

Inseego Mobile App

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1

Introduction

Overview

Getting Started

Getting Support

Overview

Inseego Mobile™ App provides a simple, intuitive interface for installing and managing one or more Inseego 5G devices.

Key Features

- Allows consumers and professional installers to easily install devices by automatically pairing with devices and guiding the installation process step-by-step.
- Ensures devices are installed in the best location by automatically analyzing signal strength at any location for any frequency band (LTE, 5G, Sub6 & 5G mmW) and calculating end-user throughput without the need to run separate speed tests.
- Measures signal strength and checks performance. Checks two different network SIM cards for devices that support dual-SIMs.
- Offers a user-friendly interface that allows you to view device, network, and installation statistics.
- Provides a seamless interface to Inseego Connect™ for remote device health and performance monitoring.
- Allows you to manage and configure device settings and create customized alerts.

Getting Started

This section provides instructions for getting started with your Inseego Mobile App.

Downloading the App

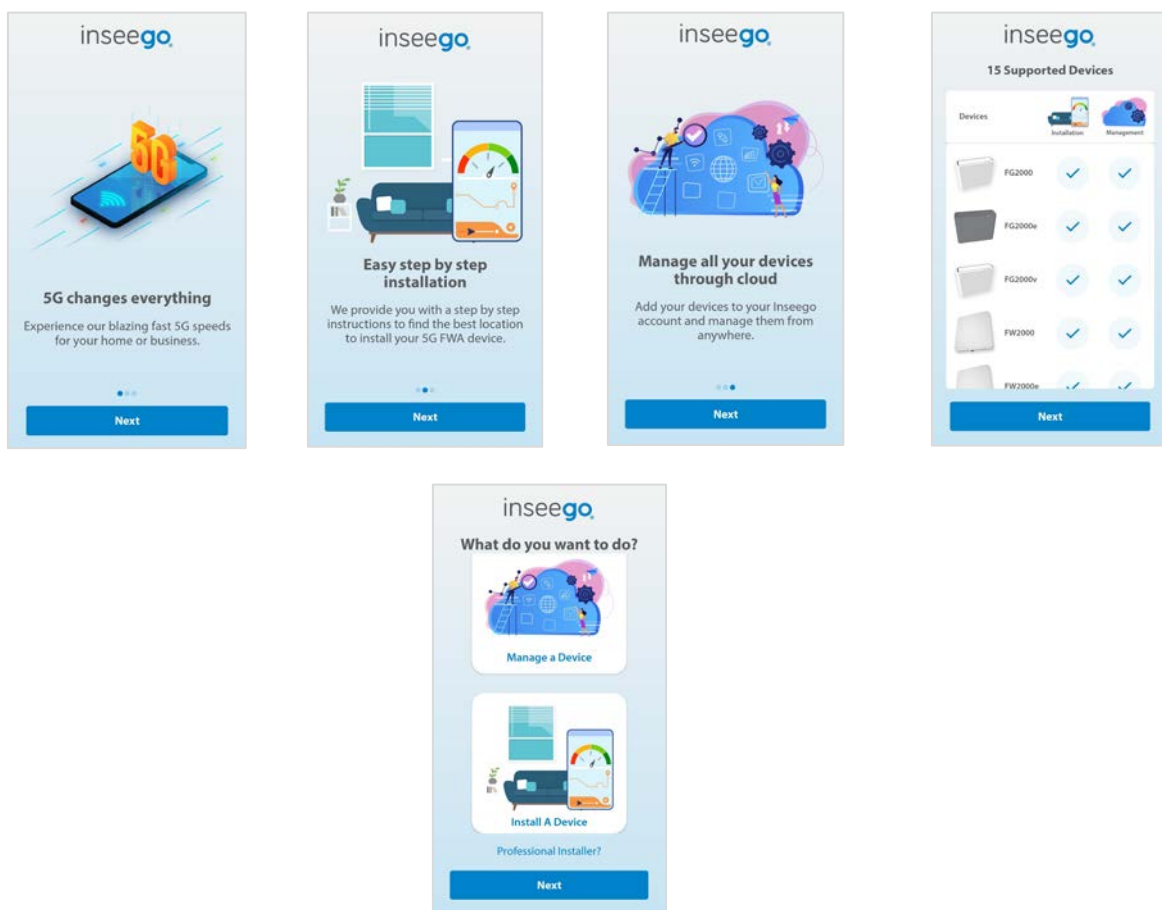
Scan the QR code to download the Inseego Mobile App from AppStore or Google Play,



or visit <https://inseego.com/inseego-connect-get-app> to download the App.

Using the App

1. Open the App, read the License Agreement and click **I agree**.
2. Navigate through the introductory screens.



3. Choose whether you want to **Manage a Device** or **Install a Device** and click **Next**. If you are a professional installer, click **Professional Install?** to launch the professional installation process.

Go to Chapter 2, Professional Installation, for the professional installation process.

Go to Chapter 3, Consumer Installation, for the end-consumer installation process.

Refer to Chapter 4, Device Management, for information on managing devices.

Getting Support

To report a bug, suggest an improvement, or ask a question, you can shake your phone to access Instabug. **NOTE:** For iOS phones, you can also take a screenshot to access Instabug.

Documentation for your Inseego Mobile App is available online. Go to www.inseego.com/support-documentation.

For additional information and technical support, email Technical Support at technicalsupportus@inseego.com or call Customer Support (Toll Free) at **1-877-698-6481**.

2

Professional Installation

Overview

Professional Installation Process

Overview

This chapter walks through the professional installation process and is meant for installation professionals only. If you are an end-consumer installing a personal device, go to Chapter 3, Consumer Installation.

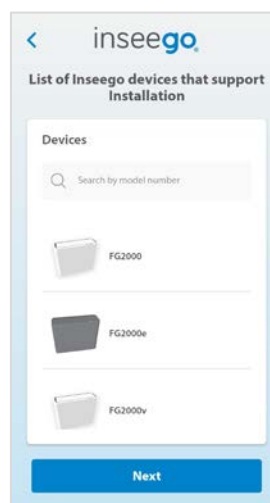
TIPS

-  Click on the question mark icon in the upper right of a screen for help with the installation process.
-  Click the person icon in upper left of a screen to go to the **What do you want to do?** screen.

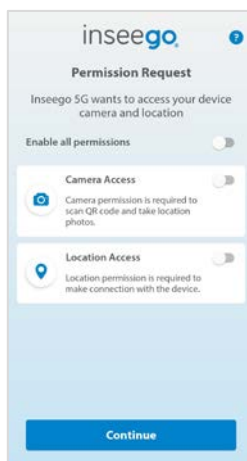
Professional Installation Process

For the professional installation, follow these steps:

1. Ensure the device has a SIM card and is powered on.
2. From the **What do you want to do?** screen, click on **Professional Installer?** and click **Yes** in the popup. A list of devices that support installation appears.



3. Click **Next**. The Permission Request screen appears.



4. Select the desired permissions and click **Continue**. **NOTE:** Depending on the initial permissions provided, you may not see the Permission Request screen.
5. Scan the **QR Code** or **IMEI** barcode found on the label of the device you are installing. Alternately, you can click **Enter Details Manually** and enter the IMEI and SKU of the device.



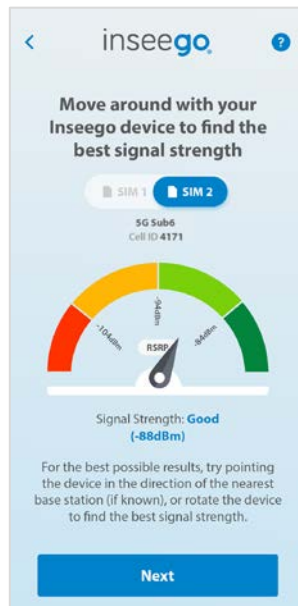
or



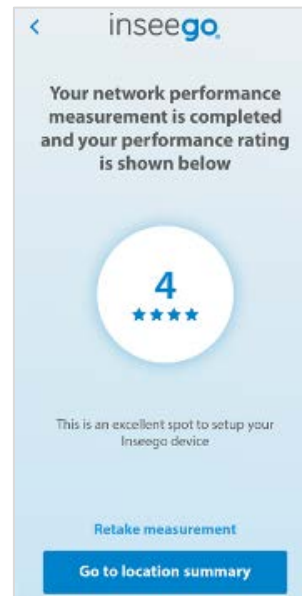
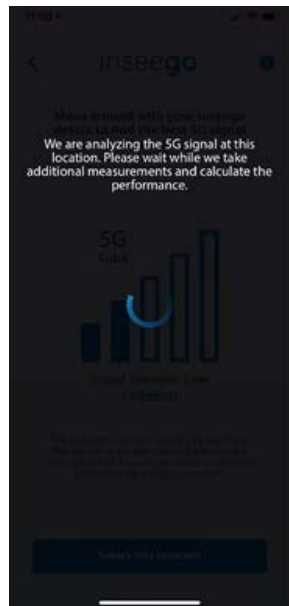
6. Instructions specific to the device you are installing may appear. Follow the instructions. The App pairs with the device.



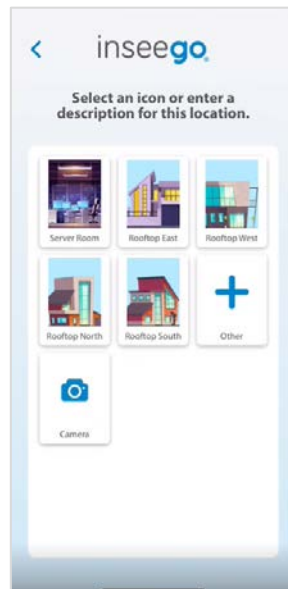
7. Click **Go to location survey**. The App displays the technology and signal strength (RSRP) for the device in the current location.



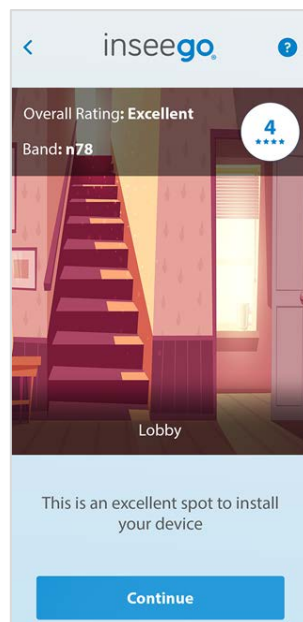
8. Move around the location site with the Inseego device until you find the best available signal strength, then click **Next**. The App runs an optimal location survey algorithm that measures RSRP, RSRQ, SNR, and Signal Quality and displays a performance rating for the location. **NOTE:** If the device supports dual SIMs, you can select which SIM to use for the location survey. Once you have found the best location, you can select the other SIM. It will take 10-15 seconds to switch and then you can view measurements for the other SIM at the location.



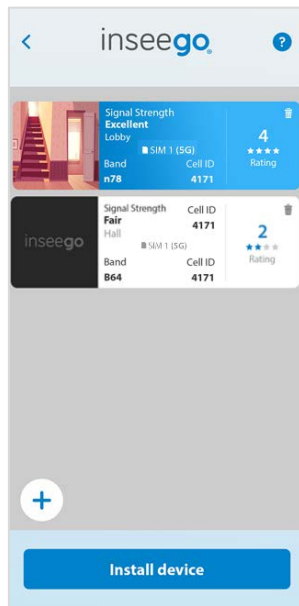
9. You can either retake the measurement for this location, or select **Go to location summary**.



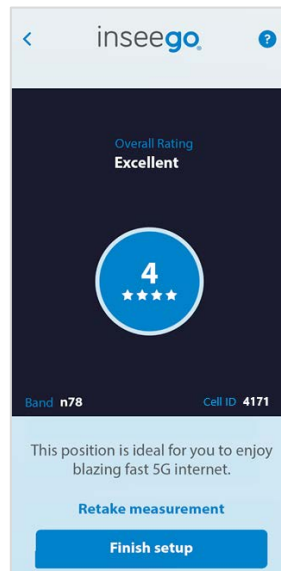
10. Select an icon that best fits the description of the location, enter a new description by clicking **Other (+)**, or click **Camera** to take a picture of the location. A summary of the location appears, providing the rating and band for the location.



11. Click **Continue**. A summary of the locations you have surveyed displays. If you have surveyed multiple locations, they are listed in order with the best ranked at the top.



12. Click the **Plus icon (+)** to perform another location survey and repeat steps 8-11. **NOTE:** You can use the trash icon  to delete a measurement.
13. Once you have found the best location, select it and click **Install device**. A final rating appears.



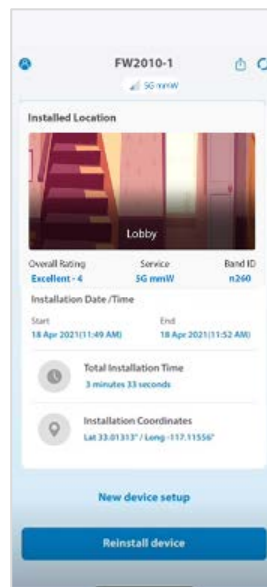
14. Click **Finish setup**. You are prompted to set a passcode.



15. Enter any passcode and make a note of it. This passcode becomes associated with the device for the Mobile App and keeps the device secure. Click **Save** and then **Ok**. A dashboard for the device appears.



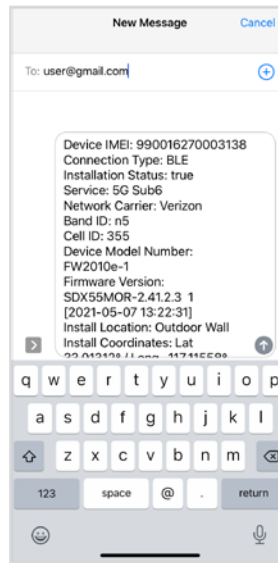
16. Scroll down for details about the installation and location.



17. Click the **Share icon** in the upper-right to share the installation record. You are initially prompted to provide an installer email.



18. Enter your email and click **Save**. You can now share the installation record via text, email, or other means.



19. Click **New device setup** to install another device, or **Reinstall device** if you are not satisfied with the current location.

3

Consumer Installation

Overview

Consumer Installation Process

Overview

This chapter provides step-by-step instructions of the end-consumer installation process.

TIPS



Click on the question mark icon in the upper right of a screen for help with the installation process.

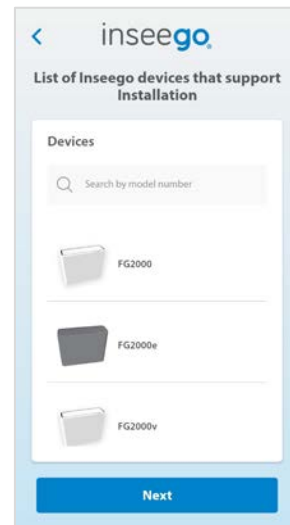


Click the person icon in upper left of a screen to go to the **What do you want to do?** screen.

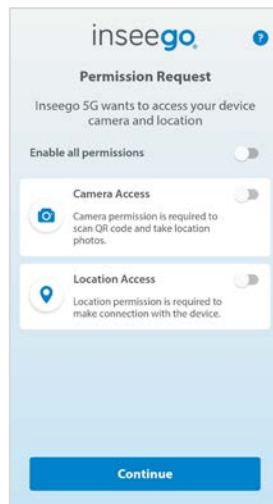
Consumer Installation Process

For the consumer installation, follow these steps:

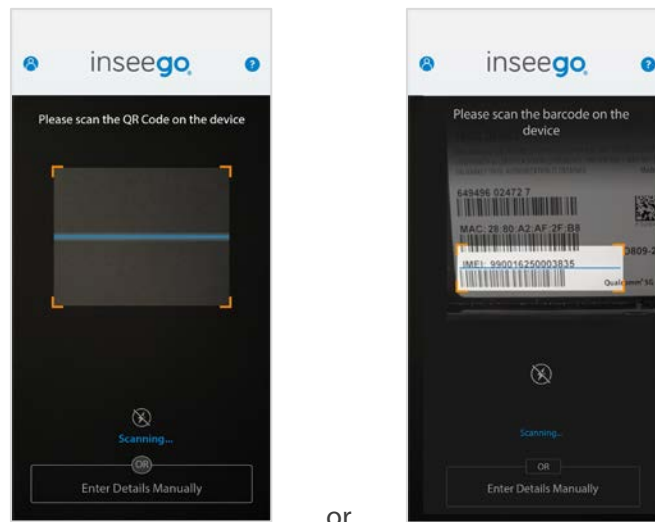
1. Ensure the device has a SIM card and is powered on.
2. From the **What do you want to do?** screen, select **Install a Device** and click **Next**. A list of devices that support installation appears.



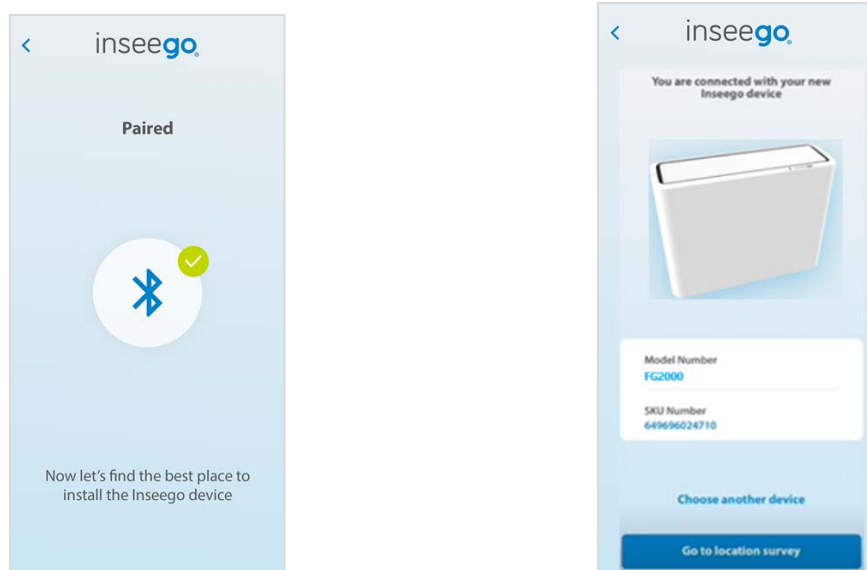
3. Click **Next**. The Permission Request screen appears.



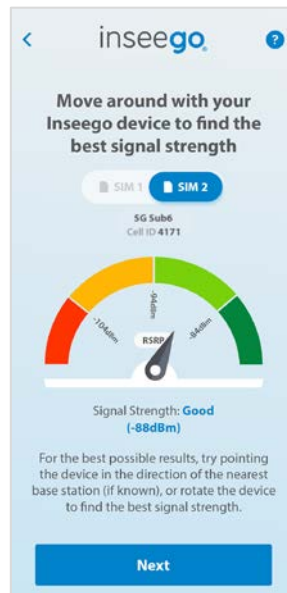
4. Select the desired permissions and click **Continue**. **NOTE:** Depending on the initial permissions provided, you may not see the Permission Request screen.
5. Scan the **QR Code** or **IMEI** barcode found on the label of the device you are installing. Alternately, you can click **Enter Details Manually** and enter the IMEI and SKU of the device.



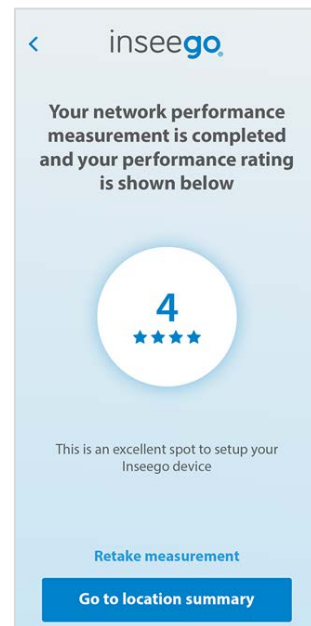
6. Instructions specific to the device you are installing may appear. Follow the instructions. The App pairs with the device.



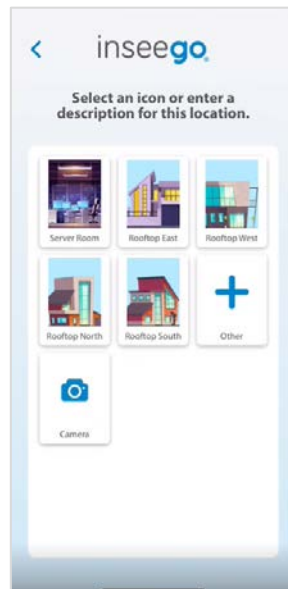
7. Click **Go to location survey**. The App displays the technology and signal strength (RSRP) for the device in the current location.



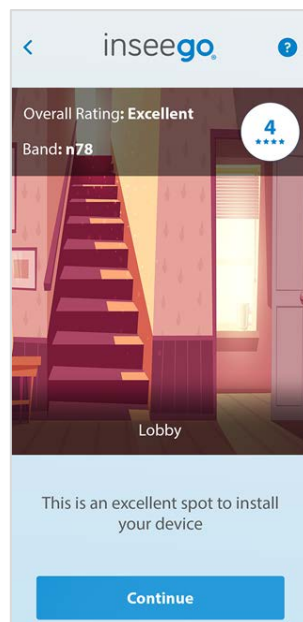
8. Move around the location site with the Inseego device until you find the best available signal strength, then click **Next**. The App runs an optimal location survey algorithm that measures RSRP, RSRQ, SNR, and Signal Quality and displays a performance rating for the location. **NOTE:** If the device supports dual SIMs, you can select which SIM to use for the location survey. Once you have found the best location, you can select the other SIM. It will take 10-15 seconds to switch and then you can view measurements for the other SIM at the location.



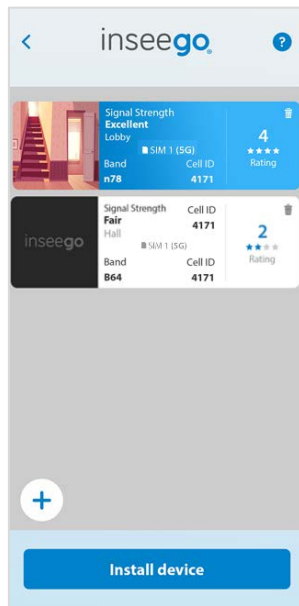
9. You can either retake the measurement for this location, or select **Go to location summary**.



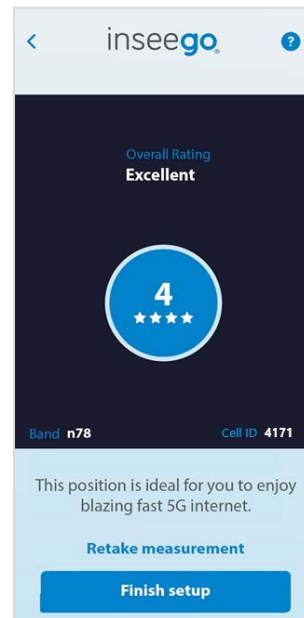
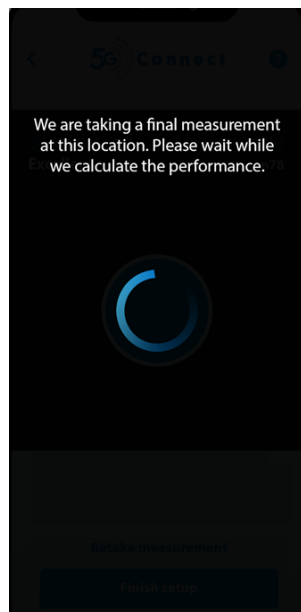
10. Select an icon that best fits the description of the location, enter a new description by clicking **Other (+)**, or click **Camera** to take a picture of the location. A summary of the location appears, providing the rating and band for the location.



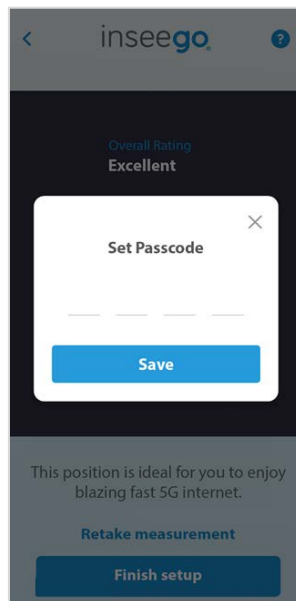
11. Click **Continue**. A summary of the locations you have surveyed displays. If you have surveyed multiple locations, they are listed in order with the best ranked at the top.



11. Click the **Plus (+)** icon to perform another location survey and repeat steps 8-11.
NOTE: You can use the trash icon  to delete a measurement.
12. Once you have found the best location, select it and click **Install device**. The App takes a final measurement.



12. Click **Finish setup**. You are prompted to set a passcode.



13. Enter any passcode and make a note of it. This passcode becomes associated with the device for the Mobile App and keeps your device secure. Click **Save** and then **Ok**.

You can now monitor and configure your device, see Chapter 4, Device Management.

4

Device Management

Overview

Navigating the App

Managing Devices

Overview

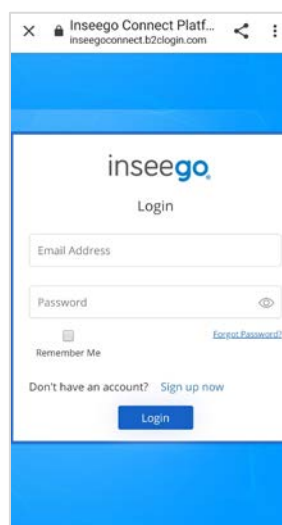
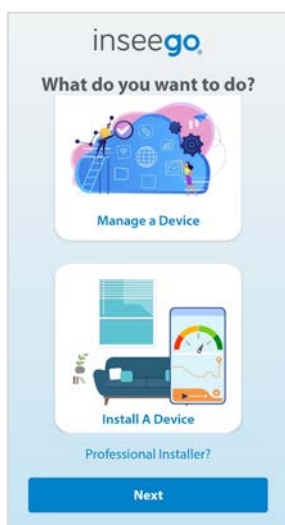
You can use Inseego Mobile App to configure and manage devices from your tablet or smartphone.

Navigating the App

To manage devices, follow these steps:

1. From the **What do you want to do?** screen, select **Manage a Device** and click **Next**. You are prompted to sign up or log in.

NOTE: If you did not use the Mobile App to install a device, you are first be prompted to read and sign the license agreement and give permissions.



2. Sign up or log in and click **Login**. The last device you worked with appears.

NOTE: If you did not use the Mobile App to install your device, you are prompted to scan the QR code or IMEI for the app to pair with the device.



TIPS

-  Click on the arrow next to the device name at the top of the screen for a list of all your devices and to select a different device or add a device. You can search the list by selecting **View all devices** and entering a device IMEI. Click the arrow again to close the drop-down.
-  Click the menu icon in upper left of the screen to update profile settings (change email address, password, and enable biometric authentication), see what is new on the App, view a list of all supported devices, see the version of the App, view an App introduction, get Help, or log out.
-  Click the three dots in the upper right of the screen to edit the device name or go to the Web UI for the device.
-  The alarm icon in the upper right of the screen displays the number of active alarms for your devices. You can click on the icon to view alarms and dismiss them. When you click on an alarm name, a popup with details for that alarm appears. When you click **Close**, the popup closes and the alarm remains listed. When you click **Dismiss**, the alarm is removed from all alarm lists.
NOTE: You can set alarms with Inseego Connect.
-  Click the back arrow icon in upper left of a screen to go back to the device dashboard.
-  To report a bug, suggest an improvement, or ask a question, shake your phone to access Instabug.
NOTE: For iOS phones, you can also take a screenshot to access Instabug.

Managing Devices

This section provides the Inseego Mobile App management options available for your Inseego 5G devices. **NOTE:** Available options vary depending on the device.

Device Dashboard

Use the device dashboard to monitor and configure your devices.



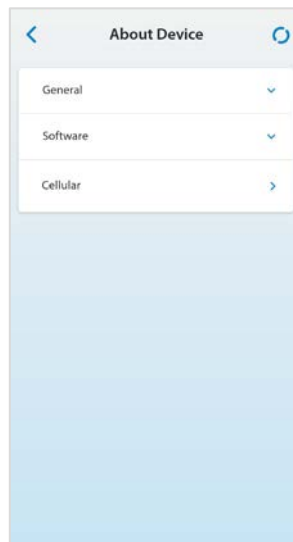
The top of the dashboard displays the name of the device, as well as network signal strength, mobile network operator, technology, and battery percentage (if applicable). The model, number of connected devices, and status of the device are also displayed.

The following options may be available, depending on the device:

- About Device
- Data Usage
- Connected Devices
- Wi-Fi Settings
- General Settings
- Battery Info

About Device

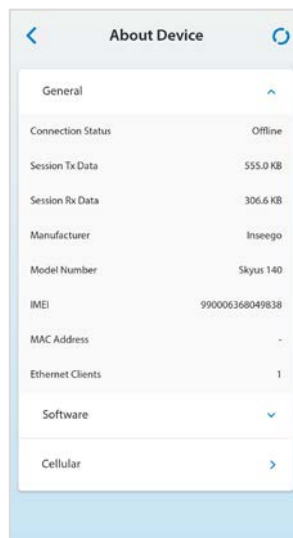
To view more information about your device, select **About Device**.



TIPS

- ✓ Click on the arrow next to a topic to view detailed information. Click the arrow again to close the drop-down.
- 🔄 Click to refresh data.

General



Connection Status: The current status of the device.

Session Tx Data: The amount of data transmitted for the current Internet session. This counter starts at zero when the connection is established.

Session Rx Data: The amount of data received for the current Internet session. This counter starts at zero when the connection is established.

Manufacturer: Inseego.

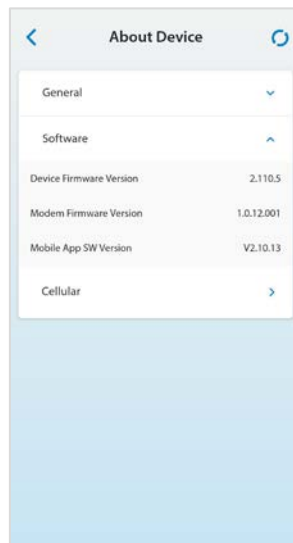
Model Number: The model number for the device, for example, M2000.

IMEI: The International Mobile Equipment Identity (IMEI) for the device. This is a 15 digit code used to uniquely identify an individual mobile station. The IMEI does not change when the SIM is changed.

MAC Address: The Media Access Controller (MAC) Address for the Wi-Fi interface on the device. The MAC address is a unique network identifier assigned when a network device is manufactured.

Ethernet Clients: The number of devices connected to the device through Ethernet.

Software

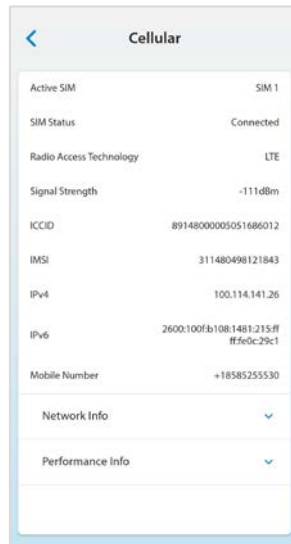


Device Firmware Version: The version of the firmware (software) currently installed on the device.

Modem Firmware Version: The version of firmware (software) currently installed for the modem component.

Mobile App SW Version: The version of software for this App.

Cellular



Active SIM: The SIM card that is currently active.

SIM Status: The current status of the SIM.

Radio Access Technology: Indicates the current cellular data connection, for example, 5G.

Signal Strength: (RSRP) The strength of the cellular signal, measured in dBm. Higher absolute values indicate a stronger signal, for example: -80 dBm is a stronger signal than -90 dBm.

ICCID: The unique ID number assigned to the SIM card.

IMSI: The International Mobile Subscriber Identity (IMSI) for the device. This is a unique number, usually fifteen digits, that identifies a Global System for Mobile Communications (GSM) subscriber.

IPv4: The Internet IP address assigned to the device.

IPv6: The global IPv6 address for the device.

Mobile Number (MDN): The phone number of the device.

Network Info



Network Name: The name of the network for the current Internet session.

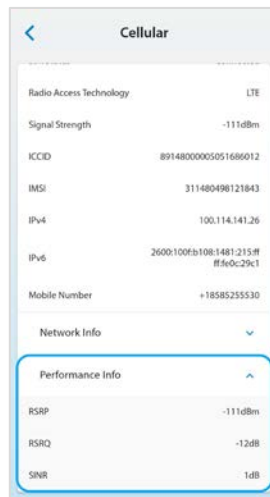
Service: Indicates the current cellular data connection, for example, 5G.

Band Number: The band in use for the current connection.

APN Name: The access point name for the device.

Cell ID: The physical cell ID for the device.

Performance Info



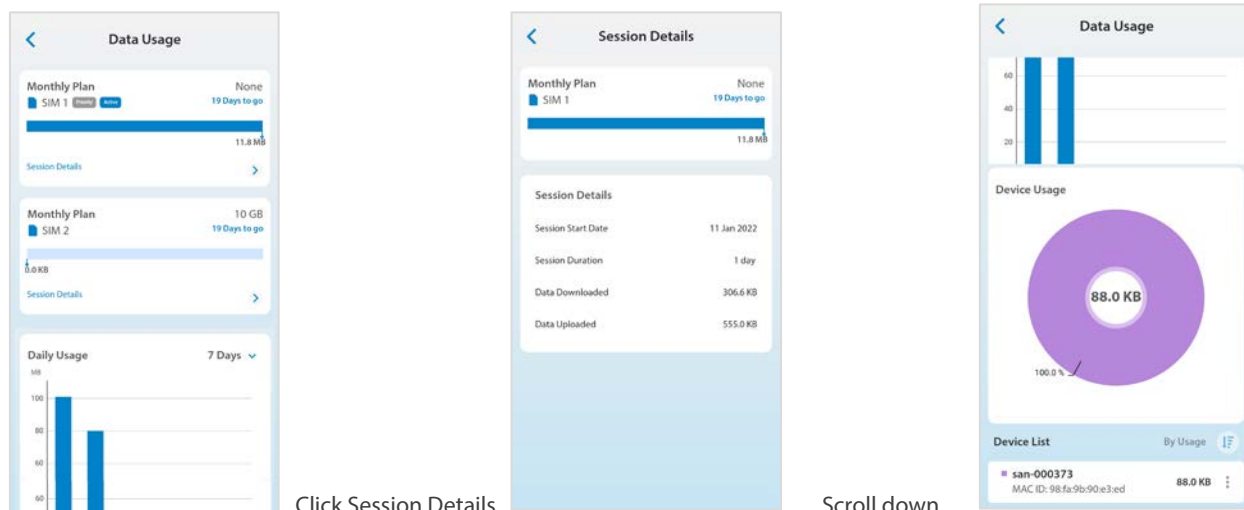
RSRP: The strength of the cellular signal, measured in dBm. Higher absolute values indicate a stronger signal, for example: -80 dBm is a stronger signal than -90 dBm.

RSRQ: Reference Signal Received Quality. A calculated value from RSRP and RSSI that provides a measure of signal and interference.

SNR: Signal to Noise Ratio. A ratio of signal power to noise power expressed in decibels. SNR is a positive value, and higher numbers are better.

Data Usage

To monitor cellular data usage, select **Data Usage**.



Monthly Plan

Provides the number of days left in the billing cycle, the data limit on your plan, and the amount of data used this billing month for each SIM.

Session Details

Click **Session Details** to view details about the current Internet session for the SIM.

Session Start Date: The date the current Internet session began.

Session Duration: The amount of time that has elapsed since the connection for the current Internet session was established.

Data Downloaded: The amount of data downloaded for the current Internet session. This counter starts at zero when the connection is established.

Data Uploaded: The amount of data uploaded for the current Internet session. This counter starts at zero when the connection is established.

Daily Usage

The amount of data used over time. Use the drop-down in the upper right to select **7 Days** or **30 Days**.

Device Usage

The amount and percentage of data for all connected devices. For FG2000 and FG2000e devices, this chart displays Wi-Fi client device usage. For other devices, total WAN data usage displays. **NOTE:** This section is not available for all devices.

Device List

A list of each connected device with the name, MAC ID of the device, and the amount of data used this billing cycle. **NOTE:** This section is not available for all devices.



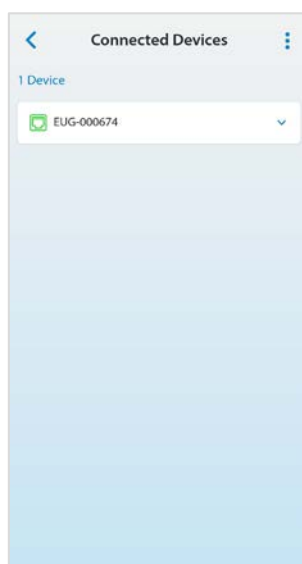
Use the sort icon to sort the list by usage (feature coming soon).



Click the three dots next to a device name to set data limits on that device or to block the device completely (features coming soon).

Connected Devices

To monitor and manage devices connected to your Inseego 5G device, select **Connected Devices**.



Click on the arrow icon next to a device to view the MAC ID and IP Address for the connected device.

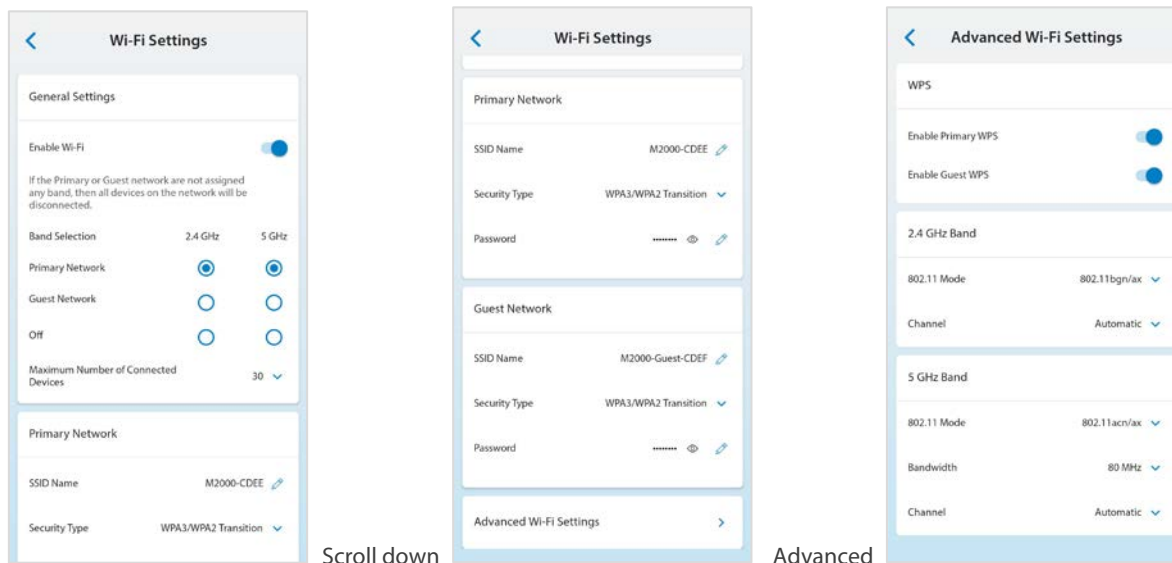


You can click on the pencil icon to change the name of the connected device for the app.

Wi-Fi Settings

To monitor and manage devices connected to your Inseego 5G device, select **Wi-Fi Settings**.

NOTE: This option is only available for devices with Wi-Fi and not all settings are available for all devices with Wi-Fi.



General Settings

Enable Wi-Fi: Use the slider to turn Wi-Fi on or off.

Band Selection: Use the drop-down to select a different option: 2.4 GHz, 5GHz or both for your primary and guest networks. **NOTE:** You must assign at least one band for the guest network before it can be turned on.

Devices can be accessed over two bands: 2.4 GHz and 5 GHz:

- The 2.4 GHz band is supported by all devices with Wi-Fi and should be used by devices that are a few years old or older. This band passes through walls better and propagates over longer distances, so it may have a longer range.
- The 5 GHz band is best for newer devices. It offers better throughput, reduced interference and faster data speeds, but does not pass through walls as well as the 2.4 GHz band.

Maximum Number of Connected Devices: Click the arrow to change the maximum number of devices allowed to connect to your device.

Primary Network

SSID Name: The network name (SSID). Use the pencil icon to change the SSID. SSIDs can be up to 32 characters long.

Security Type: The Wi-Fi security option. Use the drop-down to select a different option.

Password: Use the eye icon to view the Wi-Fi password. Use the pencil icon to change the password.

Guest Network

SSID Name: The network name (SSID). Use the pencil icon to change the SSID. SSIDs can be up to 32 characters long.

Security Type: The Wi-Fi security option. Use the drop-down to select a different option.

Password: Use the eye icon to view the Wi-Fi password. Use the pencil icon to change the password.

Advanced Wi-Fi Settings

WPS

Enable Primary WPS: Use the slider to enable or disable Wi-Fi Protected Setup (WPS) on the primary network. WPS allows compatible devices to connect to a Wi-Fi network without having to manually enter the password.

Enable Guest WPS: Use the slider to enable or disable Wi-Fi Protected Setup (WPS) on the guest network.

2.4 GHz Band

802.11 Mode: The mode in use when the 2.4 GHz band is active.

Channel: Leave the channel set to Automatic unless you need to choose a particular channel for your environment.

5 GHz Band

802.11 Mode: The mode in use when the 5 GHz band is active.

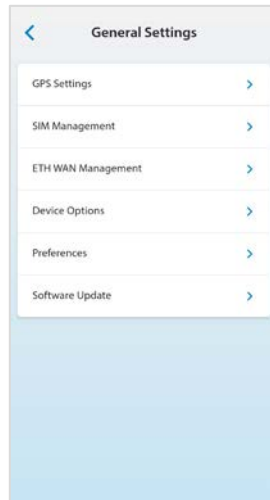
Bandwidth: Leave bandwidth at the default setting unless you experience interference with other Wi-Fi devices. If you experience interference, try lowering the setting to reduce the interference.

Channel: Leave the channel set to Automatic unless you need to choose a particular channel for your environment.

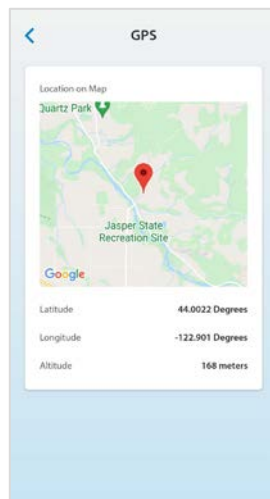
General Settings

The General Settings options allows you to change GPS settings, manage SIMs and Ethernet WAN, restart or reset to factory settings, set preferences such as language, and update device software. Select **General Settings**.

NOTE: Not all setting options are visible for all devices.



GPS Settings



Location on Map: The map pin indicates the location for the device.

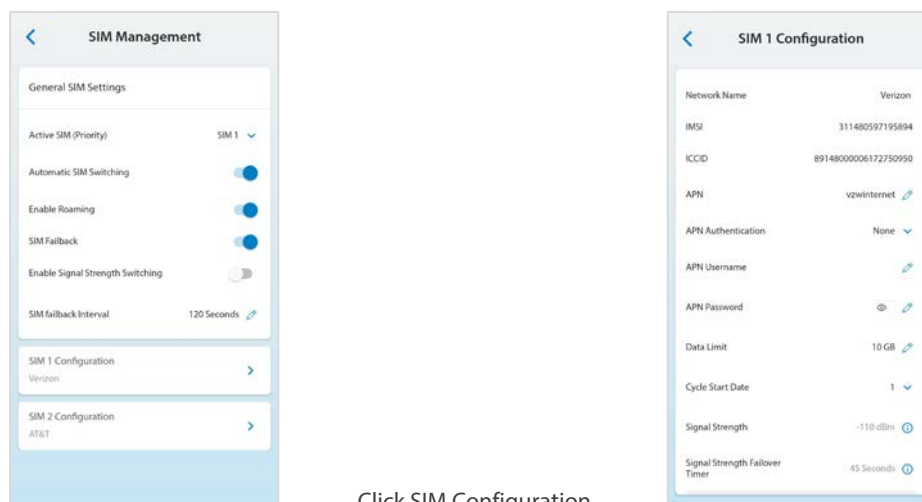
Latitude: Latitude for the last location fix.

Longitude: Longitude for the last location fix.

Altitude: Altitude for the last location fix.

SIM Management

NOTE: Setting options vary by device.



Click SIM Configuration

General SIM Settings

Active SIM (Priority): Use the drop-down arrow to change the SIM you want to be active (primary).

Active SIM Switching: When enabled, the SIM automatically switches if the primary (active) SIM loses connectivity.

Enable Roaming: Use the slider to turn roaming on or off.

SIM Failback: When enabled, if the SIM switches to the backup SIM, the failback mechanism checks the primary SIM at a specified frequency (set in **SIM Failback Interval**). When the primary SIM is found to be active (and meets the signal strength threshold, if **Enable Signal Strength Switching** is on), the SIM switches back to the primary SIM.

Enable Signal Strength Switching: When enabled, the SIM automatically switches if signal strength falls below the threshold (dBm) set in **SIM Configuration > Signal Strength** for the amount of time set in **SIM Configuration > Signal Strength Failover Timer** for the SIM.

SIM Failback Interval: The frequency at which you want the failback mechanism to check the primary SIM when the SIM has switched to the backup SIM.

SIM Configuration

Network Name: The name of the Mobile Network Operator (MNO) for the SIM.

IMSI: The International Mobile Subscriber Identity (IMSI) for the SIM.

ICCID: The unique ID number assigned to the SIM card.

APN: In most configurations, devices are used with a dynamic IP and SIM and the Access Point Name (APN) is available from the network, for example: *internet*. However, if you are on a private network, you may need to set the APN for the network to communicate with your device. Enter the APN for your private network with this SIM.

CAUTION! Changing the APN may cause a loss of data connectivity.

APN Authentication: Select the authentication method for the private network with this SIM from the drop-down (PAP, CHAP, or None).

APN User Name: The user name for your private network with this SIM.

APN Password: The password for your private network with this SIM.

Data Limit: The amount of data the SIM is limited to each billing cycle.

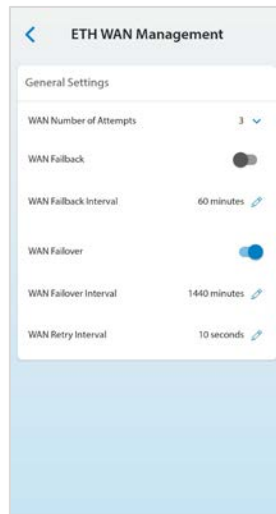
Cycle Start Date: The day of the month the billing cycle starts for the SIM.

Signal Strength: The threshold signal strength at which you want the SIM to switch automatically. When signal strength falls below this threshold for the amount of time specified in **Signal Strength Failover Timer**, failover occurs to the other SIM. **NOTE:** Higher absolute values for signal strength indicate a stronger signal, for example: -80 dBm is a stronger signal than -90 dBm.

Signal Strength Failover Timer: Enter the amount of time signal strength must remain below the threshold set in **Signal Strength** to trigger an automatic SIM switch.

ETH WAN Management

NOTE: Setting options vary by device.



WAN Number of Attempts: The number of times to retry after verification failure for keep alive.

NOTE: Keep alive verifies lookup addresses to check the internet connectivity on the WAN connection.

WAN Failback: When enabled, if the internet connection has switched to a backup connection, the failback mechanism checks the primary connection at a specified frequency (set in **WAN Failback Interval**). When the primary connection is found to be active, WAN switches back to the primary connection.

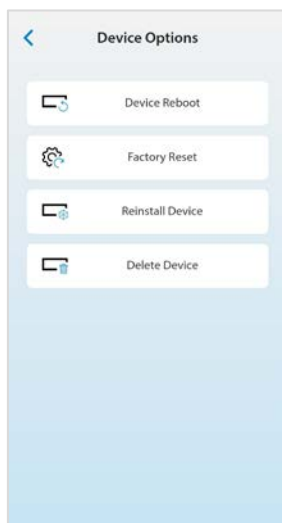
WAN Failback Interval: The frequency at which you want the failback mechanism to check the primary WAN connection when the failback mechanism has switched to a backup connection.

WAN Failover: When enabled, WAN failover tests your WAN connections and reroutes network traffic to another connection if one fails.

WAN Failover Interval: The frequency at which the primary WAN connection is checked for failover.

WAN Retry Interval: The number of seconds between keep alive verification retries.

Device Options



Device Reboot: Turns your device off and on again.

Factory Reset: Resets all settings to their factory default values.

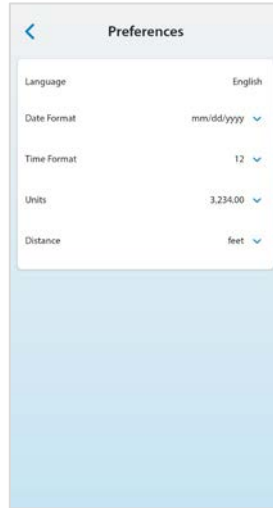
CAUTION! This initiates a restart and may change the current Wi-Fi settings, breaking all existing connections to your device.

Reinstall Device: Launches the consumer installation to find an ideal location for the device.

NOTE: This option is not available for all devices.

Delete Device: Deletes the device from your Inseego Mobile App.

Preferences



Language: Select a language for the Web UI.

Date Format: Select the date format to be used throughout the Web UI (mm/dd/yyyy or dd/mm/yyyy).

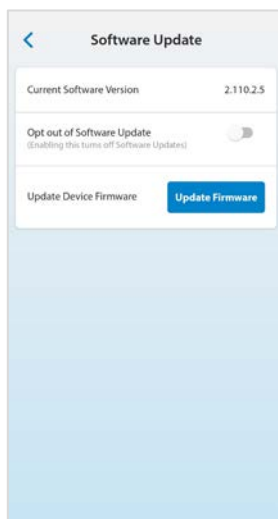
Time: Select the time format to be used throughout the Web UI (12 or 24 hour).

Units: Choose the format for decimal numbers displayed in the Web UI (using a period or comma as the decimal point).

Distance: Select the distance format to be used for the Web UI when marking GPS altitude and accuracy (feet or meters).

NOTE: These settings change the preferences on the Web UI and the touchscreen (if applicable) of the device.

Software Update



Current Software Version: The current version of software currently installed on the device.

Opt out of Software Update: For most devices, software updates are automatically delivered to the device automatically. This setting allows you to opt-out of automatic software updates. If you do not want software updates automatically delivered, move the **ON/OFF** slider to **ON**.

Update Device Firmware: Click the **Update Firmware** button to update the latest firmware on the device.

Battery Info

NOTE: This option is only available for devices with a battery.



Displays the percentage of charge for the device battery. When the device is charging, the  battery icon is blue.