TELSTRA 4GX WI-FI PLUS (MF910Y)

USER MANUAL

ZTE Copyright © 2017. All rights reserved.
No part of this publication may be excerpted, reproduced, translated or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

The manual is published by ZTE Corporation. We reserve the right to make modifications on errors or update specifications without prior notice.

Version 1.1 November 2017

CHECK YOUR SYSTEM REQUIREMENTS

Your Pre-Paid 4GX Wi-Fi Plus will connect to any Wi-Fi enabled device that supports Wi-Fi 802.11 b/g/n
A web browser is required to log in to your Wi-Fi hotspot if you wish to make any configuration changes.
USB driverless connection is also supported for Windows (not RT), and MAC operating systems:

- Windows 10, 8 (not including RT) / 7 / XP (SP3) / Vista
- MAC OS X 10.7 and above

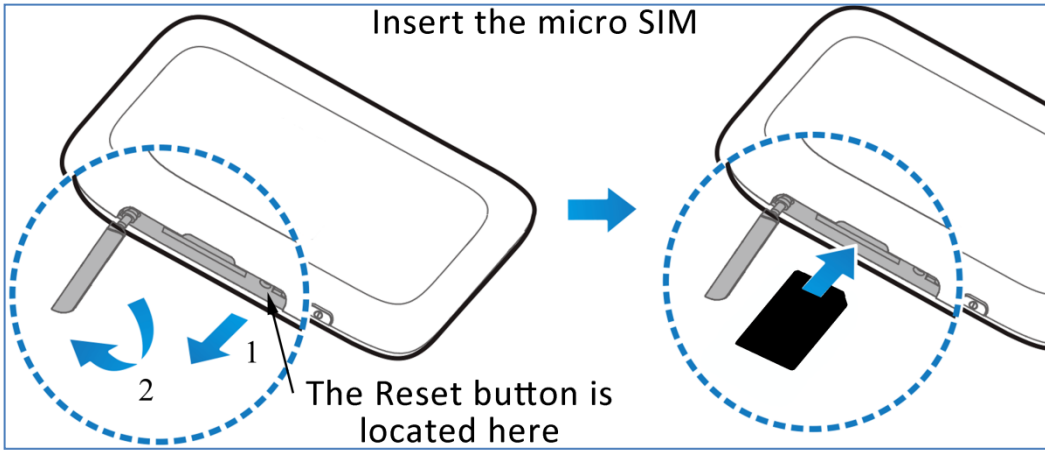
Using the USB connection requires administrator rights to install and run the software.
We suggest you switch off your anti-virus software before connecting the hotspot - In some cases protection software can prevent automatic installation.
It is possible to start the installation process manually by clicking the Autorun icon when it appears.

GET TO KNOW YOUR DEVICE



INSERT YOUR MICRO SIM CARD

This device supports a Micro sized SIM card ONLY, also know as 3FF. Do not use a microSIM or SIM card adaptor which may damage your device.
The SIM card is pre-installed and needs to be activated. You may need this information if you need to replace or check your SIM card.



1. Locate the SIM slot on the side of the device as shown above.
2. Open the SIM slot cover.
3. Insert your SIM card carefully as shown. The gold contacts must be facing up towards the screen with the cut corner towards the middle of the device.
4. Push the SIM fully home until it clicks into place.
5. For reference the Reset button is also located under the SIM slot cover.
6. Note: If you replace the SIM card with the device powered On, it will restart to read the new SIM card.

IMPORTANT

This device supports a micro SIM or 3FF size.
Do not insert a nano SIM (4FF) or use a nano SIM adaptor.
Use of 3rd party adaptors or non approved SIM card can damage your device.
Physical damage to the SIM card slot is not covered by warranty and will make your device unusable.

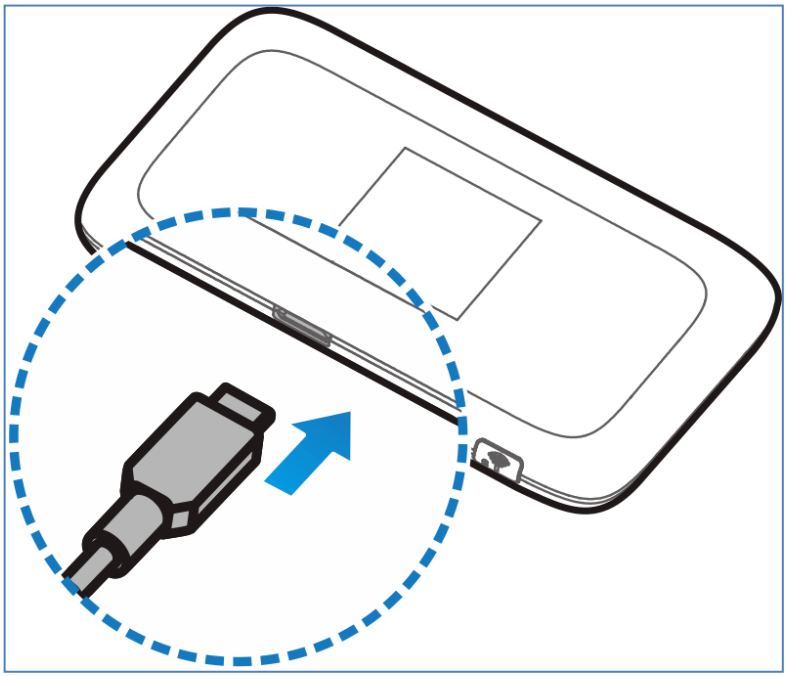
TIPS

Remember to keep your Security Card handy and in a safe place. You will need it to log onto your device.
Remember to keep your plastic SIM card holder. It has a record of your SIM card details which you should keep handy.
The Reset button is located under the SIM slot cover. With the device switched on, press the Reset button until the LED's go out. A reset will restore all settings to factory default.
Use the default Wi-Fi SSID and Password shown on the device sticker to log in via

Wi-Fi.
You can also connect directly to a computer using the USB lead provided, log into the web interface and access the Wi-Fi SSID and Password from the Wi-Fi Settings menu.
See Connect Devices via Wi-Fi (below) for more instructions.

CHARGE YOUR 4G WI-FI HOTSPOT

Connect your charger as shown. Take care to check the orientation of the charger lead and insert carefully into the charging port on the device.



- Only use the genuine charger and USB lead provided. Use of third party adaptors can damage your device.
- Typical charging time is 3-4 hours using the standard charger. Charging from a USB source (ie laptop) will take longer.
- During periods of high continuous activity with multiple users, high download rates or low network signal, charging by USB will not have sufficient current to charge the device. In this situation the battery will discharge so it is preferable to use the mains charger.
- Always insert and remove the charging lead with care and take care not to trip

or pull on the lead harshly which could damage your device.

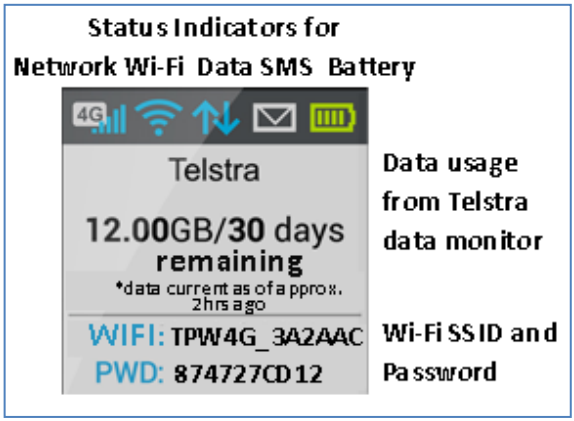
- Physical damage to the charging port is not covered by warranty.
- If the device is off while charging, press the power key as normal to switch on the device.
- The device can be left always on and connected to the charger if required.
- During periods of high continuous activity, high download rates or low network signal it is normal for the device to get hot.
- If the internal temperature of the device exceeds 45C then the battery cannot be charged due to safety limitations with Li-ion batteries.

POWER UP YOUR 4G WI-FI HOTSPOT

Press and hold the Power key for 1-2 seconds until the display lights up.
The Wi-Fi hotspot will be available after about 20 seconds.
Check the condition of your Wi-Fi hotspot as shown by the display.

To switch your device Off, press and hold the power key for 5 seconds until the display starts to shut down.

DISPLAY LAYOUT AND ICONS



During periods of inactivity it is normal for the display to go out to preserve battery life. Press the power key briefly to confirm the device status if required.

CONNECT DEVICES BY WI-FI

Your Wi-Fi hotspot can connect up to ten devices via Wi-Fi providing internet access for all your devices on the go.

- On the devices you wish to connect make sure Wi-Fi is switched on, then search for Wi-Fi devices.
- The Wi-Fi hotspot will show up as TPW4G_xxxxxx, click on this device to connect.
- Consult your device display and enter the default Password which is case sensitive. Any letters entered must be in upper case (capitals).

Connection example for Windows 7 computer:

1. On your task bar, next to the clock, click on the Network Interface icon
2. Click on the Wireless device called TPW4G_xxxxxx
3. Enter the password exactly as shown on the display observing the correct case for all letters
4. With Connect Automatically enabled your computer will remember the password and connect to your Wi-Fi device when it is on and in range.

TIP

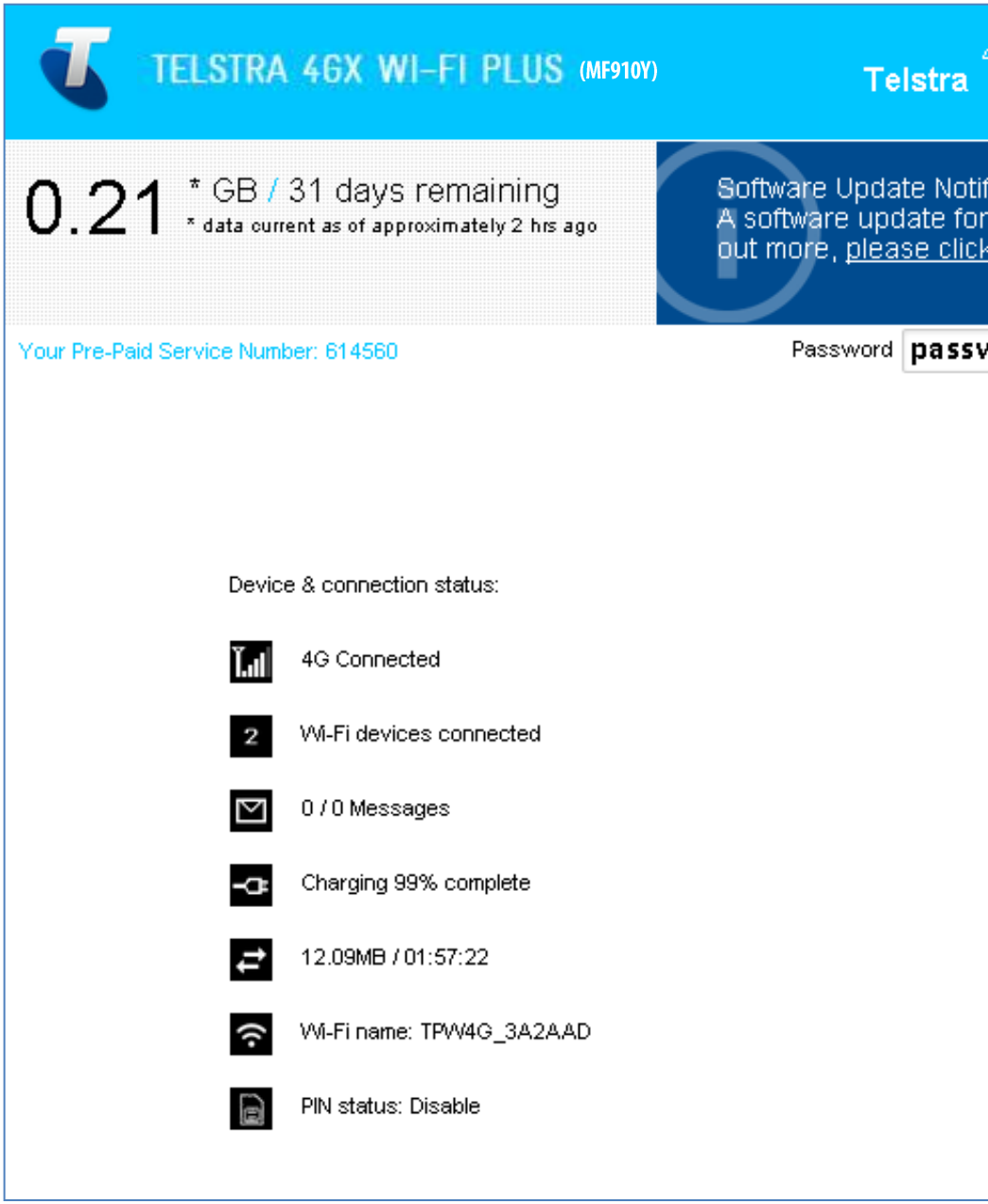
If you cannot log on via Wi-Fi, connect using the USB connection where you can check your Wi-Fi settings, or update your password. See later for details.

QUICK REFERENCES

Browser home page	http://192.168.0.1
Administrator login	password
Default SSID	TPW4G_xxxx This is displayed on the screen when the device is powered up. This can be switched off via the Settings > Wi-Fi menu
Default Wi-Fi Key	10 characters which are case sensitive. This is displayed on the screen when the device is powered up. This can be switched off via the Settings > Wi-Fi menu
Restore defaults	From the powered up state: Open the SIM slot on the device. Locate the Reset button and use a small object such as a pin or

	paperclip to press the button. Hold the Reset button for five seconds until the display shows ‘Resetting’ All passwords and settings will be restored to defaults and the hotspot will reboot. Use the default credentials on the screen to log back onto your device.

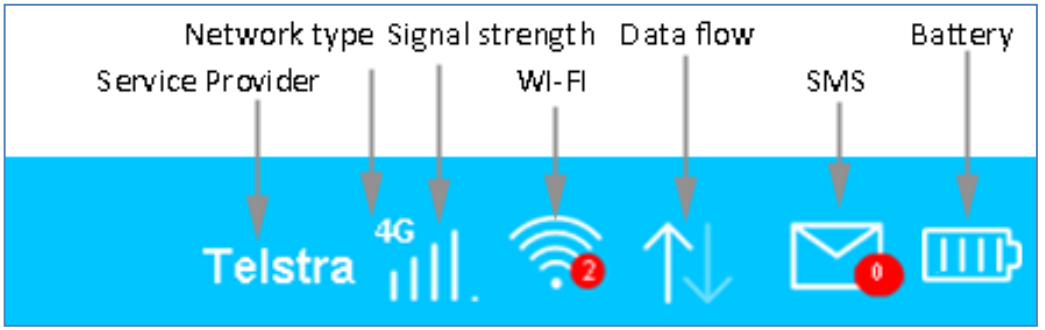
WEB INTERFACE, MODEM HOMEPAGE



- The default login password is ‘password’
- The home page shows a brief summary of the device status and your remaining data from Telstra.
- Software update notifications (if applicable) will be shown on this page as per

the example above.

STATUS ICONS – WEB INTERFACE



NO NETWORK ACCESS

- No Network Access can be any of the following conditions:
- A missing, faulty or incorrectly inserted SIM. Check you have inserted your SIM card the right way and pushed it fully home until it clicks into place.
- A Non-Telstra SIM card. This device is Network Locked to Telstra, contact Telstra to unlock your device.
- A PIN locked SIM card. Log into the web interface then enter the PIN code for your SIM card.
- A PUK locked SIM card. You may have entered the wrong PIN code too many times. Contact Telstra to obtain your PIN Unlocking Key (PUK) code. Log into the web interface to enter your PUK and PIN code
- A PUK blocked SIM card. If you enter the wrong PUK code too many times the SIM card is permanently blocked. Contact your dealer to obtain a replacement SIM card.
- No Service, you are out of network coverage.

INTERNATIONAL ROAMING

- The Roaming icon indicates you are connected to a foreign network.
- If Roaming is enabled on your data plan then roaming data charges will apply

when connected via a roaming network.
- Contact your carrier to determine your data charges.

NETWORK LOCKED DEVICE

- This device is network locked to Telstra. If you use an alternate carrier SIM you need to contact Telstra for the unlocking code. An unlocking fee may apply.

INSTALLATION NOTES

- If you choose to install the device via the USB connection then a CDROM drive will pop up on first installation.
- Double-click Setup.exe to install the software.
- The installation will create a new shortcut on your desktop and a new program listing under Start-Programs.

- If you have problems with the installation please contact your supplier or see our website, ztemobiles.com.au for more assistance and FAQ's or call our hotline on 1300 789 475
  (ZTE Support hotline is available during normal business hours, AEST 9am to 5pm)

- If you can't connect to the internet check your SIM card is inserted correctly, contact your service provider and check your account is active.

- To uninstall the application:
  Windows users: Start > All Programs > TELSTRA 4GX WIFI PLUS > Uninstall.

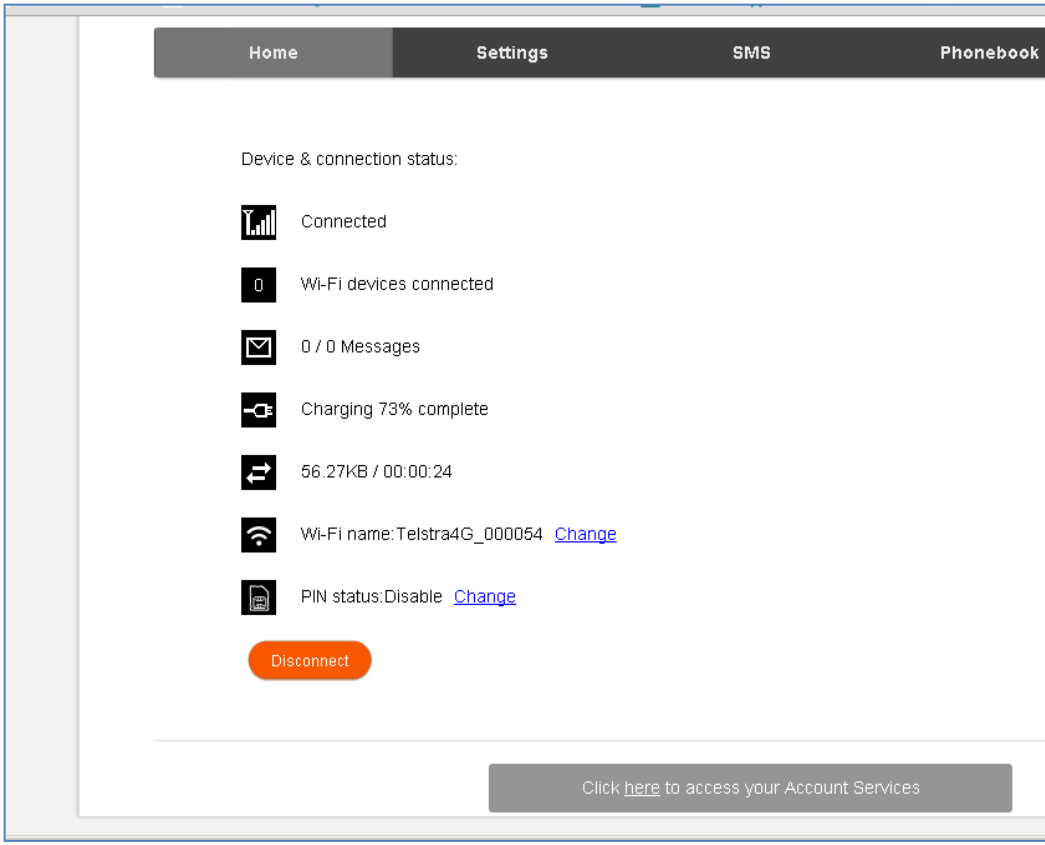
MAC Users:

- Double click the Telstra Modem CDROM on the desktop to install the modem.

- To uninstall, go to Applications and run Uninstall TELSTRA 4GX WIFI PLUS.

WEB INTERFACE GUIDE

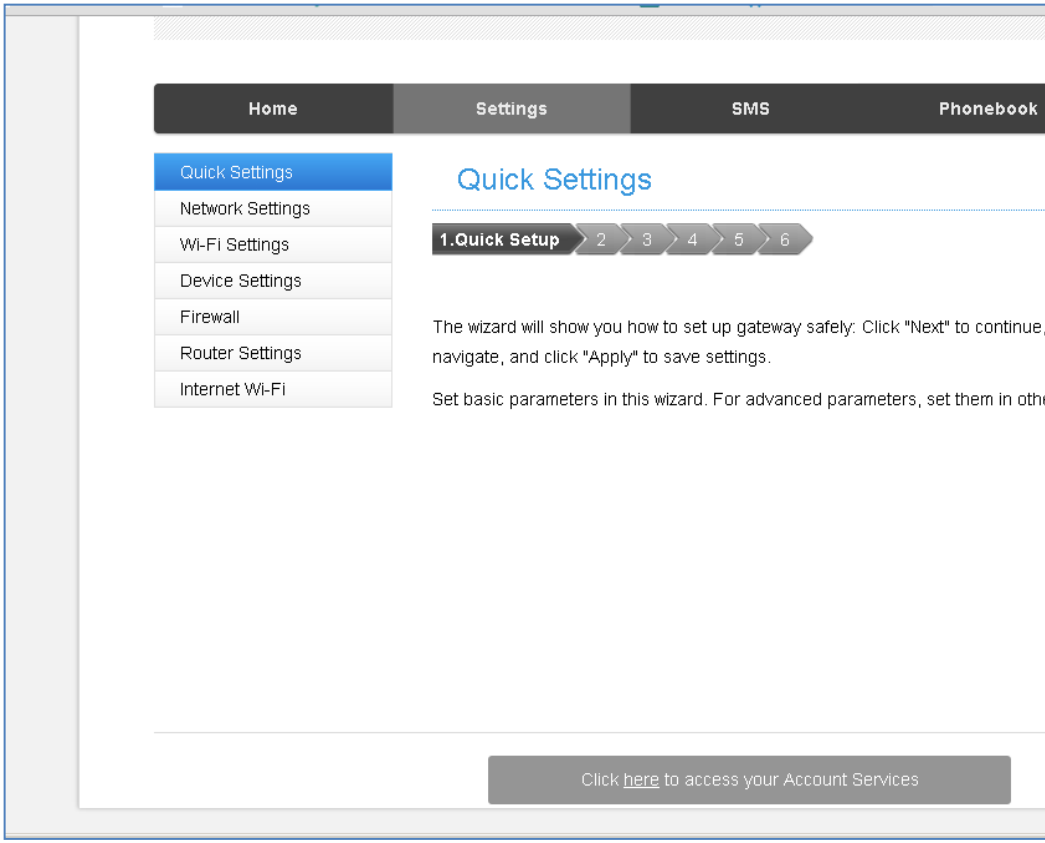
HOME TAB



The home tab shows you how many users are connected and shows your network connection state and data usage summary.

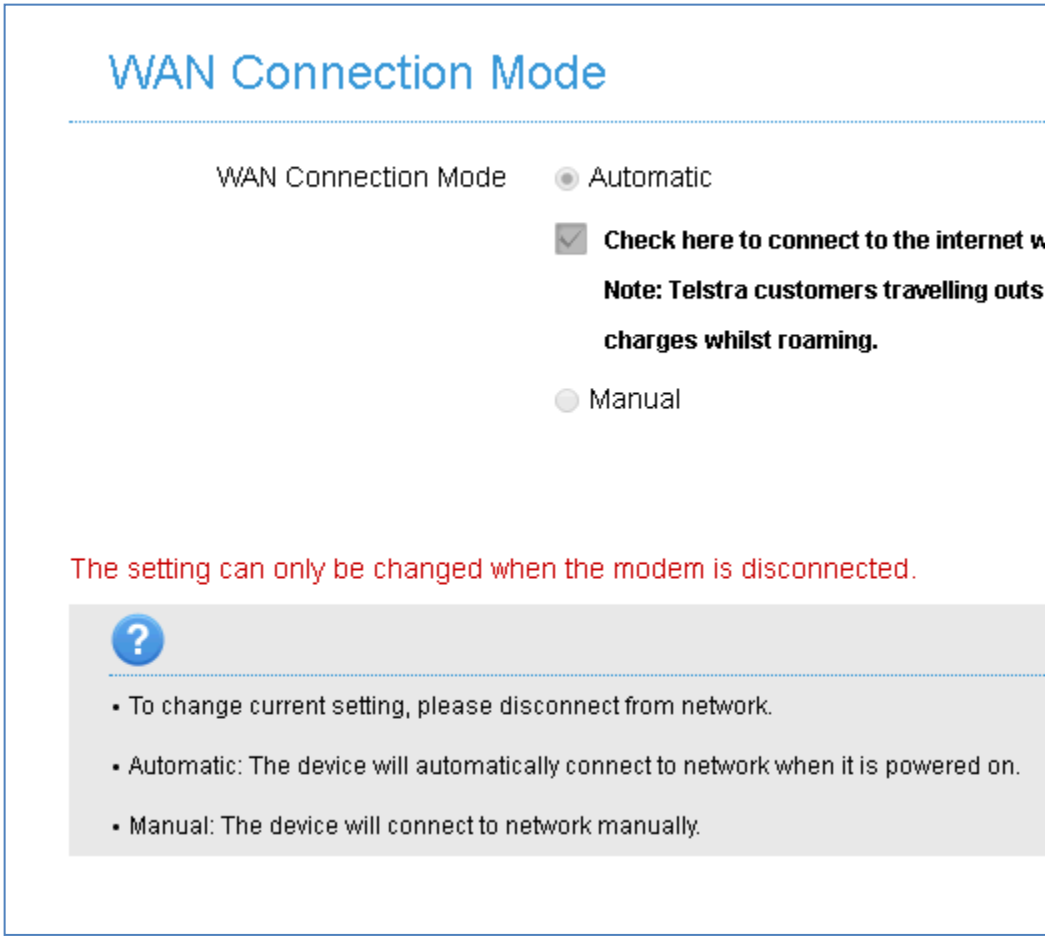
- The device will automatically connect to the network so it shows the Disconnect button status by default.
- To change this behaviour press Disconnect first, then go to Settings > Network Settings > WAN Connection Mode, and select Manual.
- The number of devices connected to your Wi-Fi hotspot is displayed
- You can click on Change to rename your hotspot SSID and enable or disable the SIM PIN

SETTINGS > QUICK SETTINGS



Step through the Quick Settings wizard to quickly review your current default settings.

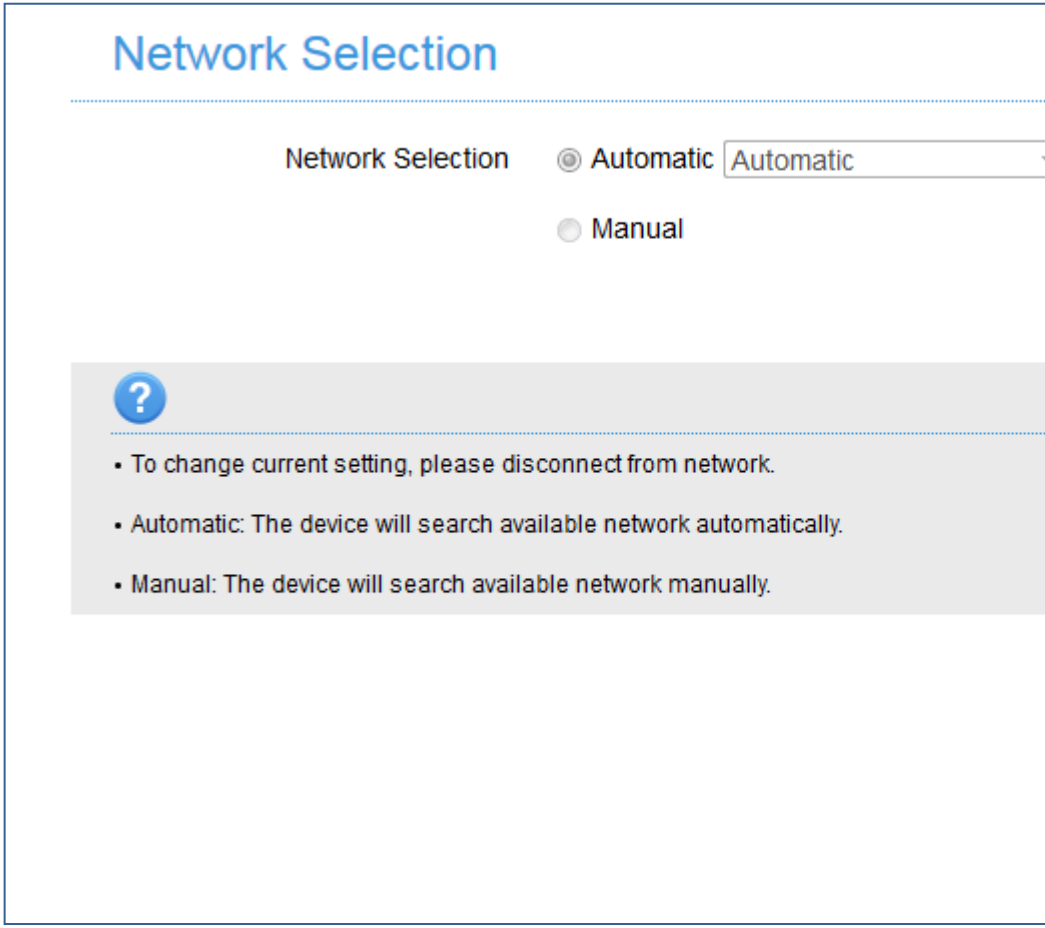
SETTINGS > NETWORK SETTINGS > WAN CONNECTION MODE:



The default connection setting will automatically connect to the network. The setting is greyed out if you are connected.

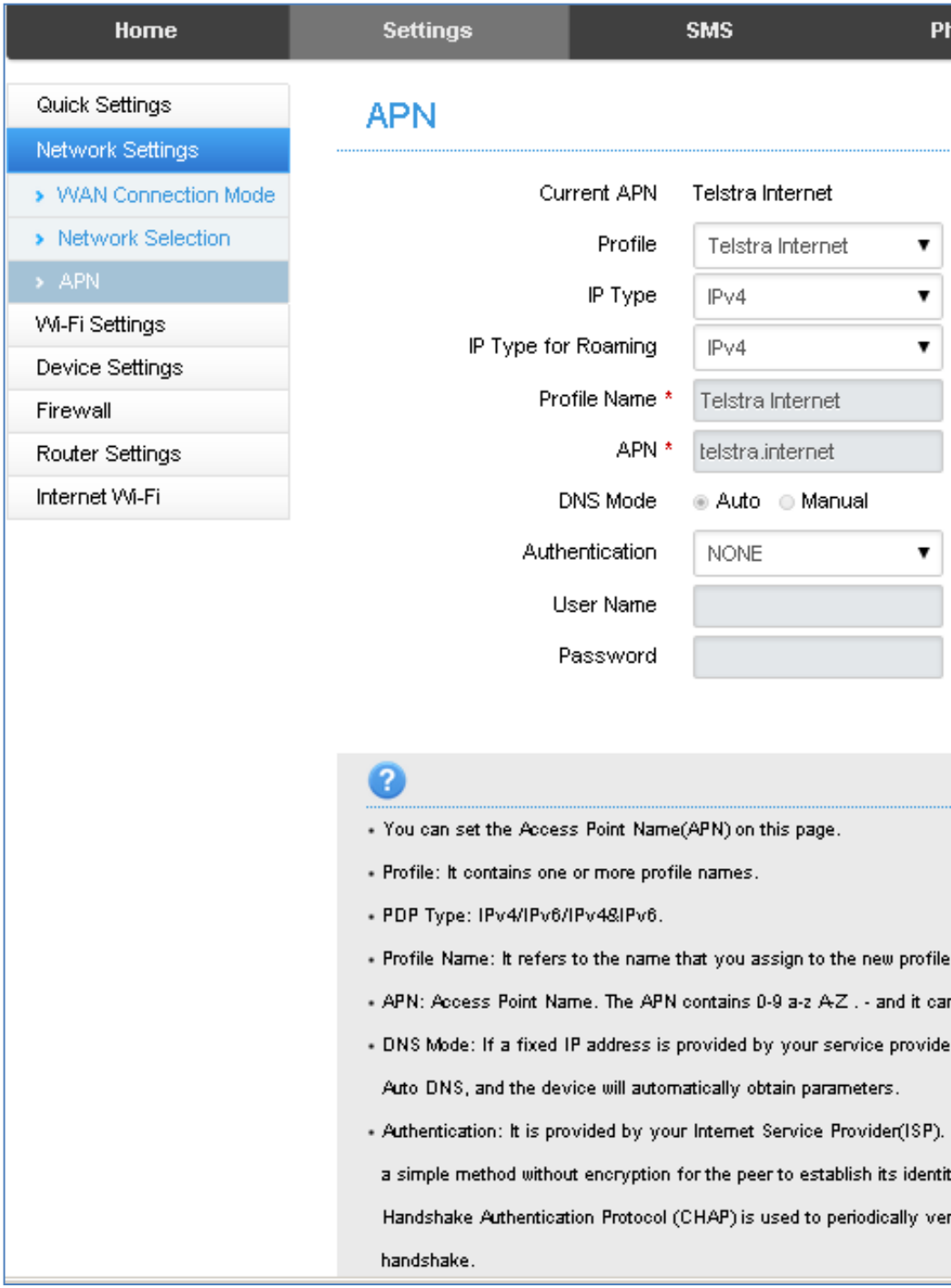
- Press the Disconnect button to change this setting and to enable International Roaming if required.
- If you make any changes, press Apply to save the change
- Press the Help icon to get in context tips.

SETTINGS > NETWORK SELECTION:



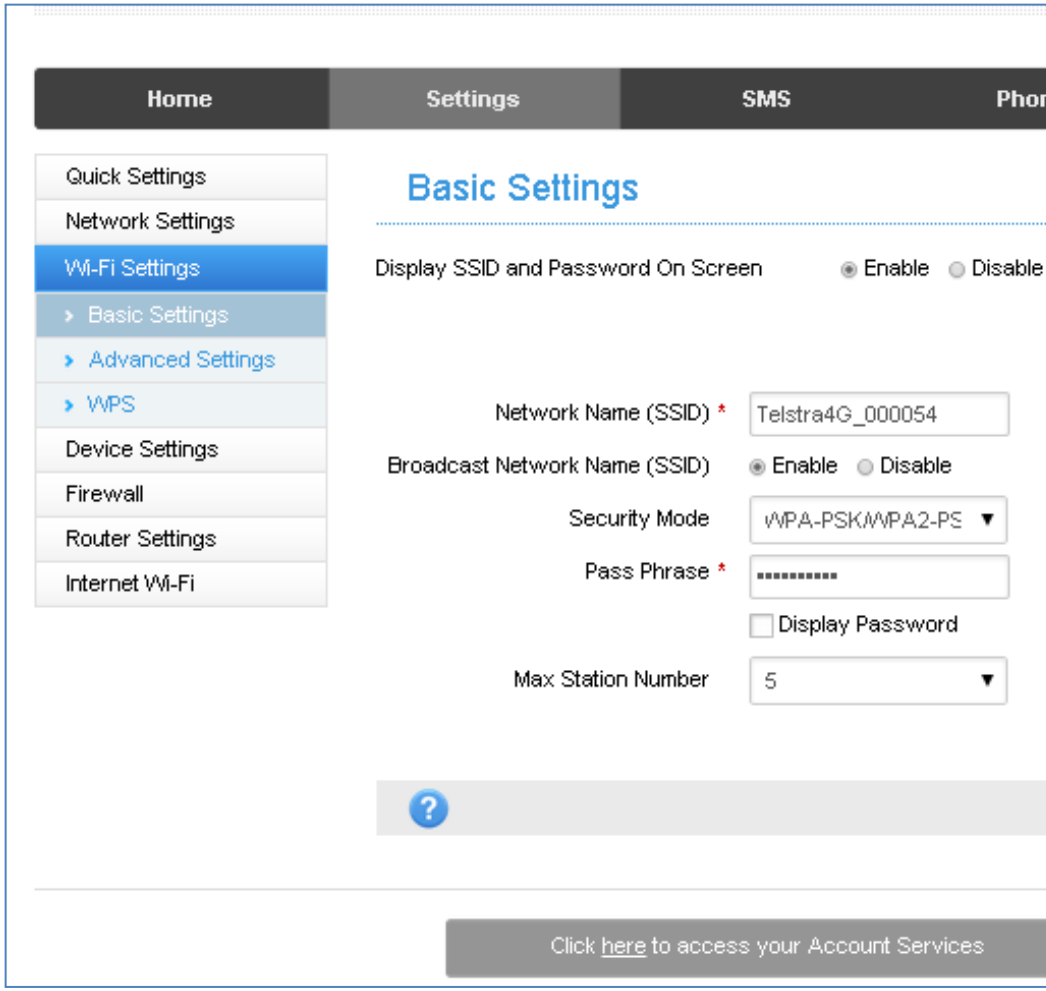
- Network Selection is set to Automatic.
- Press the Disconnect button to change this setting if required.
- If you make any changes, press Apply to save the change
- Press the Help icon to get in context tips.
- There is no need to change these settings unless you change service provider or are instructed by your carrier.
- The modem is locked to Telstra. If you use a SIM card from another provider you may not be able to connect to the network.
- Consult Telstra to obtain the unlock code for your device.

SETTINGS > APN:


Home
Settings
SMS
Quick Settings
Network Settings
WAN Connection Mode
Network Selection
APN
Wi-Fi Settings
Device Settings
Firewall
Router Settings
Internet Wi-Fi
APN
Current APN
Telstra Internet
Profile
Telstra Internet
IP Type
IPv4
IP Type for Roaming
IPv4
Profile Name *
Telstra Internet
APN *
telstra.internet
DNS Mode
Auto
Manual
Authentication
NONE
User Name
Password
You can set the Access Point Name(APN) on this page.
Profile: It contains one or more profile names.
PDP Type: IPv4/IPv6/IPv4&IPv6.
Profile Name: It refers to the name that you assign to the new profile
APN: Access Point Name. The APN contains 0-9 a-z A-Z . - and it ca
DNS Mode: If a fixed IP address is provided by your service provide
Auto DNS, and the device will automatically obtain parameters.
Authentication: It is provided by your Internet Service Provider(ISP).
a simple method without encryption for the peer to establish its identit
Handshake Authentication Protocol (CHAP) is used to periodically ver
handshake.

- Press Disconnect to disconnect from the Network
- Press Add New to create a new APN
- Add the Profile Name, eg Telstra WAP
- Enter the correct APN details eg telstra.wap
- Press Save to save your new APN
- Press the Profile drop down box
- Select the new APN profile name
- Click on ‘Set as default’ to set the new APN as your preferred setting
- Press the Help icon  to get in context tips.
- There is no need to change these settings unless you change service provider or are instructed by your carrier.
- The modem is locked to Telstra. If you use a SIM card from another provider you may not be able to connect to the network.
- Consult your new carrier to obtain alternate APN details for your device.

SETTINGS > WI-FI SETTINGS > BASIC SETTINGS:

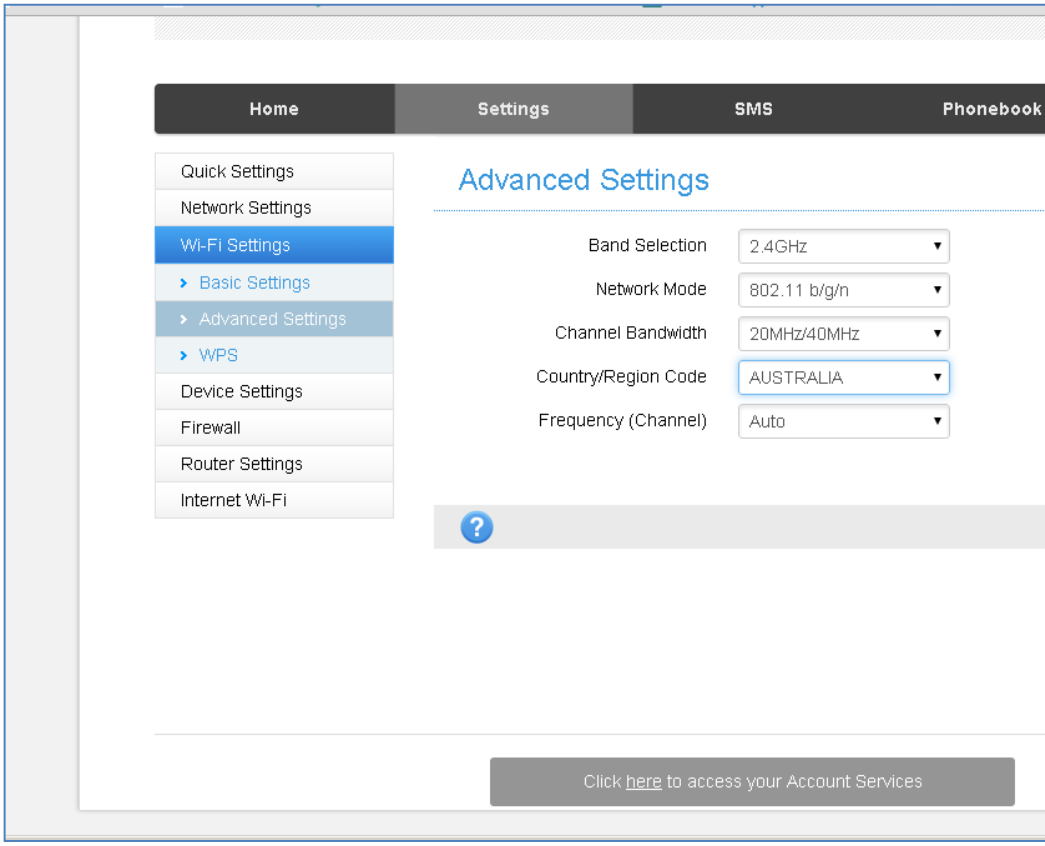


The SSID is the Wi-Fi Network Name for your device

- By default the SSID and Password is shown on the front screen. Select Disable on "Display SSID and Password On Screen" to hide this information.
- You can change the SSID to something more memorable or personal
- You can hide the SSID broadcast so unknown users will not even see your network
- You can change the security settings and password to suit your own preferences
- You can set the number of available connections between 1 and 10. The default setting for 5 users is to improve battery life and Wi-Fi data throughput.
- Press Apply to save your changes
- Press the Help icon to get in context tips
- The Wireless Network Name (SSID) and Wireless Security key (WPA)

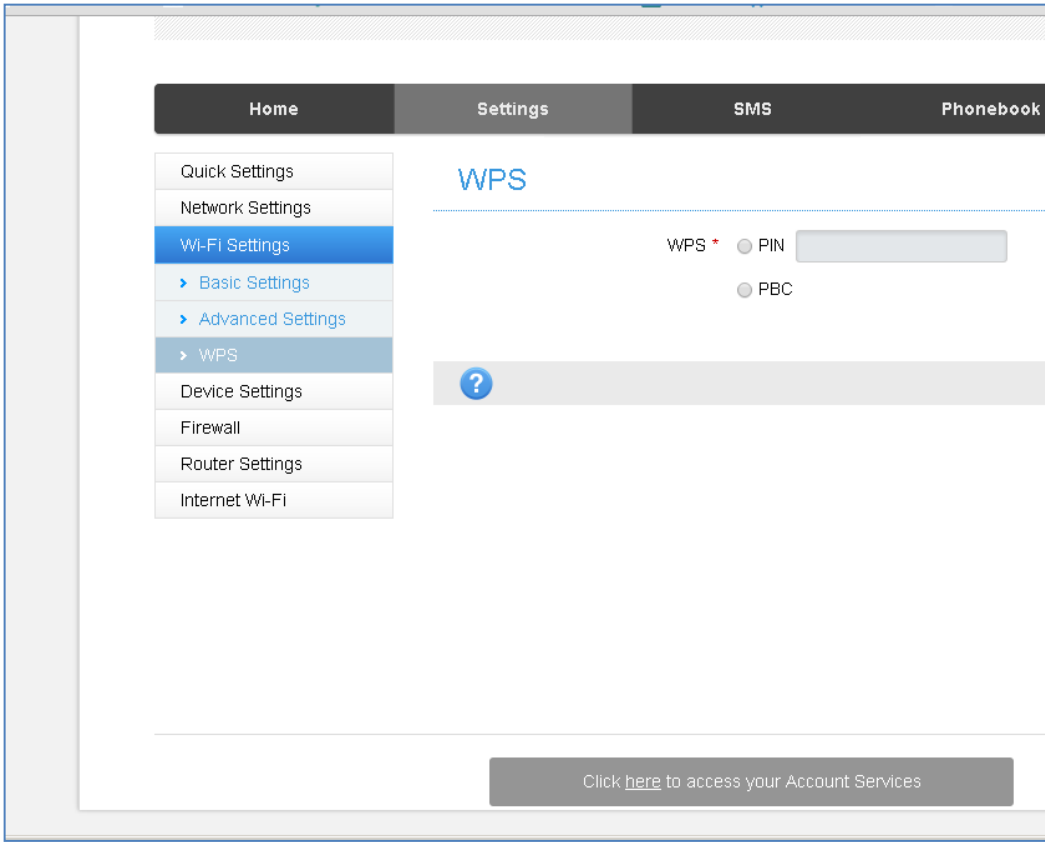
information can also be accessed by accessing the device home page while the device is connected to a computer via USB

SETTINGS > WI-FI SETTINGS > ADVANCED SETTINGS



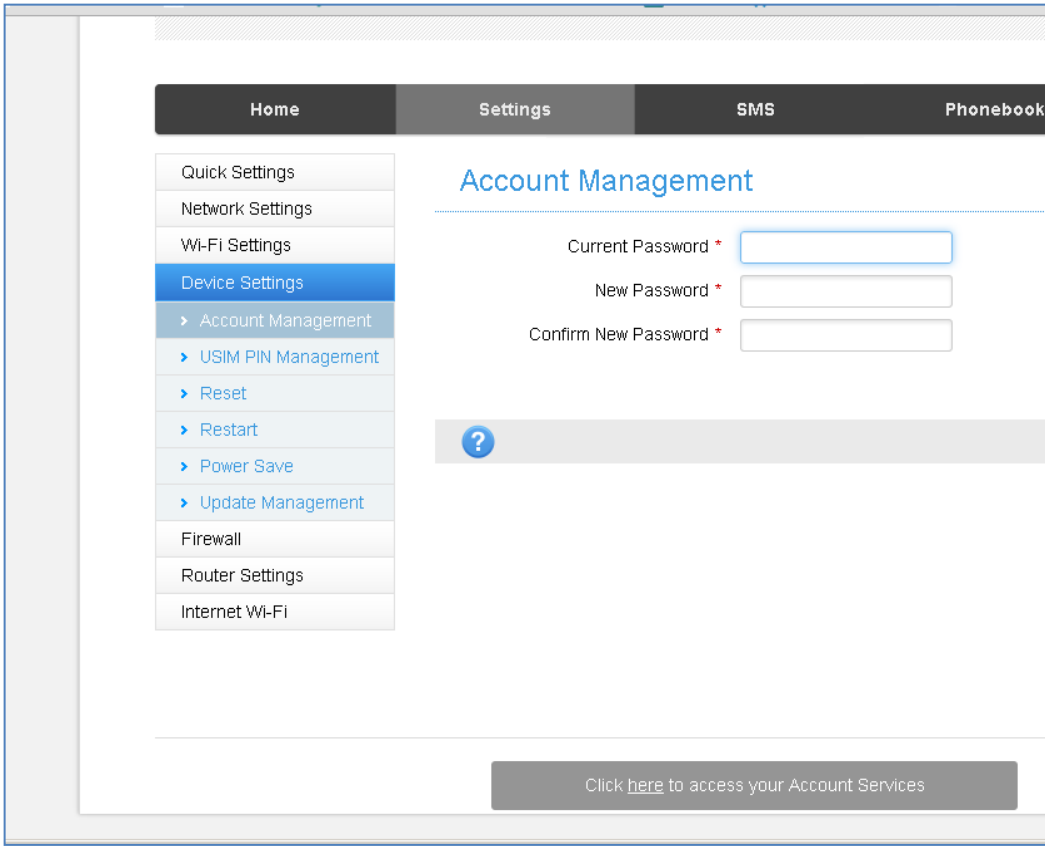
- You can change the Wi-Fi settings to suit your personal choices or for specific requirements of your attached devices.
- Press Apply to save your changes
- Press the Help icon to get in context tips

SETTINGS > WI-FI SETTINGS > WPS



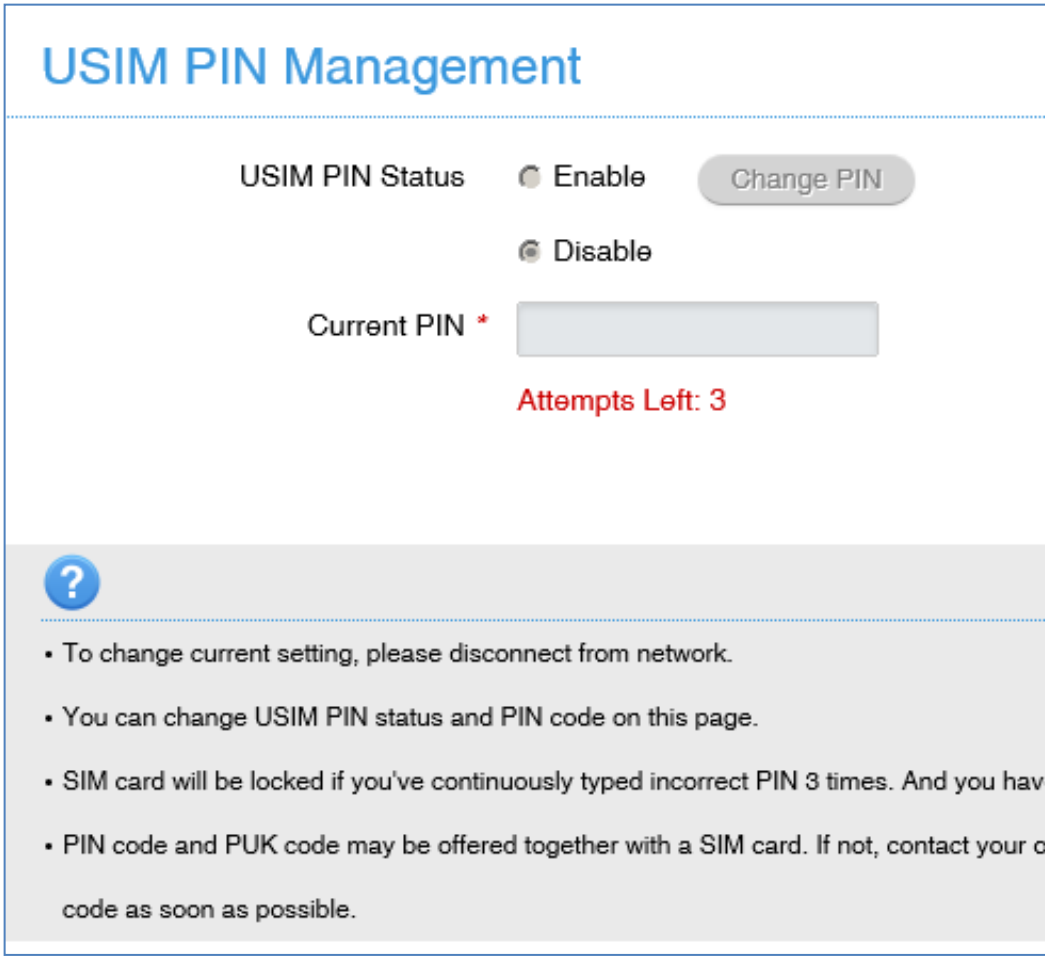
- WPS uses the push button on the front panel to connect seamlessly to supported devices.
- Press WPS to enable, compatible devices can connect to your Wi-Fi network without authorisation, or you can set a PIN if required.
- WPS is enabled for 2 minutes once pressed and the device LED's will flash to indicate WPS mode.
- If you have enabled PIN mode then you need to enter the same PIN on devices you wish to connect.
- Press the Help icon to get in context tips

SETTINGS > DEVICE SETTINGS > ACCOUNT MANAGEMENT



- Use the Account Management settings to change the administrator password if required.
- The default password is password. If you have changed and forgotten the password then you need to restore the device to factory defaults:
  1. With the device switched on open the SIM slot cover and locate the reset button next to the SIM slot.
  2. Using an item such as a paperclip or pin press and hold the “Reset” button for 5 seconds.
  3. The display will flash and the device will re-boot to factory default settings.
- Press the Help icon to get in context tips

SETTINGS > DEVICE SETTINGS > USIM PIN MANAGEMENT:



- Enter your current PIN code to change or disable the PIN
- If you make any changes, press Apply to save the change
- If you enter the incorrect PIN code three times in succession you will lock your SIM card.
- Contact your service provider to obtain your PUK code
- Press the Help icon to get in context tips

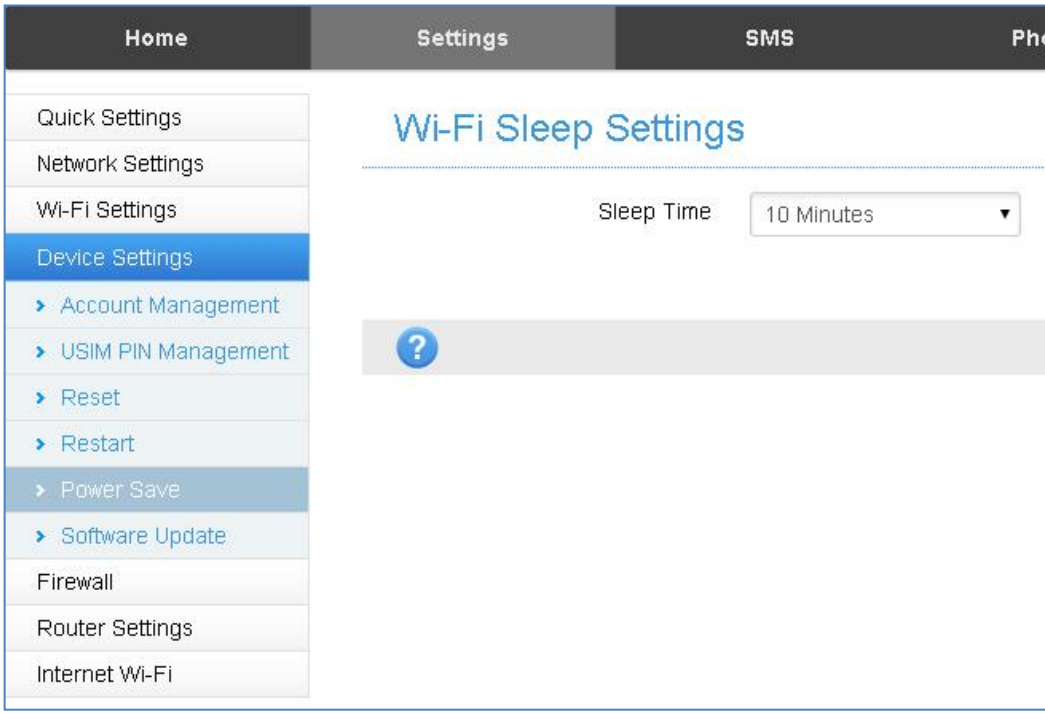
SETTINGS > DEVICE SETTINGS > RESET

- Press Reset to reset your device to factory defaults.

SETTINGS > DEVICE SETTINGS > RESTART

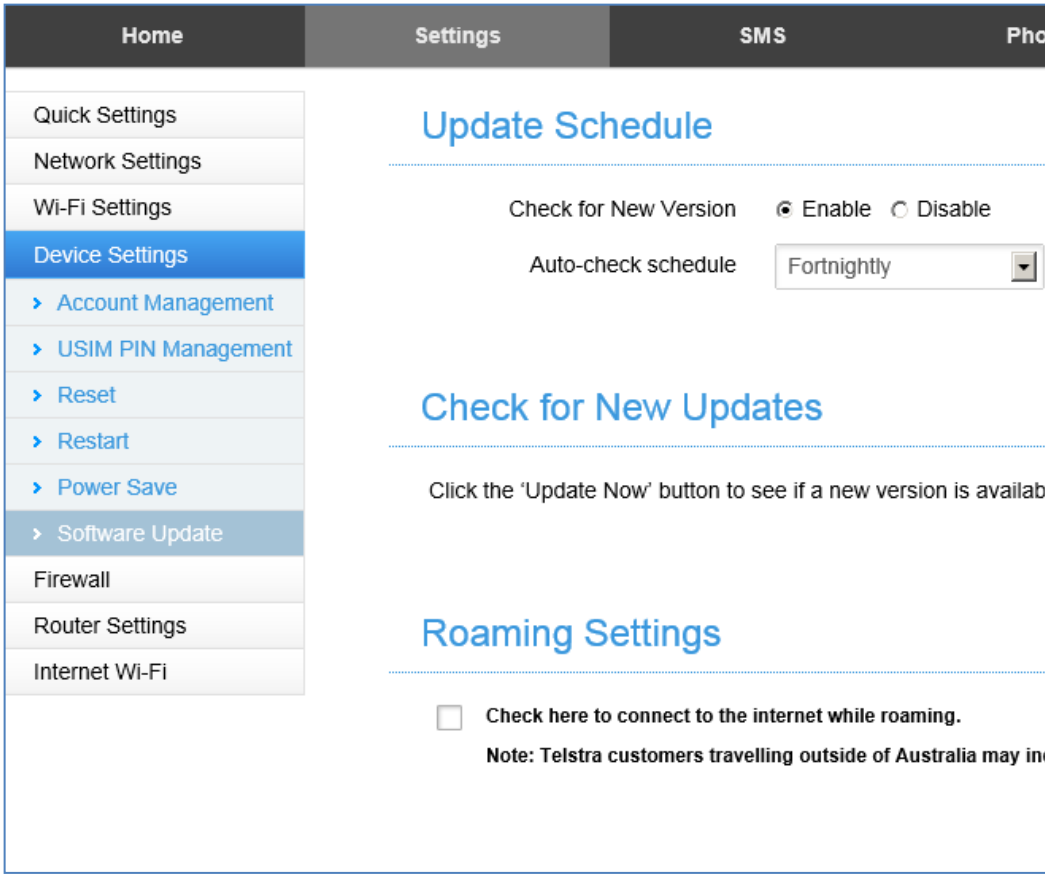
- Press Restart to restart your device.

SETTINGS > DEVICE SETTINGS > POWER SAVE

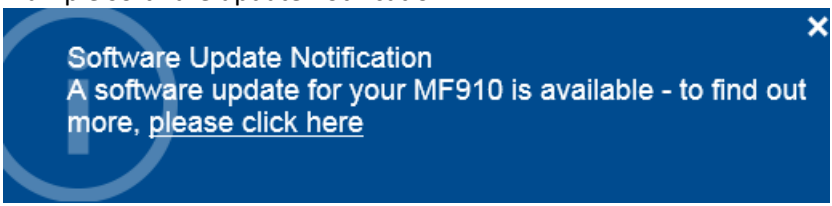


- If there is no Wi-Fi traffic detected then the device will switch off Wi-Fi as determined by the Wi-Fi sleep setting.
- Set Wi-Fi sleep time to Never Sleep to keep the Wi-Fi always on.
- Press the Help icon to get in context tips

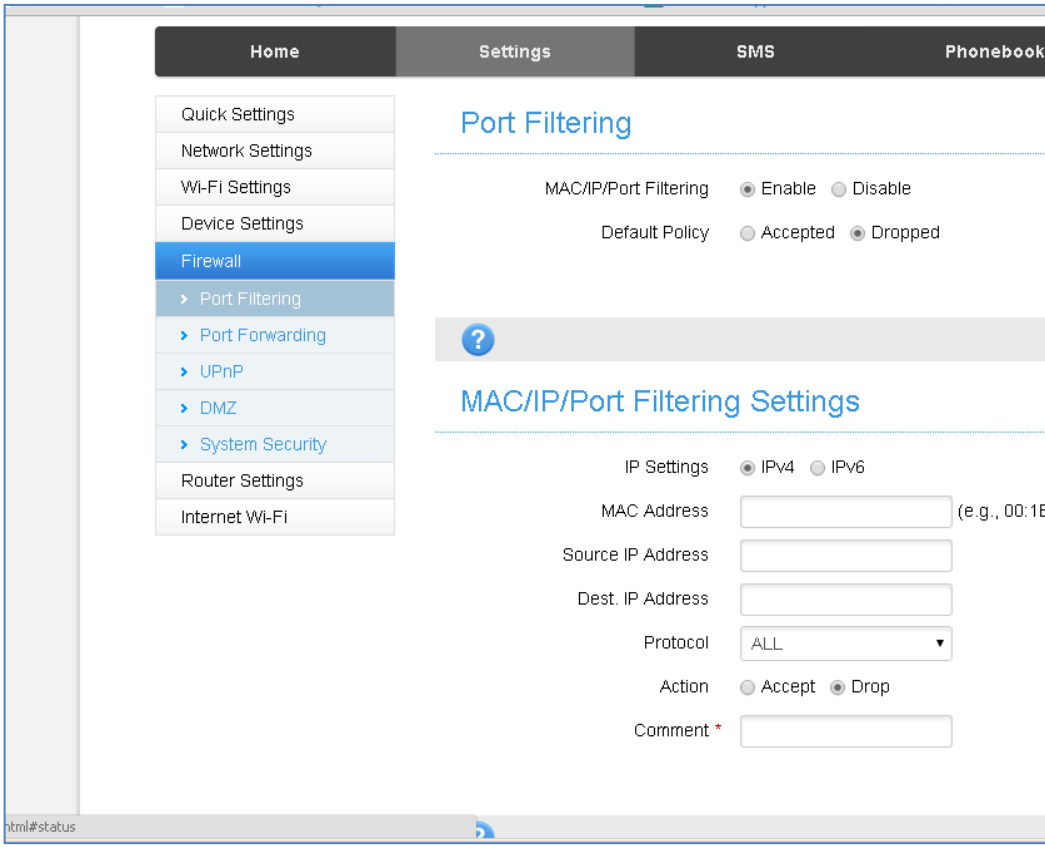
SETTINGS > DEVICE SETTINGS > SOFTWARE UPDATE



- With 'Check for New Version' enabled you are notified on the device display and in the web user interface if there is an update available.
- You need to be in the Connected state to download new versions.
- Press the Update Now button to see if there are software updates for your device.
- Roaming Settings control if the device will update when roaming. This is disabled to reduce high data charges when roaming.
- Press the Help icon to get in context tips
- Example software update notification:

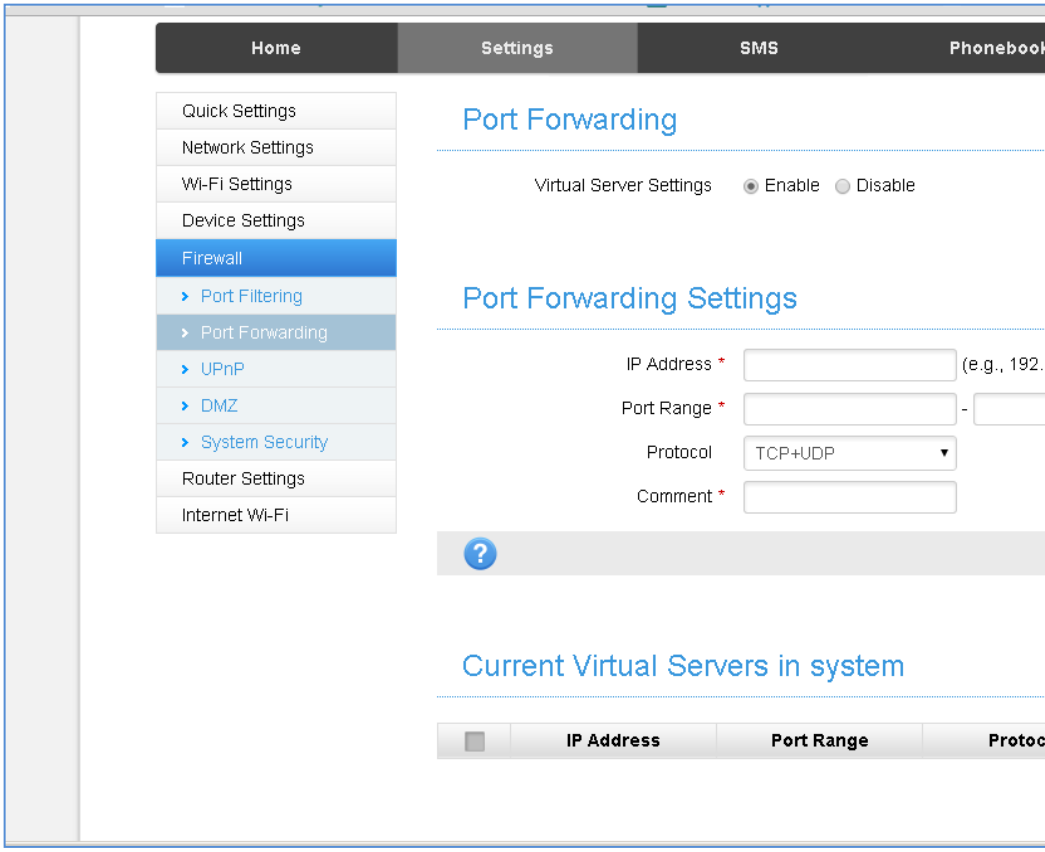


SETTINGS > FIREWALL > PORT FILTERING



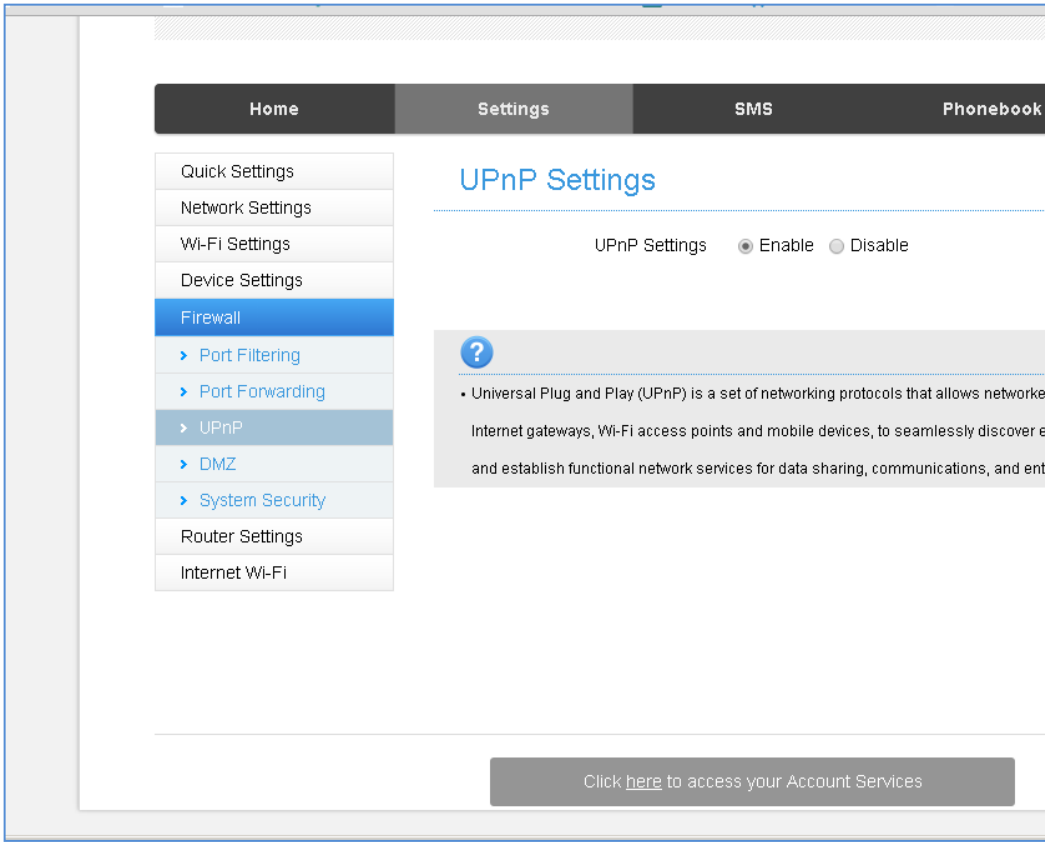
- Select Enable to turn on the Port Filtering settings
- You can apply filters based on MAC Address, Source IP Address, Destination IP Address and select the action to drop or accept the packets.
- Firewall settings are for advanced users and network administrators.
- Press the Help icon to get in context tips

SETTINGS > FIREWALL > PORT FORWARDING



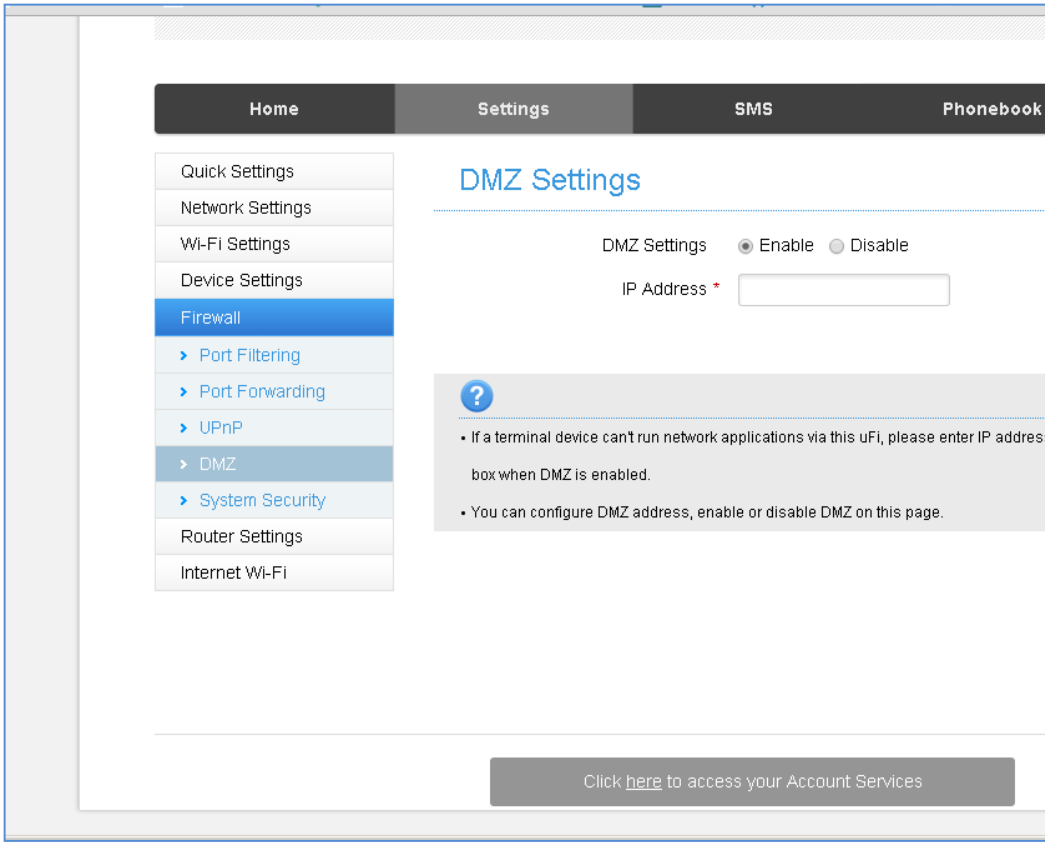
- Select Enable to turn on the port forwarding settings.
- Port forwarding can be used to allow a specific external server or computer access to devices located on your LAN side or to translate a specific incoming port into a different destination port.
- The destination port and address is on your local LAN side.
- Typical applications will be for on-line gaming requiring specific control and communications channels between the remote server and the local machine.
- Firewall settings are for advanced users and network administrators.
- Press the Help icon to get in context tips

SETTINGS > FIREWALL > UPNP SETTINGS



- Universal Plug and Play is a set of networking protocols that permits networked devices, such as personal computers, printers, Internet gateways, Wi-Fi access points and mobile devices to seamlessly discover each other's presence on the network and establish functional network services for data sharing, communications, and entertainment.
- UPnP is enabled by default on the LAN side (local) but if you require extra security you should disable this setting.
- UPnP is not enabled on the WAN (Network) side.
- Firewall settings are for advanced users and network administrators.
- Press the Help icon to get in context tips.

SETTINGS > FIREWALL > DMZ

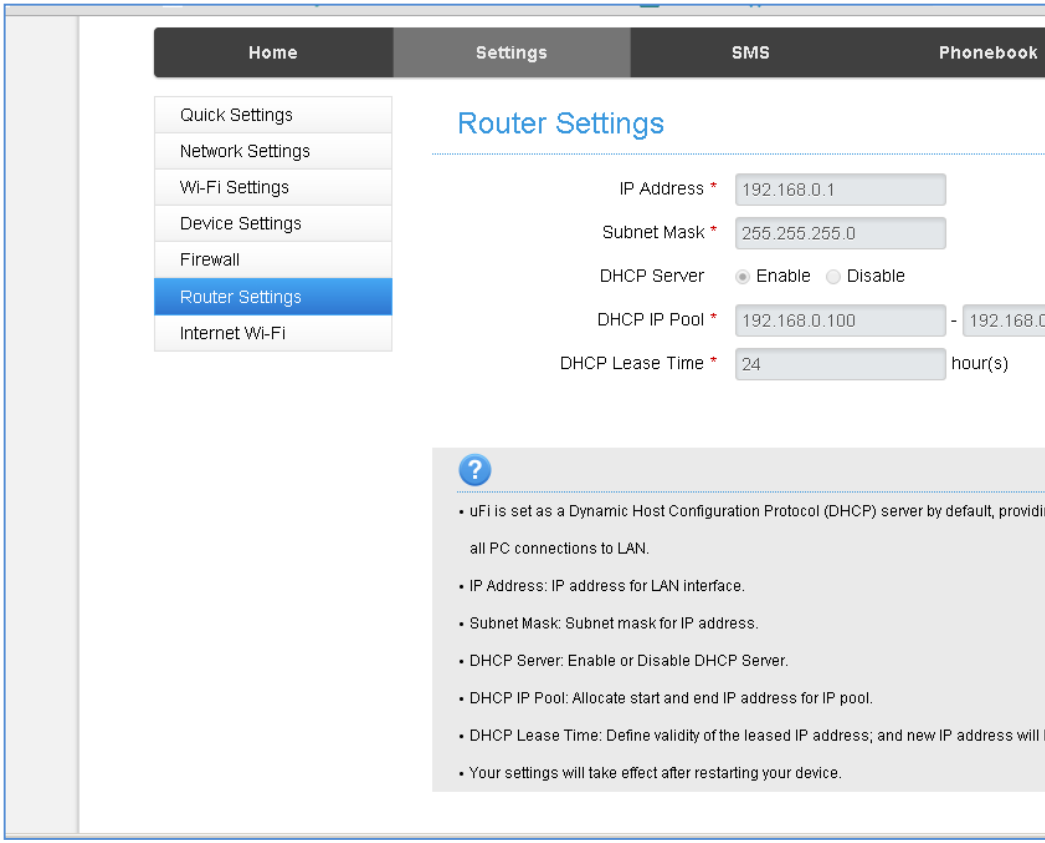


- Enable the DMZ Setting to open up all ports from the WAN side (mobile network) to the LAN side for this particular allocated IP address.
- It is advisable to set a Static IP address for this device outside of the DHCP range eg 192.168.0.20
- Press the Help icon to get in context tips.

SETTINGS > FIREWALL > SYSTEM SECURITY

- Enable or Disable Remote Management (via WAN) and PING
- Firewall settings are for advanced users and network administrators.

SETTINGS > ROUTER SETTINGS



- Control the IP Range for your network and enable or disable DHCP is required.
- Press the Help icon to get in context tips

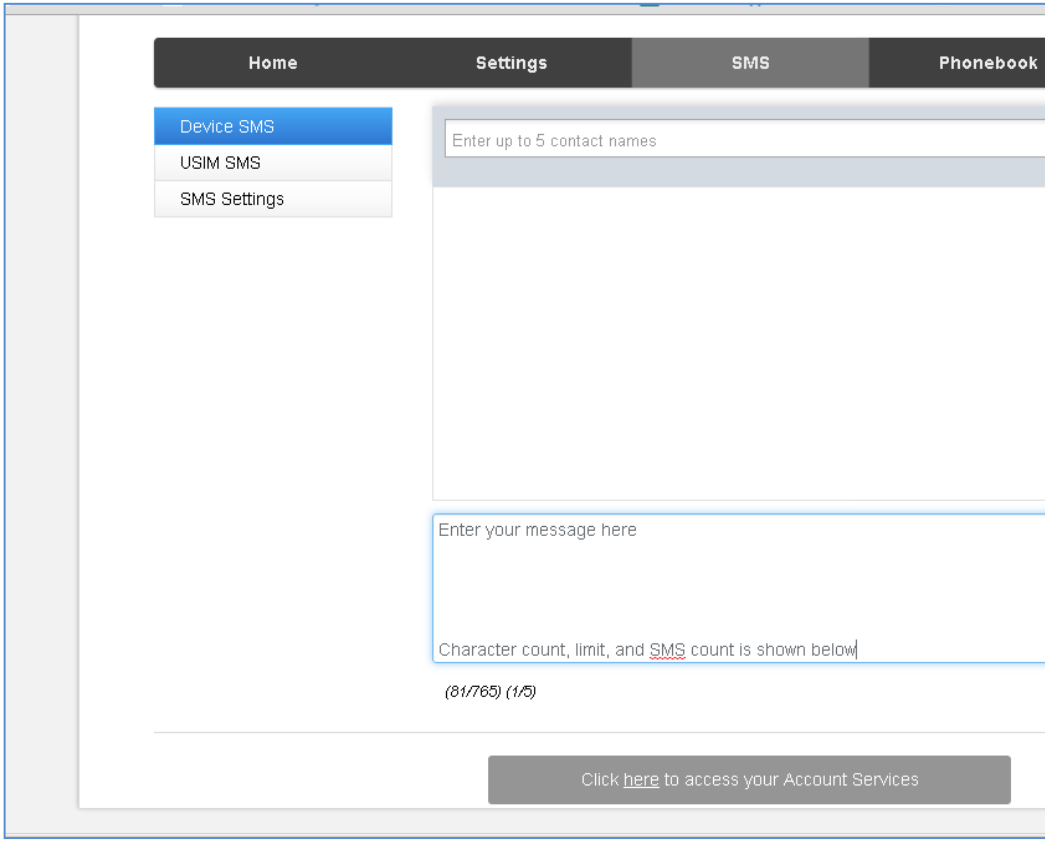
SETTINGS > INTERNET WI-FI



- Enable the Wi-Fi router to connect to another Hotspot to share that internet connection.
- Internet Wi-Fi or the WAN side on your hotspot refers to the radio network connection.
- When the Internet Wi-Fi Switch option is enabled, it is not possible to disconnect the RF WAN side. The Disconnect button is greyed out. This is because the Wi-Fi Switch function over-rides the manual disconnect feature. When you fully connect to another local Wi-Fi hotspot then the WAN side data (RF connection to the network) is disabled.
- When you connect to another Wi-Fi hotspot your local WAN is disconnected and your Wi-Fi hotspot will receive its internet connection from the other hotspot and share this with all your connected devices.
- This could be useful at home where your wireless hotspot can connect to your home Wi-Fi when in range, and it can be used to extend your home Wi-Fi range by locating the portable hotspot in another location. The devices connected to your portable hotspot will get their internet connection from the other

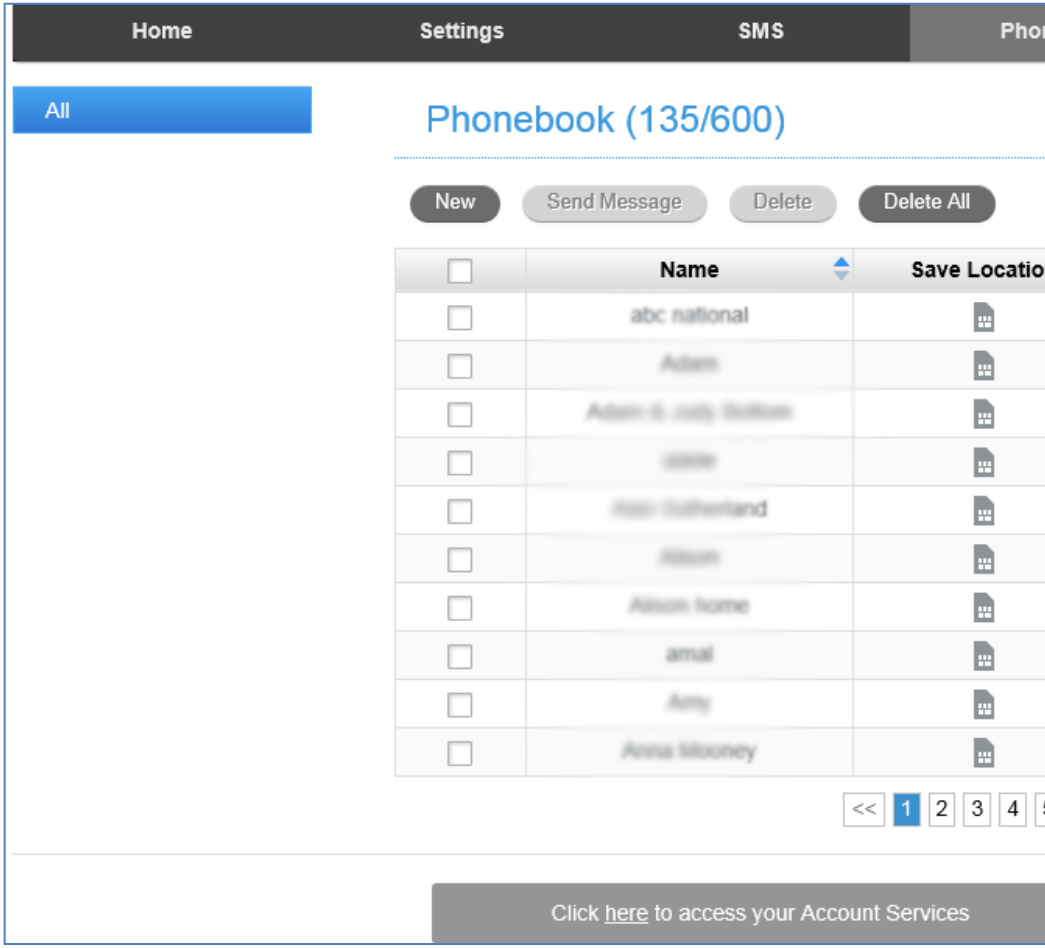
connected Wi-Fi hotspot, eg your home network.

SMS



- Click in the top box to add Contacts
- You can enter Contact names in the Contacts field and the device will search and list applicable matches
- Click in the bottom box to type your message
- Press the Send button when done
- Threaded messages (messages sent and received to the same Contact) are displayed in the main panel.
- View SMS > SMS Settings to enable delivery reports and to check the SMS centre number (read from your SIM card)

PHONEBOOK



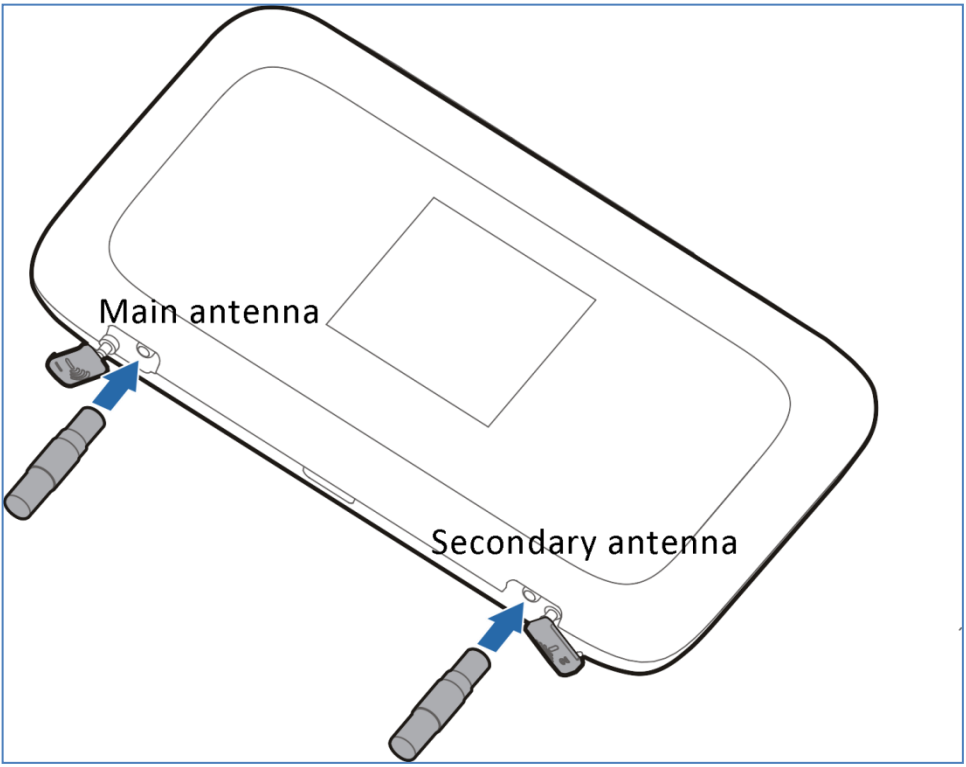
- Click Phonebook to view your SIM card contacts.
- Contacts are automatically read into the device but you can also copy and save on your device.
- Select the Contact to view more details, click Edit to make any changes, then select the Save location as Device.
- Contacts stored on the device can include additional fields.
- Select New to create a new contact and choose the save location as Device or SIM card.

INFORMATION



- View the device IMEI number, Signal strength and other details.
- Change the SSID

EXTERNAL ANTENNA PORTS



- Signal strength can be improved by adding external antennas.
- It is preferred to use both ports for best quality reception and service.
- If you only have a single antenna then use the main port shown on the diagram above.
- The device supports dual TS9 connectors and dual antennas will provide better signal strength and higher data rates.
- Only use the correct antenna with the TS9 termination suitable for ZTE data products.
- Insert and remove the connections carefully. Do not pull on the cable to remove the connection. The antenna ports are delicate and need to be treated with care.
- Physical damage to the antenna port will render your device unusable and is not covered by the manufacturer's warranty.
- See your warranty card for full terms and conditions.

HELP

Click Help to access the system help

Click the Help icon  to see in context help
Go to ztemobiles.com.au for FAQ's, product and warranty support

TROUBLESHOOTING

If you have any problems with your connection or modem please consult the manual and check this section. If the problem still exists contact your service provider or check our website for more details at ztemobiles.com.au

Problem	Possible Causes	Suggested Solution
The user interface doesn't start after the modem is plugged in.	PC configuration is not correct. (No autorun)	Start the program manually by going Start > Program Files or use the shortcut on the desktop.
The modem has no signal.	You have no network coverage.	Try moving location until you get good reception. Move the modem to a higher position or different orientation.
	Network coverage is low	Consider purchasing an external antenna. Use a TS9 connector.
SIM Card is locked	SIM card requires a PIN or PUK number. SIM is not inserted correctly	Contact your service provider to obtain the PIN or PUK key. Check the SIM card is inserted, is active and is a valid SIM.
Data connection failed.	You have no network coverage.	Try moving location until you get good reception.
The modem cannot connect to the internet when overseas	You don't have international roaming enabled on your plan.	Consult your service provider before you go overseas to enable roaming.

PRECAUTIONS AND SAFETY INFORMATION

- Some electronic devices are susceptible to electromagnetic interference. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the modem.
- Operating of laptop or desktop PCs with the modem may interfere with medical

devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.

- Be aware of regulations when using the modem at places such as oil refineries or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
- Don't touch the antenna area unnecessarily whilst connected. This can affect your modem performance and reduce the signal quality.
- Store the modem out of the reach of children. The modem may cause injury or get damaged.
- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
- Only use original accessories or accessories that are authorised by the manufacturer. Using unauthorised accessories may affect your modem's performance or damage your modem.
- Avoid using the modem in areas that emit electromagnetic waves or in enclosed metallic structures eg lifts.
- The modem is not waterproof. Please keep it dry and store it in a cool, dry place.
- Don't use the modem immediately after a sudden temperature change eg from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the modem which can cause internal damage. Unplug the modem and leave it for 30 minutes before use.
- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair will void the warranty.
- Take care when connecting and removing an external antenna. The correct adaptor (TS9) must be used and the ports are delicate and must be handled with care. Do not pull or tug on the antenna leads and take care not to trip over them when plugged in.
- Physical damage to the antenna ports will render your device unusable and is not covered by the manufacturer's warranty.
- The internal battery is not replaceable by the end user. Return to your service centre for repair.
- Do not disassemble the case to change the battery, do not disassemble or short circuit the battery terminals.
- Do not dispose of the unit in a fire, the internal battery may explode.

- At the end of life of the equipment, return the product to a suitable recycling agent such as Mobile Muster.

RF SAFETY INFORMATION

The Wi-Fi modem has an internal antenna. For optimum performance with minimum power consumption do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the modem to operate at a higher power level than needed.

RADIO FREQUENCY ENERGY

The Wi-Fi modem is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves).
The transmit power level is optimized for best performance and automatically reduces when there is good quality reception.
Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low.
Under poor network conditions the modem transmits at a higher power level and may get hot.

DECLARATION OF CONFORMITY – SPECIFIC ABSORPTION RATE (SAR)

The Wi-Fi modem is designed to be used in close proximity to the body. We declare that the product detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electromagnetic Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997 when used at a distance of not less than 10mm from the body. The worst case SAR result is published on ZTEMOBILES.COM.AU



TECHNICAL SPECIFICATIONS

Network compatibility	LTE 700, 900, 1800, 2100, 2600 MHz UMTS 850, 2100 MHz
Dimensions	104 x 65 x 14.3mm. Approx 110g
Data Rates*	LTE download speeds up to 150Mb/s LTE upload speeds up to 50Mb/s

	HSPA+ Downlink up to 42Mb/s HSDPA Mode up to 21.6Mb/s HSUPA Mode up to 5.76Mb/s
Battery	2000mAh internal battery, non user replaceable
Operating Time**	Active battery up to 8 hours. Standby time up to 200 hrs.
Voltage	5V
Current	Resting: 100mA rms Max: 700mA rms
Operating systems	Any Wi-Fi enabled device, 802.11b/g/n Windows 10, 8, 7, XP SP3, Vista MAC OS X 10.5 and above
Antenna ports	Dual TS9 connectors
SIM Card	Micro SIM size, 3FF
Temperature	-5ºC to +45ºC

* Download speeds will vary due to distance from the cell, local conditions, user numbers, file source, hardware, software and other factors.
** Operation and Standby times depend on a number of conditions and are measured in ideal conditions.