

ZTE

G5TS Let's go

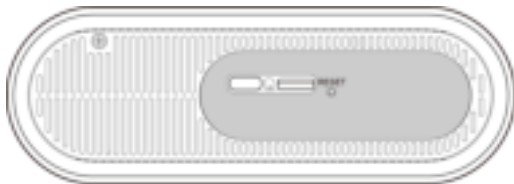
Getting started with your device

1. Prepare

- A valid nano-SIM card.

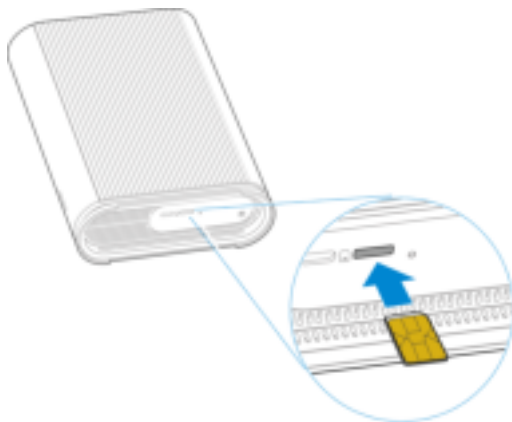


- View the label on your device to get the default information. The following figure is for reference only.



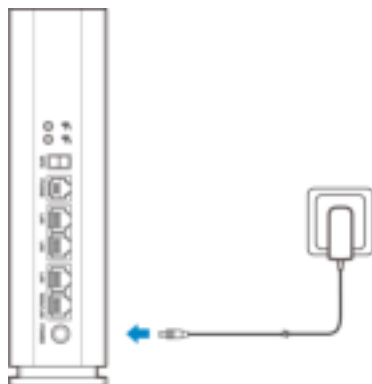
2. Insert the nano-SIM Card

Insert the nano-SIM card into the slot.



3. Power on Your Device

Connect the power adapter to your device and then your device will be powered on and connect to the Internet automatically.

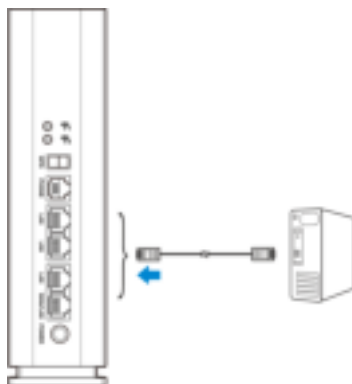


4. Access the Internet

- **Wi-Fi:** Get the default SSID and password on the label and connect to the Wi-Fi network with your mobile device, and then access the Internet.



- **Network cable(RJ45):** Connect with the computer via LAN ports and then access the Internet.



5. Change Your Device Settings

You can change the device settings by logging in to the 5G CPE web page.

1. View the label on your device to get the default IP address and Password.
2. Launch the Internet browser and enter the IP address in the address bar.
3. Input the password and then click **Login**.
4. After the 5G CPE web page is opened, you can change the Wi-Fi SSID, password or other settings.

Bridge Mode

Your device supports the bridge mode and you can use this service from your service provider to access the Internet.

1. Ensure that your device can connect to the Internet by using your nano-SIM card automatically.
2. Log in to the 5G CPE web page.
3. Select **Network > Network Mode > Wireless Mode > Bridge Mode** and then click **Apply**. The device will be restarted.
4. Connect the computer or other cable-connected client to the WAN/LAN port and the client can obtain the IP address from the WAN DHCP host and connect to the Internet directly

NOTE:

All clients connected to your device can access the Internet. You can use those clients to log in to the 5G CPE web page.

Cable Broadband Mode

Your device supports the cable broadband mode and you can use this service from your service provider to access the Internet.

1. Connect the WAN/LAN port and the broadband service network port with a network cable.
2. Log in to the 5G CPE web page.
3. Select **Network > Network Mode > Cable Broadband Mode** and then click **Apply**. The device will be restarted.
4. Connect to the Wi-Fi network with your mobile device and then log in to the web page again.
5. Select **Network > Wired Network > Connection Mode** and then set the detailed parameters given by your service provider.
6. Use your clients to access the Internet.

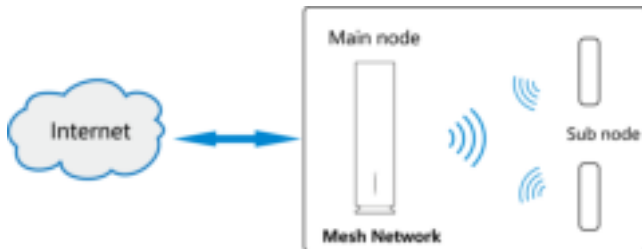
Dual-network Modes

Your device supports dual-network modes (Automatic Mode and Hybrid Mode). You can use the nano-SIM card and broadband service network port (WAN) to access the Internet.

1. Insert the nano-SIM card.
2. Log in to the 5G CPE web page.
3. Select **Network > Network Mode > Automatic Mode** or **Hybrid Mode** and then click **Apply**. The device will be restarted.
 - **Automatic Mode:** The wired network is used as the default network. If the wired network is disconnected, you can use the nano-SIM card to access the Internet.
 - **Hybrid Mode:** You can use two types of networks to access the Internet at the same time to increase the network speed. If one is disconnected, the other still works properly.
4. Connect the broadband service network port to the WAN/LAN port and then log in to the web page again.
5. Select **Network > Wired Network > Connection Mode** and then set the detailed parameters given by your service provider.
6. Use your clients to access the Internet.

Mesh Network Function

Your device has the Wi-Fi Mesh ability. You can create Wi-Fi Mesh network to form a larger range of Wi-Fi network in your house and ensure seamless Wi-Fi roaming when you move.



To set your mesh network:

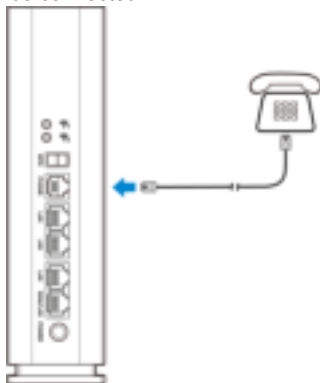
1. Log in to the 5G CPE management web page.
2. Click **Mesh Network**  in the features area or select **Mesh Network** in the left menu bar.
3. Follow the instructions to create your mesh network.
4. Enjoy your mesh network.

Telephone

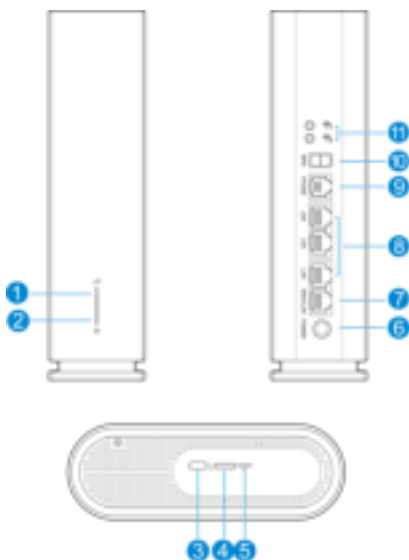
Your device supports the telephone function. Before using the telephone function, connect the telephone and insert the nano-SIM card.

To make a call:

1. Pick up the handset.
2. Dial the telephone number.
3. Wait for the call to be connected.



Indicator Lights and Interfaces



1



Red solid: The device is in error status.

- The device is not registered to the mobile network.
- There is no nano-SIM card inserted.
- There is no network service available.
- The device is registered to the mobile network but the data service is not connected.

Blue solid: The device is connected to the 4G/3G mobile network.

White solid: The device is connected to the 5G mobile network.

White blinking: The software is being upgraded.

Red blinking: After the Data Usage Settings is set, the used data/time traffic reaches the preset value.

2



White solid: Wi-Fi works normally or the mesh network is created successfully.

White blinking: WPS is active or mesh network is being created.

Off: Wi-Fi is off.

3

USB Type-C jack

Only used by manufacturer.

4

nano-SIM card slot

Insert your nano-SIM card.

5

RESET hole

Press and hold for about 2 seconds to restore your device to the factory settings.

6

POWER

Connect to the power adapter.

7

WAN/LAN

Connect to the WAN or connect to a PC.

8

LAN ports

Connect to a PC.

9	PHONE port	Connect to a telephone.
10	WPS key	• Press to activate the WPS function. • Press and hold for about 3 seconds to start creating the mesh network. • Press and hold for about 10 seconds to power off your device. And then press and hold for about 2 seconds to power on your device again.
11	External antennas	Connect two external antennas.

Troubleshooting

Internet Related Problems

Symptoms	Possible Problems / Solutions
I cannot access the Internet at all.	• Please check your configuration settings. • Please wait 1~ 2 minutes for the router to initialize. • Check your network indicators.
The download or upload speed is very slow.	The speed is dependent on signal strength. Check your signal strength and network type.
I cannot visit the 5G CPE web page.	• Enter the correct IP address. You can view the label on your device to get the default IP address. • Do not use any proxy server.

Symptoms	Possible Problems / Solutions
I cannot establish the Wi-Fi connection between my device and the client.	• Make sure the Wi-Fi function is active. • Refresh network list and select the correct SSID. • Check the IP address to make sure your client can obtain an IP address automatically in the Internet protocol (TCP/IP) properties. • Type the correct network key (Wi-Fi password) when you connect to the device.

Voice Related Problems

Symptoms	Possible Problems/ Solutions
There is no dial tone.	• Please wait for 1~2 minutes after the router is turned on. • You have no good RF reception. Change the location of the router.
There is a prompt / phone alert / announcement as soon as I lift the phone off the hook.	• Make sure your nano-SIM card is inserted correctly and the PIN number has been entered. If the PIN number has been entered incorrectly, you need to enter the PUK code when prompted.

Symptoms	Possible Problems/ Solutions
The line is noisy/distorted when I lift the phone off the hook.	- Remove any electrical appliance which is too close to the phone or your device. - The cable or phone set might be faulty.
I hear a rapid engaged tone as soon as I lift the phone off the hook.	- Put the phone on the hook and try again. - Please contact your service provider.
After dialing the last digit I hear nothing/ silence.	When you have finished dialing you can press the # key or wait 4~8 seconds to connect the call.

Others

Symptoms	Possible Problems / Solutions
Problems with the passwords.	- For the default Wi-Fi connection password and the default password of the 5G CPE web page, please check the label on the device. - If you have changed the passwords and forgotten them, you need to restore the device to the factory default settings.

Getting More Help

You can get help by:

- Sending an email to **mobile@zte.com.cn**
- Visiting **<https://www.ztedevices.com>**

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Warning and Notice

Safety Precautions

- Some electronic devices may be susceptible to electromagnetic interference. Locate the device away from TV set, radio and other electronic equipment to avoid electromagnetic interference.
- The device may interfere with medical devices like hearing aids and pacemakers. Consult a physician or the manufacturer of the medical device before using it.
- Please keep yourself at least 20 centimeters away from your device.
- Do not use your device in dangerous environments such as oil terminals or chemical factories where there are explosive gases or explosive products being processed.
- Please use original accessories or accessories that are authorized by ZTE. Unauthorized accessories may affect the device performance, damage the device or cause danger to you.
- Do not attempt to dismantle the device. There are no user-serviceable parts.
- Do not allow the device or accessories to come into contact with liquid or moisture at any time. Do not immerse the device in any liquid.
- Do not place objects on top of the device. This may lead to overheating of the device.
- The device must be placed in a well-ventilated environment for use.
- Do not expose the device to direct sunlight or store it in hot areas. High temperature can shorten the life of electronic devices.
- Do not place or use your device inside or near heating equipment, high-pressure containers or strong electromagnetic environment, such as water heaters, microwave ovens, or hot cooking utensils. Otherwise, your device may be damaged.
- Do not allow children to play with the device or power adapter.
- The device is for indoor use only. Do not use the device outside.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

Cleaning and Maintaining

- Use an antistatic cloth to clean the device. Do not use chemical or abrasive cleanser as these could damage the plastic case. Turn off your device before you clean it.
- Use the device within the temperature range of 0°C ~ +40°C, and the storage temperature range is -40°C ~ +70°C. The humidity range is 5%~95% (Non-condensing).
- Do not use your device during a thunderstorm. Remove the mains power pack from the wall socket.

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.

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