

# ZTE MOBILE HOTSPOT

## QUICK START GUIDE



**Consumer Cellular®**

## INTRODUCTION

### **Thank you for choosing Consumer Cellular!**

We know you're excited to use your new ZTE Mobile Hotspot, and this short guide will help you get familiar with it, so you can start using it as soon as possible. Each section includes instructions and pictures to make it easy to start using your device. If you would like to learn more, turn to the back of this guide, where you'll find the **CONTACT US** section.

We're always happy to help you!

### **Need More Information?**

Visit our website at **[ConsumerCellular.com/Help](http://ConsumerCellular.com/Help)**

Call us at **(800) 686-4460**

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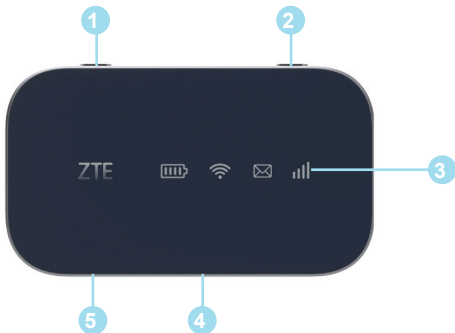
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## GETTING TO KNOW YOUR DEVICE

# GETTING TO KNOW YOUR DEVICE

## APPEARANCE

The following diagram is for your reference only.  
The actual product may be different.



1. ON/OFF switch
2. WPS key
3. LED indicators
4. Charging/USB port
5. micro-SIM card slot



## GETTING TO KNOW YOUR DEVICE

Part	Description
ON/OFF switch	Slide it to turn on/off the hotspot.
micro-SIM card slot	Install the micro-SIM card here.
WPS key	<ul style="list-style-type: none"><li>• When the Wi-Fi function is enabled, hold it for more than 3 seconds to activate the WPS function.</li><li>• To activate the Hotspot when in sleep mode.</li></ul>
LED indicators	It shows the signal strength, battery, Wi-Fi and any messages you receive.
Charging/USB port	Connect the cord to charge your device.



## GETTING TO KNOW YOUR DEVICE

### INDICATORS

When the hotspot is powered on, the following icons will light up. For a description of the icons, refer to the following table.

Indicator	Status	Description
<b>Network</b> 	Red solid	Limited or no service, no SIM card, SIM card error or SIM card locked.
	Red blinking	Activation failed.
	Green solid	Registered to the LTE network.
	Green blinking	Registered to LTE network and connected to LTE network.
	Blue blinking	FOTA upgrading.
	LED light off	In Power Save/Sleep mode.
<b>SMS</b> 	Blue solid	You have unread messages.
	Blue blinking	You have new messages or your inbox is full.
	LED light off	No unread messages or no new messages.

## GETTING TO KNOW YOUR DEVICE

Indicator	Status	Description
Wi-Fi 	Blue solid	Wi-Fi is on.
	Blue blinking	WPS is active.
	LED light off	Wi-Fi is off.
Battery 	Green solid	The battery level is medium or high (charging from 95% to 100%, not charging from 34% to 100%).
	Green blinking	The battery is from 34% to 94% (charging).
	Amber solid	The battery is from 6% to 33% (not charging).
	Amber blinking	The battery is from 6% to 33% (charging).
	Red solid	The battery is from 0% to 5% (not charging). Please charge the battery.
	Red blinking	The battery is from 0% to 5% (charging).
	LED light off	The battery is not inserted or the device is powered off with no charger connected.

## INITIAL SET-UP

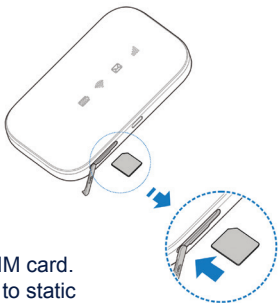
### Initial Set-up

#### INSERT THE SIM CARD

Lift the micro-SIM card cover.



Insert the micro-SIM card.



#### **NOTE:**

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



INSERT THE BATTERY

Remove the battery cover.



Insert the battery.

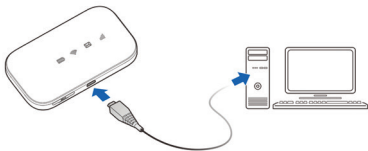


## CHARGING YOUR DEVICE

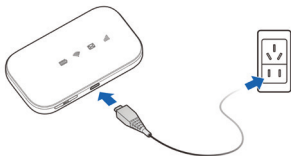
### CHARGING YOUR DEVICE

You can charge your Mobile Hotspot by using the USB cable or adapter. Please charge your device for more than 2 hours when you use it the first time or when you haven't used it for a long time.

USE THE USB CABLE TO CONNECT YOUR DEVICE AND PC DIRECTLY.



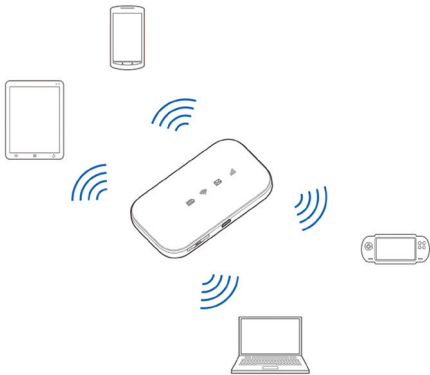
USE THE ADAPTER AND USB CABLE TO CONNECT THE WALL OUTLET AND YOUR DEVICE.



**NOTE:** The plug only fits one way to connect your device. Do not use excessive force to insert the plug.

## CONNECTION SCENARIO

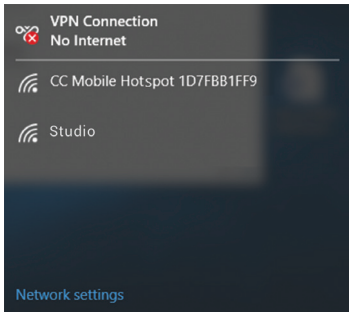
Your Mobile Hotspot allows you to use your SIM card to access the Internet and supports multiple devices for surfing the Internet at the same time. It is compatible with Windows 7, 8, and 10; iOS; and Android™ devices. The graphic below is for your reference only.



## CONNECTING TO YOUR DEVICE

### CONNECTING TO YOUR DEVICE

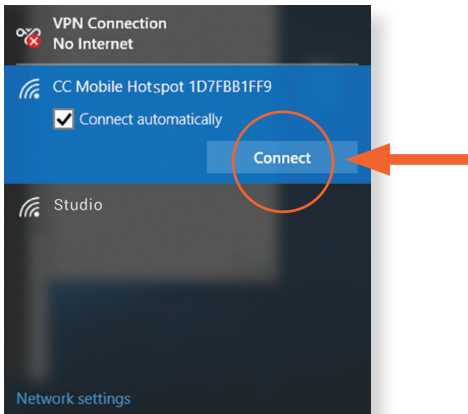
1. Power on your Mobile Hotspot. It will take 1 to 2 minutes to initialize.
2. On your computer or other Wi-Fi enabled device, use your normal Wi-Fi application to search for available wireless networks.



**NOTE:** See CONFIGURING YOUR PC for instructions on setting the PC to automatically obtain an IP address, which will provide you with an IP address that looks similar to “192.168.0.101”.

## CONNECTING TO YOUR DEVICE

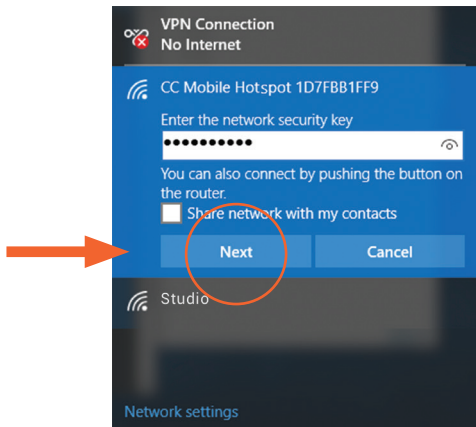
3. Select the SSID of your Mobile Hotspot, and then press **Connect**.



**NOTE:** Please check the label on your Mobile Hotspot.

## CONNECTING TO YOUR DEVICE

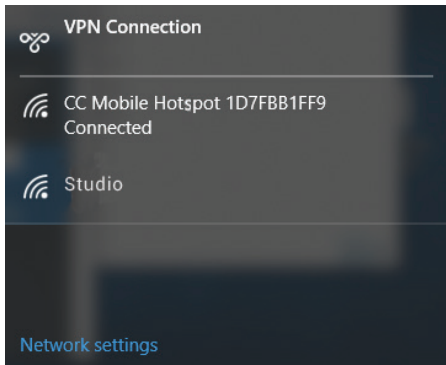
4. Input the password, and then press **Next**.



**NOTE:** Please check the label on your Mobile Hotspot.

## CONNECTING TO YOUR DEVICE

5. Your computer or other Wi-Fi enabled device will then connect to the Mobile Hotspot. You will see **Connected** once this takes place.



## CONNECTING TO YOUR DEVICE

## ACCESSING THE INTERNET

After your Wi-Fi enabled device is connected to your Mobile Hotspot successfully, you can access the Internet automatically.

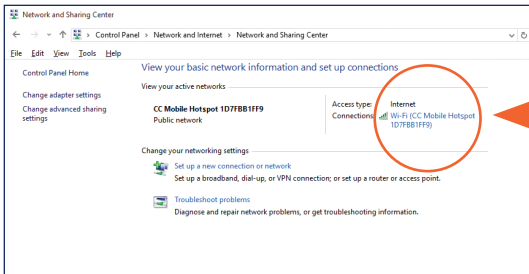
**NOTE:** To change the Mobile Hotspot's settings, log in to the configuration page on your Wi-Fi enabled device at **<http://192.168.0.1>** or **<http://mobile.hotspot>**. The default password is **Admin**.



## CONFIGURING YOUR PC

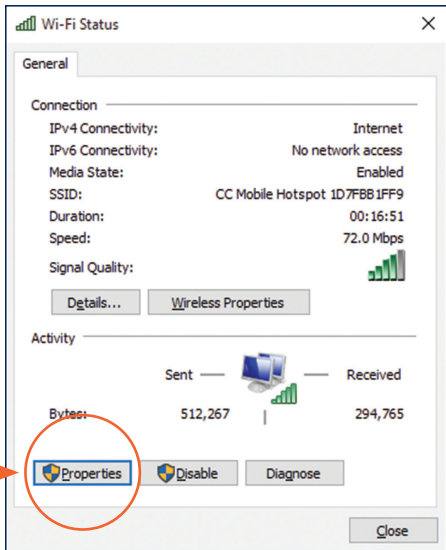
Follow these steps and images for Windows 10 to configure the Internet Protocol for your Wi-Fi connection. Steps may vary if you use a different operating system.

1. Access **Network and Sharing Center** from the Control Panel, and then click the hotspot name next to **Connections**.

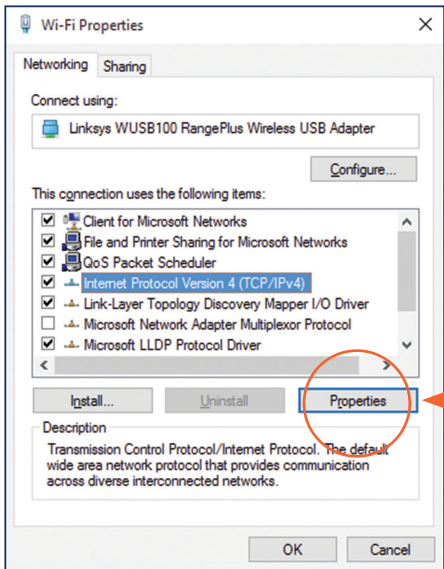


## CONFIGURING YOUR PC

### 2. Press **Properties**.

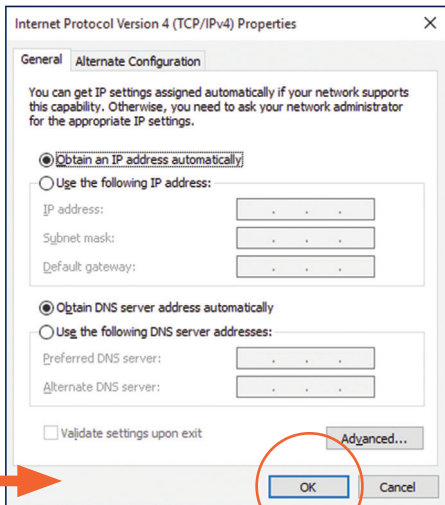


3. Select **Internet Protocol Version 4 (TCP/IPv4)**, and then press **Properties**.



## CONFIGURING YOUR PC

4. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**, and then press **OK** to finish the configuration.

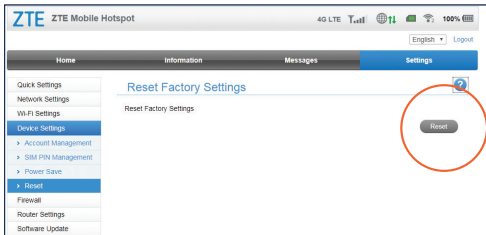


# RESETTING YOUR DEVICE

There are two ways to reset your Mobile Hotspot to factory default settings.

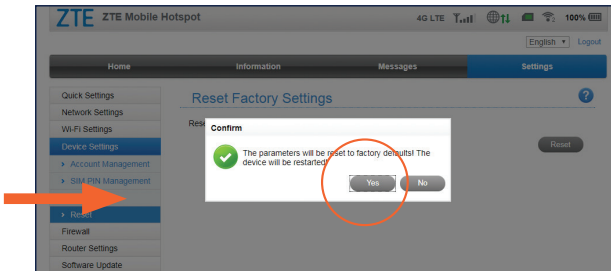
## VIA WEB CONFIGURATION PAGE

1. Go to **http://192.168.0.1** or **http://mobile.hotspot** and log in with the default password (**Admin**).
2. Select **Settings > Device Settings > Reset**.



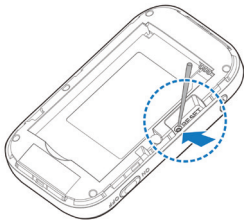
## RESETTING YOUR DEVICE

3. Select **Reset** > **Yes**. The Mobile Hotspot will restart automatically.



### VIA HOTSPOT

1. Remove battery cover.
2. Find a hole labeled **RESET** on the bottom surface of the device. It should be located near one side.



3. Press and hold the **RESET** key hidden in the hole with a pin for 3 seconds or longer.
4. The factory reset will take effect and then the device will restart automatically.

**NOTE:** Mobile Hotspot must be powered on with the battery installed.

# TROUBLESHOOTING

Problem	Suggested Solution
Cannot establish the Wi-Fi connection between the Mobile Hotspot and your Wi-Fi enabled device	<ul style="list-style-type: none"><li>• Make sure the Wi-Fi function is active.</li><li>• Refresh network list and select the correct SSID.</li><li>• Check the IP address to make sure your Wi-Fi enabled device can obtain an IP address automatically in the Internet protocol (TCP/IP) properties.</li><li>• Type the correct network key (Wi-Fi password) when you connect to the Mobile Hotspot.</li></ul>
Your connected device cannot access the Internet	<ul style="list-style-type: none"><li>• Make sure your SIM card is installed.</li><li>• Change your location to find a place with a stronger signal.</li><li>• Contact Consumer Cellular at (800) 686-4460.</li></ul>



Problem	Suggested Solution
Cannot access the web configuration page	<ul style="list-style-type: none"><li data-bbox="388 190 922 357">• Enter the correct address. The default address is <b>http://192.168.0.1</b> or <b>http://mobile.hotspot</b>.</li><li data-bbox="388 369 922 449">• Only use one network adapter for your PC.</li><li data-bbox="388 462 922 498">• Do not use any proxy server.</li></ul>
Forgot the password	<ul style="list-style-type: none"><li data-bbox="388 523 922 597">• The default password of the web configuration page is <b>Admin</b>.</li></ul>

## FOR YOUR SAFETY

# FOR YOUR SAFETY

## TO THE OWNER

- Do not use the device in an enclosed environment or where heat dissipation is poor. Prolonged work in such spaces may cause excessive heat and raise ambient temperature, which may lead to automatic shutdown of the device for your safety. In the case of such event, cool the device in a well-ventilated place before powering on for normal use.
- Some electronic devices, such as the electronic system of vehicles, are susceptible to electromagnetic interference sent by your device if inadequately shielded. Please consult the manufacturer of your device before using if necessary.
- Operating your device may interfere with medical devices such as hearing aids and pacemakers. Please always keep them more than 8 inches (20 cm) away from such medical devices when they are powered on. Power off your device if necessary. Consult a physician or the manufacturer of the medical device before using your device.

## FOR YOUR SAFETY

- Be aware of the usage limitation when using your device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Power off your device if required.
- The use of electronic transmitting devices is forbidden in aircrafts, at gas stations and in hospitals. Please observe and obey all warning signs and power off your device in these conditions.
- Do not touch the inner antenna area if it is not necessary; it may affect your device's performance.
- Store your device out of the reach of little children. Your device may cause injury if used as a toy.
- To avoid a burn, do not touch the metallic parts of your device when your device is powered on.

## USING YOUR DEVICE

- Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your device's performance and violate related national regulations about telecom terminals.

## FOR YOUR SAFETY

- Avoid using your device near or inside metal structures or establishments that can emit electromagnetic waves; it may influence signal reception.
- Your device is not waterproof. Please keep it dry and store in a shaded and cool place.
- Do not use your device immediately after a sudden temperature change. In such case, it may produce moisture inside and outside your device. Wait until the device is acclimated to the new environment before powering it on. If there is moisture, wait until the device is dry before using it.
- Handle your device carefully. Do not drop, bend, or strike it; your device may get damaged.
- No dismantling by non-professionals; only qualified technicians can undertake repair work.
- Operating temperature range of 32°F to 95°F (0°C to 35°C) and humidity range of 5% to 95% are recommended.

## BATTERY HANDLING

- Do not short-circuit the battery, as this can cause excessive heat and fire.
-

- To avoid explosion, do not store the battery in hot areas or dispose of it in a fire.
- Do not disassemble or modify the battery.
- When you are not using the battery for a long period, remove it from your device and store it in a cool, dry place.
- Never use a damaged or worn-out charger or battery.
- Return the worn-out battery to the provider or put it in an approved recycling container. Do not put it in your household trash.
- Do not connect the charger while using the device for a long period of time or using the device and battery in non-operating temperatures. Failing to do so will shorten the battery life or cause battery swelling or leakage. If the battery shows signs of swelling or leakage, please stop use immediately.

**WARNING!** If the battery is damaged, keep away from it. If it touches your skin, wash your skin with a large amount of fresh water and ask a doctor for help if necessary.

## WARRANTY

### WARRANTY

This product is guaranteed for a period of 12 months from the date of purchase. In the unlikely event of a fault occurring during this period, please contact the place of purchase. Proof of purchase is required for any service or support needed during the guarantee period.

This guarantee will not apply to a fault caused by an accident or a similar incident or damage, liquid ingress, negligence, abnormal usage, non-maintenance, or any other circumstances on the user's part. Furthermore, this guarantee will not apply to any fault caused by a thunderstorm or any other voltage fluctuations. As a matter of precaution, we recommend disconnecting the charger during a thunderstorm. Batteries are consumables and are not included in any guarantee.

## CONTACT US



## CONTACT US

For assistance, please contact:

Email: [Service@ConsumerCellular.com](mailto:Service@ConsumerCellular.com)

Website: [ConsumerCellular.com/Help](https://ConsumerCellular.com/Help)

Telephone: **(800) 686-4460**

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