# Telstra 5G Hotspot

User Manual

Software updates

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

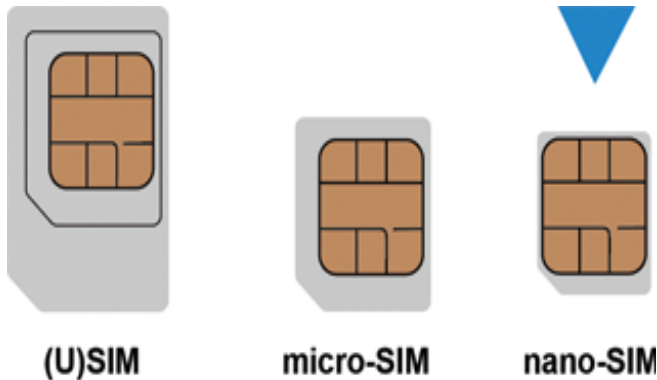Refer to section Settings > Device settings > **Software Update** (page 16) for additional information.

Device Overview

Wi-Fi

Power

NFC

Battery

Wi-Fi

Network

USB
Charging port
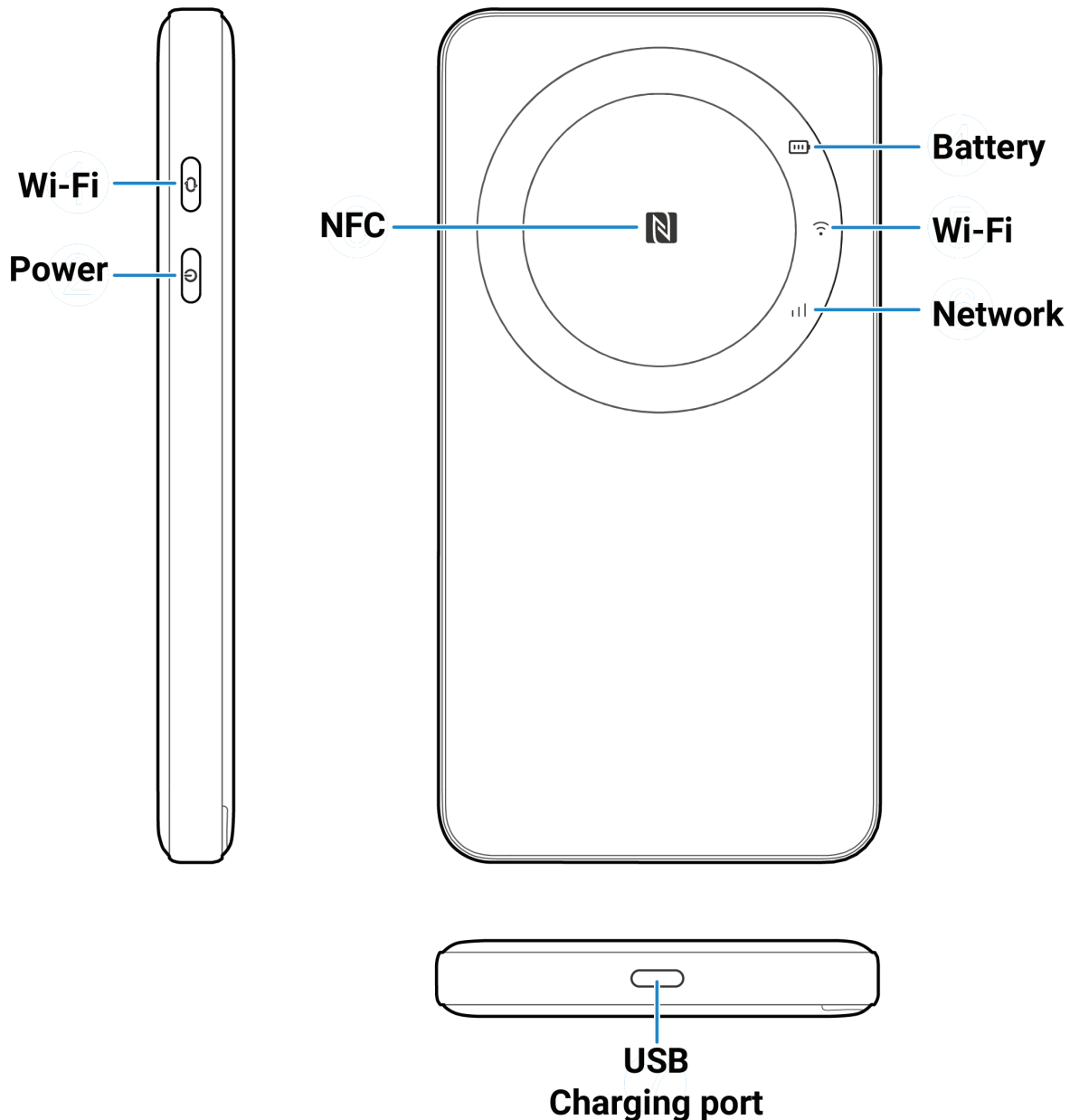
Setting up the Device

Step 1 : SIM Type

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

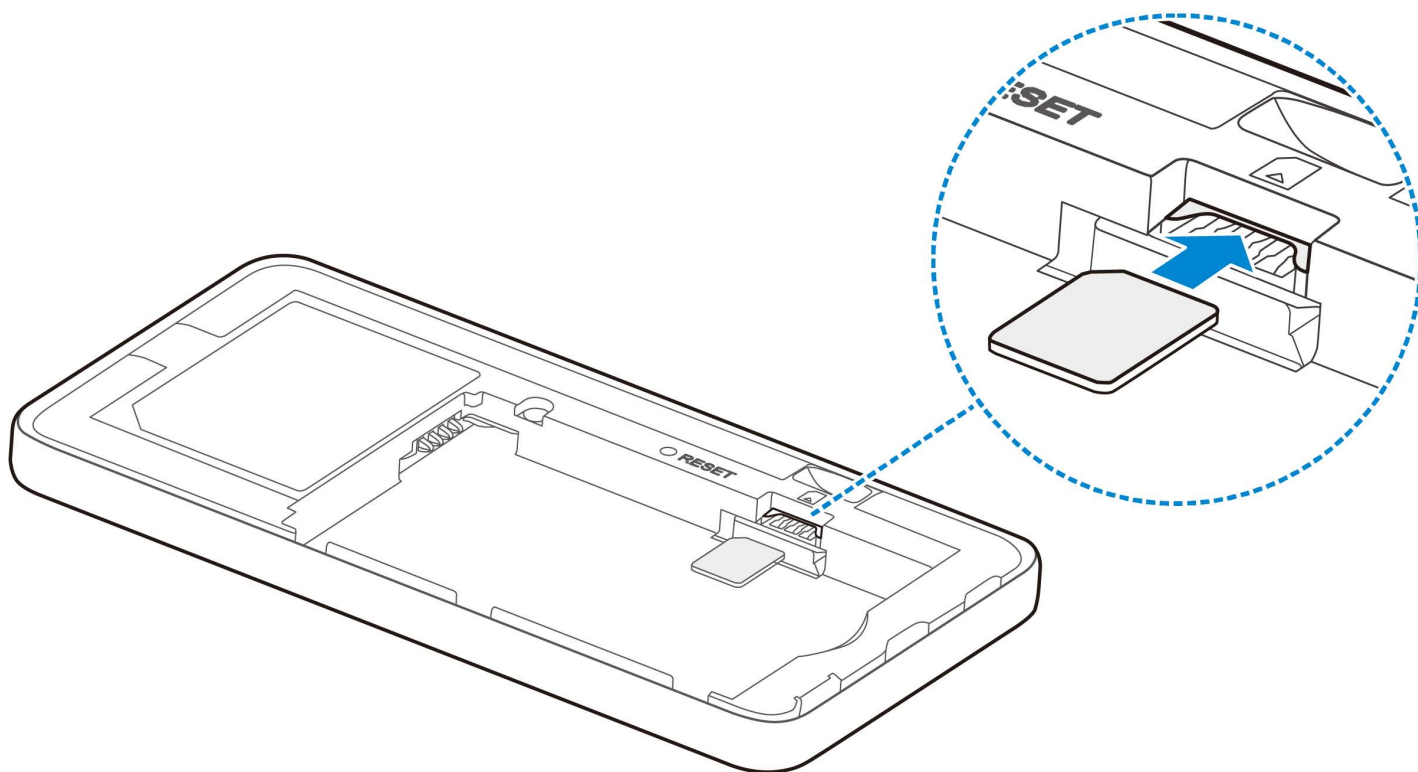(U)SIM   micro-SIM   nano-SIM

Step 2 : Activate SIM

If your SIM is not yet active visit telstra.com/activate
Follow the prompts to activate your SIM.

Step 3 : Insert your SIM card

Open the battery cover, remove the battery and locate the SIM slot.

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

Connect your devices

Connect using NFC   (Tap to connect is limited to Android devices with NFC)
The modem needs to be switched on and your smart phone needs to support NFC
(tap and go). Simply tap your smart phone onto the modem above the NFC logo.

Connect using Wi-Fi
With reference to the sticker on the back of your 5G hoptspot, search for the Telstra
Wi-Fi Hotspot on your smart device or PC and then enter the password provided on
the modem sticker . By default the hotspot uses 2.4G Wi-Fi. Press and hold the
Wi-Fi switch to change to 5G Wi-Fi. See Wi-Fi Settings (Page 11) for more info.

Connect using USB
Plug the modem into your PC or MAC using the USB lead provided.
The modem will install automatically and open a web browser at the modem home
page.

Access the Internet

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

Use the modem homepage to make configuration changes

Connect any device to your hotspot then open a browser and put m.home or
192.168.0.1 in the address bar. This will open the hotspot configuration page where
you can make changes to your device settings.
The password for the web interface is printed on the device label.

Check the LED Status Indicators

Battery		White - Battery is above 60% Blue – Battery is 10% to 60% Red – Battery is less than 10% Flashing – battery is on charge
Wi-Fi		White – 5GHz Wi-Fi is enabled Blue – 2.4GHz Wi-Fi is enabled
Network		White – Connected to 5G Blue – Connected to 4G Red – Not connected, No SIM, No coverage White flashing – Software update is available

Screens Overview

Lock-screen
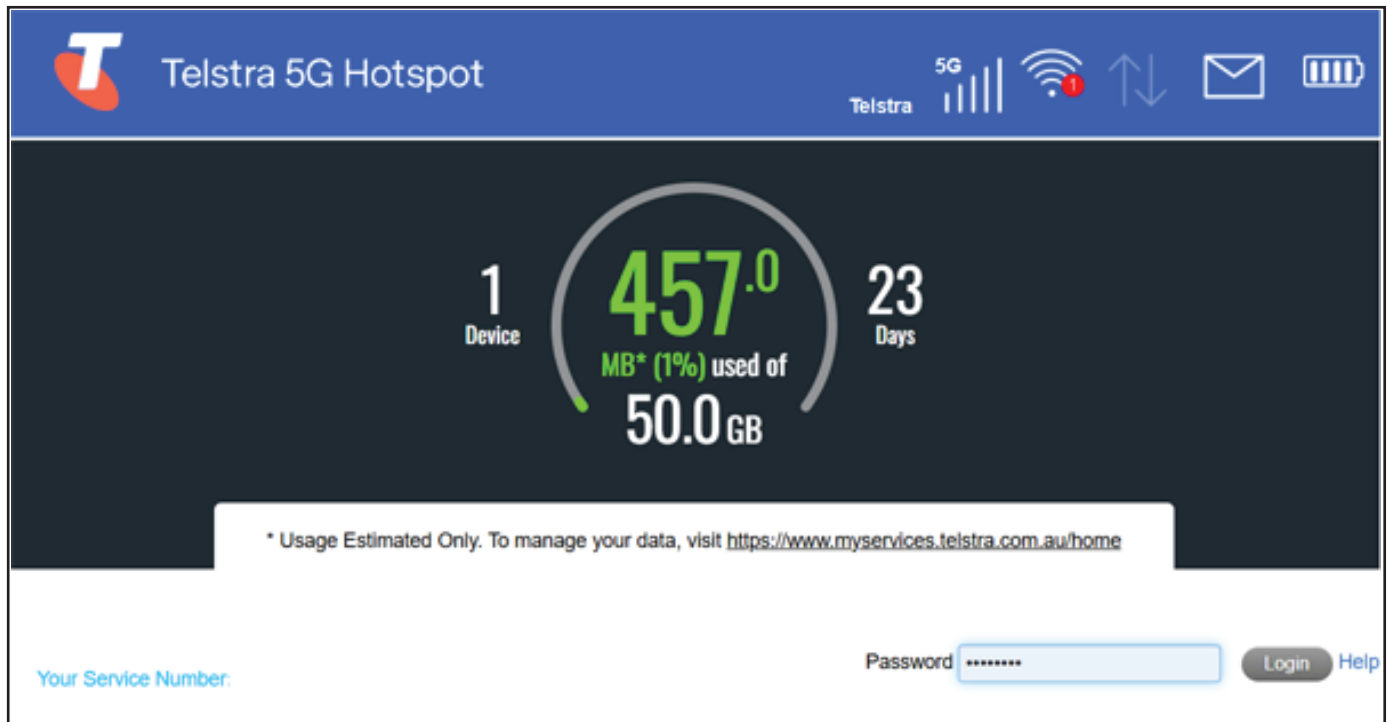
Overview :

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

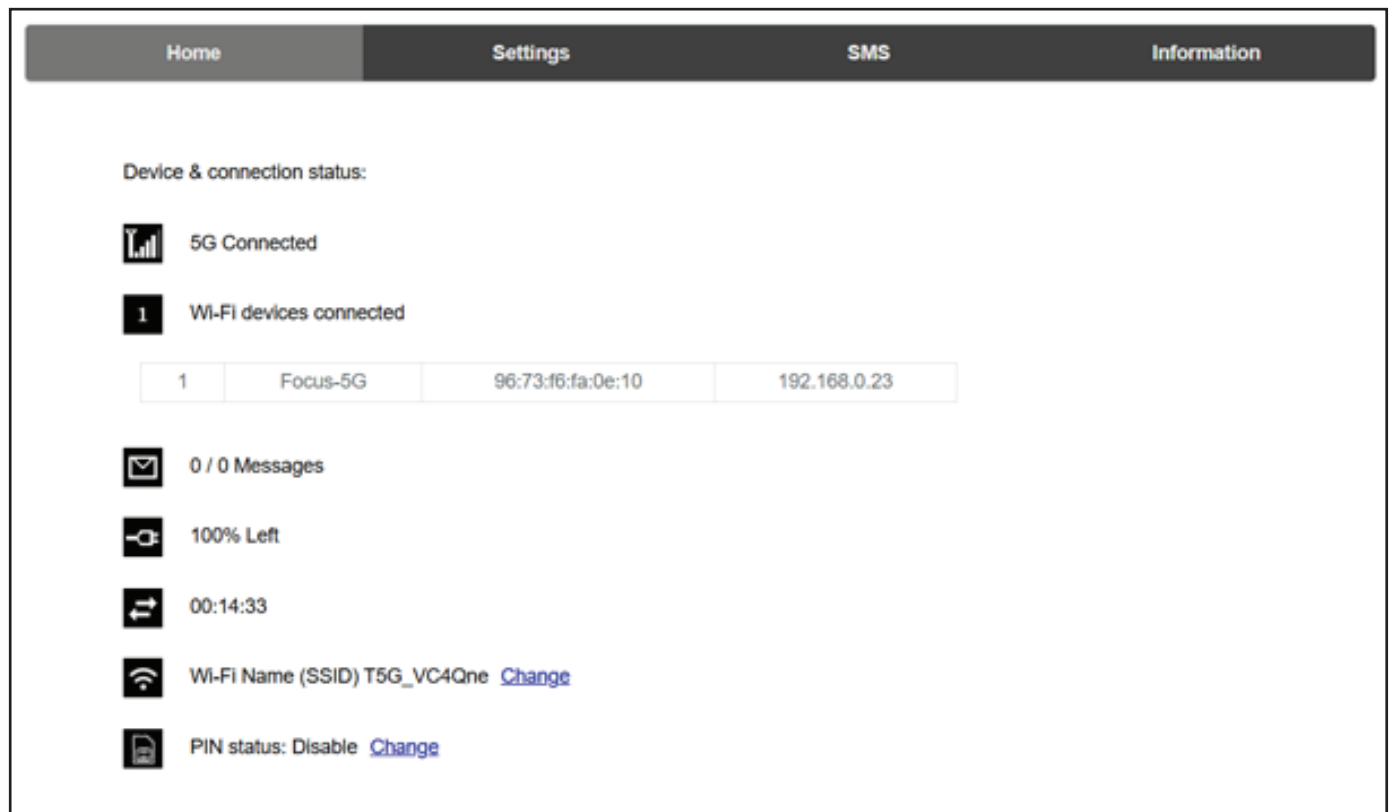TIP: The device password is set under Device Settings. The Wi-Fi password is set under Wi-Fi Settings

Home Tab

Home	Settings	SMS	Information

Device & connection status:

5G Connected

1 Wi-Fi devices connected

1	Focus-5G	96:73:f6:fa:0e:10	192.168.0.23

0 / 0 Messages

100% Left

00:14:33

Wi-Fi Name (SSID) T5G_VC4Qne Change

PIN status: Disable Change

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

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**

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 clicked to connect.

Instructions :

To change WAN connection mode or enable International Roaming:
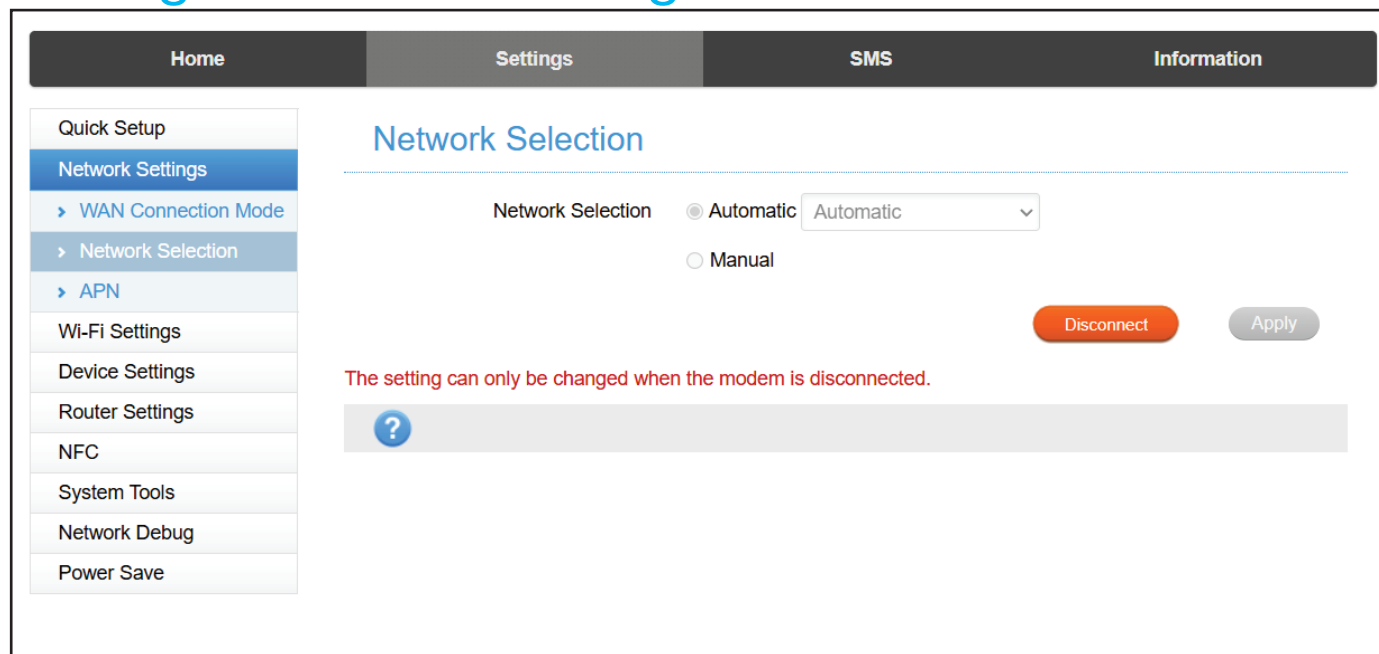
> Click the Disconnect button to change the WAN Connection Mode, select Manual or Automatic.

> 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**

Home	Settings	SMS	Information

Quick Setup
Network Settings
> WAN Connection Mode
> Network Selection
> APN
Wi-Fi Settings
Device Settings
Router Settings
NFC
System Tools
Network Debug
Power Save

Network Selection

Network Selection   ○ Automatic   [Automatic ▼]

                 ○ Manual

[Disconnect]   [Apply]

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

❓

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**

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 > Wi-Fi Settings

Overview :

This setting allows you to set the name and functionality of the Wi-Fi network. You can select 2.4GHz or 5GHz Wi-Fi or switch off Wi-Fi. You can also rename the network to be more personal.

Instructions :

> Navigate to Settings > Wi-Fi Settings

> Select 2.4 or 5 as your operating Wi-Fi frequency. (5GHz is faster but only supports newer devices. For older devices you might have to set 2.4GHz)

> Change the Wi-Fi name if required. This your Wi-Fi network name which would normally be broadcast so your devices can 'see' it. If you prefer to hide your network then unselect Broadcast SSID.

> Most devices support WPA2 so it is preferred to leave this setting in place.

> You can check, change and display your Wi-Fi network password. This is the password that is entered into each device that you wish to connect.

Notes

The Wi-Fi Hotspot can provide 2.4GHz or 5GHz Wi-Fi but only one network is active at any time. By default the hotspot uses 2.4GHz Wi-Fi indicated by the blue LED. If you have newer devices that support 5GHz Wi-i then press and hold the Wi-Fi switch button to change. The Wi-Fi LED will turn white for 5GHz mode. The password is the same for both networks.

Settings > Device settings > **Password Settings**

Home	Settings	SMS	Information

Quick Setup
Network Settings
Wi-Fi Settings
Device Settings
> **Password Settings**
> **USIM PIN Management**
> **Reset**
> **Restart**
> **Software Update**
> **Reboot Option**
> **USB Internet Protocol**
> **File Sharing**

Password Settings

Current Password * [   ]

New Password * [   ]
Confirm New Password * [   ]
Password Strength

Low	Middle	High

Apply   Cancel

Overview :
Device Settings > Password sets the password for the web login.

Instructions :
Navigate to Settings > Device Settings > Password Settings
> Enter your current password (default password is printed on the battery label)
> Enter your new password x 2 and press Apply to set.

Settings > Device settings > USIM PIN Management

Home	Settings	SMS	Information

USIM PIN Management

Quick Setup
Network Settings
Wi-Fi Settings
Device Settings
> Password Settings
> USIM PIN Management
> Reset
> Restart
> Software Update
> Reboot Option
> USB Internet Protocol
> File Sharing

USIM PIN Management

PIN status: ○ Enable   Change PIN
             ◉ Disable

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

Home	Settings	SMS	Information

Reset Factory Settings

Reset Factory Settings

Reset

❓
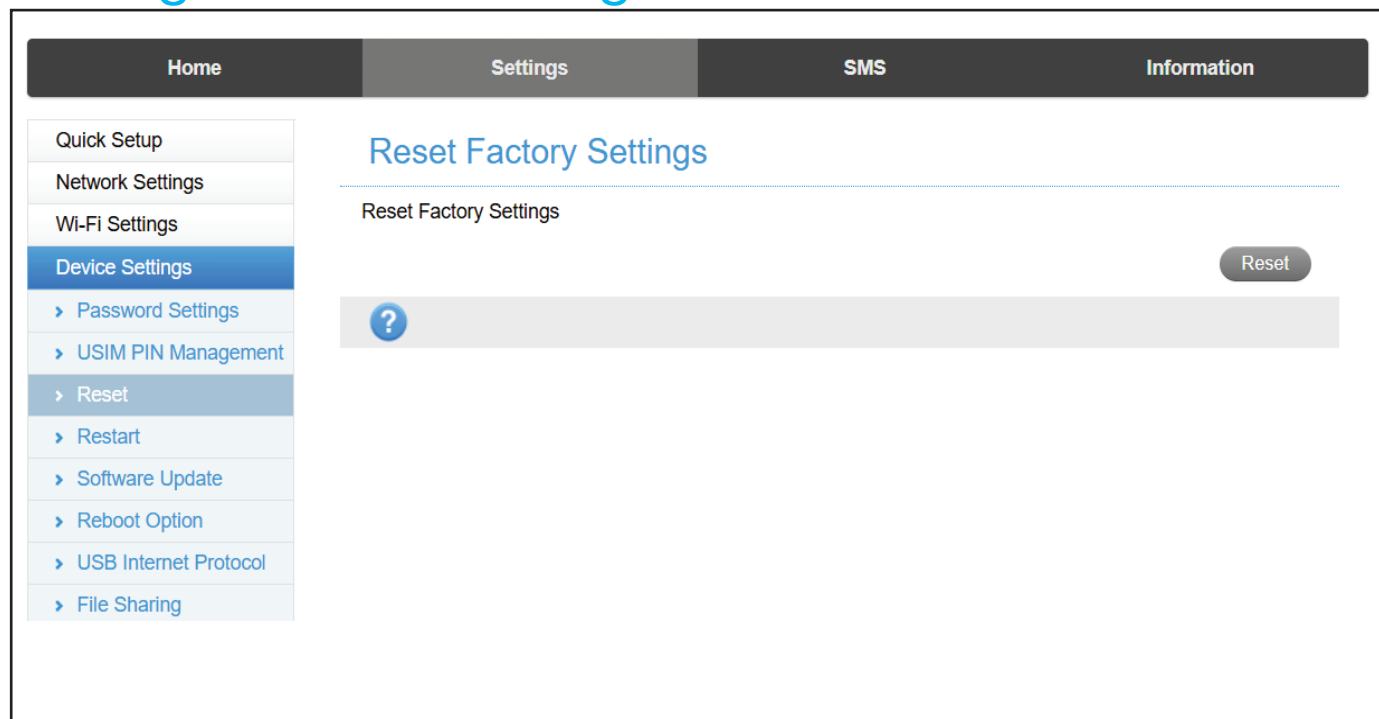
Overview :

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 battery cover.
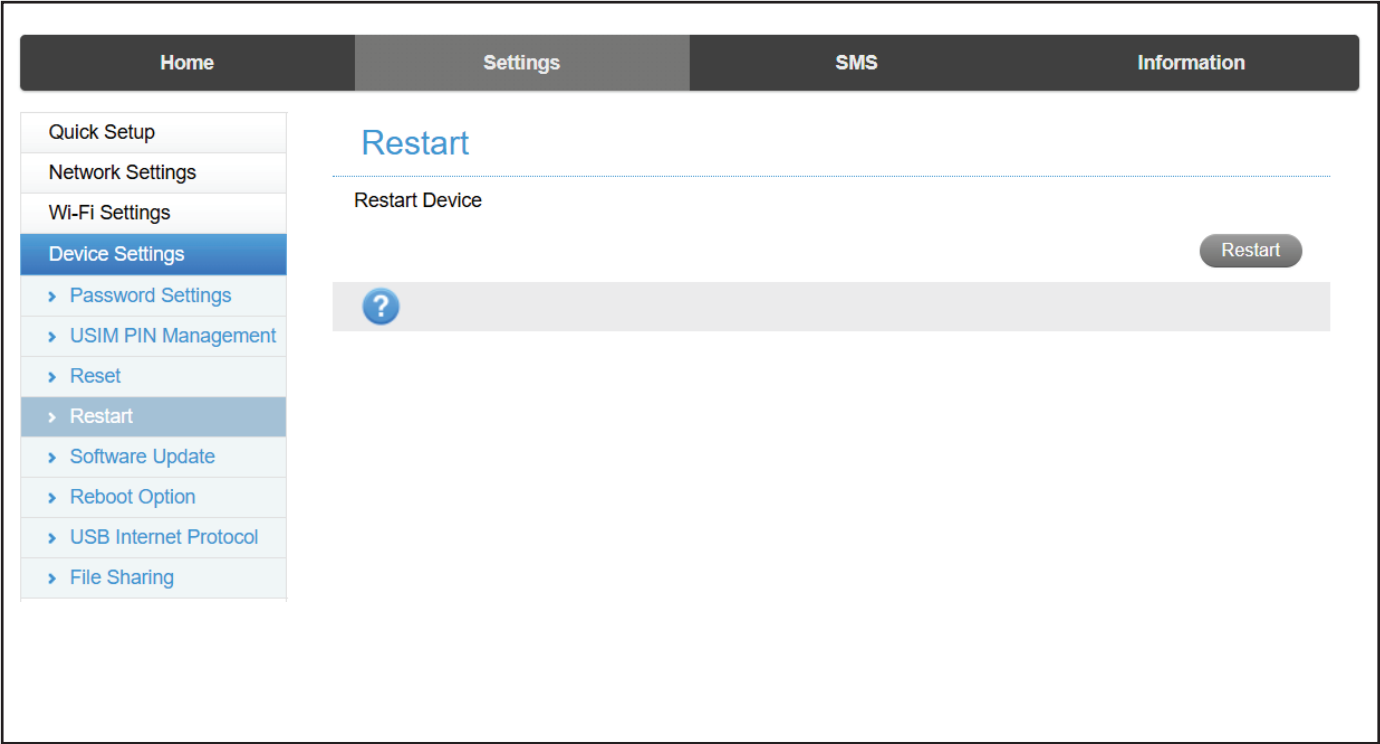Open the battery cover and locate the Reset button. Insert a small pin and hold the button for 4-5 seconds until the LED's flash and the device restarts. The unit will reset to factory defaults and all personal settings, passwords, and messages will be reset.

Reset button under battery cover

Important :
It is important to note that all changes made to the device settings will be reset.

Settings > Device settings > **Restart**

Home	Settings	SMS	Information

Quick Setup

Network Settings

Wi-Fi Settings

Device Settings

> Password Settings

> USIM PIN Management

> Reset

> Restart

> Software Update

> Reboot Option

> USB Internet Protocol

> File Sharing

Restart

Restart Device

Restart

Overview :

Restart allows you to restart the device from the web interface.

Instructions :

> Navigate to Settings > Device Settings > Restart

Settings > Device settings > Software Update

Overview :

When a software update is available the network LED will flash periodically with white colour.
Log in to the web interface to download and install the new update.

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.

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 Reboot option:

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

Settings > **Router Settings**

Overview :

You can set the DHCP range and whether DHCP is enabled or disabled.

Settings > NFC

Overview :

NFC can be used to quickly connect the Wi-Fi Hotspot to your NFC enabled Android handset. When NFC is enabled just bring your Android device over the NFC logo on the front of the modem to connect without having to enter the Wi-Fi credentials.

Settings > System Tools

Overview :

Enable PING from WAN to allow incoming PING packets from the WAN side. This setting is normally disabled but can be useful for network troubleshooting if required.

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 modify the SMS Settings:
> Navigate to SMS > SMS Settings
> Change the SMS Centre number (only needed if you change carrier)

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 :

Navigate to the Network Information tab to check your device signal strength levels, 4G or 5G connection status and other information.

Technical Specifications

Network Compatibility	5G 5, 7, 8, 26, 78, NSA, SA 4GX LTE, Bands 1, 3, 5, 7, 8, 26, 28
Chipset	Unisoc T760
Wi-Fi	Wi-Fi 5, 802.11 a/b/g/n/ac 2.4G or 5G. Dual band 2x2 MiMo, 256 QAM, 80MHz
Dimensions	141 x 73 x 12.5mm, 150g
Battery	4500mAh battery, user replaceable
Operating time	Active battery up to 8 hours.
Connectivity	USB 3.0 type C charging connection
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	3 x LED indicators
Temperature	-5ºC to +40ºC

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 it fully inside the slot.
No Network Access	A Non-Telstra SIM card.	If you use an alternative Mobile Network Providers SIM card, you may need to set a new APN for your carrier. See - Settings > Network Settings > **APN** : for more details.
No Network Access	**PIN locked** SIM card.	Log into the USB web interface (Home > Settings > Device settings > **USIM PIN Management** - page 16) then enter the PIN code for your SIM card.
No Network Access	**PUK locked** SIM	You may have entered the wrong SIM PIN code too many times, your SIM will be PUK locked. Please contact Telstra (on **13 22 00** and follow the voice prompts) to obtain your 8-digit Personal Unlocking Key (PUK) code. Log into the web interface (Home > Settings > Device settings > **USIM PIN Management** - page 16) to enter the provided PUK code.
No Network Access	**PUK blocked** SIM card.	When you enter the PUK code incorrectly too many times, your SIM card will be PUK blocked. Contact Telstra to get a new SIM card.
The LED indicators are not lighting up.	The LED indicators go out after about 20 seconds.	The LED indicators switch off automatically to save battery life. Press the Power key or the Wi-Fi key to switch the LED's on.
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.
Cannot connect to Wi-Fi?	Check your Wi-Fi password is correct. Check your devices support 2.4 or 5GHz Wi-Fi and select the correct one.	By default the hotspot uses 2.4GHz Wi-Fi. For newer devices that support 5GHz Wi-Fi press and hold the Wi-Fi switch button to change. 5GHz Wi-Fi can provide faster speeds and more reliable Wi-Fi connection when supported. Only one mode is supported at a time.

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.