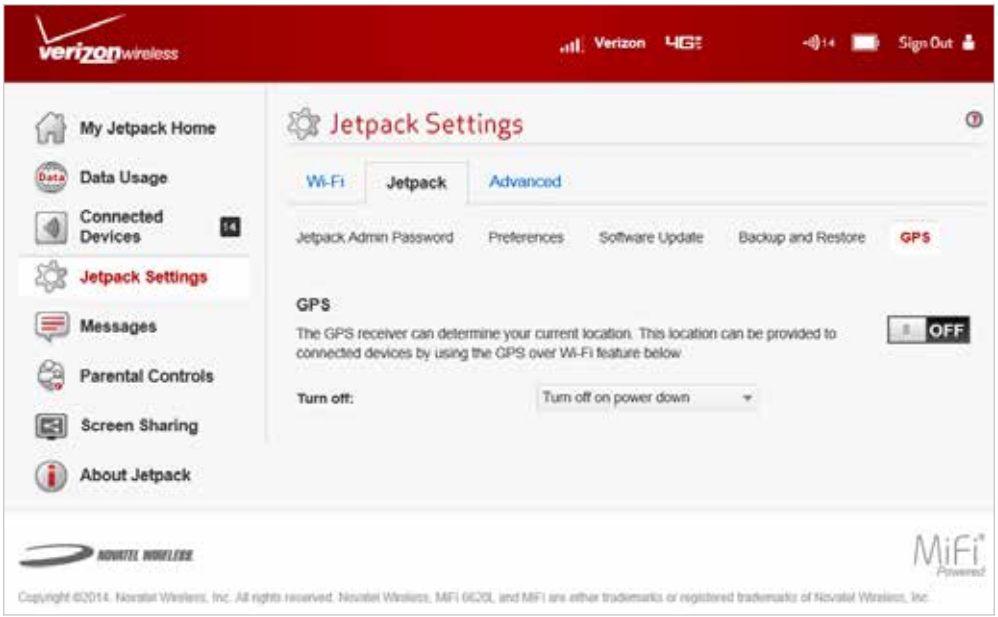
NOTE The next time you sign in to Jetpack Settings, you will need to use the new password.

GPS

Clicking on **GPS** will take you to the Jetpack Settings page Advanced > GPS menu where you can configure the GPS settings for your Jetpack.

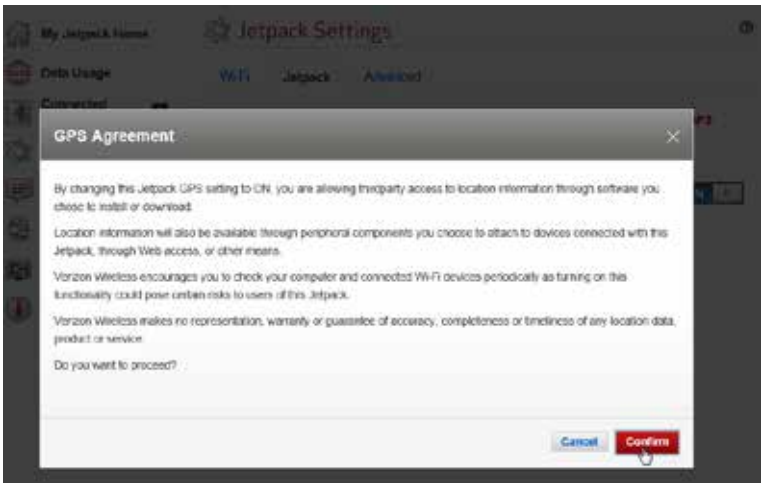
To configure your Jetpack GPS settings:

❶ Slide the ON/OFF button to ON to activate the Jetpack location services and display the GPS Agreement.



Jetpack Settings - GPS

❷ To proceed, click **Confirmed** after reading and agreeing to the GPS Agreement.

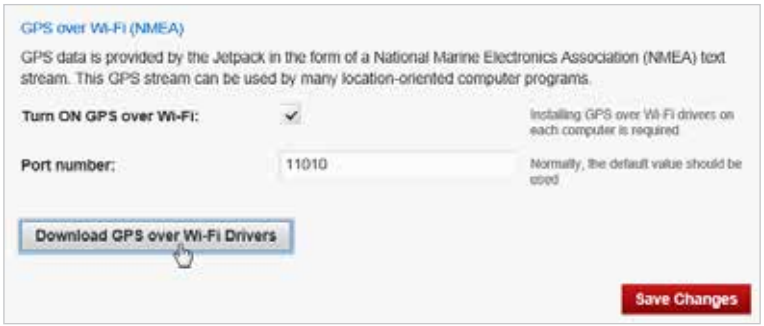


Jetpack Settings - GPS Agreement

❸ Select the desired option from the **Turn off** drop down menu. The choices are **Always on** or **Turn off on power down**.

GPS - Turn off menu

❹ NMEA is a standard method of providing a GPS data stream in Windows and other computing platforms. If this check box is selected, when connected via a USB cable, a NMEA (serial) port is available to applications that can use a NMEA stream. To use GPS over Wi-Fi (NMEA), click **Download GPS Over Wi-Fi Drivers** at the bottom of page to download and install the drivers.



GPS - Download GPS Over Wi-Fi Drivers

❺ Click **Save Changes.**

My Account & Tools

The My Account & Tools menu contains the following options:

- **My Verizon Wireless** (See My Verison Wireless on page 38.)
- **Coverage Map** (See Coverage Map on page 39.)
- **Data Calculator** (See Data Calculator on page 41.)
- **Trip Planner** (See Trip Planner on page 42.)

Jetpack Home - My Account & Tools

My Verison Wireless

Clicking on **My Verizon Wireless** takes you to the My Verizon page on the Verizon Wireless website where you can manage your wireless service. Sign in to your account or watch videos to learn more about your Jetpack and what My Verizon can do for you.

To sign in to your My Verizon account and access your account options:

1. Type your User ID or Mobile Number in the **User ID or Mobile Number** field.
2. Select the desired option from the **Take Me To** drop down menu.

My Verizon Wireless

Coverage Map

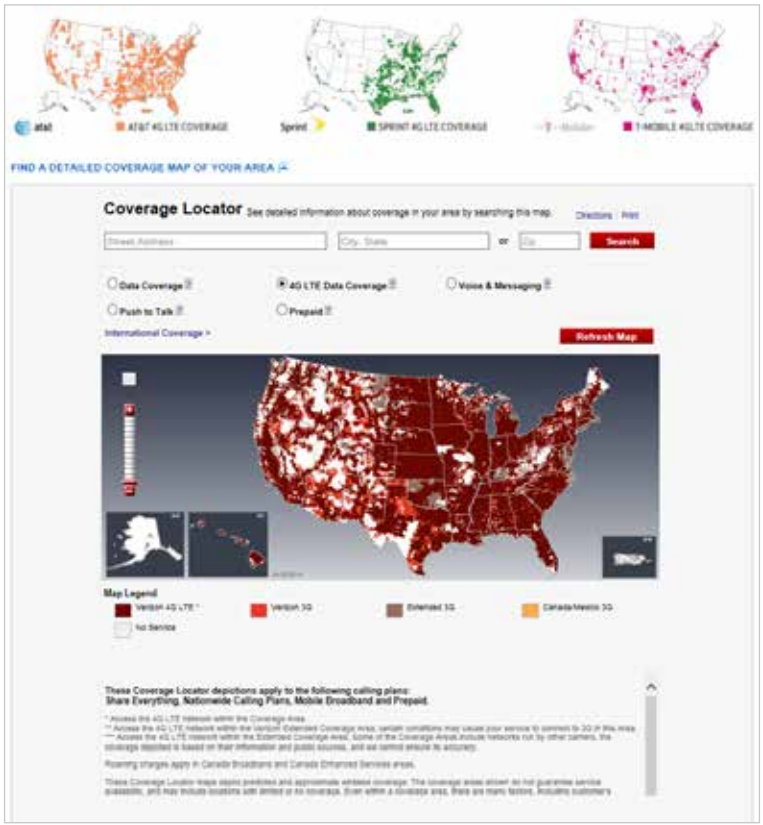
Clicking on **Coverage Map** takes you to the Coverage Locator on the Verizon Wireless website where you can view a detailed coverage map, including Data, Push to Talk, 4G LTE Data, Prepaid, and Voice & Messaging.

To display detailed information about Verizon Wireless coverage in your area (U.S.):

❶ Type your Street Address, City and State, or Zip code in the appropriate field, then click **Search.**

❷ To limit the coverage areas by service type, click the button by each service type desired, then click **Refresh Map.**

❸ Use the map navigation tools to adjust the size and location of the area displayed.

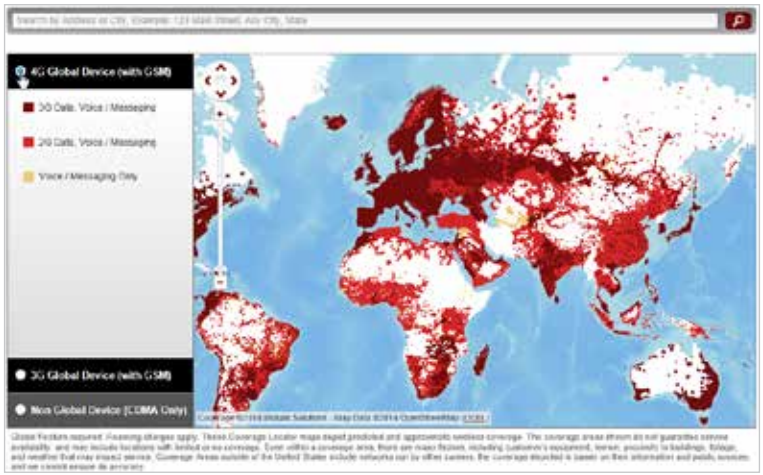


Verizon Coverage Locator

To display detailed information about Verizon Wireless international coverage:

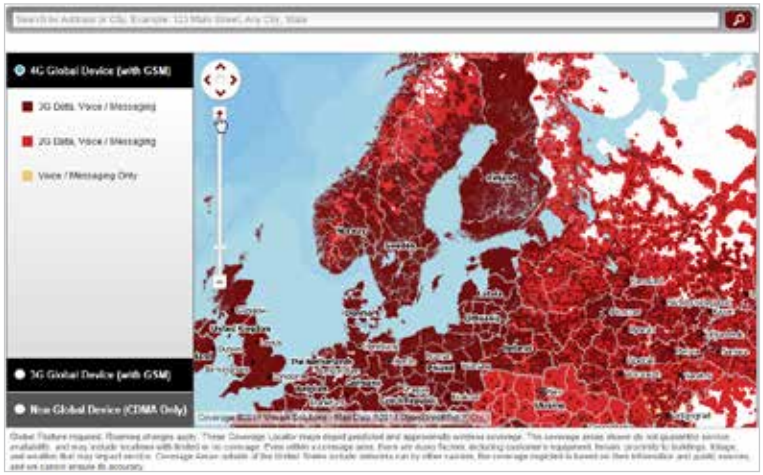
❶ Type your Street Address, City and State, or Zip code in the appropriate field, then click the magnifying glass icon.

❷ To limit the coverage areas by service type, click the button by the service type desired.



Verizon International Coverage Map

❸ Use the map navigation tools to adjust the size and location of the area displayed.



Verizon International Coverage Map - Adjust Size

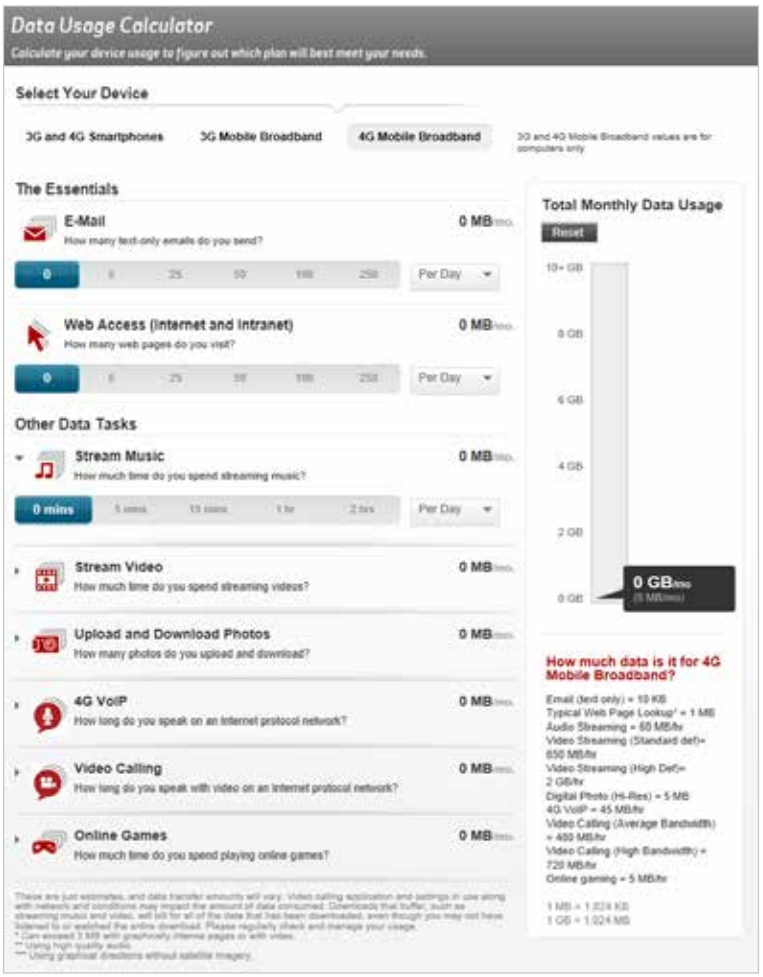
Data Calculator

Clicking on **Data Calculator** takes you to the Data Usage Calculator on the Verizon Wireless website where you can calculate your Jetpack usage to determine which plan will best meet your needs.

To use the Data Calculator to select the best Verizon plan to meet your needs:

❶ TBD

❷ TBD



Verizon Data Calculator

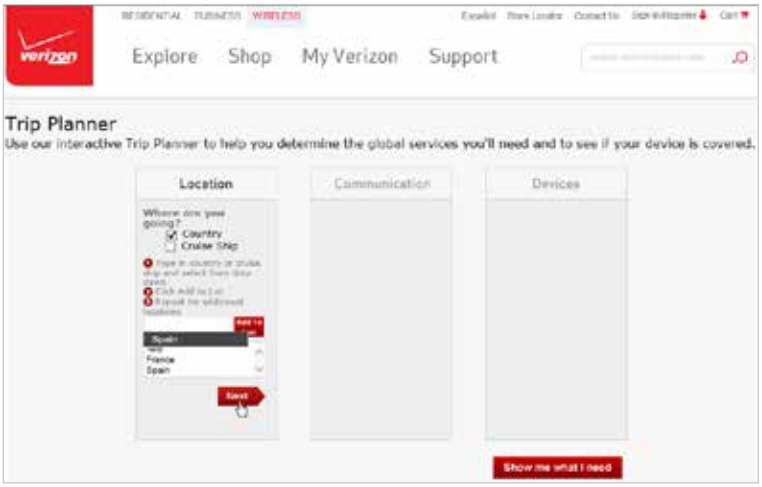
Trip Planner

Clicking on **Trip Planner** takes you to the interactive Trip Planner on the Verizon Wireless website where you can determine the global services you need when you travel and see if your device is covered.

To use the interactive Trip Planner:

❶ TBD

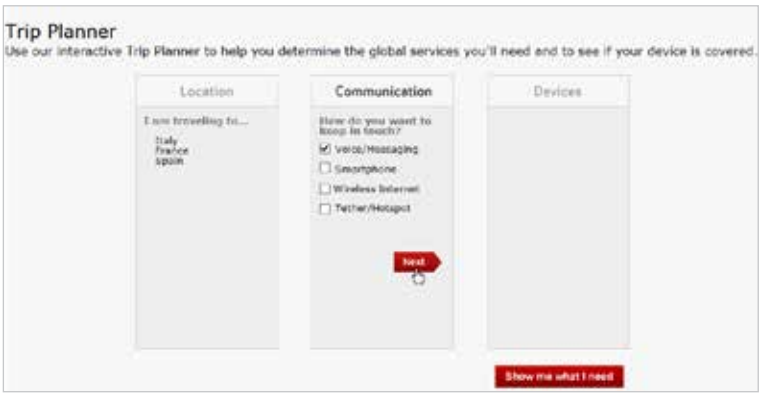
❷ TBD



Verizon Trip Planner - Enter Location

❸ TBD

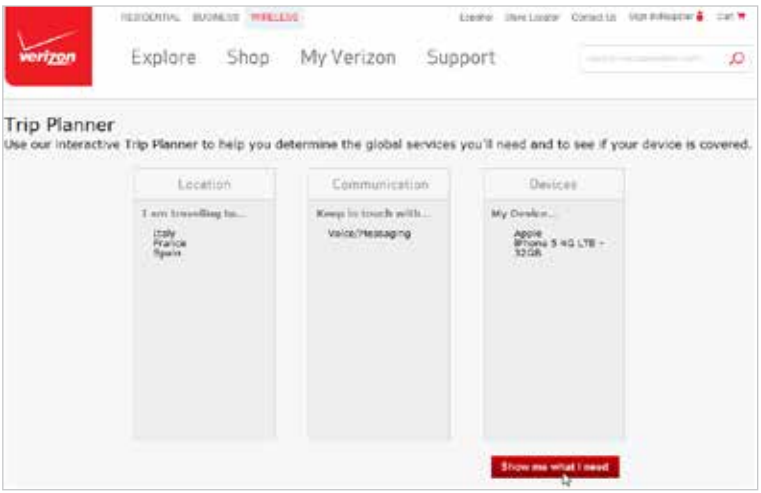
❹ TBD



Verizon Trip Planner - Enter Communication Type

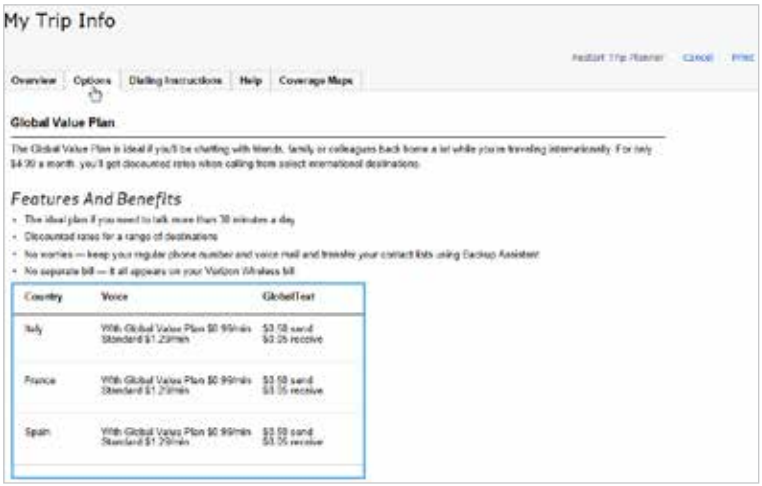
❺ TBD

❻ TBD



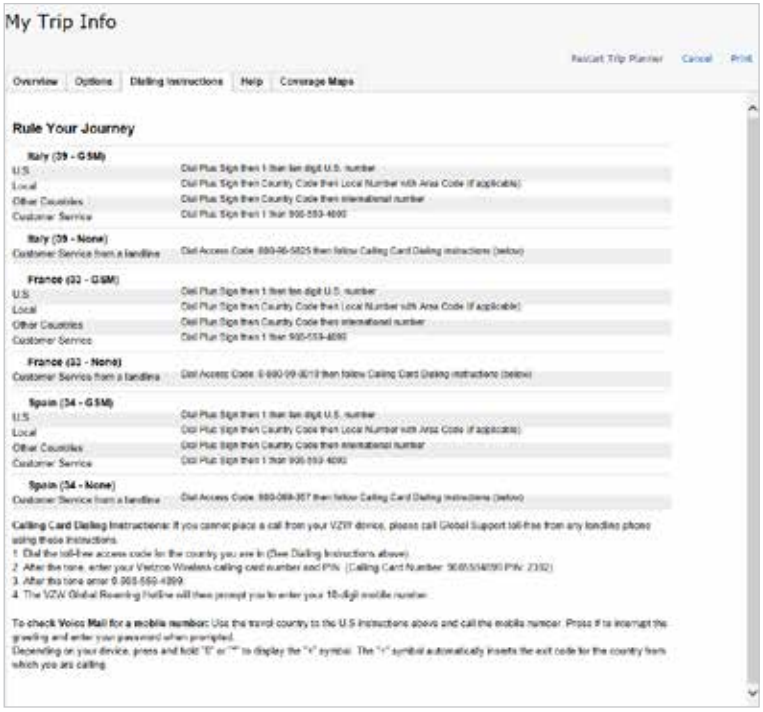
Verizon Trip Planner - Show me what I need

❼ TBD



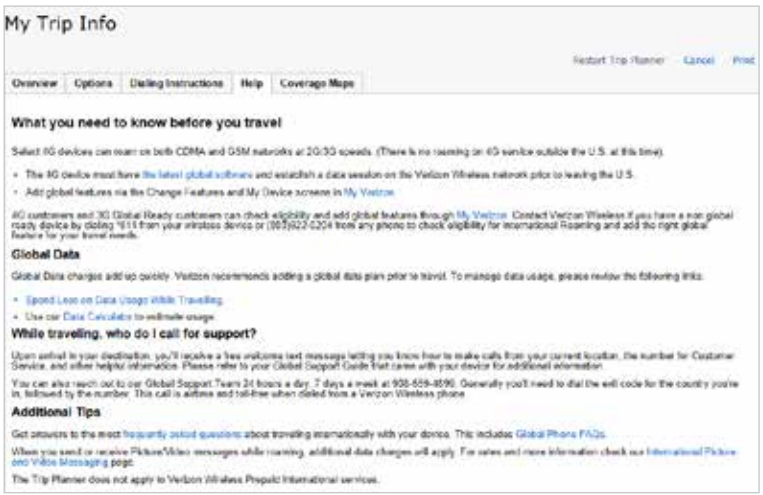
Verizon Trip Planner - Options

❽ TBD



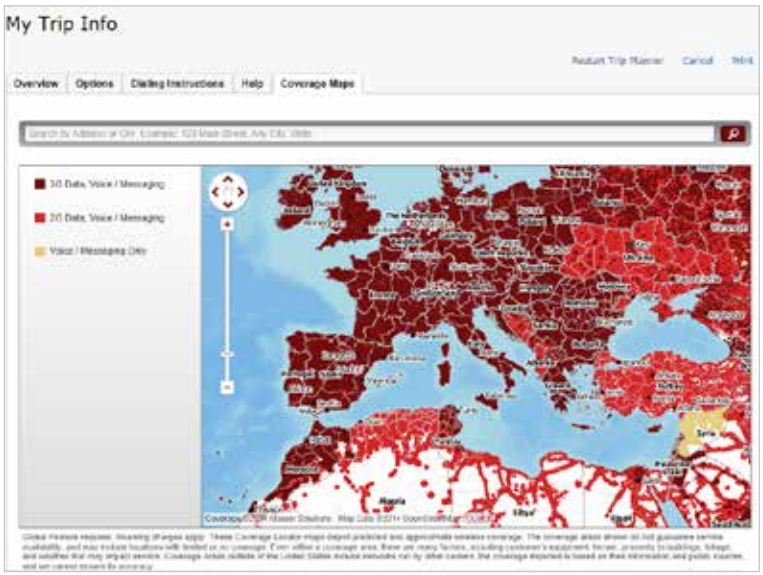
Verizon Trip Planner - Dialing Instructions

❾ TBD



Verizon Trip Planner - Help

⑩ TBD



Verizon Trip Planner - Coverage Maps

Help & Support

The Help & Support menu contains the following options:

- **Attend a Wireless Workshop** (See Attend a Wireless Workshop on page 47.)
- **Community Forum** (See Community Forums on page 48.)
- **Device Support Page & User Guide** (See Device Support Page & User Guide on page 49.)

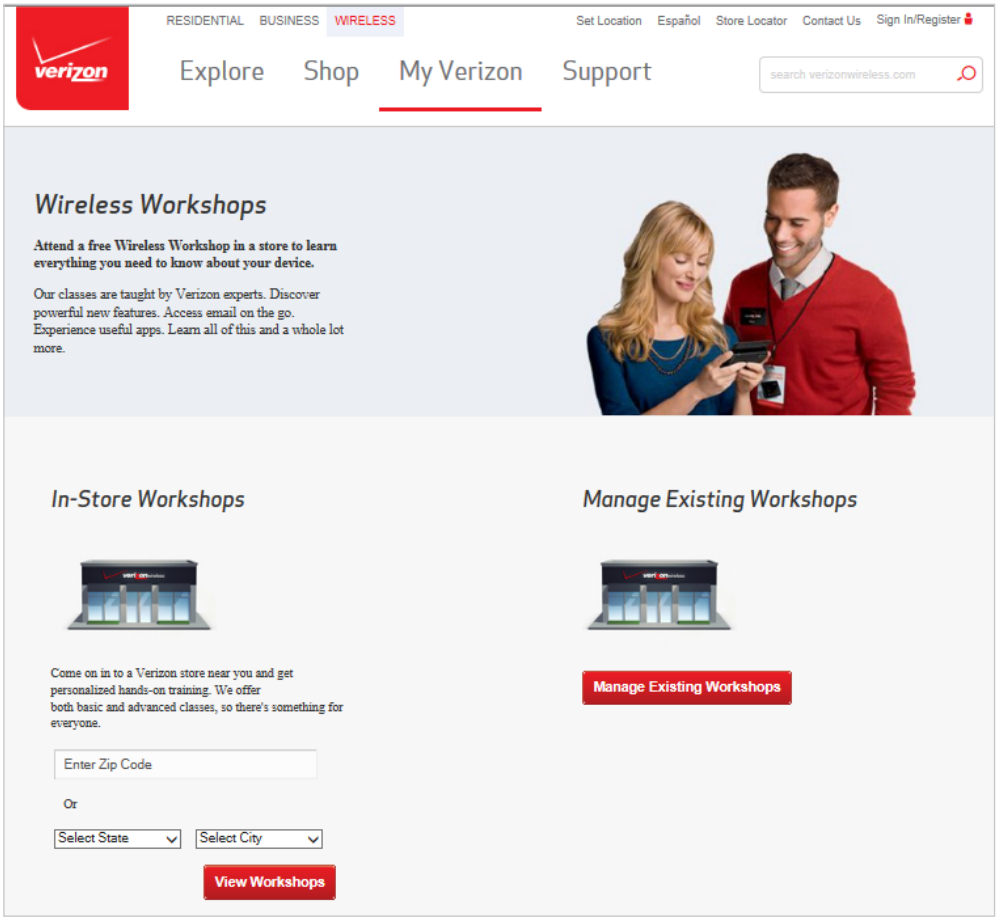
Jetpack Home - Help & Support

Attend a Wireless Workshop

Clicking on **Attend a Wireless Workshop** takes you to Attend a Wireless Workshop on the Verizon Wireless website where you can xxxxxxxxxxxxxxxx.

To attend a Wireless Workshop:

1. TBD
2. TBD



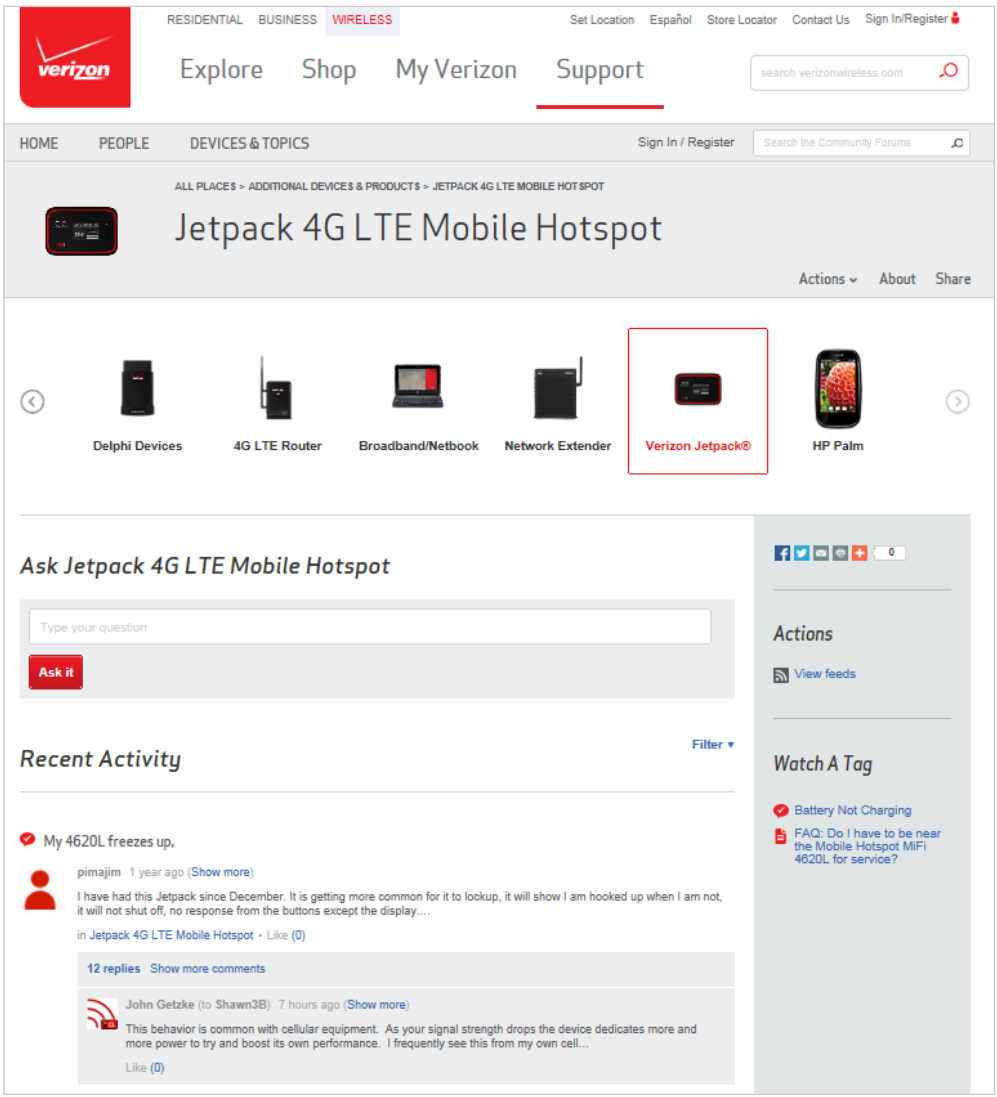
Verizon Wireless Workshops

Community Forums

Clicking on **Community Forums** takes you to Community Forums on the Verizon Wireless website where you can xxxxxxxxxxxxxxxxx.

To xxxxxxxxxxxxxxxxxxxxxxxxxx:

1. TBD
2. TBD



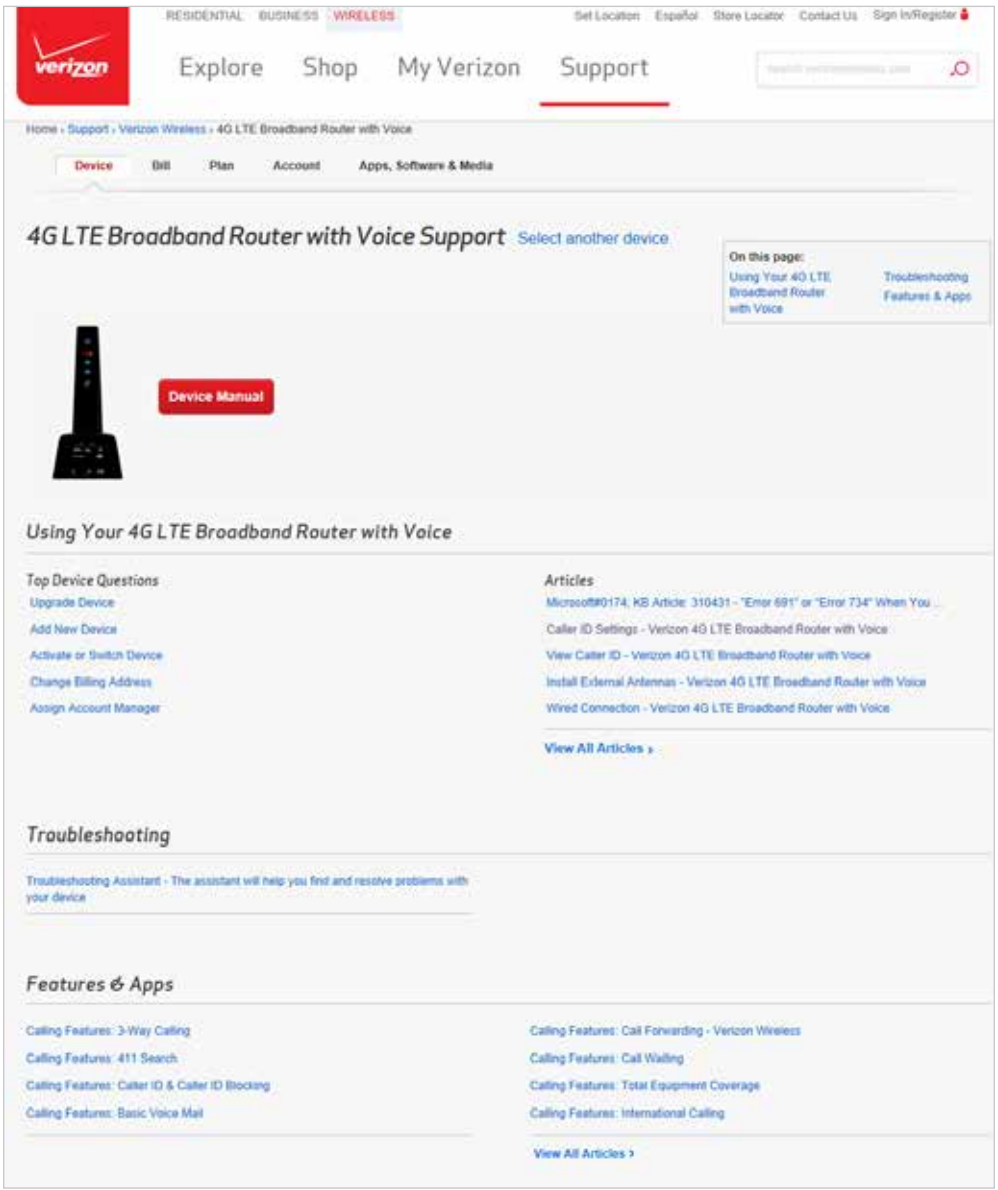
Verizon Support - Community Forums

Device Support Page & User Guide

Clicking on **Device Support Page & User Guide** takes you to xxxxxxxxxxxxx on the Verizon Wireless website where you can xxxxxxxxxxxxxxxx.

To xxxxxxxxxxxxxx:

1. TBD.
2. TBD



Verizon Support - Device Support & User Guide

❸ Click **Device Manual** to view a downloadable PDF version of the User Guide:

Download Device Manual

❹ Click **Using Your Jetpack** to review the top device questions and device-related articles.

Using Your Jetpack

❺ Click **Troubleshooting** to access the Troubleshooting Assistant to help you find and resolve problems with your device.

Troubleshooting

❻ Click **Features & Apps** to review device features and applications.

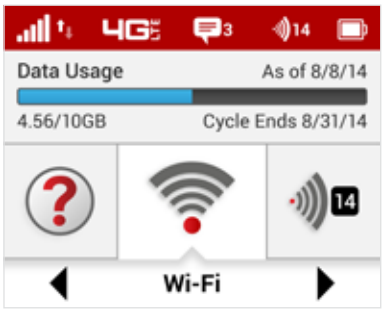
Features & Apps

Data Usage

You can quickly check your data usage and billing cycle directly on the Jetpack display, or on the Jetpack Web User Interface.

On the Jetpack Display

❶ Use the real-time data usage meter on the Home screen to check your data usage and billing cycle schedule.

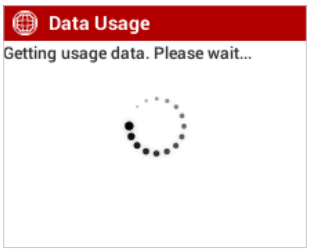


Real-time data usage

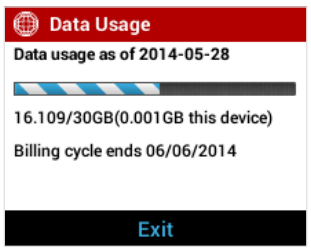
❷ For an expanded view of your data usage information, use the navigate button to scroll to the Data Usage icon and press the select button to display both usage cycle and data usage meters. Press the select button to exit and return to the Home screen.

NOTE The real-time data usage meter will not display when SIM lock is enabled or when another device is connected to the Jetpack via the Universal Charging port.

Data usage option



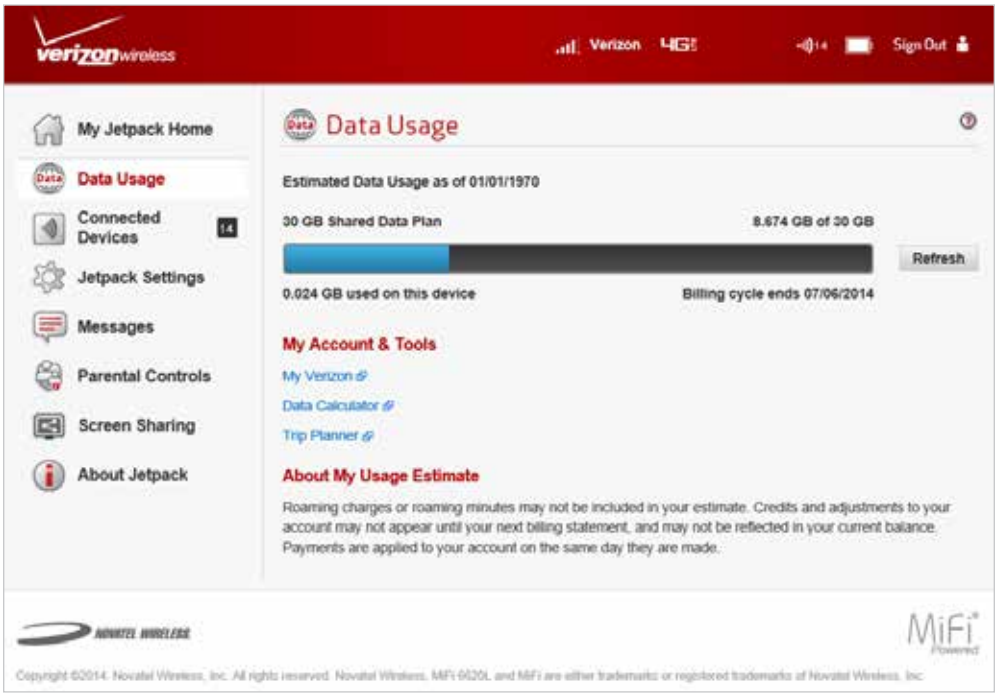
Getting usage data



Data usage & billing cycle

On the Jetpack Web User Interface

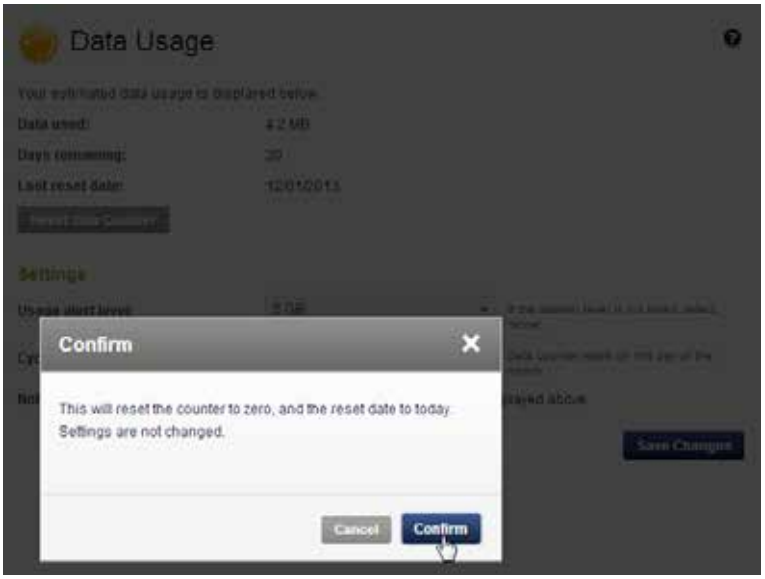
The Data Usage page allows you to obtain your estimated data usage, and to reset the data counter, usage alert level and cycle start date. Click **Data Usage** on the Menu panel to display the Data Usage page and access information specific to your particular plan.



Jetpack Data Usage

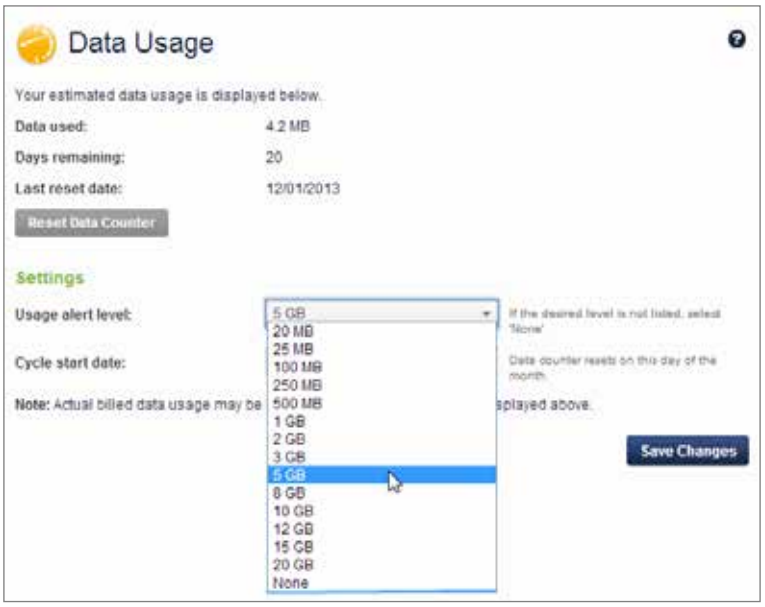
To reset the Data Counter:

1. Click **Reset Data Counter**. A message displays to confirm that the counter will reset to zero and the date will reset to the current date.
2. Click **Confirm** to accept the changes, or **Cancel** to retain existing settings.



To set the usage alert level:

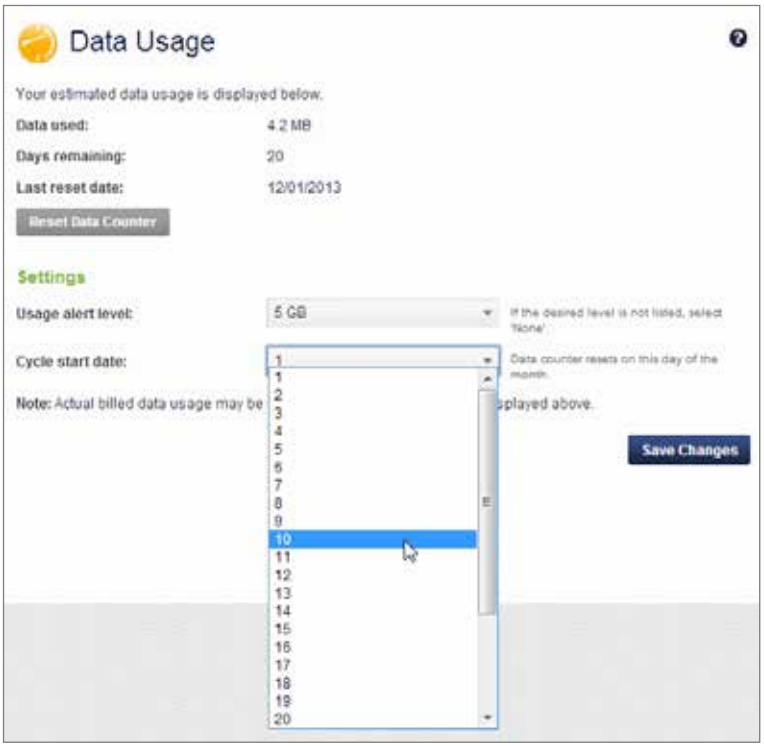
❶ Select the desired alert level from the Usage alert level dropdown menu.



❷ Click **Save Changes** to confirm and save the new alert level.

To set the cycle start date:

❶ Select the desired cycle start date from the Cycle start date dropdown menu.



❷ Click **Save Changes** to confirm and save the new start date.

Connected Devices

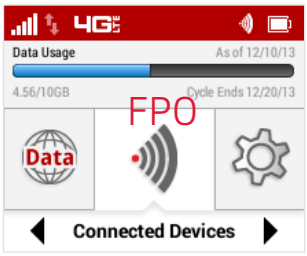
You can view and edit Wi-Fi enabled devices currently connected to your Jetpack Primary and Guest Networks, as well as any devices currently blocked.

On the Jetpack Display

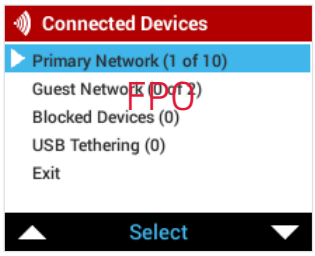
1. To display Wi-Fi enabled devices currently connected to or blocked from your Jetpack, use the navigation button to scroll to the Devices icon and press the select button.
2. Select the Primary Network option to display the type, name, DNS and MAC details for each device connected to the Primary Network, and to block or unblock each device.
3. Select the Guest Network option to display the type, name, DNS and MAC details for each device connected to the Guest Network, and to block or unblock each device.

NOTE The **Guest Network** option only displays when the option is enabled.

4. Select the Blocked Devices option to display the type, name, DNS and MAC details for each device blocked from the Primary and Guest Networks, and to unblock any of the blocked devices.
5. Press the select button to close the Connected Devices screen and return to the Home screen.

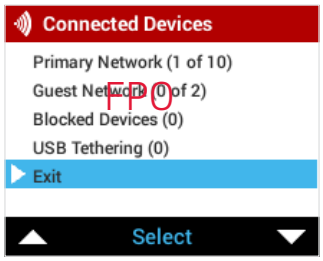


Devices option



Select Primary Network

Connected device detail

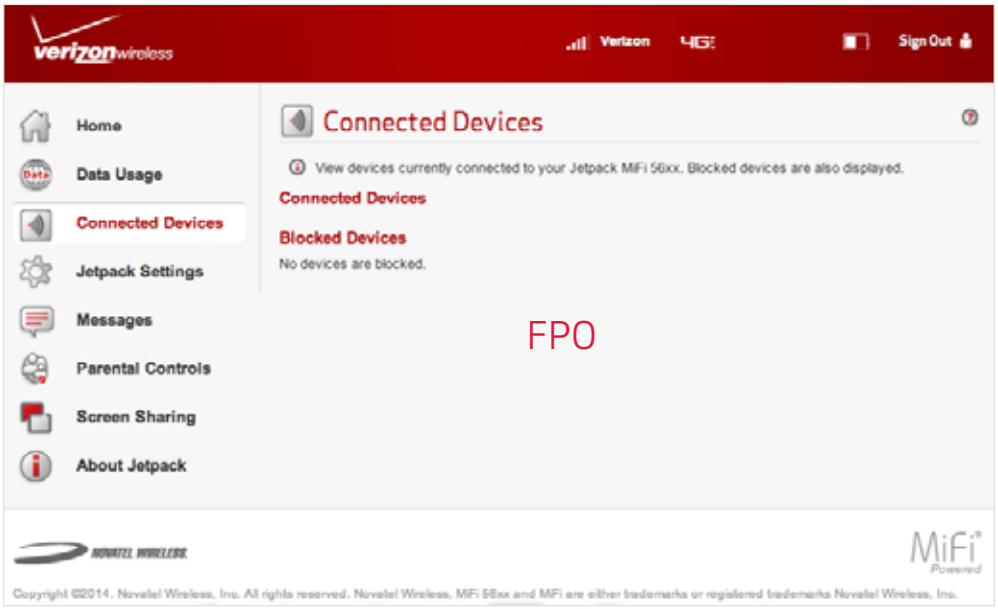


Exit Connected Devices

On the Jetpack Web User Interface

The Connected Devices page allows you to view and edit devices that are currently connected to your Jetpack. You can also view and unblock any blocked devices. The Connected Devices page contains the following:

- **Connected Devices** — Displays the IP Address, MAC Address and Link Local of up to ten connected devices.
- **Blocked Devices** — Displays any blocked devices.



Jetpack Connected Devices

Connected Devices

The Connected Devices menu contains the following options:

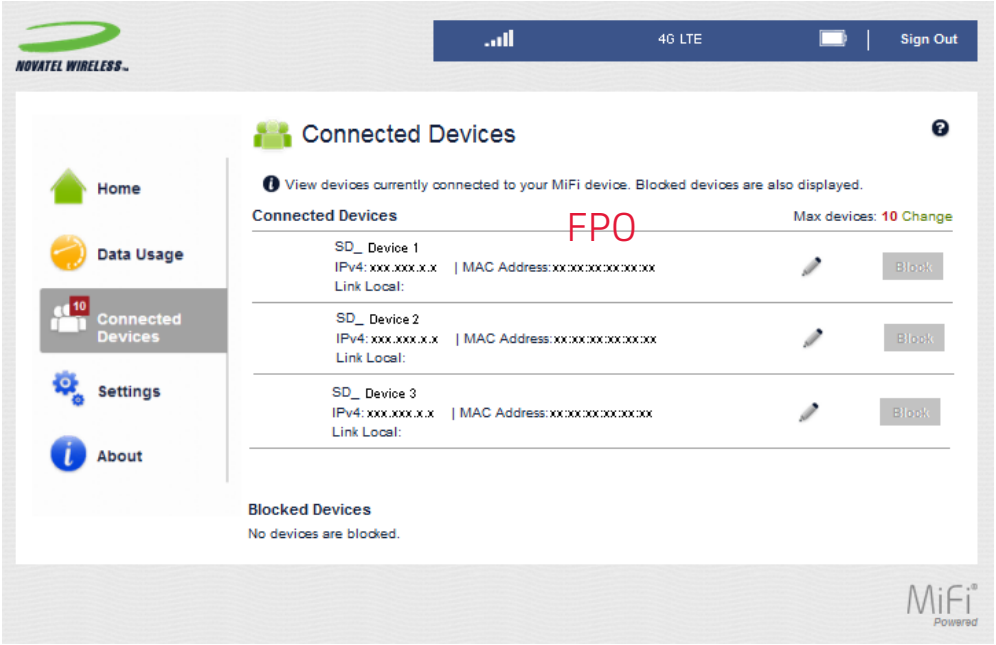
- **Name** — Normally, this is the hostname of the connected device, as set on the connected device. If you have used this interface to assign a name to a connected device, the assigned name displays in place of the hostname. In rare cases, the hostname may be unavailable. You can use the **Edit** option to change the name of any connected device.
- **Type** — The first column indicates the type of connected device. You can use the **Edit** option to set or change the type. If the type has not been set, no icon is displayed. Once you set the device type, an appropriate icon is displayed.
- **IP Address** — The IP address of the connected device.
- **MAC Address** — The MAC Address is a unique network identifier for this connected device.
- **Link-Local** — If the connected device supports IPv6, the Link-Local IPv6 address is displayed.
- **Edit** — Allows you to edit a connected device type or name.
- **Block** — Allows you to prevent a specific device from connecting to the Jetpack.

FPO

Edit a Connected Device

To edit a connected device:

❶ Click the pencil tool. A page opens allowing you to edit a connected device.



❷ Select the appropriate change from the **Connected Devices** dropdown menu.

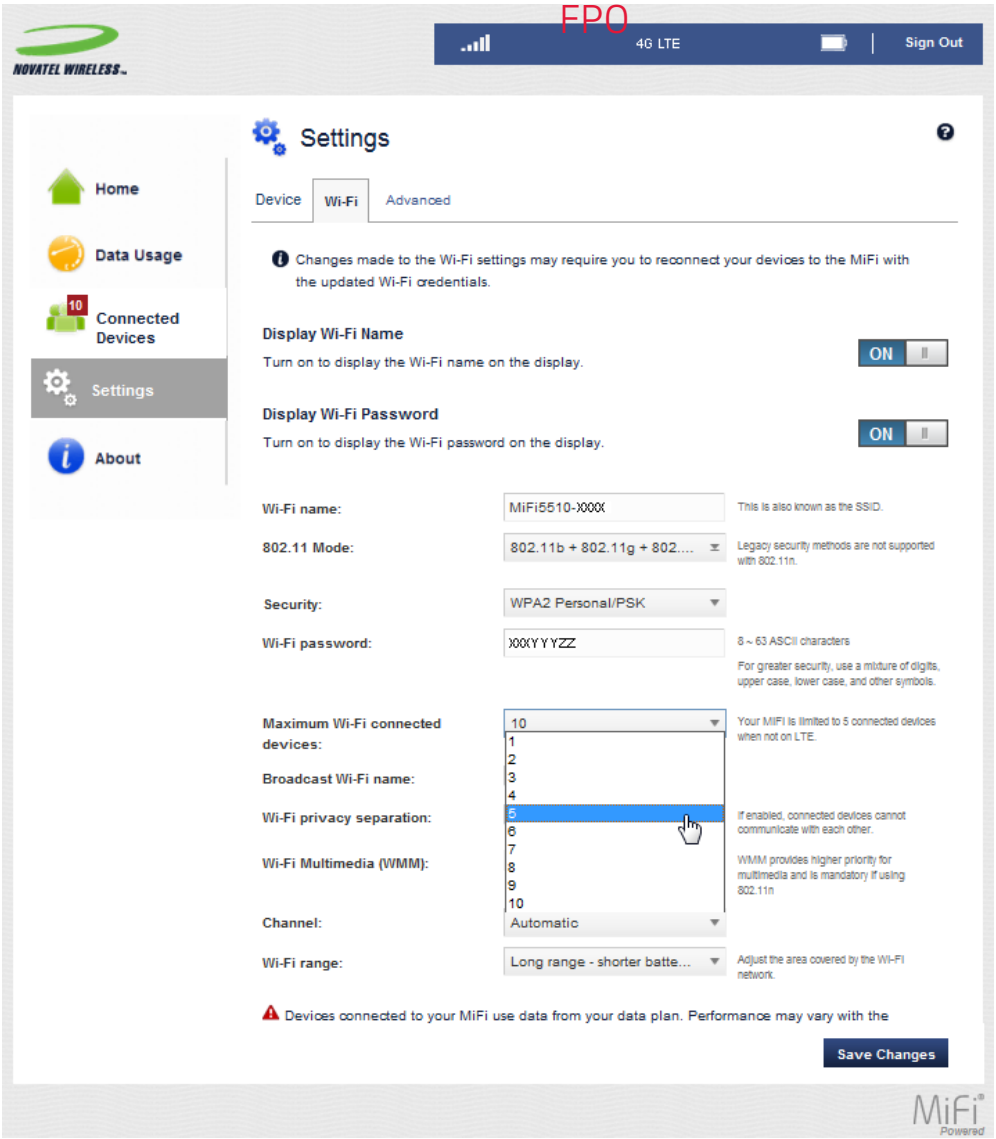
❸ Click the checkmark to finish editing the device.

Change the Maximum Number of Connected Devices

To change the maximum number of connected devices:

1. Click **Change** on the **Connected Devices** page.

2. The Jetpack Settings Wi-Fi page opens. Select the number of devices from the **Maximum Wi-Fi connected devices** dropdown menu.

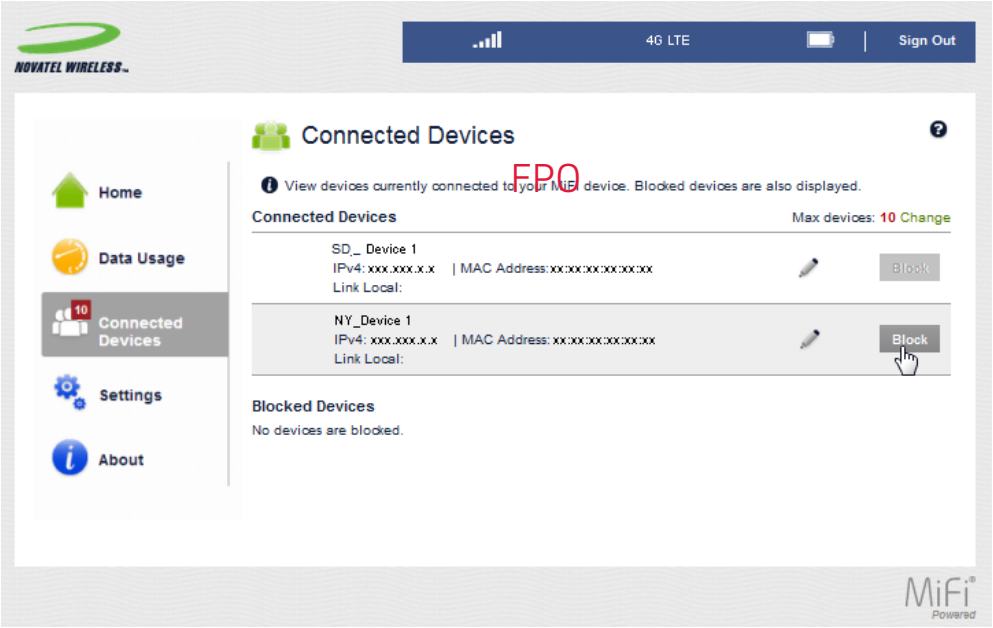


3. Click **Save Changes**.

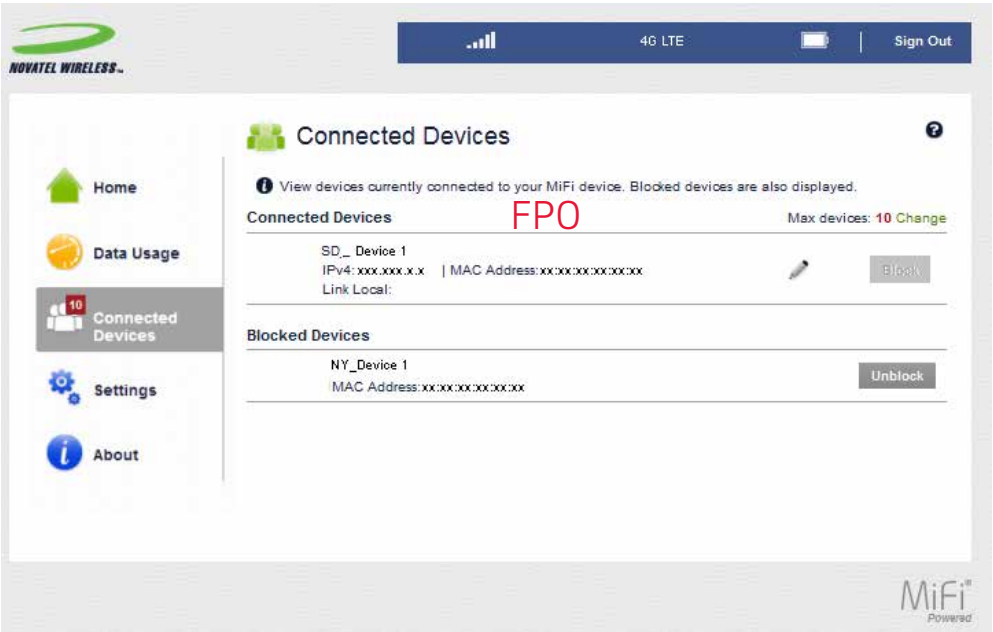
Blocked Devices

The Blocked Devices menu contains the following menu options:

- **Block Button** — Click **Block** to disconnect a connected device and prevent it from reconnecting. The blocked device then appears in the **Blocked List**. This option is available for use with each connected device, except for your own device, and any device connected via USB.



- **Blocked List** — This lists any devices you have blocked. Note that since these devices are not currently connected, and are blocked from connecting, they do not have an IP address. Instead, they are identified by their name and MAC address.



- **Unblock Button** — Click **Unblock** to unblock a previously blocked device, freeing it to connect again. The unblocked device is deleted from the **Blocked List**, and will reappear in the **Connected Devices** list when it connects.

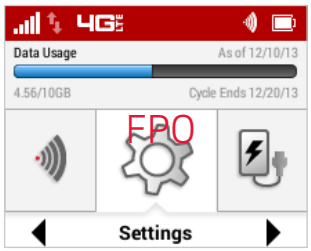
Jetpack Settings

Settings allow you to make device changes such as screen brightness and audio on/off, and to select mobile network options for your Jetpack.

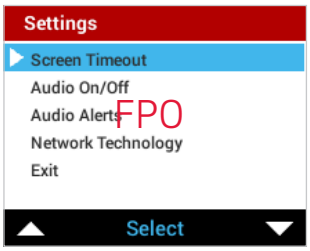
On the Jetpack Display

Screen Timeout

1. On the Home screen, navigate to the Settings icon and press the select button to open the Settings Select screen and display Settings options.
2. Navigate to the Screen Timeout option and press the select button to display the Screen Timeout settings options. The settings options include: after 30 seconds, after 1 minute, after 2 minutes, after 5 minutes, and never. The current setting will be selected when the screen is displayed.
3. Select the desired Screen Timeout setting, and press select to save the setting and return to the Settings Select screen.
4. Navigate to the Exit option and press the select button to return to the Home screen.



Settings option



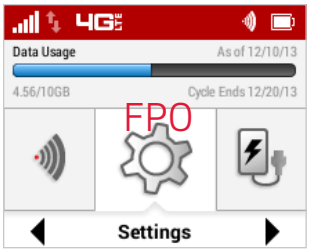
Select Screen Timeout option

Set Screen Timeout detail

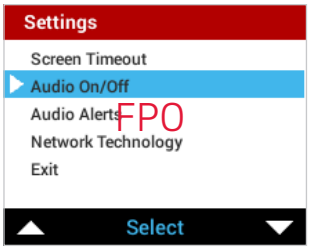
Audio On/Off

1. On the Home screen, navigate to the Settings icon and press the select button to open the Settings Select screen and display Settings options.
2. Navigate to the Audio On/Off option and press the select button to display the Audio On/Off settings options. The settings options are Audio On and Audio Off. Setting Audio Off will disable all audio on the Jetpack.
3. Select the desiredAudio On/Off setting, and press select to save the setting and return to the Settings Select screen.

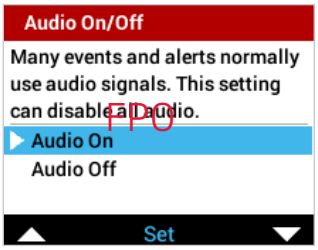
❹ Navigate to the Exit option and press the select button to return to the Home screen.



Settings option



Select Audio On/Off option



Set Audio On/Off detail

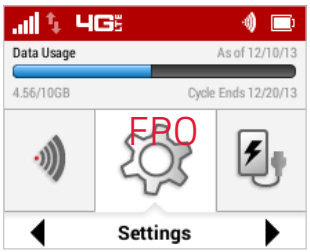
Audio Alerts

❶ On the Home screen, navigate to the Settings icon and press the select button to open the Settings Select screen and display Settings options.

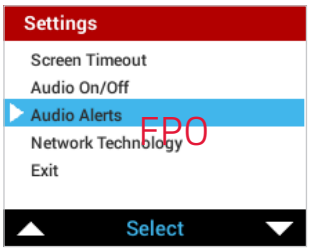
❷ Navigate to the Audio Alerts option and press the select button to display the Audio Alerts settings options. Alert settings include Startup/Shutdown, Low battery, Critical low battery, Charging complete, and External charging. The current settings are displayed for each alert

❸ Select the desired setting for each alert, and press select to save the setting and return to the Settings Select screen.

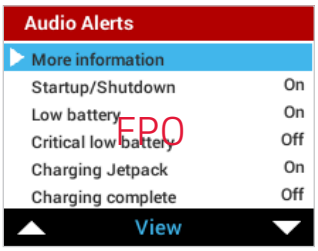
❹ Navigate to the Exit option and press the select button to return to the Home screen.



Settings option



Select Audio Alerts option



Set Audio Alerts detail

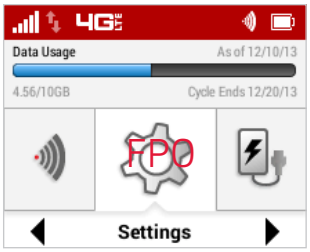
Network Technology

❶ On the Home screen, navigate to the Settings icon and press the select button to open the Settings Select screen and display Settings options.

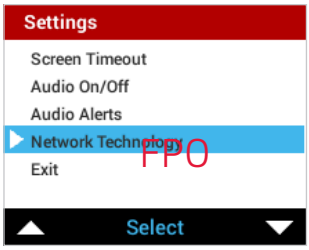
❷ Navigate to the Network Technology option and press the select button to display the Network Technology screen with the available technology options.

❸ Navigate to the desired technology option and press the select button.

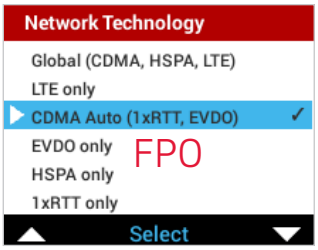
❹ Navigate to the Exit option and press the select button to return to the Home screen.



Settings option



Select Network Technology option

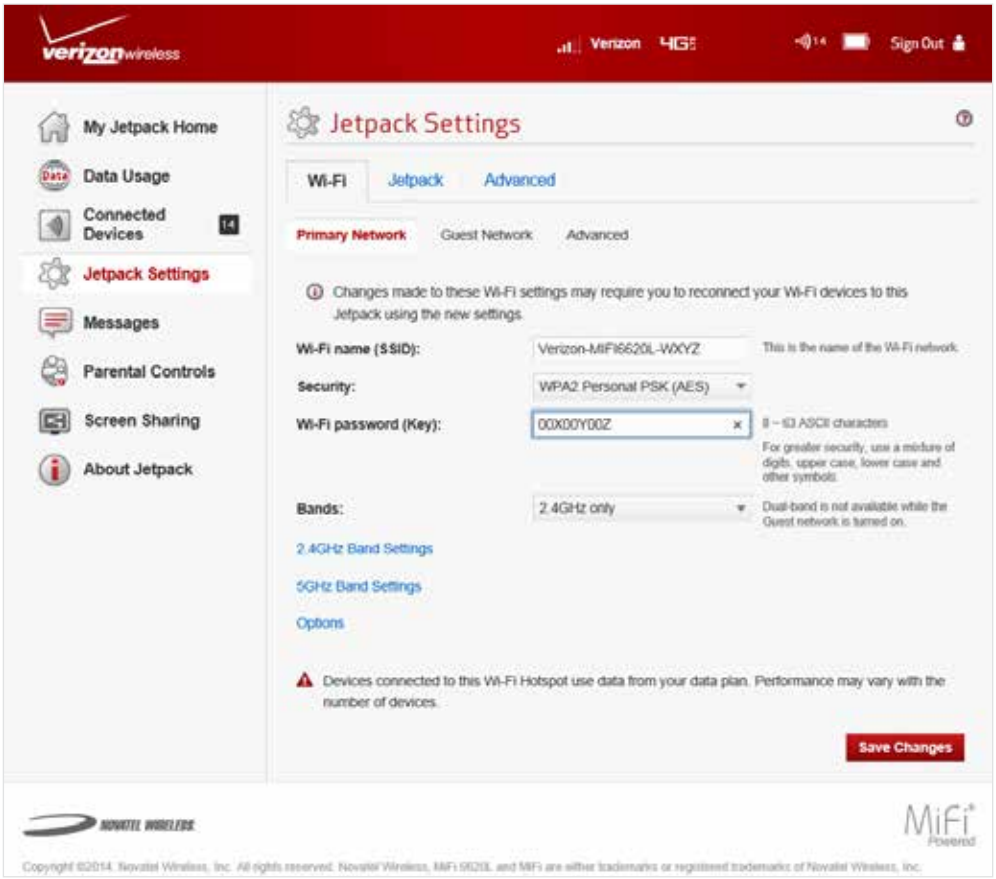


Set Network Technology detail

On the Jetpack Web User Interface

The Settings page allows you to make administration password and preference changes; obtain software update information; and backup and restore files to your Jetpack. The Settings page contains the following menu options:

- **Wi-Fi** (See Wi-Fi on page 58.)
- **Jetpack** (See Jetpack on page 69.)
- **Advanced** (See Advanced on page 75.)

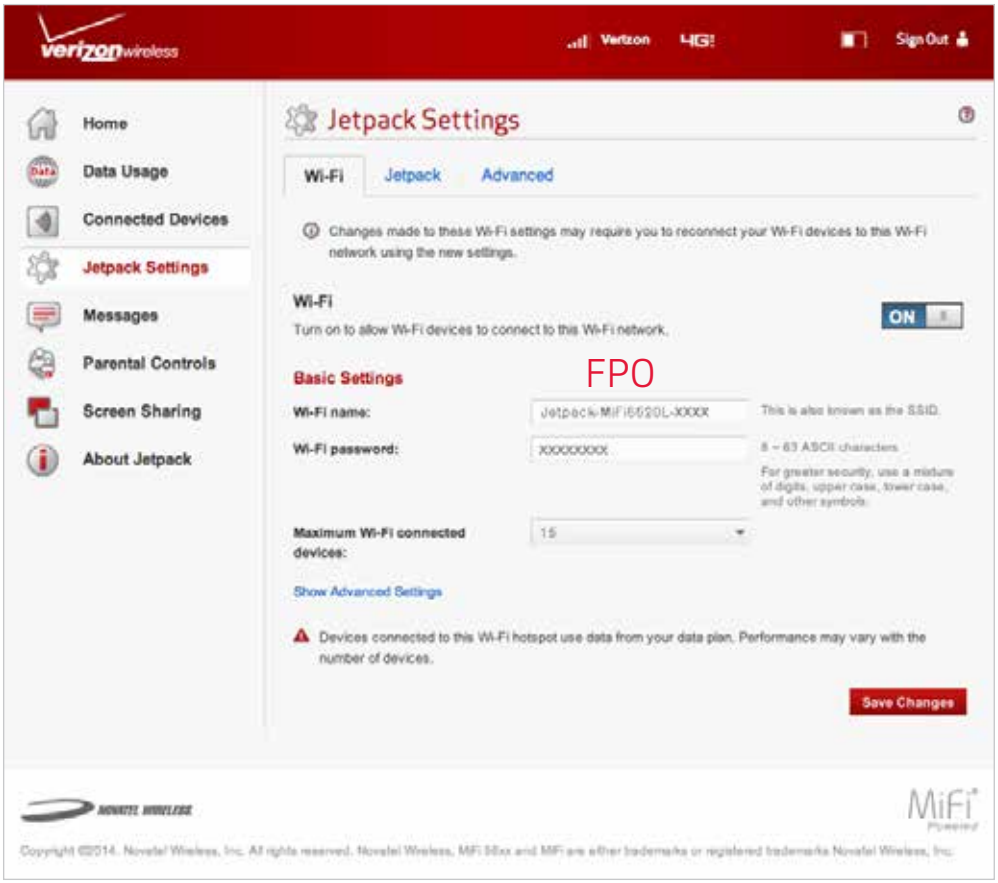


Jetpack Wi-Fi Settings

Wi-Fi

The Wi-Fi menu allows you to enable Wi-Fi devices to connect to the Jetpack Wi-Fi network, and to change the Basic Settings and access the Advanced Wi-Fi Settings.

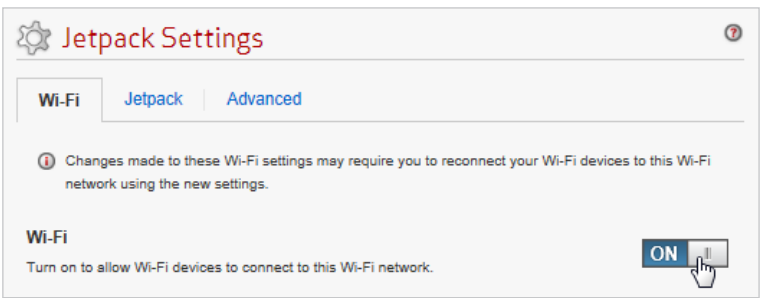
- **Wi-Fi**
- **Basic Settings**
- **Show Advanced Settings**



Change Wi-Fi Name and Password

Wi-Fi

- To allow Wi-Fi devices to connect to your Jetpack Wi-Fi network, slide the ON/OFF button to ON.



Turn Wi-Fi ON

Basic Settings

Use the Basic Settings options to change your Wi-Fi name, password, or the maximum number of Wi-Fi connected devices:

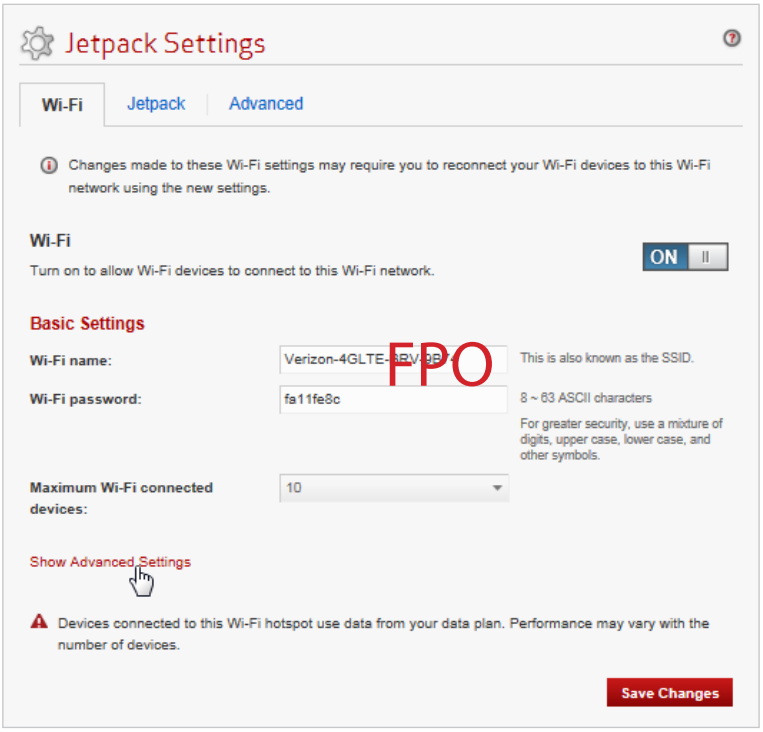
1. To change the current Wi-Fi name (SSID), type the new name in the Wi-Fi name field.
2. To change the current Wi-Fi password, type the new password in the Wi-Fi password field.

   NOTE The password must be a minimum of 8 ASCII characters. For the greatest security, use a mixture of digits, upper case, lower case, and other symbols.

3. Select the desired maximum number of Wi-Fi connected devices from the dropdown menu.
4. Click **Save Changes** to accept and finalize the new Basic Settings.

Advanced

To display and access the Wi-Fi Advanced Settings options, click **Show Advanced Settings**.



Show Advanced Jetpack Settings

Use the Advanced Settings options to change the following:

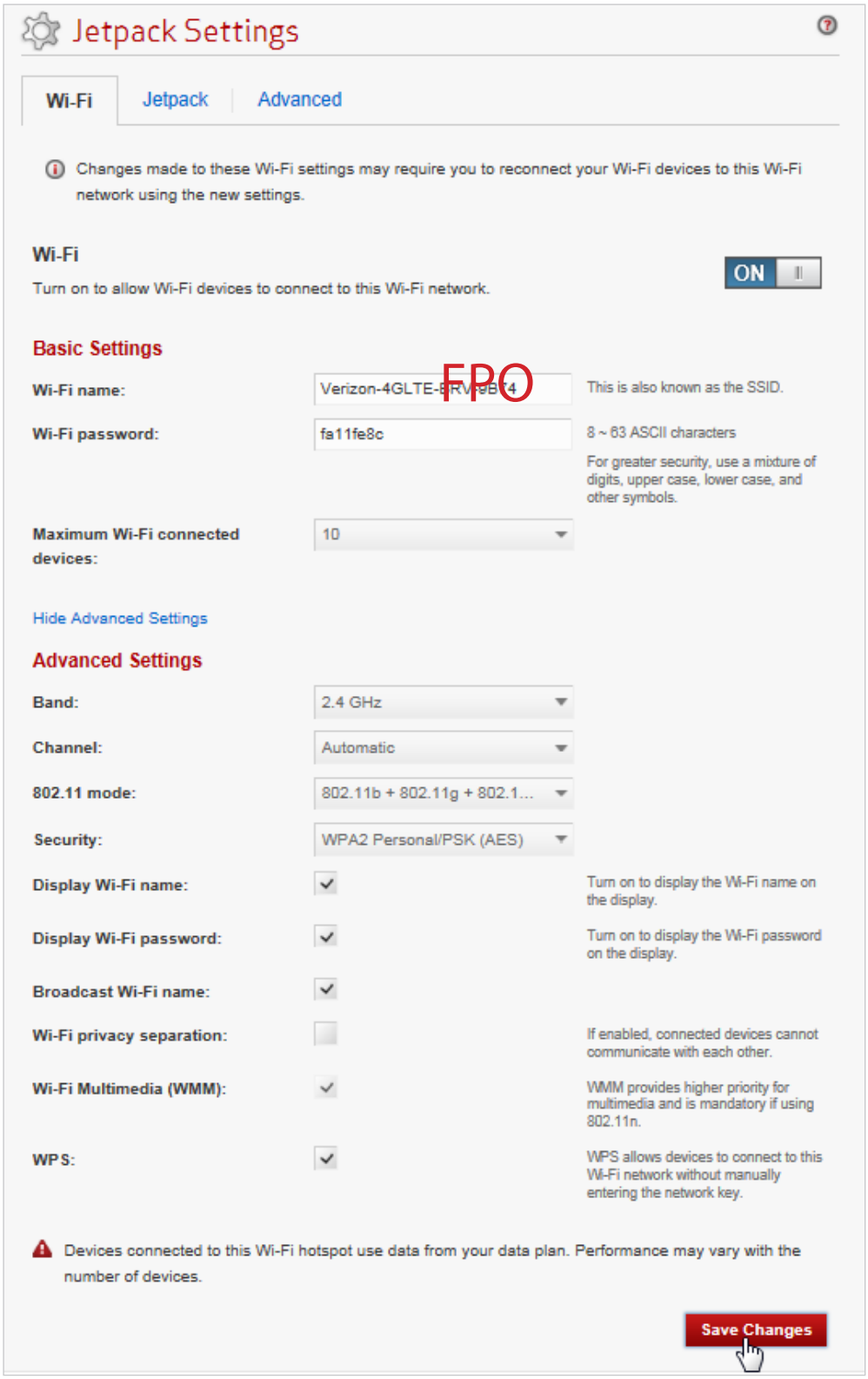
- **Band** — Select the desired Band from the dropdown menu. Band options are either 5 GHz or 2.4 GHz.
- **Bandwidth** — Select the desired Bandwidth from the dropdown menu. Bandwidth options are either 20/40 MHz or 20 MHz.
- **Channel** — Select the desired Channel from the dropdown menu. Channel options are automatic, 36, 40, 44, 48, 149, 153, 157, 161 or 165.
- **802.11 mode** — 802.11 mode is 802.11a + 802.11n.
- **Security** — Select the desired Security type from the dropdown menu. Security type options are either WPA2 Personal/PSK (AES) or None.
- **Display Wi-Fi name** — Click the checkbox to display the Wi-Fi name on the Jetpack display.
- **Display Wi-Fi password** — Click the checkbox to display the Wi-Fi password on the Jetpack display.
- **Broadcast Wi-Fi name** — Click the checkbox to display your Jetpack Wi-Fi network in the list of available Wi-Fi networks on your connected devices. .
- **Wi-Fi privacy separation** — Click the checkbox to prevent connected devices from communicating with each other.
- **Wi-Fi Multimedia (WMM)** — Click the checkbox to provide a higher priority for multimedia. This setting must be turned on if you are using 802.11n.
- **WPS**— Click the checkbox to allow devices to connect to your Jetpack Wi-Fi network without manually entering the Wi-Fi password.

❶ To change the Band, Bandwidth, Channel, 802.11mode, or Security, select the desired option

from the dropdown menu.

❷ To turn on the Wi-Fi name and password display, Wi-Fi privacy separation, Wi-Fi Multimedia, or WPS, click the appropriate checkbox.

❸ Click Save Changes to accept and finalize the new Advanced Settings.

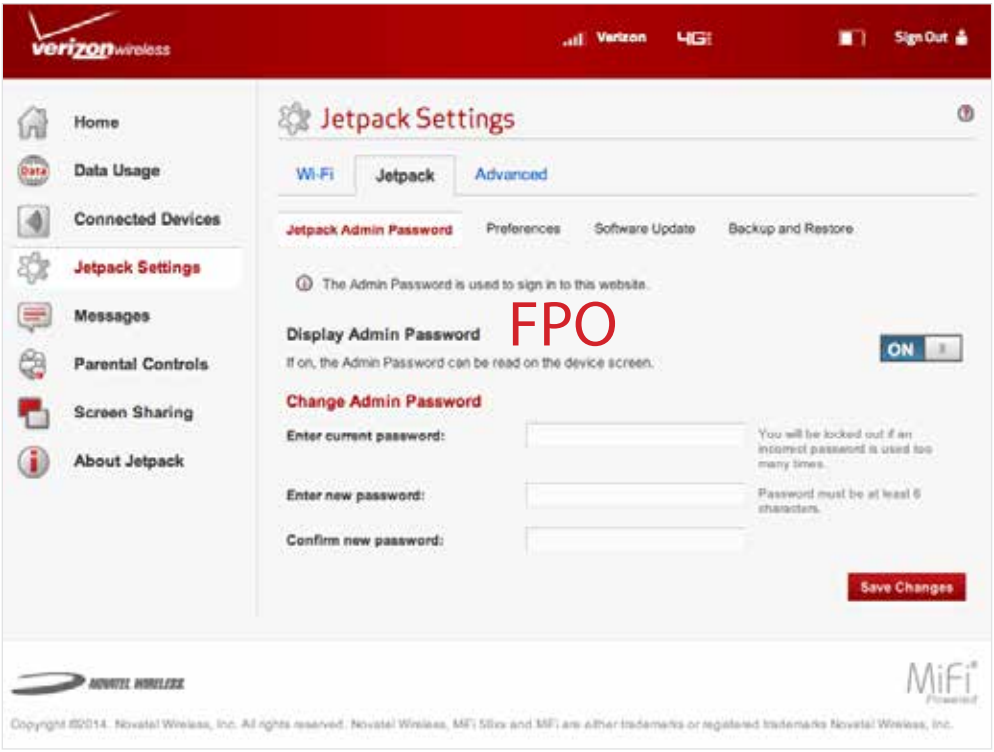


Change Jetpack Wi-Fi Advanced Settings

Jetpack

The Jetpack menu contains the following menu options:

- **Jetpack Admin Password** (See Jetpack Admin Password on page 46.)
- **Preferences** (See Preferences on page 71.)
- **Software Update** (See Software Update on page 44.)
- **Backup and Restore** (See Backup and Restore on page 73.)



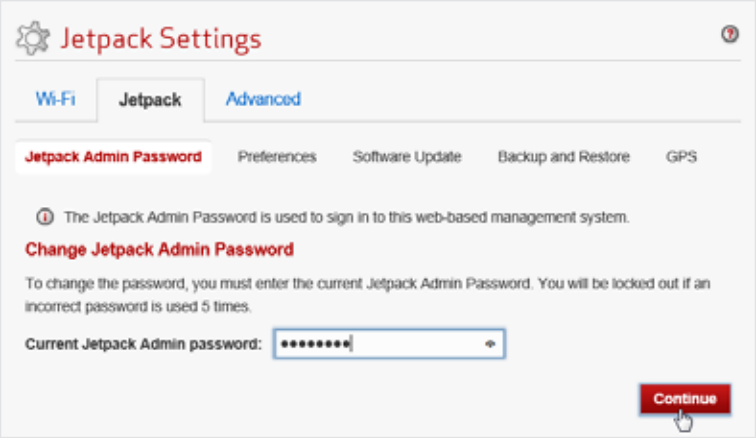
Jetpack Admin Password

Jetpack Admin Password

The Jetpack Admin Password page allows you to display, hide and/or change the Admin Password.

Display or Hide the Admin Password

Slide the **ON/OFF** button to **ON** to display the Jetpack Admin Password on the device or to **OFF** to hide the Jetpack Admin Password on the device.



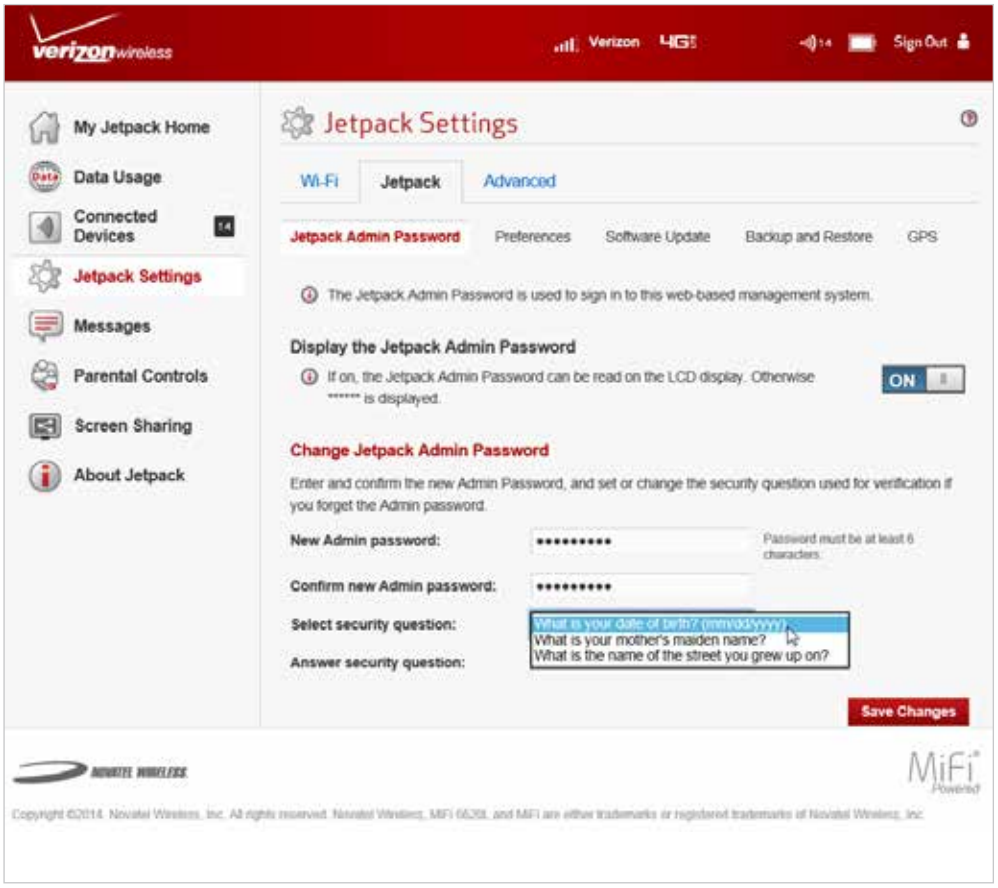
Change Jetpack Admin Password

Change the Admin Password

To change your Admin Password:

1. Type your current password in the **Current Admin Password** field. Select **Continue** to display the **Change Jetpack Admin Password** screen.
2. Type your new password in the **New Admin Password** field.
3. Type your new password a second time in the **Confirm new Admin Password** field.
4. Select a security question from the dropdown menu options.
5. Type the answer to the selected security question in the **Answer security question** field.

6 Click **Save Changes** to save any changes made to your password.

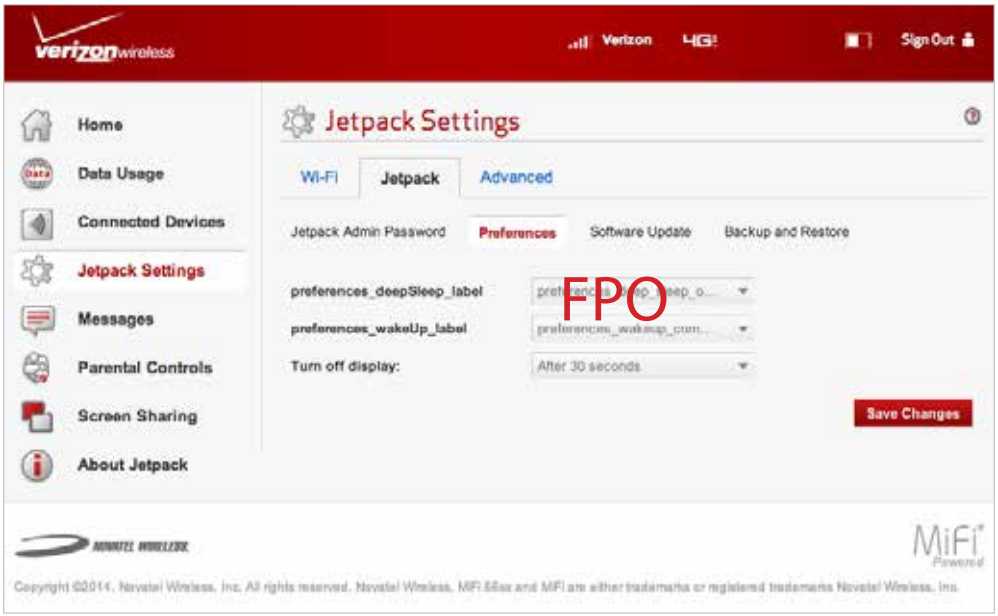


Save Changes to Jetpack Admin Password

Preferences

The Preferences page contains the following:

- **Turn off display** — The **Turn off display** menu changes the amount of time (**After 30 seconds**, **After 1 minute**, **After 5 minutes** or **Never)** that expires before the display turns off.
- Sleep
- **Shutdown** — The **Automatic shutdown** menu changes the amount of time (**After 5 minutes**, **After 10 minutes**, **After 30 minutes** or **Never)** that expires before the Jetpack automatically shuts down.
- **Save Changes —** Click **Save Changes** to accept and finalize the new Preferences Settings.

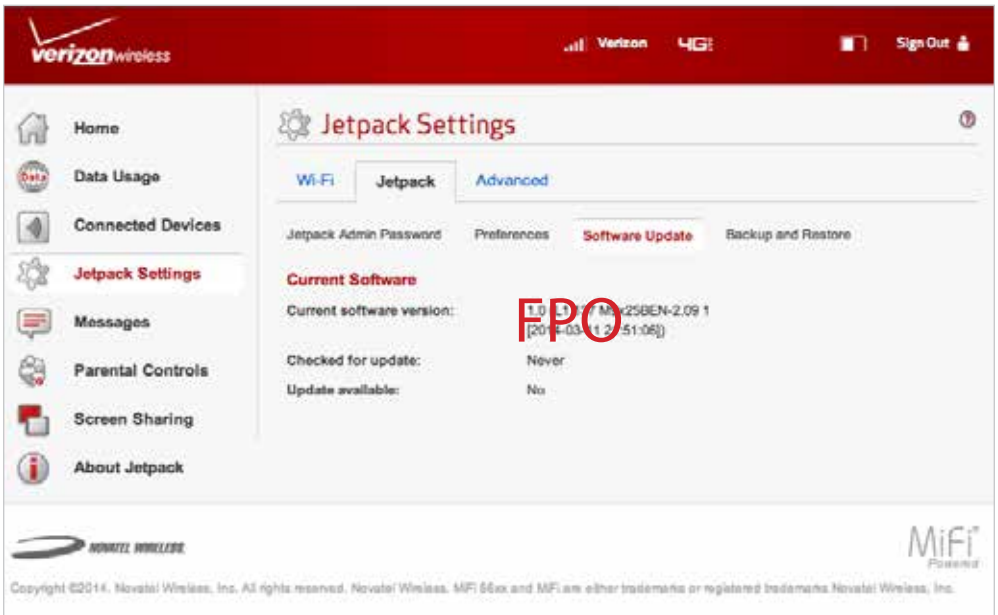


Jetpack Settings - Preferences

Software Update

The Software Update page contains the following sections:

- **Current software version**— Displays information for the current software version, date of last check for updates and the number of updates currently available.
- **Checked for update** — Displays the date of the last software update.
- **Update available** — Displays the software update history.

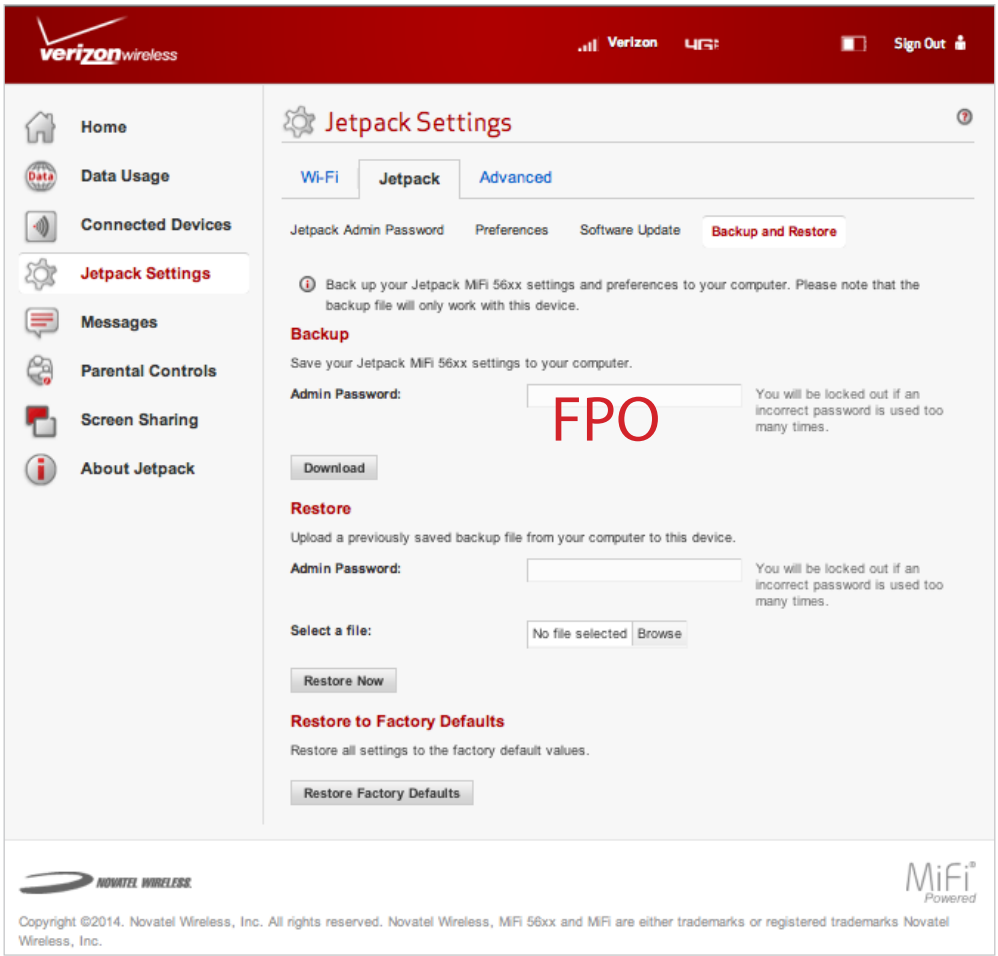


Jetpack Settings - Software Update

Backup and Restore

The Backup and Restore page contains the following sections:

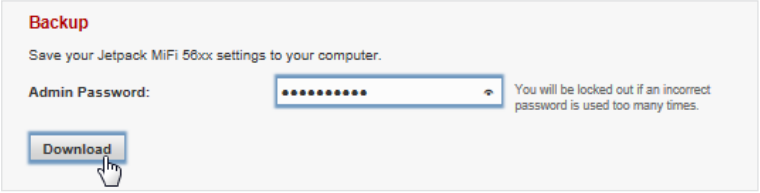
- **Backup** — Allows you to save your Jetpack settings to your computer. You must enter your Admin Password in the **Admin Password** field and click **Download** to save settings to your computer.
- **Restore** — Allows you to upload a previously saved backup file from your computer to your Jetpack. Click **Browse** and select a file, then enter the Admin Password in effect when the backup file was saved in the **Admin Password** field and click **Restore Now**.
- **Restore to Factory Defaults** — Allows you to restore all settings on your Jetpack to the factory default values. Click **Restore Factory Defaults** to restore all such settings. If prompted for a password, use the default Admin Password which is **admin**.



Jetpack Settings - Backup and Restore

To save your Jetpack settings to your computer:

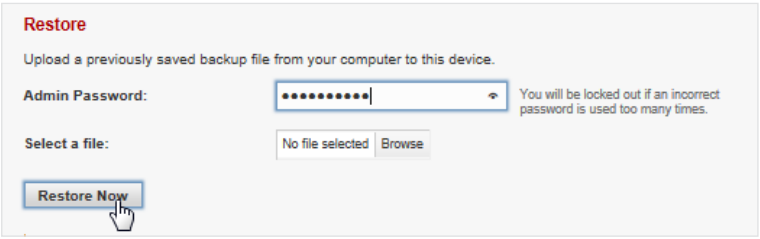
1. Enter your Admin Password in the Admin Password field.
2. Click **Download** to save your current Jetpack settings to a designated location on your computer.



Download Current Jetpack Settings

To restore a previous version of your Jetpack settings to your Jetpack device:

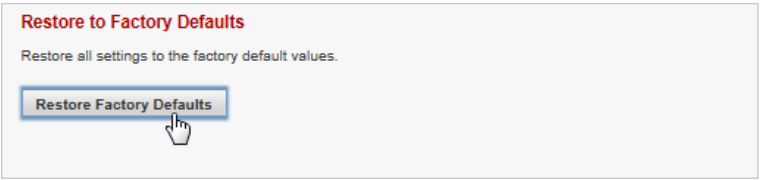
1. Click **Browse** to navigate to the desired settings backup file saved on your computer.
2. Enter the Admin Password in effect when the backup file was saved in the Admin Password field.
3. Click **Restore Now**.



Restore Previous Jetpack Settings

To restore all settings on your Jetpack to factory default settings:

1. Click **Restore Factory Defaults**.
2. If prompted for a password, enter the default Admin Password **admin**.

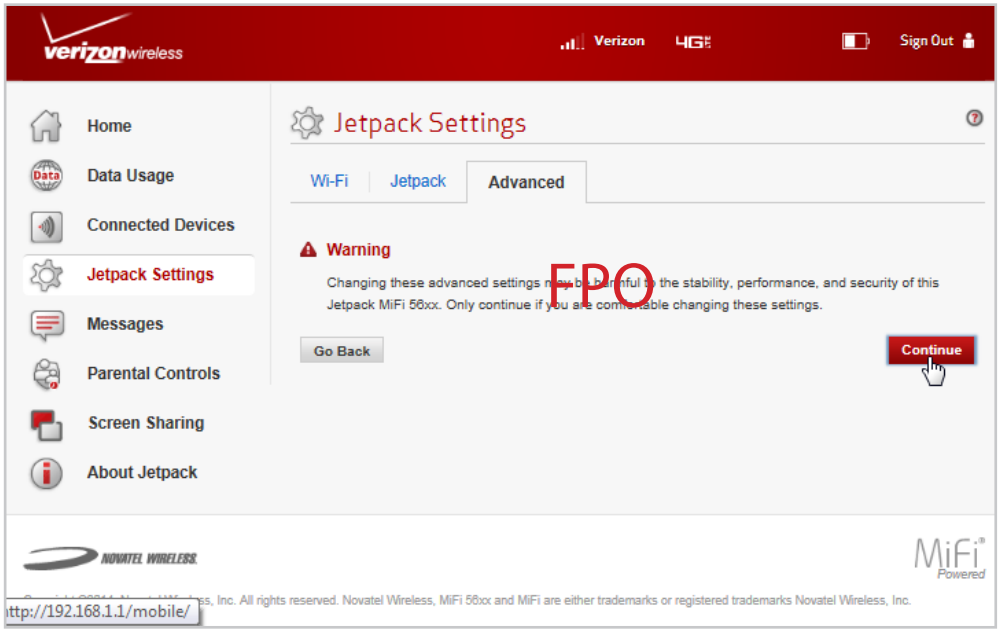


Restore Factory Defaults

Advanced

The Advanced page allows you to change the Jetpack advanced settings. The Advanced page provides network, manual DNS, SIM, firewall and LAN settings, as well as options for configuring port filtering applications.

IMPORTANT! Changing the Jetpack's Advanced settings can adversely affect stability, performance and security of the Jetpack.

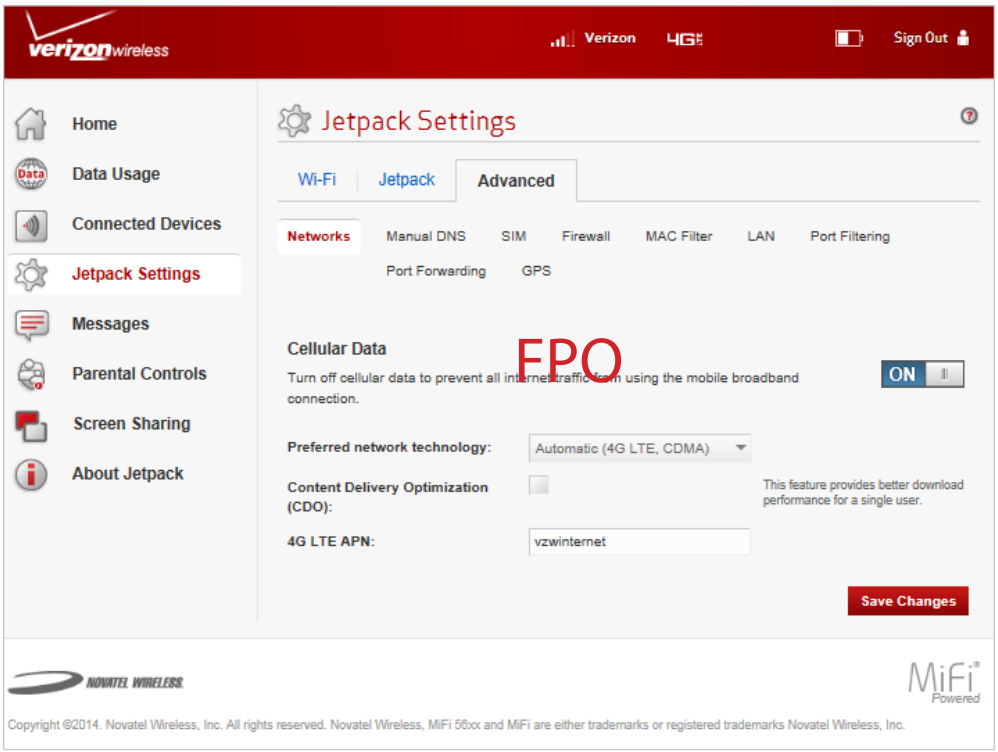


Jetpack Advanced Settings Warning

Click **Continue** on the Advanced page to access Advanced page options.

The Advanced page contains the following menu options:

- **Networks** (See Networks on page 77.)
- **Manual DNS** (See on page 77.)
- **SIM** (See SIM on page 80.)
- **Firewall** (See Firewall on page 81.)
- **MAC Filter** (See MAC Filter on page 70.)
- **LAN** (See LAN on page 70.)
- **Port Filtering** (See Port Filtering on page <?>.)
- **Port Forwarding** (See Port Forwarding on page <?>.)
- **GPS** (See GPS on page 58.)

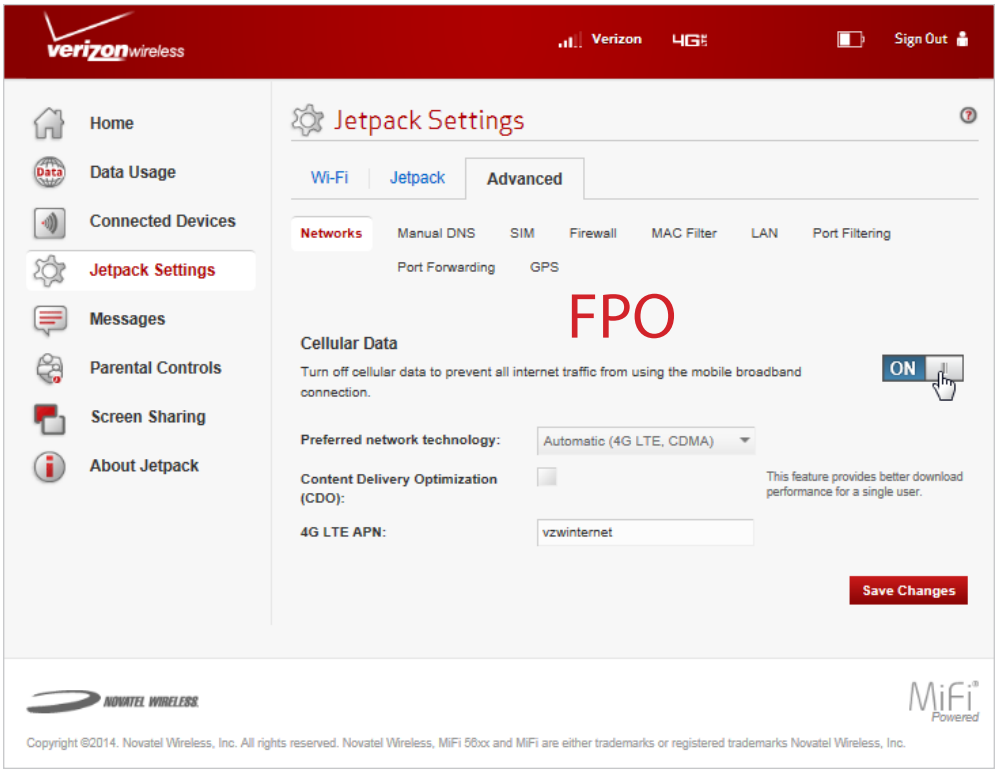


Jetpack Advanced Settings - Networks

Networks

The Networks menu contains the following sections:

- **Cellular Data** — Allows you to turn off cellular data to prevent all internet traffic from using the Jetpack mobile broadband connection.
  - **Preferred network technology** — The Preferred network technology default value is Automatic. The Jetpack will select the best available technology. If desired, you can change this to limit the network technologies which will be used.
  - **Content Delivery Optimization (CDO)** — Provides better download performance for a single user.
  - **4G LTE APN** — Displays the network carrier APN.



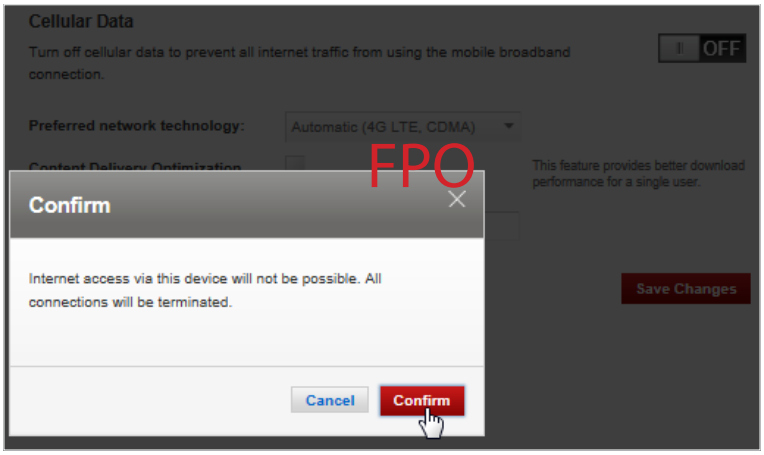
Jetpack Advanced Settings - Cellular Data ON

To turn off cellular data and prevent all internet traffic from using the Jetpack mobile broadband connection:

1. Slide the Cellular Data ON/OFF button to **OFF**.
2. Click **Confirm** on the Confirm warning pop-up window.

NOTE All internet connections will be immediately terminated when you click **Confirm.**

3. Click **Save Changes** to accept and finalize the new Advanced Networks setting.



Turn Cellular Data OFF Confirmation

To change your preferred network technology:

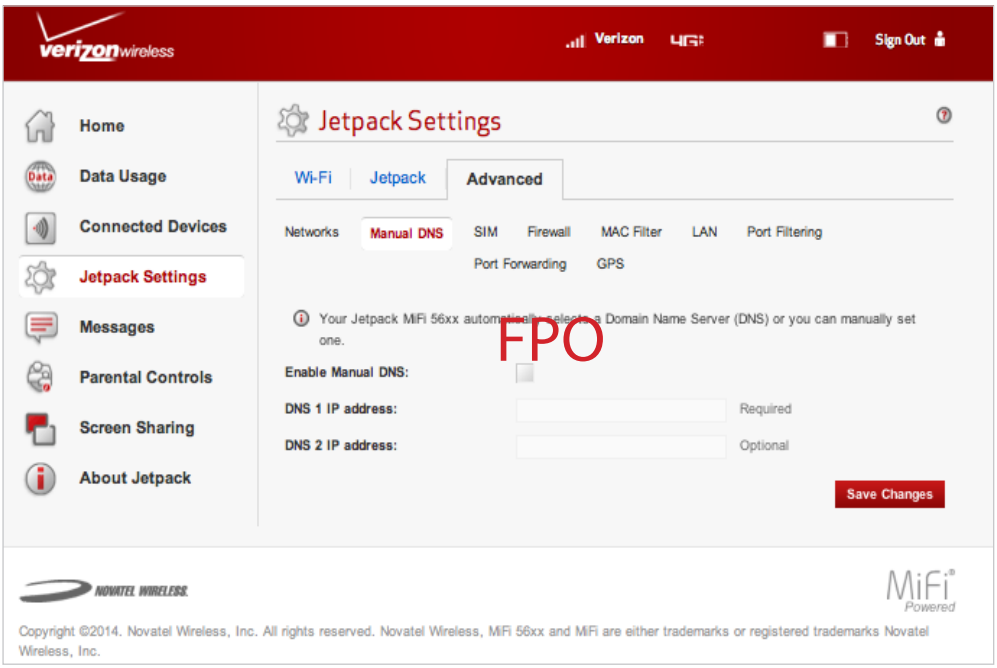
1. Select the desired network technology from the dropdown menu. Choose from Automatic, 4G LTE only, CDMA Auto, EVDO only, or 1xRTT only.
2. Click **Save Changes** to accept and finalize the revised preferred network setting.

To turn on Content Delivery Optimization for better download performance for a single user:

1. Click the Content Delivery Optimization checkbox.
2. Click **Save Changes** to accept and finalize the revised CDO setting.

Manual DNS

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



Jetpack Advanced Settings - Manual DNS

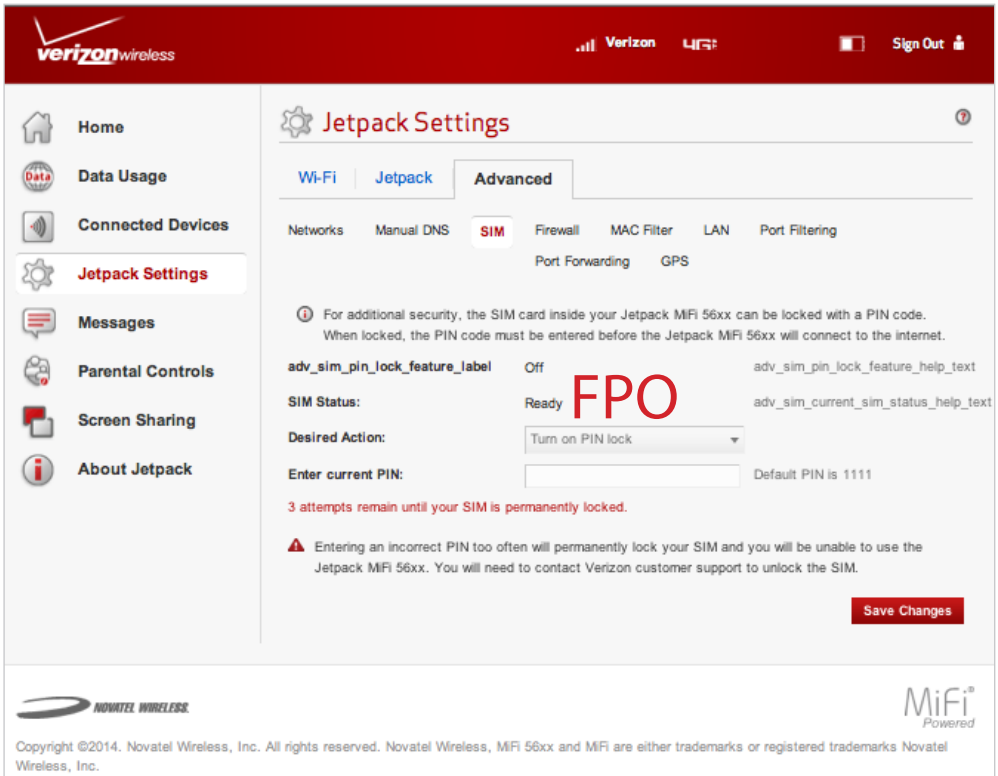
To manually select a Domain Name Server:

1. Click the box next to **Enable manual DNS**.
2. Enter the IP address for the first DNS in the **DNS 1 IP address** field.
3. Enter the IP address for the second DNS in the **DNS 2 IP address** field, if applicable.
4. Click **Save Changes**.

SIM

The SIM menu gives you settings and information about the Jetpack's Subscriber Identity Module (SIM) card. The SIM card inside your Jetpack can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the Jetpack can connect to the Internet. The SIM menu takes you to the SIM page. The SIM menu has the following options:

- **SIM PIN Lock feature** —
- **SIM status** — Indicates the current status of the SIM card. Possible values include:
  - **Ready** — This is the normal state. The SIM PIN is not used.
  - **PIN Locked** — The SIM PIN must be entered before you can use the mobile network.
  - **PUK Locked** — The PUK for the SIM must be entered in order to continue. The PUK can be obtained from your service provider.
  - **Unlocked** — The SIM PIN is needed, but has already been entered.
  - **No SIM** — No SIM was detected. If you do have a SIM, check that it is inserted correctly.
  - **Invalid SIM** — A SIM was detected, but it is not usable in this device.
  - **SIM Error** — A SIM was detected, but it did not respond as expected, and cannot be used.
- **Desired action** —
- **Enter current PIN** —
- **Save Changes** —



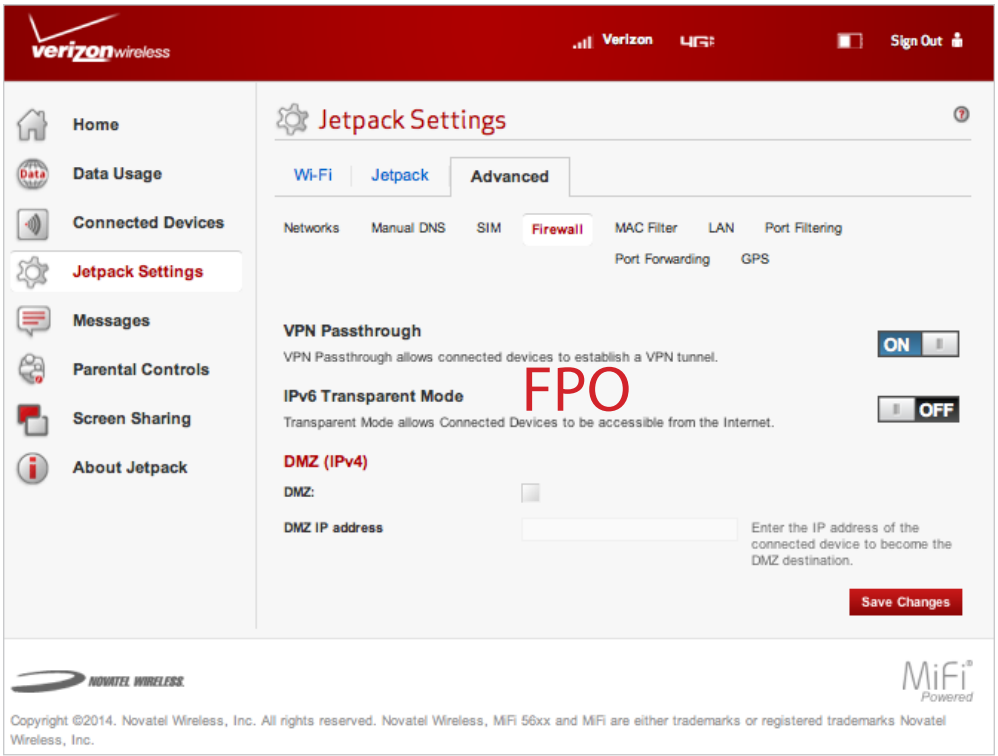
Jetpack Advanced Settings - SIM

IMPORTANT! Entering an incorrect PIN will lock the SIM. **The default PIN is 1111**.

Firewall

The Jetpack firewall determines which Internet traffic is allowed. The Firewall menu contains the following sections:

- **VPN Passthrough** — Enables or disables the VPN feature and allows or disallows connected devices to establish a VPN tunnel.
  - If this is **ON** (enabled), this feature allows VPN clients to connect through the Jetpack to remote VPN Servers. Normally, this option should be enabled.
  - If this is **OFF** (disabled), VPN clients are not allowed to connect.
- **IPv6 Transparent Mode** — Allows connected devices to be accessible from the Internet.
- **DMZ** —
- **Save Changes** —



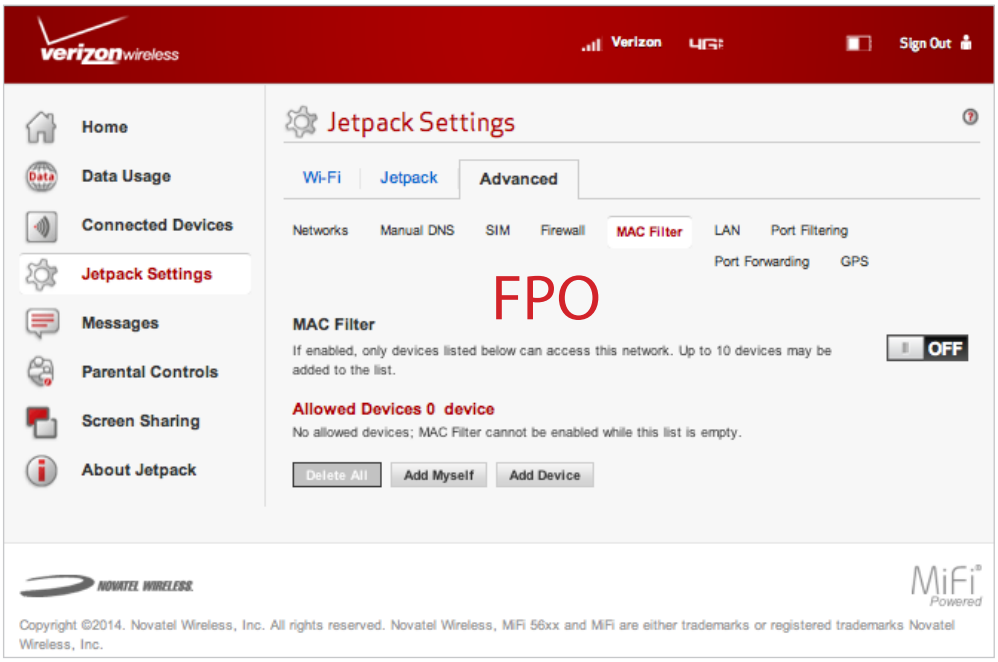
Jetpack Advanced Settings - Firewall

MAC Filter

The MAC Filter allows you to specify which devices can access the Primary Wi-Fi network.

NOTE: This feature has no effect on the Guest Wi-Fi network.

- **ON/OFF**
- **Refresh**
- **Manage Devices**
- **Save Changes**

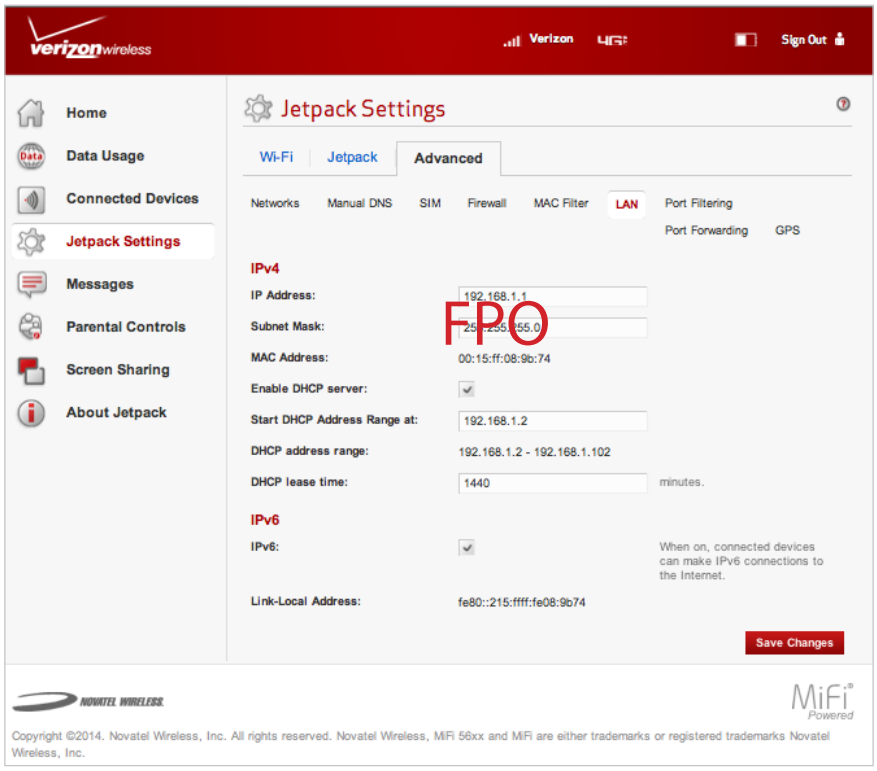


Jetpack Advanced Settings - MAC Filter

LAN

The LAN page gives you settings and information about the Jetpack's network. The LAN menu contains the following sections:

- **IPv4**
  - **IP address** — The IP address for the Jetpack.
  - **Subnet mask** — The subnet mask network setting for the Jetpack. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP Address, ensure you use the correct Subnet Mask for the IP address range containing the LAN IP address.
  - **MAC address** — The Media Access Controller (MAC) or physical address for the Jetpack.
  - **Enable DHCP server** — The **Enable DHCP Server** checkbox enables or disables the DHCP Server feature.
  - **Start DHCP address range at** — The start range of IP addresses reserved for use by the Jetpack's DHCP server table.
  - **DHCP address range** — The current range of IP addresses reserved for use by Jetpack's DHCP server table. If a device with a static IP address wants to connect to MiFi 6620L's network, the static IP should be outside of the DHCP address range. Most devices do not have a static IP.
- **IPv6**
  - **Enable IPv6** — The **Enable IPv6** checkbox enables or disables the IPv6 feature.
  - **Link-Local address** — Displays the local address when IPv6 is enabled.
- **Save Changes**



Port Filtering

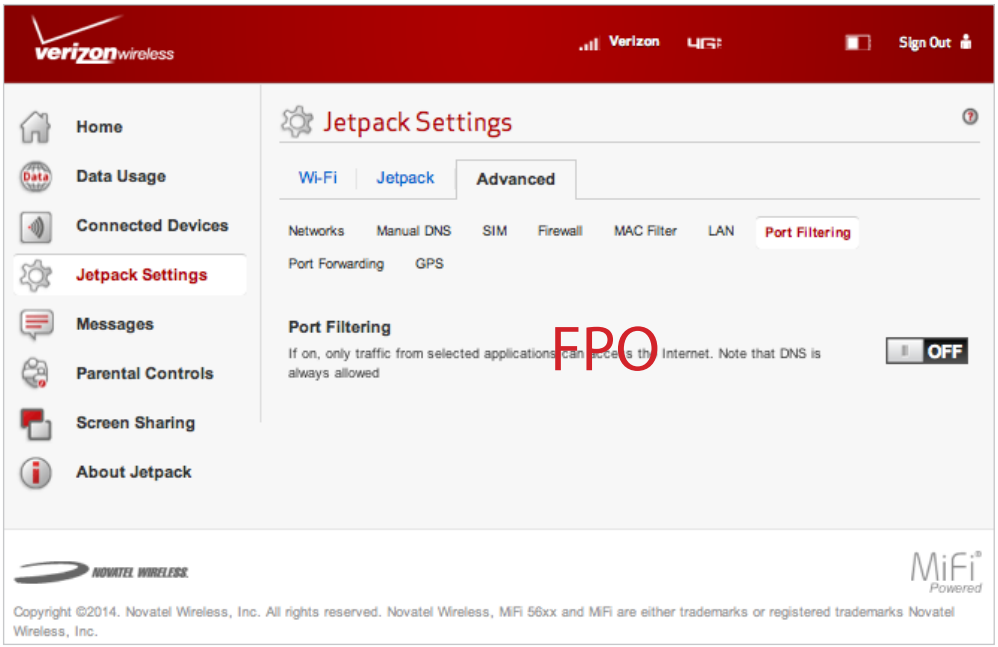
Port Filtering allows you to block outgoing Internet connections and permit only allowed applications to access the Internet. You can also customize a list of allowed applications which permits only certain programs to connect to the Internet.

Click **ON** to enable Port Filtering. When the feature is **enabled**, you must select a port filtering application in the **Applications** list to allow that application to connect to the Internet. For example, if you select VPN in the Applications list but do not select HTTP, you can connect to a VPN server but you cannot connect to a web page using your Internet browser.

Click **OFF** to disable Port Filtering. When the feature is **disabled**, any application can connect to the Internet.

The Port Filtering menu contains the following sections:

- **Applications** — Enable each port filtering application that needs to be able to access the Internet by checking the box next to one or more applications. When port filtering is enabled, all other applications are blocked.
- **Custom Applications** — You can define your own applications, and then enable or disable them as needed. To define an application, you need to know the outgoing ports used by the application.
- Save Changes



Jetpack Advanced Settings - Port Filtering

Add a Custom Application

To add a custom application:

❶ Click **Add Custom Application** to add a new custom application to the list of allowed applications. You can define and enable custom Port Filtering applications. You need to know details of the traffic used and generated by the applications you wish to define.

NOTE The **Add Custom Application** option is only available when the port filtering **Enable** checkbox is selected. You can add up to ten custom applications.

The Custom Port Filtering page uses check boxes to enable port filtering for custom applications. Similar to the Applications list, you must enable custom applications so they can connect to the Internet.

Add Custom Application

❷ Enter the beginning of the range of port numbers used by outgoing traffic for the custom application being added in the **Start Port** field.

❸ Enter the end of the range of port numbers in the **End Port** field. If the port is a single port instead of a range, type the same value for both the **Start Port** and the **End Port**.

❹ Select the protocol (TCP, UDP, or both) used by each port range from the **Protocol** dropdown menu.

❺ Click **Save Changes** to save any changes made to the custom applications.

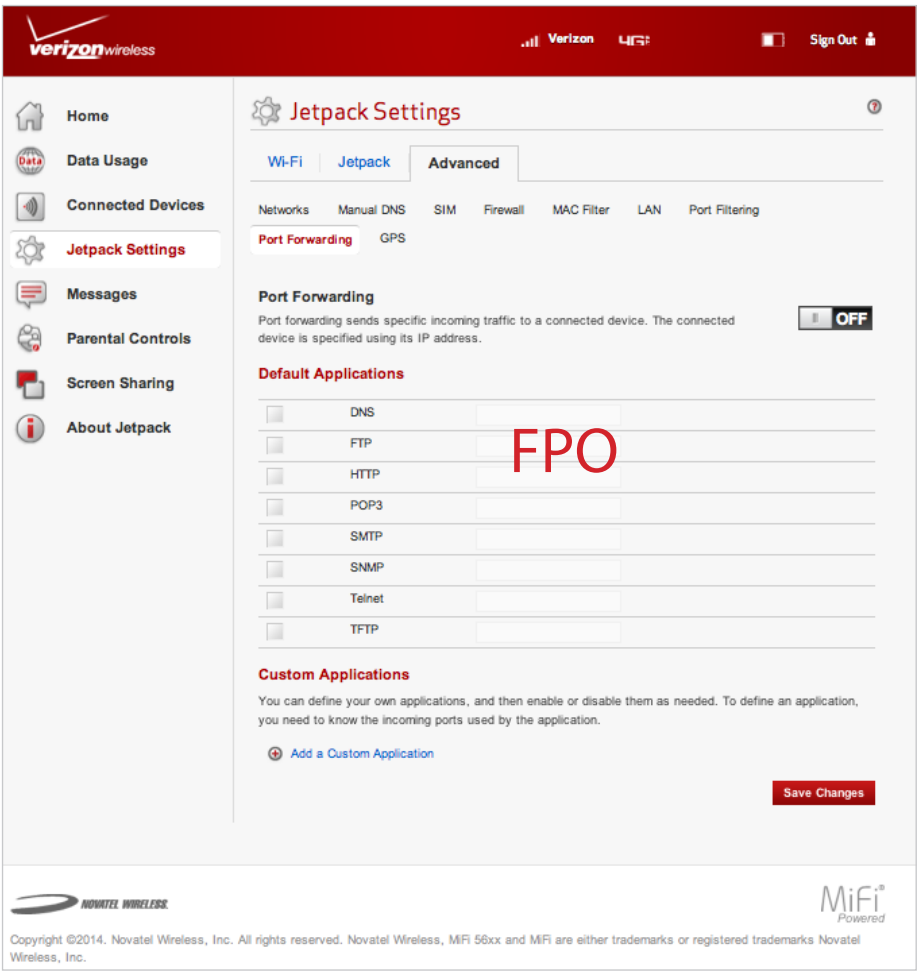
❻ Select the **Delete** checkbox next to any custom application you wish to delete and click **Save Changes**.

NOTE Click on the **Port Filtering** menu tab again to remove deleted custom spplications from view on the screen.

Port Forwarding

The Port Forwarding page gives you settings and information about the Jetpack's network. The Port Forwarding menu contains the following sections:

- **ON/OFF**
  - **Default Applications** — The IP address for the selected application. Choose from the following applications:
    - » DNS
    - » FTP
    - » HTTP
    - » POP3
    - » SMTP
    - » SNMP
    - » Telnet
    - » TFTP
- **Custom Applications**
  - Add Custom Application
  - Save Changes

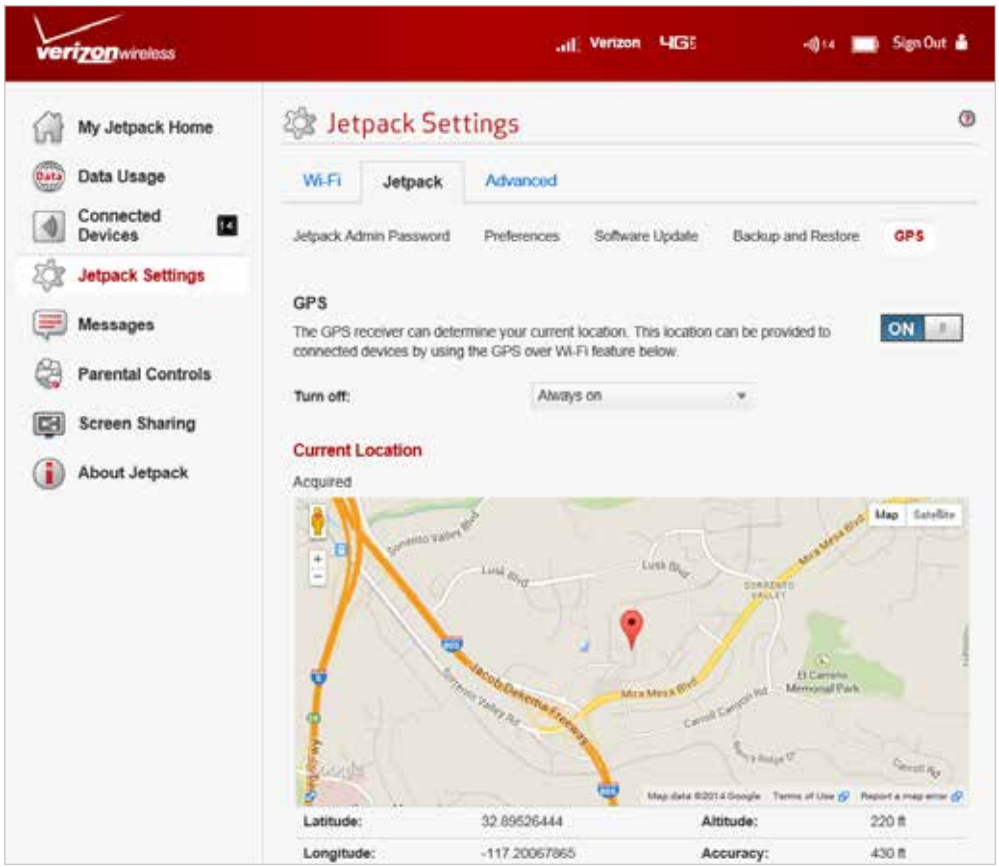


Jetpack Advanced Settings - Port Forwarding

GPS

The GPS page allows you to enable GPS and to enable GPS over Wi-Fi (NMEA). The GPS receiver on the Jetpack can determine your current location, often even indoors. The GPS menu contains the following sections:

- **ON/OFF** —
  - Turn off —
- **Current Location** —
- **GPS Over Wi-Fi (NMEA)** —
- **Download GPS over Wi-Fi Drivers** —



Jetpack Advanced Settings - GPS

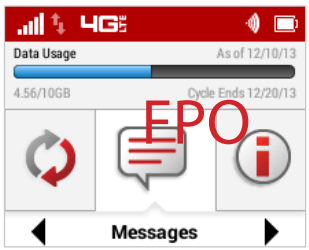
Messages

Messages displays the number of unopened SMS messages sent to your Jetpack, and allows you to read and retain or delete each message.

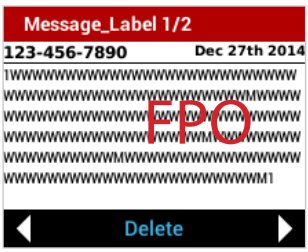
On the Jetpack Display

To display unread SMS messages:

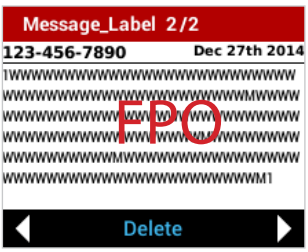
1. On the Home screen, scroll to the Messages icon and press the select button to open the first unread message.
2. To delete the message, press the select button. To retain the message, use the right scroll button to move to the next unread message.
3. When **No More Messages** displays, press the select button to exit and return to the Home screen.



Select Messages



Scroll right to next message



Press select to delete

Press select button to exit

On the Jetpack Web User Interface

Parental Controls

TBD

Screen Sharing

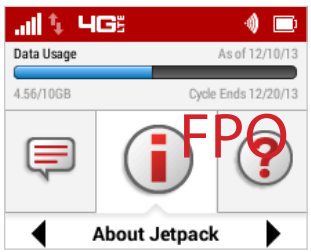
TBD

About Jetpack

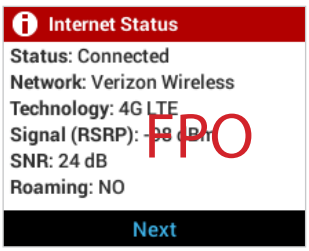
About Jetpack displays information about your Jetpack, including Internet and roaming status, model and version, wireless and IMEI number, and battery charge level.

On the Jetpack Display

1. On the Home screen, navigate to the About Jetpack icon and press the select button to open the Internet Status screen and display status information, including connection, network, technology, signal SNR and roaming.
2. Press the select button to navigate to the Jetpack Info screen and display model number, version, wireless number, IMEI, and battery level.
3. Press the select button to exit the Jetpack Info screen and return to the Home screen.



About Jetpack option



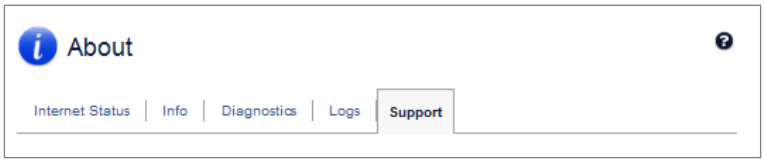
Internet connection status

Jetpack details

On the Jetpack Web User Interface

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

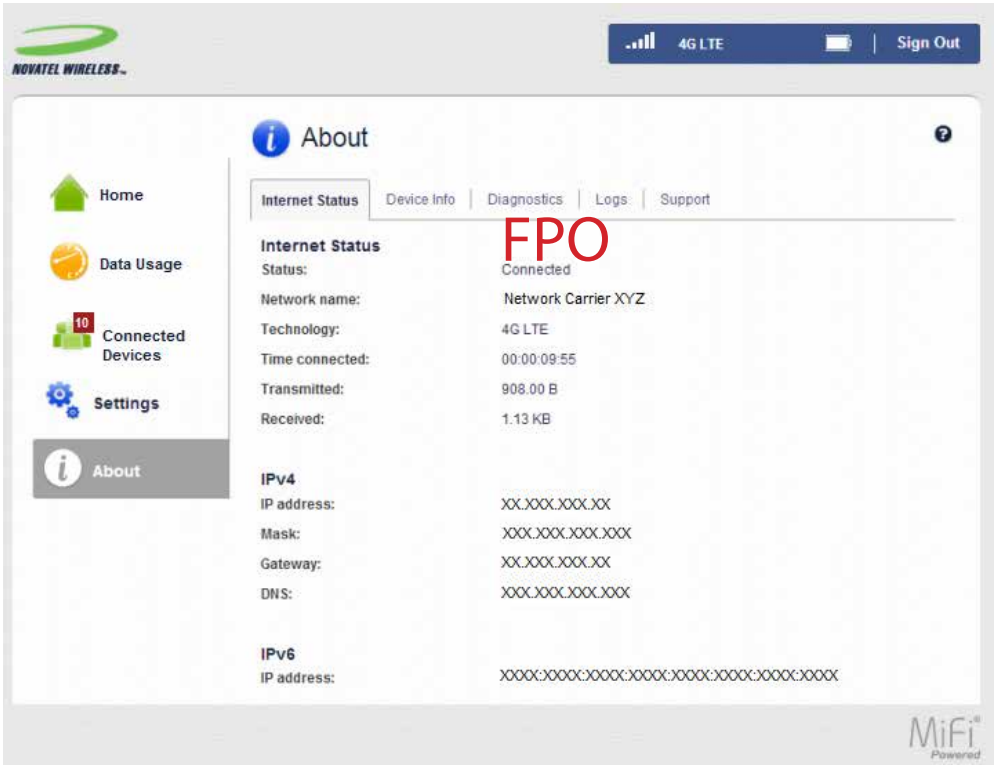
- **Internet Status** (See Internet Status on page 92.)
- **Jetpack Info** (See Jetpack Info on page 94.)
- **Diagnostics** (See Diagnostics on page 95.)
- **Logs** (See Logs on page 99.)
- **Support** (See Support on page 102.)



Internet Status

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

- **Internet Status** (See Internet Status on page 93.)
- **IPv4** (See IPv4 on page 93.)
- **IPv6** (See IPv6 on page 93.)



Internet Status

The Internet Status section has the following options:

- **Status** — The status of the Internet connection, usually **Connected** or **Disconnected**.
- **Network name** — The name of the network to which this Jetpack is currently connected.
- **Technology** — The type of technology used to connect to the Internet.
- **Time connected** — How long the Jetpack has been connected to the network.
- **Transmitted** — The amount of data sent to the network.
- **Received** — The amount of data received from the network.

IPv4

The IPv4 section has the following options:

- **IP Address** — The IP address for the Jetpack.
- **Mask** — The subnet mask network setting for the Jetpack. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP Address, ensure you use the correct Subnet Mask for the IP address range containing the LAN IP address.
- **Gateway** — The address of the server used to access the Internet.
- **DNS** — The address of the Domain Name Server (DNS).

IPv6

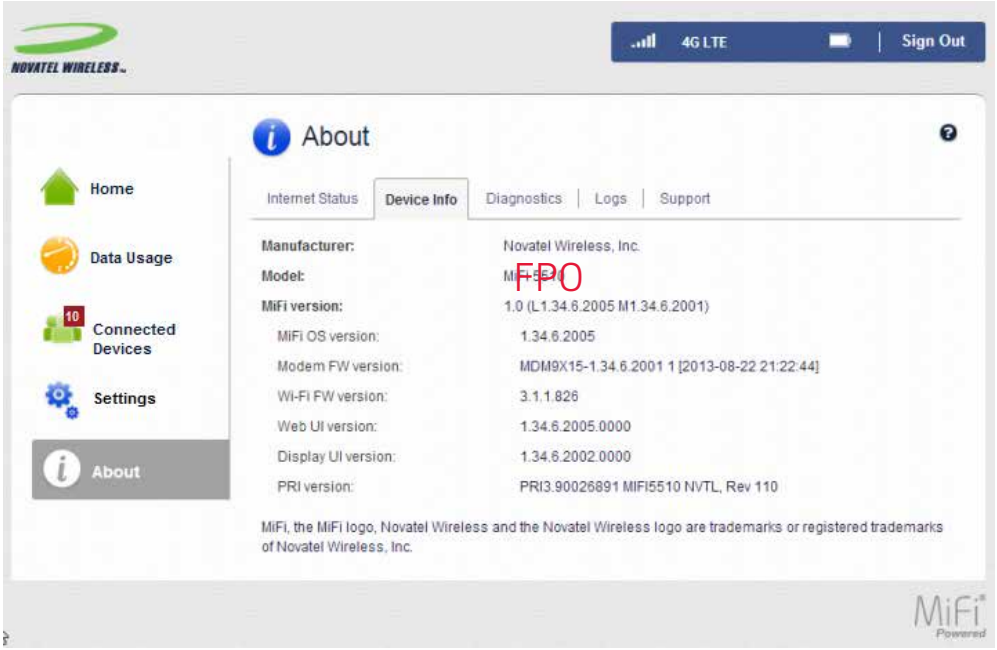
The IPv6 section has the following option:

- **IP address** — The IP address for the Jetpack.

Jetpack Info

The Jetpack Info page contains detailed information about the Jetpack. The Jetpack Info page contains the following sections:

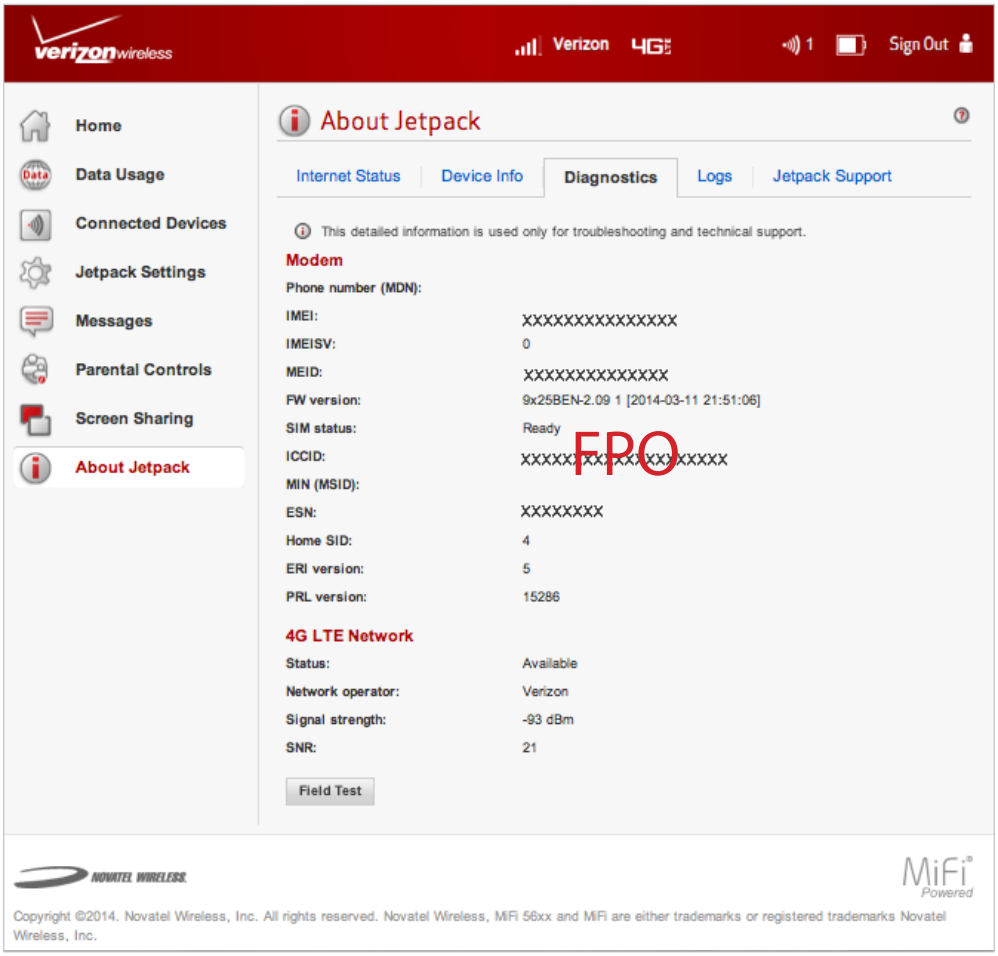
- **Manufacturer** — The manufacturer of the Jetpack.
- **Model** — The model number or name of the Jetpack.
- **My Jetpack version** — The current Jetpack version.
  - **MiFi OS version** — The Jetpack operating system (OS), including its components, version.
  - **Modem FW version** — The current modem firmware version.
  - **Wi-Fi FW version** — The current Wi-Fi firmware version.
  - **Web UI version** — The web user interface version.
  - **Display UI version** — The current user interface version.
  - **PRI version** — The configuration version currently applied to the Jetpack.



Diagnostics

The Diagnostics page shows information about the Jetpack firmware and other system-level information. You can also view the system log. This page is used mostly for troubleshooting and is not required for normal operation. The Diagnostics page contains the following sections:

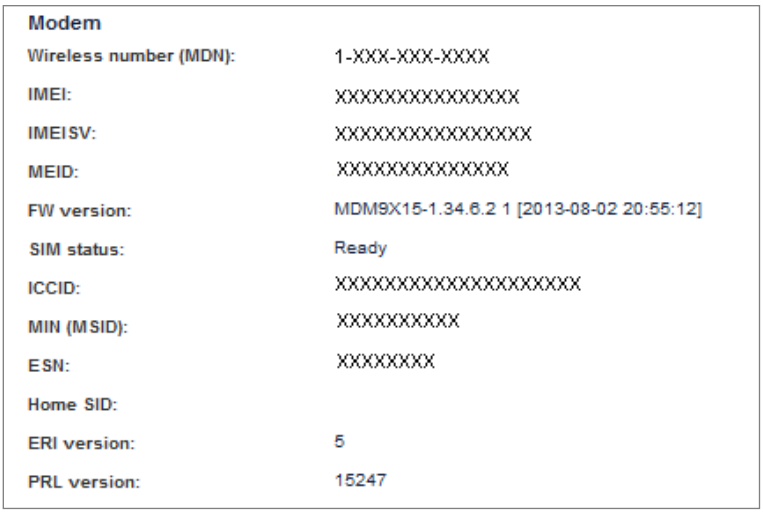
- **Modem** (See Modem on page 96.)
- **4G LTE Network** (See 4G LTE Network on page 97.)
- **3G Network (eHRPD/EVDO/1xRTT)** (See 3G Network (eHRPD/EVDO/1xRTT) on page 97.)
- **Field Test** (See Field Test on page 98.)



Modem

The Modem section has the following options:

- **Phone number (MDN)** — The Phone Number or Mobile Directory Number (MDN) is used by the mobile data network to identify this particular data service.
- **MEID** — The Mobile Equipment Identifier (MEID) is used by the mobile data network to identify this particular modem.
- **IMEI** — The International Mobile Equipment Identity (IMEI) number for the Jetpack.
- **IMEISV** — The International Mobile Equipment Identity (IMEI) combined with an approval number for the Jetpack.
- **FW version** — The modem firmware version.
- **SIM status** — Status of the SIM card. If the SIM card is missing, or this field indicates some form of SIM error, the Jetpack will not be able to connect to the mobile network.
- **ICCID** — The ID number assigned to the SIM Card.
- **MIN (MSID)** — The Mobile Identification Number (MIN) or Mobile Station ID (MSID) is the number associated with the home service provider and the wireless phone number.
- **ESN** — The Electronic Serial Number, which is either blank or a pseudo-ESN which is not guaranteed to be unique for devices that use an MEID.
- **Home SID** — System identifier for the home network.
- **ERI version** — The Enhanced Roaming Indicator version that is currently installed.
- **PRL version** — The version of the Preferred Roaming List (PRL), which tells the modem which non-home carrier towers should provide roaming coverage.



4G LTE Network

The 4G LTE Network section has the following options:

- **Status** — Status of the network (Disabled, Not available, or Available).
- **Network operator** — The vendor that currently provides wireless access.
- **Signal strength** — Indicates the signal strength for LTE.
- **SNR** — A measure of signal quality; the higher the number the better the signal.

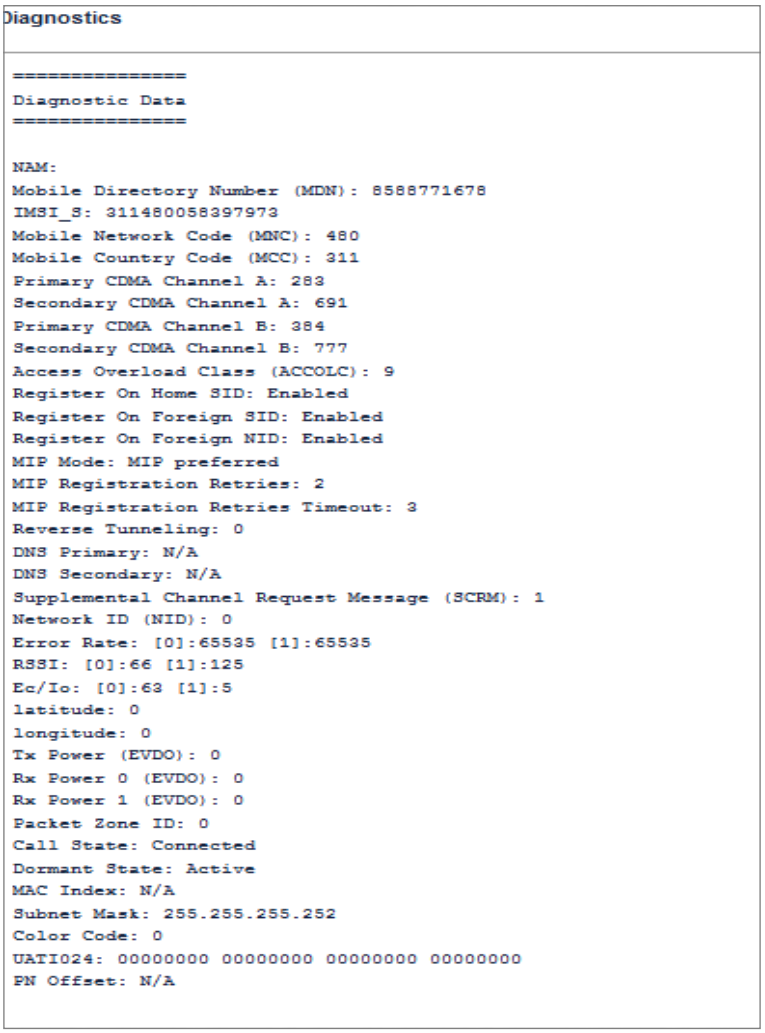
3G Network (eHRPD/EVDO/1xRTT)

The 3G Network (eHRPD/EVDO/1xRTT) section has the following options:

- **Status** — Status of the network (Disabled, Not available, or Available).
- **Network operator** — The vendor that currently provides wireless access.
- **RSSI (1x)** — Indicates the RSSI for the 1xRTT signal.
- **RSSI (EVDO)** — Indicates the signal strength for the EVDO/eHRPD signal.
- **Technology** — The type of technology used to connect to the Internet.
- **Ec/Io** — A measure of how clean the signal is, and is a type of signal-to-noise ratio.
- **SID** — System identifier for the network.

Field Test

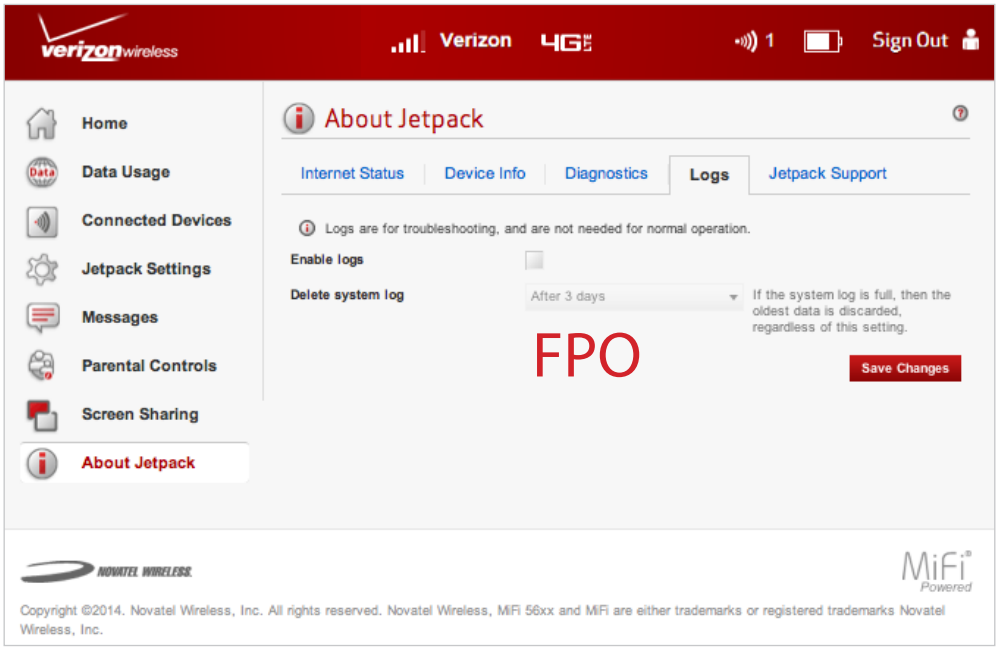
Click on **Field Test** to provide a list of low-level network parameters which can be helpful for technical support staff when they troubleshoot network connectivity issues.



Logs

The Logs page allows you to enable or disable logs and to delete system logs.

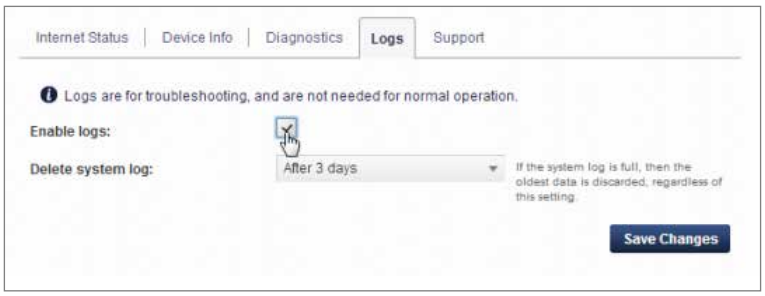
NOTE Logs record various operations and are used for troubleshooting and are not needed for normal Jetpack operation.



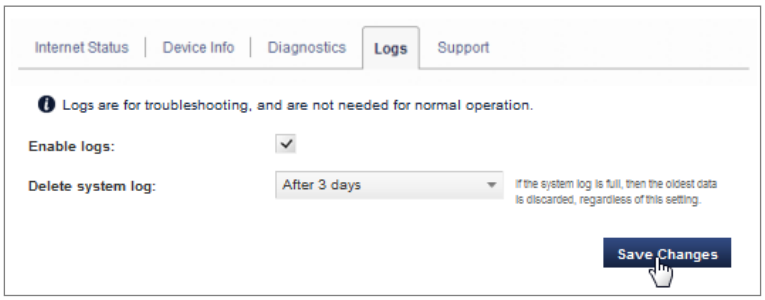
Enable System Logs

To enable system logs:

1. Select the checkbox next to **Enable logs**.



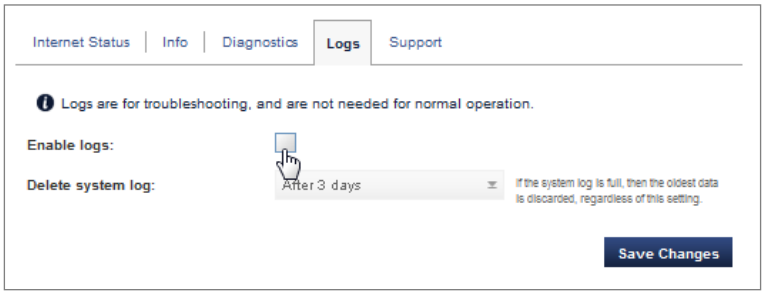
2. Click **Save Changes**.



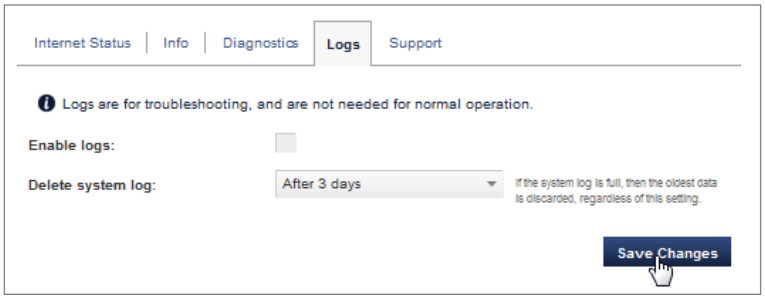
Disable System Logs

To disable system logs:

1. Deselect the checkbox next to **Enable logs**.



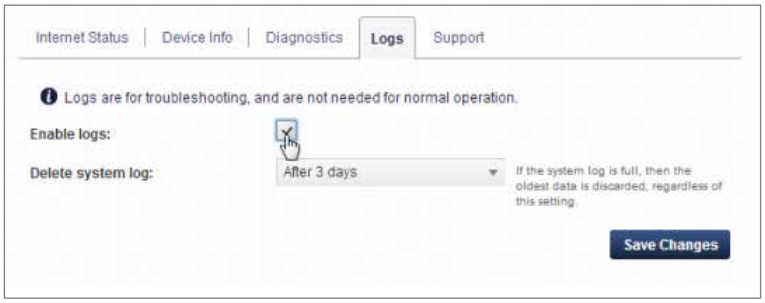
2. Click **Save Changes**.



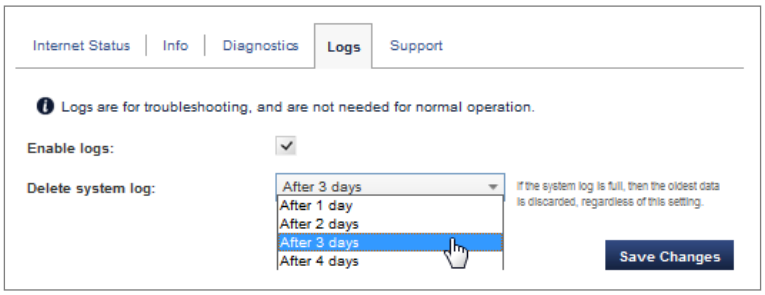
Delete System Log

To delete a system log:

1. Select the checkbox next to **Enable logs**.



2. Select the appropriate time period for the deletion of system logs from the dropdown menu next to **Delete system log**.

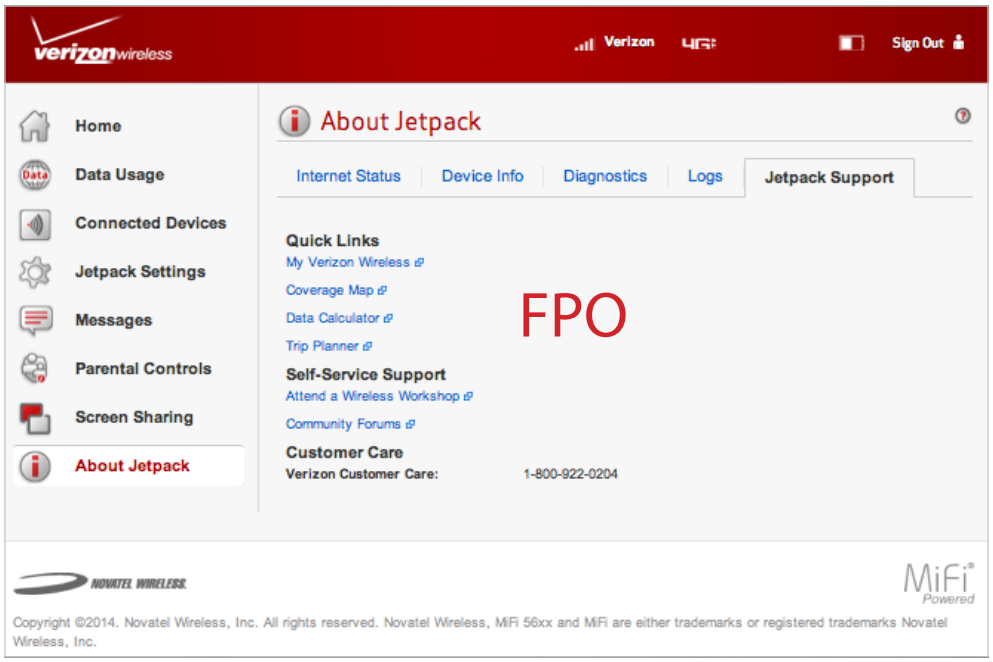


3. Click **Save Changes**.

Jetpack Support

Click on **Jetpack Support** to link directly to the Quick Links, Self Support, and Customer Care sections of the web interface. The Jetpack Support page contains the following sections:

- **Quick Links** (See Quick Links on page 102.)
- **Self-Service Support** (See Self Service Support on page 102.)
- **Customer Care** (See Customer Care on page 103.)



Quick Links

Self Service Support

Self Service Support provides access to the following support options:

- **Data Usage** — Takes you to the Data Usage page where you can see your estimated data usage and reset the data counter.

- **User Guide** — Takes you to an online version of the User Guide.

- **Windows XP Driver** — Allows you to access and download the Windows XP Drivers to your computer.

Customer Care

TBD

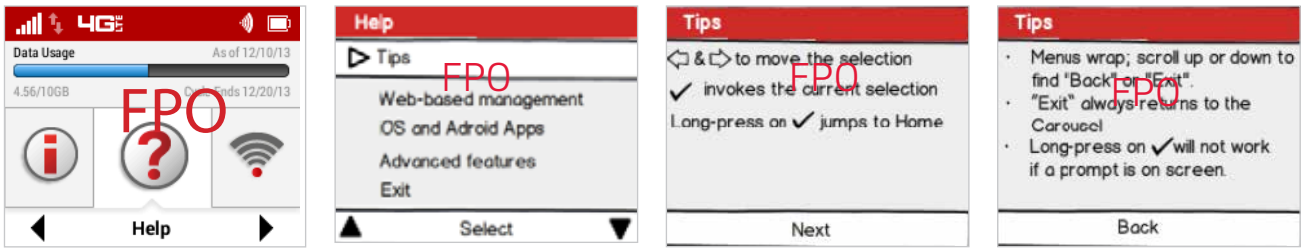
Help

Help displays helpful Tips, Web-based management details, OS and Android Apps information, and Advanced features.

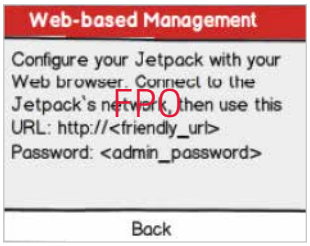
On the Jetpack Display

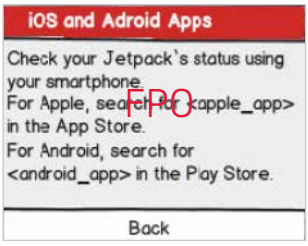
To display Help options:

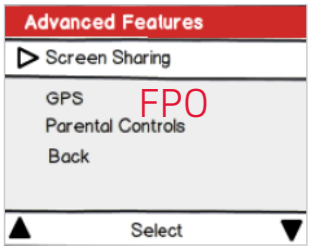
1. On the Home screen, navigate to the Help icon and press the select button to open the Help screen and display Tips.
2. Press the select button to display information for scrolling, selecting, and jumping to the Home screen. Press the select button to display additional tips.
3. Press the select button to return to the Help options.

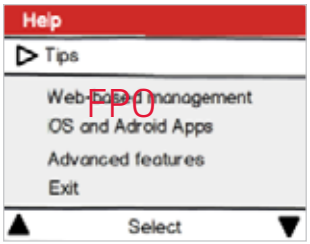


4. Use the right/down scroll button to highlight the Web-based management option, and display the Jetpack's network address and Admin Password.
5. Press the select button to return to the Help options.
6. Use the right/down scroll button to highlight the OS and Android Apps option to display details for checking your Jetpack's status using your smartphone.
7. Press the select button to return to the Help options.
8. Use the right/down scroll button to highlight the Advanced Features option and select from Screen Sharing, GPS, and Parental Controls options. Press the select button to open the desired option.
9. Press the select button to return to the Advanced Features options. Use the right/down scroll button to highlight Back and press the select button to return to the Help options.
10. Use the right/down scroll button to highlight Exit and return to the Home screen.


Web-based Management
Configure your Jetpack with your Web browser. Connect to the Jetpack's network, then use this URL: http://<friendly_url>
Password: <admin_password>
FPO
Back


iOS and Adroid Apps
Check your Jetpack's status using your smartphone.
For Apple, search for <apple_app> in the App Store.
For Android, search for <android_app> in the Play Store.
FPO
Back


Advanced Features
Screen Sharing
GPS
Parental Controls
Back
FPO
Select


Help
Tips
Web-based management
OS and Adroid Apps
Advanced features
Exit
FPO
Select

4

Troubleshooting

Overview
Common Problems and Solutions
Technical Support

Overview

When properly installed, the Jetpack is a highly reliable product. Most problems are caused by one of these issues:

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

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

First Steps

- Make sure you are using the Jetpack in the correct geographic region.
- Ensure that your wireless coverage extends to your current location.
- Ensure you have an active subscription plan.
- Restarting your computer and your Jetpack can resolve many issues.

IMPORTANT Before contacting support, be sure to restart both your computer and your MiFi 6620L, and ensure that your SIM card is inserted correctly.

Common Problems and Solutions

The following are some common problems and solutions.

My Jetpack just powered off without my pressing the power button. Why?

This may occur under any of the following circumstances.

- Pressing the Master Reset button
- Jetpack automatically restarting after configuration changes
- Switching profiles
- Restoring the configuration settings
- Battery depletion

To restore battery power, follow these steps.

1. Manually press and hold the power button to turn it back on.
2. If the battery is depleted, charge the Jetpack with the wall charger.

How do I reset the Jetpack back to factory settings?

The master reset button is in a small hole located on the bottom of the Jetpack, underneath the battery cover. This button returns the Jetpack to factory settings, including re-setting the Wi-Fi Name (SSID) and Wi-Fi Password. To reset the Jetpack, follow these steps.

1. Place one end of an unfolded paper clip into the master reset button hole.
2. Press the paper clip on the button until the display shows "MiFi Powering Off" (about five to six seconds), then your Jetpack will restart.

WARNING! The "Reset to Factory Defaults" operation overwrites ALL existing settings. If the Wi-Fi settings change, you will lose this connection, and need to reconnect using the new settings.

How do I reset the Access Point and Router settings back to factory settings?

To reset the access point and router settings, follow these steps.

1. Connect to Jetpack Settings by connecting your computer to the MiFi wireless network and going to http://my.jetpack/ or http://192.168.1.1 in your browser.
2. Connect to the Jetpack Backup and Restore page. (See on page 71.)The Backup and Restore page has a **Restore to Factory Defaults** button. This button resets all Access Point and Router settings to their factory default values. All existing settings are lost.

No service is available.

- Reorient your device. If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.
- You are outside your coverage area, or there may be a problem with your account. Check with your network operator.

The Jetpack has no power or the device screen does not display when the power button is pressed.

- Make sure the battery is properly seated in the device.
- Make sure the battery is fully charged. Plug in the AC charger for at least 3.5 hours.

I forgot my Wi-Fi password.

- Select **Menu > Wi-Fi > More** to display the Wi-Fi screen with your device name and Wi-Fi password.

I forgot my Web Interface password.

- Select **Menu > Wi-Fi > More > More > More** to display the Web Interface screen with the Web Interface URL and password.

I cannot connect to my Jetpack.

- Make sure the Network Signal Strength indicator displays at least one bar and that the type of network is displayed on the device Home page.
- Make sure your Windows Wi-Fi adapter/Mac AirPort is turned on. (Refer to your computer's Help if you need assistance.)

1. Open your wireless network connection list:

   Windows: Right-click icon and select **View Available Networks**.

   Mac: Pull down list from AirPort icon.

2. Windows: Click **Connect**.

   Mac: Select the network name.

When your device is connected to the network, the Connected Devices icon in the status bar will show a connected device.

I see the network name but cannot connect to my Jetpack.

- Go to **Menu > Wi-Fi > More** to check that you are using the correct Wi-Fi password.

How do I disconnect from the network?

1. Go to http://my.jetpack to open the Jetpack Home page.
2. Sign In using your Web Interface password.
3. Click **Sign Out**.

How can I find out how many users are connected to my Jetpack?

- Check the Connected Devices icon in the status panel on the Home page of your Jetpack. The number of connected devices is displayed to the right of the icon.

How can I get detailed information about the devices that are connected to my Jetpack?

1. Select **Menu > Connected Devices > More** to display the name and IP address of each connected device.
2. To display more detailed information for connected devices, go to http://my.jetpack to open the Home page, then Sign In using your Web Interface password. Select **Connected Devices** from the Navigation panel to display additional details for all currently connected and blocked devices.

How do I check the firmware version installed on my Jetpack?

- Select **Menu > Software Update > More** to display the current version installed. To check for new update, select **Check Now**.

How do I check the battery level of my Jetpack?

- Check the battery icon on the status panel on the Home page of the Jetpack device.

How do I turn off my Jetpack?

- Press and hold the Power button until the display shows **MiFi**.

How can I tell that my Jetpack is still on after the device screen goes off?

- Tap the power button quickly. If the screen displays the device is still active.

IMPORTANT Before contacting support, be sure to re-start both your computer and the MiFi 6620L.

Technical Support

Contact your service provider for assistance. When calling, you may be asked for the wireless number of your Jetpack. To find your Jetpack's wireless number, go to **About Jetpack > Open** on your device, or **http://my.jetpack > Home** on the Web User Interface.

5

Product Specifications and Regulatory Information

Product Specifications
Regulatory Statements
Wireless Communications
Limited Warranty and Liability
Safety Hazards
Proper Battery Use and Disposal

Product Specifications

General

Name:	Jetpack Mobile Hotspot by Novatel Wireless
Model:	Jetpack
Approvals:	FCC (North America)
Weight:	94 g / 4.6 oz
Dimensions:	95 mm x 67 mm x 19.35 mm, 3.94 in x 2.44 in x 0.65 in
Wireless Network – Tri Mode:	LTE, CDMA
Wireless Network – Wi-Fi Mode	802.11 b/g/n
Default SSID	MiFi6620L-XXXX
Battery	
• Size • Time required for full charge • Life	4000 mAh 2 hours (when not in use) 20 hours
Chip Set:	QUALCOMM® MDM9625
Interface Type:	Type B USB Port for Micro USB, used by the wall charger
Memory:	RAM = 128MB, LPDDR FLASH = 256MB, NAND

Technology/Bands

Technology:	LTE, CDMA 1X/EV-DO Rev 0/A
Band Designation:	LTE Category 3 CDMA 1x/EV-DO RA; 800/1900 MHz
Bands:	Domestic – B13 (700MHz), B4 (1700MHz), B2 (1900MHz Global – B3 (1700MHz) & B7 (2500MHz) Quad band HSPA+, Quad band GPRS/EDGE LTE: B13 (700MHz) LTE: B4 (1700MHz) LTE: Roaming band GSM/EDGE: B5/B8/B3/B2 (850/900/1800/1900MHz) UMTS/HSPA/HSPA+: B5/B8/B2/B1 (850/900/1900/2100MHz)

Environmental

Operating Temperature:	-10 ° C to +45° C (14°F to 113° F)
Storage Temperature:	-20° C to 55° C (-4° F to 131° F)
Drop:	1 meter (3.28 feet) drop, no damage – fully operational
Vibration Stability:	5 Hz to 500 Hz, 0.1 octave/second

Regulatory Statements

Federal Communications Commission Notice (FCC – United States)

Electronic devices, including computers and wireless modems, generate RF energy incidental to their intended function and are therefore subject to FCC rules and regulations.

This equipment has been tested to, and found to be within the acceptable 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 when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are 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 the 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/television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions.

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE Jetpack MODEM IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT NOVATEL WIRELESS TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

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

MODIFICATIONS: The FCC requires that you be notified that any changes or modifications made to this device that are not expressly approved by Novatel Wireless, Inc. may void your authority to operate the equipment.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Novatel Wireless Technologies.

RF Exposure Content

FCC Equipment Authorization ID: **PKRNVWMIFI6620**

This device is authorized for use in mobile and portable applications.

This product has been evaluated for SAR and meets the FCC Guidelines for exposure to radio waves.

For better signal reception, coverage range and data throughput, do not place the router near any physical obstruction, including in a pocket or in close proximity of any object. For RF Safety, a mandatory minimum of 10 mm (1 cm) should be maintained between the device and any part of a human body when using the device. Increasing the separation between the device and the body will result in better reception and reduced exposure to radio energy.

Wireless Communications

IMPORTANT Due to the transmission and reception properties of wireless communications, data occasionally can be lost or delayed.

This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment where you operate the modem might adversely affect communications.

Variations in radio signal strength are referred to as fading. Fading is caused by several different factors including signal reflection, the ionosphere, and interference from other radio channels.

Novatel Wireless or its partners will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received with the Jetpack device, or failure of the MiFi 6620L device to transmit or receive such data.

Limited Warranty and Liability

Novatel Wireless, Inc. warrants for the 12-month period immediately following receipt of the Product by Purchaser that the Product will be free from defects in material and workmanship under normal use. THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at Novatel Wireless' option, of defective or non-conforming materials, parts or components. The foregoing warranties do not extend to (I) non conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to Novatel Wireless' specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformities in the Product due to modifications, alterations, additions or changes not made in accordance with Novatel Wireless' specifications or authorized by Novatel Wireless, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from Novatel Wireless, (VII) products designated by Novatel Wireless as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered.

Safety Hazards

Do not operate the Jetpack in an environment that might be susceptible to radio interference resulting in danger, specifically:

Areas where prohibited by the law

Follow any special rules and regulations and obey all signs and notices. Always turn off the host device when instructed to do so, or when you suspect that it might cause interference or danger.

Where explosive atmospheres might be present

Do not operate your device in any area where a potentially explosive atmosphere might exist. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Users are advised not to operate the device while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Near medical and life support equipment

Do not operate your device in any area where medical equipment, life support equipment, or near any equipment that might be susceptible to any form of radio interference. In such areas, the host communications device must be turned off. The device can transmit signals that could interfere with this equipment.

On an aircraft, either on the ground or airborne

In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the modem is turned off prior to boarding aircraft in order to comply with these regulations. The modem can transmit signals that could interfere with various onboard systems and controls.

While operating a vehicle

The driver or operator of any vehicle should not operate a wireless data 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 countries, operating such communications devices while in control of a vehicle is an offense.

Electrostatic discharge (ESD)

Electrical and electronic devices are sensitive to electrostatic discharge (ESD). Macintosh native connection software might attempt to reinitialize the device should a substantial electrostatic discharge reset the device. If the software is not operational after an ESD occurrence, then restart your computer.

Proper Battery Use and Disposal

IMPORTANT In event of a battery leak:

- Do not allow the liquid to come in contact with the skin or the eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- Seek medical advice immediately if a battery has been swallowed.
- Communicate the appropriate steps to be taken if a hazard occurs. Due to the transmission and reception properties of wireless communications, data occasionally can be lost or delayed.

Please review the following guidelines for safe and responsible battery use.

- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert a foreign object into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it was specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow a metallic or conductive object to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the Jetpack or battery. If the Jetpack or the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.

6

Glossary

Glossary

- **1X** — The core CDMA2000 wireless air interface standard. The designation "1X", meaning 1 times Radio Transmissio Technology, indicates the same radio frequency (RF) bandwidth as IS-95: a duplex pair of 1.25 MHz channels. The 1X standard supports packet data speeds of up to 153 kbits/s with real world data transmission averaging 80-100 kbit/s in most commercial applications.
- **3G** — Third Generation. 3G refers to the third generation of mobile telephony technology. 3G telecommunication networks support services that provide an information transfer rate of at least 200 kbit/s. However, many services advertised as 3G provide higher speed than the minimum technical requirements for a 3G service. 3G finds application in wireless voice telephony, mobile Internet access, fixed wireless Internet access, video calls and mobile TV.
- **4G LTE** — Fourth Generation Long Term Evolution. LTE is a standard for wireless data communications technology and an evolution of the GSM/UMTS standards. The goal of LTE is to increase the capacity and speed of wireless data networks using new DSP (digital signal processing) techniques and modulations that were developed around the turn of the millenium. A further goal is the redesign and simplification of the network architecture to an IP-based system with significantly reduced transfer latency compared to the 3G architecture. The LTE wireless interface is incompatible with 2G and 3G networks, so that it must be operated on a separate wireless spectrum.
- **802.11 (b, g, n)** — A set of WLAN communication standards in the 2.4, 3.6 and 5 GHz frequency bands.
- **bps** — Bits per second. The rate of data flow.
- **Broadband** — High-capacity high-speed transmission channel with a wider bandwidth than conventional modem lines. Broadband channels can carry video, voice, and data simultaneously.
- **CDMA** — Code Division Multiple Access. It is the underlying channel access method used by some mobile phone standards.
- **DHCP** — Dynamic Host Configuration Protocol. Software found in servers and routers that automatically assigns temporary IP addresses to clients logging into an IP network.
- **DHCP Server** — A server or service with a server that assigns IP addresses.
- **DNS** — Domain Name System. A system for converting host names and domain names into IP addresses on the Internet or on local networks that use the TCP/IP protocol.
- **EV-DO Rev 0** — CDMA EV-DO Rev. 0 is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. Rev 0 provides access to mobile devices with forward link speeds of up to 2.4 Mbit/s, and reverse link speeds up to 152 kbit/s. For more information, visit www.cdg.org.
- **EV-DO Rev A** — CDMA EV-DO Rev. A is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. Rev A provides access to mobile devices with forward link speed of up to 3.1 Mbit/s, and reverse link speeds up to 1.8 Mbit/s. The increased data rates on Rev. A's physical layer enable richer applications and services. For more information, visit www.cdg.org.

- **Firmware** — A computer program embedded in an electronic device. Firmware usually contains operating code for the device.
- **GB** — Gigabyte. A multiple of the unit byte for digital information storage. Usage depends on context. When referring to disk capacities it usually means 10^9 bytes. It also applies to data transmission quantities over telecommunication circuits.
- **Hotspot** — A Wi-Fi (802.11) access point or the area covered by an access point. Used for connecting to the Internet.
- **HTTP** — Hypertext Transfer Protocol. An application-level protocol for accessing the World Wide Web over the Internet.
- **IEEE —** Institute of Electrical and Electronics Engineers. An international technical/professional society that promotes standardization in technical disciplines.
- **IMEI** — International Mobile Equipment Identity. Used in LTE networks to identify the device. It is usually printed on the device and can often be retrieved using a USSD code.
- **IP** — Internet Protocol. The mechanism by which packets are routed between computers on a network.
- **IP Type** — The type of service provided over a network.
- **IP address** — Internet Protocol address. The address of a device attached to an IP network (TCP/IP network).
- **ISP** — Internet Service Provider. Also referred to as the service carrier, an ISP provides Internet connection service. (***See*** Network Operator)
- **Kbps** — Kilobits per second. The rate of data flow.
- **LAN** — Local Area Network. A type of network that lets a group of computers, all in close proximity (such as inside an office building), communicate with one another. It does not use common carrier circuits though it can have gateways or bridges to other public or private networks.
- **MAC Address** — Media Access Control. A number that uniquely identifies each network hardware device. MAC addresses are 12-digit hexadecimal numbers. This is also known as the physical or hardware address.
- **Mbps** — Megabits per second. The rate of data flow.
- **MSID** — Mobile Station IDentifier. A number for a mobile phone that identifies that phone to the network. These numbers are carrier specific.
- **Network Operator** — The vendor who provides your wireless access. Known by different names in different regions, some examples are: wireless provider, network provider, and service provider.
- **Network Technology** — The technology on which a particular network provider's system is built; such as CDMA or EVDO.
- **Port** — A virtual data connection used by programs to exchange data. It is the endpoint in a logical connection. The port is specified by the port number.
- **Port Forwarding** — A process that allows remote devices to connect to a specific computer within a private LAN.

- **Port Number** — A 16-bit number used by the TCP and UDP protocols to direct traffic on a TCP/IP host. Certain port numbers are standard for common applications.
- **PRL** — Preferred Roaming List. A list that your wireless phone or device uses to determine which networks to connect with when you are roaming. (Network operator specific).
- **Protocol** — A standard that enables connection, communication, and data transfer between computing endpoints.
- **Proxy** — A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address for all traffic passing through it.
- **Router** — A device that directs traffic from one network to another.
- **SIM** — Subscriber Identification Module. Found in LTE and GSM network technology, the SIM is a card containing identification information for the subscriber and their account. The SIM card can be moved to different devices.
- **SSID** — Service Set IDentifier. The name assigned to a Wi-Fi network.
- **TCP/IP** — Transmission Control Protocol/Internet Protocol. The set of communications protocols used for the Internet and other similar networks.
- **USB** — Universal Serial Bus. A connection type for computing device peripherals such as a printer, mobile modem, etc. USB connectors may be used for data transfer or charging.
- **USB Port Types** — The USB ports on computers and hubs have a rectangular Type A socket, and peripheral devices have a cable with a Type A plug. Peripherals that do not have an attached cable have a square Type B socket on the device and a separate cable with a Type A and Type B plug. Ports and connectors are available in different sizes (for example, standard, mini, and micro).
- **VPN** — Virtual Private Network. A secure private network that runs over the public Internet. Commonly used to connect to an office network from elsewhere.
- **WCDMA** — Wideband Code Division Multiple Access. An air interface standard found in 3G mobile telecommunications networks. The most-commonly used member of the UMTS family.
- **WWAN** — Wireless Wide Area Network. A public network that extends beyond architectural, geographical, or political boundaries (unlike a LAN, which is usually a private network located within a room, building, or other limited area).
- **Wi-Fi** — Wireless Fidelity. Any system that uses the 802.11 standard developed and released in 1997 by the IEEE.
- **Wi-Fi Client** — A wireless device that connects to the Internet via Wi-Fi.
- **WPA/WPA2** — Wi-Fi Protected Access. A security protocol for wireless 802.11 networks from the Wi-Fi Alliance.