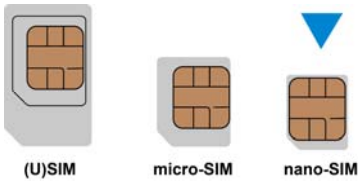
MU5001
Let's Go

Getting started with your device.

1. Prepare

- A valid nano-SIM card.

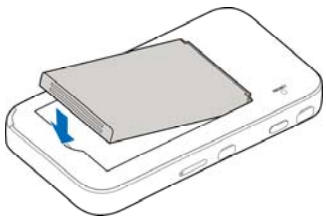


- Open the back cover and view the label in the battery slot to get the default information.The following figure is for reference only.

2. Install the Battery

1. Open the back cover.

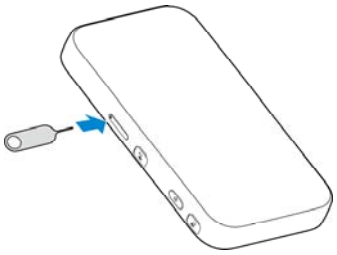
2. Insert the battery.



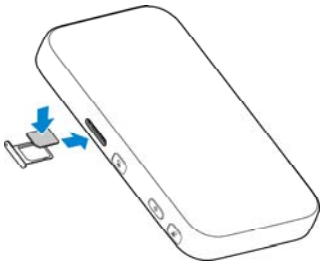
3. Put the cover back.

3. Insert the nano-SIM Card

1. Insert the tip of the tray eject tool into the hole.



2. Pull out the card tray and place the nano-SIM card on the tray, as shown. Carefullyslide the tray back into place.



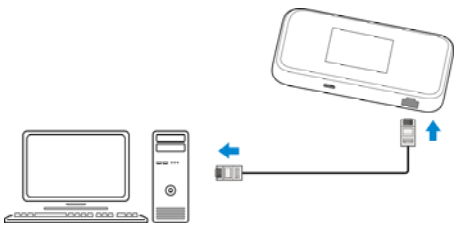
4. Start Your Device

Press and hold the power buttonuntil the screen lights up and thenthe device will connect to the Internet automatically.

NOTE:

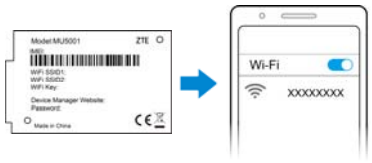
If the battery is extremely low, you may be unable to power on the device.Please charge your device first.

- **Network cable**: Connect with the computervia a network cable and then access the Internet.



5. Access the Internet

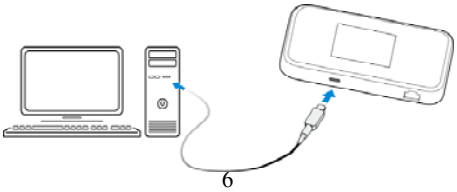
- **Wi-Fi:**The default Wi-Fi SSID and password can be found on the device label. Connect to the Wi-Fi network with your mobile deviceand then access the Internet.



NOTE:

You can touch the screen to view the default Wi-Fi SSID and password.

- **USB Type-C cable**: Connect with the computer via USB port and then access the Internet.



6. Change Your Device Settings

You can change the device settings by logging in to the 5GMobile Hotspot configuration web page.

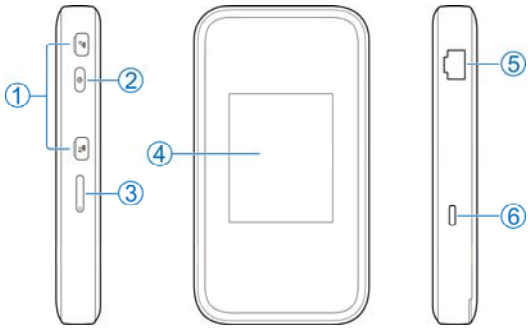
1. View the label on your device to get thedefault *Device Manager Website* IP addressand*Password.*

2. Launch the Internet browser. Enter the *Device Manager Website* IP address in the Address bar.
3. Input the *Password* and then click **Login**.
4. After the 5GMobile Hotspot configuration web page is opened, you can change the default settings.

NOTE:

You can also change some settings by touching the screen.

Touch ScreenIcons and Interfaces



1.	External antenna connector	Connect the antenna if necessary.
2.	Power button	Press and hold for about 2 seconds to power on your device.
3.	nano-SIM card tray	Insert your nano-SIM card.
4.	Touch screen icons	Description
		Network signal strength
	5G/4G	Network type
		New SMS
		Battery power level
		Settings: Touch to configure the device settings.
		Wi-Fi: Touch to configure the Wi-Fi settings.
		Show the number of connected users.
		Connected with your computer via a network cable.
		Connected with your computer via a USB Type-C cable.
5.	LAN port(RJ45)	Connect to the computer.

6.	Charging/USB Type-C jack	Charge the device or connect to the USB port of a computer.

Troubleshooting

Problem	Recommended Action
The connection between your device and a PC through a USB cable cannot be established automatically.	If the driver of your device is abnormal, reinstall the software. You need to uninstall the software first.
The connection between your device and a client through Wi-Fi cannot be established.	● Ensure that the Wi-Fi function is enabled. ● Refresh the network list and select the correct SSID. ● Check the IP address, and ensure that your client can automatically obtain an IP address. ● Enter the correct network key (Wi-Fi password) when you connect the client to your device.

Troubleshooting

Problem	Recommended Action
The client connected to the device cannot access the Internet.	● Ensure that your nano-SIM card is available. ● Change the location and find a place with good signal. ● Check the settings of the WAN connection mode. ● Contact your service provider and confirm your APN settings.
The 5G Mobile Hotspot configuration page cannot be visited.	● Enter the correct address. Please view the label on your device to get the default *Device Manager Website* IP address. ● Use only one network adapter in your PC. ● Do not use any proxy server.

Get More Help

You can get help by:

•Sending an email to **mobile@zte.com.cn**

• Visiting **https://www.ztedevices.com**

LEGAL INFORMATION

Copyright © 2021 ZTE CORPORATION.

All rights reserved.

No part of this publication may be quoted, reproduced, translated or used in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

Notice

ZTE Corporation reserves the right to make modifications on print errors or update specifications in this guide without prior notice.

Disclaimer

Images and screenshots used in this guide may differ from the actual product. Content in this guide may differ from the actual product or software.

Trademarks

ZTE and the ZTE logos are trademarks of ZTE Corporation.

Other trademarks and trade names are those of their respective owners.

Version No.: R1.0

Warning and Notice

To the User

- If inadequately shielded, some electronic devices, for example, the electronic system of vehicles, may be affected by the electromagnetic interference caused by the device. Consult the manufacturers of such devices before using the device if necessary.
- Operating the device may interfere with medical instruments such as hearing aids and pacemakers. Always keep the device more than 20 centimeters away from such medical instruments when your device is powered on. Power off the device if necessary. Consult a physician or the manufacturers of medical instruments before using the device if necessary.
- Be aware of the usage limitation when using the device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Power off the device if necessary.
- Do not use electronic transmission devices in aircraft, at petrol stations or in hospitals. Observe and obey all warning signs, and power off the device in these conditions.
- Do not touch the inner antenna area unless necessary. Otherwise the performance of the device may be affected.
- Do not use the device in an enclosed environment or where heat dissipation is poor. Prolonged work in such space 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 an event, cool the device in a well-ventilated place before turning on for normal use.
- Keep the device out of the reach of small children. The device may cause an injury if used as a toy.

- When the device is operating, do not touch the metallic parts. Failing to do so may cause burns.
- Use original accessories or accessories that are authorized. Using any unauthorized accessories may affect the performance of the device and violate the related national regulations about telecom terminals.
- Avoid using the device near or inside metallic constructions or establishments that can emit electromagnetic waves, because signal reception may be affected.
- The device is not waterproof. Keep the device dry and store it in a shady and cool place.
- Do not use the device immediately after a sudden temperature change, because dew may be generated inside and outside the device. Do not use it until it becomes dry.
- Handle the device carefully. Do not drop, bend or strike it. Otherwise the device may be damaged.
- Only qualified personnel can dismantle and repair the device.
- A humidity between 5% and 95% are recommended.
- Do not connect the charger while using the device for a long period. Failing to do so will trigger the protection mechanism of the battery, and the battery will not be charged. If you want to charge the battery, please reconnect the charger.
- Do not connect the charger while using the device for a long period or use the device and battery in non-operating temperature. Failing to do so will shorten battery life or cause battery swelling or leakage. If the battery shows signs of swelling or leakage, please stop use immediately.

Battery Safety

- Using ZTE-unapproved or incompatible battery, charger or power adapter may damage your device, shorten its lifespan or cause a fire, explosion or other hazards.

- The recommended operating temperatures are 0 °C to 35 °C and the storage temperatures are -20 °C to +45 °C. Extreme temperatures can damage the device and reduce the charging capacity and lifespan of your device and battery.
- Do not place the device or the battery in or near heating equipment, such as microwave ovens, stoves or radiators. Keep the device and the battery away from excessive heat and direct sunlight. If not, the device or the battery may overheat and cause explosion or fire.
- Please disconnectthe charger when the battery is fully charged. Overcharging may shorten the battery life.
- Do not short-circuit the battery, as this can cause excessive heat and fire.
- Do not throw the battery into a fire to avoid explosion.
- Do not disassemble, squeeze or puncture the battery, as this can cause explosion or fire.
- When not using the battery for a long period, please charge the battery about half then remove the battery from your device and store it in a cool dry place.
- If the battery damages or shows signs of swelling or leakage, please stop use immediately and contact ZTE or ZTE authorized service provider for replacement.
- Return the worn-out battery to the provider or put it in the designated recycle place. Do not put it in household waste.
- There is a risk of explosion if the wrong battery model is replaced.

WARNING!

If the battery is broken, you should avoid contact with the contents inside. If they contaminate the skin, immediately rinse with plenty of water and seek medical help when necessary.

Limited Warranty

This warranty does not apply to defects or errors in the product caused by:

i. Reasonable abrasion.
ii. End users' failure to follow ZTE's installation, operation or maintenance instructions or procedures.
iii. End users' mishandling, misuse, negligence, or improper installation, disassembly, storage, servicing or operation of the product.
iv. Modifications or repairs not provided by ZTE or a ZTE-certified individual.
v. Power failures, surges, fire, flood, accidents, and actions of third parties or other events outside ZTE's reasonable control.
vi. Usage of third-party products or usage in conjunction with third-party products if such defects are due to the combined usage.
vii. Any other cause beyond the range of normal usage intended for the product.

End users have no right to reject or return the product, or receive a refund for the product from ZTE under the above-mentioned situations.

This warranty is end users' sole remedy and ZTE's sole liability for defective or nonconforming items, and is in lieu of all other warranties, expressed, implied or statutory, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, unless otherwise required under the mandatory provisions of the law.

Limitation of Liability

ZTE shall not be liable for any loss of profits or indirect, special,

incidental or consequential damages resulting from or arising out of or in connection with using of this product, no matter whether or not ZTE had been advised, knew or should have known of the possibility of such damages, including, but not limited to lost profits, interruption of business, cost of capital, cost of substitute facilities or product, or any downtime cost.

Radio Frequency (RF) Exposure

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.

During SAR testing, this device is set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 10 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: SRQ-MU5001.

For this device, the highest reported SAR value for near the body is 1.12 W/kg.

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

SAR compliance for body operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device, at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 10 mm between this and your body.

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION:

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the 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 in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is 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 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/TV technician for help.

IC Notice

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

IC: 5200E-MU5001

IC Radiation Exposure Statement

This EUT is compliance with SAR for general population/uncontrolled exposure limits in IC RSS-102 and had been tested in accordance with the measurement methods and procedures specified in IEEE 1528 and IEC 62209. This equipment should be installed and operated with minimum distance 1.5 cm between the radiator and your body. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

ZTE CORPORATION

NO. 55, Hi-tech Road South, Shenzhen, P.R.China

Postcode: 518057