

# Telstra 5G Wi-Fi Hotspot User Manual

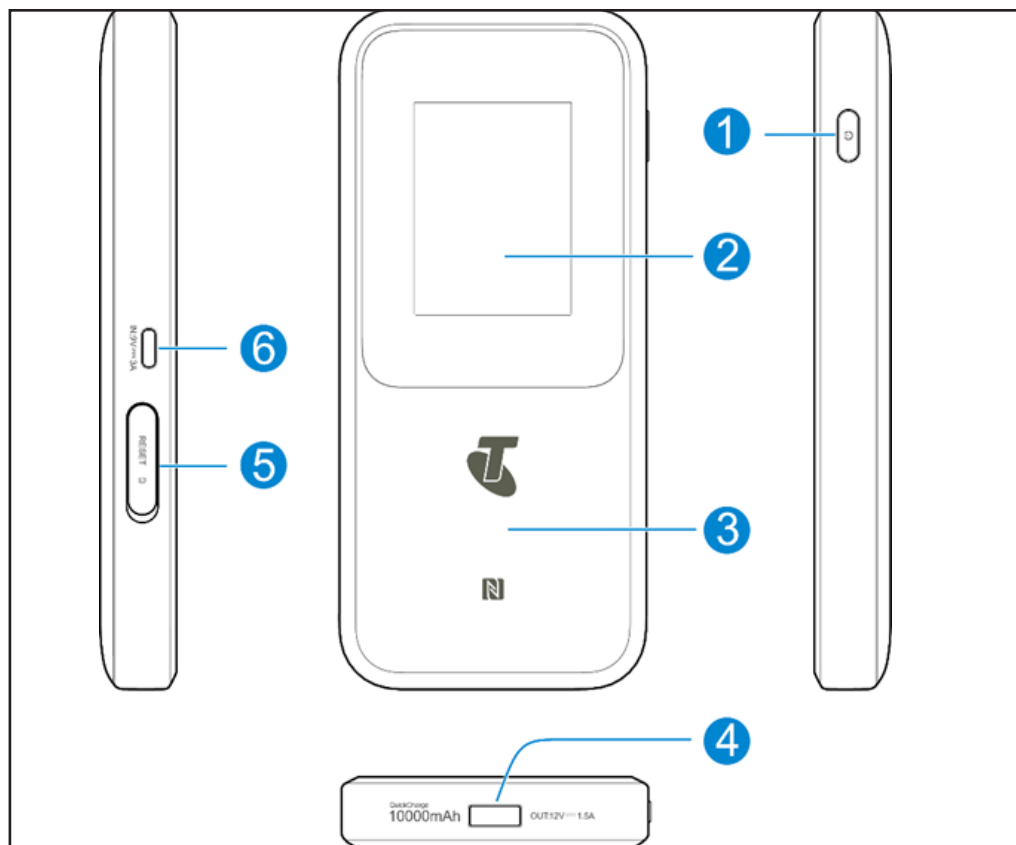
IMPORTANT

# Software updates

We always recommend that you have the latest software update installed on your USB Modem - this will ensure that you have the latest features, most stable and secure experience while using this device.

Refer to section [Settings > Device settings > Software Update](#) (page 19) for additional information.

# Modem Overview / LED Indicators



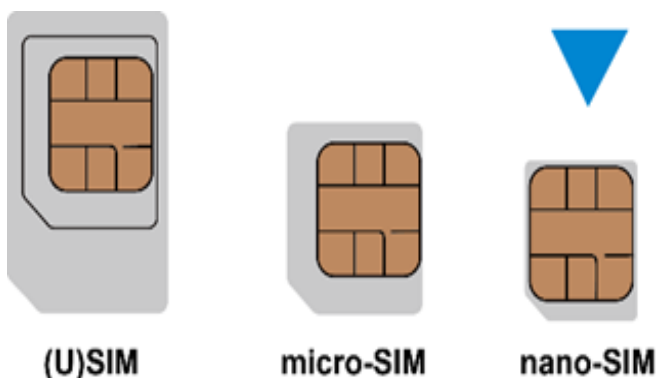
## Part Overview

- |                               |                               |
|-------------------------------|-------------------------------|
| 1. Power key, wake up display | 4. USB-A socket (PowerBank)   |
| 2. LCD touch panel            | 5. SIM and Reset switch cover |
| 3. NFC coupling area          | 6. USB C charging and data    |

## Setting up the Device

### Step 1 : SIM Type

Make sure you are using a Telstra **nano-SIM** card:

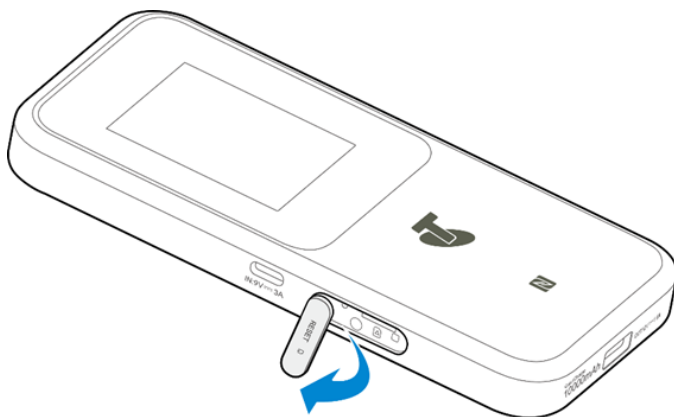


## Step 2 : Activate SIM

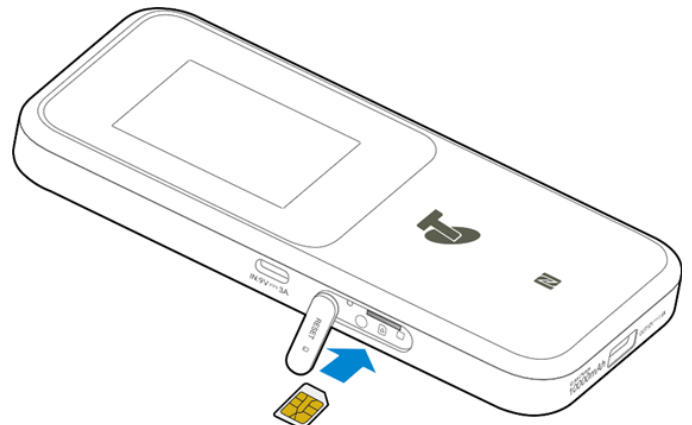
If your SIM is not yet active visit [telstra.com/activate](https://telstra.com/activate)  
Follow the prompts to activate your SIM.

## Step 3 : Insert your SIM card

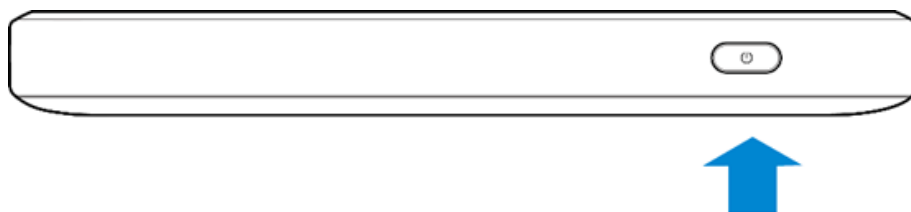
Open the SIM and Reset cover on the side of the device.



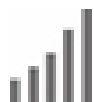
Insert your nano SIM as shown - ensure the metal contacts are facing up.



Close the SIM port cover and press the Power Key to switch on your device.



# Display icons



## Network Signal Strength

The device is not registered to the mobile network.

4G/5G

## Network Type

4G: The device is registered to the 4G network.

5G: The device is registered to the 5G network.



## New SMS



## Battery charge level indicator



## Settings



## Wi-Fi On and number of connected users



## New Software available

# Connecting to Your PC

Connect the modem to your computer's USB port or connect using Wi-Fi. The operating system automatically detects and identifies your modem and creates a new connection.

## Connect using Wi-Fi

With reference to the sticker on the back of your 5G Wi-Fi, search for the Wi-Fi network name then enter the Wi-Fi password.

# Access the Internet

After the modem is connected to your computer successfully you can now access the Internet.

Check the modem homepage to make any configuration changes.

When you connect via USB it automatically will open your default web browser at the modem's configuration homepage.

You can make any changes to the settings through this homepage.

You can access this configuration homepage by entering either **m.home** or **192.168.0.1** in the web browsers address bar.

## International Roaming

- The Roaming icon indicates you are connected to a foreign network.
- If Roaming is enabled on your data plan then roaming data charges will apply when connected via a roaming network.
- Contact Telstra to discuss your data charges and roaming options.

# Software Installation / Uninstall

## Windows users :

The modem will auto install and launch your browser when the USB is plugged in.  
To Uninstall go to: Start > All Programs > TELSTRA 5G Wi-Fi > Uninstall

## MAC users :

Depending on your Mac OS, this device may work without installing any additional software. Driver Software is provided on the USB and will auto appear on the desktop as a Telstra USB volume. To install, simply trigger the contained Telstra 5G WiFi app and follow the presented prompts

If required to uninstall the driver, navigate to System > Applications and run Uninstall TELSTRA 5G Wi-Fi app (you will be prompted to remove the USB if connected)

### Important Note :

If your MAC device switches to sleep mode, the USB modem may no longer be recognised by your mac, simply remove and re-insert the USB modem to restore the device connection.

For any further trouble shooting tips - refer to the rear of this manual.

## Built-in Web Interface

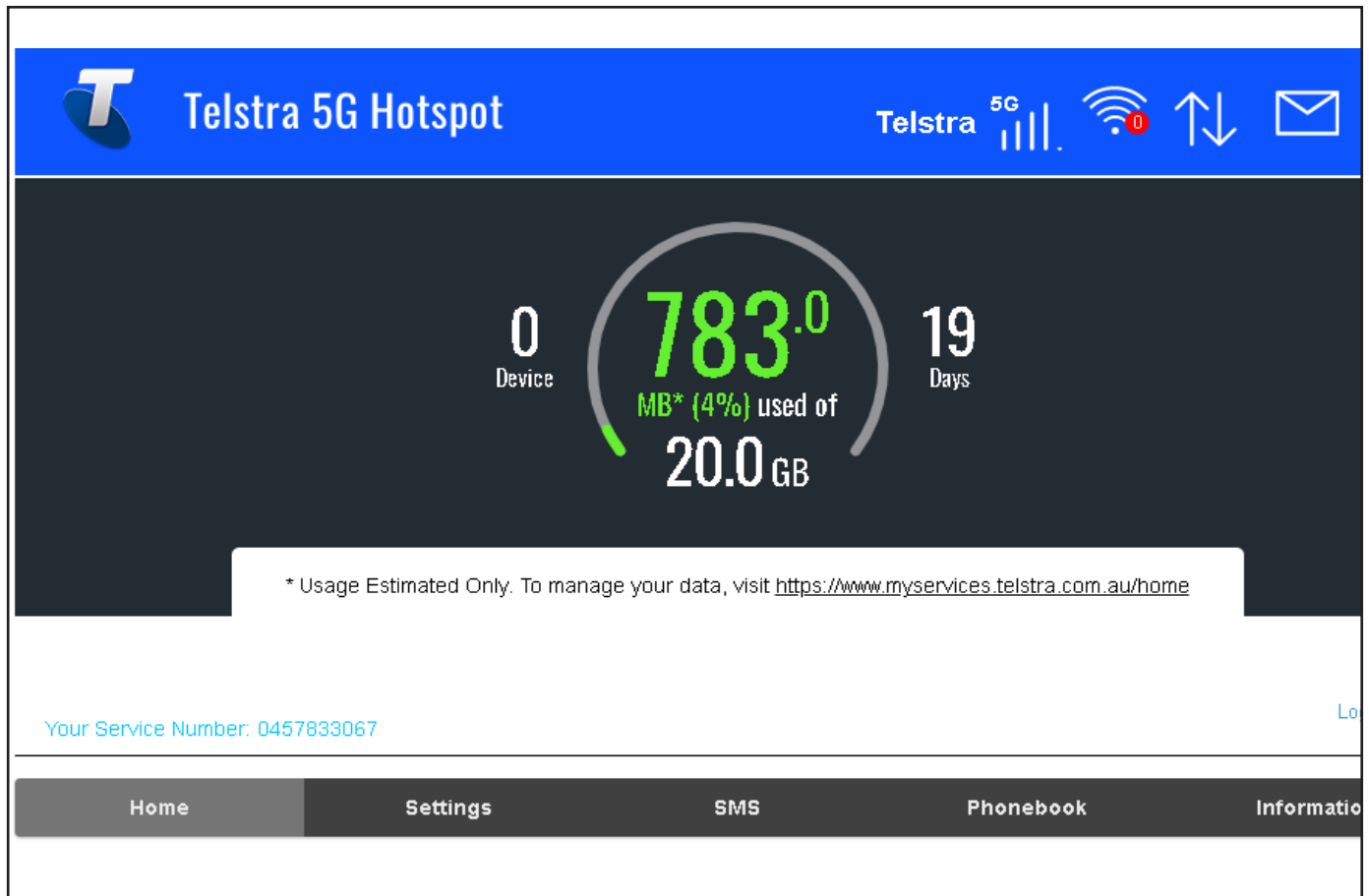
Connect this USB modem to any device via any vacant USB-A and open your default web browser.

Enter **m.home** or **192.168.0.1** in the browser address bar to the device homepage.

- The home page shows a brief summary of the device status and your remaining data from Telstra.
- Software update notifications (if applicable) will be shown on this page
- The home page password is unique to each device and is printed on the label on the back of your modem. Use the device Password to log in.

# Screens Overview

## Lock-screen



## Overview :

On the initial loading of the WEB GUI, you will be presented the login screen.

The factory set default password is printed on the label on the back of your modem (Caps sensitive). To increase security, we highly recommend changing this default set password.

## Instructions :

To change the default set password:

- > Navigate to Settings > Device Settings > Password Settings
- > Enter the current password from the back of your device
- > Enter your new password, confirm and press Apply

**TIP:** The device password is set under Device Settings. The Wi-Fi password is set under Wi-Fi Settings

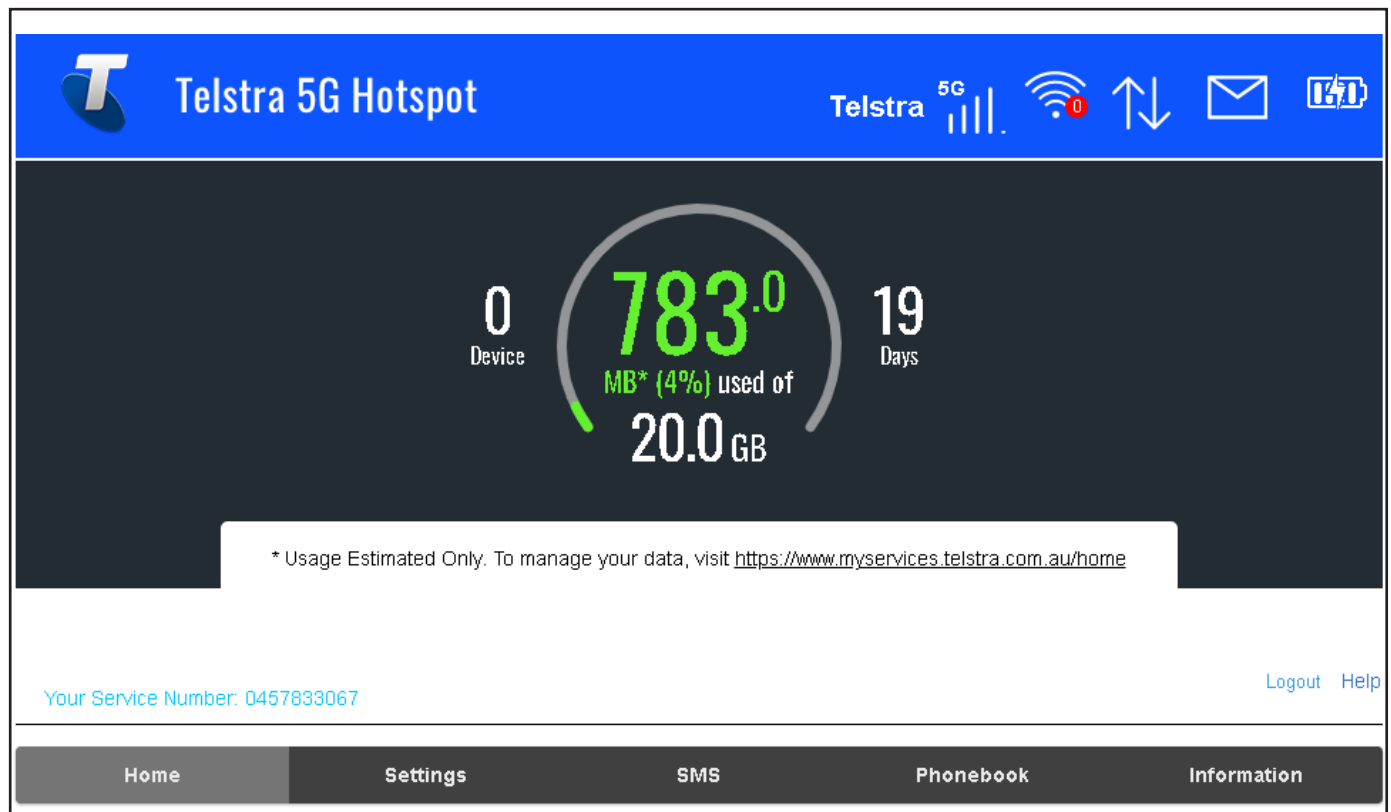


## Important Note :

To reset your USB settings and /or password at any stage, navigate to Device Settings > Reset and follow the set prompts or press the Factory Reset button to the left of the SIM slot.

Once reset the password will be set to the factory default password printed on the back of your device.

## Home Tab



## Overview :

The Home page is the default landing page that presents a quick summary of your devices network connection status, data usage summary, received SMS messages, service number and site navigation.

This device will automatically connect to the Telstra 5G or 4G network.  
(Some device settings can only be changed when the device is disconnected from the network).

## Instructions : To change to manual connection

Disconnect or Connect your devices mobile connection:

- > Click on Connect or Disconnect
- > The Device & connection status (Disconnect, 4G Connected or 5G Connected) will update on this page to its current state.

Quick access to change your SIM PIN page:

- > Navigate to Settings > Home
- > Under the PIN status, select the Change option.
- > You will be redirected to the USIM PIN Management (See USIM PIN Management for further instructions).

### Important :

Changing the SMS PIN should be carried out with caution. When choosing a new SIM PIN, it is **recommended to use** a unique combination of numbers that is not easily guessable or shared with others.

## Settings > Quick Setup (wizard)

The screenshot shows the 'Quick Setup' wizard in the Settings app. The top navigation bar includes 'Home', 'Settings', 'SMS', 'Phonebook', and 'Information'. The left sidebar lists various settings: 'Quick Setup' (selected), 'Network Settings', 'Wi-Fi Settings', 'Device Settings', 'Firewall', 'Router Settings', 'DDNS', 'NFC', and 'Power Save'. The main content area is titled 'Quick Setup' and shows a progress bar with five steps: '1. Password Settings', '2', '3', '4', and '5'. A 'Next' button is visible. Below the progress bar, a message states: 'This setup wizard will let you configure the device settings. Click Next to continue.' The section is titled 'Password Settings' and contains three input fields: 'Current Password \*', 'New Password \*', and 'Confirm New Password \*'. Below these fields is a 'Password Strength' indicator with three options: 'Low', 'Middle', and 'High'. A blue question mark icon is located at the bottom left of the main content area.

### Overview :

The Quick Settings page allows you to configure your device in 5 simple steps to quickly setup your device to your preference.

### Instructions :

Accessing the Quick Settings Wizard for setting up your device:

- > Navigate to Settings > Quick Settings
- > Click Next to proceed to the PPP Profile Configuration
- > Click Next to proceed to the PPP Authentication
- > Click Next to proceed to configure Automatic Update preference.
- > Select Disable if you wish Click Next to proceed to the Summary page
- > Click Finish

# Advanced Settings

## Settings > Network Settings > WAN Connection Mode

Home Settings SMS Phonebook Information

Quick Setup  
Network Settings  
    > WAN Connection Mode  
    > Network Selection  
    > APN  
Wi-Fi Settings  
Device Settings  
Firewall  
Router Settings  
DDNS  
NFC  
Power Save

### WAN Connection Mode

WAN Connection Mode ☒ Automatic

☐ Check here to connect to the internet while roaming.  
**Note: Telstra customers travelling outside Australia may incur additional data charges whilst roaming.**

☐ Manual

Disconnect Apply

The setting can only be changed when the modem is disconnected.

**?**

- To change current setting, please disconnect from network.
- Automatic: The device will automatically connect to network when it is powered on.
- Manual: The device will connect to network manually.

## Overview :

Your device has been configured to be Plug and Play, so it will automatically connect to the mobile network once it is switched on. You may prefer to change the WAN Connection Mode so the device will only connect to the mobile network once you have accessed the Homepage and you clicked to connect.

## Instructions :

To change WAN connection mode or enable International Roaming:

- > Click the Disconnect button to change the WAN Connection Mode, select Manual or Automatic.
- > Click on the check box to enable International Roaming.
- > If you make any changes, Select Apply to save the changes.

## Important :

The device will need to be Disconnected if you wish to make any modifications in the WAN Connection Mode page.

Click on the Help icon to get context tips.

# Settings > Network Settings > Network selection

## Overview :

Network Selection provides the option to select the preferred network technology type for your device to connect to. This device can connect to 5G or 4G technology.

## Instructions :

To modify the network selection:

- > Navigate to Settings > Network Settings > Network Selection
- > Select Disconnect to modify the Network Selection.
- > Select the Manual or Automatic option.
- > Press Search to see available networks
- > If you choose an alternate network operator you will need to set the APN

### Important :

The device will need to be Disconnected if you wish to make any modifications in the Network Selection page.

Click on the Help icon to get context tips.

## Settings > Network Settings > APN

Home	Settings	SMS	Phonebook	Information
Quick Setup	APN			
Network Settings				
> WAN Connection Mode				
> Network Selection				
> APN				
Wi-Fi Settings				
Device Settings				
Firewall				
Router Settings				
DDNS				
NFC				
Power Save				

Current APN: Telstra Internet

Profile:

IP Type:

IP Type for Roaming:

Profile Name \*:

APN \*:

DNS Mode: ☒ Auto ☐ Manual

Authentication:

User Name:

Password:

### Overview :

The APN settings allows users to configure the Access Point Name (APN) for the device to connect to the internet on the mobile network.

### Instructions :

Adding a new APN:

- > Navigate to Settings > Network Settings > APN
- > Select Disconnect first
- > Click on the Add New button.
- > Enter in the Profile name, APN and modify other settings as appropriate.
- > Click on the Save button to confirm the new profile.

Selecting the newly created APN:

- > Navigate to Settings > Network Settings > APN
- > Click on the Disconnect button
- > Select the preferred APN Profile from the drop-down menu.
- > Click on Connect (You may want to set it as default by clicking the Set as Default button).

Deleting an APN:

- > Navigate to Settings > Network Settings > APN
- > Select an APN that you created.
- > Click on Delete
- > Click on Yes to confirm the changes.

# Settings > Device settings > USIM PIN Management

Home Settings SMS Phonebook Information

Quick Setup  
Network Settings  
Wi-Fi Settings  
Device Settings  
    > Password Settings  
    > USIM PIN Management  
    > Reset  
    > Restart  
    > Low Current Mode  
    > Backup & Restore

## USIM PIN Management

USIM PIN Status ☐ Enable ☒ Disable Change PIN

Current PIN \*

Attempts Left: 3

Apply

## Overview :

USIM PIN management allows you to enable or disable and change the SIM PIN on this device. By default, the SIM PIN is disabled for ease of use. If the SIM PIN feature is enabled, you will be prompted to enter the SIM PIN each time the device is turned on to use the device.

## Instructions :

Enabling your devices SIM PIN:

- > Navigate to Settings > Device Settings > USIM PIN Management
- > Select Enable and enter the current SIM PIN.
- > Click on Apply to confirm the changes.

Disabling your devices SIM PIN:

- > Navigate to Settings > Device Settings > USIM PIN Management
- > Select Disable and enter the current SIM PIN.

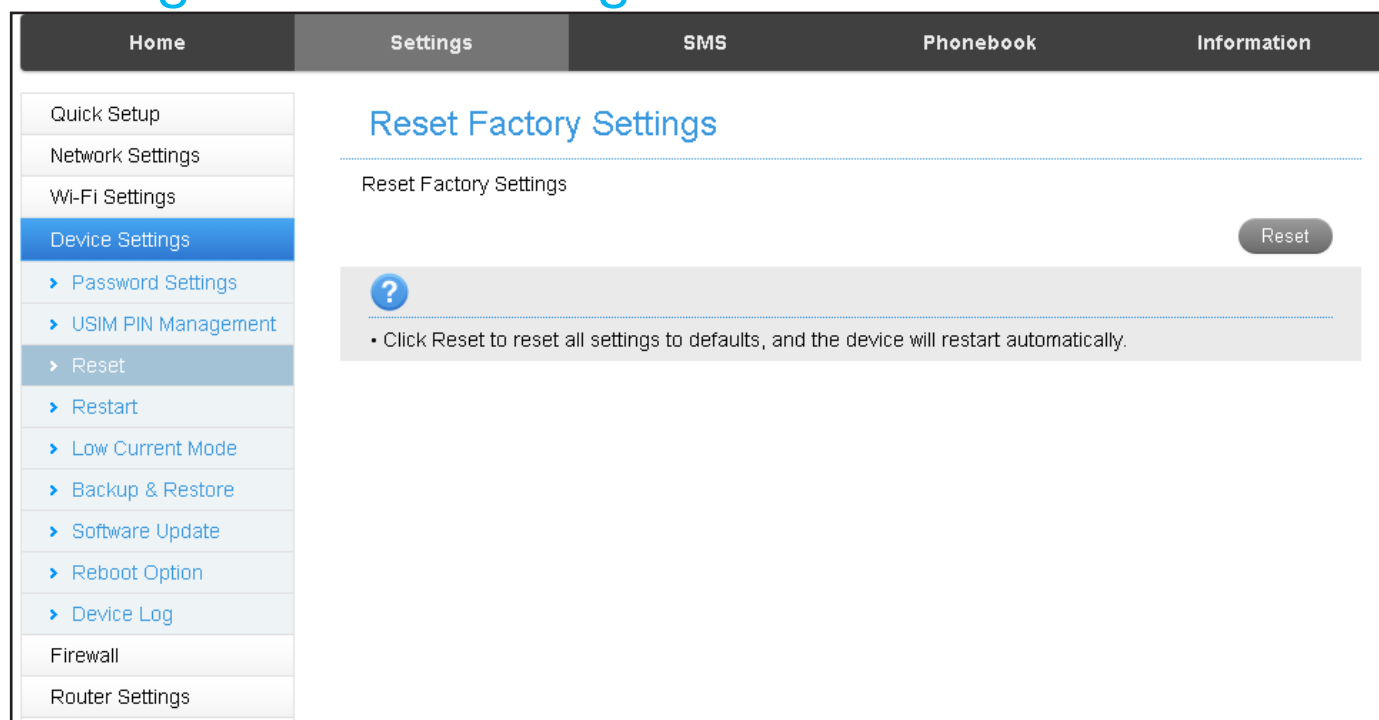
### Important:

You will need to contact your Service Provider for the SIM PIN code if you do not have the default SIM PIN.

If you incorrectly enter the SIM PIN more than 3 times your SIM will be PUK locked, in this situation you will be prompted to enter the PUK code to unlock to SIM, you will need to contact your Service Provider for an PUK code to continue to use your SIM in the device.

Click on the Help icon to get context tips.

## Settings > Device settings > Reset



### Overview :

The Reset function enables you to reset your device to its original factory default settings and will revert any custom changes that have been made on the device.

### Instructions :

Factory Reset your device:

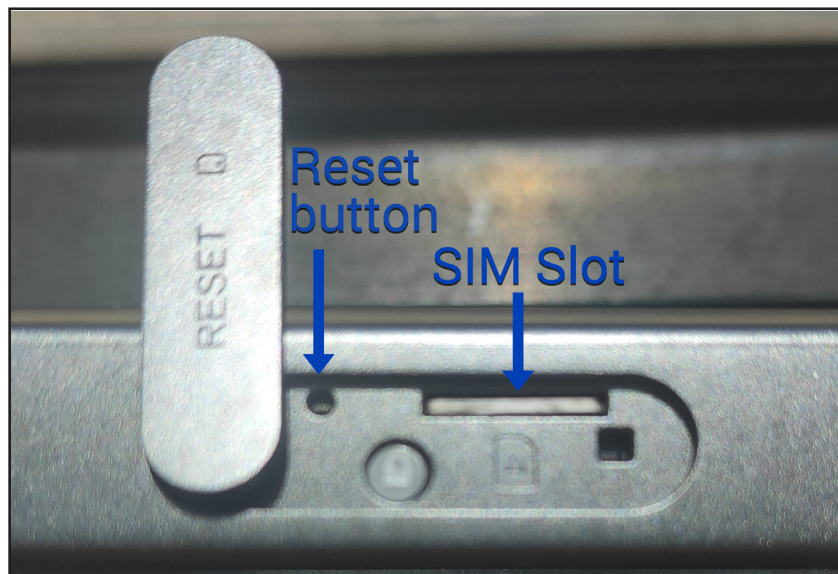
- > Navigate to Settings > Device Settings > Reset
- > Click on Reset to restore your device to factory settings.
- > Click on Yes to confirm the changes.
- > Your device will restart to factory settings.

If you wish to Restart your device without a factory reset then choose Settings > Device Settings > Restart

### Factory Reset button

You can restore the unit to factory settings by pressing the Reset button located under the SIM slot cover.

Open the SIM cover and locate the Reset button. Insert a small pin and hold the button for 4-5 seconds until the screen goes out. The unit will reset to factory default and restart. All personal settings, passwords, and messages will be reset.



### Important :

It is important to note that any custom changes made to the device settings will be lost during this process.

Click on the Help icon to get context tips.

## Settings > Device settings > Low Current Mode

Home	Settings	SMS	Phonebook	Information
<ul style="list-style-type: none"> <li>Quick Setup</li> <li>Network Settings</li> <li>Wi-Fi Settings</li> <li><b>Device Settings</b> <ul style="list-style-type: none"> <li>▶ Password Settings</li> <li>▶ USIM PIN Management</li> <li>▶ Reset</li> <li>▶ Restart</li> <li>▶ <b>Low Current Mode</b></li> <li>▶ Backup &amp; Restore</li> <li>▶ Software Update</li> <li>▶ Reboot Option</li> <li>▶ Device Log</li> </ul> </li> <li>Firewall</li> </ul>	<h3>Low Current Mode</h3> <p>Low Current Mode <input type="radio"/> Enable <input checked="" type="radio"/> Disable</p> <p><a href="#">Apply</a></p> <div> <p><b>?</b></p> <ul style="list-style-type: none"> <li>• If you are experiencing problems charging a device you can try enabling the Low Current Mode function. Enabling Low Current Mode will allow some wearables and other small devices to be charged.</li> <li>• After you have finished charging a device that has needed Low Current Mode to be enabled, please disable it, as the MU5120 will not be able to go into power saving or sleep modes and this will waste battery power.</li> </ul> </div>			

### Overview :

Low current mode is provided for the reverse charging or powerbank function. You can charge devices by connecting to the USB socket on the bottom of the device. If the device being charged is not charging then switch the modem to Low Current Mode.



## Instructions :

Modifying your devices software update preference:

- > Navigate to Settings > Device Settings > Low Current Mode
- > Select Enable or Disable
- > Select Apply

## Settings > Device settings > Backup & Restore

Home Settings SMS Phonebook Information

Quick Setup

Network Settings

Wi-Fi Settings

Device Settings

> Password Settings

> USIM PIN Management

> Reset

> Restart

> Low Current Mode

> Backup & Restore

> Software Update

> Reboot Option

> Device Log

Firewall

Router Settings

### Backup & Restore

You can backup/restore the device settings information.

Backup Configuration Parametes:

Restore Configuration Parametes:

No file selected... Browse

Backup

Restore

## Overview :

Backup and Restore allows you to save a config file to keep all your current settings and passwords.

## Instructions :

- > Navigate to Settings > Device Settings > Backup & Restore
- > Press Backup to create a Backup file and Save at your chosen location.
- > To Restore a previously saved file press Browse to locate your file then press Restore to load that configuration file.

## Settings > Device settings > Software Update

## Overview :

The Software Update page allows you to modify the preference in enabling or disabling automatic updates when they become available. Software updates often

include new features, improved performance, and bug fixes, which can enhance the device's overall functionality and user experience.

The automatic software update function provides a convenient and hassle-free way to keep the device up-to-date with the latest software releases.

The screenshot displays the 'Settings' application on a mobile device. The top navigation bar includes 'Home', 'Settings' (active), 'SMS', 'Phonebook', and 'Information'. The left sidebar lists various settings, with 'Device Settings' highlighted. The main content area is titled 'Automatic Updates' and contains three sections: 1. 'Automatic Updates' with a toggle switch set to 'Enable' and an 'Apply' button. 2. 'Check for New Updates' with a description and an 'Update Now' button. 3. 'Roaming Settings' with a checkbox for 'Check here to connect to the internet while roaming', a note about Telstra customers, and an 'Apply' button.

## Instructions :

Modifying your devices software update preference:

- > Navigate to Settings > Device Settings > Software Update
- > Select Enable or Disable for Automatic Updates
- > Select Apply

Manually checking for new software updates:

- > Navigate to Settings > Device Settings > Software Update
- > Click on Update Now to check for available software updates.

Modifying your devices roaming settings:

- > Navigate to Settings > Device Settings > Software Update
- > Click on the checkbox to enable or disable roaming
- > Click on Apply to confirm the changes.

## Settings > Device settings > Reboot Option

### Overview :

You can set your device to Reboot every 24 hours at a set time. The device operation might be improved by setting a daily reboot to keep your device running at optimum.

### Instructions:

To enable DMZ on your device:

- > Navigate to Settings > Device Settings > Reboot Option
- > Select Enable and enter a valid time to reboot the device
- > Click on Apply to confirm.

## Settings > Device settings > Device Log

### Overview :

You can review the device activity using the Device Log function.

### Instructions:

- > Navigate to Settings > Device Settings > Device Log
- > Review the device logs presented or select an option from Display Type to review different logging data.

## Settings > Firewall > Port Filtering

### Overview :

Port filtering is considered an expert setting and is generally only used by network administrators. Port Filtering allows you to block unused ports in your network which can reduce the risk of external attack.

### Instructions:

- > Navigate to Settings > Firewall > Port Filtering
- > Select Enable then Apply to see available settings.

## Settings > Firewall > Port Forwarding

### Overview :

Port Forwarding is considered an expert setting and is generally only used by network administrators. Port Forwarding allows remote servers and devices on the internet to access devices on your private internal network.

Port Forwarding can be used to set up web servers, email servers or other specialised Internet applications. When users send this type of request to your network via the internet then the router will forward these to the appropriate

destination.

## Instructions:

- > Navigate to Settings > Firewall > Port Forwarding
- > Select Enable then Apply to see available settings.

## Settings > Firewall > Port Mapping

### Overview :

Port Mapping is considered an expert setting and is generally only used by network administrators. Port Mapping allows you to map a port of the IP address of an external host on the internet to a machine on the internal side of your network.

## Instructions:

- > Navigate to Settings > Firewall > Port Mapping
- > Select Enable then Apply to see available settings.

## Settings > Firewall > Domain Filtering

### Overview :

Domain Filtering allows you to block the modem from accessing specified Domains or websites. You can block all access to a website or domain based on the Domain Naming System (DNS) of the destination. Example if you put Youtube.com and press Apply then no one on your network can access Youtube.

## Instructions:

- > Navigate to Settings > Firewall > Domain Filtering
- > Select Enable then Apply to see available settings.

## Settings > Firewall > UPnP

### Overview :

UPnP allows network devices to discover each other on your network. It is considered risky to deploy UPnP so should only be used by experienced network administrators who are familiar with the risks.

# Settings > Firewall > DMZ

Home

Settings

SMS

Phonebook

Information

Quick Setup

Network Settings

Wi-Fi Settings

Device Settings

Firewall

> Port Filtering

> Port Forwarding

> Port Mapping

> Domain Filtering

> UPnP

> DMZ

> SIP ALG

> System Tools

Router Settings

DDNS

NFC

Power Save

## DMZ Settings

DMZ Settings ☐ Enable ☒ Disable

Apply

?

- The DMZ function is considered an Expert function as you will need to configure an Static IP address for a LAN side device and understand what you are doing and the risks involved. You would also need to have a Public IP Address for the WAN connection enabled on your SIM and most likely use a specific APN as well.
- DMZ stands for "DeMilitarized Zone". In networking terms a DMZ typically allows all ports from the WAN side of a device to a IP address on the LAN side of the device.
- If you are having problems running network applications that are hosted on a PC or other device connected via LAN / USB / W-Fi through this device, you could use the DMZ function to allow access directly without having to create multiple Port Forwarding rules.
- You can Enable / Disable and configure DMZ on this page.

## Overview :

Firewall DMZ (Demilitarized Zone) is a networking term that refers to a specific zone on a network that is isolated from the rest of the network, but still accessible from the internet.

## Instructions:

To enable DMZ on your device:

- > Navigate to Settings > Firewall > DMZ:
- > Select Enable and enter a valid IPv4 address
- > Click on Apply to confirm the changes.

To disable DMZ on your device:

- > Navigate to Settings > Firewall > DMZ:
- > Select Disable to disable DMZ
- > Click on Apply to confirm the changes.

### Important:

Enabling DMZ mode may increase the device's exposure to potential security risks, and therefore should only be done if necessary and with caution.

Click on the Help icon to get context tips.

## Settings > Firewall > SIP ALG

### Overview :

The SIP ALG function is for experienced network administrators. If you are using a SIP terminal for voice over IP using this device then the SIP ALG function will help that device or app connect through the Firewall Network Address Translation. Generally you would need to have a public IP address enabled on your SIM service for this function to work as intended.

## Settings > Firewall > System Tools

### Overview :

You can enable or disable PING from WAN, which determines whether external apps or devices can Ping your modem IP address. External PING enabled will increase incoming traffic and may make you vulnerable to DOS attacks.

## Settings > Router Settings

### Overview :

You can set the DHCP range and whether DHCP is enabled or disabled. IP Passthrough is also known as Bridge Mode. All incoming data is passed directly to the USB connected device. If you enable this option then you can no longer access the router's web pages. After setting IP Passthrough the device passes all traffic and can no longer be accessed via the web interface. Use the Factory Default push button to restore from this function.

Network Address Translation (NAT) allows the LAN side to communicate with the WAN side. It should not be switched OFF (Enable State).

## Settings > DDNS

### Overview :

Dynamic DNS allows you to register an account with a DDNS provider and set a Domain name for the device. This service needs a public IP address on your SIM card and is considered an advanced function for network administrators.

## Settings > NFC

### Overview :

Your modem has an NFC chip for Near Field Communications. It is used to pair devices instantly via Wi-Fi.

### Instructions:

NFC is enabled by default and maps a connection to the Main SSID. Bring your handset in close proximity to the NFC logo on the front of your modem. The modem will provide the Wi-Fi SSID and Password to the connecting device.

## Settings > Power Save

### Overview :

Power save will reduce power consumption by turning off the Wi-Fi when there is no network traffic. The sleep time can be adjusted or set to Never to prevent the device entering low power mode.

### Instructions:

Navigate to Settings > Power Save and set the required Sleep time.

## SMS

### Overview :

You can manage the SMS (text messaging) feature in this setting and can view or delete received SMS messages and make changes to the SMS configuration.

### Instructions :

To access SMS stored on the device:

- > Navigate to SMS > Device SMS

To delete SMS stored on the device:

- > Navigate to SMS > Device SMS
- > Click the checkbox next the SMS (or multiple SMS) you wish to remove.
- > Click on Delete to remove the SMS
- > Confirm the action by selecting Yes to delete the SMS (or multiple SMS).

To access the SMS stored on the SIM:

- > Navigate to SMS > USIM SMS

To delete SMS stored on the SIM:

- > Navigate to SMS > USIM SMS

- > Click the checkbox next the SMS (or multiple SMS) you wish to remove.
- > Click on Delete to remove the SMS
- > Confirm the action by selecting Yes to delete the SMS (or multiple SMS).

To modify the SMS Settings:

- > Navigate to SMS > SMS Settings
- > Select the Validity drop-down menu for outgoing SMS messages

expiration

## Phonebook

### Overview :

All device Contacts are stored in the phone book.

## Information > Device Information

### Overview :

Navigate to the Information tab to check your device IMEI number, software version and quick change the SSID names.

## Information > Network Information

### Overview :

Network Information shows your current network signal technology (5G, 4G) and all related connected bands and signal strength. It is useful for troubleshooting network signal issues.



## Technical Specifications

Network Compatibility	5G N1, N3, N5, N7, N8, N26, N28, N78 4G LTE, Bands 1, 3, 5, 7, 8, 26, 28 UMTS 850, 2100 MHz
Chipset	Qualcomm Snapdragon SDX62
Wi-Fi	Wi-Fi 802.11a/b/g/n/ac/ax 2x2 MIMO, 160MHz, dual band, 64 users, AX3600
Dimensions	159 x 73 x 18mm, 303g
Battery	10,000mAh internal battery with Powerbank
Operating time	Active battery up to 16 hours.
Connectivity	USB 3.1 type C, 27W Quick Charge. USB-A for power bank reverse charging at 18W NFC for quick Wi-Fi connectivity (Android)
Operating systems	Any Wi-Fi enabled device, Windows 10, 8, MAC OS X 10.7, Linux (3.10 kernel upwards).
SIM Card	Nano SIM, 4FF
Display	2.4" touch screen with 320 x 240 pixels
Temperature	-5°C to +40°C

# Precautions & Safety Information

1. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the modem.
2. Operating of laptop or desktop PCs with the modem may interfere with medical devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.
3. Be aware of regulations when using the modem at places such as oil refineries or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
4. Do not leave the modem in direct sun. Don't cover the modem or leave on soft furnishings or surfaces that retain heat. It is normal for the unit to run warm but do not allow to overheat. If the unit is above 40C it will not charge the battery. Higher temperatures increase the risk of failure or the battery being damaged.
5. Store the modem out of reach of children. This device may contain button cells which can be fatal if swallowed.
6. The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
7. Only use original accessories or accessories that are authorised by the manufacturer. Using unauthorised accessories may affect your modem's performance or damage your modem.
8. Avoid using the modem in areas that emit electromagnetic waves or in enclosed metallic structures e.g. lifts.
9. The modem is not waterproof. Please keep it dry and store in dry conditions.
10. Always handle the modem with care. Be careful not to drop or bend the modem.
11. There are no user serviceable parts inside the modem. Unauthorised dismantling or repair will void the warranty.
12. Do not dispose of the unit in a fire, the battery may explode.
13. At the end of life of the equipment, return the product to a suitable recycling agent such as Mobile Muster.

# RF Safety Information

For optimum performance with minimum power consumption do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the modem to operate at a higher power level than needed.

## Radio Frequency Energy

The USB modem is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves).

The transmit power level is optimized for best performance and automatically reduces when there is good quality reception.

Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low.

Under poor network conditions the modem transmits at a higher power level and may get hot.

## Declaration of Conformity : Specific Absorption Rate (SAR)

The USB modem is designed to be used in close proximity to the body. We declare that the product detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electromagnetic Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997 when used at a distance of not less than 5mm from the body. The worst case simultaneous RF SAR result for this device is published on **ztemobiles.com.au**

\* Download speeds will vary due to distance from the cell, local conditions, user numbers, file source, hardware, software and other factors.

\*\* Operation and Standby times depend on a number of conditions and are measured in ideal conditions.

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Telstra SIM required.

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# Troubleshooting

Issue	Possible cause	Possible Solution
No Network Access	A missing, faulty or incorrectly inserted SIM.	Check you have inserted your SIM card the right way and pushed inside the slot until it clicks into place.
No Network Access	A Non-Telstra SIM card.	<p>If you use an alternative Mobile Network Providers SIM card, you may need to set a new APN for your carrier.</p> <p>See - Settings &gt; Network Settings &gt; <b>APN</b> : for more details.</p>
No Network Access	<b>PIN locked</b> SIM card.	Log into the USB web interface (Home > Settings > Device settings > <b>USIM PIN Management</b> - page 16 ) then enter the PIN code for your SIM card.
No Network Access	<b>PUK locked</b> SIM	<p>You may have entered the wrong SIM PIN code too many times, your SIM will be PUK locked.</p> <p>Please contact Telstra (on <b>13 22 00</b> and follow the voice prompts) to obtain your 8-digit Personal Unlocking Key (PUK) code.</p> <p>Log into the web interface ( Home &gt; Settings &gt; Device settings &gt; <b>USIM PIN Management</b> - page 16 ) to enter the provided PUK code.</p>
No Network Access	<b>PUK blocked</b> SIM card.	<p>When you enter the PUK code incorrectly too many times, your SIM card will be PUK blocked.</p> <p>You will need to contact Telstra (on <b>13 22 00</b> and follow the voice prompts) to replace your physical SIM.</p>
The user interface doesn't start after the modem is plugged in.	PC configuration is not correct. (No autorun)	Start the program manually by going Start > Program Files or use the shortcut on the desktop.
The modem has no signal.	You have no network coverage.	Try moving location until you get good reception. Move the modem to a higher position or different orientation.