



# **Sprint Magic Box Silver**

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## **User Guide**

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Rev	Date	Description
V1.0	06/19/2019	Initial Release V1.0
V1.1	08/02/2019	Initial Release V1.1
V2.0	08/08/2019	Revised Release 2.0



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## 1. Installation

### 1.1. Before You Start

The Sprint Magic Box Silver unit needs to be placed on a windowsill to receive the signal from outdoors and boost it indoors. The following steps outline the proper positioning and setup of the Sprint Magic Box Silver unit for optimal service.

1. Please refer to the included Quick Start Guide to find the best location and for information on how to install the Sprint Magic Box Silver.
2. Please download the Sprint Set Up Assistant App from the App Store or Google Play Store on your mobile device or tablet to gain device status.

### 1.2. Unpack and Check Package Contents

1. Carefully unpack the Sprint Magic Box Silver unit from the box.
2. Inspect the unit for any damage and check that all accessories are in the box.

The package will include the following items:

- 1 x Magic Box Silver Device
- 1 x 12/2.5 AC/DC Power Supply Adapter

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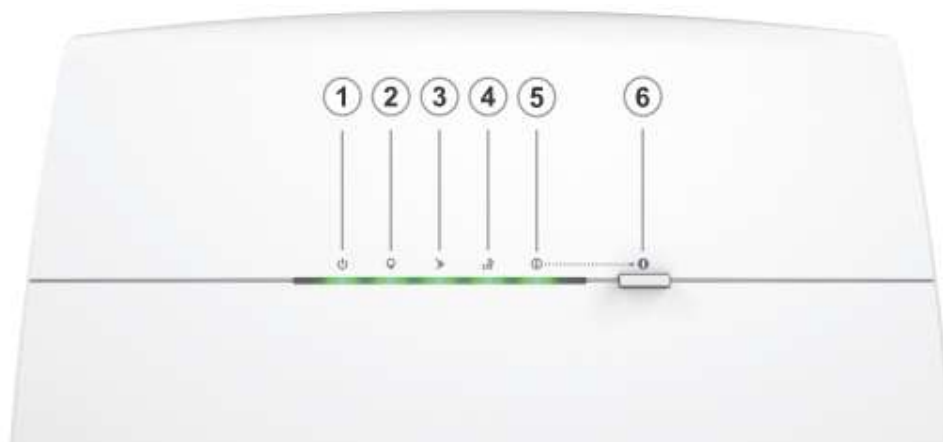
Note: If any of the above items are damaged or missing, please contact Sprint Customer Care at 1-844-463-3194 immediately.

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### 1.3. Front Panel

The Magic Box Silver has 5 LED light indicators and 1 Info Button, which are defined below on Figure 1.




















**Figure 5: Sprint Magic Box Silver-Front Panel**



## 1.4. LED Indicators

Each LED light may have three states: solid on, blinking and off. Figure 2 shows the status of each LED light state.

**Figure 6: Sprint Magic Box Silver- LED Light Indicators**

①		<b>Power</b>	 Device Power On	 Device Power Off	
②		<b>GPS</b>	 GPS Location	 Scanning GPS Satellite	 GPS Cannot Lock Location
③		<b>Service</b>	 Service Connected Successfully	 Connecting Service	 No Signal
④		<b>LTE</b>	 LTE Magic Box Activated	 LTE Magic Box Service Activating	 No LTE Magic Box Service
⑤		<b>Info</b>	 Unit Error or Issues	 No Information	
⑥		<b>Info Button</b>	When "Info" light is solid red, press Info button once to check information status.		

## 1.5. Rear Panel

The DC port is located on the rear panel and requires a 12 Vdc and 2.5A power supply adapter.

**Figure 7: Sprint Magic Box Silver- Rear Panel**



## 1.6. Bottom





Device Label: You can find the Bluetooth MAC on the device label for pairing the Sprint Set Up Assistant App with Magic Box Silver.

The “Reset Button” is located on the bottom panel next to the device label.

**Figure 8: Sprint Magic Box Silver- Bottom**



## 2. Initial Setup

Magic Box Silver is designed to self-configure with Plug-n-Play (PnP) installation and does not require any software installation. The device turns on automatically when the power supply adapter is connected to backside of the unit and plugged in. Please follow the step-by-step procedures outlined below to set up the Sprint Magic Box Silver.

### 2.1. Positioning Unit:

Place the unit within reach of an electrical outlet near windows with a clear view of the sky.

**Figure 1: Sprint Magic Box Silver placed close to window**



### 2.2. Power Up:

Carefully remove the Power Supply Adapter from its package and place it aside.

Turn the unit to show the backside, as shown below.

Plug the power supply cable into the DC port.

**Figure 2: Sprint Magic Box Silver- Back**



## 2.3. Install:

The LED lights will blink as the device begins to install. Magic Box Silver will illuminate “Power LED” in solid green after connected to the Power Supply.

Figure 3: Sprint Magic Box Silver- power on LED status



## 2.4. Activate:

The “Service” and “LTE” LED lights will stop blinking and turn solid green when service is activated. It may take 7 to 10 minutes.

Figure 4: Sprint Magic Box Silver- LTE activated LED status



## 2.5. Successful Setup:

When both the “Service” and “LTE” lights are solid green, the Magic Box Silver has been successfully set up and activated for use.

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### Notices:

1. The device will take about 10 minutes to install. If there is a red LED shown on the front panel, please refer to the “Info Button LED Status” section for more information. If the problem persists, refer to the Troubleshooting Section for further assistance. If the problem is still not resolved, please call Sprint Care at 1-844-463-3194 for assistance and provide the error information.





2. You can also obtain detailed device information and troubleshooting tips in the Sprint Set Up Assistant App.

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### 3. Info Button LED Status

When there is an issue related to the LTE connection, backhaul connection or GPS status, the LED “Info” light will blink **red**. You can check the info status by pressing the “Info” button, then one or more LED lights will blink for about 60 seconds to indicate which issue has occurred. Figure 9 describes the “Info” LED status:

**Figure 9: Sprint Magic Box Silver- Bottom**

				
Blink	OFF	OFF	OFF	= GPS issue: cannot lock signal
OFF	Blink	OFF	OFF	= Service issue: unsuccessful connection to donor
OFF	OFF	Blink	OFF	= LTE issue: unsuccessful PnP activation
OFF	OFF	OFF	Blink	= System issue: system detected problem (eg. over heat or out of sync )
Blink	Blink	Blink	Blink	= Software Update in progress

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Note: Please download the Sprint Set Up Assistant App from the App Store or Google Play Store on your mobile device or tablet to gain device status information on the Magic Box Silver.

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## 4. Sprint Set Up Assistant App Installation

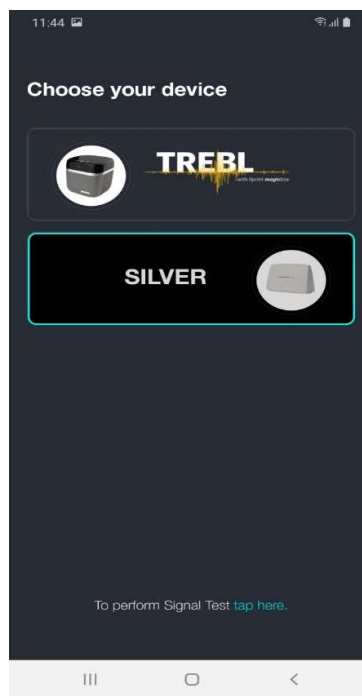
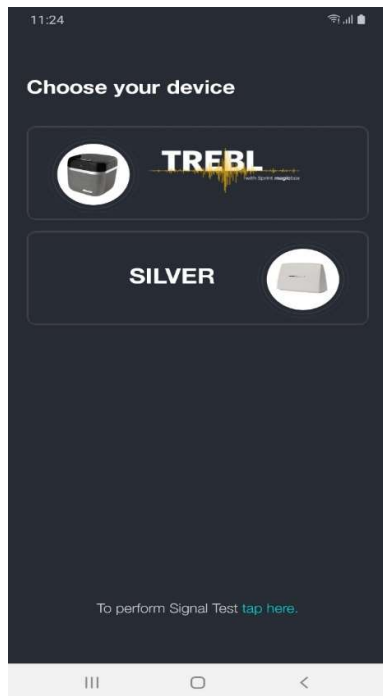
### 4.1. *Splash*

The Splash screen will be displayed for 3 seconds.



### 4.2. *Device Selection*

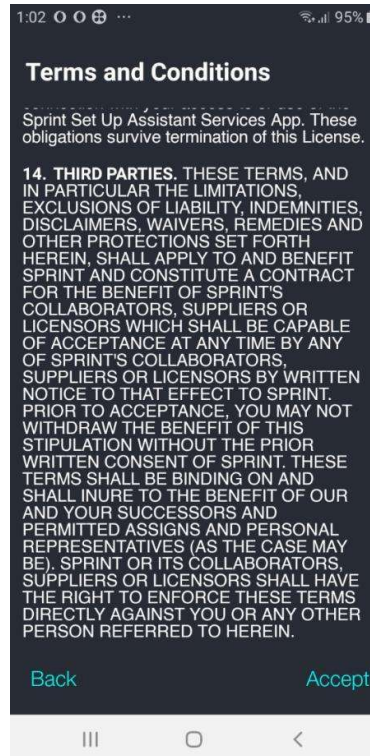
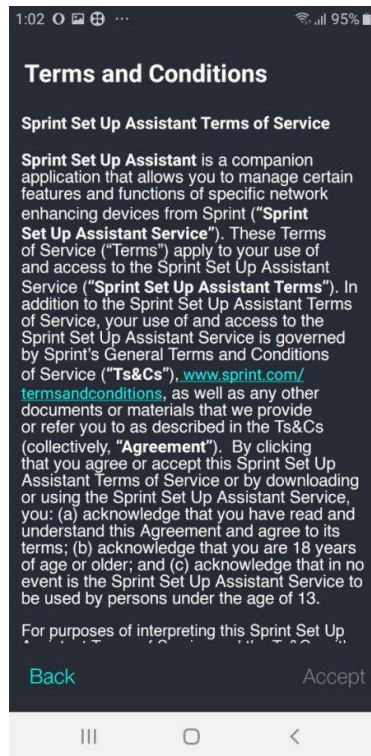
On the "Choose your Device" screen, please choose "SILVER" to start the installation.



### 4.3. *Terms & Conditions*

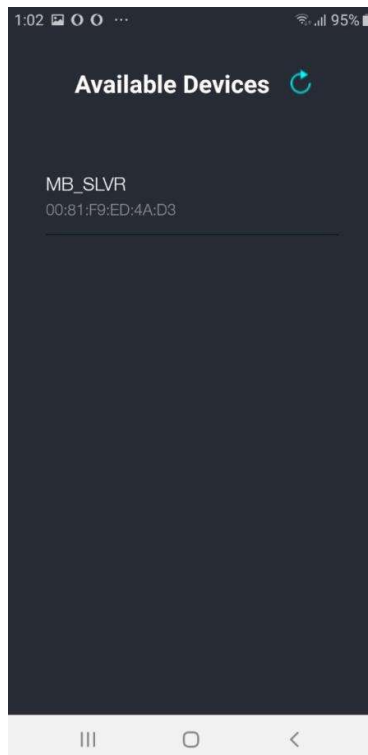
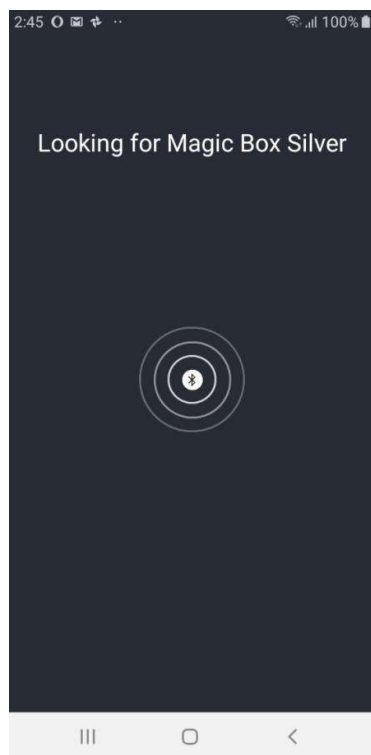


After selecting “SILVER”, Terms & Conditions will appear. Please read and accept the “Terms & Conditions” when the “Accept” button is enabled.



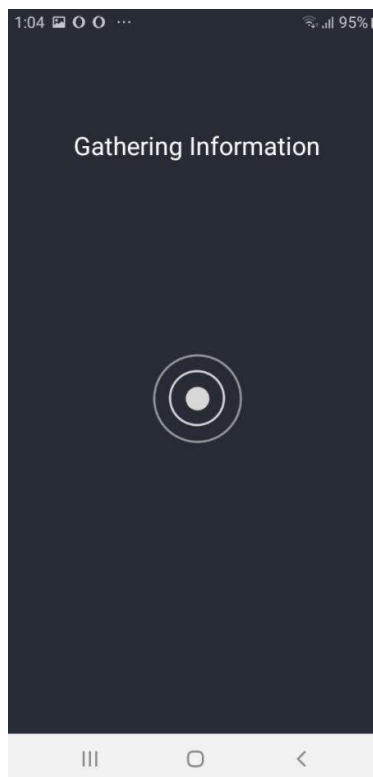
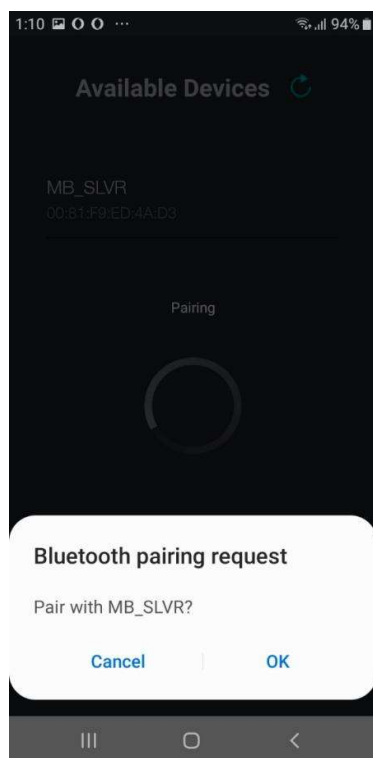
## 4.4. Device Search

After accepting the Terms and Conditions, the app will search for “Magic Box Silver” and will show all Silver devices present in your location.



## 4.5. Device Connect

After selecting the correct device, the App will retrieve the device information and will ask for a Passkey for further connection. (Default passkey is **000000**)

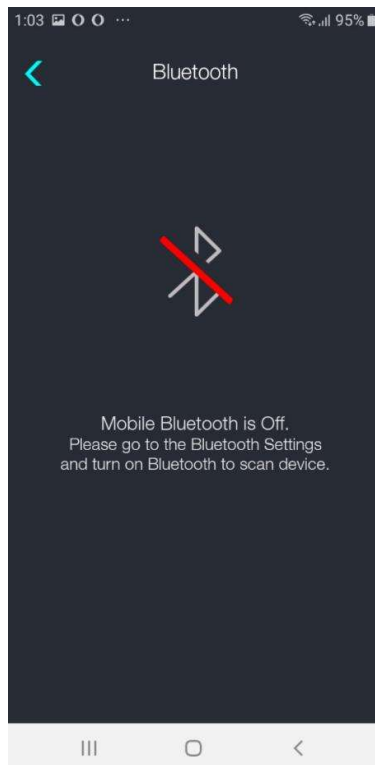
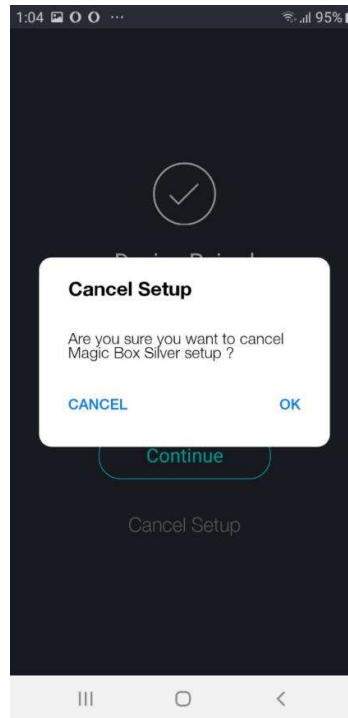
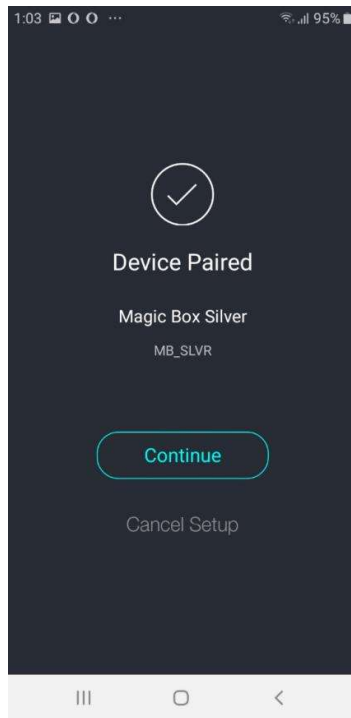




## 4.6. Device Paired and Setup (Cancel and Install)

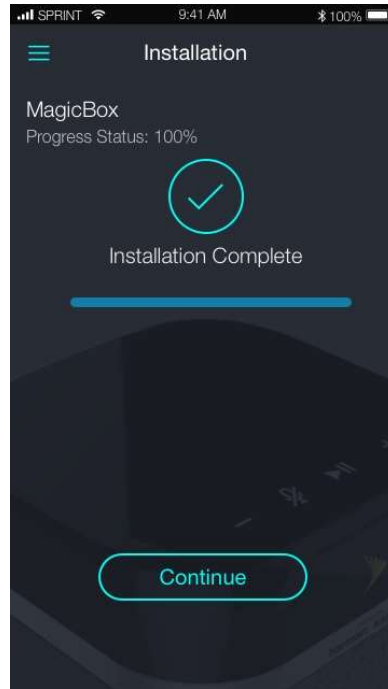
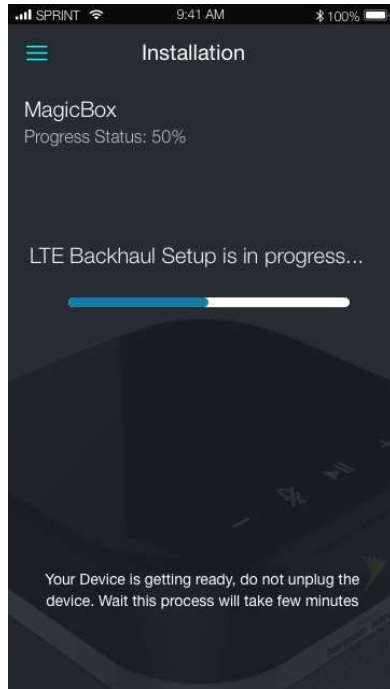
When Magic Box Silver is successfully paired with your device, press “Continue”.

If you want to cancel the setup process, press the “Cancel Setup” button.



## 4.7. Installation Process

During installation, the progress bar will illuminate. "Installation Complete" will be displayed when the unit is ready, as shown below. If installation fails, an error screen will be shown.



## 4.8. Dashboard and Side Menu

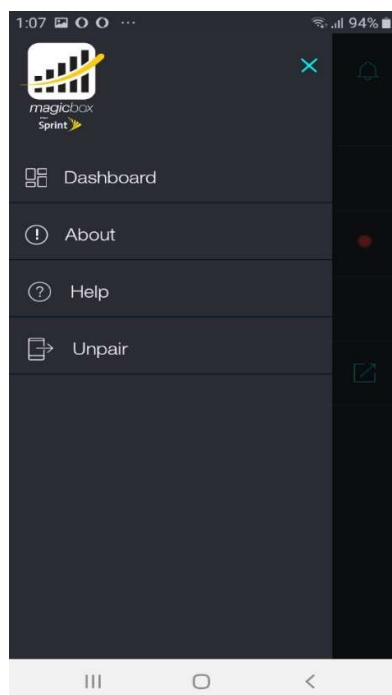
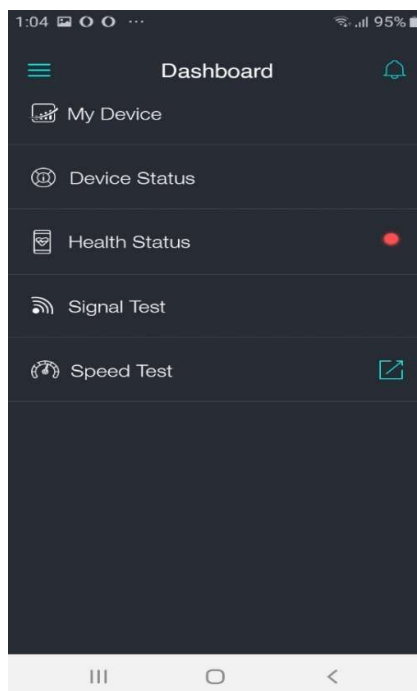
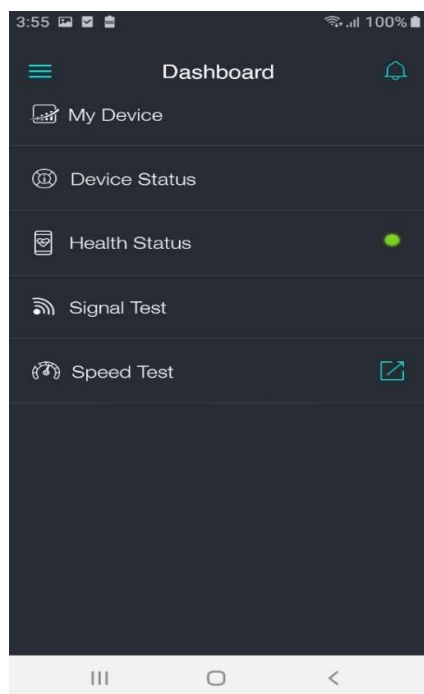
After installation is complete, you will be guided to the “Dashboard” screen where you can click on the top left menu to see a detailed list of Dashboard options.

### DASHBOARD LINKS:

1. My Device
2. Device Status
3. Health test
4. Signal Test
5. Speed Test

### MENU LINKS:

1. Dashboard
2. About
3. Help
4. Unpair



## 4.9. My Device

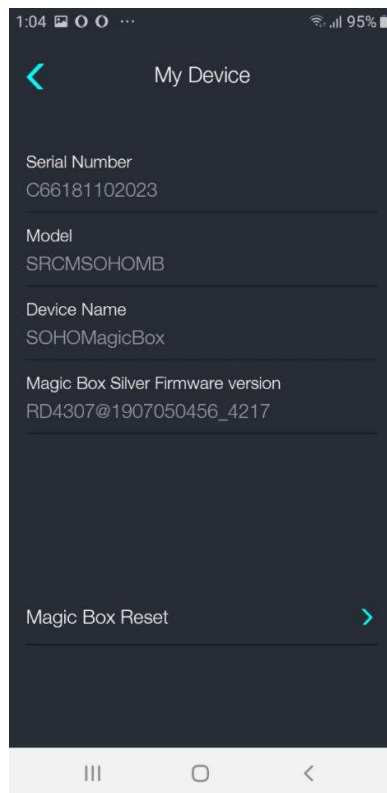
Under “Dashboard”, you can view detailed information about the Magic Box Silver by selecting “My Device”. By pressing the arrow on the top left screen, you can return to the Dashboard.

**Serial Number:** This is the unique number for your Magic Box Silver

**Model:** Model name of your Magic Box Silver

**Device Name:** Device name of your Magic Box Silver

**Magic Box Silver Firmware Version:** Currently installed firmware version on your Magic Box Silver

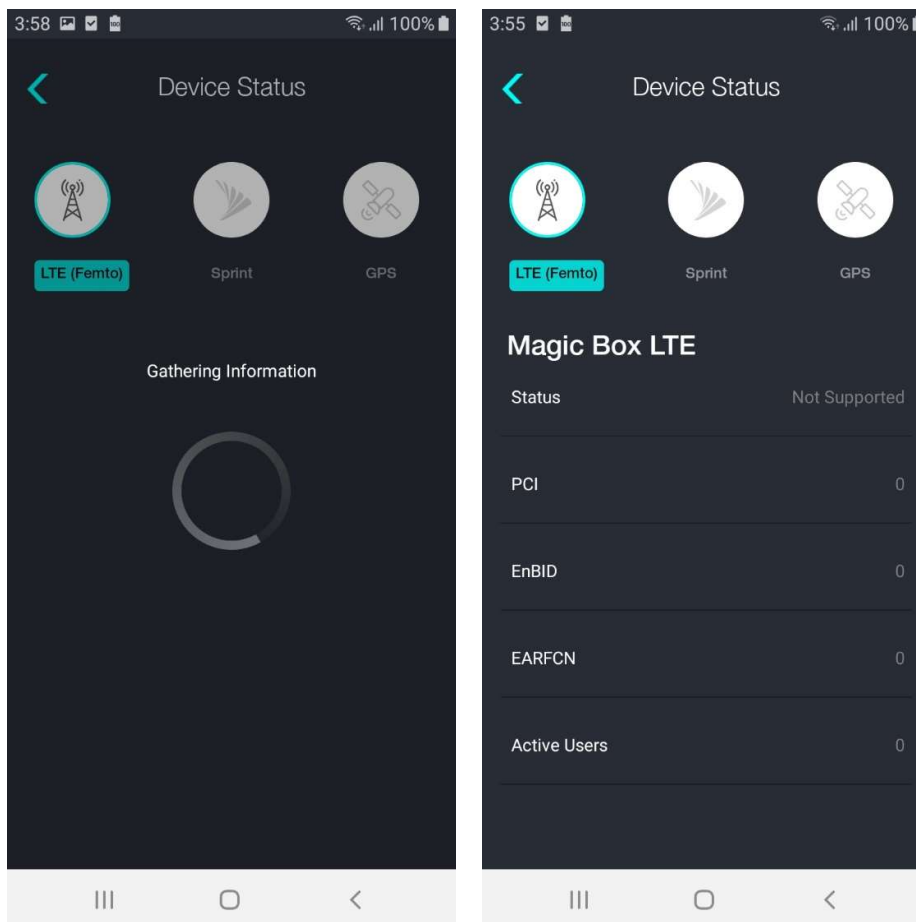


## 5. Device Status

Under “Dashboard”, you can view the device status of Magic Box Silver by choosing “Device Status” and you’ll see 3 icons: LTE (Femto), Sprint Network Status and GPS status. When you choose each icon, detailed information about the Magic Box Silver will be displayed.

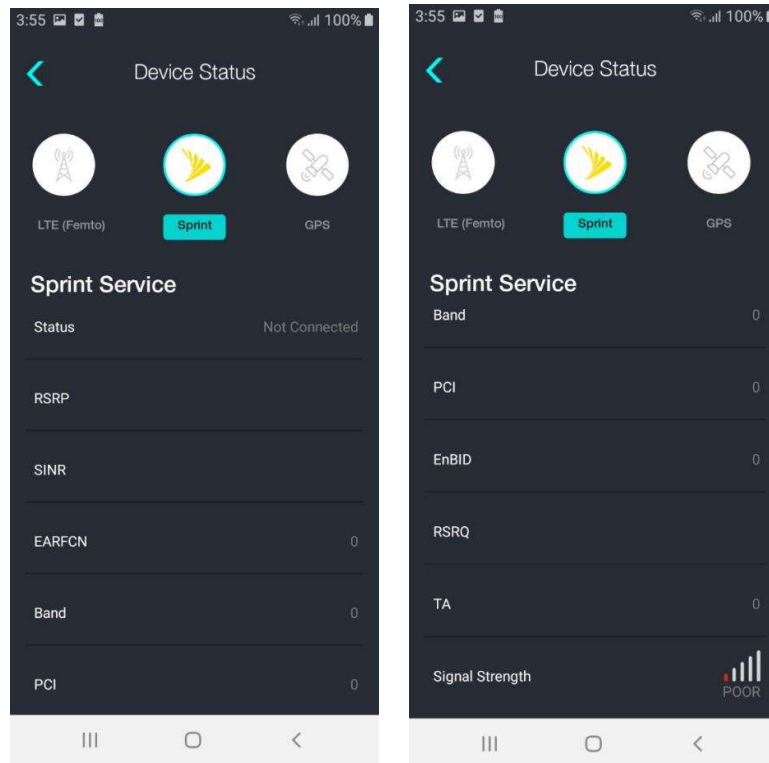
### 5.1. LTE (Femto) Status

If you choose the “LTE (Femto)” icon, the screen will show the following information: “Status”, “PCI”, “EnBid”, “EARFCN” and “Active Users”.



## 5.2. Sprint Network Status

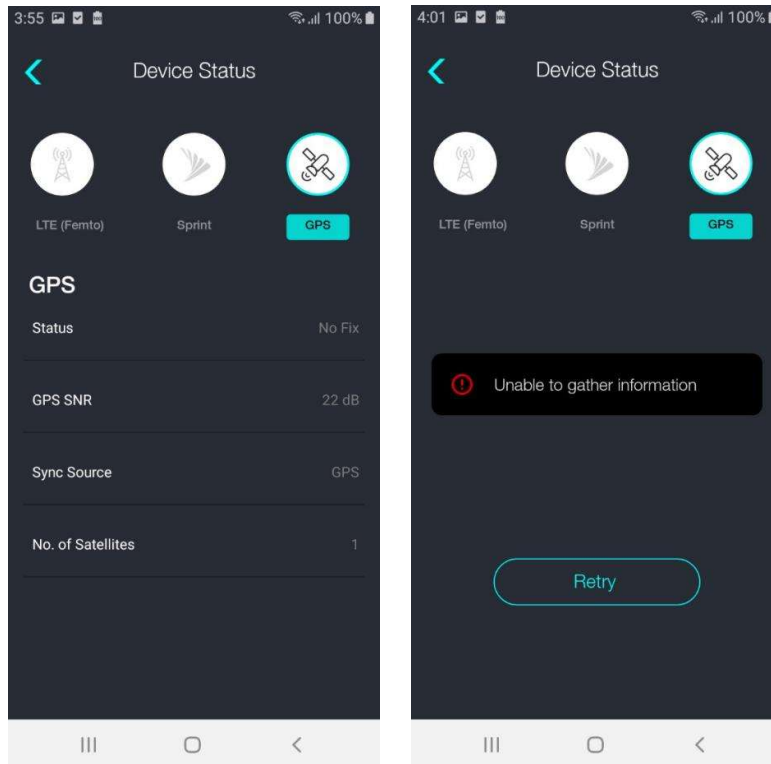
If you choose the “Sprint” icon, the screen will show the following Sprint service information: “Status”, “RSRP”, “SINR”, “EARFCN”, “Band”, “PCI”, “EnBID”, “RSRQ”, “TA” and “Signal Strength”.



## 5.3. GPS Status

If you choose the “GPS Status” icon, the screen will show the following information: “Status”, “GPS SNR”, “Sync Source”, and “No. of Satellites”.

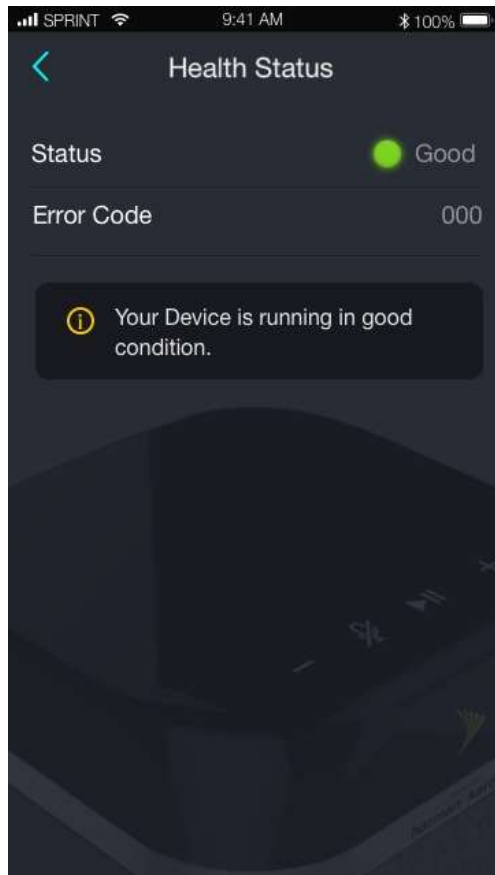
An error screen will be displayed if the App can’t gather information. If this occurs, please choose the “Retry” button after waiting for several minutes.



## 5.4. Health Status

You can check the status of your Magic Box Silver under the “Health Status” menu. “Status” will be displayed as a **green** light when the connection is good.

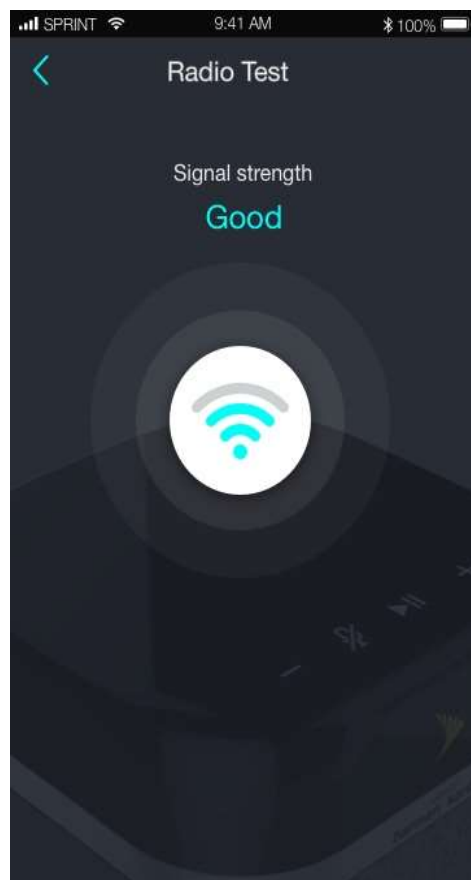
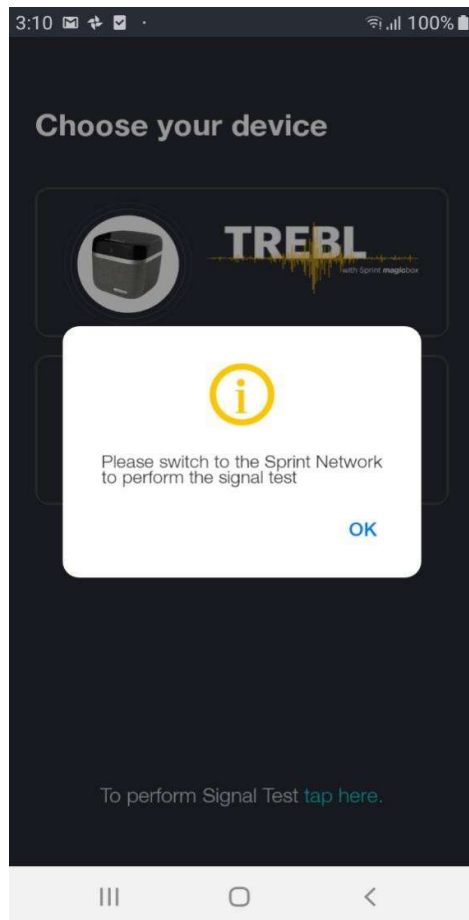
If the connection is poor, it will be displayed as a **red** light along with an error code. You can provide the error code to Sprint Customer Care or check the status under “Troubleshooting”.





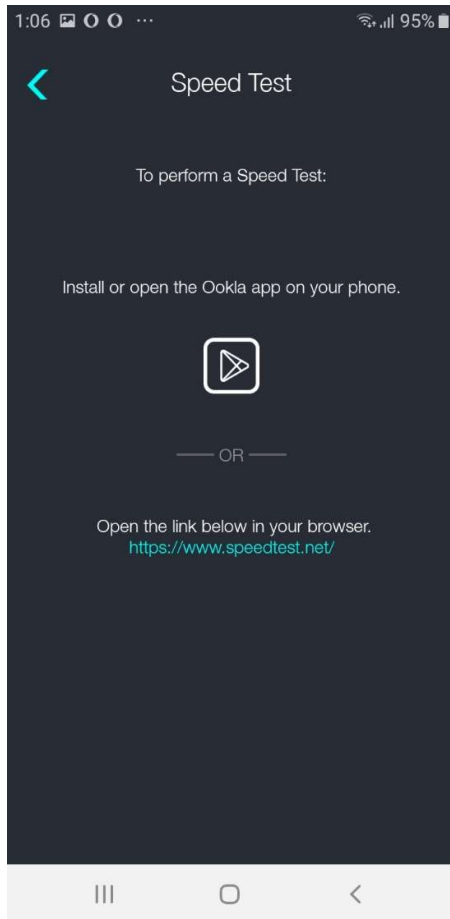
## 5.5. Signal Test

You can check the signal strength (Excellent, Good, or Poor) of the Sprint Network by choosing "Signal Test" on the Sprint Network menu. If you are not connected to a Sprint Network, you will be asked to switch to the Sprint Network before running the radio test.



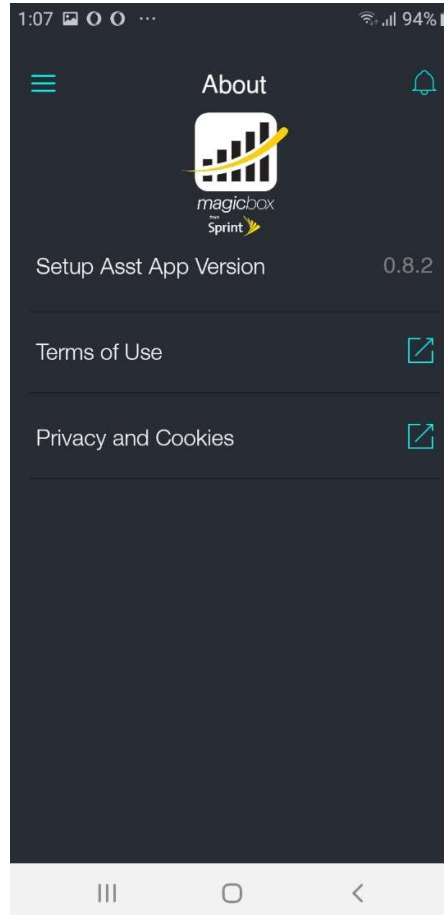
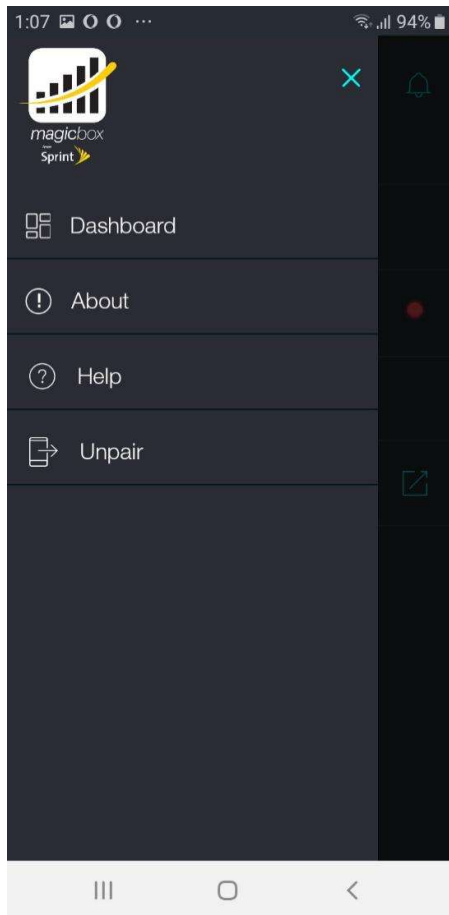
## 5.6. Speed Test

You can check the throughput speed of the Magic Box Silver under the “Speed Test” menu. The App will redirect you to a third party app called Ookla. Please download the Ookla App or open the Ookla web page, if it is already installed, to run a speed test.



## 5.7. About the Set Up Assistant App

You can view detailed information about the App when you choose the “About” menu. The following detailed App information will be displayed on a Sprint web page: “Version”, “Terms of Use”, and “Privacy and Cookies”.



## 6. Troubleshooting

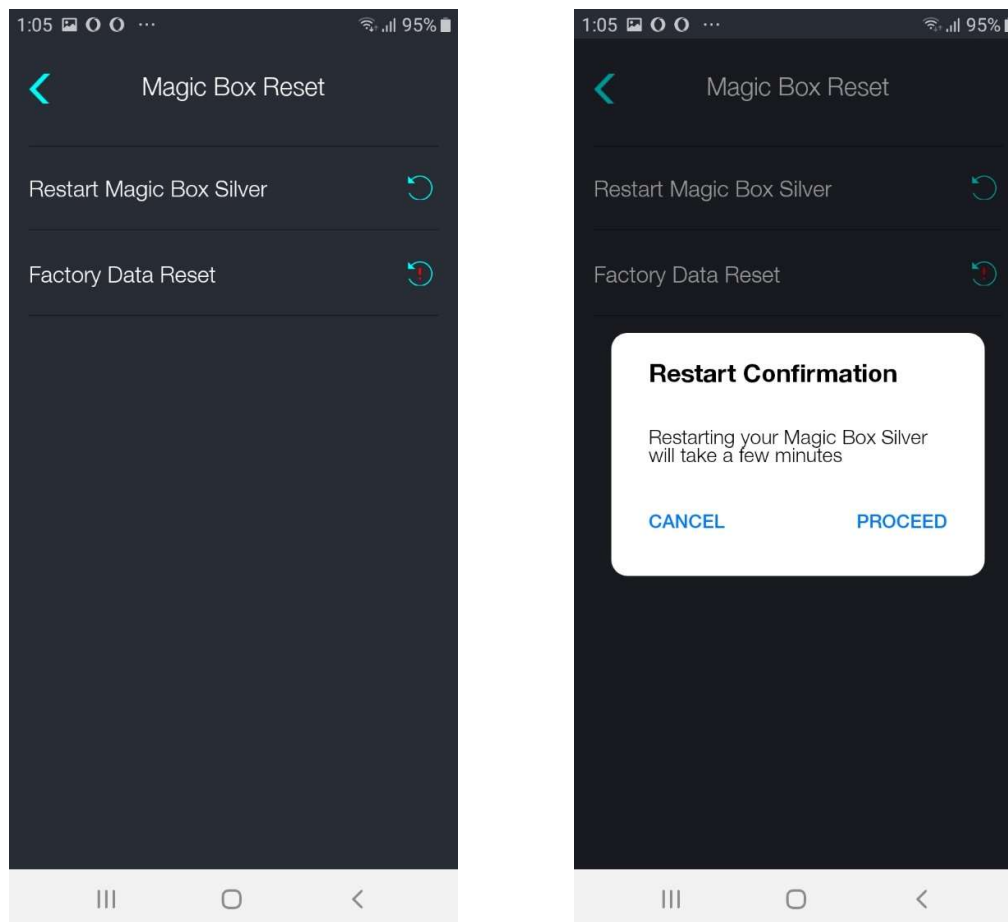
### 6.1. Power Off

If you want to turn off the Magic Box Silver unit, please unplug the power cable from the DC port.

### 6.2. Restart

Before restarting, verify that the power adapter is securely connected to the Magic Box Silver. To restart the unit, find the pinhole at bottom of Magic Box Silver and use a pin to hold down the button for 5-10 seconds.

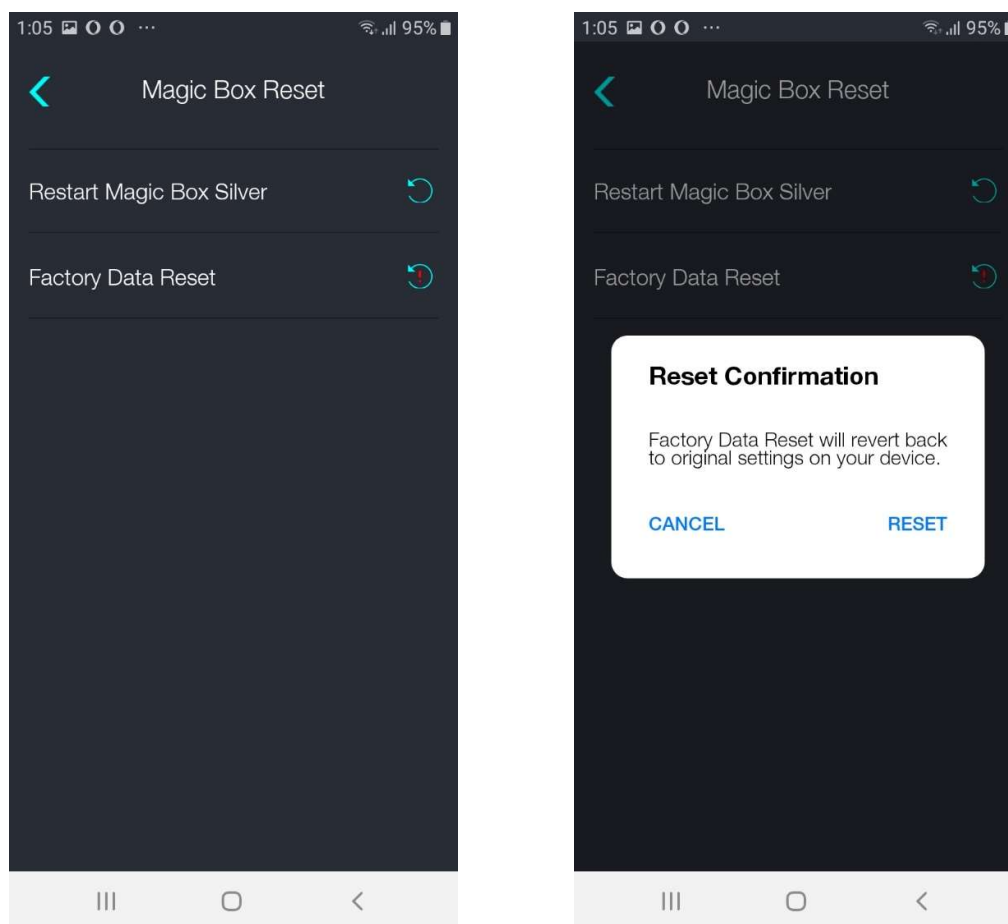
The restart option is also available on the Sprint Set Up Assistant App. On the “My Magic Box” screen, choose “Restart” and a pop-up window will appear with options to proceed or cancel. Please select “Proceed” and the App will automatically reconnect with the Magic Box Silver after 4 to 5 minutes.



## 6.3. Factory Data Reset

If you want to repeat the installation of the device (e.g. to change the window where the device is installed) and reset the device configuration, please find the pinhole at bottom of Magic Box Silver unit. Use a pin to press the button and hold it for 10-15 seconds. The Magic Box Silver unit will reset to factory default settings.

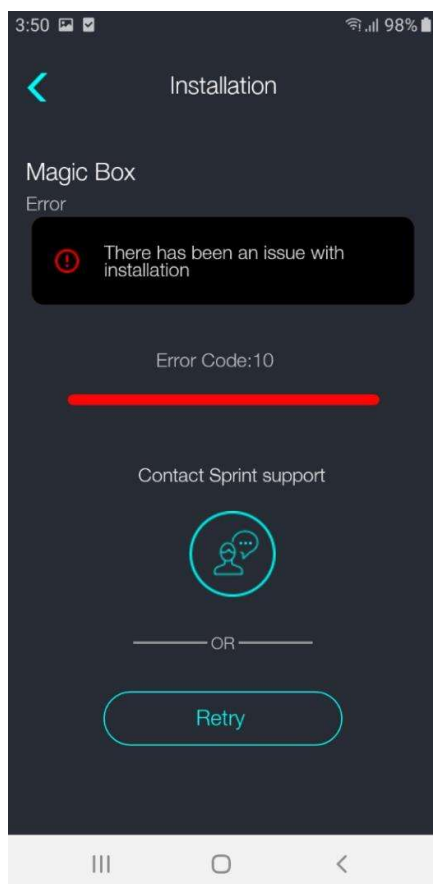
The “Factory Data Reset” option is also available on the Sprint Set Up Assistant App. On the “My Magic Box” screen, choose “Factory Data Reset” and a pop-up window will appear with options to proceed or cancel. Please select “Proceed” and the App will automatically reconnect with Magic Box Silver after 10 to 15 minutes.



Note: To prevent it from being pressed accidentally, the Reset button is accessible only by a pin or similar thin object.

## 6.4. Error Codes

If you receive an installation error code while using the Sprint Set Up Assistant App, you can get detailed error information in, “Table 1”, as shown below. You can also share the error code with Sprint Customer Care for help with device troubleshooting.



**Table 1 - Error Codes**

Error Code	Description	Action
32002	No GPS signal detected	<p>Please unplug the power cable from Magic Box Silver unit and move unit near a window.</p> <p>If your Magic Box Silver unit is already near a window, move the unit to another window and plug in the power cable to the Magic Box Silver unit.</p> <p>If there is no improvement, please contact Sprint Customer Care.</p>

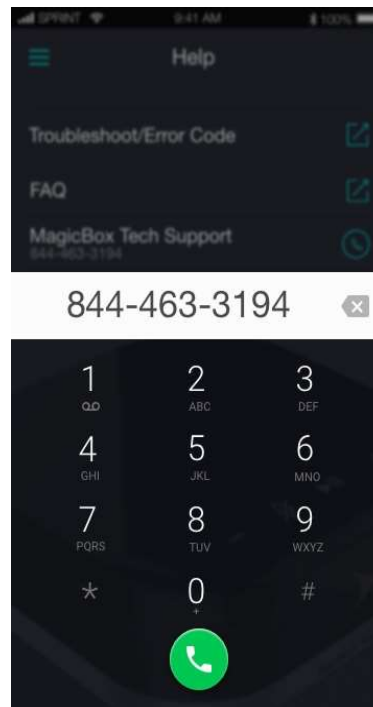
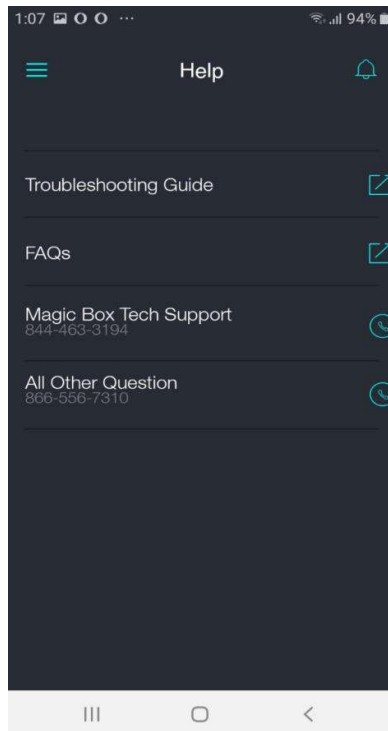
Error Code	Description	Action
32006 32007	Configuration may be damaged	Please restart your Magic Box Silver unit.
30001 32005 0 -1	System error	Please power off the device and re-connect power cable with the Magic Box Silver to restart.
30	No Sprint signal detected	<p>Please unplug the power cable from Magic Box Silver unit and move Magic Box Silver unit near a window.</p> <p>If your Magic Box Silver unit is already near a window, move the unit to another window and plug in the power cable to the Magic Box Silver unit.</p> <p>If there is no improvement, please contact Sprint Customer Care.</p>
Others	Other error	Please contact Sprint Customer Care and report the error code.

## 6.5. Help

The “Help” menu is available at the menu on the left side of the App screen. When you click “Help”, you can access more information about “Troubleshooting Guides”, “FAQs”, “Magic Box Tech Support”, and “All Other Questions”.

“Troubleshooting Guide” and “FAQs” will redirect you to a Sprint web page.

“Magic Box Tech Support” and “All other Questions” will provide a phone number to reach Sprint Customer Care.





## 7. Specifications

### 7.1. General Specifications

Antennas	11x Internal Antennas No external wired connection
Power Supply	External Power Adapter: Input: AC100 ~ 240V ~ 1.6A, 50Hz/60Hz, 0.9A Max Output: 12 V DC, 2.5A
Operating Requirement	Operating Temp. -5°C to 40°C Storage Temp. -5°C to 45°C Operating Humidity 5% to 90% Non-Condensing Storage Humidity 5% to 95% Non-Condensing
Reset Button	Reset & Info button
LED	5 LED lights for status
eSIM Card	Embedded eSIM
Physical Dimension	308mm (W) x 192mm (H) x 110mm (D)

### 7.2. RF Characteristics

LTE Access RF	Band Technology Tx Power(B41)	Band 41 2T2R MIMO 24dBm Max per chain (Conducted)
LTE Backhaul RF	Band Technology TX Power(B41) TX Power(B25)	Band 41, Band 25 4T8R (B41) 2T8R (B25) 23 dBm (B41) Max per chain (Conducted) 20 dBm (B25) Max per chain (Conducted)
Bluetooth RF	Technology TX Power	Bluetooth Low Energy 4.2 SPP 4 dBm Max (Conducted)

### 7.3. Power Consumption

The Sprint Magic Box Silver power consumption is displayed in the following table:

Power Consumption	Nominal Max	< 29 Watt
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## 8. DECLARATION OF CONFORMITY

### 8.1. FCC Statement

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.

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 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.

**FCC Caution**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

**Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 25cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.

### 8.2. Safety Information

All instructions, warning and caution statements that accompany this equipment must be strictly followed at all times to ensure its safe use. Observe all warning and caution symbols that are fixed to this equipment. This electrical equipment is designed with the utmost care for the safety of those who

install and use it. However, when using this device, basic safety precautions should always be followed to reduce the risk of fire and injury to persons, and the dangers of electric shock and static electricity. Do not cover the device or block the airflow to the device with any other objects. This product was qualified under test conditions that included the use of the supplied cables between system components. To be in compliance with regulations, the user must use the cables supplied with the unit and install them properly. This includes the power adapter that is provided. Place the unit to allow for easy access when disconnecting the power adapter from the mains wall outlet. Operate this product only with the type of power source indicated on the marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local electricity company. Do not use this product near water, for example a swimming pool or a bathroom. Keep the device away from excessive heat and humidity and keep the device free from vibration and dust. Wipe the unit with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust. Avoid installing or using this product during an electrical storm. There may be remote risk of electric shock from lightning. During a lightning storm for added protection please unplug it from the wall outlet and disconnect all cables. This will prevent damage due to lightning and power surges. For safety reasons, only authorized service technicians should open the device. If the device is opened the warranty will become void. The device may affect medical equipment and so please take account of any technology restrictions with this equipment. This device, like other radio devices, emits radio frequency electromagnetic energy, but operates within the guidelines found in radio frequency safety standards and recommendations.

It is recommended that the minimum operating distance from the installed Access Point to persons is 25cm.

### **8.3. General Hazard Statement**

Safety notes are marked with symbols. Ignoring the safety notes may lead to personal injury, damage to the instrument and malfunctions. Signal Words identify the hazard severity level as follows:

Signal Word	Meaning
DANGER	Indicates an extremely hazardous situation which, if not avoided, will result in death or serious injury.
WARNING	Indicates a hazardous situation which, if not avoided, could result in death or serious injury.
CAUTION	Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
NOTICE	Indicates a hazardous situation not related to personal injury.



Contact with energized parts can cause serious injury.

At least one other trained person must be in attendance, who can immediately and safely disconnect the system if necessary. This second person must be trained in first aid for emergency purposes.



Some parts of all electrical installations are energized. Failure to follow safe work practices and the safety warnings may lead to bodily injury and property damage. For this reason, only trained and qualified personnel (electrical workers as defined in IEC 60215 or EN 60215 + A1 or in the National Electrical Code or in ANSI/NFPA No. 10) may install or service the installation.



Risk of electric shock

Do not open the AC adaptor housing. Make sure that the AC adapter does not come in contact with liquids. Use Only the 3-pin power cord with equipment grounding conductor that was supplied with your device and only a 3-pin grounded outlet must be used.



The cooling vents at the right & left of the enclosure can become obstructed, preventing ventilation of the enclosure. Make sure that the air vent is not obstructed and remains clear at all times.

## 8.4. Device Surface Cleaning

You may clean the device case using a cloth dampened with mild liquid detergent (such as Dawn) and water.



Always unplug/disconnect power before apply any cleaning to device.