USER GUIDE

inseego

MiFi® PRO M4

Mobile hotspot



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1

Introduction and getting started

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Overview

The Inseego MiFi PRO M4 is an enterprise-grade 5G mobile hotspot designed to help ensure business continuity, strengthen security, and reduce operational risk, virtually anywhere work happens. Built for business-critical use, the MiFi PRO M4 delivers secure, reliable, and centrally managed connectivity through features including WPA3 security, VPN support, and FIPS 140-3 compliance, helping organizations maintain productivity, protect sensitive data, and support IT governance.

Its flexible design supports both mobile and fixed deployments, enabling remote employees as well as permanent installations in kiosks, surveillance systems, construction trailers, and remote offices. Unlike consumer-grade hotspots, it securely connects multiple users and devices with consistent, reliable uptime, whether in transit, in the field, or deployed as part of always-on infrastructure.

Key features

- Robust 5G band option support (sub-6, and C-band) and 5G band combinations provide strong performance, speed, and low latency.
- Dual-band Wi-Fi 7 supporting up to 50 wireless connected devices, as well as an RJ45 Ethernet port and a USB Type-C port for direct internet connection.
- Responsive 2.4" TFT color touchscreen display allows you to manage your MiFi environment from your device. Take advantage of primary and guest networks and easily check network status, signal strength, and passwords with simple menus.
- Easy-to-use admin web UI provides additional settings and management tools, such as GPS location, advanced configuration, logs, and more.
- Advanced routing software features for superior network performance, handling demanding cloud applications, VPNs, and business-critical traffic with ease.
- WPA3 Wi-Fi security support, advanced encryption, VPN passthrough, and remote connectivity to office networks.
- Rechargeable 5050 mAh battery to power you through the day *.
- Inseego Mobile™ app provides settings management.

The Inseego MiFi PRO M4 package includes: 5G MiFi PRO M4, pre-installed 5050 mAh Li-Ion battery, pre-installed Nano 4FF SIM, USB 3.1 Gen 1 type C to type C cable, and a Get Started card.

* Battery life and activity may vary depending on the number of connected devices and activity, including use of Ethernet.

System requirements

Any device with Wi-Fi capability can connect to your MiFi. You can also connect via USB or Ethernet.

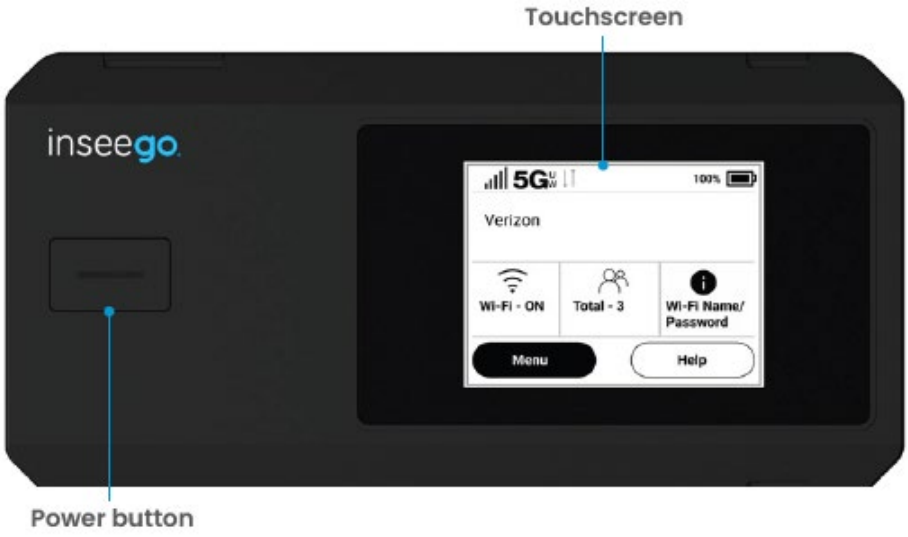
The MiFi must have proper data service to function and is compatible with all major operating systems and the latest versions of browsers.

Description

Display view

Press and hold the Power button for three seconds to turn your MiFi PRO M4 on and off. Press and release the Power button to wake up the display.

The touchscreen allows you to view Wi-Fi name and password, connected devices, data usage, and more. Swipe through screens and tap the arrows, buttons, and icons to access available menu options.



Side view



TS9 antenna ports: (one on each side) For external antennas, if necessary.

USB-C port: For charging your MiFi or for data tethering.

Ethernet port: For a direct wired connection to the internet on another device.

Battery cover: Covers the reset hole, battery, and SIM.

Status indicators and icons

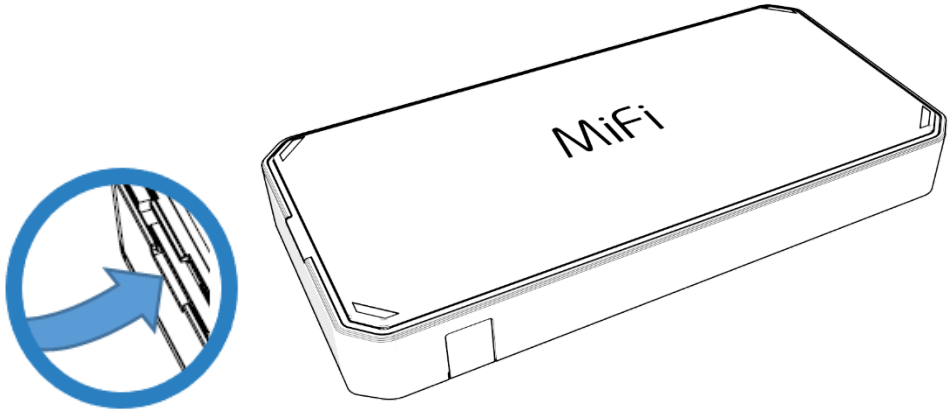
The MiFi PRO M4 uses the following status indicators and display icons.

Display Icon		Description
No icons		The MiFi is powered off or not receiving power, or the screen is in power-saving mode.
Home		Home
Network signal strength		Network Signal Strength Indicator. More bars indicate more signal strength.
Activity indicator		Data is transferring between the cellular network and the MiFi.
Airplane mode		MiFi is in airplane mode.
Messages		You have unread messages.
Wi-Fi		The MiFi Wi-Fi network is on.
Connected devices		Displays number of Wi-Fi devices connected to your MiFi.
Information		Tap to view more information (on Home screen tap to view Wi-Fi network names and passwords).
Multiple screens		Indicates you can swipe left/right to view more screens.
Battery fully charged		Battery is fully charged.
Battery needs charge		Battery is critically low and the MiFi will shut down unless the battery is connected to the charger.
Battery on AC charge		The MiFi is connected to the AC charger and charging.
Battery on USB charge		MiFi connected to USB and charging.
Battery Preservation Mode		The MiFi battery level will be maintained at 50% – 60% until either the charger is disconnected or the MiFi is power cycled.
No SIM		No SIM card is detected.
Locked SIM		SIM card is locked. The real-time data usage meter will not display.
SIM error		SIM card error. Check that your SIM card is properly installed.
Ethernet		Ethernet port is activated.
No Ethernet		Ethernet port is deactivated.

Getting started

Removing the protective battery tab

1. Lift the tab at the edge of the battery cover and remove the cover.



2. Remove the protective tab from the battery.
3. Ensure the battery is securely in place.
4. Replace the cover by setting it on the MiFi where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.

Powering on and off and waking the touchscreen

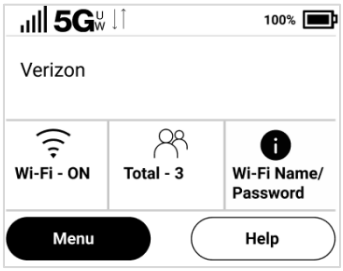
Important: Before you use your MiFi, charge the battery to ensure a full initial charge. When fully charged, the battery has all day life *.

To turn your MiFi on, press and hold the Power button for three seconds.



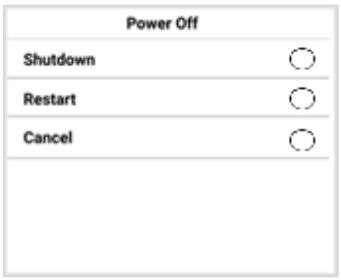
* Battery life and activity may vary depending on the number of connected devices and activity, including use of Ethernet.

This initiates a boot-up process. Your MiFi is ready to use once the Home screen appears:



Important: The touchscreen is designed to time out or sleep to reserve battery power. **To wake up the display, press and release the Power button**.

To turn your MiFi off, press and hold the Power button for three seconds until you see the Power Off screen.



Then select **Shutdown**.

Finding your Wi-Fi name and password

Tap **Wi-Fi Name/Password** on the Home screen. The name and password for your MiFi primary network is displayed. Swipe left to see the credentials for the guest network.

Important: You can change the primary and guest Wi-Fi passwords by signing in to the MiFi admin web UI and navigating to the **Network > Wi-Fi** page. Tap **Help > Admin Website** on the Home touchscreen of your MiFi for your admin password.

Connecting devices to your MiFi

With the MiFi PRO M4, Wi-Fi devices and wired devices can connect simultaneously.

Connecting devices wirelessly

Your MiFi has two Wi-Fi networks, primary and guest, and lets you connect up to 50 Wi-Fi capable devices. For added security, share your guest network instead of your primary network. The guest network is off by default. You can turn it on from either the MiFi touchscreen (see page 27) or the admin web UI (see page 53).

To connect devices to your MiFi:

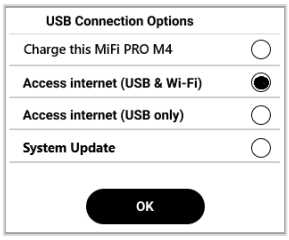
1. Turn on the device you want to connect. The MiFi broadcasts its own wireless network and name.
2. On the device, open the list of available Wi-Fi networks. Select the MiFi primary or guest network and enter the password. Once connected to the Internet, the MiFi Home screen displays the connected device.

NOTE: You can view or change MiFi settings on the MiFi touchscreen or by connecting to the admin web UI from the primary network at https://my.jetpack, https://my.mobilehotspot, or https://192.168.1.1.

Connecting devices with USB

You can tether to a device using the USB-C port:

1. Connect the USB-C cable into the USB port on your MiFi.
2. Connect the other end of the cable into the device you wish to connect. The USB Connection Options touchscreen appears.



3. Select **Access internet (USB & Wi-Fi)**, or **Access internet (USB only)** and tap **OK**.

   NOTE: The MiFi charges when connected via USB.

Connecting devices with Ethernet

NOTE: The Ethernet port is disabled by default to extend battery life. To enable it from the touchscreen, tap **Menu** > **Settings** and enable **Ethernet Port**. To enable it from the admin web UI, go to **Administration** > **Settings & Preferences** > **Ethernet**.

You can connect wired devices such as laptops, printers, and gaming consoles via Ethernet:

1. Plug one end of an Ethernet cable into the 1 Gbps RJ45 Ethernet port on your MiFi.
2. Plug the other end of the cable into the Ethernet port of the device you wish to connect.

Devices plugged into the MiFi via Ethernet have direct access to the internet.

Monitoring and managing your MiFi

You can use the following options to monitor and manage your MiFi.

MiFi touchscreen

You can view and customize most MiFi settings directly on the MiFi touchscreen, see Chapter 2, Touchscreen on page 25.

Admin web UI

You can access basic and advanced MiFi settings using the admin web UI. On a computer or browser-supported device connected to your MiFi, open any web browser and go to https://my.jetpack, https://my.mobilehotspot, or https://192.168.1.1.

Tap **Help > Admin Website** on the Home touchscreen of your MiFi to find the admin password.

Inseego Mobile app™

You can use the mobile app to perform basic device monitoring and management. Scan the QR code to install from AppStore or Google Play.

Caring for your MiFi

This section provides information on charging, battery tips and replacement, replacing and unlocking the SIM card, restoring your MiFi to factory default settings, and general care.

NOTE: Your MiFi can run on AC power without the battery in place, see Using your MiFi without a battery on page 21.

Charging your MiFi

You can check the battery level and charging status of your MiFi from the Home screen.

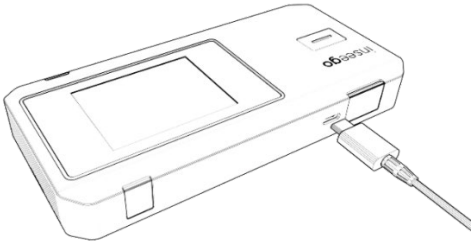
Important: Before using your MiFi, charge the battery to ensure a full initial charge. When fully charged, the battery supports 8+ hours of continuous use *.

Charging with the USB cable

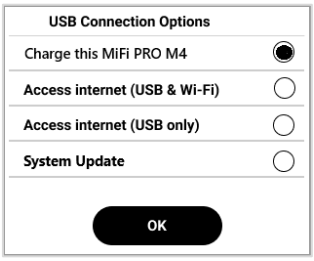
Your MiFi PRO M4 comes with a USB charging/data cable that can be used to charge your MiFi. You can use this cable to charge directly from a variety of USB-powered ports (laptops, computers, hubs, etc.)

To charge your MiFi from a powered USB port:

1. Connect either end of the USB cable into the USB port of the MiFi.



2. Connect the other end of the USB cable into another device, such as a laptop. The USB Connection Options touchscreen appears.



3. Select whichever connection option you desire and tap **OK**. The MiFi charges when connected via USB.

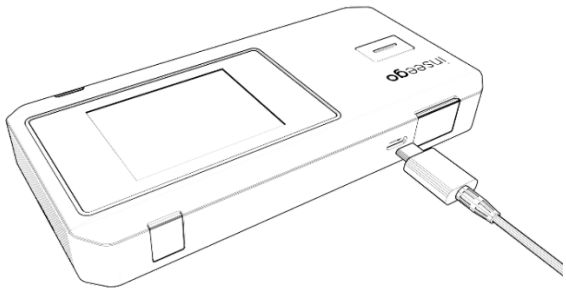
* Battery life and activity may vary depending on the number of connected devices and activity, including use of Ethernet.

Charging with a wall charger

You can charge your MiFi to a power outlet using its charging/data cable (included) and a compatible wall adapter (not included). NOTE: For optimal charging, use a USB PD compliant wall adapter with a minimum power output of 18W. You can also use a wall adapter with a minimum power output 15W, but charging time will vary.
NOTE: Use wall adapters that are compliant with applicable country regulations and safety standards. For further wall adapter guidance, see page 95.

To charge the battery with a charger:

1. Connect the USB cable into the USB port of the MiFi.



2. Connect the other end of the USB cable into a compatible wall charger and plug the charger into an appropriate electrical outlet.

Charging best practices

For optimum battery health and life, Inseego does not recommend keeping the battery fully charged for an extended period. To support this, your MiFi includes the Battery Preservation Mode feature, which helps prevent overcharging and preserves the integrity of your battery.

Inseego recommends the following best practices to ensure optimal battery performance and life:

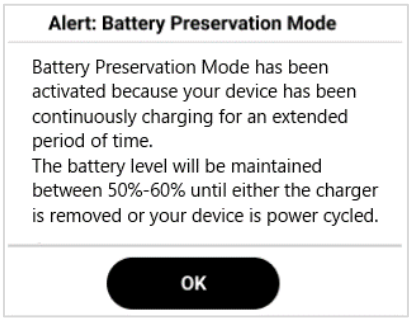
- Minimize the amount of time the battery stays at 0% or 100%.
- Charge, operate, and store the device as close to normal room temperature as possible (60° to 80°).
- Store your MiFi with a battery strength between 30% - 80%.
- Best results are achieved by allowing Battery Preservation Mode to activate if you keep your MiFi continuously powered.

Before using your MiFi, read the Battery Preservation Mode and Battery Tips sections that follow and the battery safety information in the Safety Hazards and Proper Battery Use and Disposal sections at the end of this guide.

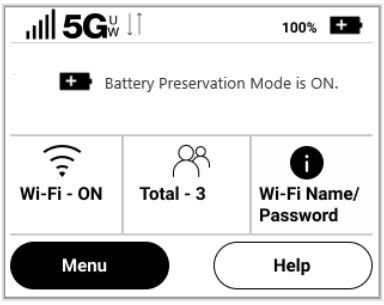
CAUTION: Always use official OEM batteries and chargers that have been approved by Inseego for optimal performance and safe operation of your MiFi.

Battery Preservation Mode

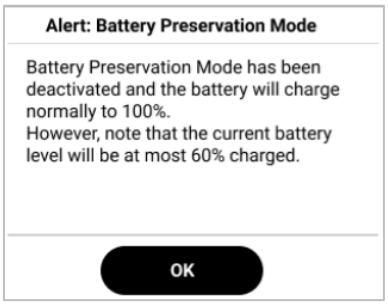
When your MiFi has charged for more than 16 hours straight, it enters Battery Preservation Mode and battery level is maintained between 50% and 60%. This helps prevent overcharging and preserve the integrity of your battery. When Battery Preservation Mode is activated, the following message appears:



Click **OK**. The Battery Preservation Mode icon on the Home screen and a message on the InfoPanel indicate that Battery Preservation Mode is on.



Battery Preservation Mode automatically deactivates when you unplug the charger or power cycle your MiFi.



Click **OK**.

Battery tips

Before operating for a full day:

- Ensure the battery is fully charged.
- Find a location with optimal signal strength.

WARNING! Always use official OEM approved batteries and chargers with your MiFi. The warranty does not cover damage caused by non-approved batteries and/or chargers.

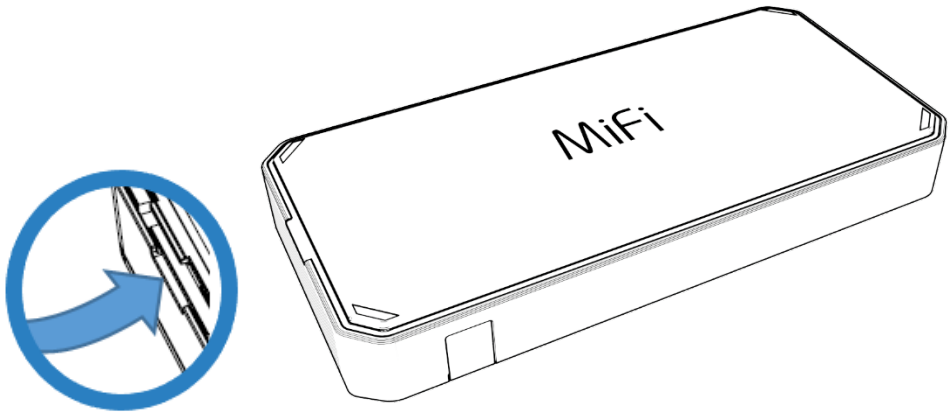
- Do not use sharp objects or use excessive force to remove the battery or to access the battery well, this may damage the MiFi and the battery.
- The battery discharges more rapidly as additional devices access your MiFi.
- Battery life depends on the network, signal strength, temperature, features, and accessories you use.
- New batteries or batteries that have been stored for a long time may take more time to charge.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- When charging your battery, keep it near room temperature.
- Never expose batteries to temperatures below -30°C (-22°F) or above 65°C (149°F).
- Never leave the MiFi in an unattended vehicle where it can get too hot or too cold.
- Some batteries perform best after several full charge/discharge cycles.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.

Replacing the battery

CAUTION: Whenever you remove or insert the battery, ensure your MiFi is not connected to any device or power source. Never use tools, knives, keys, pens, or any type of object to force the door open or to remove the battery. Using any of these types of objects could result in puncturing the battery.

To remove and replace the battery:

1. Lift the tab at the edge of the battery cover and remove the cover.



2. Remove the battery from the battery well.



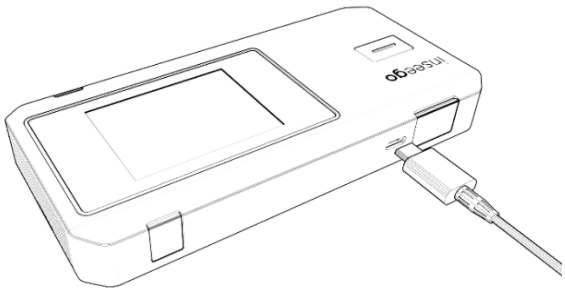
3. Align the gold contacts on the new battery with the gold contacts on the MiFi and gently slide the battery into place.
4. Replace the cover by setting it on the MiFi where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.

Using your MiFi without a battery

Your MiFi can operate on AC power without a battery in place.

To run your MiFi on AC power:

1. Connect either end of the USB cable into the USB port of the MiFi.



2. Connect the other end of the USB cable into an appropriate wall charger.

The MiFi powers on automatically.

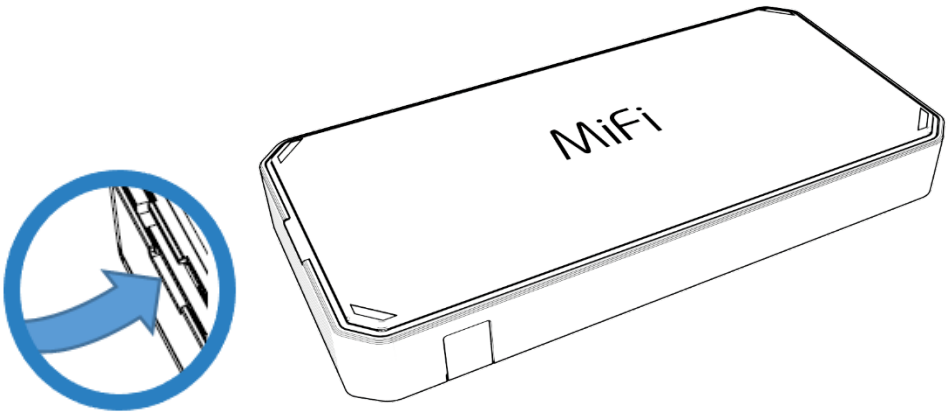
Replacing the SIM card

Your SIM card is a small rectangular plastic card that stores your phone number and important information about your wireless service. Your MiFi may come with a pre-installed SIM card.

NOTE: Should your SIM card be lost or damaged, contact your network operator.

To remove the SIM card:

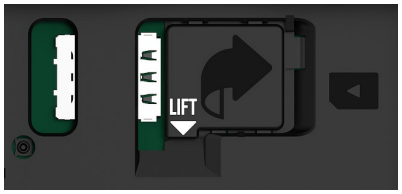
1. Lift the tab at the edge of the battery cover and remove the cover.

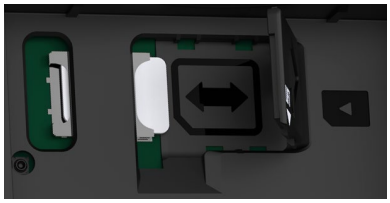


2. Remove the battery from the battery well.



3. Lift the SIM access tab from underneath the white arrow and move it to the right.

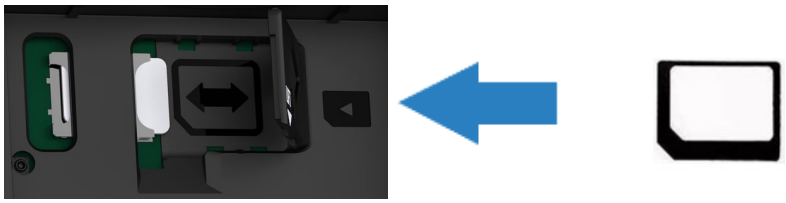




4. Carefully slide the SIM card out of the SIM card slot.

To place a new SIM card:

1. If necessary, remove the SIM card from the outer card, being careful not to touch the gold-colored contacts.
2. Slide the SIM card into the slot notch first, with the contact points facing down.

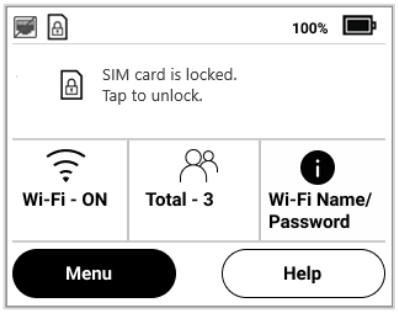


3. Close the SIM access tab, place the battery in the battery well and replace the cover. The SIM card MUST remain in the SIM card slot when in use.

CAUTION: Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt.

Unlocking the SIM card

You can create a PIN code to lock your MiFi SIM card on the admin web UI (Network > Cellular > SIM Lock Settings). When the SIM is locked, your MiFi will not have access to the internet. A display appears in the InfoPanel of the Home screen.



Tap the message to unlock the SIM card.



Enter the PIN and tap Enter.

You can tap Unlock SIM from the Help menu for help.

CAUTION: If you run out of PIN attempts, your SIM is PUK (personal unblocking key) locked, and you must contact your network operator for the PUK code. You must enter the PUK code in the admin web UI. If you enter the wrong PUK code, your SIM card will be permanently locked.

Resetting your MiFi

You can reset your MiFi to factory settings using the Reset button on the MiFi, from the MiFi touchscreen, or from the admin web UI.

CAUTION: Resetting returns your MiFi to factory settings, including resetting the Wi-Fi name and password and admin password. This disconnects all devices.

Resetting with the Reset button

To reset using the Reset button on the MiFi:

1. Lift the tab at the edge of the battery cover and remove the cover.
   The Reset button is in a small hole located on the bottom of the MiFi.
2. Place one end of an unfolded paper clip into the **Reset hole** and press until the screen displays **MiFi Resetting** (about five to six seconds). Your MiFi restarts with factory settings.

Resetting from the MiFi touchscreen

To reset from the MiFi touchscreen, tap **Menu > Settings > Factory Reset**.

NOTE: This option may be disallowed from the admin web UI (Administration > Settings & Preferences > Device Preferences).

Resetting from the admin web UI

To reset the MiFi from the admin web UI, select **Administration > Software** and select **Restore Factory Defaults**.

Care tips

Inseego Wireless recommends the following care guidelines:

- Protect your MiFi from liquids, dust, and excessive temperatures.
- Do not apply adhesive labels to your MiFi; they might cause the device to potentially overheat or alter the performance of the antenna.
- Store the MiFi in a safe place when not in use.

2

Touchscreen

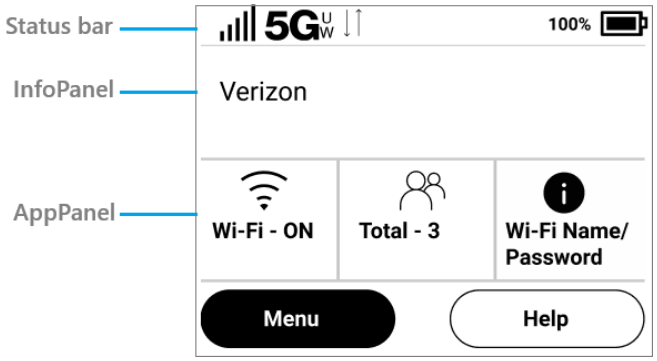
Overview
Managing Wi-Fi settings
Managing connected devices
Viewing data usage
Managing settings
Viewing software update info
Viewing messages
Viewing info about your MiFi
Viewing help

Overview

You can manage, monitor, and customize your MiFi settings directly on the MiFi touchscreen, by using the MiFi admin web UI, and with the Inseego Mobile app. This chapter explains the features available with the touchscreen.

Home screen

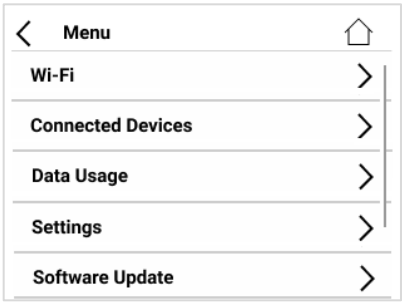
The Home screen lets you see what your MiFi is doing at a glance.



Status bar: The top of the screen displays status indicators, which may include: Ethernet disabled or enabled, network signal strength, network type (for example, 5G), data traffic activity, unread system messages, and battery 100%.

InfoPanel: This panel presents a carousel display of current information on your MiFi. Initially it displays the network name, but may also display other information, such as when Airplane mode is on, or if there is a SIM card error. Swipe left/right through the displays.

AppPanel: Displays whether Wi-Fi is ON or OFF (tap to access the Wi-Fi menu). Displays how many devices are connected to your MiFi Wi-Fi primary and guest networks (tap to access the Connected Devices menu). Tap to view the name and password for your primary and guest networks.



Menu provides access to all menu options



Help provides access to tutorial and info screens

Swipe up/down to scroll through options

Navigation tips

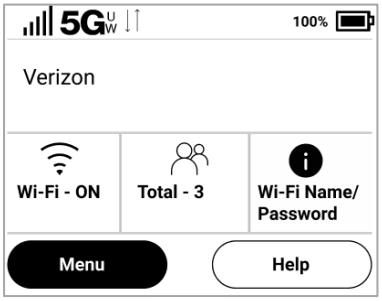
- Tap on the arrows > to navigate through topics.
- Use ⌂ to return to the Home screen.
- A multiple screen icon — indicates there are multiple screens on that topic. Swipe left and right through screens.
- If there is a scroll bar visible on the right, swipe up or down to scroll.

Managing Wi-Fi settings

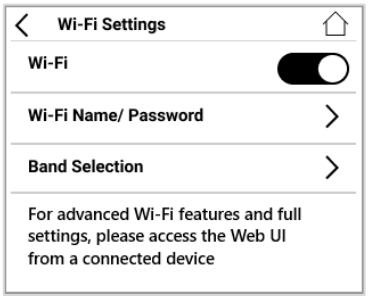
The Wi-Fi Settings screen allows you to turn Wi-Fi ON/OFF and select primary and guest network settings.

NOTE: Wi-Fi settings can be locked from the admin web UI. If they are locked, they must be unlocked from the admin web UI Wi-Fi Settings page.

To manage Wi-Fi settings, tap the Wi-Fi icon on the Home screen (or tap **Menu** > **Wi-Fi Settings**).



Tap



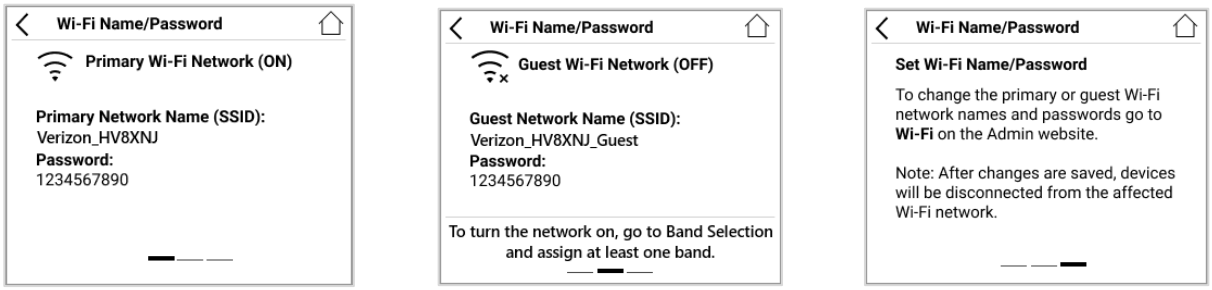
Make selections

Wi-Fi

Use the **Wi-Fi** ON/OFF toggle to turn Wi-Fi ON or OFF. This selection affects primary and guest networks. NOTE: If Wi-Fi is off, the only way to connect devices to the MiFi is by tethering with the USB cable or via Ethernet if the Ethernet port is enabled.

Wi-Fi Name/Password

Use the Wi-Fi Name/Password screens to view information on your primary and guest network and to find your passwords. (You can also access these screens by tapping the ⓘ icon on the Home screen.)

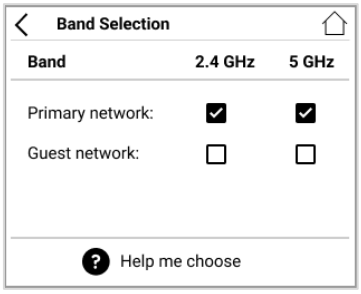


Swipe left to view the Guest Wi-Fi Network screen and left again to view information.

To turn on your guest network, assign at least one band to it in the **Wi-Fi Settings > Band Selection**.

NOTE: You can change or hide the network name and password information shown on these screens using the admin web UI **Network > Wi-Fi** page.

Band Selection



Use the default values as they appear or adjust them for your environment.

Each network 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.

NOTE: You must assign at least one band for the guest network.

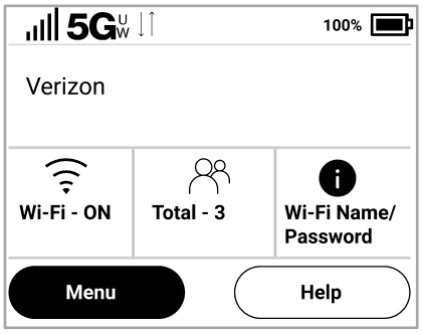
When you make a selection, your MiFi notifies you that it is applying changes and returns to the screen when finished.

Tap ? **Help me choose** for more information.

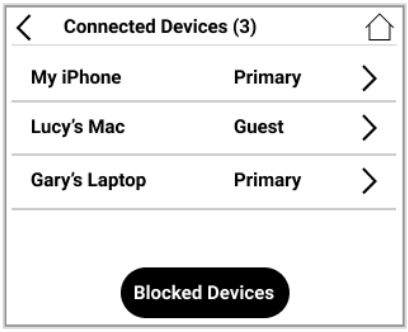
Managing connected devices

The Connected Devices screen lists all devices currently connected to your MiFi, along with the network they are using. You can view device details and block or unblock devices from internet access.

To manage connected devices, tap the connected devices icon on the Home screen (or tap **Menu** > **Connected Devices**).

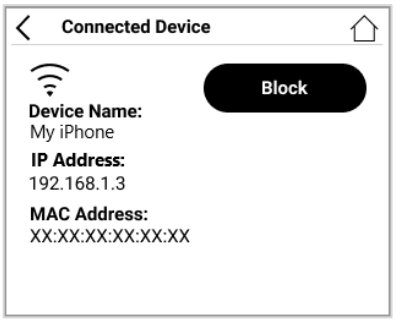


Tap

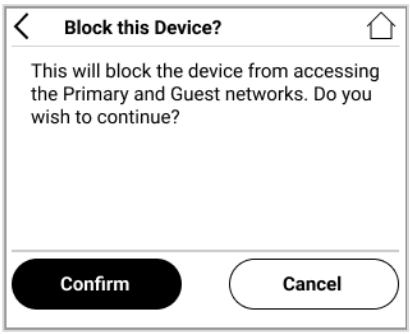


Tap a device for more details or to block devices
Tap Blocked Devices to unblock devices

Connected Devices (Details and Blocking)

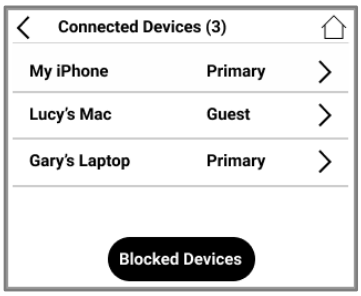


Tap Block to block
Swipe left/right for a different device

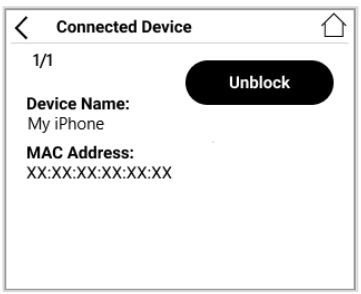


Tap Confirm to block the device

Blocked Devices (Unblocking)



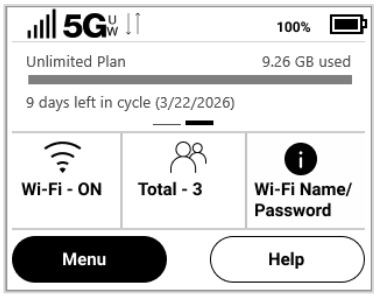
Tap Blocked Devices to unblock



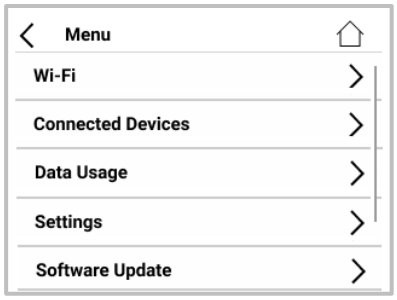
Tap Unblock. The device is removed from Blocked Devices and added to Connected Devices.
Swipe left/right for a different blocked device.

Viewing data usage

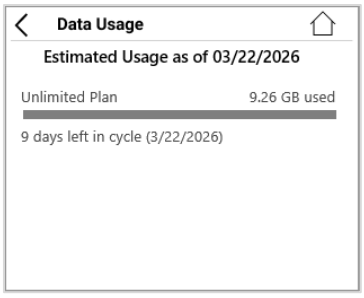
You can view data usage on the Home screen by swiping left on the InfoPanel or tap **Menu** > **Data Usage**.



Tap Menu



Tap Data Usage



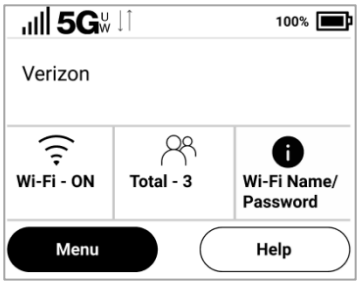
View estimated usage and plan info

NOTE: Data usage estimates may not include roaming. If roaming is on, an informational screen appears. Tap **Continue** for the Data Usage screen.

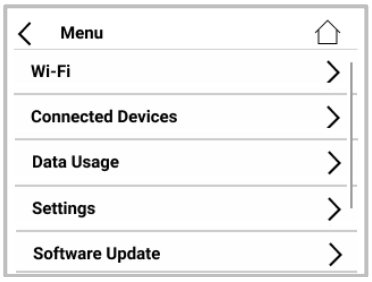
Managing settings

Use the Settings screen to change various MiFi settings or reset your MiFi to the original factory settings.

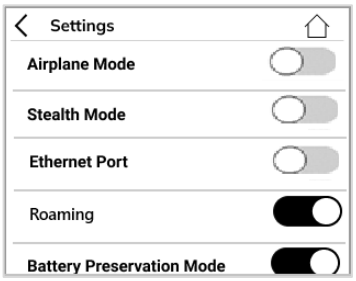
NOTE: Settings can be locked from the admin web UI. If they are locked, you will receive an error message, and they must be unlocked from the admin web UI (Administration > Settings & Preferences).



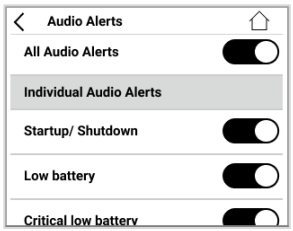
Tap Menu



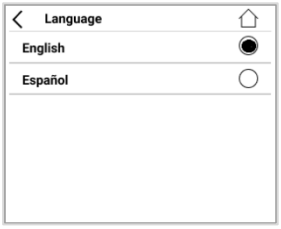
Tap Settings



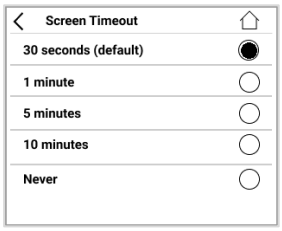
Set ON/OFF toggle or tap a setting



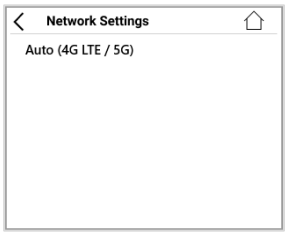
Slide desired alerts ON/OFF



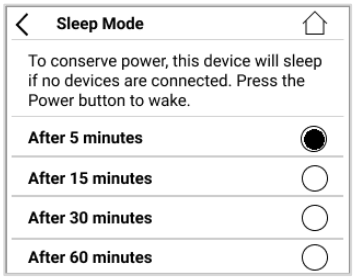
Set touchscreen language



Set touchscreen timeout



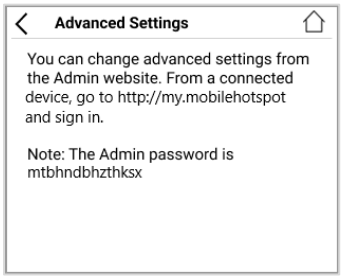
Select a network



Set a timer for sleep mode



Tap Factory Reset to restore all settings to the factory default values. Your MiFi will turn off and then on again and all connected devices will be disconnected.



Use the admin web UI

Screen Timeout is when the touchscreen display goes dark due to a period of inactivity. NOTE: **When your screen times out, just press and release the Power button to turn the display back on.**

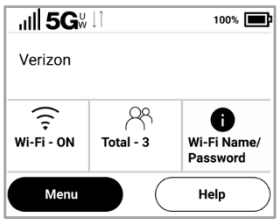
Sleep Mode occurs when there are no connected devices and no touchscreen activity for the set amount of time. When the MiFi is in Sleep Mode, modules go down and the Wi-Fi name is not visible to other devices. The MiFi does not enter Sleep Mode when charging. NOTE: **When your MiFi is in Sleep Mode, just press and release the Power button to wake it.** Please also note that if there are no connected devices and no touchscreen activity for over two hours, the MiFi shuts down and must be restarted by pressing and holding the Power button for three seconds.

NOTE: Factory Reset can be locked from the admin web UI. If it is locked, you will receive an error message, and it must be unlocked from the admin web UI (Administration > Settings & Preferences).

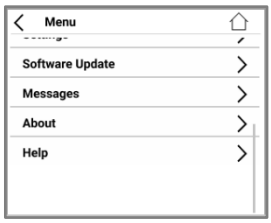
CAUTION: Factory Reset returns your MiFi to factory settings, including resetting the Wi-Fi name and password and admin password. This disconnects all devices.

Viewing software update info

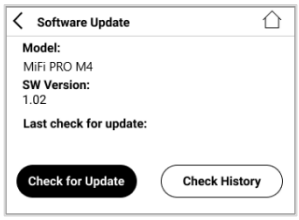
Software updates are delivered to the MiFi automatically over the mobile network. Use the Software Updates screen to view the current software version, the last check for updates, update history, and to check for a new update.



Tap Menu



Swipe up and tap Software Update



Tap Check History

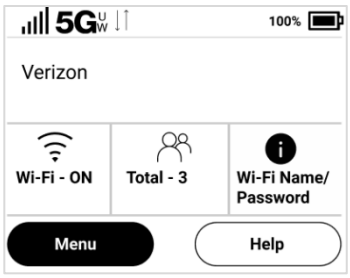


View History

Check for Update: Use this button to check for new software updates. NOTE: Software updates are delivered to the MiFi automatically over the network, so this is usually not necessary.

Viewing messages

You can check messages on your MiFi with the Messages screen.



Tap Menu



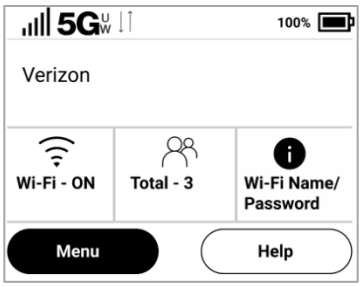
Swipe up and tap Messages



View and manage messages

Viewing info about your MiFi

You can view detailed information about your MiFi on the About screen.



Tap Menu



Swipe up and tap About



View details about your MiFi

The About touchscreen provides the following information:

Model: The model of your device.

SW Version: The version of the software currently installed on your MiFi.

Wireless Number: The phone number stored in the SIM card for your MiFi.

IMEI: The International Mobile Equipment Identity (IMEI) for this 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.

Battery Level: The percentage of charge currently on the battery.

Internet Status: The current internet status.

Technology: The current cellular data connection, for example, 5G.

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

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.

SNR: Signal to Noise Ratio. A measure of the ratio between signal strength and noise level. SNR values are positive, and higher numbers are better.

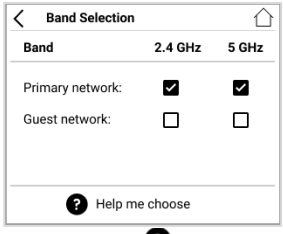
Roaming: Indicates whether roaming is on.

APN: The Access Point Name (APN) available from the network.

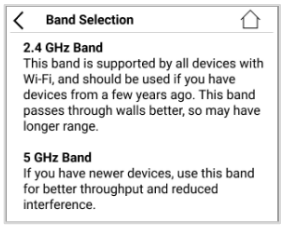
IP Address: The internet IP address assigned to your MiFi.

Viewing help

When you see ? on a screen, tap it for more information on that topic, or use the Help menu. The Help screen provides all the help topics and a tutorial for your MiFi.

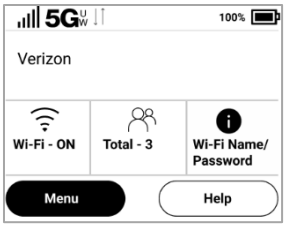


Tap ?



View Help topic

OR



Tap Help



Select a topic

3

Admin web UI

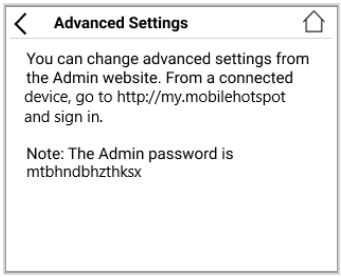
Overview
Managing devices
Managing your network
Managing routing
Managing security
Using tools
Setting administration options

Overview

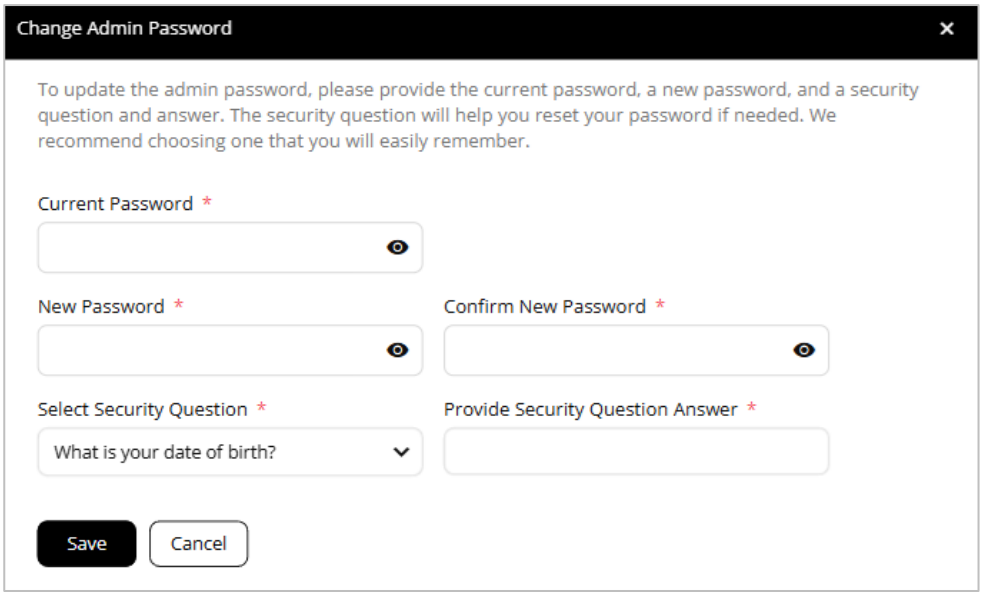
You can manage, monitor, and customize your MiFi settings directly on the MiFi touchscreen, by using the MiFi admin web UI, and with the Inseego Mobile app. This chapter explains the features available with the admin web UI.

Logging in

1. On a computer or browser-supported device connected to your MiFi, open any web browser and go to https://my.jetpack, https://my.mobilehotspot, or https://192.168.1.1.
2. Tap **Help > Admin Website** on the Home touchscreen of your MiFi to view the admin password.



You are prompted to change the admin password upon first login. Change the password to something easy to remember and set up a security question.



- Enter your current admin password, then enter a new password and confirm it. NOTE: The new password must have a length between 14 and 32 characters and contain at least one special character and number.
- Select a security question from the dropdown and type an answer to the question. NOTE: Answers are case-sensitive.
- Click **Save**.

The next time you sign in to the admin web UI, use the new admin password. If you cannot remember the password, click **Forgot password** on the **Log In** screen. After you correctly answer the security question you set up, the current password is displayed.

Hiding the admin password on the touchscreen

The admin password can be viewed on the MiFi touchscreen by tapping **Help** > **Admin Website** or **Menu** > **Settings** > **Advanced Settings**.

To hide the admin password:

1. Navigate to **Administration** > **Settings & Preferences** in the web UI.
2. In the **Device Preferences** section, look for **Touchscreen Features & Display**.
3. Under **Show on Touchscreen**, uncheck the **Admin Password** box.
4. Click **Save**.

Navigation tips

- Each screen in the admin web UI includes a menu on the left that you can use to navigate to other pages. The current page is indicated by a white highlight.



- You can search for a topic by clicking on the search icon in the upper right of any page and selecting a topic from the dropdown list.
- Click on the alert icon in the upper right to view alert messages.

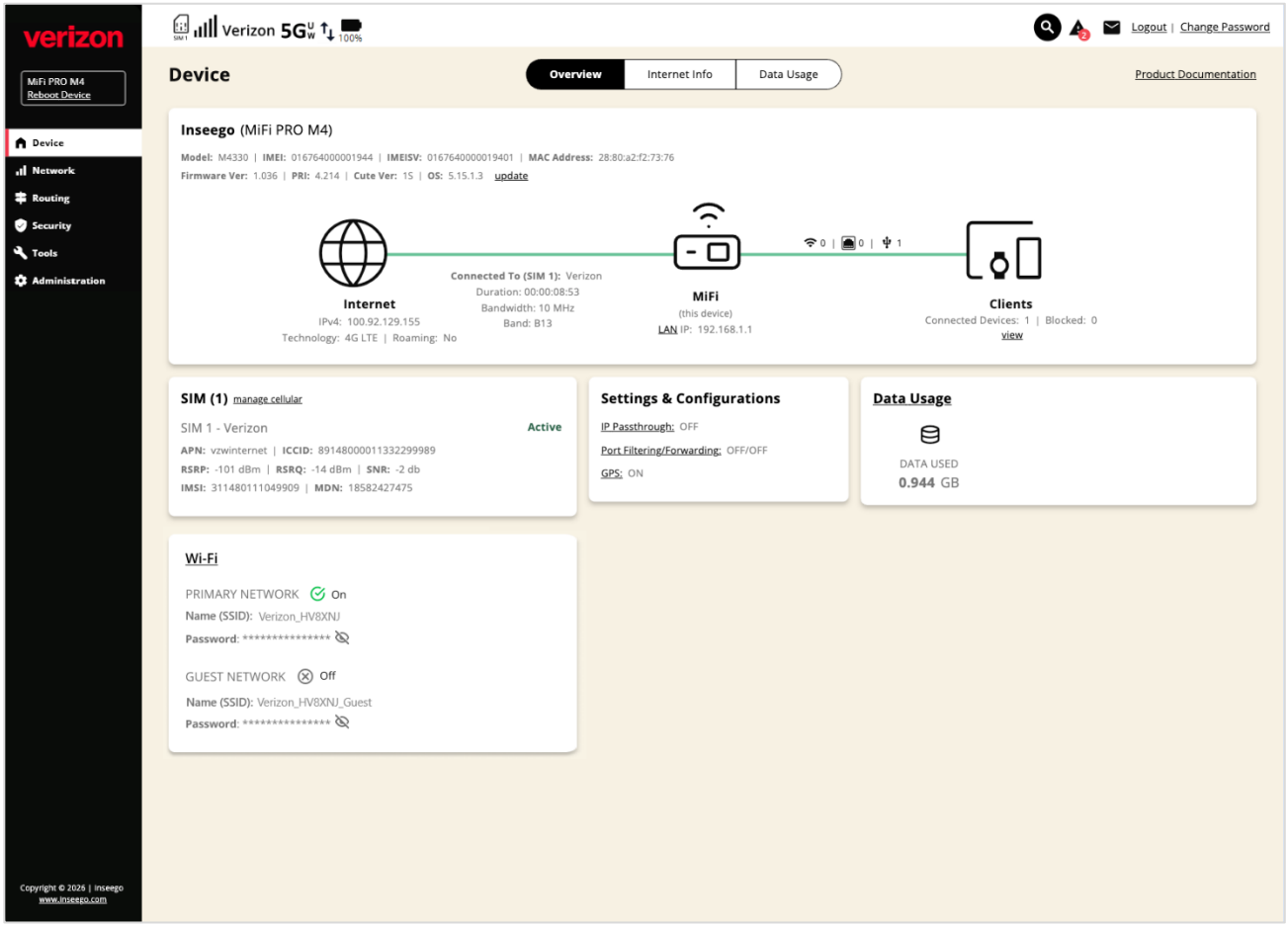
Getting help

Click on **Help** in the upper right-hand corner of a tab or section to view help on that topic.

Managing devices

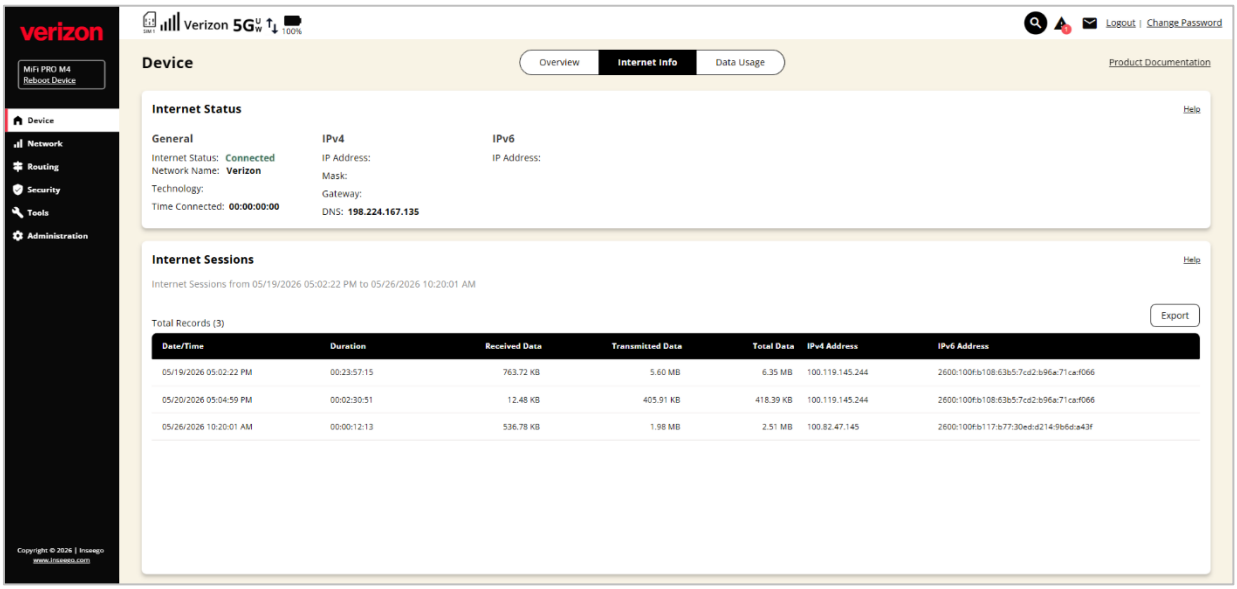
Overview tab

The Device Overview tab is the home page of the admin web UI. Use it to view an overview of information about your MiFi. You can see information about your MiFi and network, SIM data, common settings, data usage, and current Wi-Fi networks and passwords. Use the links to jump to a specific topic for more details and configuration options or navigate using the side menu.



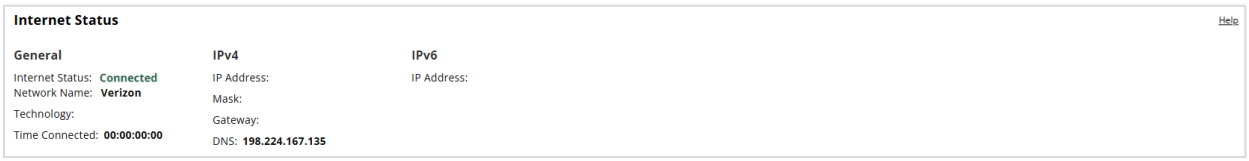
Internet Info tab

The Internet Info tab provides internet status and internet session information.



Internet Status

Use this section to view general internet connection and system information.



General

Internet Status: The current status of the MiFi internet connection.

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

Technology: Indicates the current type of cellular data connection, for example, 5G.

Time Connected: The amount of time that has elapsed since the connection for the current internet session was established.

IPv4

IP Address: The internet IP address assigned to the MiFi.

Mask: The network mask associated with the IPv4 address.

Gateway: The gateway IP address associated with the IPv4 address.

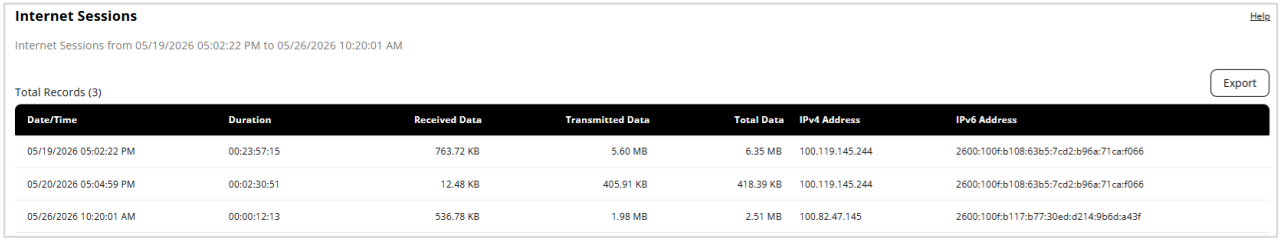
DNS: The Domain Name Server currently used by the MiFi.

IPv6

IP Address: The global IPv6 address for the MiFi (blank if IPv6 is turned off or is not supported by the current network connection or operator).

Internet Sessions

Use this section to export and view internet session data.



Total Records

NOTE: Internet sessions are presented in date order.

Date/Time: The date and time the internet session began.

Duration: The total amount of time for the internet session.

Received Data: The amount of data received for the internet session. This counter starts at zero when the connection is established.

Transmitted Data: The amount of data transmitted for the internet session. This counter starts at zero when the connection is established.

Total Data: The total amount of data for the internet session. This is the sum of Received Data and Transmitted Data.

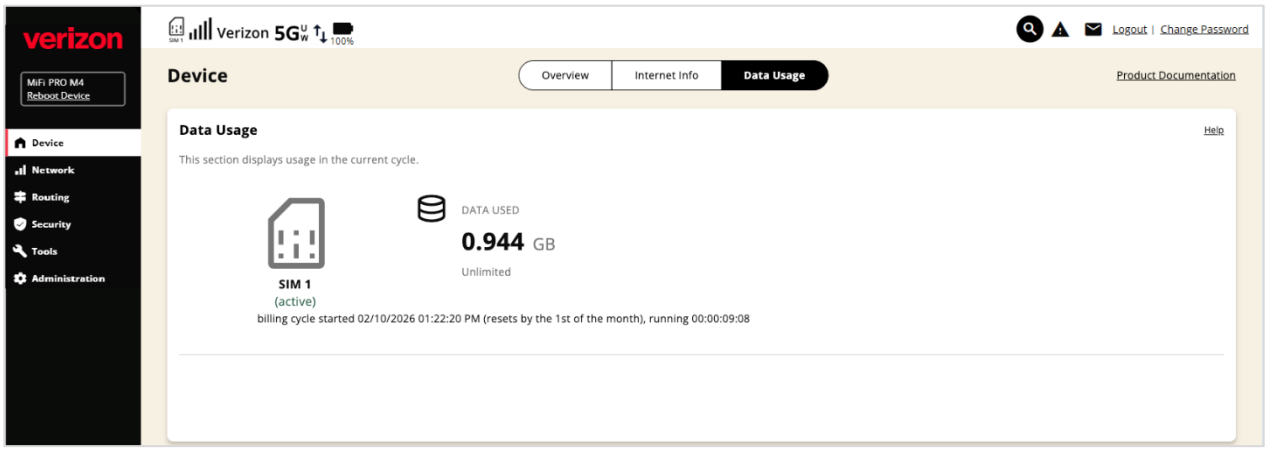
IPv4 Address: The IP address for the session.

IPv6 Address: The global IPv6 address for the session (blank if IPv6 is turned off or is not supported by the current network connection or service provider).

Click the **Export** button to export internet session data.

Data Usage tab

Use the Data Usage tab to view your MiFi ’s data usage.



The data usage tab displays:

- **DATA USED:** The amount of data used in the current billing cycle.
- A timestamp of when the current billing cycle started, when it resets, and how long the current internet session has been running.

Managing your network

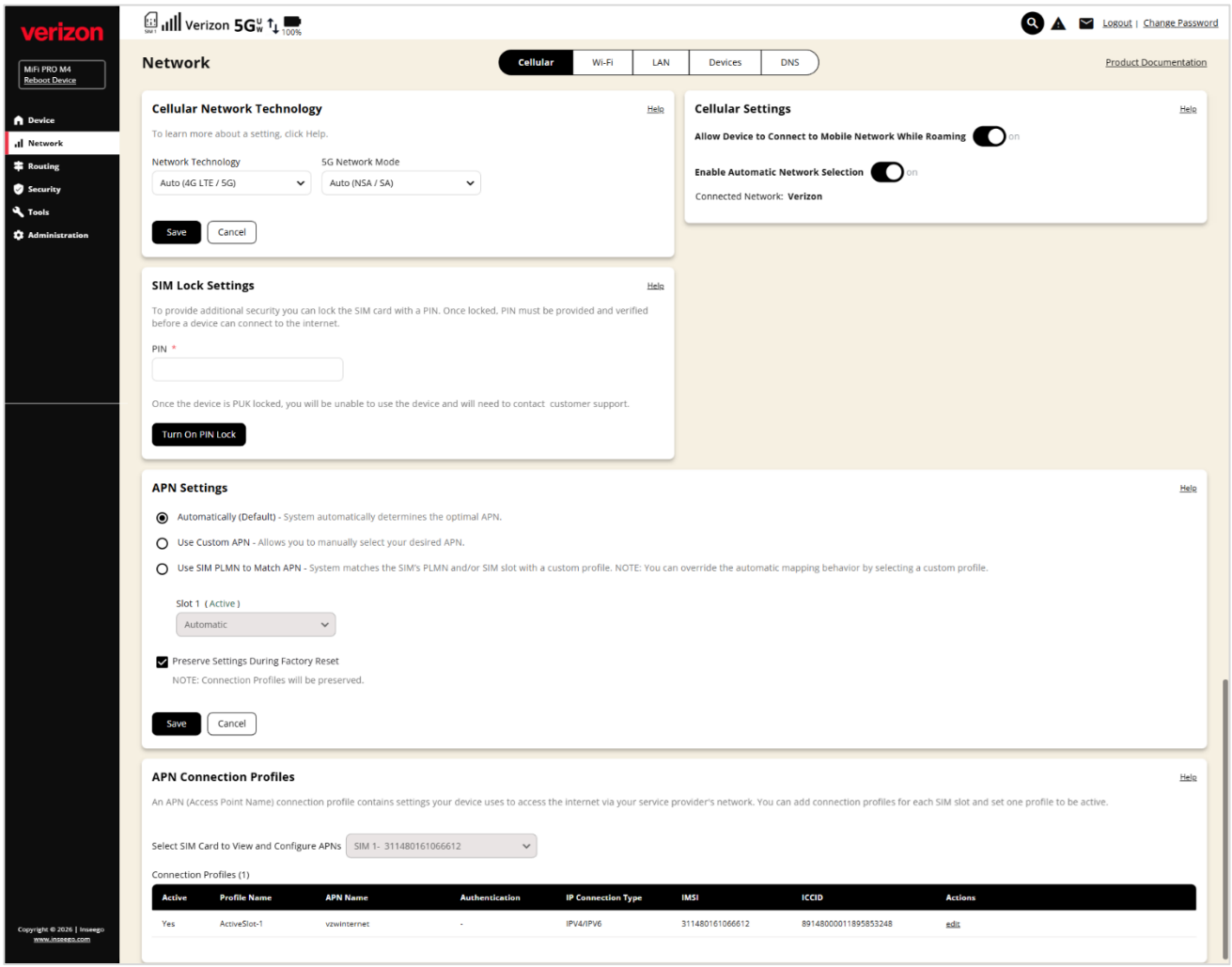
Use Network tabs to view and configure settings for your MiFi ’s network.

The Network page includes the following tabs:

- Cellular
- Wi-Fi
- LAN
- Devices
- DNS

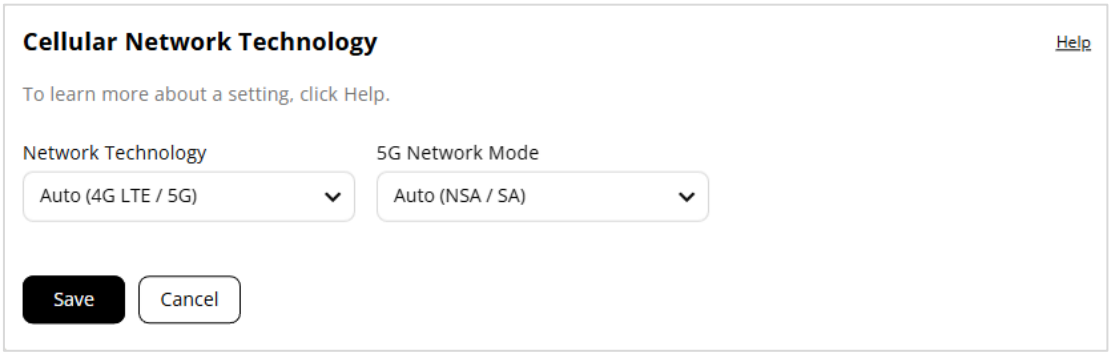
Cellular tab

Use this tab to set options for the cellular network.



Cellular Network Technology

Use this section to configure the network technology and 5G network mode for your MiFi.



Network Technology: Your MiFi is set to Auto (4G LTE/5G) by default, which prioritizes 5G but allows 4G and other non-5G technologies to be used. If you select 4G LTE or 5G from the dropdown, your MiFi is restricted from connecting to networks not using that technology, for example, if you select 4G LTE, your MiFi will be unable to connect to 5G networks.

5G Network Mode: Your MiFi is set to Auto (NSA/SA) by default, allowing it to use both standalone 5G and non-standalone 5G, which utilizes 4G anchor bands. You can use the dropdown to select standalone (SA) or non-standalone (NSA) 5G network modes.

Click **Save**.

Cellular Settings

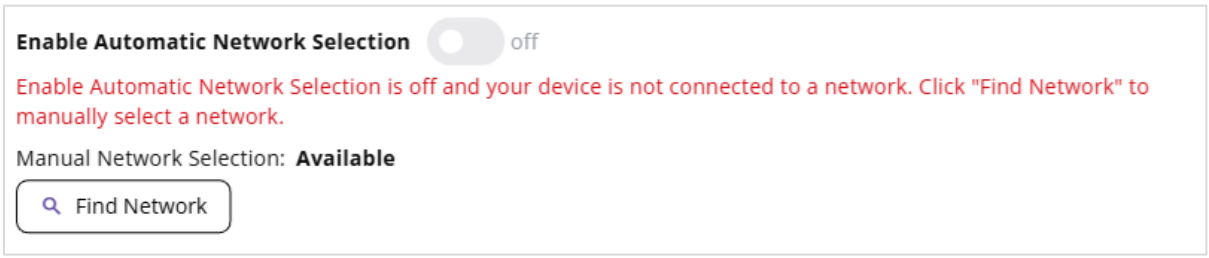
Use this section if you want to turn off your network while roaming. You can also turn off automatic network selection to manually select a network.



Allow Device to Connect to Mobile Network while Roaming: Use the toggle to turn international and domestic roaming on or off as needed. Additional data charges may apply when roaming.

Enable Automatic Network Selection: When **on**, your MiFi automatically selects the best available 5G network and you cannot manually select a network.

When **off**, you must manually select a network by clicking **Find Network** and choosing a network.



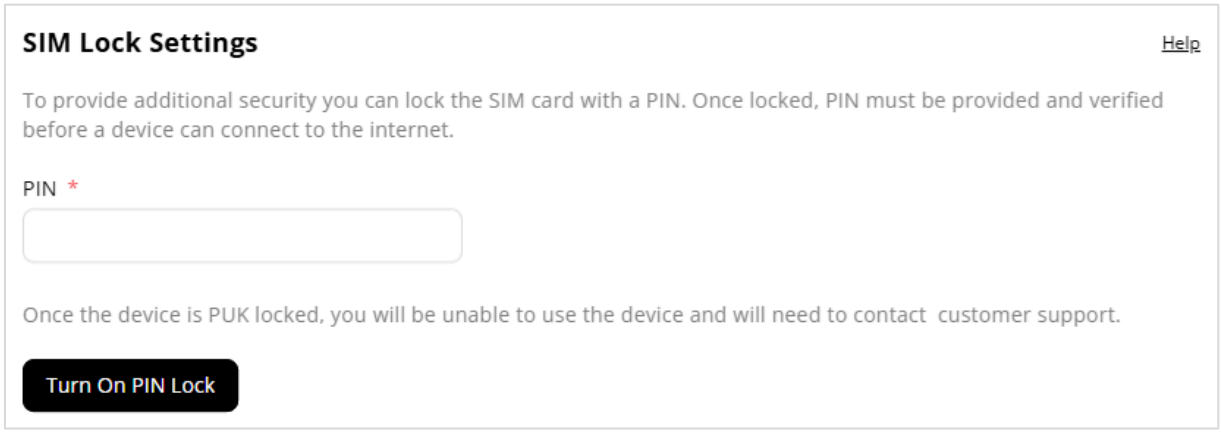
Find Network: You may wish to manually select a network if multiple networks are available and you have a preference. Click the button to scan for available networks, then choose the preferred network and click **Select Network**.
NOTE: This option is available only if **Enable Automatic Network Selection** is **off**.

Connected Network: The name of the network to which the MiFi is currently connected.

SIM Lock Settings

The SIM card in your MiFi can be locked using a PIN. If the SIM card is locked, you must enter the PIN before connecting to the mobile network. Once entered, the PIN is remembered until the next shutdown. You may also need to provide the existing PIN to change a SIM. The default PIN is available from your service provider.

Use this section to lock or unlock your SIM or enter a SIM PIN.



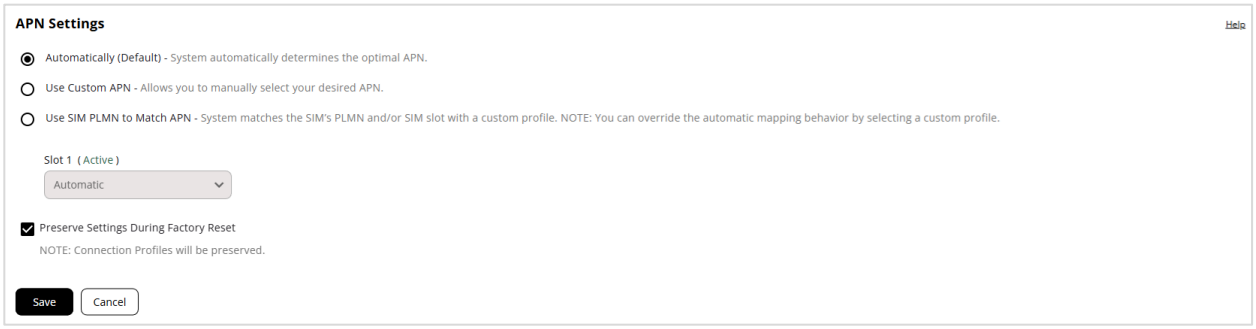
PIN: Enter the current PIN.

The button shows one of the following options.

- **Turn On PIN Lock** - Sets the SIM so that entry of a PIN is required upon startup to connect to the mobile network. To perform this operation, you must enter the current PIN.
- **Turn Off PIN Lock** - Turns off a PIN lock that was previously turned on so that entry of a PIN is no longer required to connect to the mobile network. To perform this operation, you must enter the current PIN.
- **PIN Lock** - If the SIM is currently PIN locked, you are prompted to enter the PIN. NOTE: If an incorrect PIN is entered too many times, the SIM becomes PUK locked. A counter indicates how many incorrect entries will cause PUK lock. Once PUK-locked, the PUK must be obtained from your service provider.
- **PUK Lock** - If the SIM is currently PUK locked, the only possible operation is to enter the PUK. NOTE: If an incorrect PUK is entered too many times, the SIM becomes permanently unusable. You will need to obtain a new SIM.

APN Settings

By default, the system automatically determines the connection profile and APN for your SIM. Use this section to change how APNs are selected.



Automatically (Default) – The system automatically determines the optimal APN.

Use Custom APN – You can manually assign a connection profile for the SIM from the custom connection profiles in the **APN Connection Profiles** section below.

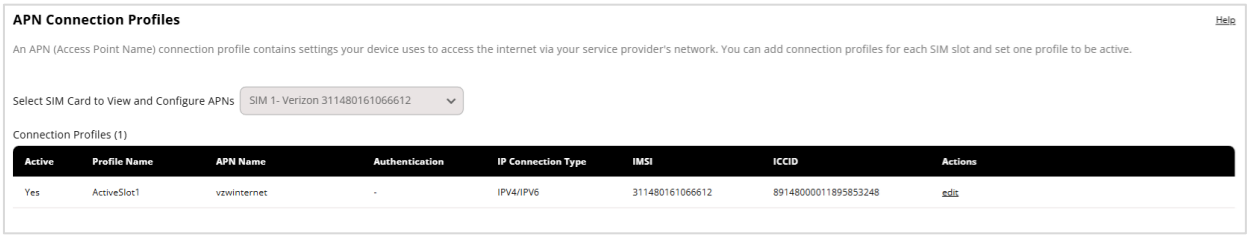
Use SIM PLMN to Match APN –The system automatically sets the profile for the SIM based on a PLMN match between the SIM and the custom connection profiles in the **APN Connection Profiles** section below. If there is no PLMN match, the system selects a profile without a PLMN. You can also manually select profiles for the SIM.

Preserve Settings During Factory Reset: When this box is checked, your APN settings will remain even after a factory reset of the device.

Click **Save**.

APN Connection Profiles

In most configurations, the MIFI is 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 configure connection profiles for your APN in this section for the network to communicate with the MiFi.



Select SIM Card to View and Configure APNs: Displays the SIM card for which you are configuring APN connection profiles.

Connection Profiles

This table lists all the APN connection profiles that have been defined. The number of profiles appears next to this title.
NOTE: Initially, the default APN profile is displayed. You cannot delete this profile, but you can edit it and/or add additional profiles.

Active: Indicates whether the connection profile is the active profile. You can change which profile is active by clicking **set as active** in the **Actions** column.
CAUTION! Changing the APN may cause a loss of data connectivity.

Profile Name: The name that identifies the connection profile.

APN Name: The access point name.

Authentication: The authentication method for the connection profile.

IP Connection Type: The IP connection type for the connection profile.

IMSI: The International Mobile Subscriber Identity (IMSI) for the SIM. This is a unique number, usually fifteen digits, that identifies a Global System for Mobile Communications (GSM) subscriber. NOTE: This column is not visible if you have selected **Use SIM PLMN to Match APN** in APN Settings.

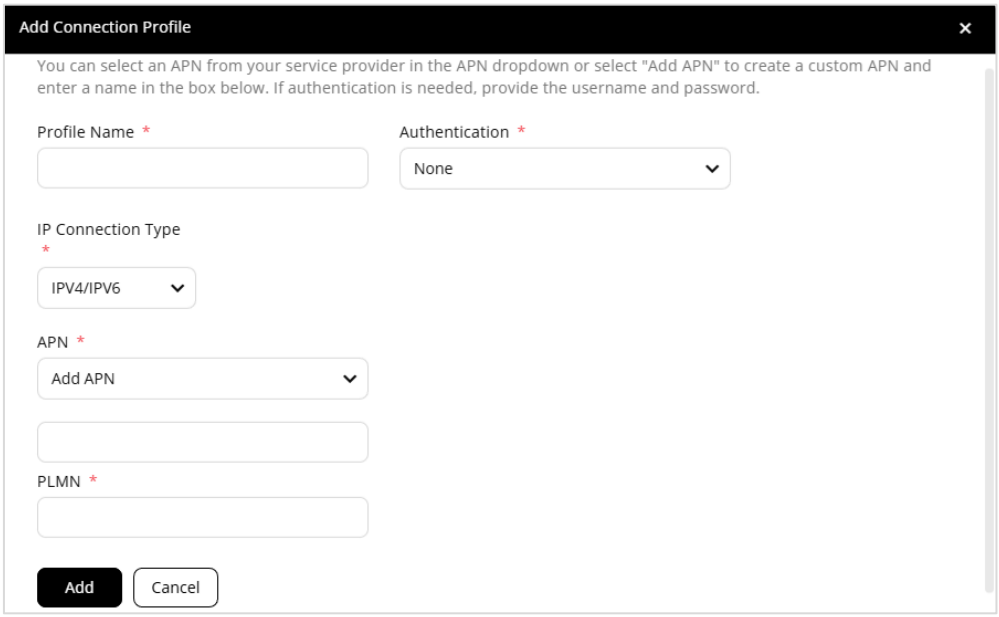
ICCID: The unique ID number assigned to the SIM. NOTE: This column is not visible if you have selected **Use SIM PLMN to Match APN** in APN Settings.

PLMN: The Public Land Mobile Network (PLMN) for the connection profile. NOTE: This column is only available if you have selected **Use SIM PLMN to Match APN** in APN Settings.

Actions:

- Click **edit** to edit a profile.
- Click **delete** to delete a profile.
- Click **set as active** to set a profile as the active profile.
  CAUTION! Changing the APN may cause a loss of data connectivity.

Add Connection Profile: Click this button to add an additional APN connection profile.
NOTE: This button is not visible when APN Settings (above) are set to **Automatically (Default)**.

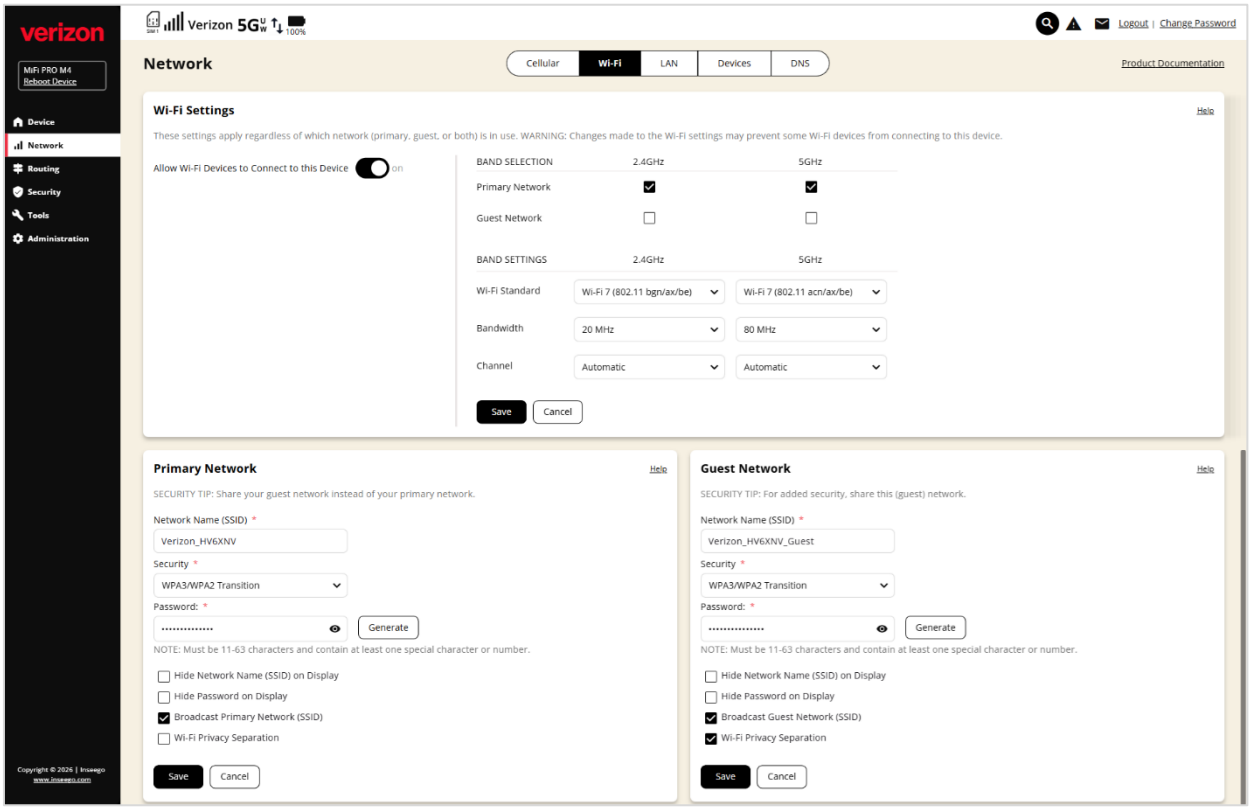


- **Profile Name:** Enter a name to identify this connection profile.
- **IP Connection Type:** Select an IP connection type from the dropdown (IPv4, IPv6, or IPv4/IPv6).
- **APN:** Select an APN supplied by your service provider from the dropdown or select **Add APN** and enter the APN for your private network in the text box that appears below.
- **PLMN**: The Public Land Mobile Network (PLMN) code for the connection profile.
- **Authentication:** Select the authentication method for your private network from the dropdown (None, PAP, CHAP, or PAP and CHAP).
- **User Name:** Enter the username for your private network.
  NOTE: This option is not visible when **Authentication** is set to **None**.
- **Password:** Enter the password for your private network.
  NOTE: This option is not visible when **Authentication** is set to **None**.

Click **Add**.

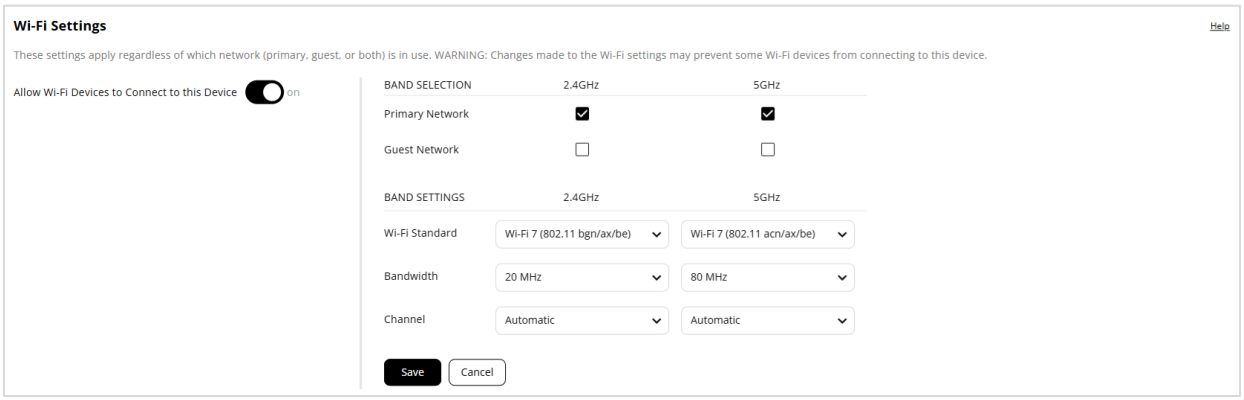
Wi-Fi tab

You can use the default values as they appear on this tab or adjust them for your environment.



Wi-Fi Settings

You can use this section to turn Wi-Fi off and select bands and band settings.



Allow Wi-Fi Devices to Connect to this Device: Wi-Fi is **on** by default. If it is turned **off**, all Wi-Fi connected devices are disconnected from your MIFI and all other setting options on this page disappear. The only way to connect devices will be with an Ethernet cable or USB.
NOTE: This selection affects both the primary and guest network.

BAND SELECTION

Each network 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.

NOTE: The guest network must be assigned at least one band before it can be turned on.

BAND SETTINGS

Wi-Fi Standard: Use the dropdown to select a Wi-Fi standard.

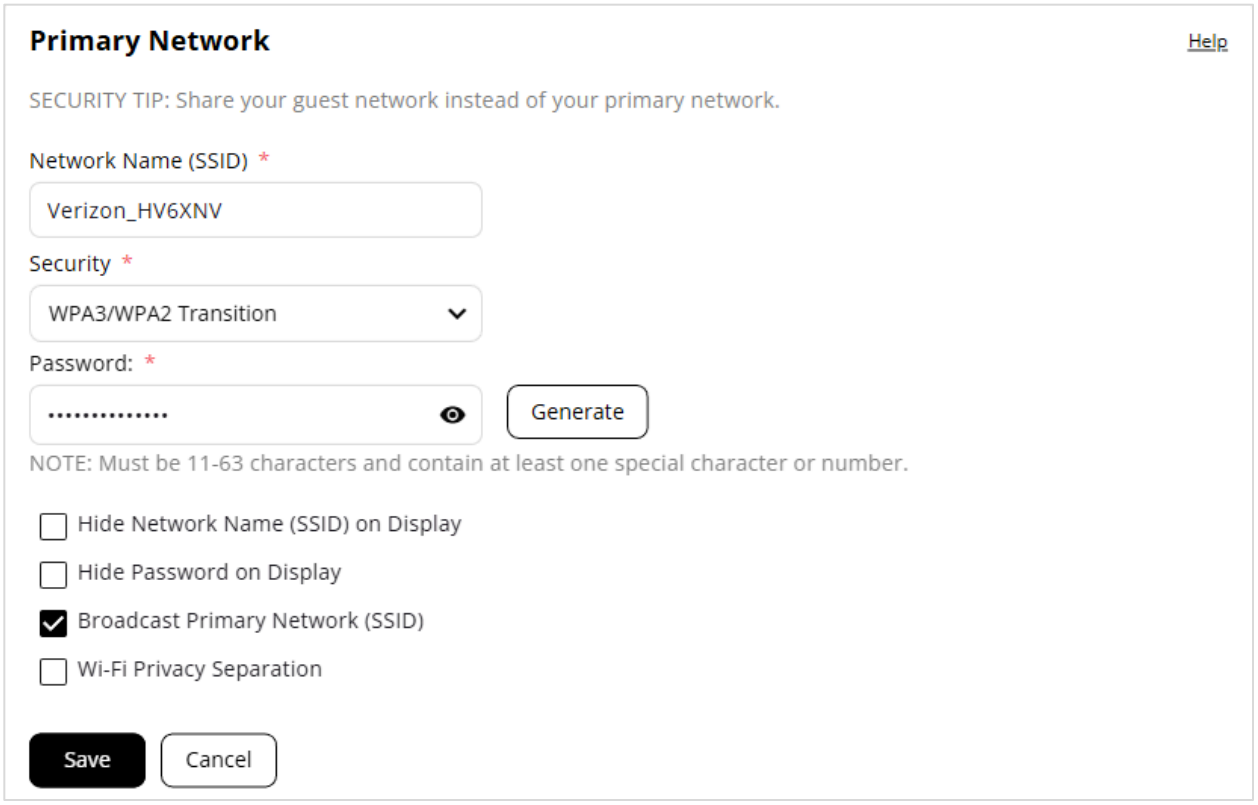
Bandwidth: Leave bandwidth at the default setting unless you experience interference with other Wi-Fi devices.

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

Click **Save** to enact new settings.

Primary Network

Use this section to change settings for your primary Wi-Fi network, including changing the name and password. Connected devices use the settings shown in this section to connect to the primary Wi-Fi network.



WARNING! If you change these settings, existing connected devices may lose their connection.

Network Name (SSID): To set up or change your primary network name, enter a name (up to 32 characters long).

Security: Select an option for Wi-Fi security:

- **WPA3/WPA2 Transition** is the most secure method of Wi-Fi Protected Access and should be used, if possible, for WPA2 and WPA3 compliant devices.
- **WPA3 Only** can be used for WPA3 devices.
- **WPA2 Personal PSK (AES)** can be used for WPA2 devices.
- **None** allows others to monitor your Wi-Fi traffic and use your data plan to access the internet.

Password: Enter a Wi-Fi password, *or* you can use the **Generate** button.
NOTE: The password must have a length of at least 11 characters and contain at least one letter, number, or special character. You can click the eye icon to view the password.

IMPORTANT: In order to securely set up your network, it is critical that you change the password from the default. Use a different password from your admin password to keep the device and your network secure.

Generate: This button inserts a strong random password in the Password field. You can click the eye icon to view the password.

Hide Network Name (SSID) on Display: This option is off by default, so that the primary Wi-Fi name can be seen on the touchscreen. If you choose to check this option, the primary network name will not be visible on the touchscreen (see Wi-Fi Name/Password on page 28).

Hide Password on Display: This option is off by default, so that the primary Wi-Fi network password can be seen on the touchscreen. If you choose to check this option, the primary network password will not be visible on the touchscreen (see Wi-Fi Name/Password on page 28).

Broadcast Primary Network (SSID): This option is checked by default, allowing the primary Wi-Fi network to be displayed in the list of available Wi-Fi networks on connecting devices. If you choose to uncheck this option, this network is not visible to connecting devices.

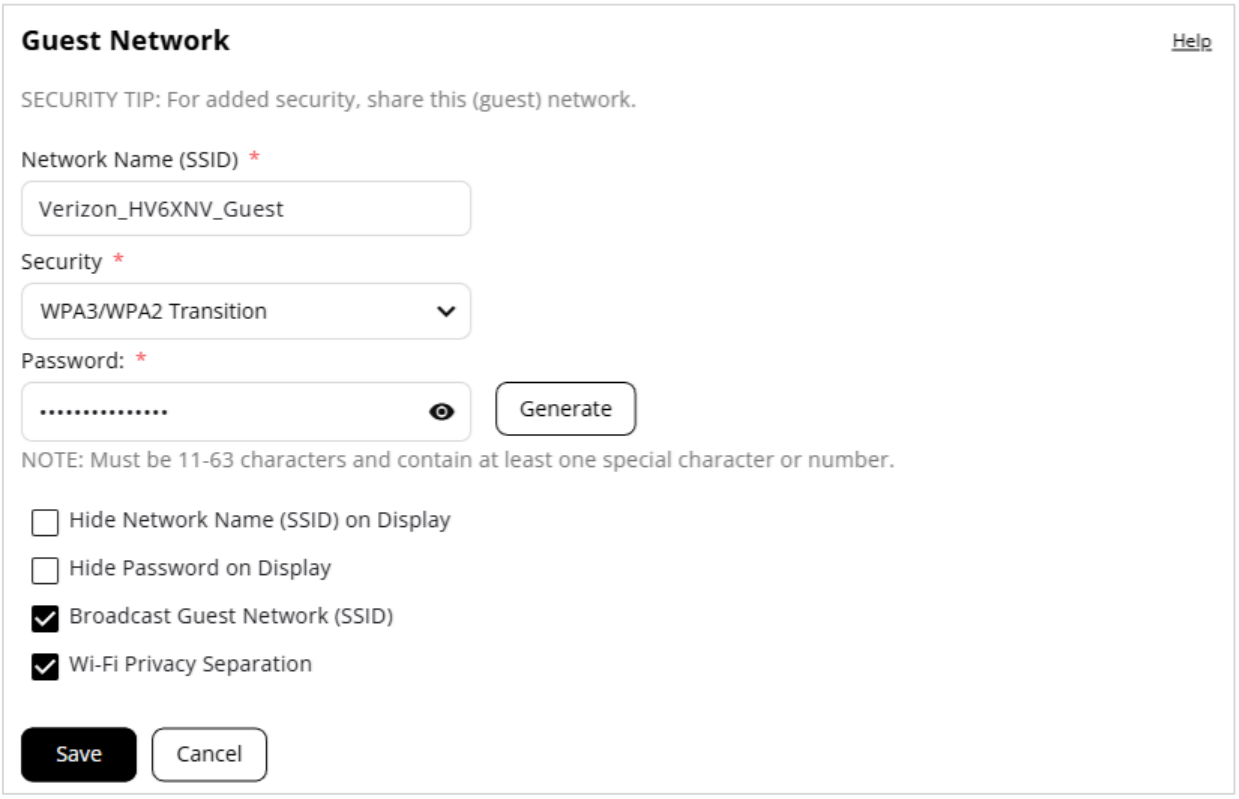
Wi-Fi Privacy Separation: Check this box to keep each connected device on this network isolated from all other connected devices. This provides additional security if some connected devices are unknown or not completely trusted.
NOTE: For normal operation, this should be unchecked.

Select **Save**.

Guest Network

The guest Wi-Fi network allows you to segregate traffic to a separate network rather than share access to your primary Wi-Fi network. Use settings in this section to set up or change guest Wi-Fi network information. Connected devices must use the Wi-Fi settings shown in this section to connect to the guest Wi-Fi network.

NOTE: To turn the guest network on, you must select at least one band for the guest network under **BAND SELECTION** in the **Wi-Fi Settings** section and then select **Save**.



Network Name (SSID): To set up or change your guest network name, enter a name (up to 32 characters long).

Security: Select an option for Wi-Fi security:

- **WPA3/WPA2 Transition** is the most secure method of Wi-Fi Protected Access and should be used, if possible, for WPA2 and WPA3 compliant devices.
- **WPA3 Only** can be used for WPA3 devices.
- **WPA2 Personal PSK (AES)** can be used for WPA2 devices.
- **None** allows others to monitor your Wi-Fi traffic and use your data plan to access the internet.

Password: Enter a Wi-Fi password, *or* you can use the **Generate** button.
NOTE: The password must have a length of at least 11 characters and contain at least

one letter, number, or special character. You can click the eye icon to view the password.

IMPORTANT: It is critical that you use a different password from your admin and primary Wi-Fi network password to keep the device and your network secure.

Generate: This button inserts a strong random password in the Password field. You can click the eye icon to view the password.

Hide Network Name (SSID) on Display: This option is off by default, so that the guest Wi-Fi name can be seen on the touchscreen. If you choose to check this option, the guest network name will not be visible on the touchscreen (see Wi-Fi Name/Password on page 28).

Hide Password on Display: This option is off by default, so that the guest Wi-Fi network password can be seen on the touchscreen. If you choose to check this option, the guest network password will not be visible on the touchscreen (see Wi-Fi Name/Password on page 28).

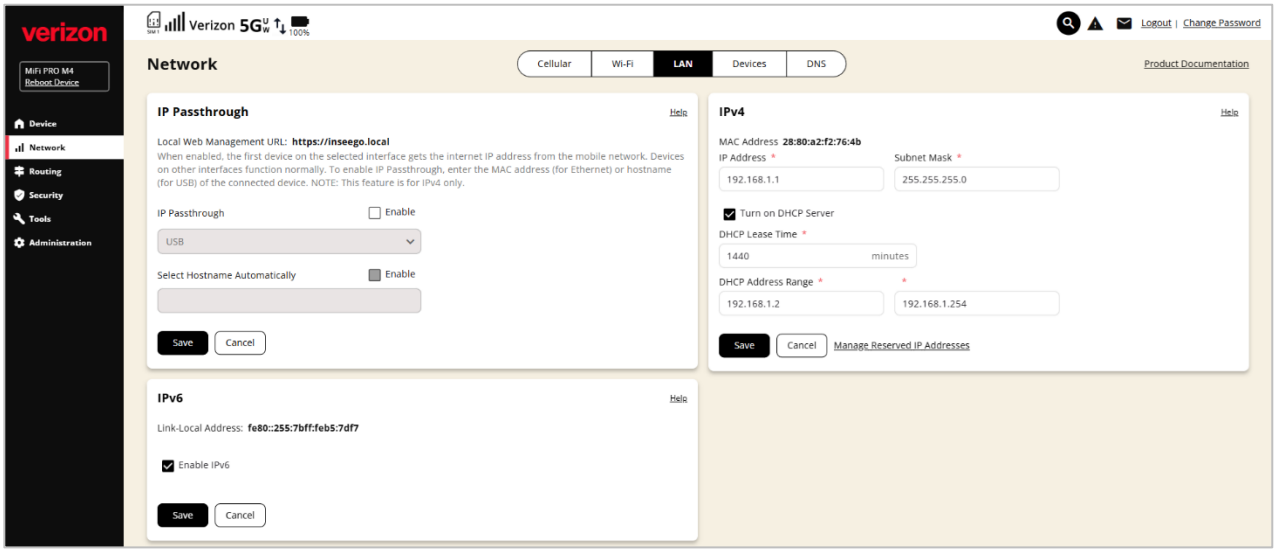
Broadcast Primary Network (SSID): This option is checked by default, allowing the guest network to be displayed in the list of available Wi-Fi networks on connecting devices. If you choose to uncheck this option, this network is not visible to connecting devices.

Wi-Fi Privacy Separation: Check this box to keep each connected device on this network isolated from all other connected devices. This provides additional security if some connected devices are unknown or not completely trusted.
NOTE: For normal operation, this should be unchecked.

Select **Save**.

LAN tab

This tab provides settings and information about the MIFI local area network (LAN). The LAN consists of the device and all connected devices.



IP Passthrough

IP Passthrough (IPPT) enables the first device detected on the specified interface to obtain the IP address assigned by the mobile network. IPPT allows you to enable a one-to-one connection to a host routing system. NOTE: When IP Passthrough is on, devices on other interfaces function normally. However, when IPPT is enabled, the following capabilities are set through the host routing system and web UI settings are not available:

- Port Filtering
- Port Forwarding
- DMZ (Firewall)



Local Web Management URL: The URL name used to access the MIFI local web UI (read-only). You can change this name with **Device Name** on the **Administration > Settings & Preferences** page.

IP Passthrough: Check the **Enable** box to enable IP Passthrough and select the interface you want to use for IPPT from the dropdown.

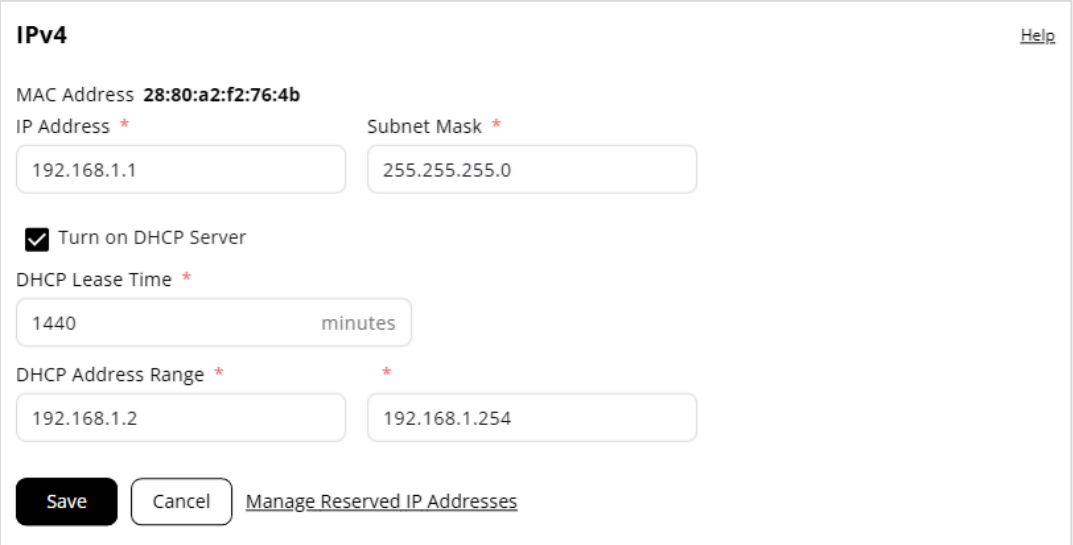
Select MAC Automatically: (visible If you select an Ethernet interface for IPPT). You can either enter the MAC address of the device connected for IPPT or check the **Enable** box to find the MAC address automatically. This is the MAC address of the only device connected to the selected Ethernet port that can obtain the IP address assigned to the mobile network.
NOTE: You can find the MAC address of connected devices on the **Network > Devices** tab.

Select Hostname Automatically: (visible If you select USB as the interface for IPPT). You can either enter the hostname of the device connected for IPPT or check the Enable box to find the hostname automatically. This is the hostname of the only USB-connected device that can obtain the IP address assigned to the mobile network.

Click **Save**.

IPv4

Use this section if you need to make changes to your MiFi 's IPv4 address or subnet mask, or if you want to adjust DHCP server settings.



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

IP Address: The IP address for your MiFi as seen from the local network. Normally, you can use the default value *.

Subnet Mask: The subnet mask network setting for the MiFi. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP address above, make sure to use the correct subnet mask for the IP address range of the LAN IP address*.

Turn on DHCP server: The DHCP server is **on** by default. The DHCP server allocates an IP address to each connected device. **NOTE:** If the DHCP Server is turned **off**, each connected device must be assigned a fixed IP address.

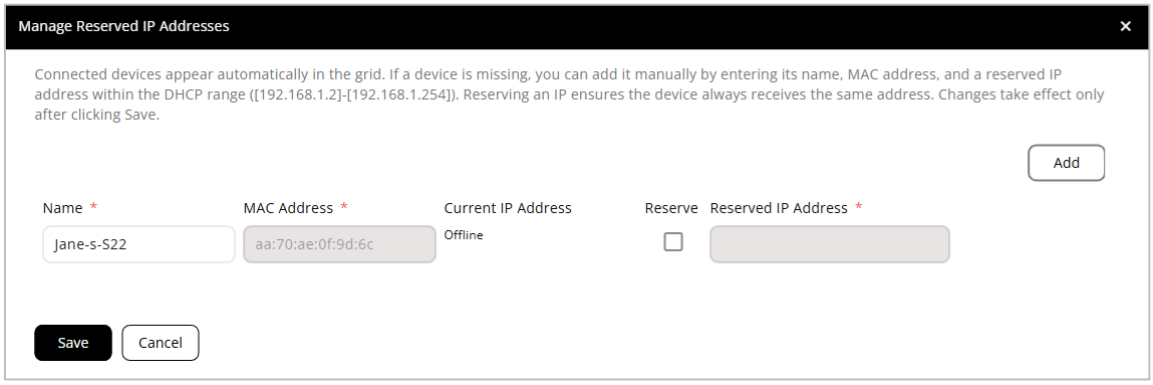
DHCP Lease Time: The number of minutes in which connected devices must renew the IP address assigned to them by the DHCP server. Normally, this can be left at the default value, but if you have special requirements, you can change it.

DHCP Address Range: The start and end of the IP address range used by the DHCP server. If the IP address is set on the connecting device, use an IP address outside of this DHCP range; if the IP address is set using an IP reservation, it will usually be inside this range. **NOTE:** Only expert users should change this setting.

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* If you are using a 255.0.0.0 (class "A"), or 255.255.0.0 (class "B") network, the 3rd octet of the IP address must be an even number (for example: x.x.2.x/10.5.2.1).

Manage Reserved IP Addresses: Use this button to set up reserved IP addresses. Reserved IP addresses ensure that a connected device will always be allocated the same IP address.



Connected devices display automatically. To manually add a device:

1. Click the **Add** button to start a new row.
2. Enter a name, MAC address and a reserved IP address that falls between the values set in **DHCP Address Range**.
3. Check the **Reserve** checkbox if you want to reserve the address.
4. Click **Save**.

Click **Save** to activate and save IPv4 settings.

IPv6

Use this section to enable IPv6 so that IPv6 connected devices can make IPv6 connections to the internet.



Link-Local Address: The Link-Local IPv6 address if the connected device supports IPv6 (read-only).

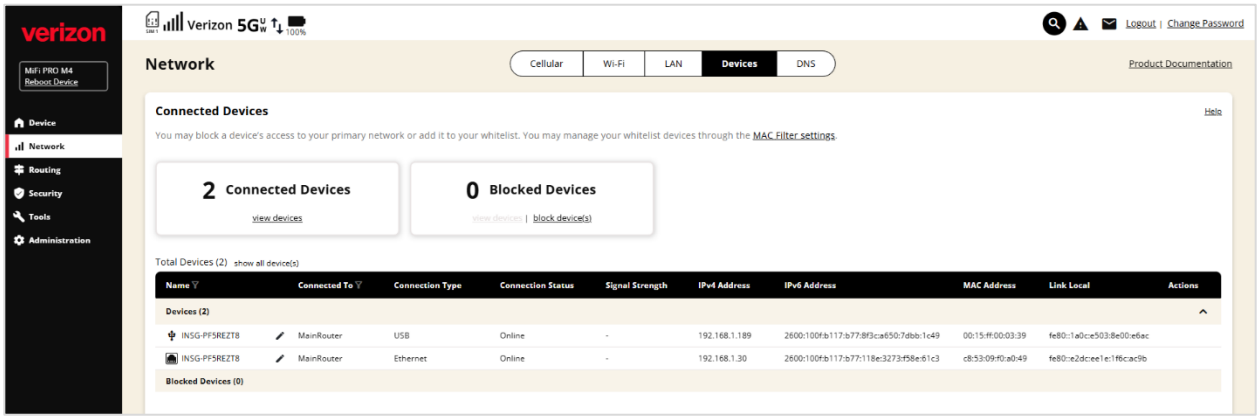
Enable IPv6: Check the box if the connected device supports IPv6 [*].

Click **Save**.

[*] Connected devices using IPv6 are not compatible with Fortinet VPN. Disable IPv6 on the connected device to use Fortinet.

Devices tab

This tab provides details about each device connected to your MiFi. It allows you to edit how device names appear in the UI. You can also block or unblock devices from internet access.



The top section shows the number of connected devices and blocked devices.

- Click **view devices** in each section for details on that topic.
- Click **block devices** under **Blocked Devices** to disconnect devices from accessing your network and prevent them from reconnecting. Blocked devices are removed from the **Devices** section of the table below and appear in the **Blocked Devices** section.
  NOTE: This option is available for each device connected through Wi-Fi but is not available for your own device or devices connected via Ethernet or USB.

The **Total Devices** table displays details for all connected devices, and blocked devices.

Name: The name of the device. You can edit the name using the pencil icon ✎. (This only changes the name in this UI. To change the name of the MiFi as it appears to connecting devices, use the **Administration > Settings & Preferences** tab.)

Connected To: The MiFi the device is connected to.

Connection Type: Indicates whether the device is connected through Wi-Fi, Ethernet, or USB.

Connection Status: The status of the connection.

Signal Strength: The strength of the network signal. NOTE: Ethernet and USB connections display a line instead of a value.

IPv4 Address: The IPv4 address of the connected device.

IPv6 Address: The IPv6 address of the connected device.

MAC Address: The MAC Address (unique network identifier for the device).

Link Local: The Link-Local IPv6 address if the connected device supports IPv6.

Actions:

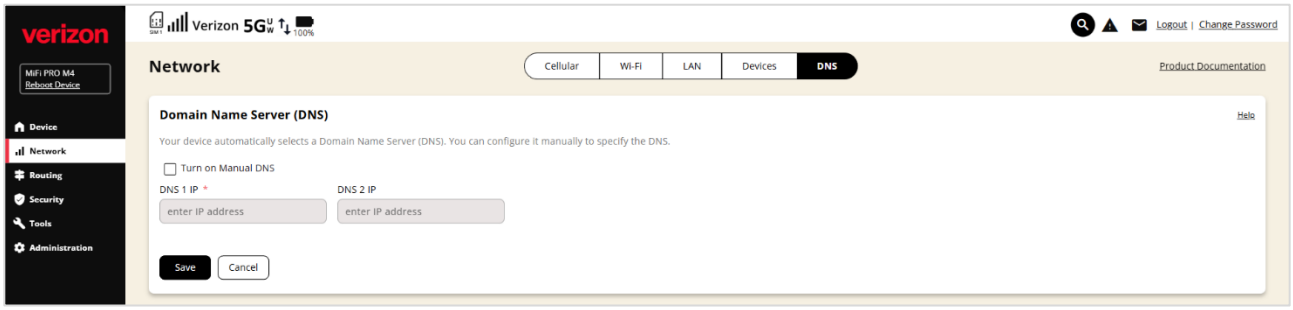
- **block** - Click **block** next to a device to disconnect it from accessing your network and prevent it from reconnecting. Click **Block Device(s)** when asked. The device is removed from the **Devices** list and appears in the **Blocked Devices** list below.
  NOTE: This option is available for each device connected through Wi-Fi but is not available for your own device or devices connected via Ethernet or USB.
- **unblock –** To unblock a blocked device, click **unblock** and confirm. The device is removed from the **Blocked Devices** list and appears in the **Devices** list above.

Tips:

- Use the **Filter** icon in the **Name** or **Connected To** columns to filter the table data.
- Click the **down arrow** on the right to expand a section. Click the up arrow to collapse.

DNS tab

The MIFI automatically selects a Domain Name Server (DNS). This page allows you to manually assign up to two DNS IP addresses.



Turn on Manual DNS: Switch on to manually select a DNS.

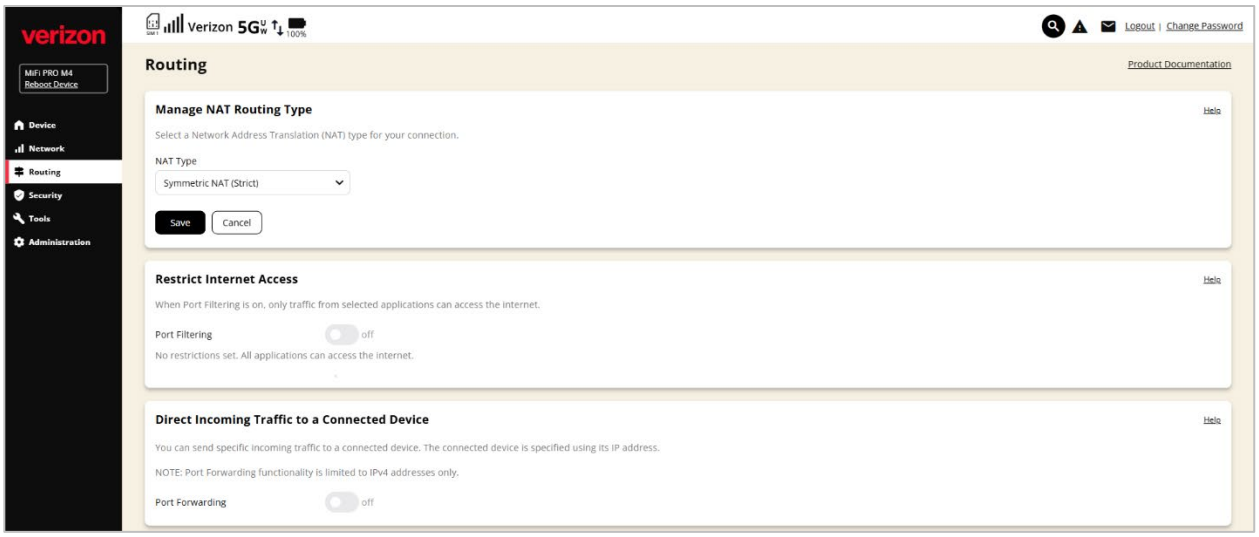
DNS 1 IP: Enter the IP address for the primary DNS. This address is required to use the Manual DNS feature.

DNS 2 IP: Enter the IP address for the secondary (backup) DNS. This address is optional and may be left blank if desired.

Click **Save**.

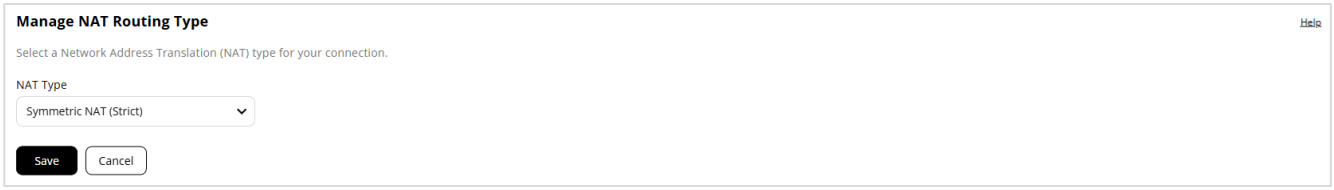
Managing routing

Use this page to set routing options.



Manage NAT Routing Type

Your MIFI uses Symmetric Network Address Translation (NAT) routing by default. Use this section to select the type of NAT for your connection.



NAT Type: Use the dropdown to select the type of Network Address Translation (NAT) for your connection.

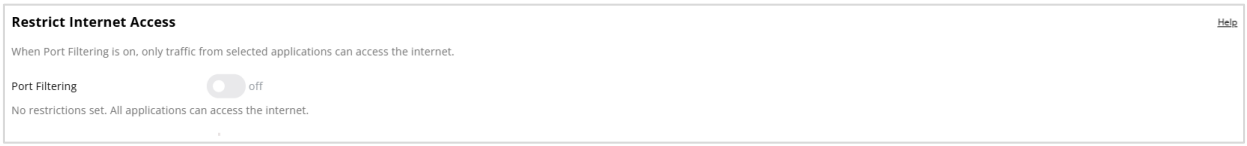
- **Symmetric NAT (Strict)** is more restrictive. It maps requests with the same source IP address and port number to a unique external IP and port, based on the destination IP and port of the outgoing connection.
- **Port-Restricted Cone NAT (PRC)** maps all requests from the same source IP address and port to the same public IP address and port, regardless of destination.

Click **Save**.

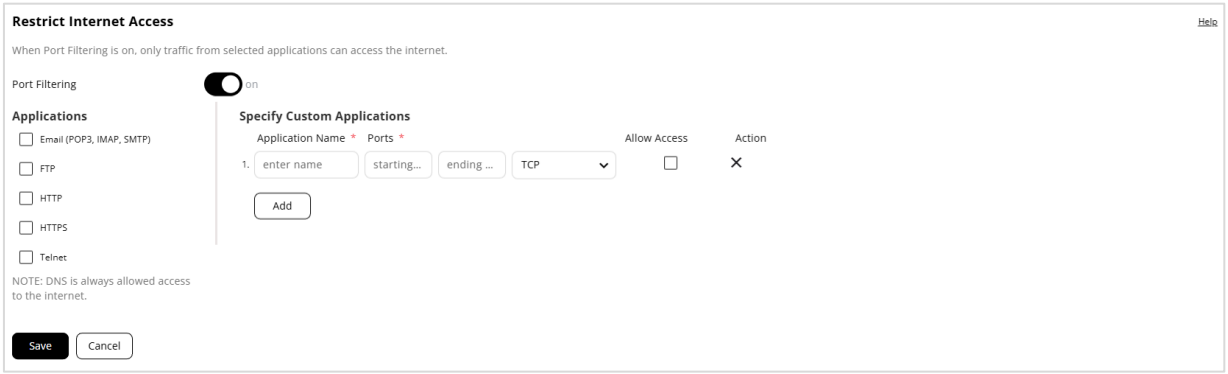
Restrict Internet Access For Applications

This section allows you to block outgoing internet connections and permit only selected applications to access the internet using port filtering.

NOTE: When IP Passthrough is turned on, port filtering capabilities are set through the connected host routing system, and you cannot enable port filtering. Go to **Network > LAN** to turn IP Passthrough off.



Port Filtering: To enable port filtering and select which applications can access the internet, move the toggle to **on**.



Applications

Only traffic from applications you select can access the internet. Some applications are pre-defined. Select the applications you want to be able to access the internet.

The following table provides port numbers and protocol information for each pre-defined application listed.

Application Name	Port	TCP *	STCP*	UDP*
Email				
POP3 POP3S	110 995	Yes Yes	No No	Assigned Yes
IMAP IMAPS	143 993	Yes Yes	No No	Assigned Assigned
SMTP SecureSMTP	25 465	Yes Yes	No No	Assigned No

* **Yes** indicates the protocol is standardized for the port number.
No indicates the protocol is not standardized for the port number.
Assigned indicates the port number is assigned by IANA (Internet Assigned Numbers Authority) for protocol use but may not be standardized.

Application Name	Port	TCP *	STCP*	UDP*
FTP control (command) FTP data transfer	21 20	Yes Yes	Yes Yes	Assigned Assigned
HTTP	80	Yes	Yes	Assigned
HTTPS	443	Yes	Yes	Assigned
Telnet	23	Yes	No	Assigned

Specify Custom Applications

You can define your own applications (up to 25) and then turn them on or off as needed.

Application Name: Enter a name for the custom application.

Ports:

- **starting -** Enter the beginning of the range of port numbers used by outgoing traffic for the custom application being added.
- **ending -** Enter the end of the range of port numbers used by the application.

  NOTE: If the application uses a single port instead of a range, type the same value in both the **starting** and **ending** text boxes.

Protocol: Select the protocol used by the port range from the dropdown list (TCP, UDP, or both).

Allow Access: Check the box if you want the new application to be able to access the internet.

Click the **X** to delete a custom application.

Use the **Add** button to add a new row to the custom application list.

Click **Save** to save your changes.

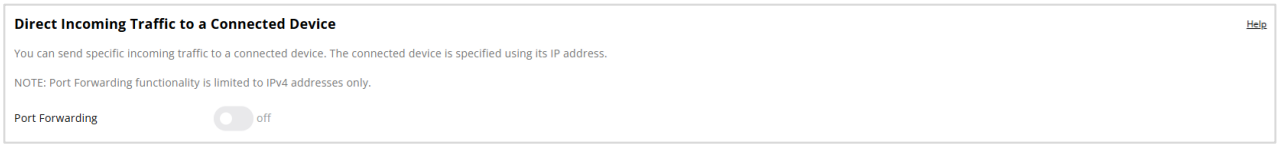
Direct Incoming Traffic to a Connected Device

You can allow specific applications to be forwarded to a particular device connected to your network by enabling port forwarding. Normally, the built-in firewall blocks incoming traffic from the internet. Port forwarding allows internet users to access any server you are running on your computer, such as a web, FTP, or Email server.

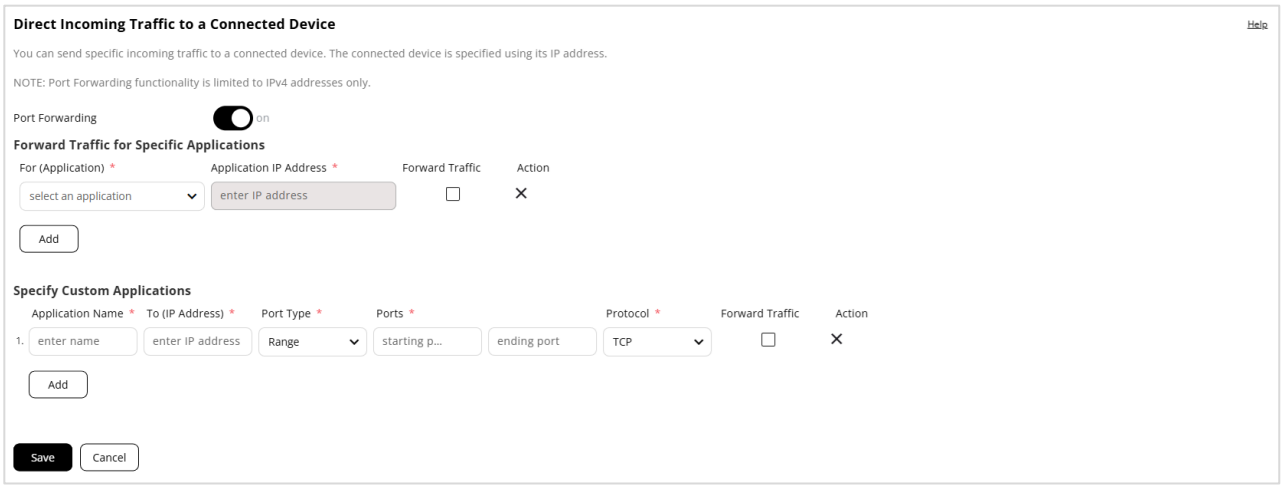
IMPORTANT: Port forwarding creates a security risk and should not be turned on unless it is required.

NOTES:

- To configure Port Forwarding, you need a static IP address assigned to your line of service. Contact your service provider to set up a line of service for static IP.
- Some mobile networks provide you with an IP address on their own network rather than an internet IP address. In this case, Port Forwarding cannot be used, because internet users cannot reach your IP address.
- When IP Passthrough is turned on, port forwarding capabilities are set through the connected host routing system. Settings on this page are not available. Go to **Network > LAN** to turn IP Passthrough off.



Port Forwarding: To direct incoming traffic to a connected device, enable port forwarding.



Forward Traffic for Specific Applications

For (Application): Select an application from the dropdown that you want to be forwarded.

To forward all inbound WAN traffic on a specific port to a single LAN client, enter the IP address of the target device in the **Application IP address** field.

Forward Traffic: Check this box if you want the application to be forwarded.

Click the **X** to delete an application.

Use the **Add** button to add a new row to the application list.

The following table provides port numbers and protocol information for each port forwarding application listed.

Application Name	Port	TCP *	STCP*	UDP*
DNS	53	Yes	No	Yes
FTP control (command) FTP data transfer	21 20	Yes Yes	Yes Yes	Assigned Assigned
HTTP HTTPS	80 443	Yes Yes	Yes Yes	Assigned Assigned
NNTP	119	Yes	No	Assigned
POP3 POP3S	110 995	Yes Yes	No No	Assigned Yes
SMTP SecureSMTP	25 465	Yes Yes	No No	Assigned No
SNMP	161	Assigned	No	Yes
Telnet	23	Yes	No	Assigned
TFTP	69	Assigned	No	Yes

* **Yes** indicates the protocol is standardized for the port number.
No indicates the protocol is not standardized for the port number.
Assigned indicates the port number is assigned by IANA (Internet Assigned Numbers Authority) for protocol use but may not be standardized.

Specify Custom Applications

Use the **Add** button to add a new row to the custom application list. You can add up to 26 custom applications. Once defined, these applications can be turned on and off the same way as pre-defined applications.

Application Name: Enter a name for the custom application.

To (IP Address): If you want to limit service for the application to a single connected device, enter the IP address of the target device. To find the IP address of a device, refer to the Devices tab. NOTE: To ensure the device you are forwarding to does not have a different IP address after a reboot, either statically assign the IP address on the client device or set up a DHCP reservation.

Port Type: You can use the dropdown to select **Range** if you want to enable a range of one or more ports for forwarding or select **Translate** for single port forwarding.

Ports:

For Range ports -

- **starting** - Enter the beginning of the range of port numbers for the custom application being added.
- **ending** - Enter the end of the range of port numbers used by the application.

  NOTE: If the application uses a single port instead of a range, type the same value in both the **starting** and **ending** text boxes.

For Translate ports -

- Use **external port** and **internal port** to specify ports to be forwarded. NOTE: To forward inbound traffic to the same port on a client device, enter the same port number in both **external port** and **internal port**.
- You can also use translate ports to send traffic to a different port on the client device. For example, instead of having inbound traffic on port 1234 forward to port 1234 of the client device, you can have it forward to port 5678.

Protocol: Select the protocol used by the port range from the dropdown list (TCP, UDP, or both).

Forward Traffic: Check this box if you want the custom application to be forwarded.

Click the **X** to delete a custom application.

Click **Save**.

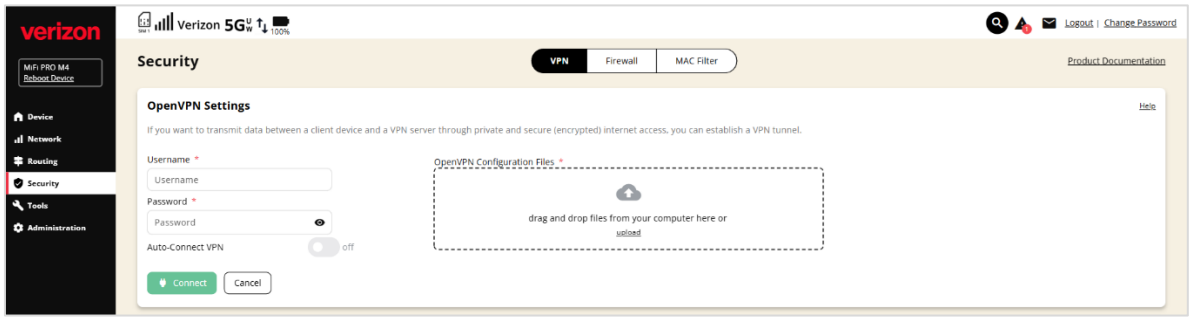
Managing security

Use Security tabs to view and configure settings for your MiFi 's security. The Security page includes the following tabs:

- OpenVPN
- Firewall
- MAC Filter

VPN tab

Your MIFI allows you to establish secure connections to remote networks over a public network using OpenVPN.



NOTE: When an OpenVPN connection is established, Port Filtering and Port Forwarding settings are not effective, as traffic from all connected devices goes through the OpenVPN tunnel.

To configure a VPN connection:

1. Drag and drop the OpenVPN configuration files from your OpenVPN provider in the file upload area or click **upload** to browse for the files.
2. Enter your OpenVPN connection **username**.
3. Enter your OpenVPN connection **password**.
4. If you want the VPN tunnel to automatically be established whenever an internet connection is made, move the **Auto-Connect VPN** toggle to **on**.
5. Click **Connect** to connect to the VPN server.

VPN Connection

This section is visible once you have configured your MiFi for OpenVPN.

Connection status: Indicates the status of the OpenVPN connection.

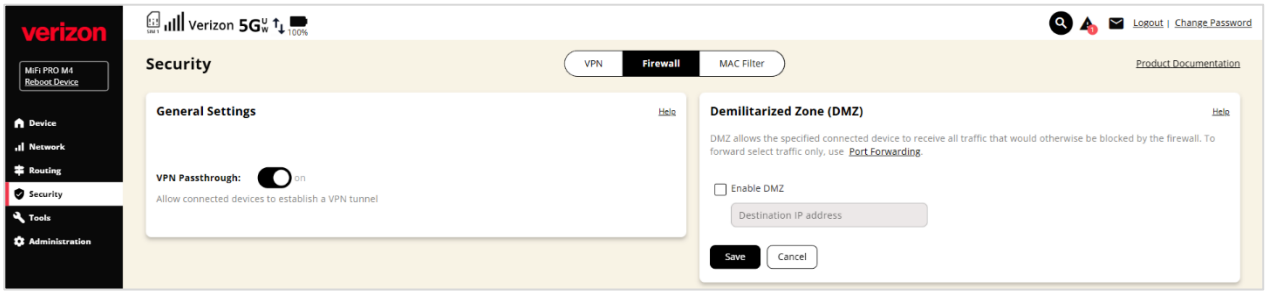
Connection time: The duration of the current OpenVPN connection.

View Logs: Use this button to view OpenVPN log files.

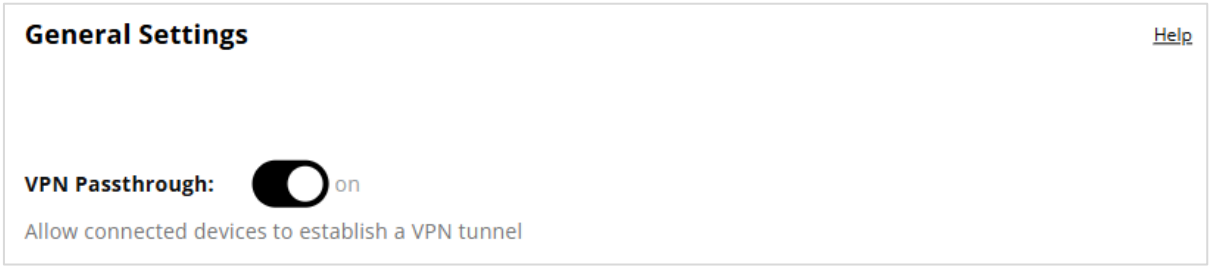
Connect: Use this button to connect the OpenVPN.

Firewall tab

The MIFI firewall determines which internet traffic is allowed to pass between your MiFi and connected devices and protects your connected devices from malicious incoming traffic from the internet. The firewall cannot be turned off. Use the Firewall tab to allow VPN Passthrough or designate a specific device to receive all traffic.

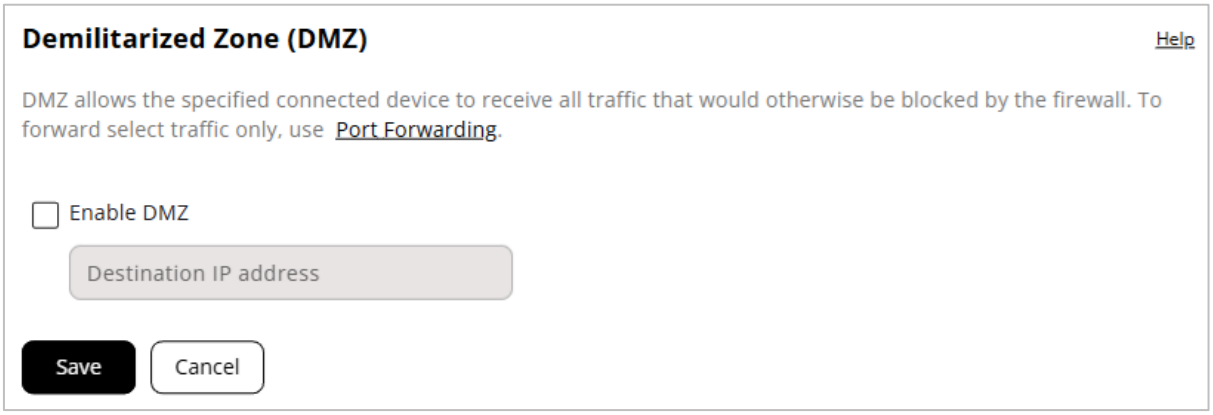


General Settings



VPN Passthrough: To allow connected devices to establish a VPN tunnel, ensure the toggle is **on**.

Demilitarized Zone (DMZ)



Enable DMZ: Check this box to allow DMZ and enter the IP address of the connected device you want to receive all traffic that would otherwise be blocked by the firewall (the DMZ destination). You can see the IP address of each connected device on the Network > Devices tab.

NOTES:

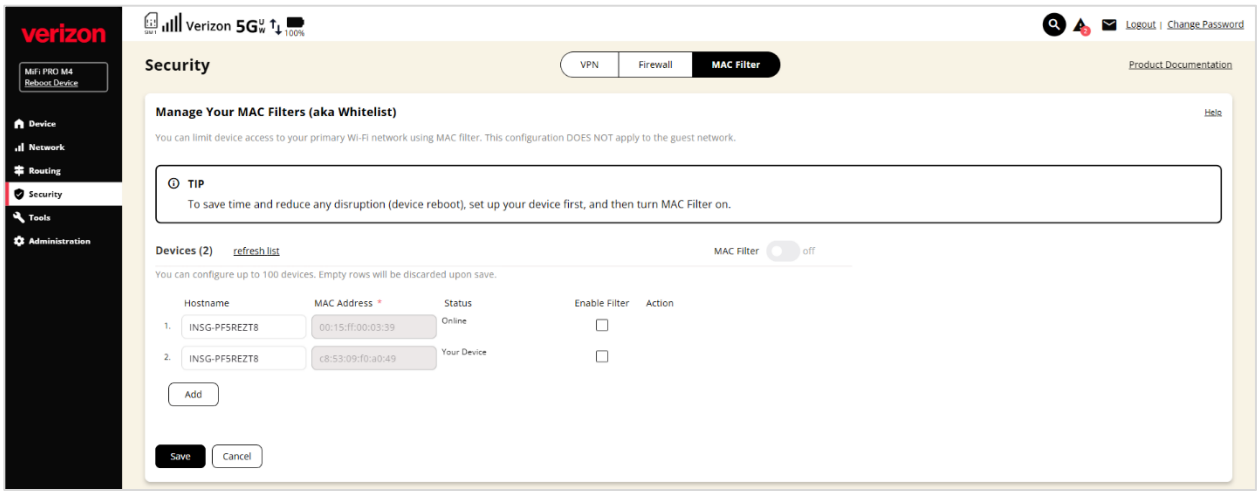
- If you want to forward select traffic only, use Port Forwarding instead of DMZ.
- When IP Passthrough is turned on, DMZ capabilities are set through the connected host routing system. Settings in this section are not available. Go to **Network > LAN** to turn IP Passthrough off.
- To allow DMZ, you need a static IP address assigned to your line of service. Contact your service provider to set up a line of service for static IP.
- Allowing DMZ may assist some troublesome network applications to function properly, but the DMZ device should have its own firewall to protect itself against malicious traffic.

Click **Save**.

MAC Filter tab

The MAC filter only allows selected devices to access the MIFI network through DHCP. By default, MAC filter is turned off.

Use this tab to turn the MAC Filter on and specify device access.



The **Devices** list includes all devices currently connected to the MiFi.

To use the MAC filter:

1. Check **Enable Filter** for the device(s) in the device list that you want to be allowed to connect to the network through DHCP.
2. Turn **MAC Filter** on.
3. Click **Save**.

CAUTION! Turning on MAC filtering immediately disconnects all devices that are not included in the filter from the network.

To add devices to the Devices list:

1. Click the **Add** button.
2. Enter the device **hostname** and **MAC address**.
3. You can choose whether to **enable MAC filter** for the device.
4. Click **Save**.

To discard any unsaved changes and refresh the list, click **refresh list**.

Click the **X** next to a device to delete it from the list.

Using Tools

Use the Tools tabs to view or run speed tests and view logs. The Tools page includes the following tabs:

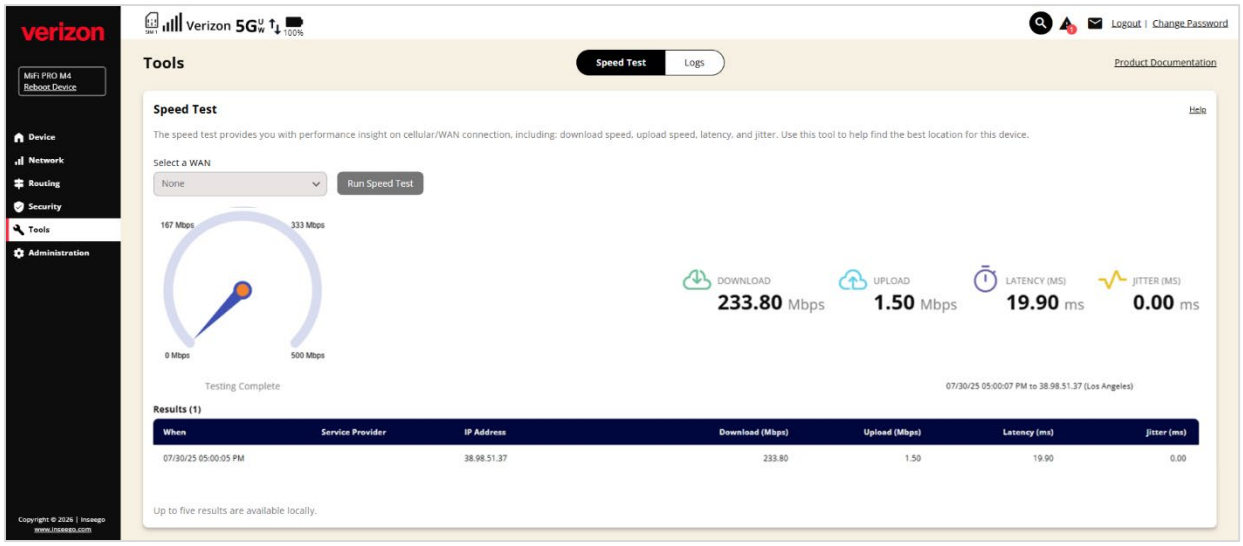
- Speed Test
- Logs

Speed Test tab

You can run a speed test on any active WAN/cellular connection. The speed test provides you with performance insight on that connection, including: download speed, upload speed, latency, and jitter. You can use this tool to help find the best location for your MiFi.

NOTES:

- You can run up to 20 speed tests on a device within a 30-minute period, and up to 40 speed tests on a device within a 12-hour period. Up to five results are shown.
- If you're concerned about your speed, contact your service provider to confirm the typical speeds for your account type and location.



Select a WAN: This option is not available for this device.

Run Speed Test: Click the button to start the speed test. When the test is complete, the results of the current speed test are displayed on the right and added to the table below.

DOWNLOAD: The number of megabits the connection can download from the internet to your MiFi per second.

UPLOAD: The number of megabits the connection can upload from your MiFi to the internet per second.

LATENCY (ms): The number of milliseconds it takes a data packet to travel from the MiFi to a server and back on the connection.

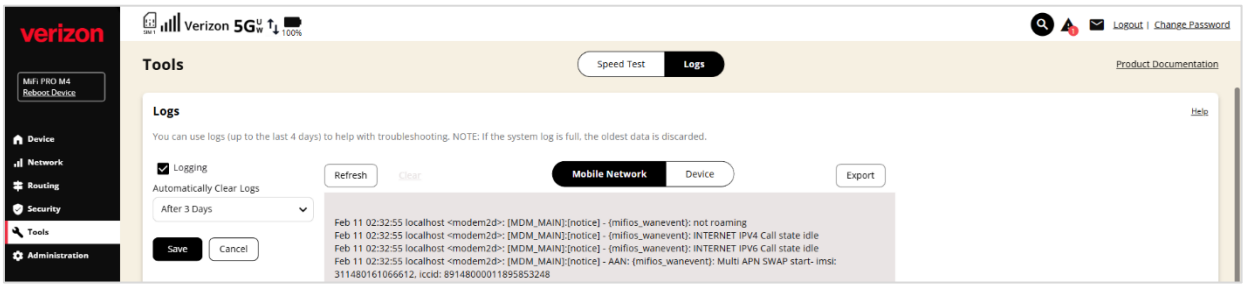
JITTER (ms): The amount that latency fluctuates over time, measured in milliseconds.

Results: A row in this table displays for each speed test.

- **When:** The date and time of the test.
- **Service Provider:** The service provider associated with the connection.
- **IP Address:** The IP address of the connection.
- **Download (Mbps):** The number of megabits the connection can download from the internet to your MiFi per second.
- **Upload (Mbps):** The number of megabits the connection can upload from your MiFi to the internet per second.
- **Latency (ms):** The number of milliseconds it takes a data packet to travel from the MiFi to a server and back on the connection.
- **Jitter (ms):** The amount that latency fluctuates over time, measured in milliseconds.

Logs tab

Use this tab to view log information for troubleshooting.



Logging: Turn on when logs are needed.

Automatically Clear Logs: Use the dropdown list to select when logs are cleared.
NOTE: If the log is full, the oldest data is deleted regardless of this setting.

Click **Save**.

When logs are turned on, a list of logs is visible:

Mobile Network: Displays log data of connections to the mobile network.

Device: Displays log data of events that occurred on this device other than mobile data connections.

Refresh: Updates the displayed log data.

Clear: Deletes all existing log data. This makes new data easier to read.

Click **Export** to export log data.

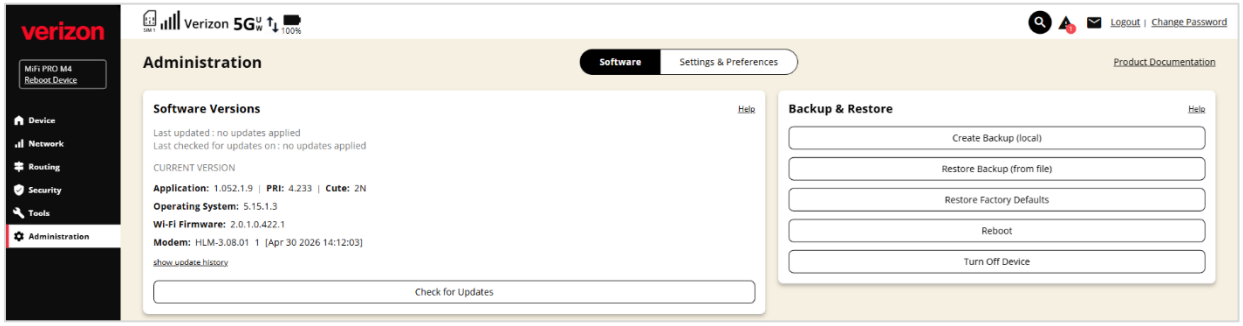
Setting administration options

Use the Administration tabs to manage your MiFi 's software and device preferences. The Administration page includes the following tabs:

- Software
- Preferences

Software tab

Use this tab to check or update software for your MiFi in your network, and to backup and/or restore settings.

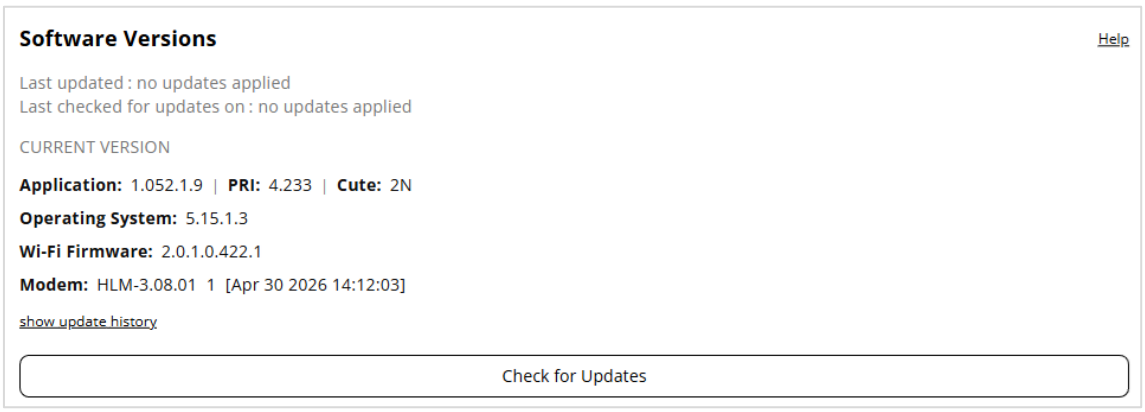


Software Versions

Software updates are delivered to your MIFI automatically over the mobile network. This section displays current software version information, software update history, and allows you to check for new software updates for your MiFi.

For more information on software updates, see Notes on software updates on page 76.

If your MiFi is used on a private APN or cellular network, or if access is limited to specific sites, you must include the following URL in the access list so that automatic software updates can be delivered and you can check for updates: https://fota.production.nvtl.mifiupdates.com (TCP 443).



Last updated: The date and time the software was last updated.

Last checked for updates on: The date and time the MiFi last checked to see if an update was available.

Current Version

Application: The configuration version currently applied to your MiFi.

PRI: The configuration version currently applied to your MiFi.

Cute: The cute version of the software currently installed on your MiFi.

Operating System: The version number for the Operating System and its components.

Wi-Fi Firmware: The version of Wi-Fi firmware currently installed.

Modem: The version of modem software currently installed.

Click **show update history** to view the history of previous software updates.

Check for Updates: Click this button to manually check for available software updates. If a new software update is available, it is automatically downloaded. You are prompted to install with a message that your MiFi will be unavailable for about 18 minutes during the update.

Notes on software updates

Software updates are delivered to your MIFI automatically over the mobile network. You can also initiate updates through the web UI.

Automatic updates (device initiated)

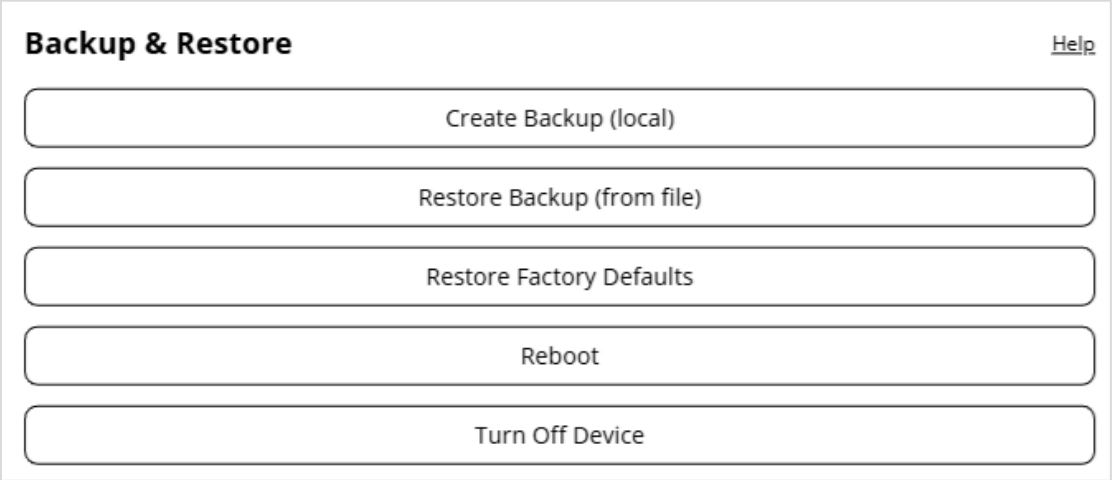
- The device looks for updates once every 24 hours.
- If an update is available, it is downloaded to the device.
- The update is installed on the device within 48 hours of being downloaded, between 2 - 4 AM local time, or immediately upon reboot.

User-initiated updates from the admin web UI

- Check for updates from the **Administration > Software** tab.
- If an update is available, it is downloaded to the device.
- Choose to install the update immediately, or it will be installed within 48 hours of being downloaded, between 2 - 4 AM local time (or immediately upon reboot).

Backup and Restore

Use this section to back up your current MiFi settings to a file on your computer, restore (upload) a previously saved configuration file, reset the MiFi to factory defaults, restart the MiFi, or turn it off.



Creating a backup file

To create a local backup of current MiFi settings to a file on your computer:

1. Click the **Create Backup (local)** button.
2. Enter your admin password in the **Admin Password** field.

   The default admin password is printed on the bottom of the MiFi. If you have changed the admin password and don't remember it, select **Log In** in the top-right corner, click **Forgot Password**, and answer the displayed security question. The current admin password is displayed.

   NOTE: If you enter an incorrect password five times in a row, you will be locked out of the admin web UI. To unlock it, restart your MiFi and use the admin password printed on the bottom label.
3. Click the **Create Backup File** button. The file is automatically downloaded to the default Downloads folder on the device connected to the admin web UI. This configuration file contains all settings for your MiFi.

NOTE: The backup file cannot be edited or viewed on the downloaded system or on any other device. This file can only be restored for this model of MiFi, and settings can only be viewed or changed using the admin web UI.

Restoring from a backup file

CAUTION! Restoring settings (uploading a configuration file) changes ALL the existing settings to match the configuration file. This may change the current Wi-Fi settings, breaking all existing connections to the MiFi and disconnecting you from the admin web UI.

To restore system settings from a backup settings file:

1. Click the **Restore Backup (from file)** button.
2. Enter your admin password in the **Admin Password** field.
3. Drag and drop a backup settings file to restore or click **upload** to browse for the file.

   NOTE: You can only restore a file that was created for this model of MiFi.
4. Click the **Yes, Restore Settings** button.

Restoring to factory defaults

CAUTION! This initiates a restart and may change the current Wi-Fi settings, breaking all existing connections to your MiFi and disconnecting you from the admin web UI.

To reset all settings to their factory default values, click the **Restore Factory Defaults** button, then confirm by clicking **Yes, Restore Factory Defaults**.

Restarting your MiFi

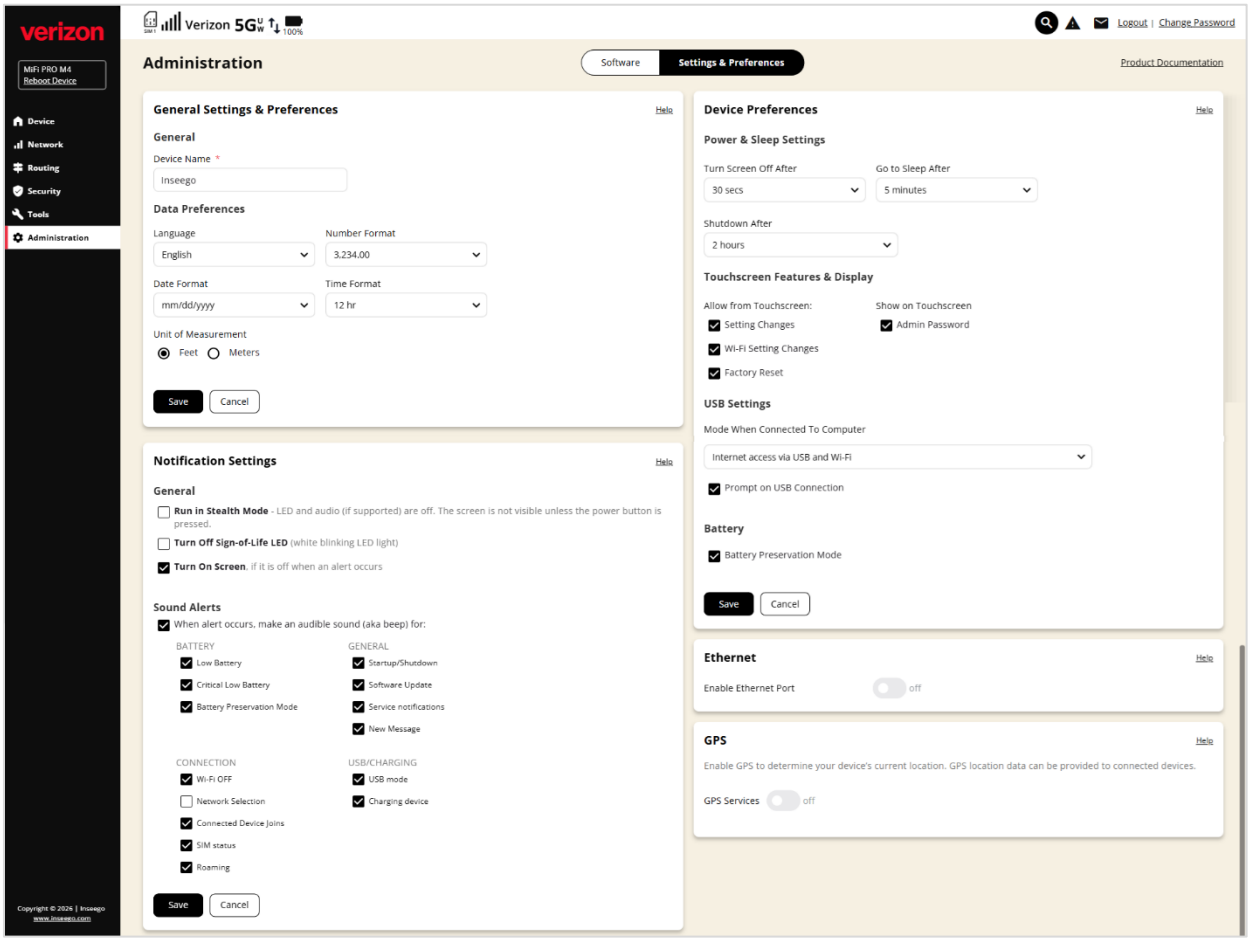
To restart your MiFi (turn it off and on again), click the **Restart** button: then confirm by clicking **Yes, Reboot Device**.

Turning off your MiFi

To turn off your MiFi, click the **Turn Off Device** button, then confirm by clicking **Yes, Turn Off Device**.

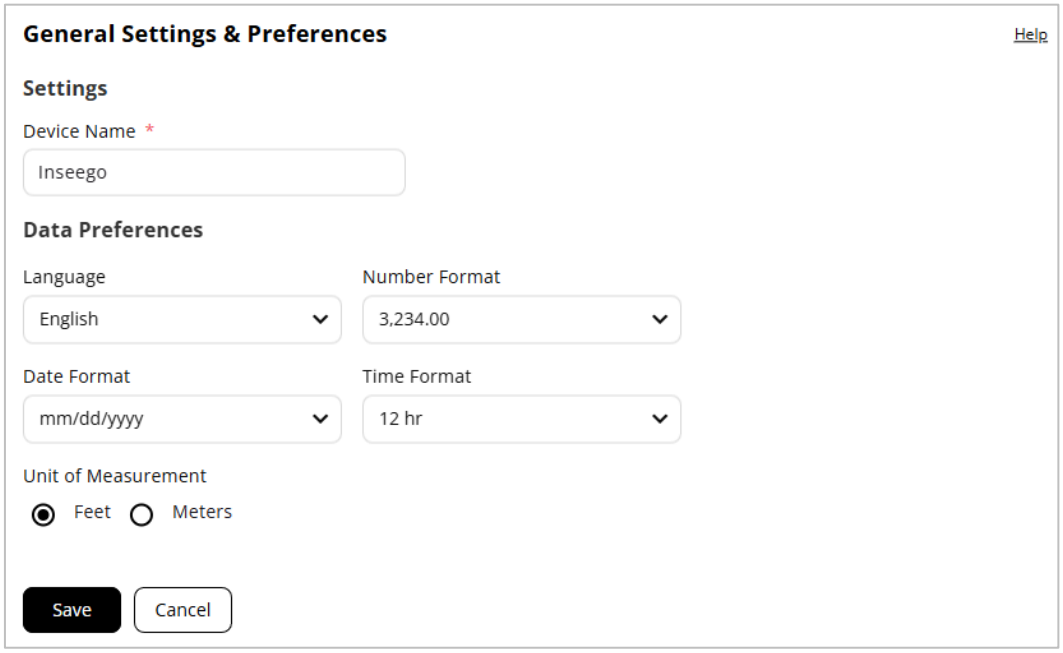
Settings & Preferences tab

Use this tab to set device preferences such as language, select touchscreen and notification settings, Ethernet, and GPS.



General Settings & Preferences

Use this section to change the MiFi name visible to connecting devices, change the language, and enable periodic reboot. You can also change how dates, time, numbers, and units of measure are displayed in the web UI.



Settings

Device Name: The name of the MIFI that appears on devices connecting with Wi-Fi. If desired, enter a different name.

Data Preferences

Language: Select a language for the admin web UI and touchscreen.

NOTE: The following settings affect packets sent to remote servers. For example, if you select a 24-hour time format, the admin web UI, touchscreen, and any packets reporting time somewhere else, will display time in 24-hour format.

Number Format: Choose the format for decimal numbers displayed in the web UI and touchscreen (using a period or comma as the decimal point).

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

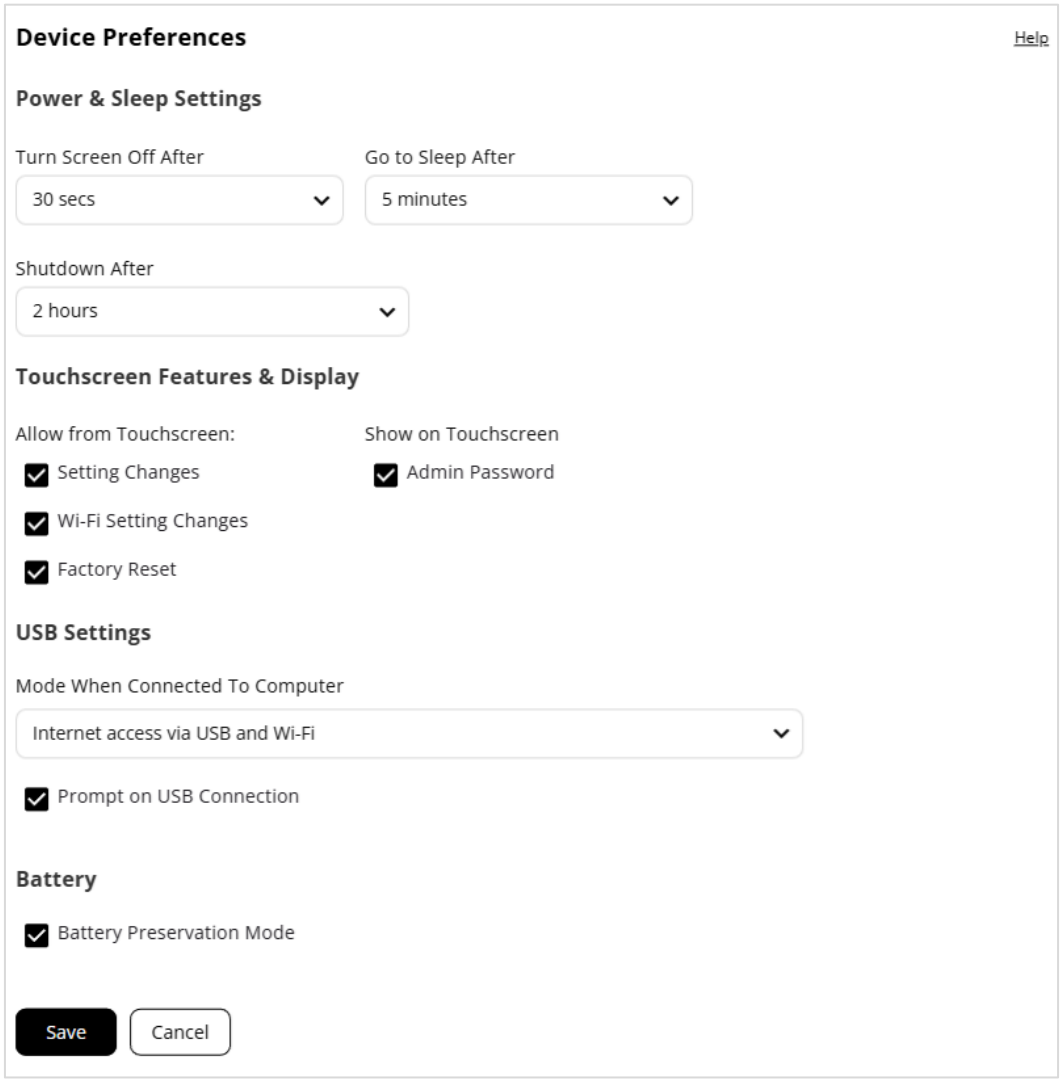
Time Format: Select the time format to be used throughout the web UI and touchscreen (12 or 24 hour).

Units of Measurement: Select the format for distance displayed in the web UI and touchscreen (feet or meters).

Click **Save**.

Device Preferences

Use this section to set power and sleep settings, configure options for the MiFi touchscreen, set USB modes, and turn battery preservation mode on or off.



Power & Sleep Settings

Turn Screen Off After: Use the drop-down list to select how long you want the MiFi to be inactive before the touchscreen turns off.

Go to Sleep After: Use the drop-down list to select how long you want the MiFi to be inactive before entering sleep mode. Sleep Mode occurs when there are no connected devices and no touchscreen activity for the set amount of time. When the MiFi is in Sleep Mode, modules go down and the Wi-Fi name is not visible to other devices. The MiFi does not enter Sleep Mode when charging.

NOTES:

- When your MiFi is in Sleep Mode, press and release the Power button to wake it.

- The sleep mode setting does not affect device shutdown. For example, if you set Sleep Mode to Never and Shutdown is set to 2 hours, the device will still shutdown after two hours of inactivity.

Shutdown After: Use the drop-down list to select how long you want the MiFi to be inactive before shutting down. If there are no connected devices and no touchscreen activity for this amount of time, the MiFi turns off. NOTE: If the device has shut down, restart it by pressing and holding the Power button for three seconds.

Touchscreen Features and Display

Allow from Touchscreen:

Setting Changes: When checked, settings can be configured on the MiFi touchscreen. NOTE: This includes the ability to initiate Factory Reset, which resets all settings to factory default settings and disconnects all connected devices.

Wi-Fi Setting Changes: When checked Wi-Fi settings can be changed on the MiFi touchscreen.

Factory Reset: When checked, this allows factory reset from the MiFi touchscreen (Settings > Factory Reset). Factory reset resets all settings to factory default settings and disconnects all connected devices. NOTE: If **Setting Changes** (above) is unchecked, Settings > Factory Reset is not available on the touchscreen, even when this box is checked.

Show on Touchscreen:

Admin Password: When checked, the password used to access the admin web UI is visible on the touchscreen by tapping **Help > Admin Website** or **Menu > Settings > Advanced Settings**.

USB Settings

Mode when Connected to Computer: Use the drop-down list to select the default type of connection you want for devices connecting to the MiFi USB port: USB charging, internet access via USB and Wi-Fi, or internet access via USB only. NOTE: The MiFi also charges when connecting to access the internet.

Prompt on USB Connection: When checked, a prompt displays on the MiFi screen when a device connects via USB. The prompt allows selection of the USB mode of connection. NOTE: A USB mode selection made on the MiFi touchscreen does not change the setting above. The setting above acts as a default, and the choice on the MiFi touchscreen sets the mode for the current USB session only.

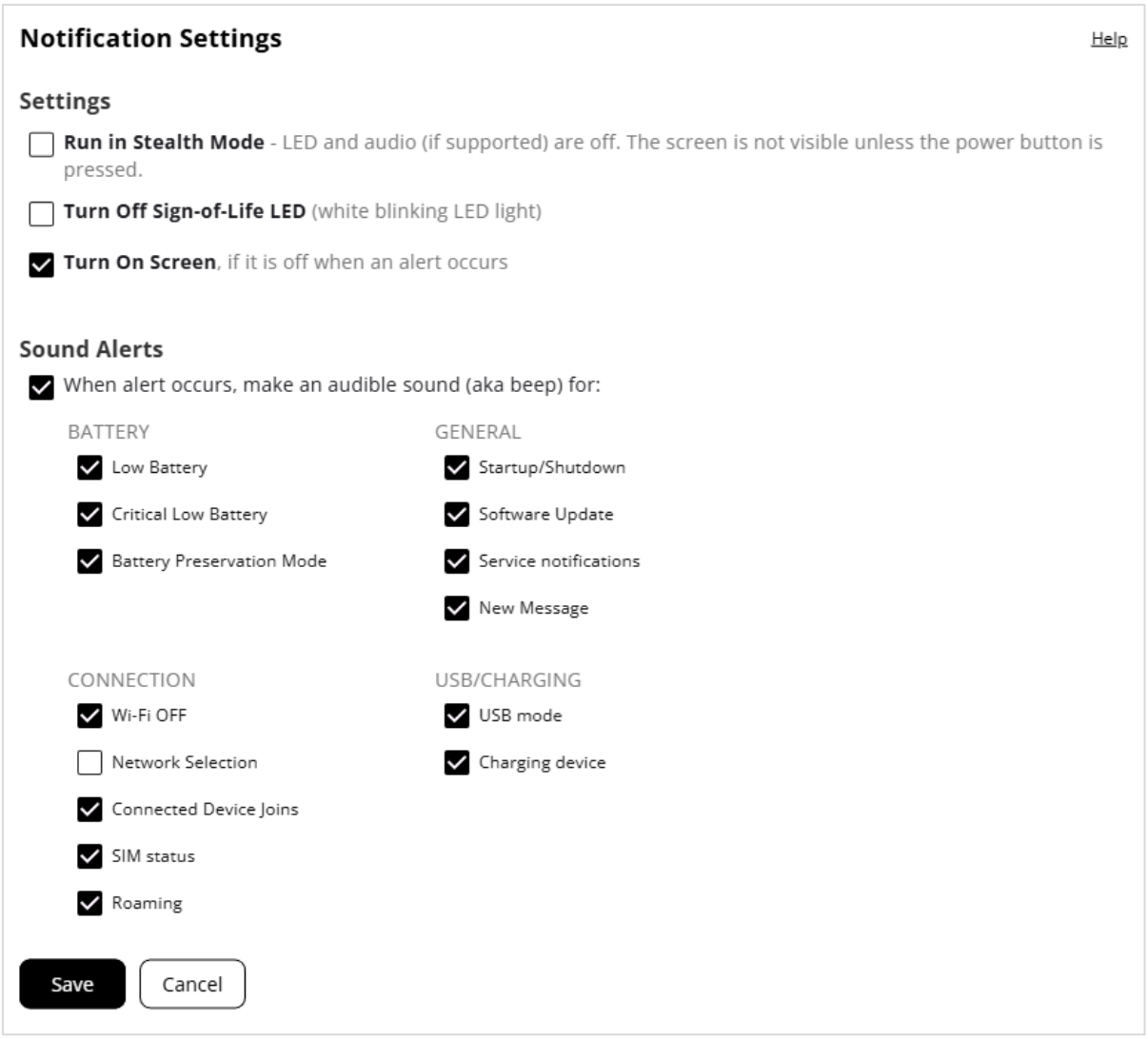
Battery

Battery Preservation Mode: When checked, Battery Preservation Mode activates when your MiFi has charged for more than 16 hours straight. The battery level is allowed to fall to 50% and then your MiFi maintains a charge of 50% - 60% until you power cycle or remove it from charging.

Click **Save**.

Notification Settings

Use this section to set options for notifications on your MiFi.



Settings

Run in Stealth Mode: When checked, other than the startup process, the MiFi LED, touchscreen, and audio turn on only when the Power button is pushed.

Turn Off Sign-of-Life LED: Check this box to turn off the LED status light. When unchecked, the LED blinks slowly as a "sign of life." This option is grayed out if Stealth mode is on.

Turn On Screen: Check this box to turn on your MiFi touchscreen when there is an alert message. This option is grayed out if Stealth mode is on.

Sound Alerts

When alert occurs, make an audible sound (aka beep) for: When checked, your MiFi makes sounds for the events selected below. NOTE: This option is grayed out when **Run in Stealth Mode** is selected.

BATTERY

Check the boxes for the battery events that trigger an audio alert (beep) on your MiFi.

- Low battery
- Critical low battery
- Battery preservation mode

GENERAL

Check the boxes for the general events that trigger an audio alert (beep) on your MiFi.

- Startup/Shutdown
- Software update
- Service notifications
- New message

CONNECTION

Check the boxes for the connection events that trigger an audio alert (beep) on your MiFi.

- Wi-Fi off
- Network selection
- Connected device joins
- SIM status
- Roaming

USB/CHARGING

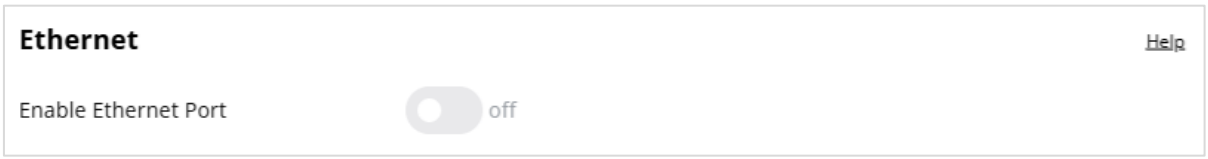
Check the boxes for the USB or charging events that trigger an audio alert (beep) on your MiFi.

- USB mode
- Charging device

Click **Save**.

Ethernet

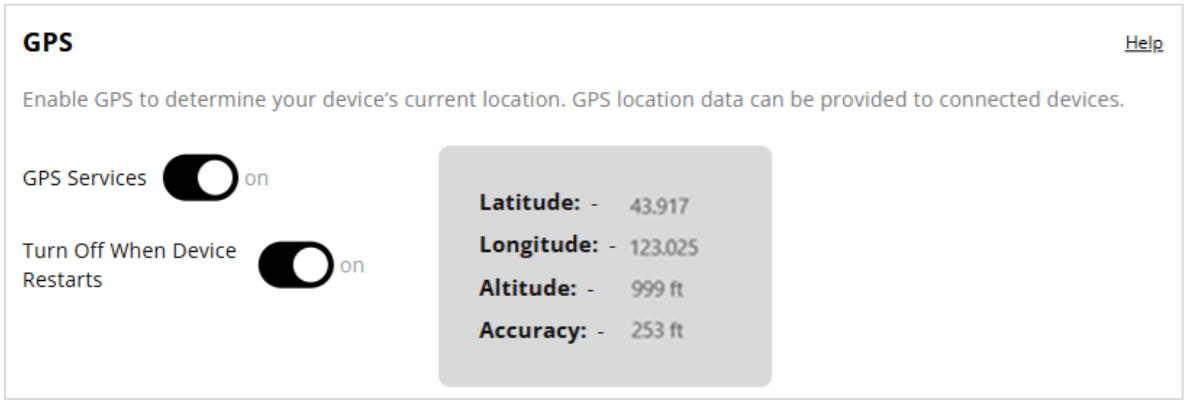
You can choose to enable or disable the Ethernet port on your MiFi.



Enable Ethernet Port: When **on**, the Ethernet port is enabled. NOTE: The Ethernet port is disabled by default to extend battery life.

GPS

Your MiFi incorporates a GPS receiver. The GPS receiver can determine your current location. Use this feature to enable GPS and view current location information.



GPS Services: This setting enables or disables the GPS radio on your MiFi. When turned **on**, a GPS Agreement appears, click **Yes, Enable GPS** to proceed. The MIFI acquires GPS and makes GPS location data available.

Turn Off GPS When Device Restarts: When GPS is on, the GPS receiver turns off when the MiFi turns off and does not automatically restart when the MiFi restarts - you will need to enable GPS again.

Latitude: Latitude for the last location fix.

Longitude: Longitude for the last location fix.

Altitude: Altitude for the last location fix.

Accuracy: A measure of the accuracy of the horizontal position obtained by the GPS receiver.

4

Troubleshooting and support

Overview
Common problems and solutions
Technical support

Overview

The MiFi is a highly reliable product. Most problems are caused by one of these issues:

- System resources required by the MiFi are being used by other devices.
- Network coverage is unavailable due to coverage area, an account problem, or a network problem.

First troubleshooting steps

- Make sure you are using the MiFi in the correct geographic region.
- Ensure that your wireless coverage extends to your current location.
- Ensure you have an active data plan.
- For MiFi optimum radio performance, DO NOT place your MiFi on metal surfaces.

IMPORTANT: Before contacting support, be sure to restart both your connected device and your MiFi and ensure that your SIM card is inserted correctly.

Common problems and solutions

The solutions in this section can help solve many common problems encountered while using the MiFi.

I want to know if my MiFi is still on when the touchscreen is dark

- When the MiFi is on but the touchscreen is not illuminated, the LED status light blinks slowly as a “sign of life.”



- You can press and release the Power button to wake up the touchscreen.

I want to set Screen Timeout, Sleep Mode, and Shutdown times

To conserve battery power, the touchscreen times out or sleeps when you are not using it. **To wake up the display, press and release the Power button**.

Screen Timeout

Screen Timeout is when the touchscreen display goes dark due to inactivity. By default, Screen Timeout occurs when there is no touchscreen activity for 30 seconds.

Sleep Mode

Sleep Mode occurs when there are no connected devices and no touchscreen activity. The default depends on the device model and may be 5 or 10 minutes. When the MiFi is in Sleep Mode, modules go down and other devices cannot see the Wi-Fi name. Sleep Mode does not occur when the MiFi is charging.

To change the settings for Screen Timeout or Sleep Mode:

1. Tap the **Menu** button on the MiFi Home screen.
2. Select **Settings**.
3. Scroll down and tap **Screen Timeout** or **Sleep Mode**.
4. Select the desired amount of time.

NOTE: The Sleep Mode setting does not affect device shutdown. For example, if you set Sleep Mode to Never and Shutdown is set to 2 hours, the device will still shutdown after two hours of inactivity.

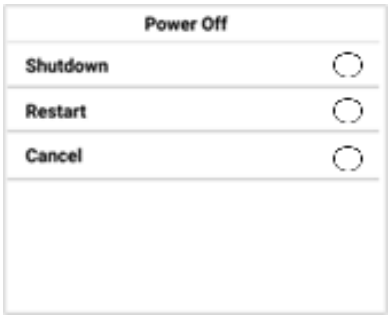
Shutdown

To conserve battery power, if there are no connected devices and there is no activity for two hours, the MiFi shuts off. **To restart the MiFi, press and hold the power button for three seconds.**

To change the Shutdown setting, go to **Administration > Settings & Preferences > Device Preferences** in the admin web UI.

I want to turn my MiFi off

Press and hold the Power button on the MiFi for three seconds until you see the Power Off screen.



Then select **Shutdown**.

My MiFi powered off without pressing the Power button

This may occur under any of the following circumstances:

- Pressing the Reset button or Restore Factory Settings on the touchscreen or admin web UI
- MiFi automatically restarting after configuration changes
- Switching profiles
- Restoring the configuration settings
- Battery depletion

To restore power, follow these steps:

1. Manually press and hold the MiFi Power button for three seconds to turn it back on.
2. If the battery is depleted, charge the MiFi with the wall charger.

No service is available

- Reorient your device. If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.
- You are outside your coverage area, or there may be a problem with your account. Check with your network operator.
- For MiFi optimum radio performance, DO NOT place your MiFi on metal surfaces.

My MiFi has no power/touchscreen doesn't display when I press the Power button

- Make sure the battery is properly seated in the device.
- Check that the battery is fully charged.

I cannot connect a device to my MiFi

On your MiFi: Make sure the Network Signal Strength indicator displays at least one bar and that the type of network is displayed on the Home screen (for example, 5G).

On the device you want to connect: Make sure Wi-Fi is turned on. The MiFi will broadcast its own wireless network and name. Open the list of available Wi-Fi networks. Select the MiFi primary or guest network and enter the password.

NOTE: You can find the primary network name and password by tapping **Wi-Fi Name/Password** on your MiFi – swipe left to see the guest network name and password.

Once connected to the internet, the MiFi Home screen displays the connected device.

I forgot my Wi-Fi password

Tap **Wi-Fi Name/Password** to see your Wi-Fi name (SSID) and Wi-Fi password.

I forgot my MiFi admin web UI password

- You can view the admin password on the MiFi touchscreen by tapping **Help > Admin Website** or **Menu > Settings > Advanced Settings**.
- In the admin web UI, click **Forgot Password** on the Login screen. Answer the security question and click Get Password. The current admin password is displayed.

I see other networks, but not the network name for my MiFi

The default multi-mode settings on your MiFi work for most devices connecting with Wi-Fi, however, some older devices require that you set one of the Wi-Fi bands to support older BGN standards:

1. Access the MiFi admin web UI. Tether your device to the MiFi with the USB-C cable. On the MiFi touchscreen, select **Access Internet (USB & Wi-Fi)** and click **OK**. Open any web browser and go to https://my.jetpack, https://my.mobilehotspot, or https://192.168.1.1. **NOTE:** If you have another device that can connect to your MiFi, you can use it to access the admin web UI.
2. Navigate to **Network > Wi-FI**. Under **2.4 GHz Band Settings**, use the drop-down to change the 802.11 mode to **802.11 bgn**. **NOTE:** This allows older devices to connect on the 2.4 GHz band but leaves the 5 GHz band in multi-mode to allow newer devices the fastest available connection.
3. Click **Save**. Your MiFi reboots and the network name should be visible on all devices.

I see the network name, but cannot connect a device to my MiFi

Tap **Wi-Fi Name/Password** on the MiFi Home screen to make sure you are using the correct Wi-Fi password. Swipe left to view the guest network credentials if you are connecting to the guest network.

The default network security settings on your MiFi work for most devices connecting with Wi-Fi, however, some older devices may not have access. If you are entering the correct password and still unable to connect, change the network security setting to **WPA2 Personal PSK (AES)**:

1. Access the MiFi admin web UI by tethering the device to the MiFi with the USB-C cable. On the MiFi touchscreen, select **Access Internet (USB & Wi-Fi)** and click **OK**. Open any web browser and go to https://my.jetpack, https://my.mobilehotspot, or https://192.168.1.1. **NOTE:** If you have another device that can connect to your MiFi, you can use it to access the admin web UI.
2. Navigate to **Network > Wi-Fi > Primary Network**. In the **Security** dropdown, select **WPA2 Personal PSK (AES)**.
3. Click **Save**. Your MiFi will reboot, and all devices should be able to connect.

I want to see how many devices are connected

On the MiFi touchscreen: Look below the **Connected Devices** icon on the Home screen for the number of connected devices. Tap the icon for details on the connected devices.

On the MiFi admin web UI: Go to **Network > Devices** for details on connected devices.

I want to see the firmware (software) version installed on my MiFi

NOTE: Software updates are delivered to the MiFi automatically over the mobile network.

On the MiFi touchscreen: Tap **Menu** and then **Software Update**.

On the MiFi admin web UI: Look for Firmware Ver. on the top left of the Home page.

I want to see the phone number for my MiFi

On the MiFi touchscreen: Tap **Menu** and then swipe up and tap **About**. Your MiFi phone number is listed as **Wireless Number**.

On the MiFi admin web UI: Look for **MDN** on the Home page under **SIM Settings**.

I want to see the battery level of my MiFi

On the MiFi touchscreen: You can view the battery icon and percentage 100% on the top right of the Home screen.

On the MiFi admin web UI: The battery icon and percentage is on the header of every page.

Technical support

IMPORTANT: Before contacting Support, be sure to restart both your computer and your MiFi and ensure that your SIM card is inserted correctly.

Customer Service and Troubleshooting
Contact your service provider for assistance.

My Verizon mobile app
Manage your account, track your usage, edit account information, pay your bill and more.

Get help using your MiFi
From your computer or any connected device, visit verizon.com/Support.

Customer service
- Call 800.922.0204
- X (Twitter) @VerizonSupport
- Facebook @Verizon

More information
Documentation for your MiFi is available online. Go to go.inseego.com/mifipro, or go to verizon.com/Support and find your device.

Vulnerability disclosure policy

Inseego is committed to acting on reported vulnerabilities in a timely manner, and to prioritize critical issues appropriately.

Inseego is able to send Firmware Over-the-Air (FOTA) updates to resolve most issues.

To submit a vulnerability issue, email: technicalsupportus@inseego.com.

- Inseego will respond within five business days to acknowledge receipt of the suspected vulnerability.
- Inseego will provide a status update within a reasonable time based on severity and impact, after an assessment is made.

5

Product specifications and regulatory information

Product specifications
Regulatory information
Product Certifications and Supplier's Declarations of Conformity
Wireless communications
Limited warranty and liability
Safety hazards
Proper battery use and disposal

Product specifications

Device

Name:	MiFi PRO M4
HW Model:	M4330
Regulatory:	FCC, CEC, DoE
Standards, approvals, certifications:	GCF, FIPS 140-3 *, REACH, RoHS, PROP65, IEEE1725, Wi-Fi Alliance UL 2710 †
Dimensions:	5.9" x 2.9" x 0.8" (150 mm x 74 mm x 20.4 mm)
Weight:	9.2 oz (261.5 g)
Ports:	USB-C port – charging and tethering 1 Gbps RJ45 Ethernet port – tethering 2xTS9 - external antenna (optional)
SIM:	4FF Nano SIM
Chipset:	Qualcomm® Dragonwing™ MBB Gen 3 Platform
Memory:	1GB ROM + 1GB RAM
Display:	2.4" (60.96mm) TFT color touchscreen display Power and status LED
Languages:	English Spanish

Power

Charging:	USB PD compliant 18W charger (for optimal charging)	Input voltage: 100 – 240 Vac Frequency: 50 / 60Hz Output voltage/current: 5V/3A, 9V/2A, 12V/1.5A
	Wall adapter with a minimum power output of 15W (charge time will vary)	Input voltage: 100 – 240 Vac Frequency: 50 / 60Hz Output voltage/current: 5V/3A
	USB 3.1 Gen 1, type C to C cable (included)	
Time for full charge:	4 hours (when not in use)	
Battery:	5050 mAh Li-Ion battery (included)	
Battery life:	8+ hours of continuous use ‡	
Operates on AC (battery optional)		

* See https://inseego.com/resources/blog/what-is-fips-140-3-and-how-does-it-secure-sensitive-data/.
† See https://inseego.com/resources/blog/ecologo-and-ul-2710-certified-devices/.
‡ Battery life may vary depending on the number of connected devices and activity, including use of Ethernet.

Environmental

Operating temperature:	14°F to 122°F (-10°C to 50°C)
Storage temp:	-22°F to 158°F (-30°C to 70°C)
Battery charging temp:	32°F to 104°F (0°C to 40°C)
Relative humidity:	The device shall be fully operational up to a maximum of 93% relative humidity (non-condensing).
Drop:	The device accessories (battery and charger) shall withstand drop from 1.5m onto hard surface (stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or mars. The housing will withstand drop from 1.25m onto hard surface stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or mars.
Electrostatic discharge:	The device shall be able to withstand the following ESD: 8kV contact / 15kV air discharge.
Vibration stability:	The device shall be able to withstand the following vibration profile: 10-2000Hz, 1.5G acceleration, 3 axes.

Network connectivity *

5G NR with SA/NSA
3GPP release 17
DSS support
5G UL-CA support
4G

Bands supported

5G mmW: n257, n260, n261
5G sub-6: n2, n5, n48, n66, n77, n78
LTE: B2, B4, B5, B7, B12, B13, B17, B48, B66, B71

* Data plan required. Coverage subject to network availability.

WLAN/Wi-Fi

Wi-Fi 7 802.11 acn/bgn/ax/be
Wi-Fi with 2x2 MU-MIMO (2.4GHz & 5GHz)
Real simultaneous dual-band Wi-Fi
Primary and guest SSID support
Up to 50 Wi-Fi enabled devices supported

Software and security

Systems supported:	Windows® 10 or higher Mac OS® X 10.10 or higher Linux® Ubuntu 14.04 or Higher Chrome OS™ v79 or higher
Security	Administration portal Security hardened web interface Password hash & session timeout Incorrect password lockout 3rd party penetration testing Anti-CSRF protection FIPS 140-3 * compliance

Wi-Fi features

Wi-Fi on/off control
Wi-Fi security (WPA2/WPA3)
Wi-Fi privacy separation
AES 128 encryption

Advanced networking

MAC address filtering
NAT firewall
Port forwarding and filtering
VPN passthrough
OpenVPN support
DMZ
Manual DNS
Static IP

* See https://inseego.com/resources/blog/what-is-fips-140-3-and-how-does-it-secure-sensitive-data/.

Regulatory information

Federal Communications Commission Notice (FCC – United States)

FCC ID: PKRISGM4330

Electronic devices, including computers and wireless modems, generate RF energy incidental to their intended function and are therefore subject to FCC rules and regulations.

This equipment has been tested to, and found to be within, the acceptable 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 when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are 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 the 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/television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules. Operation is subject to the following two conditions.

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THIS DEVICE IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT INSEEGO CORP TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

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

MODIFICATIONS: The FCC requires that you be notified that any changes or modifications made to this device that are not expressly approved by Inseego Corp. may void your authority to operate the equipment.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by INSEEGO CORP.

FCC RF Exposure Guidance Statement

In order to comply with FCC RF Exposure requirements, this device must be installed to provide at least 10 mm separation from the human body at all times.

Product Certifications and Supplier's Declarations of Conformity

Product Certifications and Supplier's Declarations of Conformity documentation may be consulted at Inseego Corp., 9710 Scranton Road Suite 200, San Diego CA 92121, USA. https://www.inseego.com/support/.

Wireless communications

IMPORTANT: Due to the transmission and reception properties of wireless communications, data occasionally can be lost or delayed.

This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment where you operate the modem might adversely affect communications.

Variations in radio signal strength are referred to as fading. Fading is caused by several different factors including signal reflection, the ionosphere, and interference from other radio channels.

Inseego Corp. or its partners will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received with the M4330 device, or failure of the M4330 device to transmit or receive such data.

Limited warranty and liability

Inseego Corp. warrants for the 12-month period immediately following receipt of the Product by Purchaser that the Product will be free from defects in material and workmanship under normal use. THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at Inseego's option, of defective or non-conforming materials, parts or components. The foregoing warranties do not extend to (I) non-conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to Inseego's specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformities in the Product due to modifications, alterations, additions or changes not made in accordance with Inseego's specifications or authorized by Inseego, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from Inseego, (VII) products designated by Inseego as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered.

Safety hazards

Do not operate the MiFi PRO M4 in an environment that might be susceptible to radio interference resulting in danger, specifically:

Areas where prohibited by the law

Follow any special rules and regulations and obey all signs and notices. Always turn off the host device when instructed to do so, or when you suspect that it might cause interference or danger.

Where explosive atmospheres might be present

Do not operate your device in any area where a potentially explosive atmosphere might exist. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Users are advised not to operate the device while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Near medical and life support equipment

Do not operate your device in any area where medical equipment, life support equipment, or near any equipment that might be susceptible to any form of radio interference. In such areas, the host communications device must be turned off. The device can transmit signals that could interfere with this equipment.

On an aircraft, either on the ground or airborne

In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the modem is turned off prior to boarding aircraft in order to comply with these regulations. The modem can transmit signals that could interfere with various onboard systems and controls.

While operating a vehicle

The driver or operator of any vehicle should not operate a wireless data device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some countries, operating such communications devices while in control of a vehicle is an offense.

Electrostatic Discharge (ESD)

Electrical and electronic devices are sensitive to electrostatic discharge (ESD). Macintosh native connection software might attempt to reinitialize the device should a substantial electrostatic discharge reset the device. If the software is not operational after an ESD occurrence, then restart your computer.



Proper battery use and disposal

IMPORTANT: In the event of a battery leak:

- Do not allow the liquid to come in contact with the skin or the eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- Seek medical advice immediately if a battery has been swallowed.
- Communicate the appropriate steps to be taken if a hazard occurs. Due to the transmission and reception properties of wireless communications, data can occasionally be lost or delayed.

Please review the following guidelines for safe and responsible battery use:

- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert a foreign object into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it was specified.
- The device implements battery authentication and software identification. Batteries that have not been approved and certified will not be detected or recognized by the system.
- Only use the battery with a charging system that has been qualified with the system per IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Only use a wall adapter that has been qualified with the system per IEEE 1725, or one that is USB-IF compliant.
- Do not short circuit a battery or allow a metallic or conductive object to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the system per IEEE 1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the MiFi or battery. If the MiFi or the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.