

**ZTE MU5002****ZTE MU5002 5G Portable Wi-Fi Router User Manual**

Model: MU5002

**1. INTRODUCTION**

This manual provides essential information for the safe and efficient use of your ZTE MU5002 5G Portable Wi-Fi Router. Please read this manual thoroughly before operating the device and keep it for future reference.

The ZTE MU5002 is a high-performance portable router designed to provide fast 5G and Wi-Fi connectivity for multiple devices. It features a compact design, a touch screen display for easy monitoring, and a built-in battery for on-the-go use.

**2. SAFETY INFORMATION**

- Do not expose the device to extreme temperatures, direct sunlight, or high humidity.
- Avoid dropping or subjecting the device to strong impacts.
- Use only original or certified accessories (charger, cables, etc.) to prevent damage and ensure safety.
- Do not attempt to disassemble, repair, or modify the device yourself. Refer all servicing to qualified personnel.
- Keep the device away from medical devices, as it may interfere with their operation.
- Dispose of the device and its battery responsibly according to local regulations.

**3. PRODUCT OVERVIEW**

Familiarize yourself with the components and features of your ZTE MU5002 router.



Figure 3.1: Front and back view of the ZTE MU5002 router, showing its compact design and display.

## External RF ports

Power ON/OFF

SIM Tray



wifi 6

Charging port

Type-C USB

Lan Port

Figure 3.2: The router's display screen, indicating current network status, data usage, and battery level.

## 5G mobile WiFi router MU5002 Spec



Network	NSA&SA 5G NR+LTE EN-DC - Sub6G FDD: n1/3/5/7/8/20/28/38/40/41/42, TDD: n77/78/41 4G LTE FDD and TDD, CAT22
MIMO	5G+LTE: - sub6G DL : 4MIMO - 4G DL: 10layers LTE: 4MIMO on 5CA(4G only)
Bandwidth (MHz)	100M
Chipset	<b>SDX55+QCA6391</b>
Modulation	sub6G DL256QAM, UL 256QAM
5G NR+LTE EN-DC Peak Data Rate	sub6G 3.8Gbps
WiFi	802.11a/b/g/n/ac/ax, 2*2 MIMO, dual band, 32 users
Size	133x73x18.5mm
Interface	1*USB3.1 type C(Gen2), 2*antenna ports
Battery	4500mAH, quick charge
Display	2.4" touch screen, 320*240

\*Certification:  
CE, ROHS, WEEE, Wi-Fi

Figure 3.3: Detailed view of the router's ports and buttons. This includes the Power ON/OFF button, SIM Tray, External RF ports, Wi-Fi 6 indicator, Type-C USB Charging port, and LAN Port.

### Package Contents:

- ZTE MU5002 5G Portable Wi-Fi Router
- USB Type-C Cable
- Power Adapter (may vary by region)
- Quick Start Guide

## 4. SETUP

### 4.1. Inserting the SIM Card

1. Locate the SIM tray on the side of the device (refer to Figure 3.3).
2. Use the provided SIM ejector tool (or a small paperclip) to gently push into the small hole next to the SIM tray until the tray pops out.
3. Place your Nano-SIM card into the tray with the gold contacts facing down and the notched corner aligned correctly.
4. Carefully push the SIM tray back into the device until it clicks into place.

### 4.2. Charging the Device

1. Connect the USB Type-C cable to the charging port on the router (refer to Figure 3.3).
2. Connect the other end of the cable to the power adapter.
3. Plug the power adapter into a wall outlet.
4. The battery indicator on the display will show the charging status. Fully charge the device before first use.

### 4.3. Powering On/Off

- **To Power On:** Press and hold the Power ON/OFF button (refer to Figure 3.3) for a few seconds until the display lights up.
- **To Power Off:** Press and hold the Power ON/OFF button until the power-off options appear on the screen, then select 'Power Off'. Alternatively, press and hold until the device shuts down.

## 5. OPERATING

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### 5.1. Connecting to Wi-Fi

1. Ensure the router is powered on.
2. On your device (smartphone, laptop, tablet), open the Wi-Fi settings.
3. Search for available Wi-Fi networks. The default Wi-Fi network name (SSID) and password are usually found on a sticker inside the SIM card slot or on the device's packaging.
4. Select your router's SSID from the list.
5. Enter the Wi-Fi password when prompted.
6. Once connected, your device will have internet access through the router.

### 5.2. Accessing the Web Management Interface

You can manage advanced settings of your router via a web browser.

1. Connect your device to the router's Wi-Fi network or via an Ethernet cable to the LAN port.
2. Open a web browser (e.g., Chrome, Firefox, Edge).
3. In the address bar, type the default IP address (usually 192.168.0.1 or 192.168.1.1) and press Enter. Refer to the device's sticker or quick start guide for the exact IP address.
4. Enter the default username and password (commonly 'admin' for both, or as specified on the device sticker).
5. You can now configure network settings, change Wi-Fi name/password, manage connected devices, and more.

### 5.3. Using the LAN Port

The MU5002 features a LAN port for wired connections.

- Connect one end of an Ethernet cable to the LAN port on the router.
- Connect the other end to the Ethernet port of a computer or another network device.
- This provides a stable wired internet connection, ideal for devices without Wi-Fi capabilities or for higher bandwidth needs.

### 5.4. USB Print Server Feature

The router supports a USB print server feature, allowing you to share a USB printer over the network.

1. Connect a compatible USB printer to the USB port on the router.
2. Access the web management interface (Section 5.2).
3. Navigate to the 'USB Print Server' or 'Sharing' settings.
4. Follow the on-screen instructions to enable and configure the print server. You may need to install specific drivers on your connected computers.

## 6. MAINTENANCE

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- Cleaning:** Use a soft, dry cloth to clean the device. Do not use liquid cleaners or aerosols.
- Software Updates:** Periodically check for firmware updates via the web management interface. Keeping the firmware updated ensures optimal performance and security.
- Battery Care:** To prolong battery life, avoid fully discharging the battery frequently. If storing the device for a long period, charge it to about 50% before storage.
- Storage:** Store the device in a cool, dry place away from direct sunlight and extreme temperatures.

## 7. TROUBLESHOOTING

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Problem	Possible Cause	Solution
No internet connection	No SIM card, invalid SIM, no network signal, incorrect APN settings.	Ensure SIM is inserted correctly and active. Check network signal strength. Verify APN settings in the web interface. Restart the router.
Cannot connect to Wi-Fi	Incorrect Wi-Fi password, Wi-Fi disabled, device too far from router.	Double-check Wi-Fi password. Ensure Wi-Fi is enabled on the router and your device. Move closer to the router.
Slow internet speed	Weak signal, too many connected devices, network congestion.	Move to an area with better signal. Disconnect unused devices. Try restarting the router.
Device overheating	Prolonged heavy use, poor ventilation.	Reduce usage. Place the device in a well-ventilated area. If persistent, contact support.
Battery drains quickly	Heavy usage, old battery, high temperature.	Reduce screen brightness. Close unnecessary applications. Avoid using in high temperatures. Consider battery replacement if old.

## 8. SPECIFICATIONS

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Figure 8.1: Detailed technical specifications for the ZTE MU5002 5G Mobile Wi-Fi Router.

Feature	Description
Model Name	MU5002
Brand	ZTE
Connectivity Technology	Wi-Fi
Wireless Communication Standard	802.11ac
Frequency Band Class	Dual-Band
Frequency	5 GHz
Special Feature	USB Print Server
Compatible Devices	Smartphone
Included Components	Router
Recommended Uses	Business, Home
Product Dimensions	13.3 x 7.3 x 1.85 cm; 400 grams
Batteries	1 Lithium Ion batteries required. (Included)
Date First Available	August 3, 2023
Manufacturer	ZTE Poland

## 9. WARRANTY AND SUPPORT

## 9.1. Warranty Information

Your ZTE MU5002 router comes with a standard manufacturer's warranty. Please refer to the warranty card included in your product packaging for specific terms, conditions, and duration. Keep your proof of purchase for warranty claims.

## 9.2. Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact ZTE customer support. Visit the official ZTE website for contact information, FAQs, and additional resources.

**ZTE Official Website:** [www.zte.com.cn/global/](http://www.zte.com.cn/global/)

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### Documents - ZTE – MU5002



### [ZTE MU5002 5G Router Specifications and Details](#)

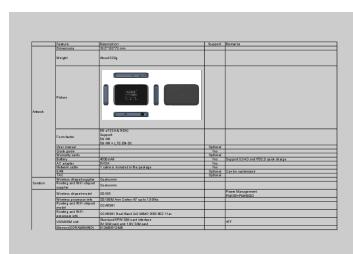
Detailed specifications for the ZTE MU5002 5G Router, including model, manufacturer, wireless standards, connectivity, and physical dimensions. Product of ZTE Poland.

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### [\[pdf\] Datasheet](#)

1 Datasheet ZTE MU5002 Herunterladen Capestone capestone media 2023 09 ||| 5G LTE EN-DC -Sub6G -LTE/UMTS 2.4 Touch Screen -Easy Settings -Convenient Interaction Big Battery -4500mAh -Quick Charge Premium Design -Portable Size - Distinctive CMF Powerful performance -Qualcomm SDX55 platform -Multi SW Feature -Wi-Fi6, AX1800 -Gigabit Ethernet Port Optional 1 ZTE **MU5002** Wor... lang:en **score:33** filesize: 400.83 K page\_count: 3 document date: 2023-06-02



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Feature Dimensions Weight Description 18.5\*133\*73 mm About 220g Support Remarks Artwork Picture Solution Form factor User manual Quick guide Warranty cards Battery AC adapter Network cable EAN TAC Wireless chipset supplier Routing and WiFi chipset supplier Wireless chipset model Wireless proce...

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ZTE MU5002 Mobile Hotspot Information

Key identification details for the ZTE MU5002 mobile hotspot, including model, serial number, IMEI, EAN, and compliance markings.

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