User Guide

MHS700L

ellipsis™
JETPACK

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1

Getting Started

Overview
Components
Device Display
Battery Management

Overview

Thank you for choosing the Ellipsis Jetpack!

Having the Ellipsis Jetpack at your fingertips will allow you to access Verizon's 4G LTE network for fast uploads and downloads. You can also connect up to eight Wi-Fi capable devices to the Internet at once – laptops, tablets, eReaders, gaming consoles and more* - and experience ten times faster speeds of solid 4G LTE, without dropping down to 3G or other slower speed technologies.

System Requirements

- Compatible with all IEEE802.11b/g/n Wi-Fi enabled devices.
- Works with the latest versions of most browsers**.

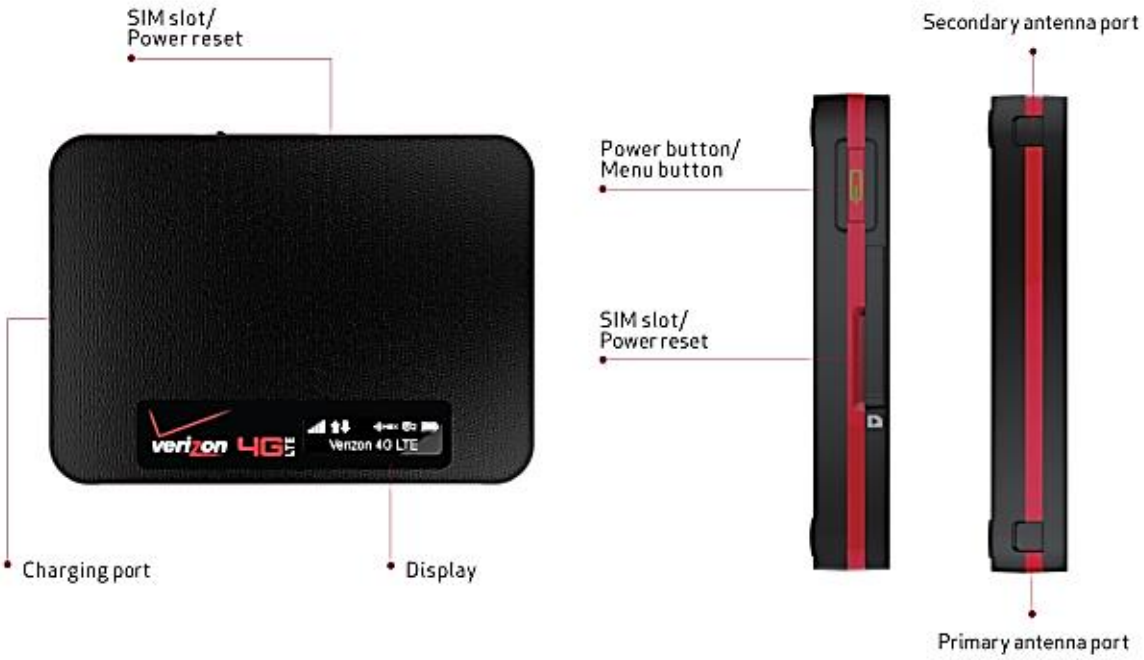
IMPORTANT!

** Be aware when multiple users are connected to the device, they are contributing to the total data usage on your mobile broadband data plan.*

*** It is recommended to use the latest versions of Internet browsers. Outdated versions may not be compatible with the Jetpack Web User Interface, http://my.jetpack .*

Components

Jetpack Overview



1. **Power/Menu Button –** Power the Jetpack on/off and switch the menu

	Operations	Actions
	Power On	Press and hold the Power button for 2 seconds to turn on.
	Power Off	Press and hold the Power button 3 seconds to turn off.
	Display Wake-Up	When the display is off (sleep mode), the first quick press of the Power button wakes up the display.
	Info Display	When the display is on, each time in the Power button is pressed quickly, selected information displays.
	Colors	**Charging Status**
	Off	The Jetpack is not connected to a charger.
	Red	The Jetpack is connected to a charger.
	Green	The Jetpack is connected to a charger and the battery is fully charged.

2. **SIM Slot / Power Reset –** The SIM card installation slot and Jetpack Power Reset are accessed by lifting the slide cover.
3. **Charging Port –** The USB charger connects here.
4. **Display –** Provides connection and battery status, network signal strength, roaming status, and the number of users connected with Wi-Fi.

Device Display

Display Indicators

DISPLAY ICON	DESCRIPTION
No icons	The Jetpack is powered off or not receiving power, or the screen is in power-saving mode
Status Bar	
Network Signal Strength	More bars indicates a stronger wireless signal.
Activity Indicator	This icon appears when data is being transferred between the Verizon network and your Jetpack device. Downloading Uploading Downloading and Uploading
Connected Devices	Displays the number of connected devices. When eight devices are connected, **MAX** is displayed.
Roaming Indicator	If this icon is displayed, your Jetpack is roaming.
Messages	This icon appears when you have SMS messages.
Battery Charge Indicator	More white on the battery indicates more battery life.
Charging	This icon indicates that the device is currently connected to the chargers.

Battery Management

Your Jetpack is equipped with an internal, non-removable, rechargeable battery. It will work from its charged battery alone, or when the device is plugged into a power source.

Note: Please do not attempt to open or disassemble this Jetpack. Doing so may cause damage that voids your warranty.

Charge the battery by plugging in the wall charger or to the USB port of a computer. While the battery is charging, the battery charging icon displays , and the power button illuminates red . When the battery is fully charged, the battery icon is solid , the power button illuminates green .

IMPORTANT! Please use only an approved charger to charge your Jetpack. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your device and void the warranty.

2

Using Your Jetpack

Accessing the Network
Using Your Jetpack for the First Time
Connecting to Your Jetpack
Using Your Jetpack After Setup is Complete

Accessing the Network

Work effectively outside the home or office with the reliable broadband speed that the 4G LTE service provides. You can connect to the internet at speeds that are up to 10 times faster than 3G, and keep up-to-date on all your email correspondence, download attachments, and access your corporate intranet.

*Mobile Broadband with 4G LTE**

- Download: typical speeds of 5-12 Mbps.
- Upload: typical speeds of 2-5 Mbps.

NOTE: This Jetpack supports 4G LTE only. 3G fallback is not supported.

Wi-Fi 802.11b/g/n

- 802.11b uses the 2.4 GHz frequency with a bandwidth of 11 Mbps.
- 802.11g uses the 2.4 GHz frequency with a bandwidth of 54 Mbps.
- 802.11n uses the 2.4 GHz frequency with a bandwidth of 150 Mbps.

* *Speeds shown are those published by Verizon Wireless, Inc. and are theoretical in nature. Actual throughput speed and coverage may vary. Speed claims not applicable when roaming.*

Using Your Jetpack for the First Time

System Requirements

Your computer, tablet, or other wireless devices need Wi-Fi capability and Internet browser software only. Your Jetpack is compatible with all major operating systems and the latest versions of browsers.

Installing the 4G LTE SIM Card

Your SIM (Subscriber Identity Module) card is a small rectangular plastic card that stores your phone number and important information about your wireless service.

If not already inserted, follow the instructions below to install your 4G LTE SIM card.

1. Lift the SIM slot cover by placing your fingernail in the cutout on the side of the Jetpack and pop the cover open.
2. Slide the SIM card into the SIM slot with the Verizon logo facing up and the notched corner facing in, pointed towards the Power/Menu button. Press the SIM card until it clicks into place.
3. Close the SIM slot cover.

IMPORTANT! Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt. Whenever you insert or remove the SIM card, ensure your Jetpack is powered off and is not connected to any power source. Never use tools, knives, keys, or any type of object to force the door open or to remove the SIM card.

Removing the 4G LTE SIM Card

To remove the 4G LTE SIM card, follow the instructions below.

1. Lift the SIM slot cover by placing your fingernail in the cutout on the side of the Jetpack and pop the cover open.
2. Press in on the SIM card for it to eject, then remove the SIM card from the SIM slot.
3. Close the SIM slot cover.

NOTE: Should your 4G SIM card be lost or damaged, contact Verizon Customer Care for a replacement.

Charging the Battery

Before using your Jetpack, ensure that the battery is fully charged. Be sure to use the charger that came with your Jetpack.

NOTE: Your Jetpack is equipped with an internal rechargeable battery. You should never attempt to open or disassemble this Jetpack. Doing so may cause damage that voids your warranty.

- It normally takes at least 3~5 hours, depending your power sources (with the wall charger or with the USB port of your computer) to fully charge the battery.
- The battery discharges faster as additional devices connect with your Jetpack.
- Battery life depends on the network, signal strength, temperature, features, and active connection time.
- When charging, keep your Jetpack near room temperature.
- Never leave the Jetpack in an unattended vehicle due to uncontrolled temperatures that may be outside the desired temperatures for this Jetpack.
- It is normal for batteries to gradually wear down and require longer charging time.

Powering the Jetpack On and Off

Power On

Press and hold the Power/Menu button for 2 seconds to turn the Jetpack on.

Power Off

Press and hold the Power/Menu button for 3 seconds to turn the Jetpack off.

NOTE: It is normal for the device to take one or two minutes to connect with the wireless network.

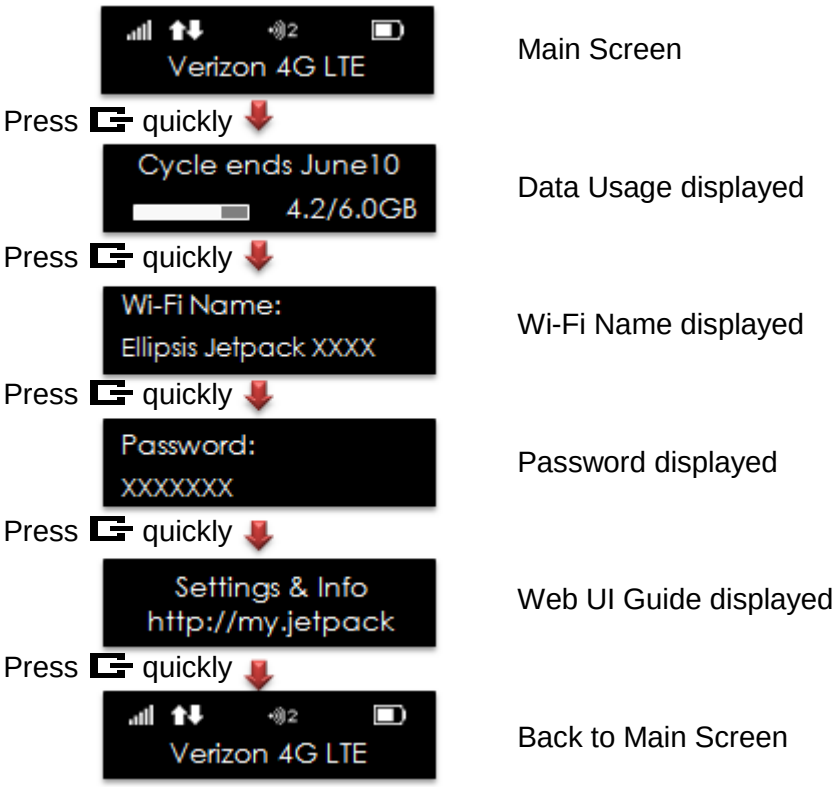
Connecting to Your Jetpack

Wi-Fi Name (SSID) and Password

Your default Wi-Fi Name (SSID) and Password can be found on the Jetpack display upon initial power up.

You can also view your Wi-Fi Name and Password using the following steps.

1 Power on your Jetpack.
2 Press (Power/Menu button) quickly when the display is on.
   a. Press one time for data usage information.
   b. Press two times for the Wi-Fi name.
   c. Press three times for the Password.
   d. Press four times for Settings & Info URL guide
   e. Press five times to return to the Home screen.



Connecting to the Internet

1 Open the Wi-Fi application or controls on your laptop or Wi-Fi capable device that you want to connect to your Jetpack, and find the Jetpack's Wi-Fi name "Ellipsis Jetpack xxxx".
2 Click **Connect** and enter the Password when prompted.

Using Your Jetpack after Setup is Complete

Mobile Hotspot to share connections

You can use the Jetpack as a wireless mobile hotspot to connect up to a total of eight Wi-Fi capable devices to the mobile broadband network.

Wi-Fi and Web UI Admin Security

The Jetpack comes from the factory with security turned on. By default your Wi-Fi and Admin Password are the same. Your Admin Password will always be the same as your Wi-Fi Password unless you create a separate Admin Password in the Web User Interface. If you change your Wi-Fi Password, your Admin Password changes as well.

To create a separate password for signing in to the Web User Interface in order to change settings on this device, a new Admin Password must be created. After you create the Admin Password, you will be required to use one password to connect with the Jetpacks Wi-Fi network and one password to Sign In to the http://my.Jetpack Web User Interface.

You can change the security settings using the Jetpack Web User Interface (Web UI). To change your Jetpack security settings:

1. Connect your Wi-Fi capable device to the Jetpack.
2. Open a web browser on your connected device and enter http://my.jetpack or http://192.168.1.1.
3. Click on **Sign In**, enter your password in the **Admin Password** box, and then click **Sign In**. (Click the Power/Menu button quickly three times to see password)
4. To change Web UI Admin Password, see page 20 of this guide.
5. To change Wi-Fi Password, see page 24 of this guide.

Monitoring Data Usage

You can monitor your data usage from your Jetpack. Press the Power/Menu button one time to see data usage, and when your billing cycle ends.

You can also monitor your data usage detail from your **My Jetpack Home** page at http://my.jetpack or by selecting the Data Usage link (see page 16 of this guide).

3

Jetpack Settings

Managing Your Jetpack
My Jetpack Home
Data Usage
Connected Devices
Jetpack Settings
Messages
About Jetpack

Managing Your Jetpack

Using the Web User Interface

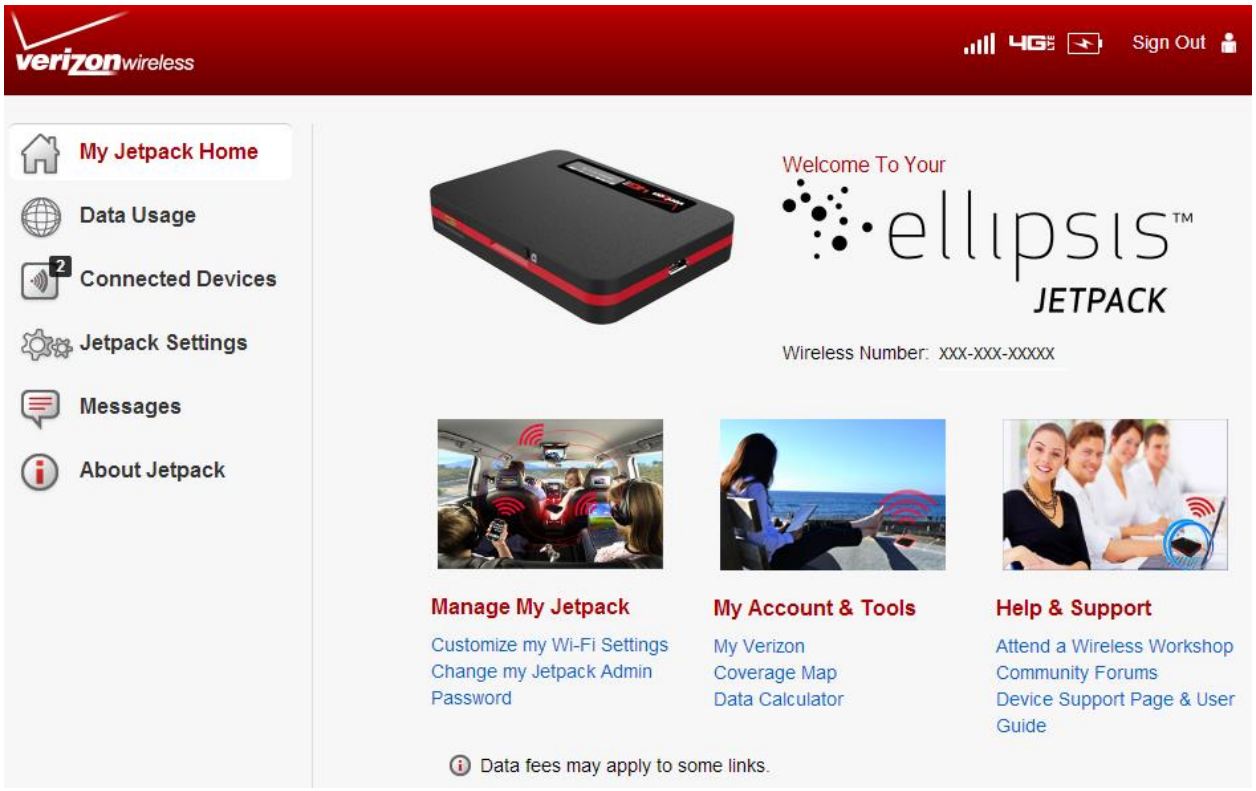
You can connect to the Web UI and customize your Jetpack settings.

1. Connect your Wi-Fi capable device to the Jetpack.
2. Open a web browser on your connected device and enter either of these URLs: http://my.jetpack, or, http://192.168.1.1.
3. Sign in using the **Admin Password**. By default your **Admin Password** is the same as your **Wi-Fi Password** unless a separate **Admin Password** has been created.
4. You are now able to customize your Jetpack settings. The menu column to the left of the web page is the primary navigation for the Jetpack Web User Interface. You can access each feature under the applicable menu.

My Jetpack Home

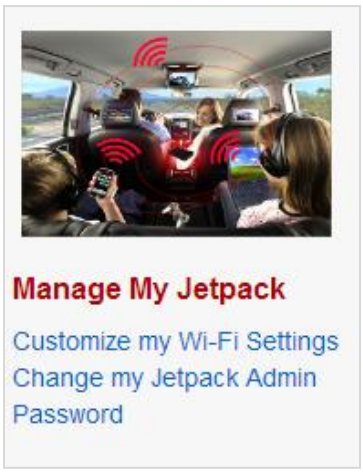
The **My Jetpack Home** page allows you to quickly access commonly used links and all available menu options for your Jetpack. The **My Jetpack Home** page contains the following quick link menu options:

- **Manage My Jetpack**
- **My Account & Tools**
- **Help & Support**



Manage My Jetpack

The **Manage My Jetpack** quick links contain the following options:



Clicking on **Customize my Wi-Fi Settings** will take you to the **Jetpack Settings Wi-Fi** menu page where you can customize Wi-Fi profiles (see page 24 of this guide).

Clicking on **Change my Jetpack Admin Password** will take you to the **Jetpack Admin Password** menu page where you can change your jetpack Admin Password (see page 20 of this guide).

My Account & Tools

The **My Account & Tools** quick links contain the following options:

My Verizon allows you to manage your account, pay your bill, purchase accessories, and more. Register at http://verizonwireless.com/myverizon.

Click on **Coverage Map** to access the Verizon Wireless Coverage map.

Click on **Data Calculator** to calculate your data usage and select the best plan to meet your data requirements.

NOTE: Links in this section may result in additional data charges which count against your monthly allotment.

Help & Support

The **Help & Support** quick links contain the following options:

Click on **Attend a Wireless Workshop** to attend online or in a store to learn everything you need to know about your Jetpack.

Click on **Community Forums** to follow, share, and participate in the Broadband & Netbook Community. In addition, you can search Broadband & Netbook Community discussions for specific topics.

Click on **Device Support Page & User Guide** to access detailed device information of your Jetpack, and to view or download the User Guide for your Ellipsis Jetpack.

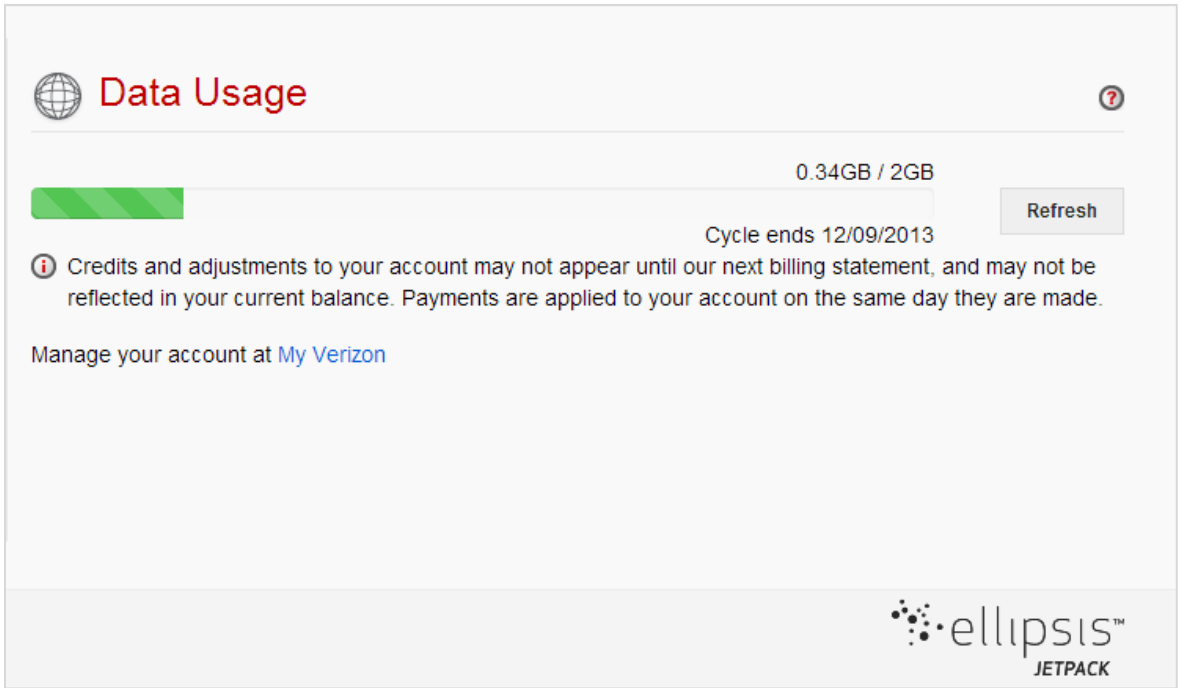
NOTE: Links in this section may result in additional data charges which count against your monthly allotment.

Data Usage

The **Data Usage** page allows you to obtain data usage and billing cycle information for your mobile broadband plan. From the **My Jetpack Home** page, select **Data Usage**, and you will see usage information for your mobile data plan, and when your billing cycle ends, when usage data is available.

The following information is displayed according to your plan.

- Data usage for your current data plan and billing cycle.
- The date when your current data cycle ends.
- If you are part of a shared data plan, your total shared usage is displayed.



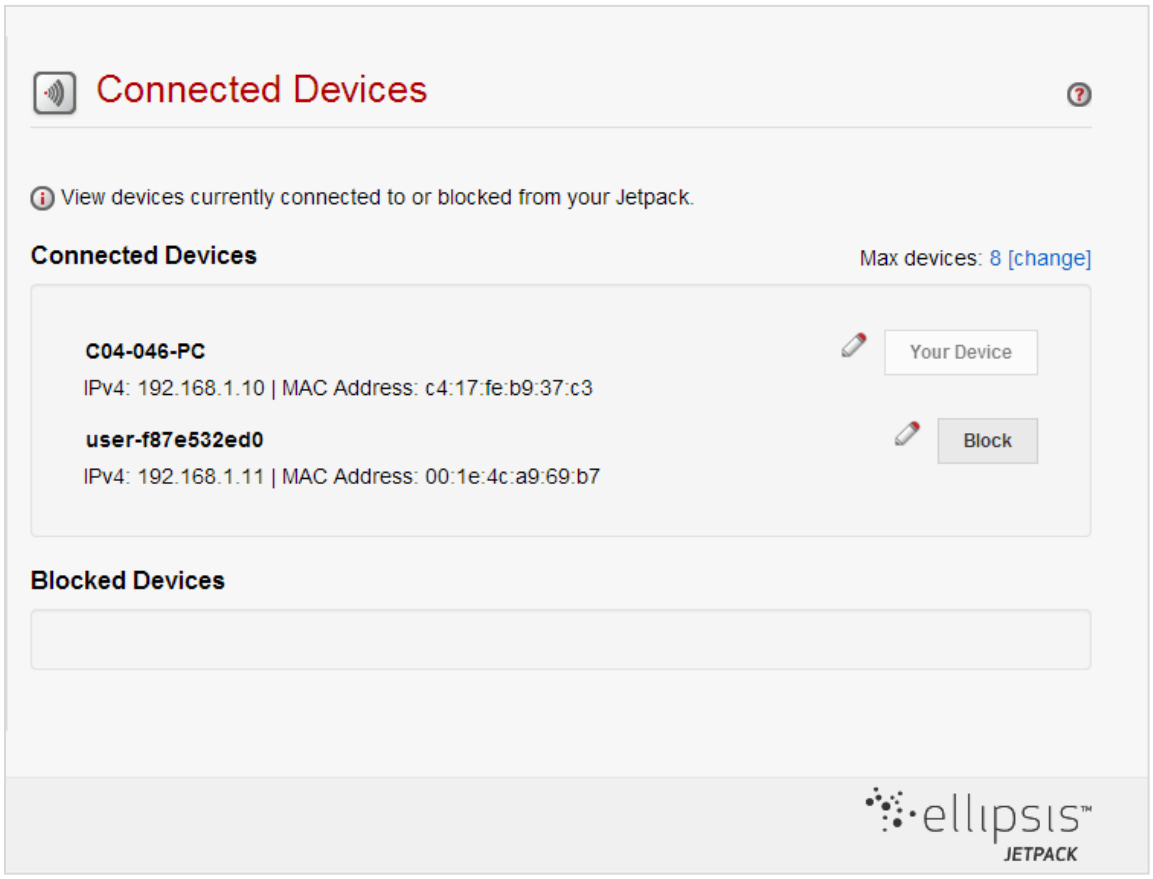
Connected Devices

The **Connected Devices** page allows you to view and edit devices that are currently connected to your Jetpack. You can also block and unblock device connections. Any devices blocked from connecting with the Jetpack can also be viewed.

The **Connected Devices** page contains:

- **Connected Devices** – Displays the IP Address, MAC Address of up to eight connected devices.
- **Blocked Devices** – Displays any blocked devices.

NOTE: A device that is currently accessing the http://my.jetpack Web UI cannot be blocked.



Connected Devices

The **Connected Devices** menu contains the following options:

- **Name** – Normally, this is the host name of the connected device, as set on the connected device. If you have used this interface to assign a name to a connected device, the assigned name displays in place of the host name. In rare cases, the host name may be unavailable.

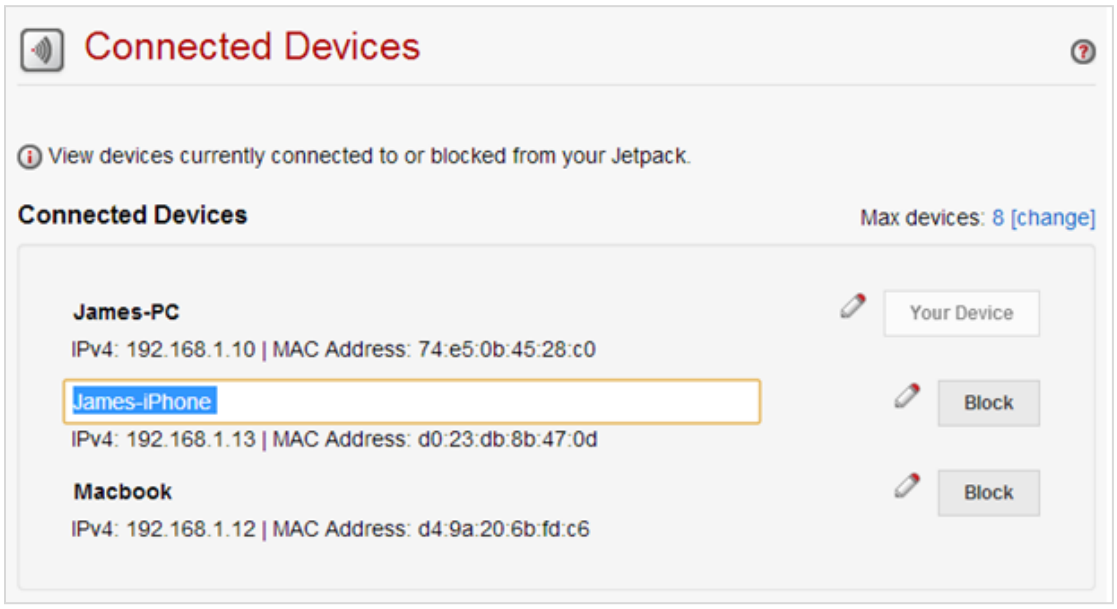
  You can use the **Edit** option to change the name of any connected device.
- **IP Address** – The IP address of the connected device.

- **MAC Address** – The MAC address is a unique network identifier for this connected device.
- **Edit** – Click the pencil icon or the device Name to edit a connected device **Name**.
- **Max Device** – Clicking it allows you to go to the **Wi-Fi Settings** menu to change the maximum number of connected devices.

Edit a Connected Device

To **Edit a Connected Device:**

1. Click the pencil tool . A page opens, allowing you to edit the name of the device.
2. Update the name(s) of the device(s), and click **Enter**.



Changing the Maximum Number of Connected Devices

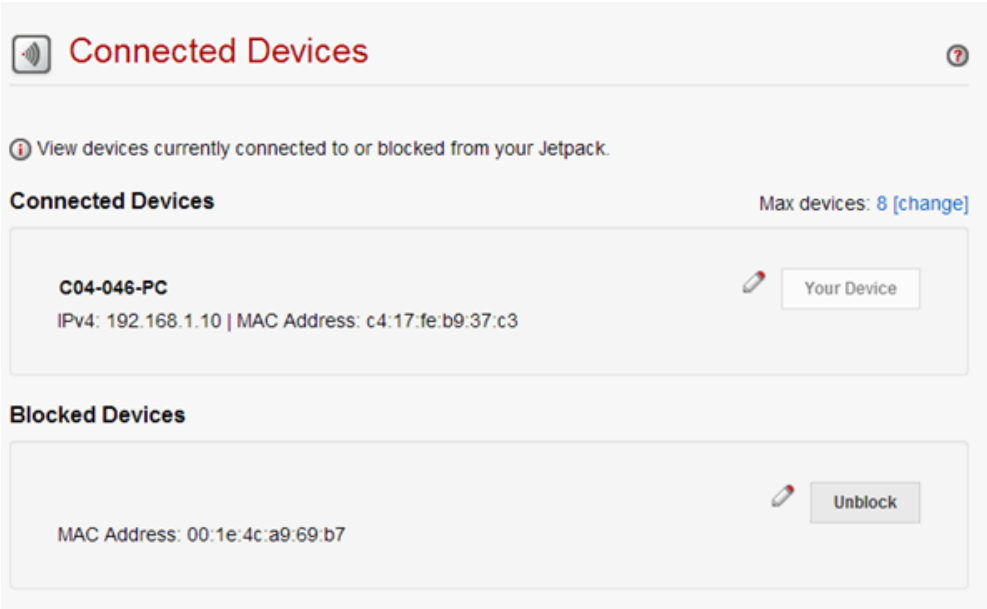
To change the maximum number of devices allowed to connect to your Jetpack:

1. Click **Change** on the **Connected Devices** page to open the **Jetpack Settings Wi-Fi** page.
2. See page 24 of this guide.

Blocked Devices

The **Blocked Devices** menu contains the following options:

- **Block** Button – Click **Block** to disconnect a connected device and prevent it from reconnecting. The blocked device then appears in the **Blocked Devices** list. This option is available for use with each connected device, except for your own device.



- **Blocked Devices** – This list reflects any devices that you have blocked. Note that, since these devices are not currently connected, and are blocked from connecting, they do not have an IP address. Instead, they are identified by MAC address. You can enter name to identify the device blocked by clicking the pencil icon.
- **Unblock** Button – Click **Unblock** to unblock a previously blocked device, freeing it to connect again. The unblocked device is deleted from the **Blocked List** and will reappear in the **Connected Devices** list when it connects.

Jetpack Settings

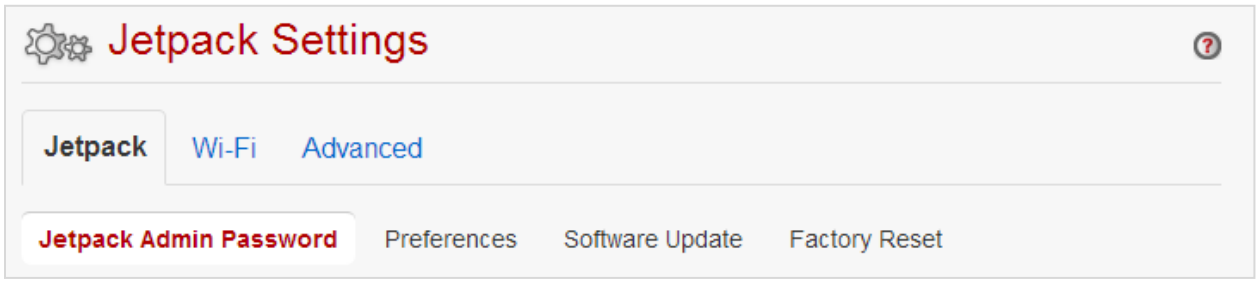
The **Jetpack Settings** page allows you to make device changes, select mobile network options, and update software. This functionality is only available on the Jetpack Web UI.

- **Jetpack**
- **Wi-Fi**
- **Advanced**

Jetpack

The **Jetpack** menu contains the following options:

- **Jetpack Admin Password**
- **Preferences**
- **Software Update**
- **Factory Reset**



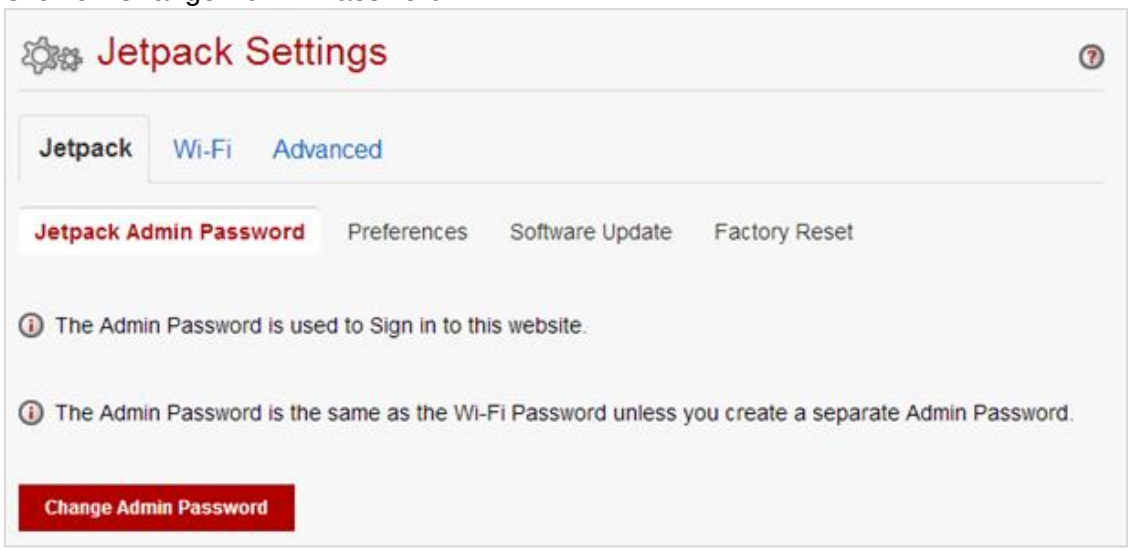
Jetpack Admin Password

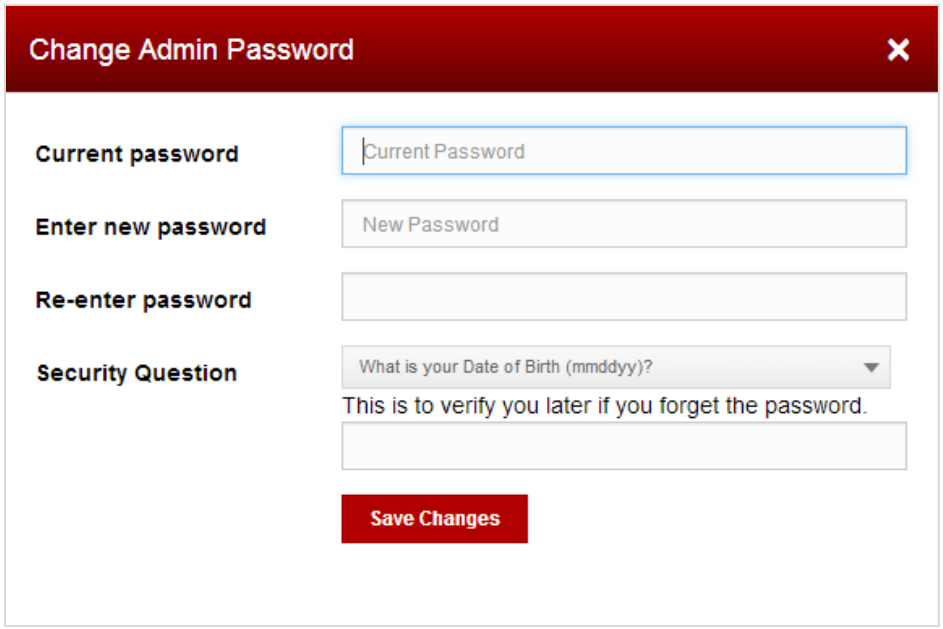
After you sign in to your Jetpack, you can change your **Admin Password**.

1 From the **My Jetpack Home** screen, select **Jetpack Settings**

2 Select **Jetpack Admin Password**.

Click on Change Admin Password.





3 Enter your current **Admin Password** in the **Current password** field.
4 Enter your new password in the **Enter new password** field.
5 Re-enter your new password in the **Re-enter password** field.
6 Select a **Security Question** from the dropdown list and enter the answer in the box below the question.
7 Click **Save Changes**.

NOTE: Ensure you record your Admin Password. If you forget your Admin Password and Security Question, you will need to contact Verizon Customer Care.

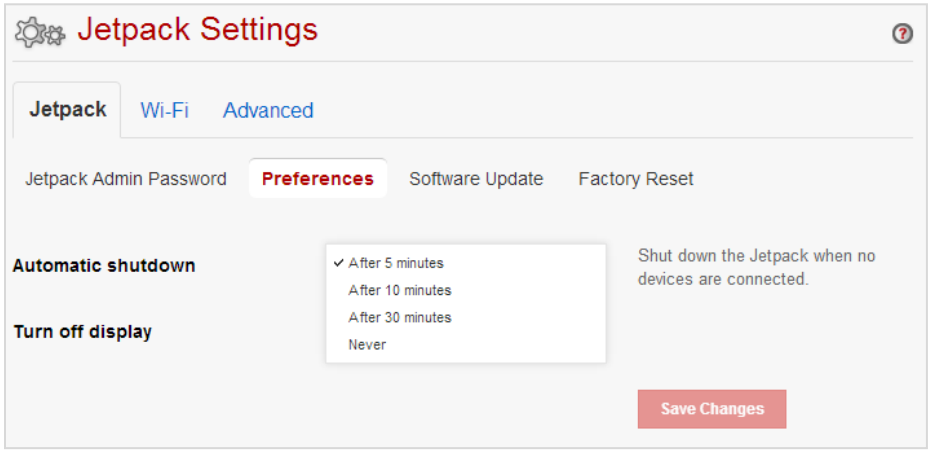
TIP*:* By default, your Jetpack password screen (press button quickly three times) displays the title, **"Password"**. The password is used for both your Wi-Fi connection and Web User Interface (http://my.jetpck or http://192.168.1.1) Admin Sign In. When the Admin Password is changed from the Web Admin page later, your Jetpack changes the title to **"Wi-Fi Password"**, and then it can be used for Wi-Fi connection only. You need to memorize or record the new Admin Password and keep it separately.

Password: xxxxxxxx	**Before changing the Admin Password:** The password is used for both Wi-Fi connection and Web UI admin login.
Wi-Fi Password: xxxxxxxx	**After changing the Admin Password:** The password is used for Wi-Fi connection only. Record your Admin Password as it will not be available on the display.

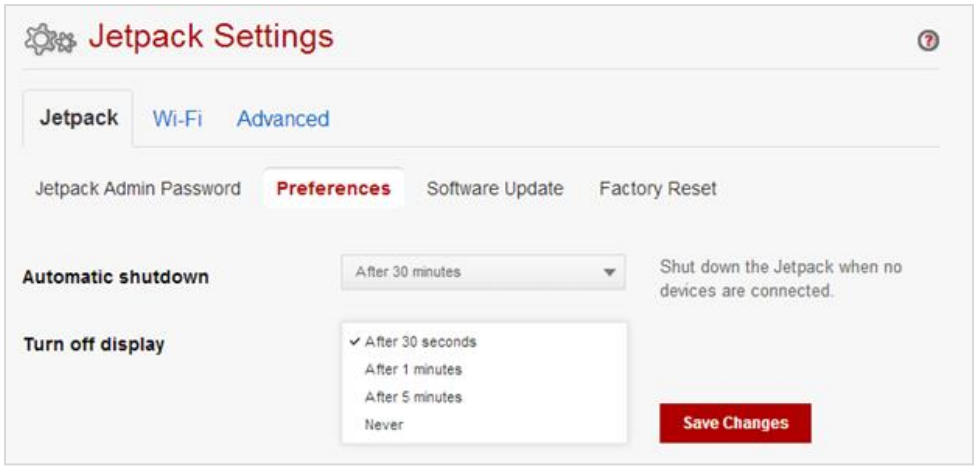
Preferences

The **Preferences** menu contains the following options:

- **Automatic shutdown** – Select the length of time before the Jetpack will automatically turn off if no devices are connected. The Jetpack will automatically shut down if the device is running on battery power and no wireless devices are connected. To turn off the automatic shutdown feature, select "**Never**"



- **Turn off display** – Select the length of time before the Jetpack display will automatically turn off. The Jetpack display will automatically turn off if the menu button is not pressed for a certain period. To turn off the automatic shutdown feature, select "**Never**"



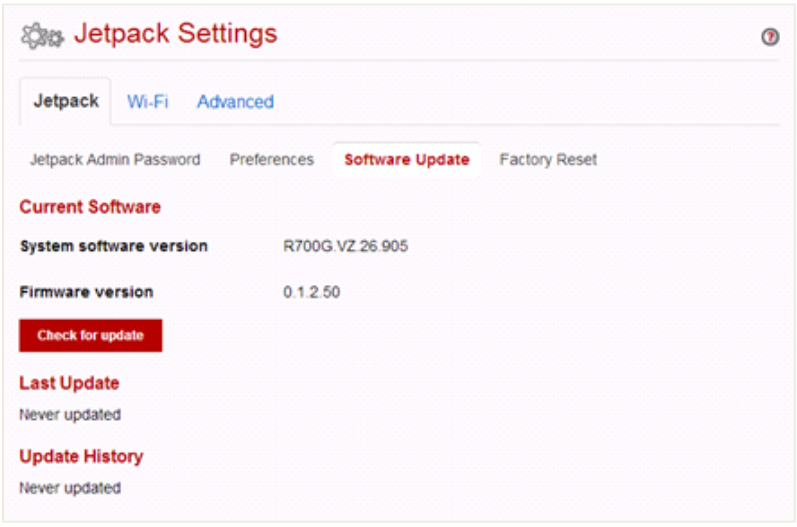
Be sure to click **Save Changes** after making changes to either preference.

Software Update

The **Software Update** menu contains the following sections:

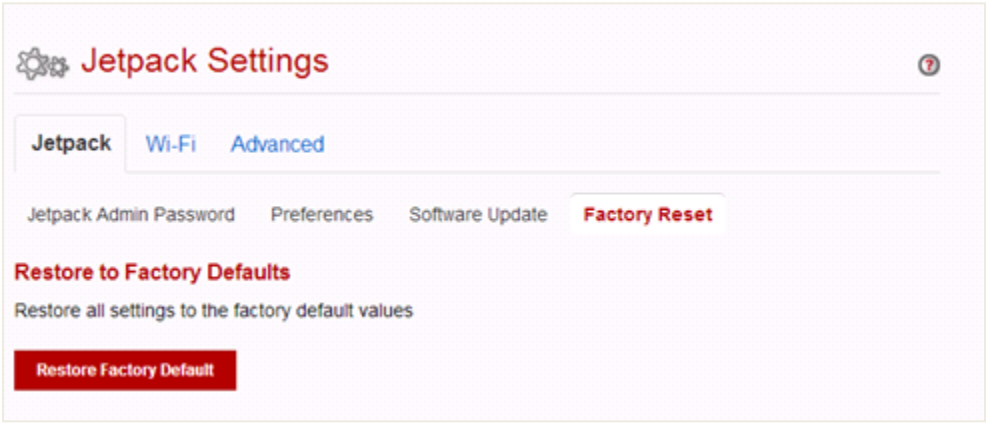
- **Current Software** – Displays information for the current **System software version** and **Firmware version**. From this section, you can check to see if any new software updates are available by clicking on the **Check for update** button.

- **Last Update** – Displays the date of the last software update.
- **Update History** – Displays the software update history.



Factory Reset

The **Factory Reset** menu allows you to restore all of your Jetpack's settings to factory default values. To reset your Jetpack to original factory default settings, click **Restore Factory Default** button, then **Yes** at the prompt.



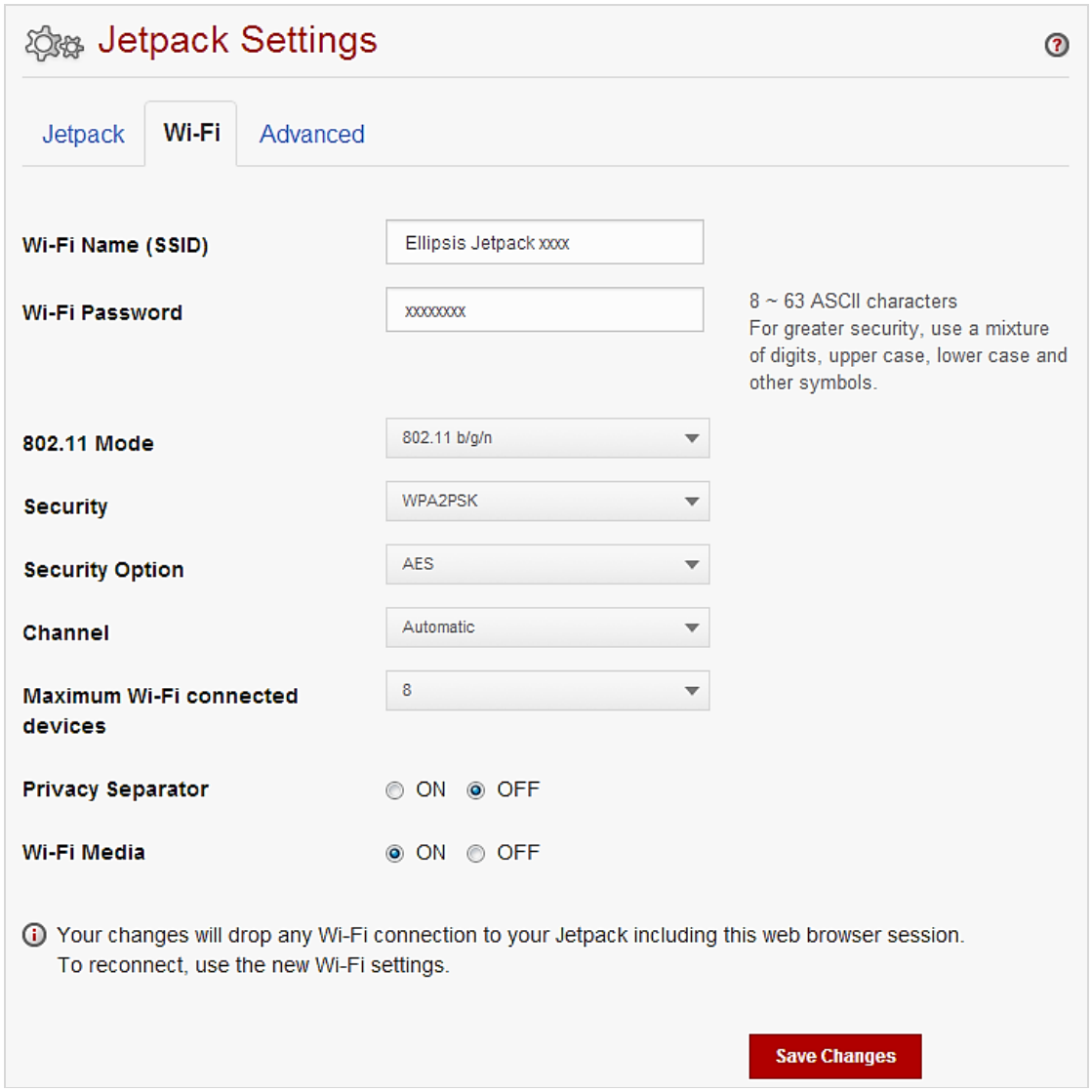
Please note that performing a Factory Reset is a different process than performing a Power Reset.

- **Factory Reset** – returns device to factory default settings.
- **Power Reset** – restarts the device. (Please refer to Section 4: Troubleshooting for more details on Power Resets on page 39 of this guide)

Wi-Fi

The **Wi-Fi** menu allows you to customize your Wi-Fi profile, and contains the following sections.

Be sure to click **Save Changes** button to ensure that your new settings are saved.



- **Wi-Fi Name** – The Wi-Fi Network Name (SSID) for the Wi-Fi network broadcasted by the Jetpack.

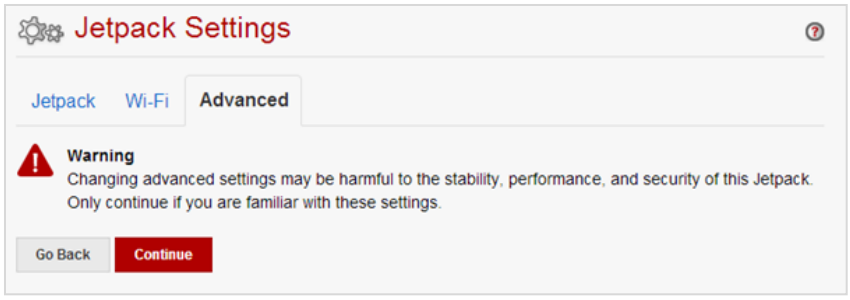
- **Wi-Fi Password** – Use this setting to enter your desired Wi-Fi password.
- **802.11 Mode** – Use this setting to change the Wi-Fi mode. The Jetpack allows devices using 802.11b, 802.11g, and 802.11n to connect to the wireless network.
- **Security** – Use this setting to select the desired type of Wi-Fi security used to encrypt the wireless network. WPA2 is the latest and most secure method, and should be used whenever possible.
- **Security Option** – Use this setting to select the desired Wi-Fi security option used to encrypt the wireless network. Advanced Encryption Standard (AES) is the latest and most secure option and should be used whenever possible.
- **Maximum Wi-Fi connected devices** – Use this setting to specify how many devices can simultaneously connect to your Jetpack.
- **Privacy Separator** – If this setting is turned **On**, each connected device is isolated from all other connected devices. This provides additional security if some connected devices are unknown or not completely trusted. For normal operation, this option should be turned **Off**.
- **Wi-Fi Media** – WMM provides higher priority for multi-media traffic. This setting should normally be turned **ON** to assist throughput. If you are using 802.11n, WMM is mandatory.

IMPORTANT! Any change you have made on the Wi-Fi Settings page will reset Wi-Fi connection, disconnecting any connected devices. If Wi-Fi Name and Password are not changed, your Jetpack automatically reconnects your devices. If either or both Wi-Fi Name and Password were changed, you need to reconnect using the new Wi-Fi Name and Password from your device Wi-Fi connection application or controls. Otherwise, your devices could create authentication error because of the old Wi-Fi connection credential saved in your devices.

Advanced

The **Advanced** menu allows you to change Jetpack advanced settings. The **Advanced** page provides options for updating DNS, SIM, Firewall, LAN, and Port Filtering settings.

IMPORTANT! Changing the advanced settings can adversely affect stability, performance, and security of your Jetpack.

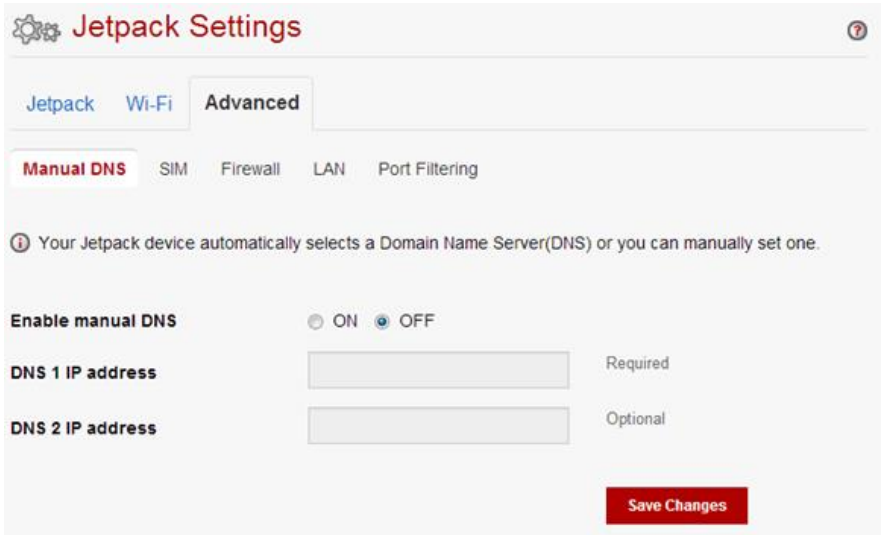


Click **Continue** on the **Advanced** menu warning screen to access the **Advanced** options:

- **Manual DNS (Domain Name Server)**
- **SIM (Subscriber Identity Module)**
- **Firewall**
- **LAN (Local Area Network)**
- **Port Filtering**

Manual DNS

The Jetpack automatically selects a Domain Name Server (DNS). The **Manual DNS** option allows you to manually select up to two DNS IP addresses.



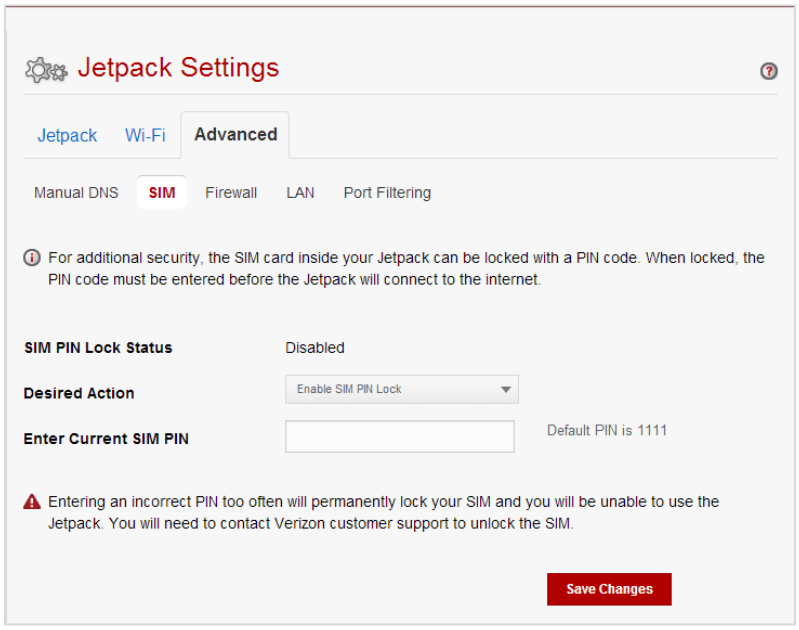
To manually select a Domain Name Server:

1 Click the **ON** button to turn on **Manual DNS**.
2 Enter the IP address of the first DNS in the **DNS 1 IP address** field.
3 Enter the IP address of the second DNS in the **DNS 2 IP address** field.
4 Click **Save Changes** button.

SIM

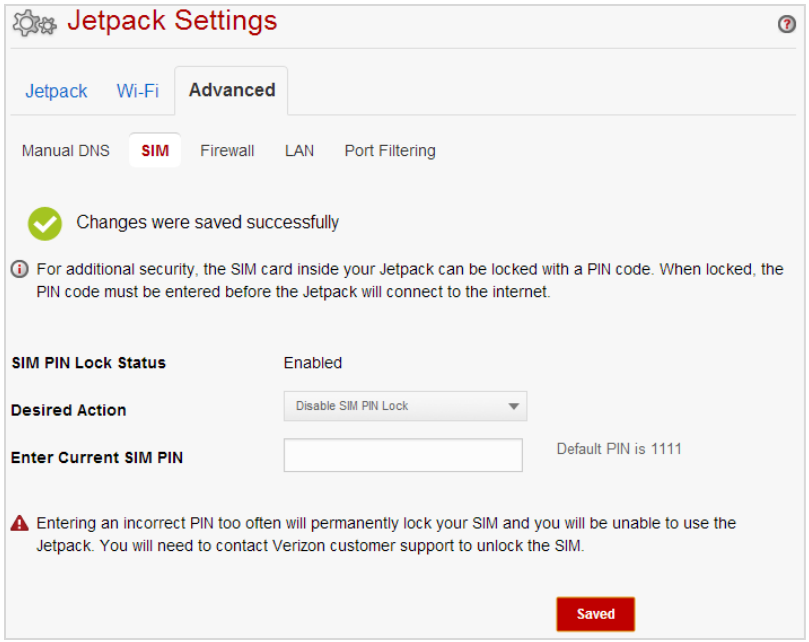
The **SIM** menu allows you to lock the SIM (Subscriber Identity Module) card in your Jetpack. The SIM card inside your Jetpack can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the Jetpack can connect to the Internet, whenever you power on your Jetpack. **The default PIN is 1111**. You can change the PIN code to a different 4 digit value. The **SIM** menu reflects the following information:

- **SIM PIN Lock Status** – The default setting is **Disabled**.
- **Desired Action** – You can either **Enable/Disable SIM PIN Lock** or **Change SIM PIN**.
- **Enter Current SIM PIN** – The default setting is '1111'.



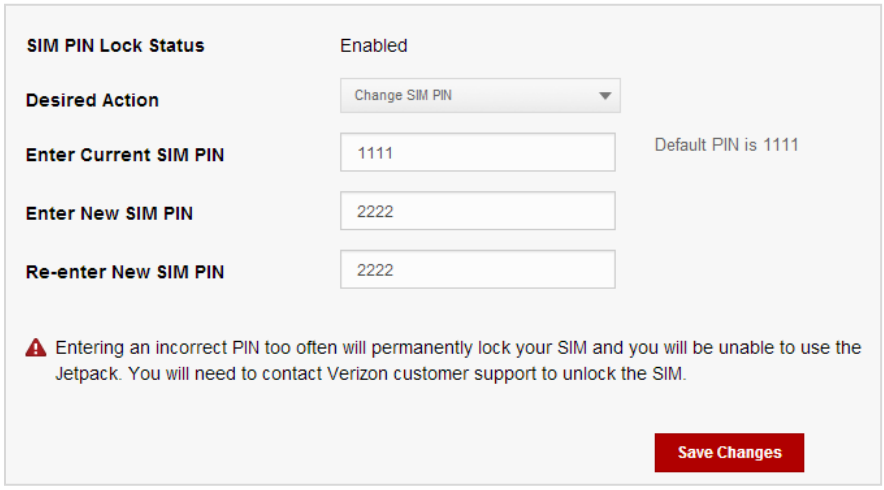
To enable SIM PIN Lock,

1. Factory default is SIM PIN Lock disabled. In this status, you can choose only **Enable SIM PIN Lock** from Desired Action menu.
2. Enter Current SIM PIN (default is 1111) in the Enter Current SIM PIN box.
3. Click **Save Changes** button.



To change SIM PIN,

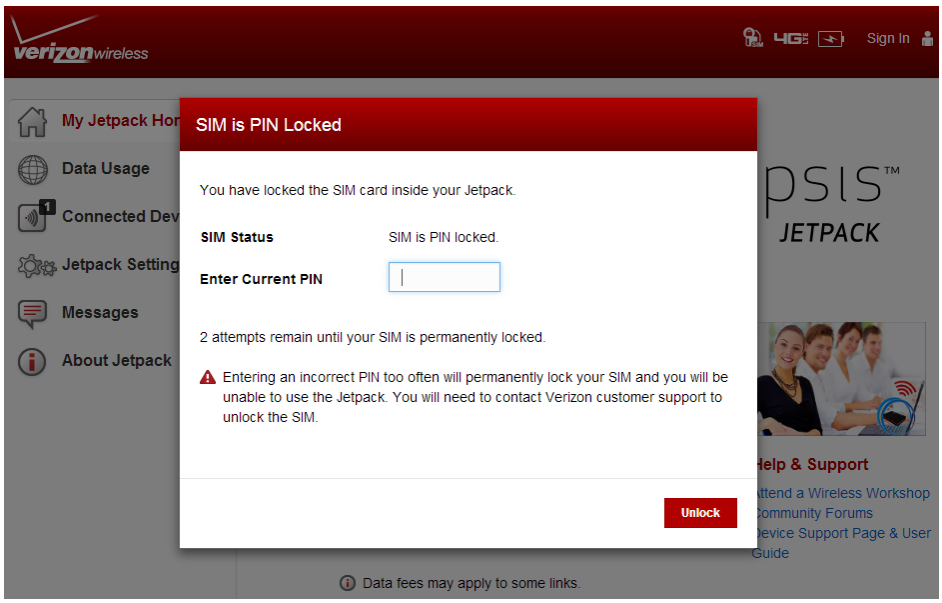
1. You can change SIM PIN only when SIM PIN Lock Status enabled.
2. Select **Change SIM PIN** from Desired Action menu.
3. Enter current SIM PIN and enter new SIM PIN twice.
4. Click **Save Changes** button**.**



To unlock SIM,

1. When your Jetpack is SIM PIN locked, and it is powered on, "**SIM PIN Locked. To Unlock go to http://my.jetpack**" will be displayed on the device.

2. Connect your device through Wi-Fi.
3. Launch an internet browser and open Jetpack Web UI (http://my.jetpack or http://192.168.1.1). The Web UI pops up a window to enter SIM PIN.



4. Enter the current SIM PIN and click Unlock

IMPORTANT! You will be given 3 attempts to enter a right PIN code. If you entered a wrong PIN three times, your SIM becomes completely locked. You will need to contact Verizon Customer Care to get a PUK code to unlock the SIM.

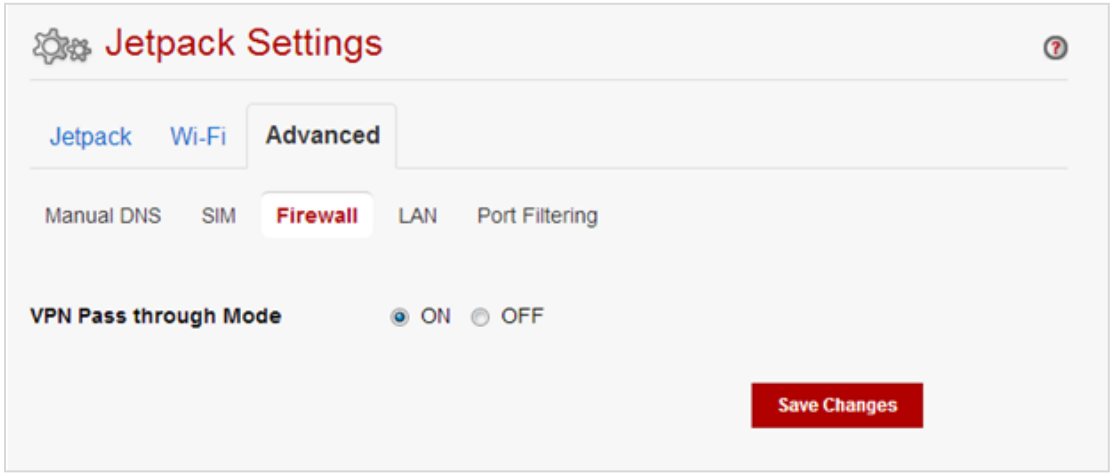
To disable SIM PIN Lock,

1 Choose **Disable SIM PIN Lock** from Desired Action menu.
2 Enter Current SIM PIN (default is 1111, if not changed) in the Enter Current SIM PIN box.
3 Click **Save Changes** button.

Firewall

The Jetpack **Firewall** determines which Internet traffic is allowed.
The **Firewall** menu contains the following options:

- **VPN Pass through Mode** – Turns the VPN feature **ON** or **OFF**, allowing or preventing connected devices to establish a secure VPN connection.
  - When turned **ON**, this feature allows VPN clients to connect through the Jetpack to remote VPN servers. The default setting for this feature is **ON**.
  - When turned **OFF**, VPN clients are not allowed to connect

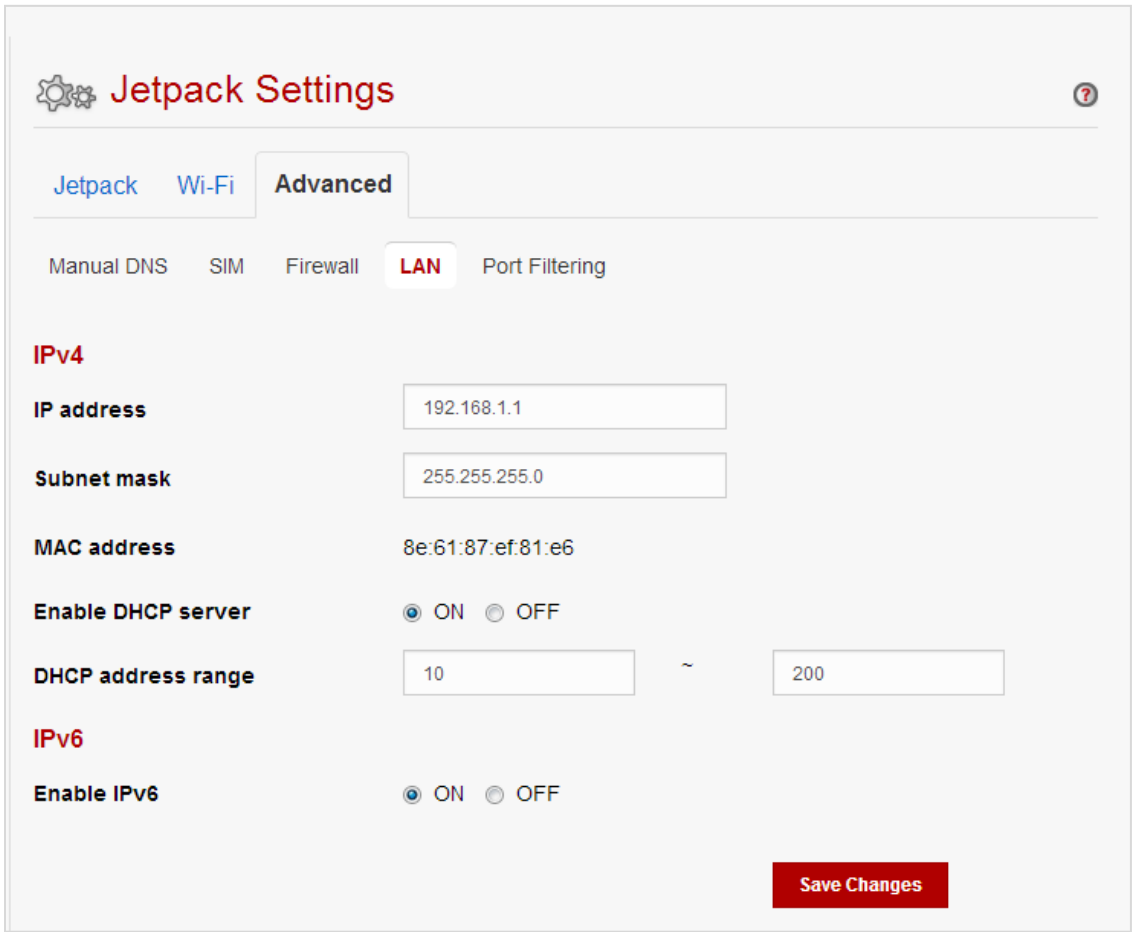


Be sure to click **Save Changes** button to ensure that your new settings are saved.

LAN

The **LAN** page gives you settings and information about the Jetpack's network. The **LAN** menu contains the following information and options:

- **IPv4 (Internet Protocol version 4)**
  - **IP address** – The IP address for the Jetpack
  - **Subnet mask** – The Subnet mask network setting for the Jetpack. The default value 255.255.255.0 is standard for small (class "C") networks. If you change your LAN IP Address, ensure that you use the correct Subnet mask for the IP address range containing the LAN IP address.
  - **MAC address** – the Media Access Controller (MAC) or physical address for the Jetpack.
  - **DHCP (Dynamic Host Configuration Protocol) server** – The **DHCP server** checkbox turns the DHCP server feature **ON** or **OFF**.
- **IPv6 (Internet Protocol version 6)** - The **IPv6** checkbox turns the IPv6 feature **ON** or **OFF**.



Be sure to click **Save Changes** button to ensure that your new settings are saved.

Port Filtering

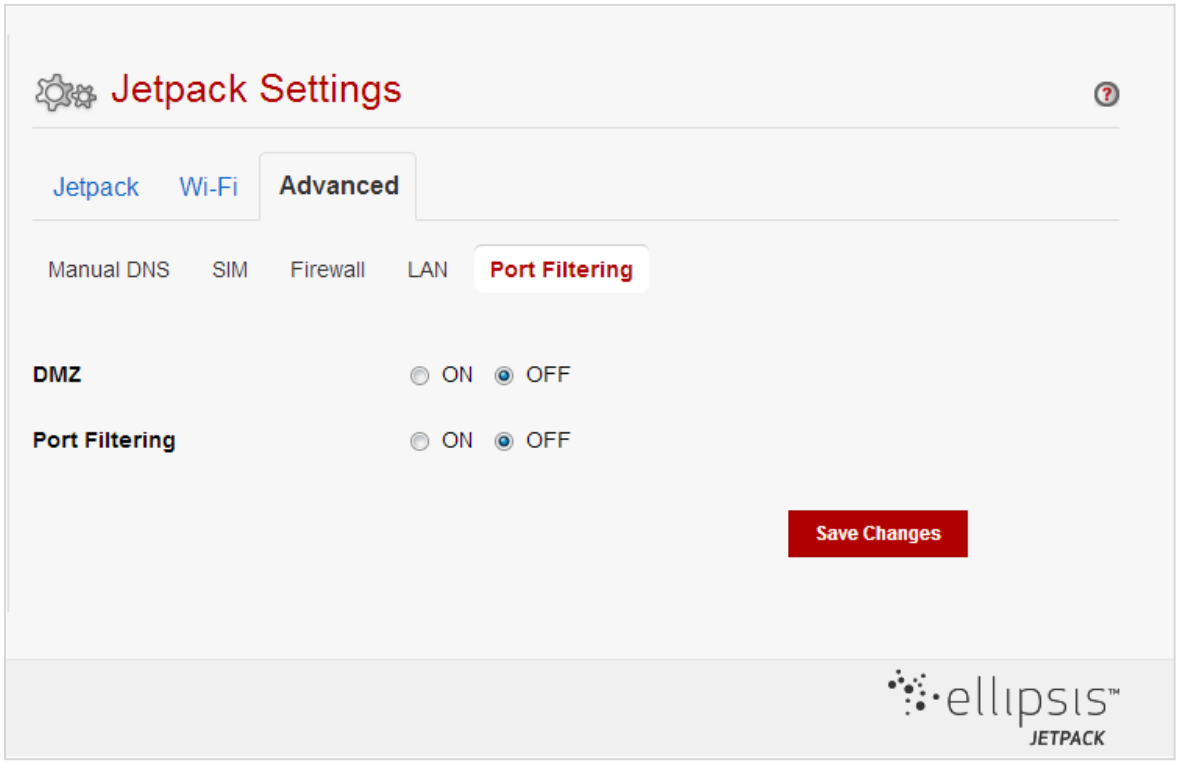
Port Filtering allows you to block outgoing Internet connections and permit only allowed applications to access the Internet. You can also customize a list of allowed applications which permits only certain programs to connect to the Internet.

Be sure to click **Save Changes** button to ensure that your new settings are saved.

The **Port Filtering** menu contains the following options:

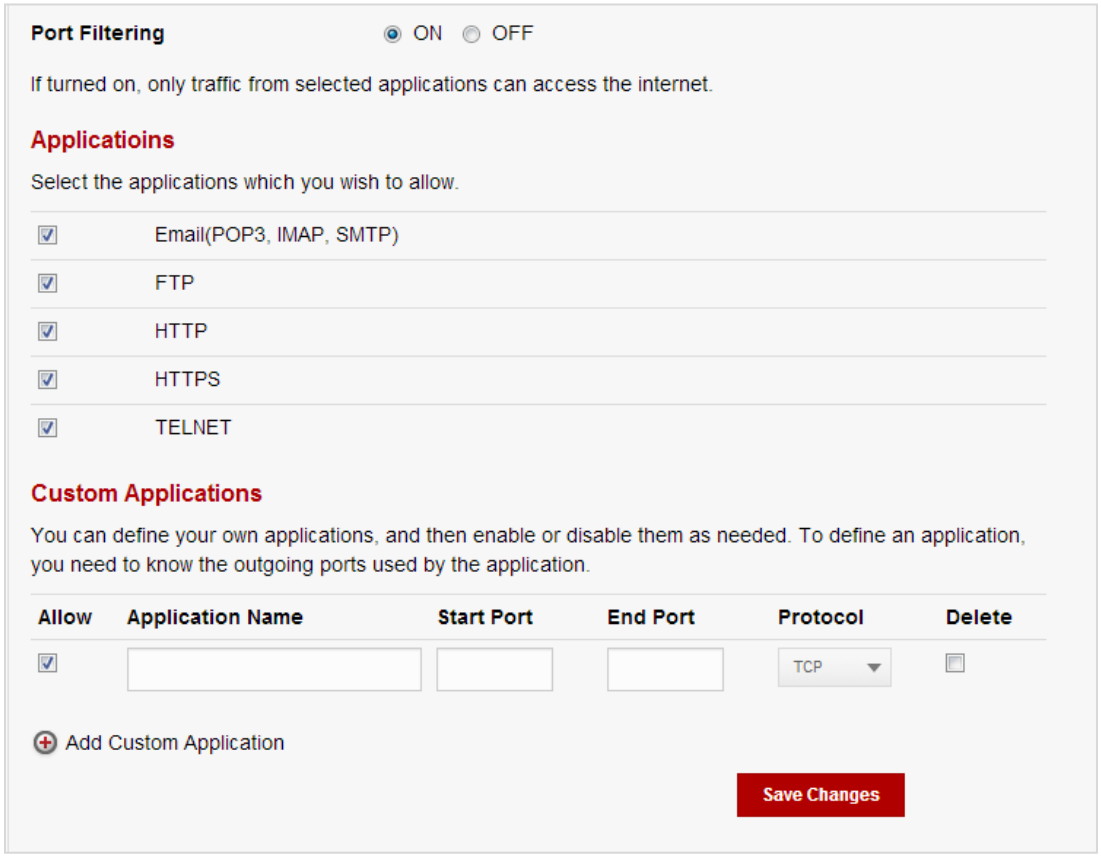
- **DMZ** – Use the Demilitarized Zone (DMZ) to allow all traffic from outside the firewall for a connected device that has a specific local IP address assigned as DMZ. It is recommended to disable DMZ unless urgently needed.

- **Port Filtering** - Click **ON** to turn on **Port Filtering**. When the feature is **ON**, you must select a port filtering application in the **Applications** list to allow that application to connect to the Internet. For example, if you select **VPN** in the **Applications** list, but do not select **HTTP**, you can connect a VPN server but you cannot connect to a web page using your Internet browser. Click **OFF** to turn off **Port Filtering**. When the feature is **OFF**, any application can connect to the Internet.



Turning **ON** the **Port Filtering** feature reflects the following options:

- **Applications** – select each port filtering application that needs to be able to access the Internet by checking the box in front of one or more applications. When port filtering is turned **ON**, all other applications are blocked.
- **Custom Applications** – You can define your own applications, and then turn them on or off as needed. To define an application, you need to know the outgoing ports used by the application.



You can add **Custom Applications** by following these steps, but only when **Port Filtering** is turned **ON**:

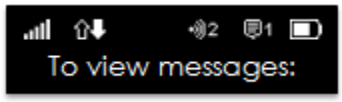
1. Click **Add Custom Application** to add a new custom application to the list of allowed applications.
2. Enter the beginning range of port numbers used by outgoing traffic for the custom application being added in the **Start Port** field.
3. Enter the end of the range of port numbers in the **End Port** field.
4. Select the **Protocol** (TCP or UDP) used by each port range from the **Protocol** dropdown menu.
5. Click **Save Changes**.
6. Select the **Delete** checkbox next to any custom application you wish to delete, and click **Save Changes** button.

Messages

Messages display SMS messages sent to you by Verizon Wireless, and include a counter to reflect the number of messages received.

On the Jetpack

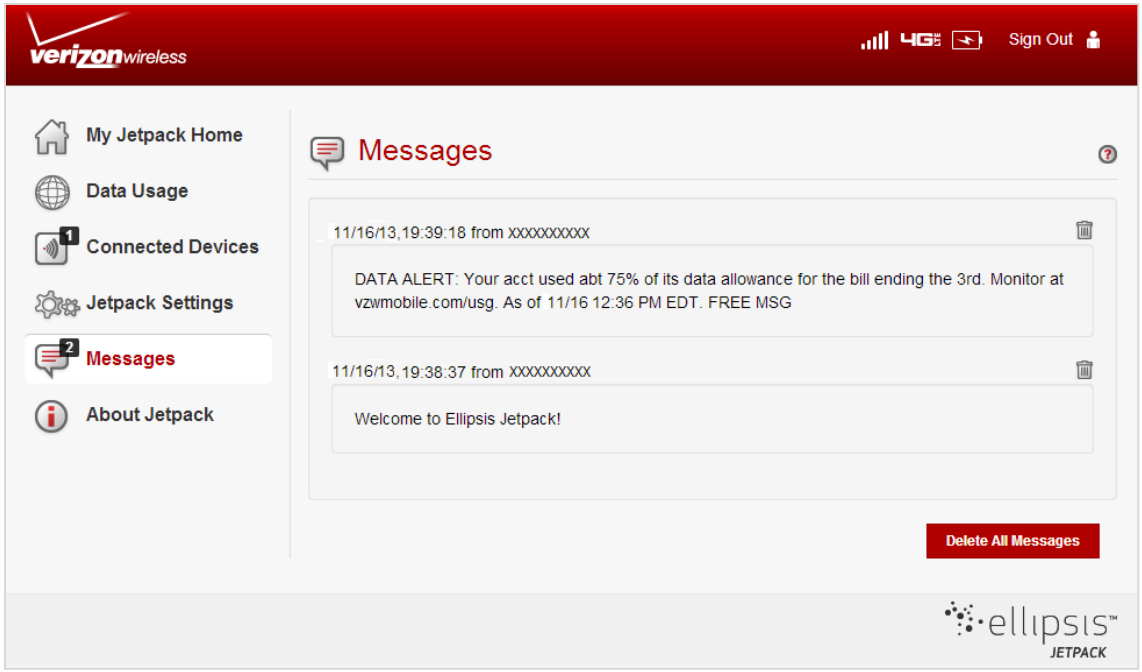
The status indicator on the Home screen displays the number of messages to the right of the message icon.



When a new message arrives, the message counter increases and "**To view messages: http://my.jetpack**" displays, which will disappear when the Power/Menu button is pressed quickly. Maximum 5 messages can be stored. When this limit is reached, the Jetpack will remove the oldest message as new messages are received.

On the Web User Interface

The **Messages** page displays the messages themselves. You can also delete messages individually or all messages at the same time. To delete a selected message, click the garbage can icon to the right of the message date and time. To delete all messages, click **Delete All Messages** button. You will be prompted with the following message: "Are you sure you want to delete all of your messages?" Click **Confirm** to delete all messages, or, click **Cancel** to keep your messages and return to the **Messages** page.



About Jetpack

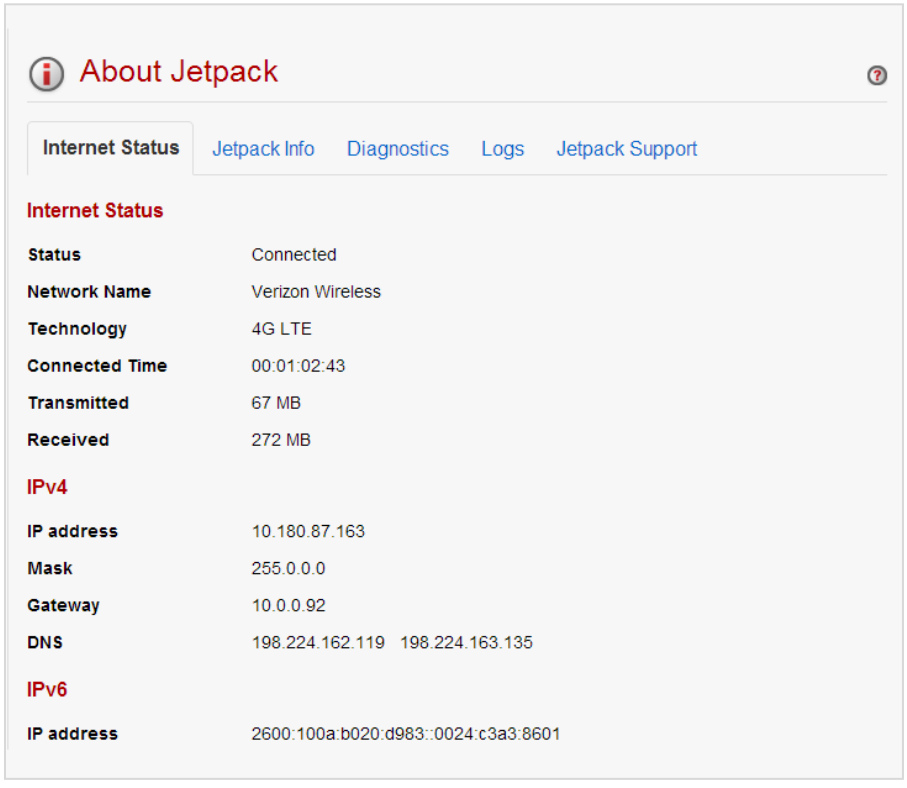
The **About Jetpack** page allows you to view detailed information about Jetpack Internet status, device specific information, diagnostics, troubleshooting, and support. The **About Jetpack** page contains the following menu options:

- **Internet Status**
- **Jetpack Info**
- **Diagnostics**
- **Logs**
- **Jetpack Support**

Internet Status

The **Internet Status** page shows Internet settings and status, and contains the following sections:

- **Internet Status**
- **IPv4**
- **IPv6**



The **Internet Status** page reflects information about your Internet connection, your network, the type of technology in use, how long your Jetpack has been connected, the amount of data that has been transmitted and received, and information regarding your current IP address(es).

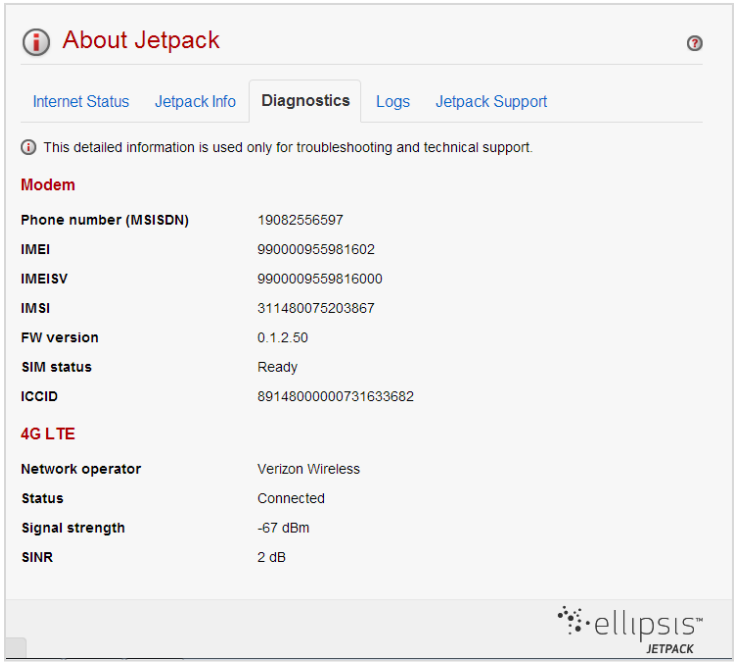
Jetpack Info

The **Jetpack Info** page contains detailed information about your Jetpack:

- **Manufacturer**
- **Model**
- **My Jetpack version**

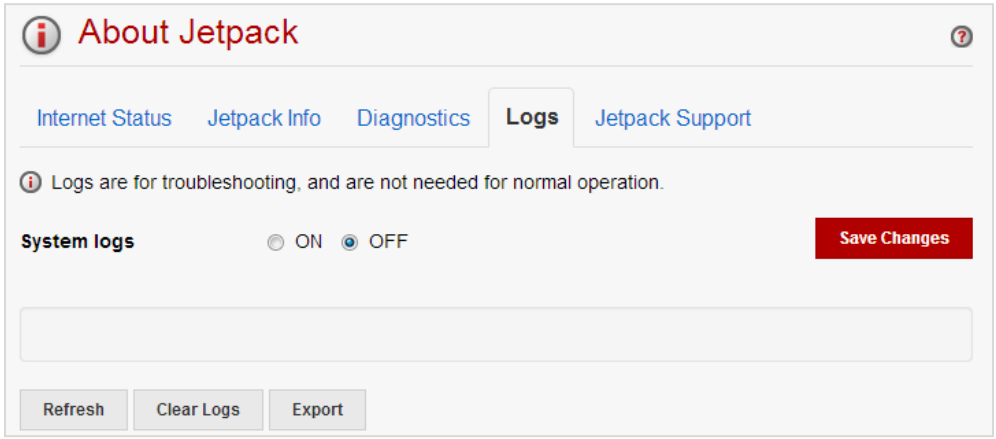
Diagnostics

The **Diagnostics** page is used primarily for troubleshooting and reflects system level information about your **Modem** and the **4G LTE** network.



Logs

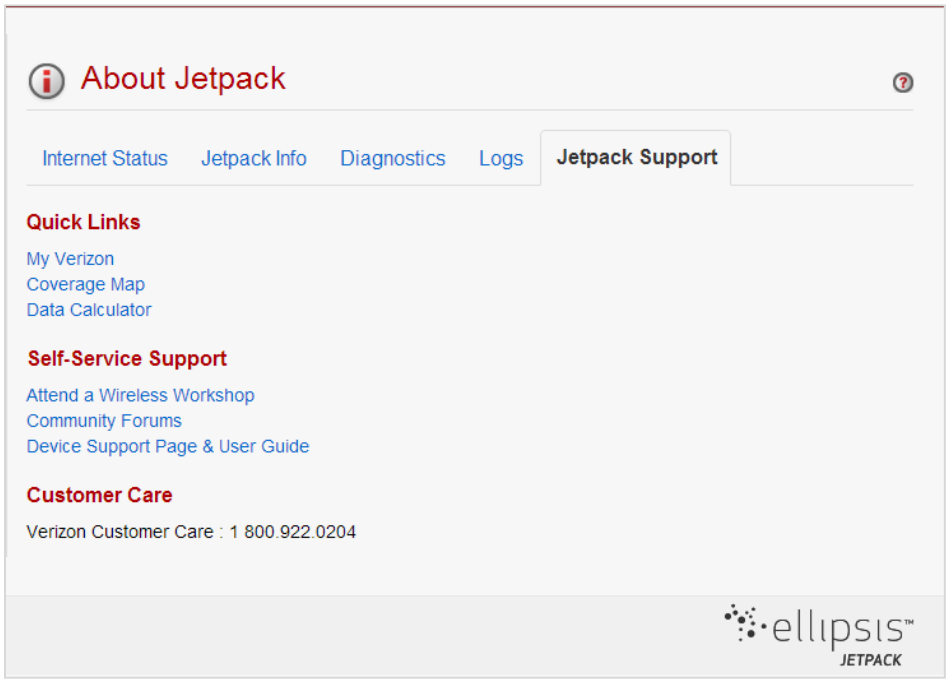
The **Logs** page allows you to turn logging **ON** or **OFF** and to delete system logs as needed. These logs record various operations and are used primarily for troubleshooting. Default setting is **OFF**. To enable logging, select **ON**, then click **Save Changes** button.



Jetpack Support

The **Jetpack Support** page contains the following sections:

- **Quick Links**
- **Self-Serve Support**
- **Customer Care**



Click on any of the links to find the information that you need.

4

Troubleshooting

Overview
First Steps
Common Problems and Solutions
Technical Support

Overview

When used properly, the Jetpack is a highly reliable product. Most problems can be attributed to one of the following issues:

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

The following tips can help solve many common problems encountered while using the Jetpack.

First Steps

1. Make sure you are using the Jetpack in the correct geographic region (within coverage).
2. Ensure that your wireless coverage extends to your current location by using the interactive Verizon coverage map tool.
3. Ensure that you have an active service plan.
4. Restarting your computer and your Jetpack can resolve many issues.

IMPORTANT! Before contacting Verizon Customer Care, be sure to restart both your Jetpack and any device that is currently connected.

Common Problems and Solutions

My Jetpack just powered off without pressing the Power/Menu button. Why?
This may occur under any of the following circumstances:

- Pressing the Power Reset button.
- Switching profiles.
- Battery depletion.

To restore battery power, manually press and hold the Power/Menu button to turn the Jetpack back on. If the battery is depleted, charge the Jetpack with the wall charger.

What is the difference between a Power Reset and a Factory Reset?
A Power Reset simply resets (or, restarts) your Jetpack and is done on the device. A Factory reset restores your Jetpack to factory default settings and is performed from the Web User Interface.

How do I perform a Power Reset on my Jetpack?
Open the SIM slot cover, and place one end of a small, unfolded paper clip into the reset button. Press down until the Jetpack automatically restarts. If a large paper clip is used it may not fit properly into the hole and so device restart may not occur.

How do I perform a Factory Reset?
To reset your Jetpack back to factory default settings, connect to your Jetpack via the Web User Interface (http://my.jetpack, or, http://192.168.1.1). Select **Jetpack Settings>Factory Reset**.

I cannot connect to Wi-Fi after changing Wi-Fi password. Why?
Your Wi-Fi devices tend to save previously used Wi-Fi names associated with the password used to access the Wi-Fi network. When you change the Wi-Fi password only from your Jetpack, the devices try to connect to your Jetpack with the same Wi-Fi name and saved Wi-Fi password, causing Wi-Fi authentication error. Devices vary how to delete old Wi-Fi credentials. Refer to your device manual how to delete old Wi-Fi credentials.

I cannot access the http://my.jetpack **. Why?**
Ensure that your Wi-Fi is enabled on your device and that you have selected the correct Wi-Fi name (SSID) for your Jetpack connection. Also, make certain that you are entering the correct full URL address as http://my.jetpack. If this URL address does not work for you, then try to access with the IP address http://192.168.1.1 **.**

I cannot Sign In to http://my.jetpack**. Why?**
Ensure that you are entering the correct Admin Password to Sign in. The default Admin Password is the same as the default Wi-Fi Password unless you have previously changed the Admin Password in the Web User Interface settings. If you have forgotten your password, click on the "**Forgot the Admin Password?**" link and you will be prompted to answer the security question that you selected when initially setting up your Admin Password.

Technical Support

For additional information and technical support, Contact Verizon Customer Care at **1.800.922.0204**, or go to any Verizon Wireless store.

IMPORTANT! Before contacting Verizon Customer Care, be sure to restart both your Jetpack and any device that is currently connected.

5

Product Specifications and Regulatory Information

Regulatory Statements
Safety Hazards
Limited Warranty and Liability
Trademark

Regulatory Statements

FCC Equipment Authorization ID: XHG-R700

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
This device should be operated with a minimum distance of 10mm between the back of the device including the antenna and the USB cable (if applicable).

SAR Information
The exposure standard for your device uses a unit of measurement called the Specific Absorption Rate ("SAR").
SAR is the unit of measurement for the amount of RF energy absorbed by the body when using a mobile device. Although the SAR is determined at the highest certified power level, the actual SAR value of the device while in operation can be well below the level reported to the FCC. This is due to a variety of factors including its proximity to a base station, the design of the device and other factors. What is important to remember is that each device meets strict Federal Government guidelines. Variations in SARs do not represent a variation in safety. All devices must meet the federal standard, which incorporates a substantial margin of safety. SAR values at or below the federal standard of 1.6 watts/kg (W/kg) are considered safe for use by the public. This product meets current FCC Radio Frequency Exposure Guidelines. The reported SAR value of the device is Part27 - 0.96W/kg.
Additional details at FCC website:
www.fcc.gov/oet/ea

Body-Worn Operation

Please note this important safety information regarding radio frequency (RF) radiation exposure and near-body operation. To ensure compliance with RF exposure guidelines, the device must be used at least 10mm from your body. Failure to observe this warning could result in RF exposure exceeding the applicable guideline limits.

Safety Hazards

Follow Safety Guidelines
Always follow the applicable rules and regulations in the area in which you are using your device. Turn your device off in areas where its use is not allowed or when its use may cause interference or other problems.

Electronic Devices
Most modern electronic equipment is shielded from radio frequency (RF) signals. However, inadequately shielded electronic equipment may be affected by the RF signals generated by your device.

Medical and Life Support Equipment
Do not use your device in healthcare facilities or where medical life support equipment is located as such equipment could be affected by your device's external RF signals.

Pacemakers

- The Health Industry Manufacturers Association recommends that a minimum separation of six inches must be maintained between a device and a pacemaker in order to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should always follow these guidelines:
- Always keep the device at least six inches away from a pacemaker when the device is turned on.
- Place your device on the opposite side of your body where your pacemaker is implanted in order to add extra distance between the pacemaker and your device.
- Avoid placing a device that is on next to a pacemaker (e.g., do not carry your device in a shirt or jacket pocket that is located directly over the pacemaker).
- If you are concerned or suspect for any reason that interference is taking place with your pacemaker, turn your device OFF immediately.

Hearing Devices
When some wireless devices are used with certain hearing devices (including hearing aids and cochlear implants) users may detect a noise which may interfere with the effectiveness of the hearing device.

U**se of Your Device while Operating a Vehicle**
Please consult the manufacturer of any electronic equipment that has been installed in your vehicle as RF signals may affect electronic systems in motor vehicles.
Please do not operate your device while driving a vehicle. This may cause severe distraction and in some areas, it is against the law.

Use of Your Device on an Aircraft
Using your device during flight may violate FCC regulations. Because your device may interfere with on-board electronic equipment, always follow the instructions of the airline personnel and turn your device OFF when instructed to do so.

Blasting Areas
In order to avoid interfering with blasting operations, your device should be turned OFF when in a blasting area or in an area with posted signs indicating that people in the area must turn off two-way radios. Please obey all signs and instructions when you are in and around a blasting area.

Limited Warranty and Liability

Manufacturer's Limited One-Year Warranty:

Franklin Wireless (the "Company") warrants to the original retail purchaser of this device, that should the product or any part thereof, during normal consumer usage conditions, be defective in material or workmanship that results in product failure within the first twelve (12) month period from the date of purchase, such defects will be repaired or replaced, with a new or refurbished product at the Company's discretion, without charge for parts and labor directly related to the defect(s). This warranty extends to consumers who purchase the product in the United States, and it is not transferable or assignable. This warranty does not apply to:

(a) Products subject to abnormal use or conditions, accident, mishandling, neglect, unauthorized alteration, misuse, improper installation or repair or improper storage;
(b) Products whose mechanical serial number or electronic serial number have been removed, altered, or defaced;
(c) Damage from exposure to moisture, humidity, excessive temperature or extreme environmental conditions;
(d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by the Company;
(e) Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts;
(f) Damage from external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, a blown fuse, theft or improper usage of any electrical source.

The Company disclaims liability for removal or reinstallation of the product, for geographic coverage, for inadequate signal reception by the antenna or for communications range or operation of the cellular system as a whole.
Franklin Wireless is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on, or integrated with any wireless device, whether under warranty or not, returned to an authorized service center for repair or service. To obtain repairs or replacement within the terms of this warranty, the product should be delivered with proof of warranty coverage (e.g., a dated bill of sale), the consumer's return address, daytime phone number and/or fax number and complete description of the problem, transportation prepaid, to the place of purchase or to an authorized service center for repair or replacement processing. In order to be referred to an authorized service center in your area, please contact Verizon Wireless Customer Service at (800) 922-0204 or visit www.verizonwireless.com/support

The extent of the Company's liability under this warranty is limited to the repair or replacement provided above and, in no event, shall the Company's liability exceed the purchase price paid by purchaser for the product.
Any implied warranties, including any implied warranty of merchant ability or fitness for a particular purpose, shall be limited to the duration of this written warranty. In no case shall the Company be liable for any special consequential or incidental damages for breach of this or any other warranty, express or implied, whatsoever. The Company shall not be liable for the delay in service under this warranty or loss of use during the time the product is being repaired or replaced.
No person or representative is authorized to assume for the Company any liability other than expressed herein in connection with the sale, repair or replacement of this product.
Some states do not allow limitations on how long an implied warranty lasts on the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Franklin Wireless Corp.
6205 Lusk Blvd.
San Diego, CA 92121

Trademark

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Document Revision History

Revision: Rev.1.0
Date: Dec. 4, 2013

6

Glossary

Glossary

Term	Definition
4G LTE	Fourth Generation, Long-Term Evolution
802.11(b/g/n)	A set of WLAN communication standards in the 2.4, 3.6, and 5 GHz frequency bands.
Bps	Bits per second
Broadband	High capacity, high speed transmission channel with a wider bandwidth than conventional modem lines.
DHCP	Dynamic Host Configuration Protocol
DHCP Server	A server or service with a server that assigns IP addresses.
DNS	Domain Name System
Firmware	A computer program embedded in electronic devices. Firmware usually contains operating code for the device.
GB	Gigabyte
Hotspot	A Wi-Fi (802.11b/g/n) access point or the area covered by an access point.
HTTP	HyperText Transfer Protocol
IMEI	International Mobile Equipment Identity
IMSI	International Mobile Subscriber Identity
IP	Internet Protocol
IP Type	The type of service provided over a network.
IP Address	The address of a device attached to an IP network.
ISP	Internet Service Provider
Kbps	Kilobits per second
LAN	Local Area Network
MAC Address	Media Access Control address
Mbps	Megabits per second
MSID	Mobile Station IDentifier
Network Operator	The vendor who provides your wireless access.
Port	A virtual data connection used by a program to exchange data.
Port Forwarding	A process that allows remote devices to connect to a specific computer within a private LAN.
Port Number	A 16-bit number used by the TCP and UDP protocols to direct traffic.
PRL	Preferred Roaming List
Protocol	A standard that allows connection, communication, and data transfer between computing endpoints.
Proxy	A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address.
Router	A device that directs traffic from one network to another.
SIM	Subscriber Identification Module
SSID	Service Set IDentifier
TCP/IP	Transmission Control Protocol/Internet Protocol
USB	Universal Serial Bus
VPN	Virtual Private Network
WLAN	Wireless Local Area Network
WWAN	Wireless Wide Area Network