Novatel MiFi® 500

User Guide

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MiFi 500 Basics

This section provides MiFi 500 Basic information.

Congratulations on your purchase of the MiFi 500 LTE by Novatel Wireless. With the MiFi 500 Intelligent Mobile Hotspot you can access LTE networks for faster connectivity, uploads and downloads. Connect up to 10 Wi-Fi enabled devices and one tethered via USB to the Internet at once – laptops, tablets, e-readers, gaming consoles and more – and experience download speeds of up to 100 Mbps*.

The MiFi 500 is backwards compatible to 3G networks, ensuring reliable connectivity when you need it most.

System Requirements

This section provides MiFi 500 system requirements and related information.

- Compatible with all major operating systems.

- Works with the latest versions of browsers, including Android, Chrome, Firefox, Internet Explorer, Safari and Mobile Safari.

To use Wi-Fi mode, your computer needs Wi-Fi capability. To access the Web User Interface, you will also need Internet browser software. If your computer does not have Wi-Fi capability you can use Ethernet over USB tethering.

Your MiFi 500 must have proper data service to function properly. See Using your MiFi 500 for the First Time for more information.

* Manufacturer's rated peak theoretical speed. Actual speeds may vary.

Your MiFi 500's Layout

The illustrations and descriptions below outline your MiFi 500's basic layout.
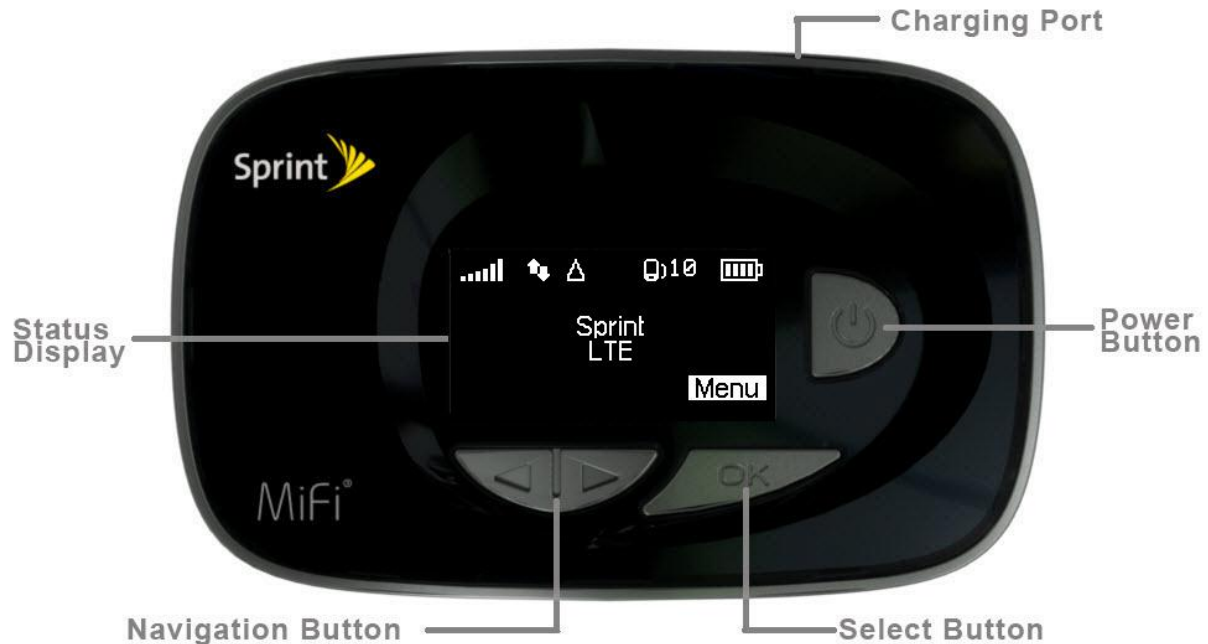
- **Status Display** ─ Provides connection and battery status, network signal strength, roaming status, and the number of users connected with Wi-Fi.

- **Navigation Button** ─ Scrolls left or right through available menu options.

- **OK Button** ─ Use to select a menu option.

- **Power Button** ─ Powers the MiFi 500 on and off or wakes up the device screen.

- **Charging Port** ─ The AC charger connects here.

- **SIM Card Slot** — The SIM card is installed here.

- **Battery Compartment** — The battery contacts connect here.

- **Master Reset Button** — Insert a paperclip in the small hole to reset the MiFi 500 to factory settings. See How do I reset the MiFi 500 back to factory settings? for more information

- **Battery Removal Divot** — When the battery is installed, insert a fingernail here and lift to easily remove it.

Status Bar

The status bar at the top of the MiFi 500 display screen provides device and service status information.

Status Icons

Display Icon		Description
None		The MiFi 500 is powered off or not receiving power, or the screen is in power-saving mode.
Status Bar		
Network Signal Strength		More bars indicate more signal strength.
Activity Indicator		If this icon is displayed, data is being transferred between your MiFi 500 and the network.

Display Icon		Description
Roaming		If this icon is displayed, your MiFi 500 is roaming.
Connected Devices		The number of connected devices displays to the right of the icon.
Battery		More white on the battery indicates more battery life.
Carousel		
Wi-Fi		Scroll and select the icon to display the Wi-Fi name, password and URL.
Connected Devices		Scroll and select the icon to display the number and IP address of connected devices.
Mobile Network		Scroll and select the icon to display the technology, network operator, signal and preferred network.
Software Update		Scroll and select the icon to display the current software version, date and time of last check for updates and to check for current software updates.
About		Scroll and select the icon to display the mobile number, model number, MEID, URL and Admin Password for your MiFi 500.
Wi-Fi Protected Setup		Scroll and select the icon to enable WPS.
Home		Scroll and select the icon to return to the MiFi 500 Home page and to access menu options.

Power Management

Power management for your MiFi 500 is simple. Your MiFi 500 will work from its charged battery alone, or when the device with the installed battery is plugged into a power source.

● **Battery** – Charge the battery by plugging in the AC charger. While the battery is charging the battery icon bars blink. When the battery is fully charged, the battery icon is solid.

● **Sign of Life LED** – The blue LED will be on/solid when the MiFi 500 is charging and the display is off. It will blink slowly when the device is on and the display is off.

- **USB AC charger** – You can use the MiFi 500 when the battery is installed and the charger is plugged into an electrical outlet. Please ensure the electrical outlet is located near the equipment and is easily accessible. The MiFi battery charges while it is plugged into the charger.

Before using the MiFi 500, read the battery safety information in the "Safety Hazards" section of this guide. See Proper Battery Use and Disposal.

Caring for Your MiFi 500

Properly caring for your MiFi 500 is important. Like any electronic device, the MiFi 500 must be handled with care to ensure reliable operation. Novatel Wireless recommends the following guidelines.

- Protect the MiFi 500 from liquids, dust, and excessive temperatures.

- Do not apply adhesive labels to the MiFi 500; they might cause the MiFi 500 to potentially overheat and they might alter the performance of the antenna.

- Store the MiFi 500 in a safe place when not in use.

Getting Started with MiFi 500

Getting started with your MiFi 500 is easy.

Accessing the Network

Accessing the network using LTE can be both faster and more efficient than 3G or Wi-Fi*.

LTE

With LTE bandwidth (800 MHz, 1900 MHz and 2500 MHz) you can get the broadband speed you require to work efficiently outside the home or office. You can connect to the Internet, access your corporate intranet, check your email and download attachments at speeds that are up to 10 times faster than 3G*.

LTE Mobile Broadband with LTE*

- Download: typical download speeds of 5-12 Mbps.

- Upload: typical upload speeds of 2-5 Mbps.

3G Mobile Broadband with EVDO Rev. A

- Download: typical download speeds of 600 kbps–1.4 Mbps with bursts up to 3.1 Mbps.

- Upload: typical upload speeds of 500-800 kbps with bursts up to 1.8 Mbps.

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.

* Actual throughput speed and coverage may vary. Speed claims not applicable when roaming.

Using Your MiFi 500 for the First Time

Your MiFi 500 is quick and easy to set up. To get started using your MiFi 500 for the first time:

1. Confirm your computer meets the minimum system requirements. See System Requirements.

2. Insert and charge the battery. See Insert and Charge the Battery.

3. Turn on the MiFi 500. See Power the MiFi 500 On and Off.

4. Connect the MiFi 500 to your computer using Wi-Fi. See Connecting to Your MiFi 500.

Insert and Charge the Battery

The first step in getting started with your MiFi 500 is to install the battery and ensure that it has a full initial charge. To insert and charge the battery:

1. Press your finger against the battery removal tab, then lift and remove the cover.

2. Align the gold-colored contacts on the battery with the gold-colored contacts on the MiFi 500 and gently slide the battery into place.

3. Replace the cover by setting it on the MiFi 500 where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.

4. Connect the micro USB end of the charger into the charging port of the MiFi 500.

5. Plug the other end of the cable into the AC adapter and plug the adapter into an electrical outlet.

Tip: Before you use your MiFi 500, be sure to charge the battery for at least 3.5 hours to ensure a full initial charge.

CAUTION! Use only batteries and chargers with your MiFi 500 that have been approved by Sprint. The failure to use approved batteries and chargers may increase the risk that your MiFi 500 will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage.

Battery Removal

Under certain circumstances you may need to remove the battery from your MiFi 500. For battery removal or replacement:

1. Press your finger against the battery door removal tab, then lift and remove the battery cover. Set the cover aside.

2. Insert your finger into the battery removal divot and lift the battery out of the battery compartment.

Battery Tips

The following battery tips should help you get the most out of your device battery.

WARNING! Always use only approved batteries and chargers with your MiFi 500.The warranty does not cover damage caused by non-approved batteries and/or chargers.

- It normally takes at least 3.5 hours to fully charge the battery with the AC charger.

- Do not use sharp objects to access the battery compartment, as this may damage the MiFi 500 and the battery.

- Do not use excessive force to remove the battery or to access the battery well.

- The battery discharges more rapidly as additional devices access your MiFi 500.

- Battery life depends on the network, signal strength, temperature, features, and accessories you use.

- New batteries or batteries stored for a long time may take more time to charge.

- When charging your battery, keep it near room temperature.

- When storing your battery, keep it uncharged in a cool, dark, dry place.

- Never expose batteries to temperatures below -20°C (4°F) or above 60°C (140°F).

- Never leave the MiFi 500 in an unattended vehicle due to uncontrollable temperatures that may be outside the desired temperature for this MiFi 500.

- 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.

Tip: Whenever you remove or insert either the battery or the SIM card, ensure your MiFi 500 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.

WARNING! The failure to use approved batteries and chargers may increase the risk that your MiFi 500 will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage. To avoid risk of explosion, never dispose of batteries in a fire.

Remove the LTE SIM Card

If your LTE SIM card becomes damaged or is not working properly, you may need to remove the card and replace it with a new SIM card. To remove the LTE SIM card:

1. Remove the battery cover located on the underside of the MiFi 500.

1. Remove the battery from the back of the MiFi 500 by inserting your fingernail into the battery removal divot and lifting the battery out of the battery compartment.

2. Lift the black plastic SIM card removal hinge and move out of the way.

3. Place your forefinger on the SIM card and carefully slide the SIM card backwards to remove.

4. Replace the SIM card removal hinge and snap into place.

Note: Should your LTE SIM card be lost or damaged, contact your service provider.

Power the MiFi 500 On and Off

You can power the MiFi 500 on and off with the touch of a button.

Power On

To turn the power on, press the **Power** button until the MiFi 500 display lights up. After the initial startup screens display, press **OK** to select Menu and access the menu screen.

Power Off

To turn the power off, press and hold the **Power** button until the display shows MiFi Powering Off**.** The MiFi 500 will continue its shutdown procedures for several seconds and then automatically turn off the display.

Connecting to Your MiFi 500

Connecting to your MiFi 500 is easy. You can connect your Wi-Fi enabled device to your MiFi 500 using Wi-Fi. Your computer, tablet, or other Wi-Fi enabled devices need Wi-Fi capability and Internet browser software. Your MiFi 500 is compatible with all major operating systems, and works with the latest version of browsers, including Android™, Chrome™, Firefox®, Internet Explorer®, Safari™, and Mobile Safari™. Your default Wi-Fi name and Wi-Fi password can be found on the MiFi display upon initial power up.

To access your Wi-Fi name and Wi-Fi password after the initial power up or a device reset:

1. Power on your MiFi 500.

2. Press **OK** to select Menu and display the Menu screen.

3. Use the navigation buttons to scroll to the Wi-Fi option and press **OK** to select More and display the Wi-Fi screen.

4. Press **OK** to select More and display your Wi-Fi name and password.

To connect to your MiFi 500:

1. Turn on your Wi-Fi enabled device and turn on your MiFi 500 using the power button. The MiFi display will light up. The MiFi 500 broadcasts its own wireless network and name.

2. Open the Wi-Fi application or controls on the computer or Wi-Fi enabled device that you want to connect to your MiFi 500 and find the Wi-Fi name.

Tip: The steps to connect to a Wi-Fi network vary depending on your operating system and whether you use the native application or third-party software. Generally, you click an icon in the Windows notification area where you can select **View Available Wireless Networks**, or click the Airport icon in the menu bar on a Mac. If you are unfamiliar with wireless networking on your computer, consult the computer help system.

3. When prompted, enter your Wi-Fi password, which can be found on the MiFi display by pressing the **OK** button (Menu) on the Menu screen to display the Wi-Fi icon, then pressing the **OK** button (More) to display your Wi-Fi name and password. The MiFi screen should now show an additional connected device. Your Wi-Fi enabled device is now connected to the Internet.

4. You can view or change MiFi settings by connecting to the MiFi web user interface at http://sprinthotspot or http://192.168.1.1.

Tip: Charge the battery completely before you connect your computer to your MiFi 500. See Insert and Charge the Battery for details.

Using Your MiFi 500 After Setup is Complete

You can use your MiFi 500 after setup is complete as a wireless mobile hotspot to connect your computer and up to a total of 10 Wi-Fi enabled devices on 3G and 4G Wi-Fi, unlike previous devices. The MiFi 500 is powered on as soon as you press and hold the power button and the display turns on.

To find the name of the Wi-Fi network and Wi-Fi password on the MiFi screen:

1. Press **OK** from the Home screen to select Menu and display the Menu screen.

2. Use the navigation buttons and scroll to the Wi-Fi option.

3. Press **OK** to select More and display your Wi-Fi name and password.

The MiFi 500 comes from the factory with security enabled. You can change the security settings using the MiFi Web User Interface. To change your MiFi security settings:

1. Open the web browser of a device connected to the MiFi 500 and enter http://sprinthotspot or http://192.168.1.1.

   Login with the MiFi Web Interface Password which can be found on the MiFi display by pressing the **OK** button (Menu) on the Menu screen to display the Wi-Fi icon, then pressing the **OK** button (More) to display your Wi-Fi name and password. The default Web Interface Password is **admin.**

2. To change your Wi-Fi Name/Password, from the MiFi Home page select **Manage My Device** > **Customize my Wi-Fi Settings**.

3. Enter the new Wi-Fi name in the Wi-Fi name field and the new Wi-Fi password in the Wi-Fi password field.

4. Click **Save Changes.** You will need to reconnect to the MiFi 500 using the new Wi-Fi Name/Password.
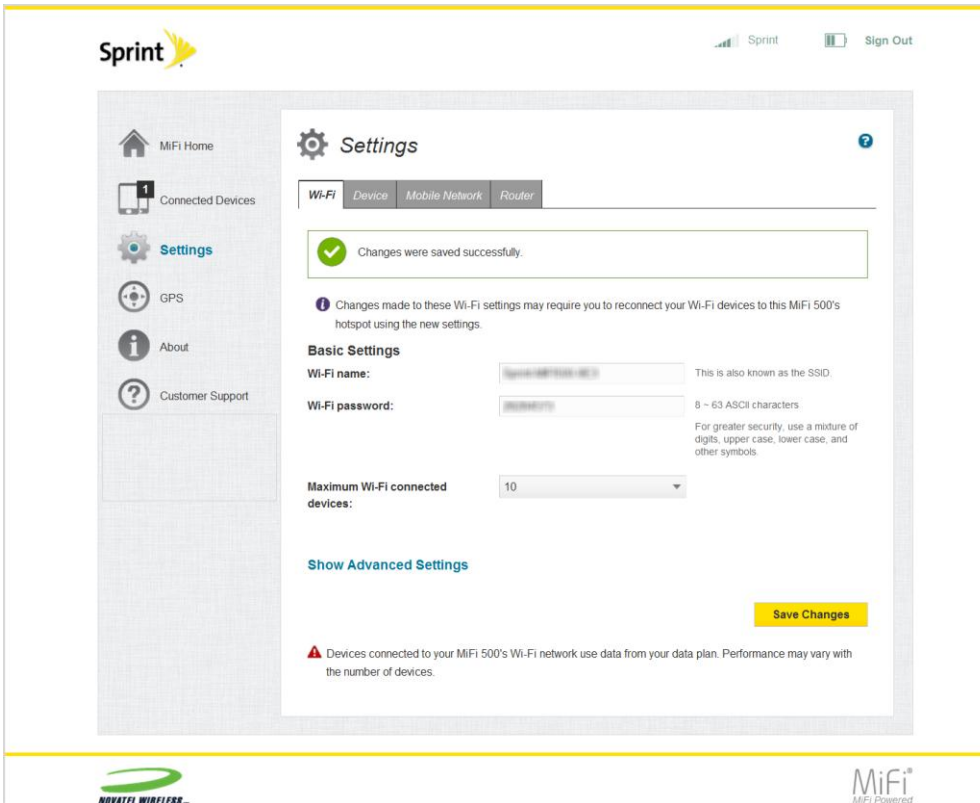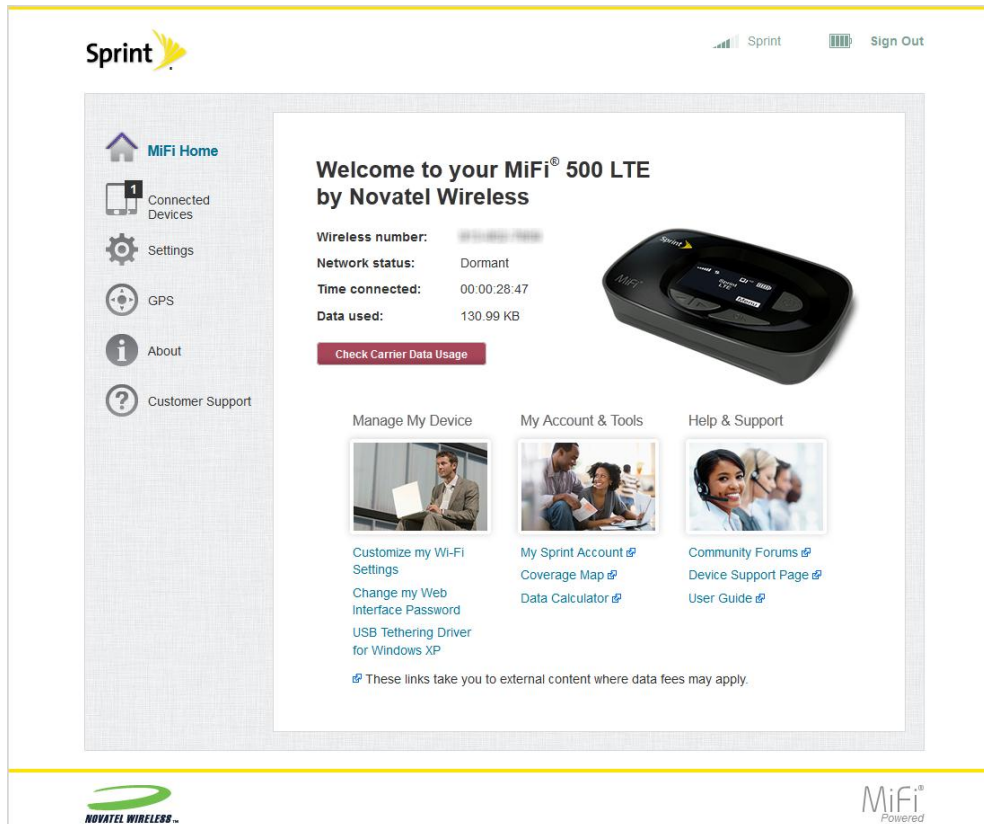
5. To change your Admin Password, from the MiFi Home page, select **Change my Web Interface Password**.
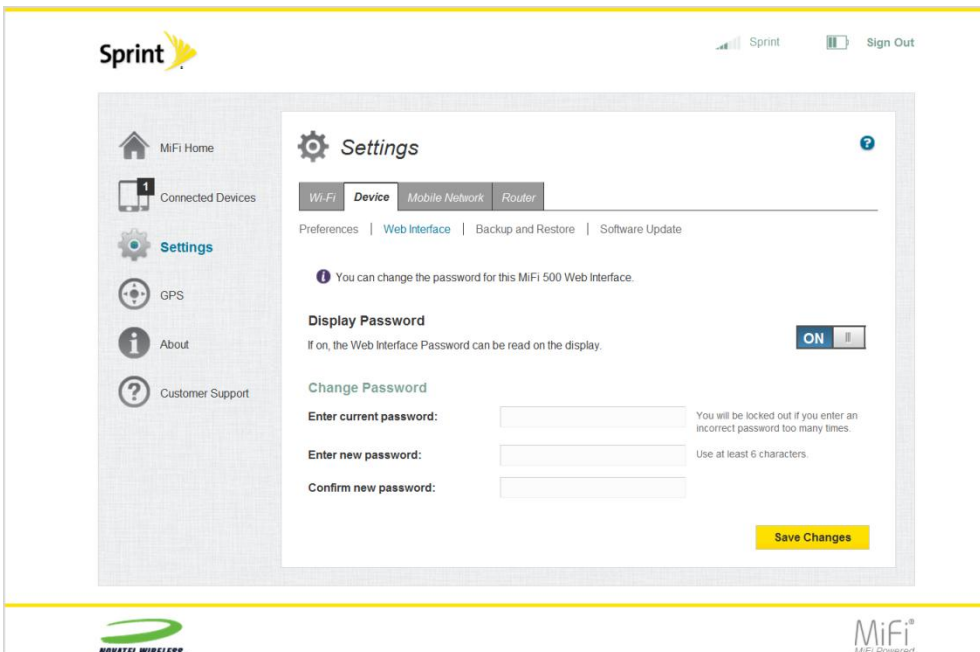
6. Enter your current Web Interface Password in the **Enter current password** field.

7. Enter your new password in the **Enter new password** field, and re-enter to confirm in the **Confirm new password** field.

8. Click **Save Changes.**

Using the MiFi Device User Interface

Using the MiFi device user interface, you can check your MiFi status and access icon-based menu options by using the Navigation and OK buttons. See Your MiFi 500's Layout.

To view the current status of your MiFi 500:

1. Press the **Power** button to turn on the MiFi 500 and display the Home screen. The status bar is at the top of the screen.

2. Check the status indicators for network signal strength, data traffic activity, number of connected devices, and battery strength.

To access the icon-based menu options:

1. Press the **OK** button to display the carousel menu icons.

2. Use the navigation buttons to move left or right to highlight the desired menu option, then press the **OK** button (More) to open the highlighted option. Continue to press the **OK** button to move through any additional screens.

Managing the MiFi 500

Managing the MiFi 500 is simple. You can manage, monitor, and customize your MiFi 500 settings directly on the MiFi 500 device, or by using the MiFi 500 web-based interface.

On the MiFi 500 Device

You can manage your MiFi 500 on the MiFi 500 device itself.

1. Power on your MiFi 500 by pressing and holding the **Power** button until the display lights and the Home screen displays.
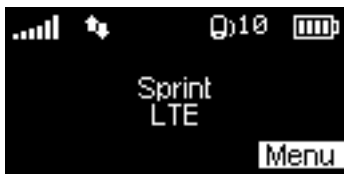
2. Use the status bar to monitor network signal strength, data activity, GPS, connected devices and battery life.

3. Press the **OK** button (Menu) to display the Menu icons.

4. Use the navigation buttons to scroll to the desired Menu option.

5. Press the **OK** button (More) to open the selected Menu screen.

On the MiFi 500 Web Interface

You can connect to and customize your MiFi 500 settings on the MiFi 500 web interface.

1. Connect your computer or Wi-Fi enabled device to your MiFi 500 to access the Internet. See Connecting to Your MiFi 500 for details.

2. Open your connected device's web browser and type http://sprinthotspot or http://192.168.1.1 into the address bar. Press **Enter**. The MiFi 500 Home page opens. See Sign In.

3. Click **Sign In** in the upper right corner of the window and type your MiFi 500 Web Interface Password in the **Password** field and click **Sign In** to display the MiFi 500 Home page. See MiFi 500 Home.

You are now able to customize your MiFi 500 Settings configurations.

Sign In Page

The Sign In page is the first page you see after connecting and prior to signing in. You can access more information after you sign in.
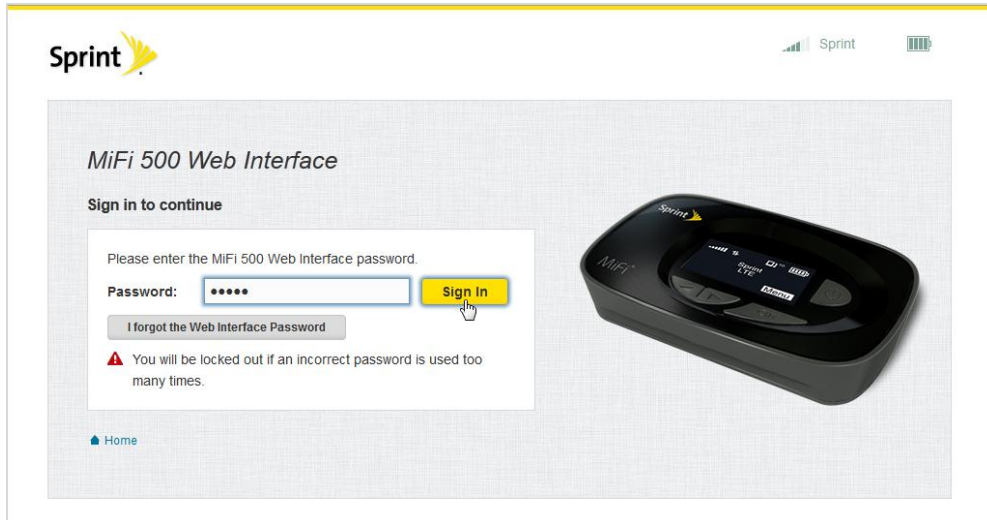

Sign In

Type the Web Interface Password in the **Sign In** field at the top right corner of the window. Click **Sign In**.

Tip: The default password is found on the MiFi 500 by pressing the **OK** button (Menu) on the Menu screen to display the Wi-Fi icon, then pressing the **OK** button (More) to display your Wi-Fi name and password.

If you forget your Web Interface Password, click **I Forgot the Password** and a reminder will appear telling you where to find your password. Click **OK**.
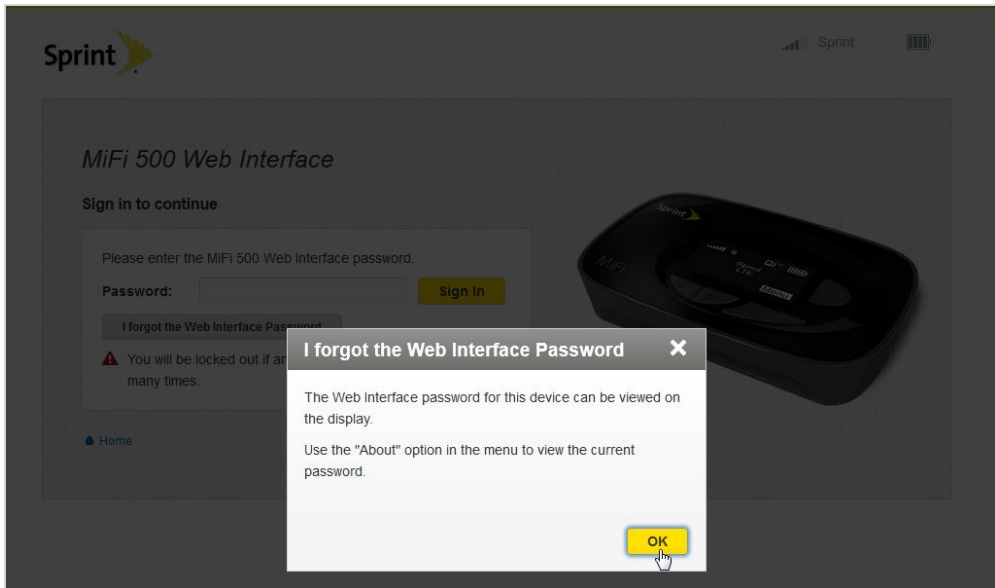
Menu Panel

The Menu Panel is the primary navigation for MiFi 500 Settings. You can access each feature under the appropriate menu.
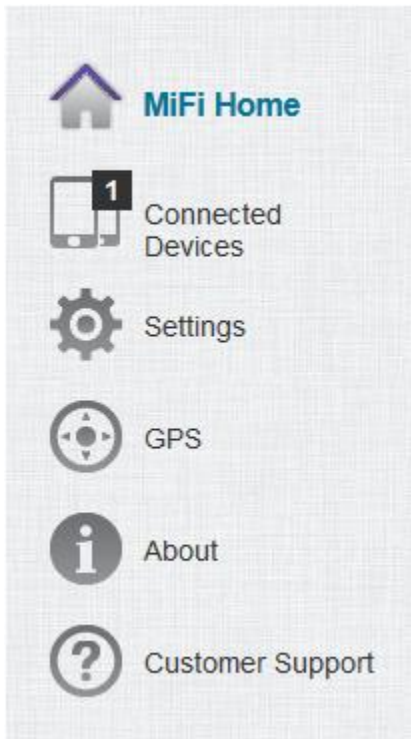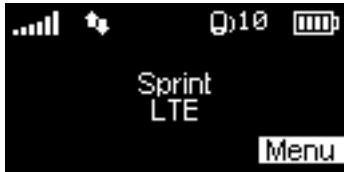
MiFi 500 Home

MiFi 500 Home is your gateway to configuring and managing your MiFi 500.

On the MiFi 500 Device

You can configure and manage your MiFi 500 on the MiFi 500 device.

1. Power on your MiFi 500 by pressing and holding the **Power** button until the display lights and the device Home screen displays.

2. Press the **OK** button (Menu) to display the Menu icons.

3. Use the navigation buttons to scroll to the desired Menu option.

4. Press the **OK** button (More) to open the selected Menu screen.

5. To return to the device Home screen, press the **OK** button (Exit) to close the selected menu screen, then scroll to the Home icon and press the **OK** button to Go Home.

On the MiFi 500 Web Interface

You can also configure and manage your MiFi 500 on the MiFi 500 web interface.

The MiFi 500 Home page displays your wireless number and network status (Dormant/Ready). It also allows you to quickly access commonly used links and all available menu options for your MiFi 500. The MiFi Home page contains the following quick link menu options.

- **Manage My Device** (See Manage My Device)

- **My Account & Tools** (See My Account & Tools)

- **Help & Support** (See Help & Support)

Manage My Device

You can manage your MiFi 500 device using the Manage My Device menu. The Manage My Device menu contains the following options.

- **Customize my Wi-Fi Settings**

- **Change my Web Interface Password**

- **USB Tethering Driver for Windows XP**
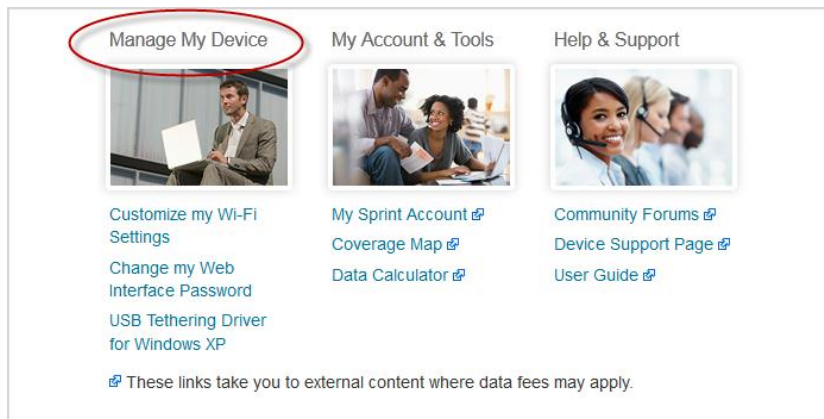
Customize my Wi-Fi Settings

Clicking on **Customize my Wi-Fi Settings** will take you to the Wi-Fi menu on the Settings page where you can customize Wi-Fi profiles and view details about the devices connected to your MiFi 500. See Wi-Fi for more information.

Change my Web Interface Password

Clicking on **Change my Web Interface Password** will take you to the Web Interface section of the Device menu on the Settings page. The Web Interface page enables you to set the Web Interface password. This is the password you use to sign in to MiFi Settings.

To change the Web Interface password:

1. Enter your current password in the **Enter current password** box.
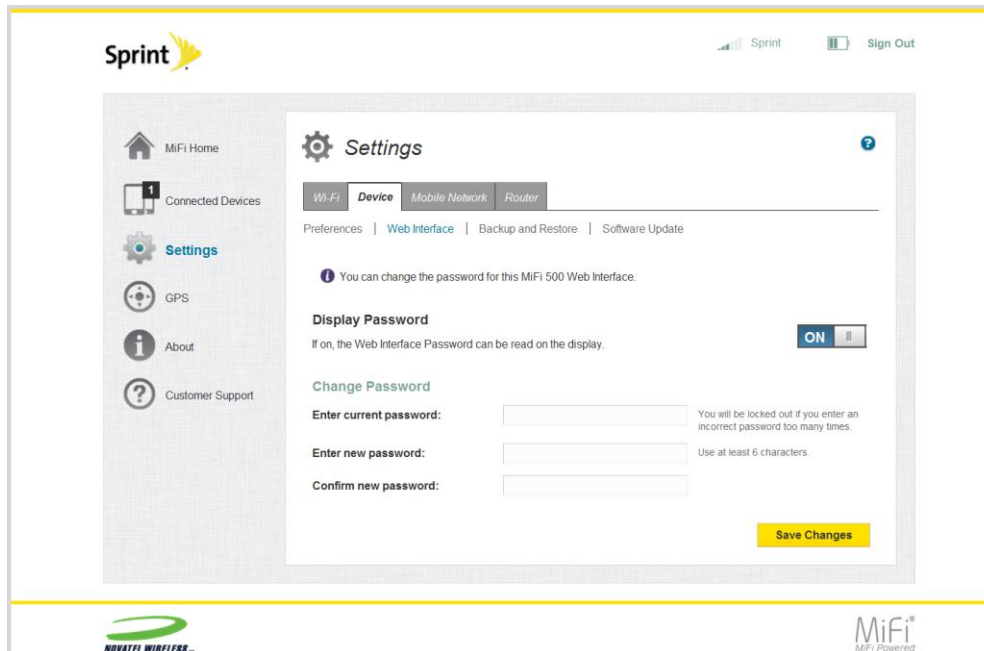
2. Enter your new password in the **Enter new password** box.

3. Re-enter your new password in the **Confirm new password** box.

4. Click **Save Changes**.

5. A message displays confirming that your password has been changed. Next time you sign in to MiFi Settings, you need to use the new password.
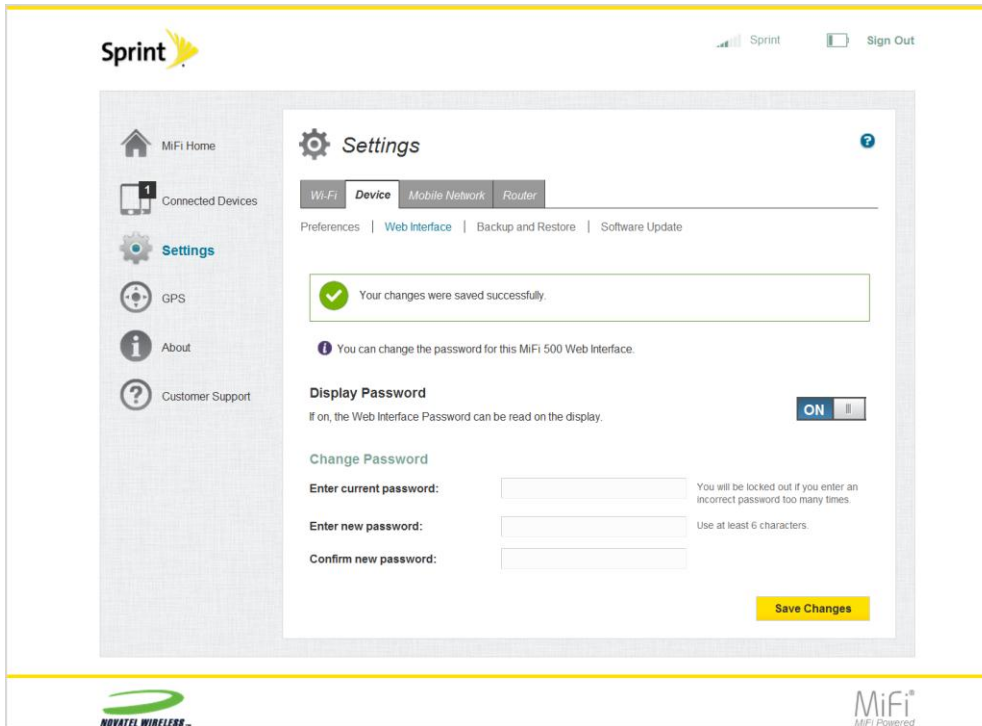
Tip: Record your Web Interface password. If you forget it, you have to reset the MiFi 500 before you can use MiFi Settings. See How do I reset the MiFi 500 back to factory settings? Your Wi-Fi name and password can be found on the MiFi display by pressing the **OK** button (Menu) on the Menu screen to display the Wi-Fi icon, then pressing the **OK** button (More) to display your Wi-Fi name and password

USB Tethering Driver for Windows XP

Click on **USB Tethering Driver for Windows XP** to download the driver for Windows XP. This driver is only needed if you use a USB cable to connect the MiFi 500 to a Windows XP computer.

My Account & Tools

You can manage your MiFi 500 account and tools using the My Account & Tools menu. The My Account & Tools menu contains the following options.

- **My Sprint Account**

- **Coverage Map**

- **Data Calculator**
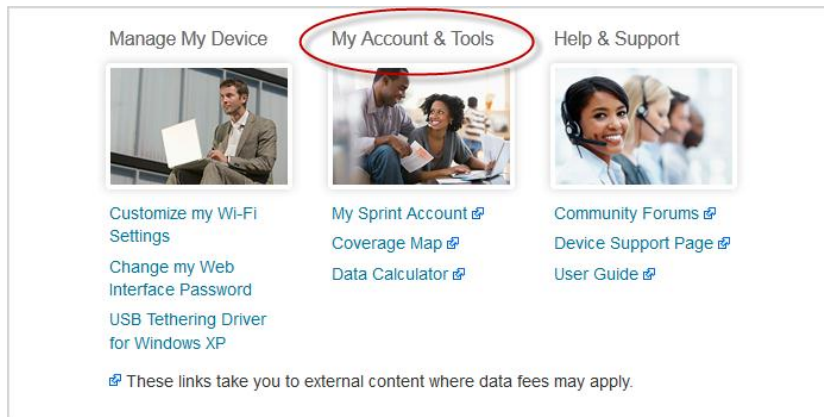
My Sprint Account

Click on **My Sprint Account** to manage your account, pay your bill, purchase accessories and more. Register at www.sprint.com.

Coverage Map

Click on **Coverage Map** to access the Sprint coverage map.

Data Calculator

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

Help & Support

You can get help and support for your MiFi 500 device using the Help & Support menu. The Help & Support menu contains the following options.

- **Community Forums**

- **Device Support Page**

- **Access User Guide**
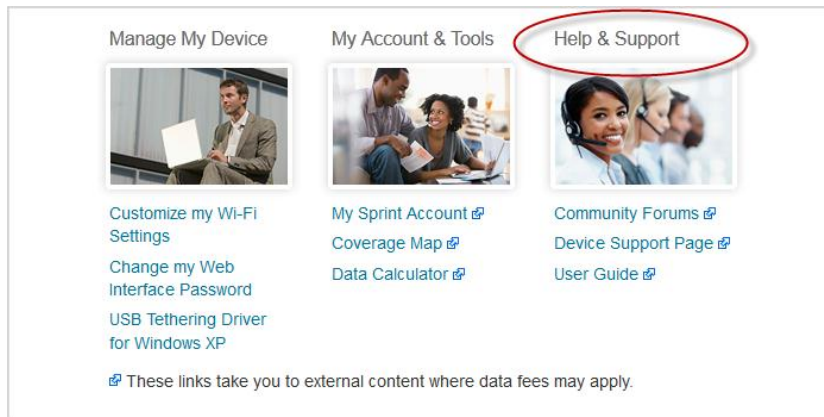
Community Forums

Click on **Community Forums** to follow, share and participate in Business Community blogs, polls and discussions.

Device Support Page

Click on **Device Support Page** to join and discuss the latest news in Sprint products, services, and more.

Access User Guide

Click on **User Guide** to access an online version of the MiFi 500 User Guide.

Connected Devices

You can view and edit Wi-Fi enabled connected devices that are currently connected to your MiFi 500, as well as any currently blocked devices.

On the MiFi Device

You can view and edit connected/blocked devices on the MiFi 500 device.

1. To display Wi-Fi enabled devices currently connected to your MiFi 500, press the **OK** button on the Home screen to select Menu and to display the Menu screen.

2. Using the navigation button, scroll to the Connected Devices icon and press the **OK** button (More) to open the Connected Devices screen and display devices currently connected to or blocked from connecting to your MiFi 500.

3. Press the **OK** button to Exit the Connected Devices screen and return to the Menu screen.

On the MiFi Web Interface

You can also view and edit connected/blocked devices on the MiFi Web Interface.

The Connected Devices page allows you to view and edit devices that are currently connected to your MiFi 500, and also displays any computer connected via a USB cable. You can also view and unblock any blocked devices. The Connected Devices page contains the following sections.

- **Connected Devices** — Displays the IP address, MAC address and Link Local address of up to ten connected devices.

- **Blocked Devices** — Displays any blocked devices.
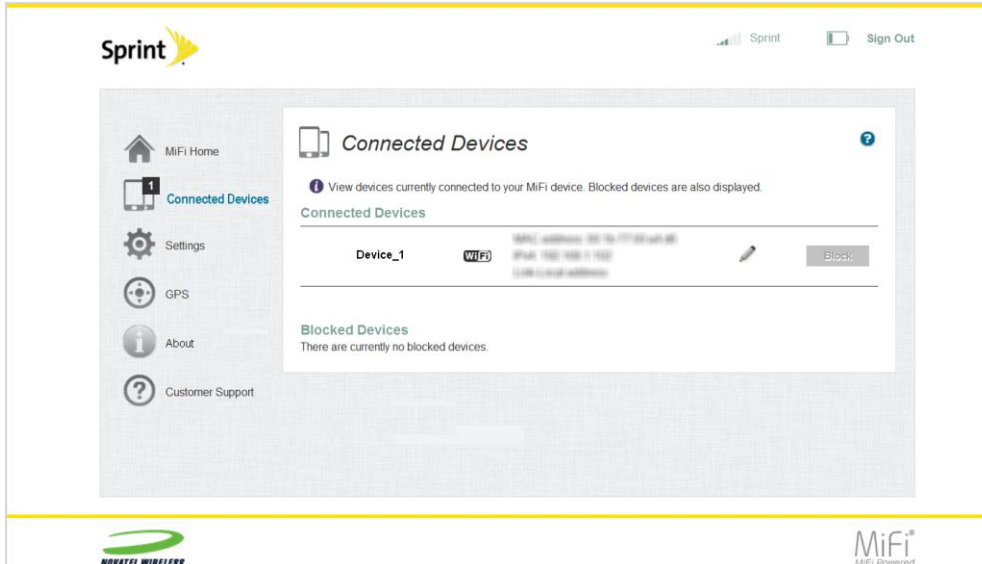
Connected Devices

You can view and edit connected devices using the Connected Devices menu. The Connected Devices menu contains the following options.

- **Name** — Normally, this is the hostname 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 hostname. In rare cases, the hostname may be unavailable. Click the pencil tool to change the name of any connected device.

- **IPv4** — The IP address of the connected device.

- **MAC address** — The MAC Address is a unique network identifier for this connected device.

- **Link-Local address** — If the connected device supports IPv6, the Link-Local IPv6 address is displayed.

- **Pencil tool (Edit)** — Allows you to edit a connected device name or type.

- **Block** — Allows you to block a device.

Edit a Connected Device

To edit a connected device:

1. Click the pencil tool. A page opens allowing you to edit a connected device.

2. Select the appropriate change from the **Connected Devices** dropdown menu.
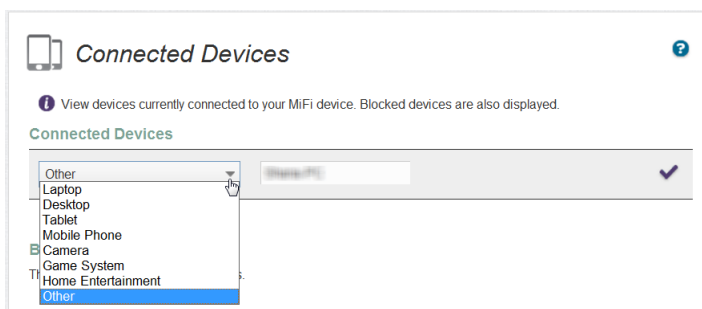
3. Click the checkmark to finish editing the device.
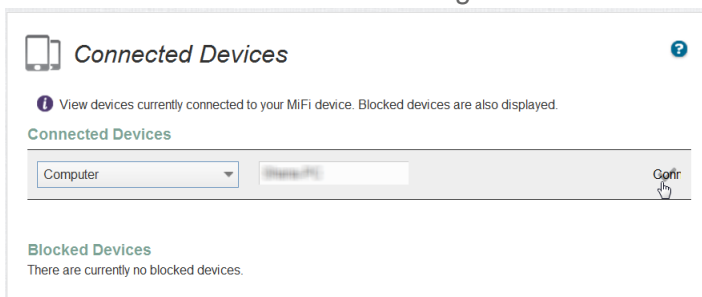
Blocked Devices

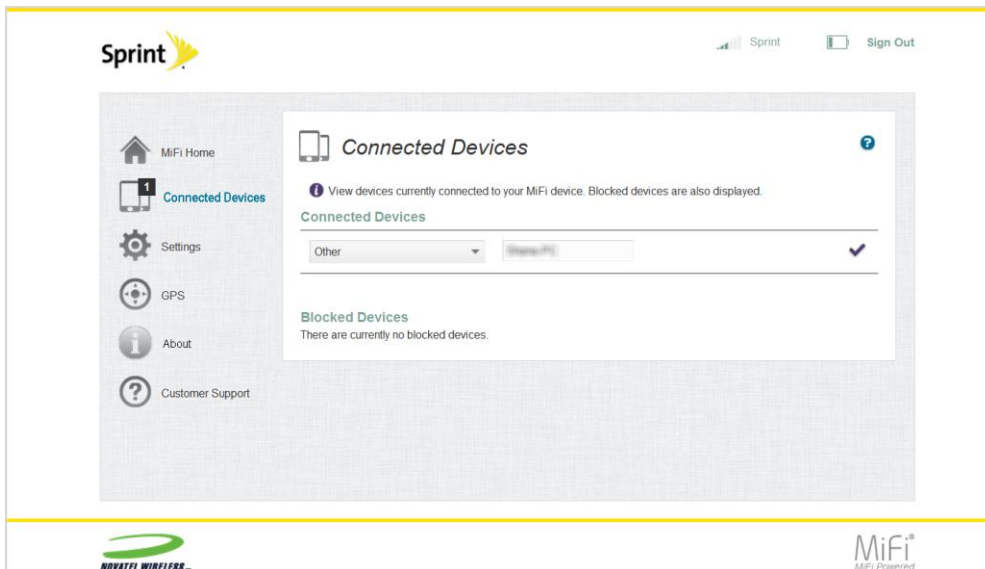You can view and edit blocked devices using the Blocked Devices menu. The Blocked Devices menu contains the following menu options.

- **Block Button** — Click **Block** to disconnect a connected device and prevent it from reconnecting. The blocked device then appears in the **Blocked List**. This option is available for use with each connected device, except for your own device, and any device connected via USB.
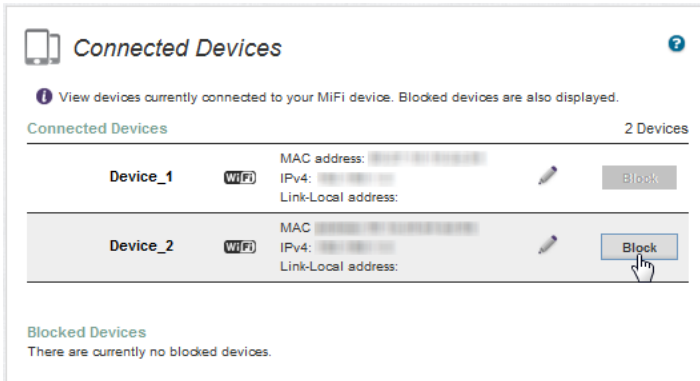
- **Blocked List** — This lists any devices you have blocked. Note that since these devices are not currently connected, and are blocked from connecting, they do not have an IP address. Instead, they are identified by their name and MAC address.
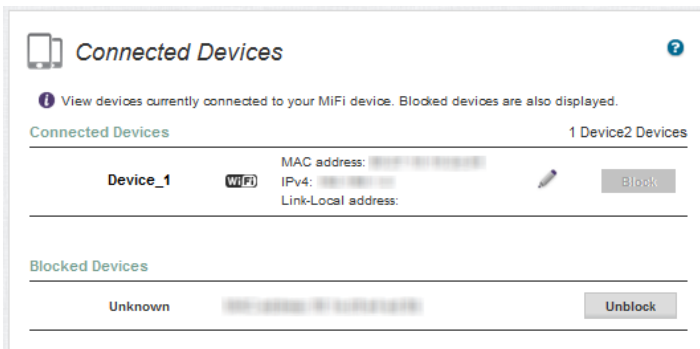
- **Unblock Button** — Click **Unblock** to unblock a previously blocked device, freeing it to connect again. The unblocked device is deleted from the **Blocked List**, and will reappear in the **Connected Devices** list when it connects.
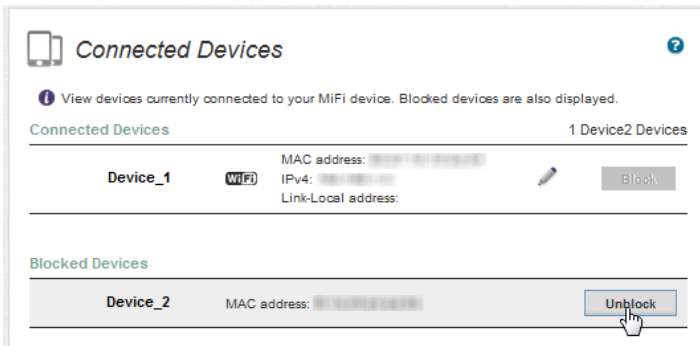
Settings

MiFi Settings allow you to make device changes, select mobile network options, update software, and backup and restore files to your MiFi 500 device.

On the MiFi Device

You can access your MiFi 500 settings on the MiFi 500 device.

Mobile Network

Your MiFi 500 Mobile Network screen allows you to select mobile network options.

1. To select mobile network settings, press the **OK** button (Menu) on the Home screen to display the Menu screen.

2. Using the navigation buttons, scroll to the Mobile Network icon and press the **OK** button (More) to open the Mobile Network screen.

3. Press the **OK** button (More), then use the right or left navigation buttons to scroll and display available networks.

Preferred Network	Preferred Network	Preferred Network
LTE preferred Selected network ▸	LTE only ‹Set as preferred network ▸	3G preferred ‹Set as preferred network ▸
Exit	Set	Set

4. Press the **OK** button to select (Set) the desired preferred network. If you change to a new network, the MiFi 500 will restart.
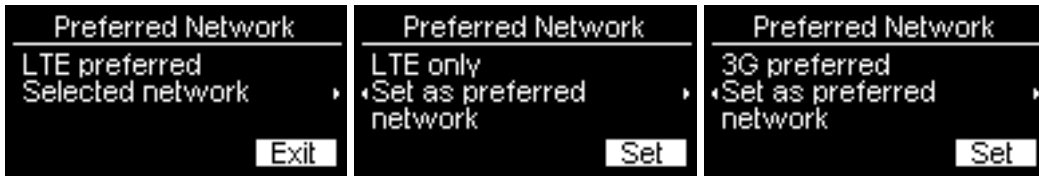
5. Use the left navigation button to scroll back to the initial Preferred Network screen and press the **OK** button to Exit the Preferred Network screen and return to the Mobile Network screen. Use the right or left navigation buttons to scroll to the Home icon and press the **OK** button to Go Home to the Menu screen.

Preferred Network	Mobile Network	Home
LTE preferred Selected network ▸	‹🖷 ⊙¹⁰ ⬍ ⬇ ⓘ▸	‹ⓘ ʷᵖˢ ⌂ WiFi ₒ›°▸
Exit	More	Go Home

Software Update

Your MiFi 500 Software Update screen allows you to update your device software.

1. To check for a new software update, press the **OK** button (Menu) on the Home screen to display the Menu screen.

2. Using the navigation buttons, scroll to the **Software Update** icon and press the **OK** button (More) to open the Software Update screen and display the current software version.

▂▃▅ ⇅ 🔋10 ▯▯▯	Software Update	Software Update
Sprint LTE	‹ₒ›° ⬍ ⬇ ⓘ ʷᵖₛ›	Version: 0.1 Last check for update: Never
Menu	More	Check Now Exit

3. To check for a new update, use the left navigation button to highlight **Check Now**, then press the **OK** button to check for a new update.

4. Select **OK** to Exit the Software Update screen and return to the Menu screen.
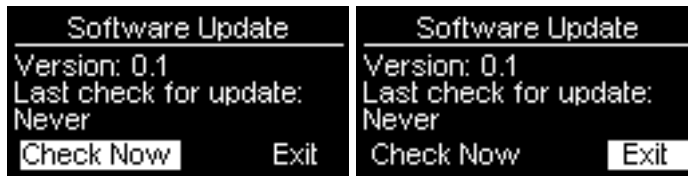
On the MiFi Web Interface

You can also access your MiFi 500 settings on the MiFi Web Interface.

The MiFi Settings page allows you to make administration password and preference changes; obtain software update information; and backup and restore files to your MiFi 500 device. The MiFi Settings page contains the following menu options.

● **Wi-Fi** (See Wi-Fi)

● **Device** (See Device)

● **Mobile Network** (See Mobile Network)

● **Router** (See Router)
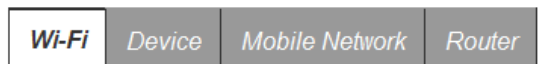
Wi-Fi

The Wi-Fi menu allows you to change the Wi-Fi name and password, and select the maximum number of Wi-Fi devices that can connect to your MiFi 500.
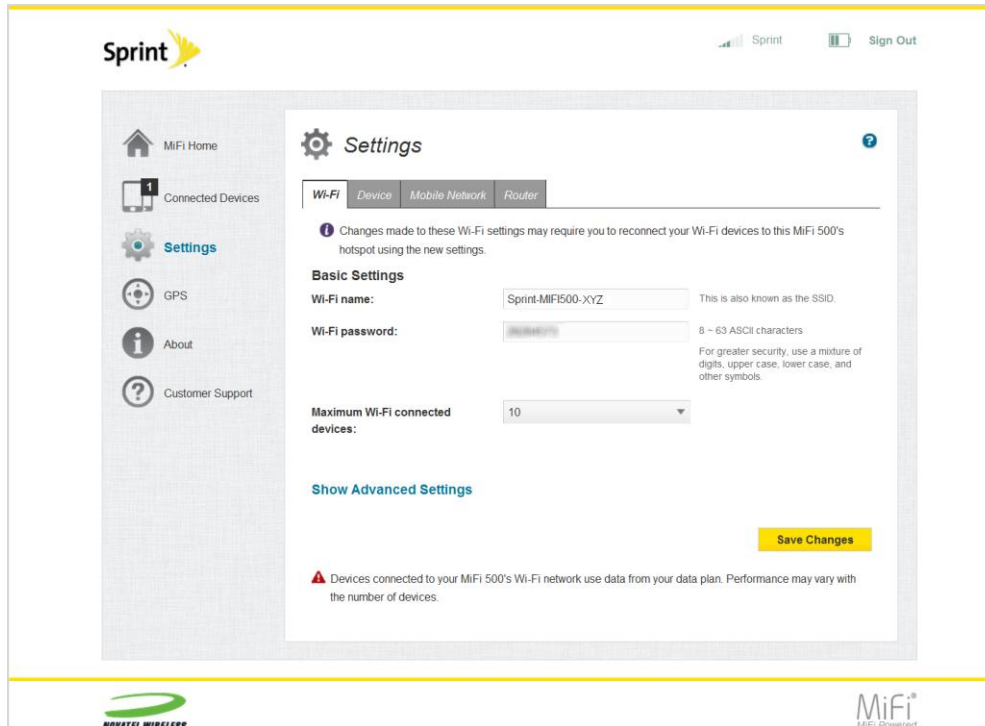
The Wi-Fi menu contains the following sections.

- **Basic Settings:**

    - **Wi-Fi name** — The Network Name or SSID for the Wi-Fi network created by the MiFi 500.

    - **Wi-Fi password** — Use this setting to enter your desired Wi-Fi password.

    - **Maximum Wi-Fi connected devices** — Use this setting to specify how many devices can simultaneously connect to your MiFi 500.

- **Show Advanced Settings** — Use this setting to access detailed Wi-Fi setting information.

To change your Wi-Fi security, password and/or connection settings:

1. Enter the desired Wi-Fi name in the **Wi-Fi name** field.

2. Enter the desired Wi-Fi password in the **Wi-Fi password** field.

3. Select the desired settings from the Maximum Wi-Fi connected devices drop down menu.
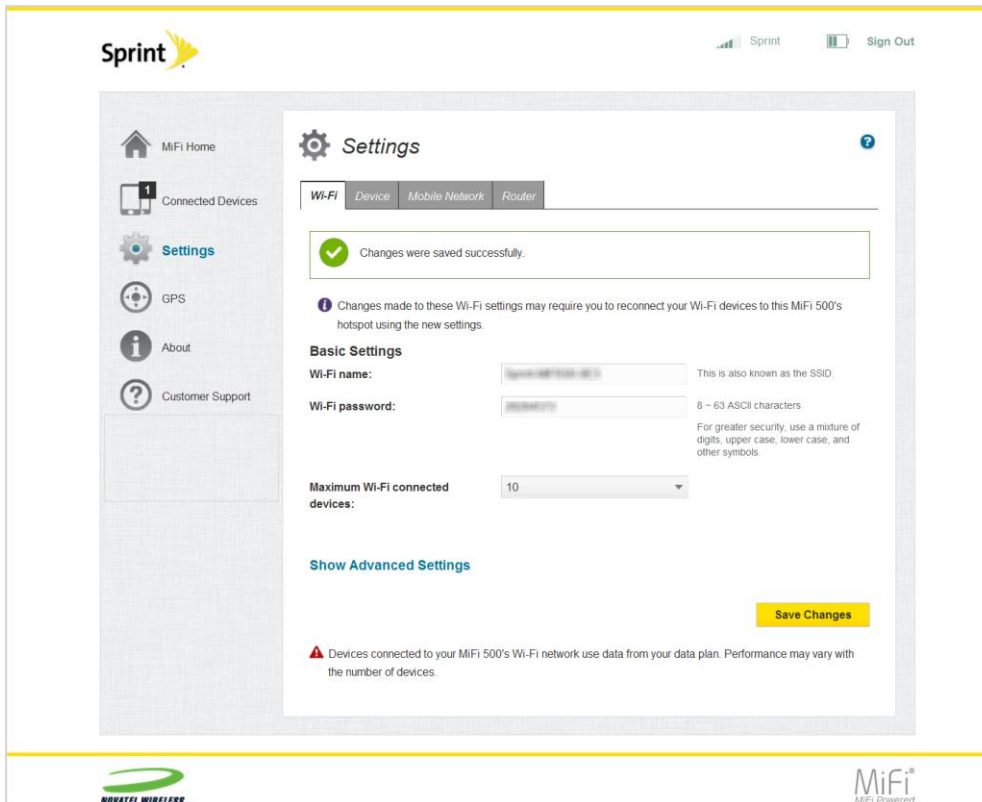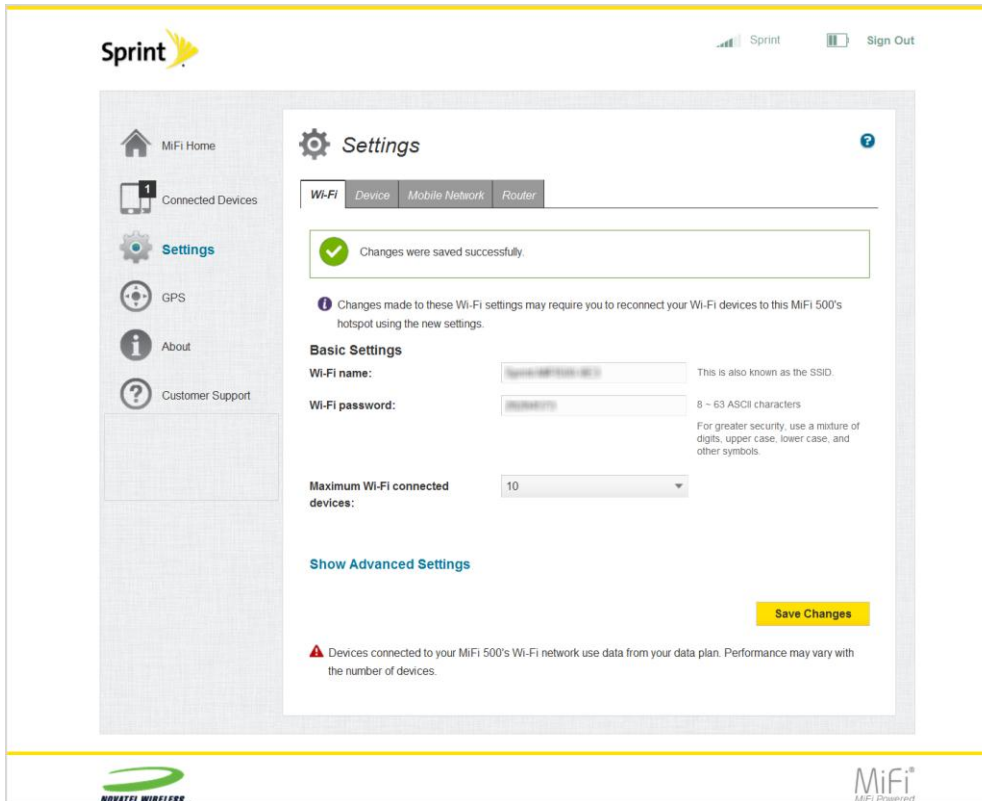
4. Click **Save Changes** whenever you make a change to finalize and save the new setting(s).

To display advanced settings options, click **Show Advanced Settings**. Advanced Settings contains the following sections.

- **Channel** — Set to **Automatic** unless you need to choose a particular channel for your environment.

- **802.11 Mode** — Use this setting to change the Wi-Fi mode. If all of your devices support 802.11n, select **802.11n only** option for the best performance. Otherwise, leave the setting at its default value.

- **Security** — Select the desired option for Wi-Fi security. **WPA2** is the latest and most secure method, and should be used if possible. **None** allows other people to monitor your Wi-Fi traffic and use your data plan to access the Internet, and should be avoided if possible.

- **Display Wi-Fi Name** — Enable to show the Wi-Fi name on the display. Disable to show the Wi-Fi name as ********.

- **Display Wi-Fi Password** — Enable to show the Wi-Fi password on the display. Disable to show the Wi-Fi Password as ********.

- **Broadcast Wi-Fi name** — Enable to display this Wi-Fi network in the list of available Wi-Fi networks on your connected devices. Disable to make the network invisible.

- **Wi-Fi privacy separation** — Enable to provide additional security and prevent connected devices from communicating with each other. For normal operation, this should be disabled.

- **Wi-Fi range** — Choose high power (shorter battery life) to expand the area covered by the Wi-Fi network and low power (longer battery life) to reduce the area.

- **Wi-Fi Multimedia (WMM)** — Enable to assist throughput (required for 802.11n).

- **WPS** — Enable to use WPS to connect compatible Wi-Fi devices to this network by using the WPS option on the LCD display.

Click **Save Changes** to save any updates.

ıll Sprint |▯| Sign Out

⚙ *Settings*   ❓

Wi-Fi | Device | Mobile Network | Router

ⓘ Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices to this MiFi 500's hotspot using the new settings.

Basic Settings

Wi-Fi name:	Sprint-MIFI500-9E3	This is also known as the SSID.
Wi-Fi password:		8 ~ 63 ASCII characters
		For greater security, use a mixture of digits, upper case, lower case, and other symbols.
Maximum Wi-Fi connected devices:	10 ▾	

Hide Advanced Settings

|		
Channel:	Automatic ▾	
802.11 Mode:	802.11b + 802.11g + 802.11n ▾	When using 802.11n, legacy security methods are not available.
Security:	WPA2 Personal/PSK (AES) ▾	
Display Wi-Fi name:	✓	Turn on to display the Wi-Fi name on the display.
Display Wi-Fi password:	✓	Turn on to display the Wi-Fi password on the display.
Broadcast Wi-Fi name:	✓	
Wi-Fi privacy separation:	✓	If enabled, connected devices cannot communicate with each other.
Wi-Fi range:	Long range - shorter battery life ▾	Adjust the area covered by the Wi-Fi network.
Wi-Fi Multimedia (WMM):	✓	WMM provides higher priority for multimedia and is mandatory if using 802.11n.
WPS:	✓	Turn on to enable WPS on this Device. WPS is accessible through the display. Use WPS with compatible devices to easily connect to the MiFi device.

Save Changes

⚠ Devices connected to your MiFi 500's Wi-Fi network use data from your data plan. Performance may vary with the number of devices.

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Device

You can access your MiFi 500 device settings using the Device menu. The Device menu contains the following menu options.

- **Preferences**

- **Web Interface**

- **Backup and Restore**

- **Software Update**
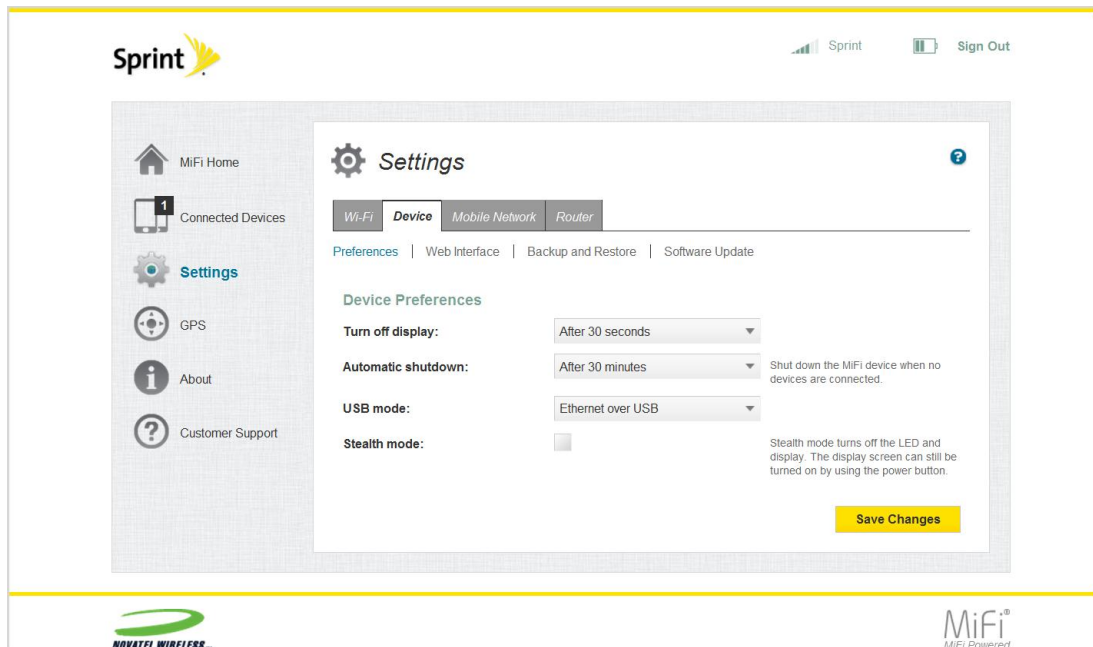
Preferences

The Device Preferences page allows you to display time out, screen sleep interval, select automatic shutdown time, select the USB mode, and activate or deactivate stealth mode. The Preferences page contains the following sections.

- **Turn off display** — Sets the time interval (**After 30 seconds**, **After 1 minute**, **After 2 minutes, After 5 minutes** or **Never**) that expires before the display turns off.

- **Automatic shutdown** — Sets the time interval (**After 5 minutes**, **After 10 minutes**, **After 30 minutes** or **Never**) that expires before the MiFi 500 automatically shuts down.

- **USB Mode** — The USB mode menu changes the USB mode to **Ethernet over USB** or **Charge only**.

- **Ethernet over USB** — If selected, an Ethernet (TCP/IP) connection is established between the MiFi 500 and your computer. The computer can access the Internet and the Web-based interface via the USB connection. For Windows XP, drivers must be installed to enable Ethernet over USB. The link to download and install these drivers is located on the Home page of the MiFi Web Interface. If Ethernet over USB is not available, you can still communicate via Wi-Fi.

- **Charge only** — If selected, the MiFi 500 will only draw power from the USB port. Only communication using Wi-Fi is possible between your computer and this device when connected via USB. Note that a standard USB port does not provide sufficient current to power this device, so the battery may charge more slowly or be depleted.

- **Stealth mode** — Activates stealth mode and disables alerts and notifications that automatically turn the display on.

- **Save Changes** — Click **Save Changes** whenever you make a change to finalize and save the new setting.
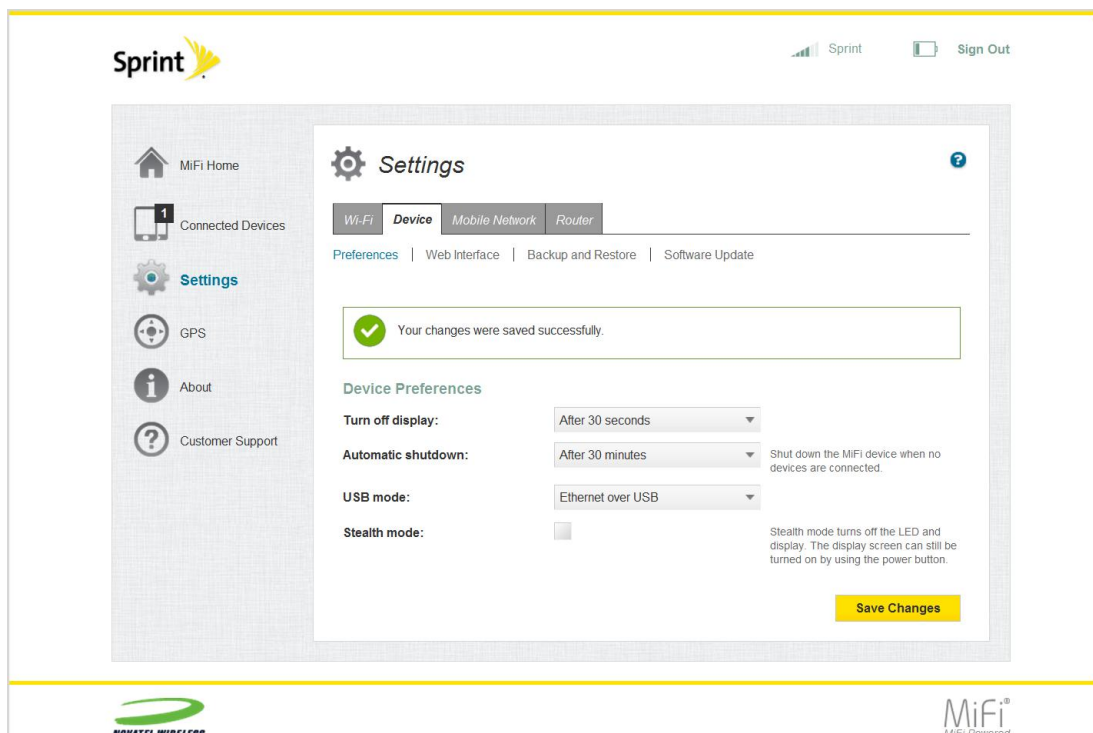
Web Interface

The Web Interface page allows you to display and/or change your Web Interface password. The Device Web Interface page contains the following sections.

● **Display Password** — Allows you to display or hide the MiFi 500 Web Interface password on the device screen.

● **Change Password** — Allows you to change the MiFi 500 Web Interface password.
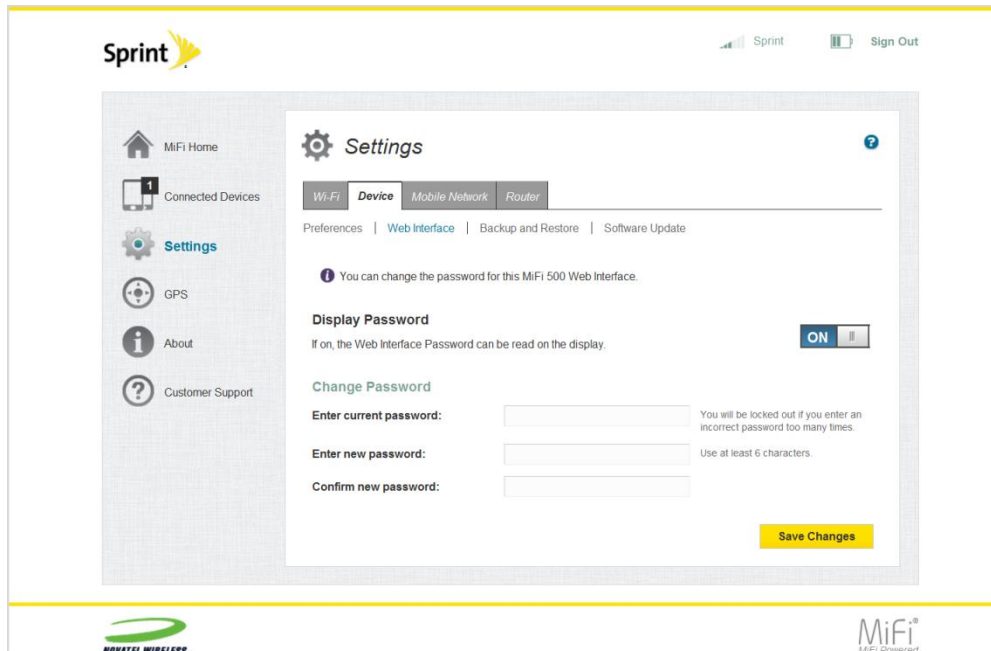
Backup and Restore

The Backup and Restore page allows you to backup and/or restore files from your MiFi 500. The Device Backup and Restore page contains the following sections.

● **Backup Now** — Allows you to save your MiFi settings to your computer. You must enter your Web Interface password in the **Web Interface password** field and click **Backup Now** to save settings to your computer.

● **Restore Now** — Allows you to upload a previously saved backup file from your computer to your MiFi 500 device. Click **Choose File** and select a file, then enter the Web Interface password in effect when the backup file was saved in the **Web Interface password** field and click **Restore Now**.

● **Restore Factory Defaults** — Allows you to restore all settings on your MiFi 500 device to the factory default values. Click **Restore Factory Defaults** to restore all such settings. If prompted for a password, use the default Web Interface Password which can be found on the MiFi 500 display by pressing the **OK** button (Menu) on the Menu screen to display

the Wi-Fi icon, then pressing the **OK** button (More) to display your Wi-Fi name and password.
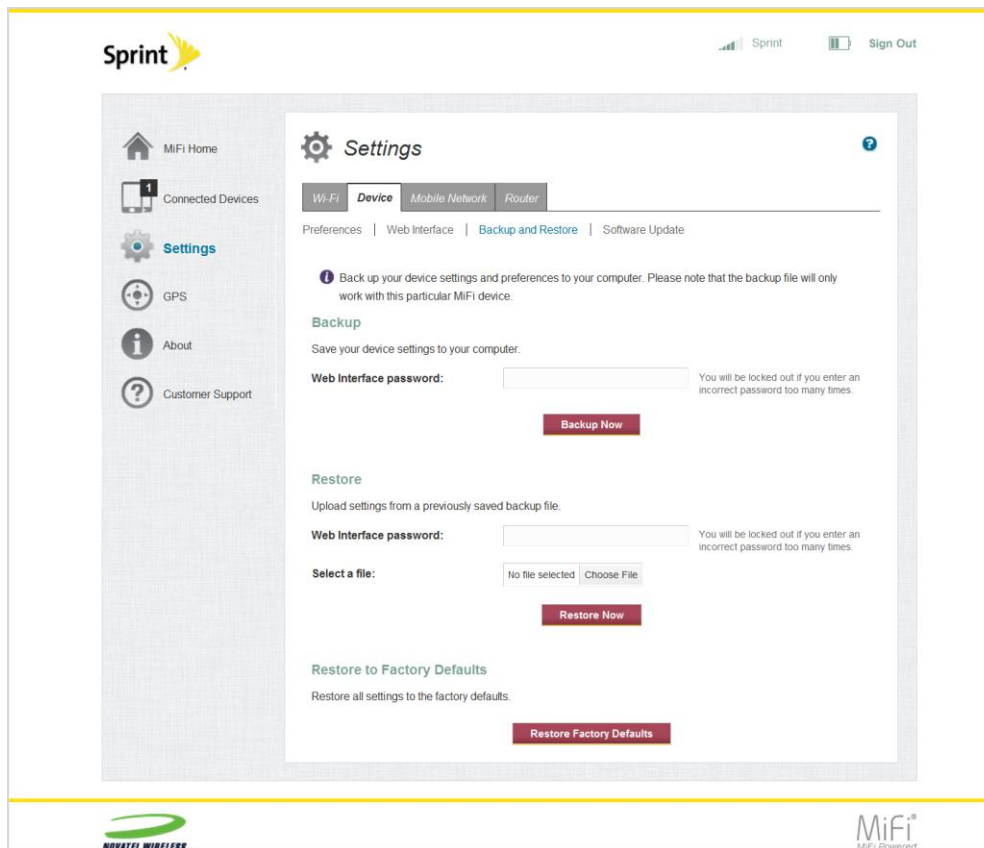
Note: You can only restore settings from backup files on your MiFi 500.

Software Update

The Software Update page allows you to access information about your MiFi 500 software. The Device Software Update page contains the following sections.

- **Current Software** — Displays information for the current software version, date of last check for updates and the number of updates currently available.

- **Last Update** — Displays the date of the last software update.

- **Update History** — Displays the software update history.

- **Update Profile** — Allows you to update the device configuration. Any updates must be done on the device user interface. This operation should only be performed when requested by support staff. Click **Update Profile** to perform a profile update.

- **Update PRL** — Allows you to manually update the Preferred Roaming List. Click **Update PRL** to perform this operation.

Sprint

⚙ **Settings** ❓

| Wi-Fi | **Device** | Mobile Network | Router |

Preferences | Web Interface | Backup and Restore | Software Update

Current Software

Current software version: 0.1 (L1.75 M9x15SPE-4.28.1 1 [2013-05-01 10:10:22])

Checked for update: You can check for updates using the MiFi 500 display.

Update available: No

Update Profile

This operation, also called CIDC (Client Initiated Device Configuration) should only be performed when requested by support staff.

**Update Profile**

Update PRL

The PRL (Preferred Roaming List) is updated automatically, but you can perform a manual update if needed.

Update PRL

Mobile Network

Your MiFi 500 Mobile Network page allows you to select mobile network settings. The Mobile Network menu contains the following menu options.

- **Mobile Settings** — Allows you to manage your broadband data connection.

  - **Cellular Data** — Allows you to turn off cellular data to prevent internet traffic from using the device mobile broadband connection.

  - **Settings** — Allows you to select your preferred network technology to connect to the internet.

  - **Domestic Roaming** — Allows you to automatically permit domestic data roaming or to require a confirmation each time before connecting when your device is roaming domestically.

  - **International Roaming** — Allows you to automatically permit international data roaming or to require a confirmation each time before connecting when your device is roaming internationally.
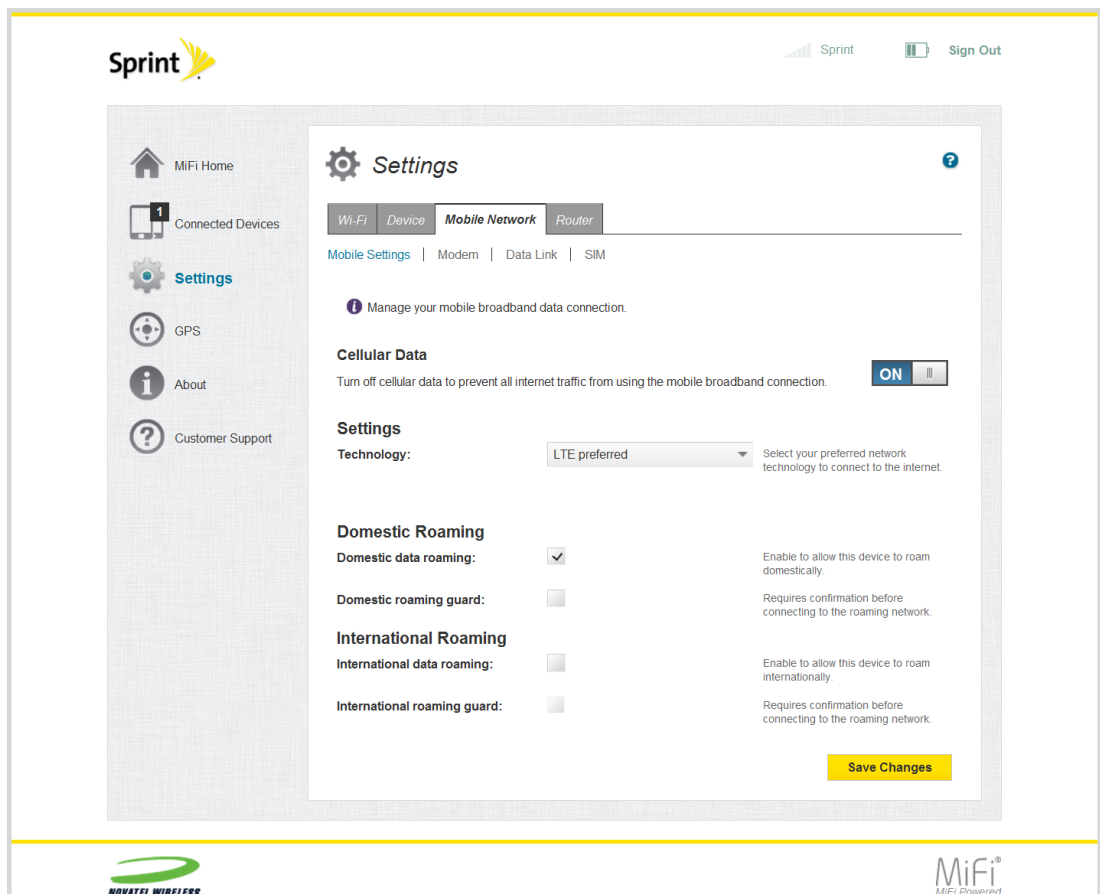
- **Modem** — Allows you to view and manage modem settings.

  - **About Your Modem** — Displays information about your modem and its configuration.

  - **Advanced Modem Configuration** — Allows you to reset the modem to factory default values, clear all account information off the device, view/edit data profile information and/or view detailed diagnostic information about your device.
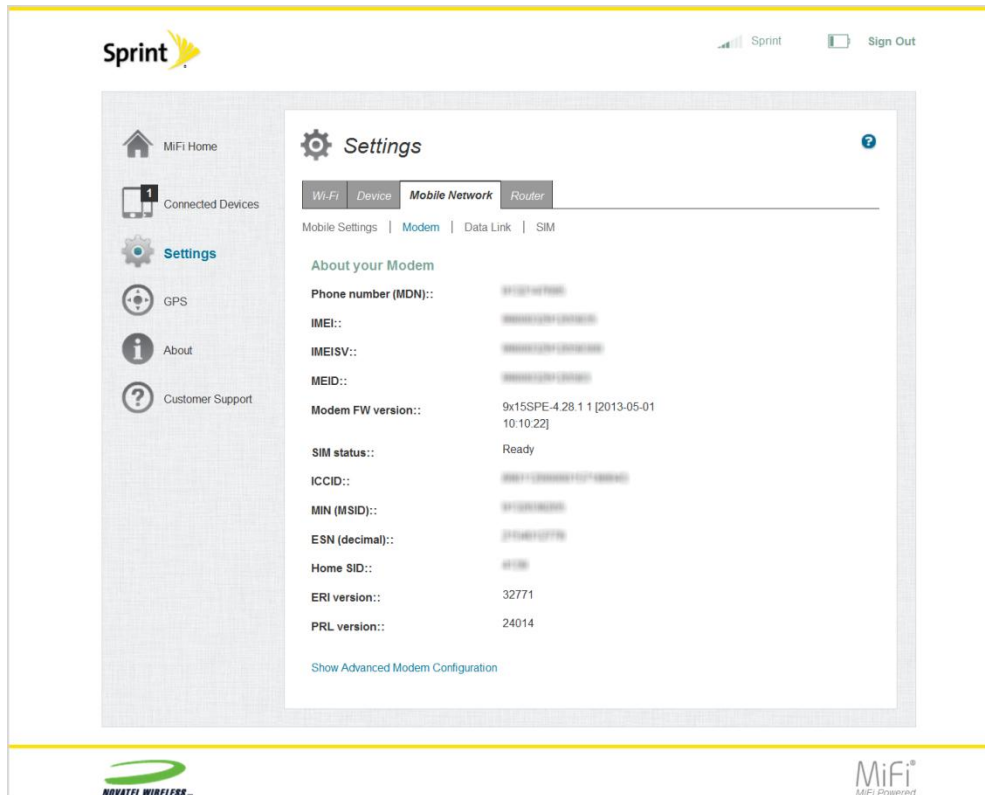
● **Data Link** — Displays and allows you to change data link information. Click **Save Changes** to save any updates.
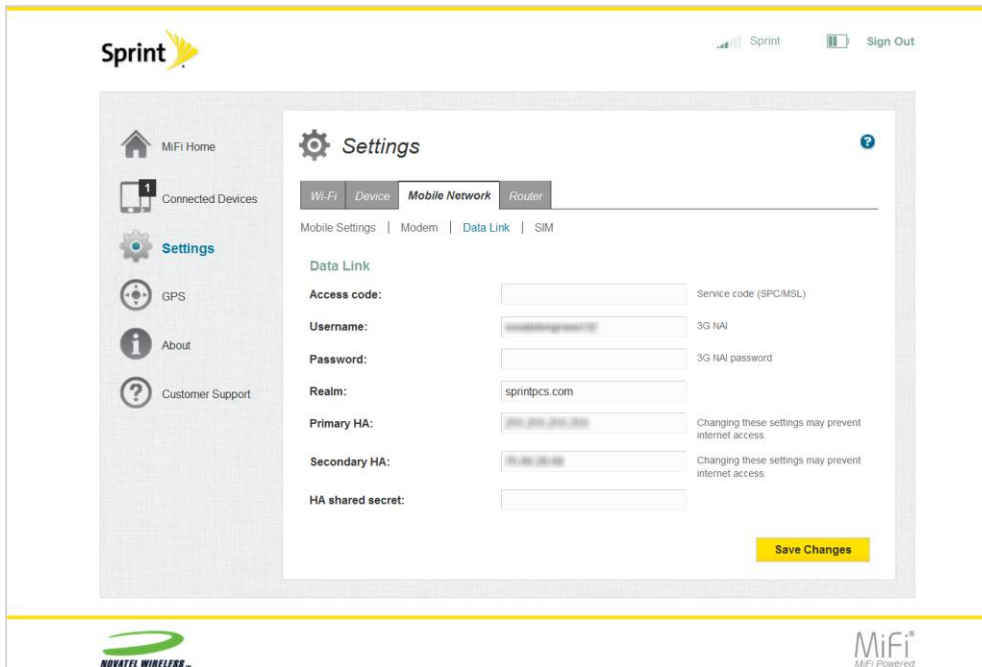

● **SIM** — Allows you to lock the SIM card inside your device using a PIN. Select **Enable PIN lock** from the **Desired action** dropdown menu and enter your PIN in the **Enter current PIN** field. Click **Save Changes**.
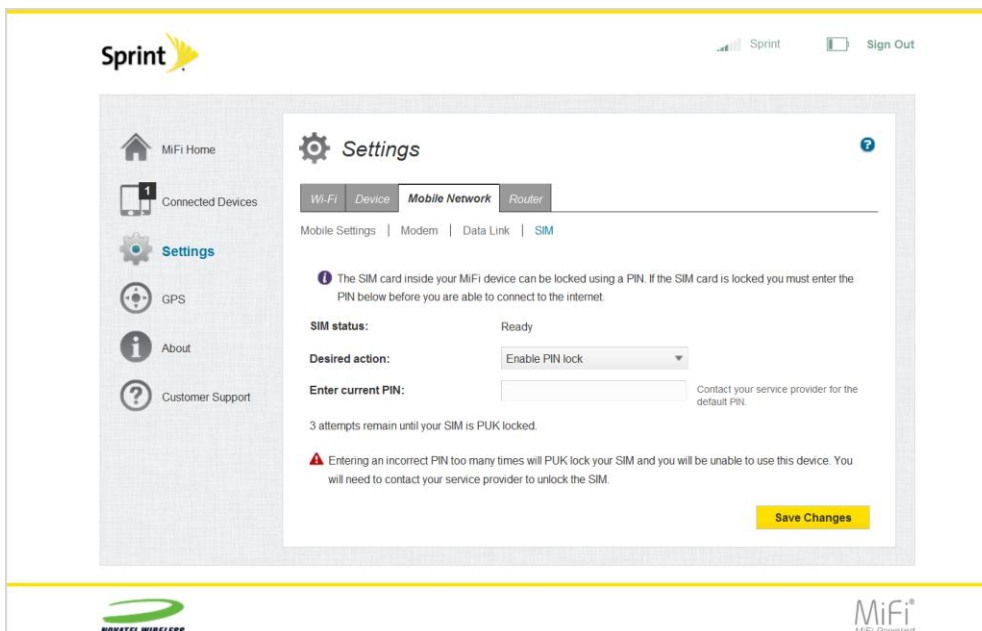
Router

Your MiFi 500 Router page allows you to select router settings. The Router menu contains the following menu options.

- **Manual DNS** — Allows you to manually select a Domain Name Server. To manually select a server, check the **Enable manual DNS** box and enter a DNS address in the **DNS address 1** field. Click **Save Changes**.
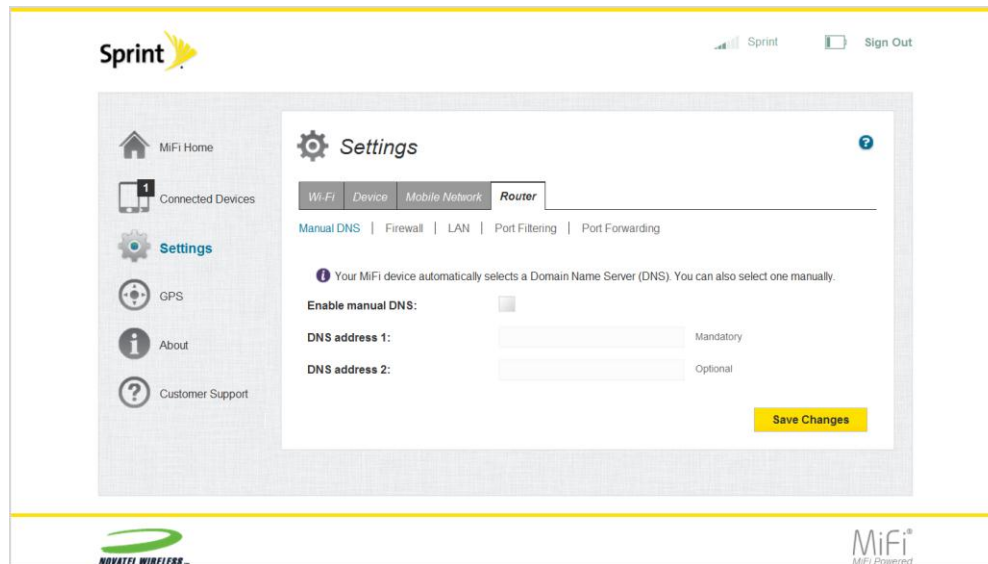
- **Firewall** — Displays which Internet traffic is allowed.

  - **VPN Passthrough** — Allows connected devices to establish a VPN tunnel to a remote server or device.

  - **IPv6 Transparent Mode** — Allows connected devices to be accessible from the Internet.

  - **DMZ (IPv4)** — Enable to allow the connected device specified as the DMZ IP destination to receive all traffic that would otherwise be blocked by the firewall.
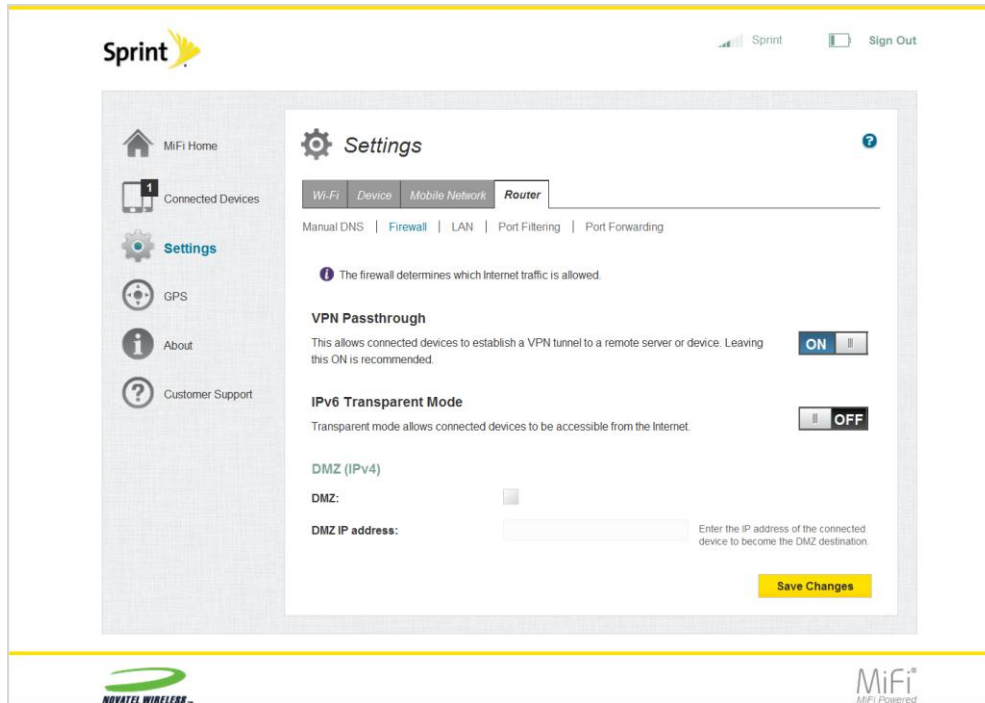
- **LAN** — Settings that apply to your local network or LAN. For this device, the LAN consists of this MiFi device and all connected devices (including the USB connected device, if present).

  - **IPv4** — Displays IPv4 settings, including IP address, subnet mask, MAC address, enable DHCP server, starting and current DHCP address range, and DHCP lease time.

  IPv6 — Enables/disables IPv6 internet connections and displays the IPv6 Link-local address.
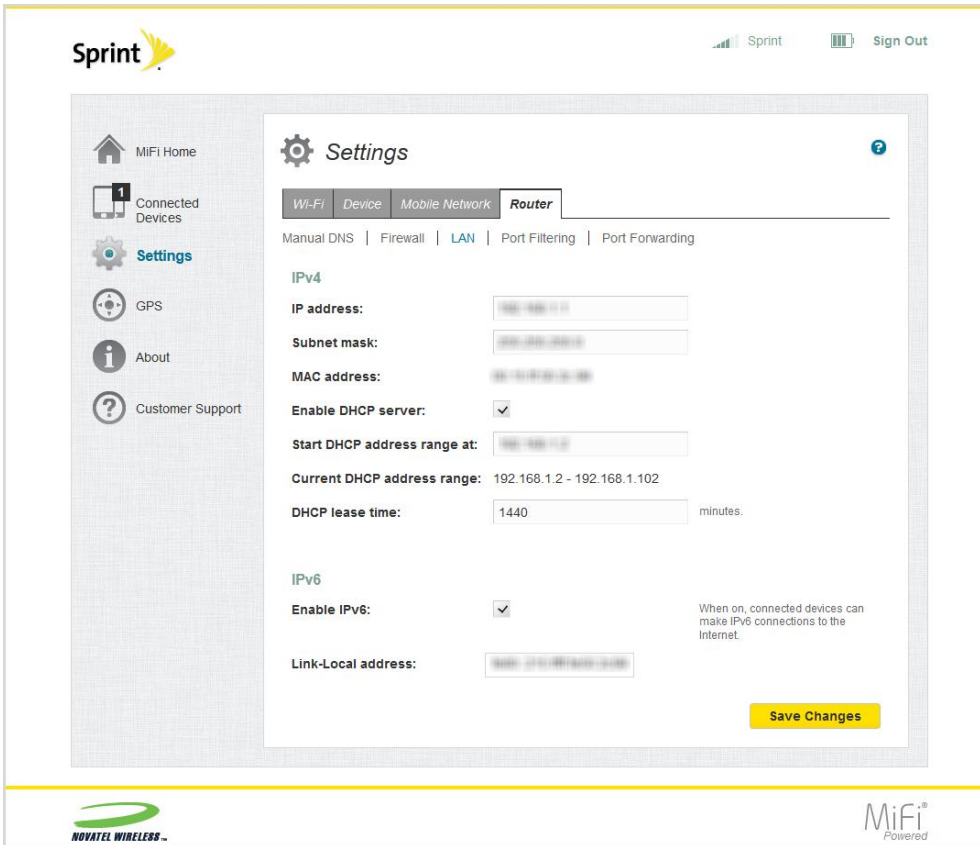
● **Port Filtering** — Allows you to limit access to the Internet by selected applications. Note that DNS is always allowed.
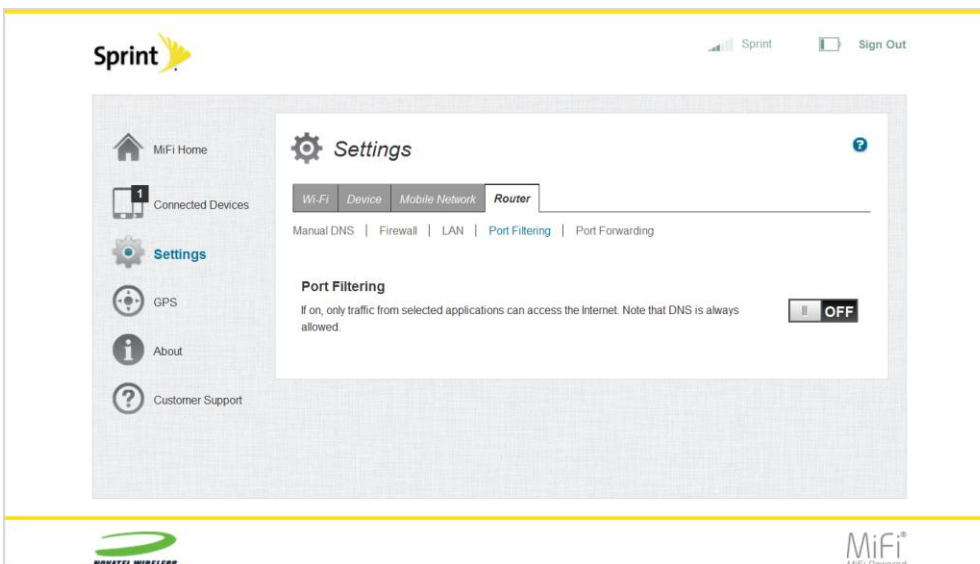
- **Port Forwarding** — Allows you to send specific incoming traffic to a connected device. The connected device is specified using its IP address.
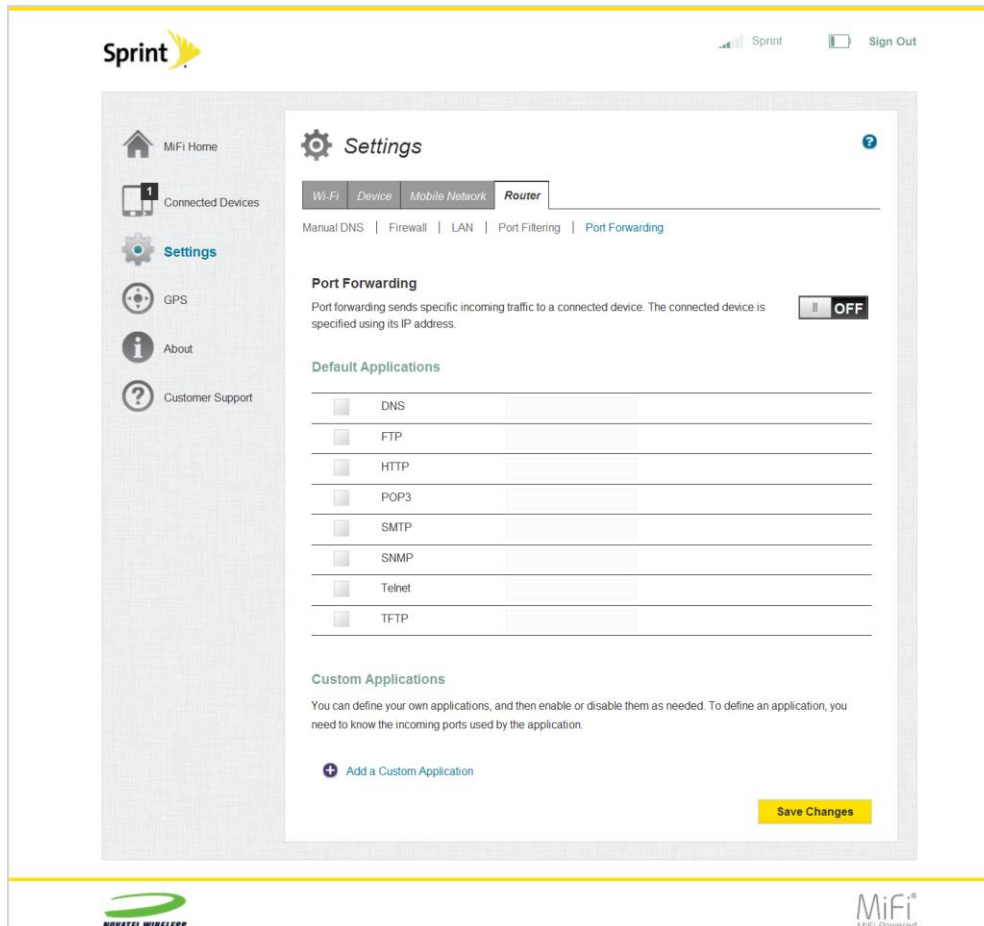
WPS

The Wi-Fi Protected Setup application allows you to set up WPS on your MiFi 500 to easily connect to other WPS-enabled devices.

On the MiFi Device

You can access your MiFi 500 WPS on the MiFi device. To set-up WPS on your MiFi 500, use the following steps.

1. Press the **OK** button (Menu) on the Home screen to go to the Menu screen.

2. Use the navigation button to scroll to the WPS icon and press the **OK** button (More) to open the WPS screen.

3. Use the left navigation button to select Start.

4. Press the **OK** button to start enrolling.

5. Press the **Exit** button to exit the WPS screen and return to the Home screen.
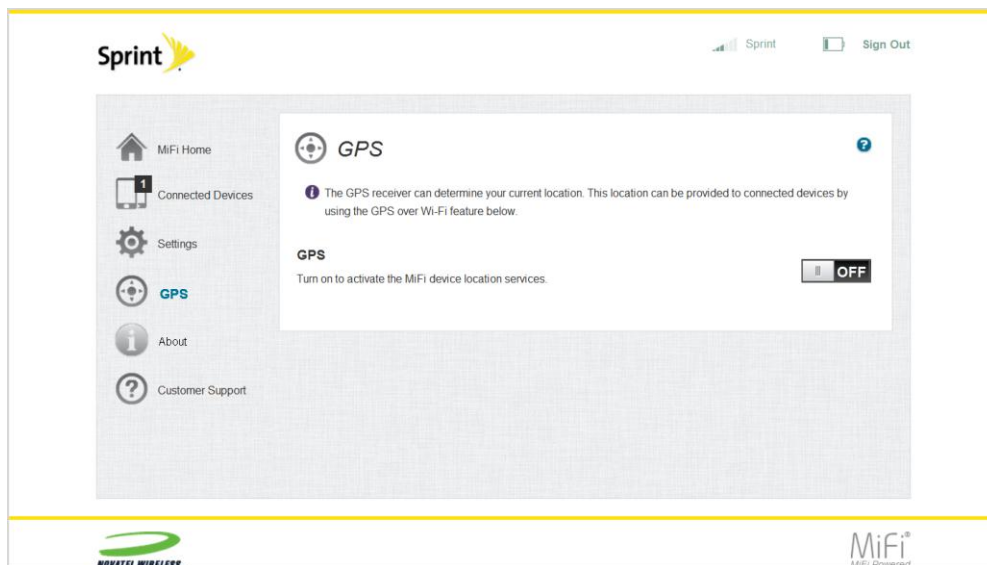

GPS

The GPS page allows you to enable GPS and to enable GPS over Wi-Fi (NMEA). The GPS receiver on the MiFi 500 can determine your current location, often even indoors.

On the MiFi Web Interface

You can access your MiFi 500 GPS on the MiFi Web Interface. The GPS page allows you to display your device location or to limit access to your device location.

About

The About page displays information about your MiFi 500, including your mobile and model numbers, MEID, web interface address and password.

On the MiFi Device

You can access information about your MiFi 500 on the MiFi device.

1. To view detailed information about your MiFi 500, press the **OK** button on the Home screen to select Menu and to display the Menu screen.

2. Use the navigation button to scroll to the About icon and press the **OK** button (More) to open the About screen and display your mobile phone, model, and MEID numbers.

3. Press **OK** to select More and display a message stating that you can configure your MiFi 500 with your web browser.

4. Press **OK** to select More again and to display the Web Interface address and Web Interface password.

5. Press **OK** to select Exit and return to the MiFi Menu screen.

On the MiFi Web Interface

You can also access information about your MiFi 500 on the MiFi Web Interface. The About page allows you to view detailed information about MiFi network status, device specific information, diagnostics, troubleshooting and support. The About MiFi page contains the following menu options.

- **Network Status** (See Network Status)

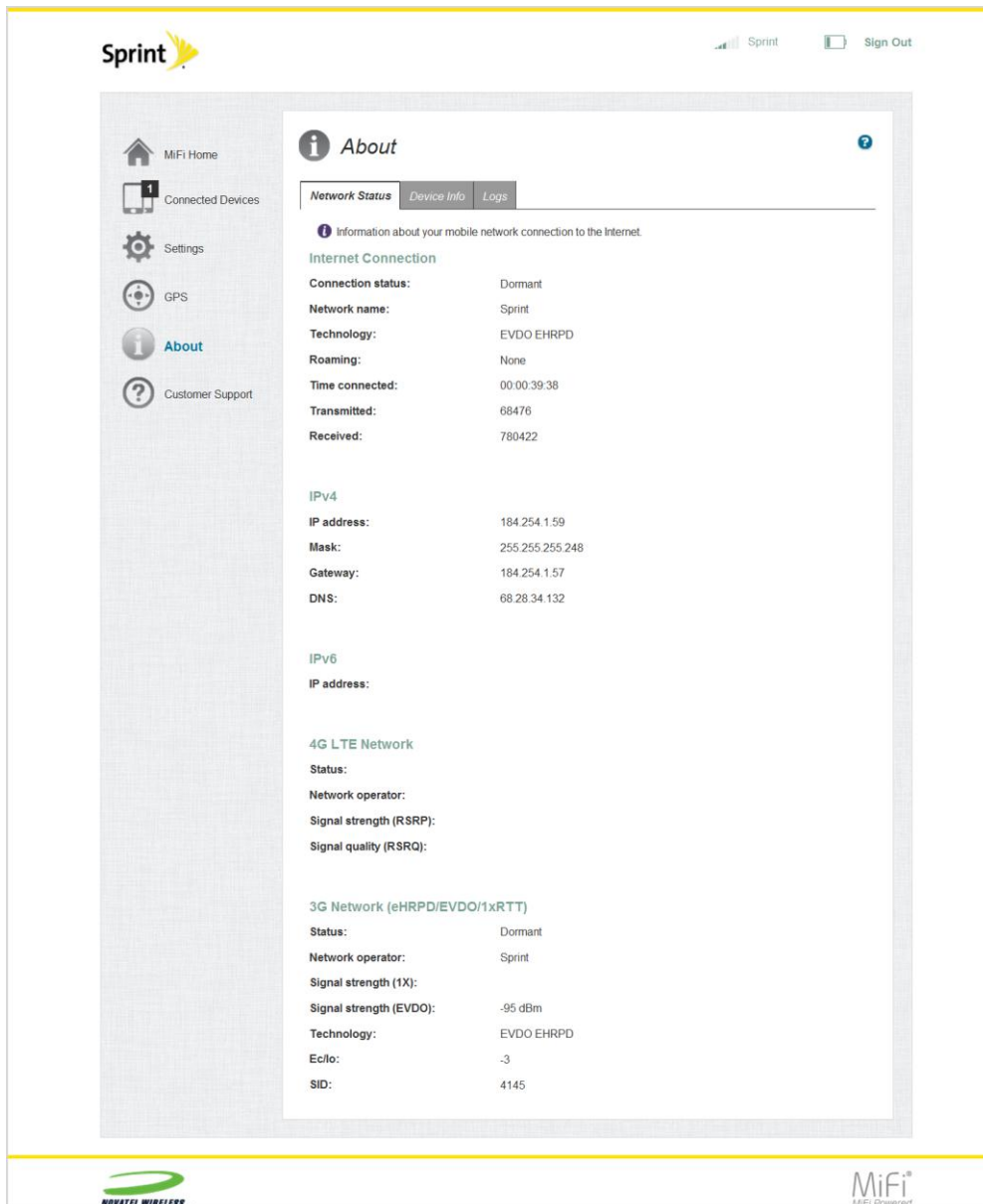- **Device Info** (See Device Info)

- **Logs** (See Logs)

Network Status

The Network Status page contains detailed information about your mobile network connection to the Internet. The Network Status page contains the following sections.

- **Internet Connection:**

  - **Connection Status** — Displays the connection status for the Internet connection and indicates any error conditions.

  - **Network name** — Displays the network to which the MiFi 500 is currently connected.

  - **Technology** — Displays the network technology used for the current connection. LTE is the fastest available.

  - **Roaming** — Displays roaming status.

  - **Time connected** — Displays time elapsed since the current connection was established.

  - **Transmitted** — Displays the amount of data transmitted for the current Internet session.

  - **Received** — Displays the amount of data received for the current Internet session.

- **IPv4:**

  - **IP address** — Displays the Internet IP address assigned to the MiFi 500 device.

  - **Mask** — Displays the network mask associated with the IPv4 IP address.

  - **Gateway** — Displays the gateway IP address associated with the IPv4 address.

  - **DNS** — Displays the Domain Name Server currently used by the MiFi 500 device.

- **IPv6:**

  - **IP address** — Displays the global IPv6 address assigned to the MiFi 500 device.

- **4G LTE Network:**

  - **Status** — Displays status values for the LTE network. Possible status values are:

    - **Disabled** – Access to LTE networks is disabled.

    - **Not available** – No LTE network has been detected.

    - **Available** – LTE is enabled, and an LTE network is available.

  - **Network operator** — Displays the name of the LTE network.

  - **Signal strength (RSRP)** — Indicates the strength of the LTE signal, measured in dBm. Higher absolute values indicate a stronger signal.

  - **Signal quality (RSRQ)** — Indicates signal quality. Higher numbers indicate a better signal.

- **3G Network (eHRPD/EVDO/1xRTT):**

  - **Status**

  - **Network operator**

  - **Signal strength (1X)**

  - **Signal strength (EVDO)**

 - **Technology**

  - **Ec/Io**

  - **SID**

Device Info

The Device Info page contains detailed information about your MiFi 500. The Device Info page contains the following sections.

- **Wireless Number** — Displays the device wireless number.

- **Manufacturer** — The manufacturer of the MiFi 500.

- **Model** — The model number or name of the MiFi 500.

- **Radio technologies supported** — Radio Technologies supported for this device.

- **IMEI** — The IMEI (International Mobile Equipment Identity) for this device. The IMEI is a 15 or 17 digit code used to uniquely identify an individual mobile station on a LTE network. The IMEI does not change when the SIM is changed.

- **MEID** — The MEID (Mobile Equipment ID) is a unique number used to identify an individual mobile station on a CDMA network.

- **ESN (HEX)** — The ESN (electronic serial number) is a numeric identifier that uniquely identifies a CDMA phone in the United States.

- **Date activated** — The date when this device was first activated.

- **Hardware version** — The hardware revision number.

- **MiFi Software Version** —

  - **MiFi OS version** — The MiFi 500 operating system (OS), including its components, version.

  - **Modem FW version** — The modem firmware version.

  - **Wi-Fi FW version** — The Wi-Fi firmware version.

  - **Web UI version** — The web user interface version.

  - **LCD UI version** — Displays the current user interface version.

  - **PRI version** — Displays the configuration version currently applied to the MiFi 500.
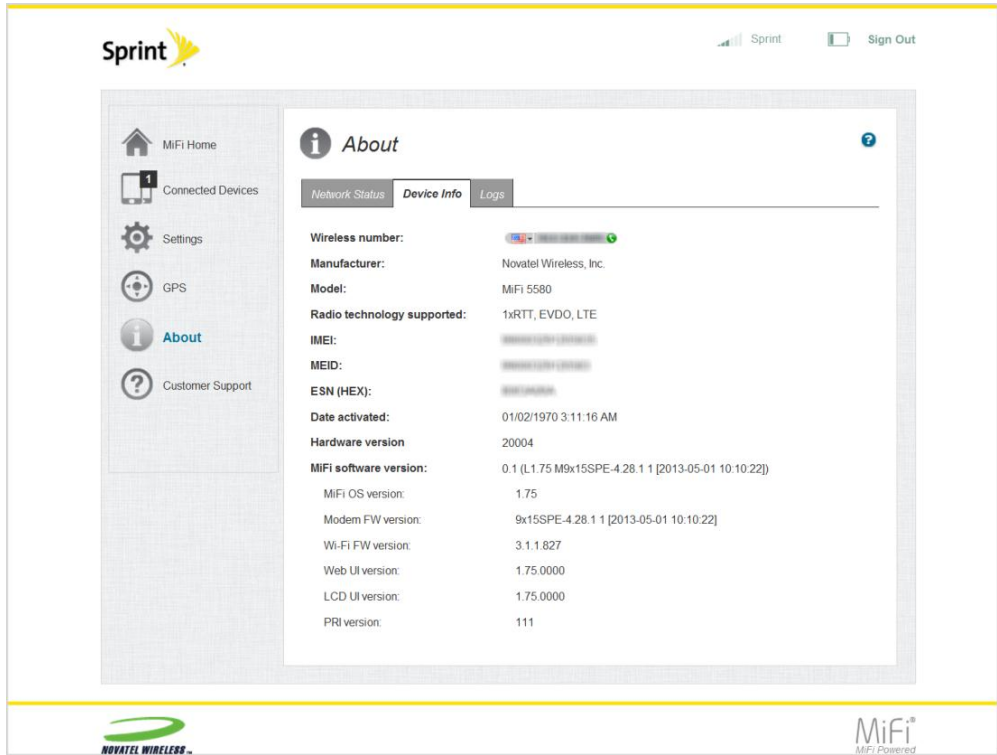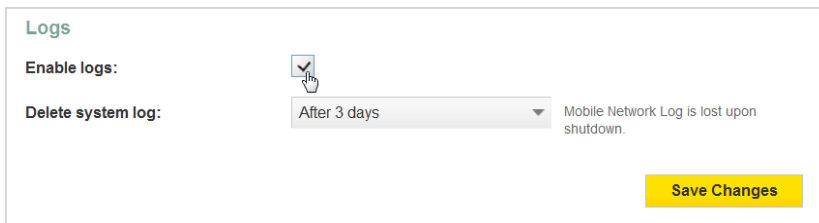
Logs

The Logs page allows you to enable or disable logs and to delete system logs.

Tip: Logs record various operations and are used for troubleshooting and are not needed for normal MiFi 500 operation.
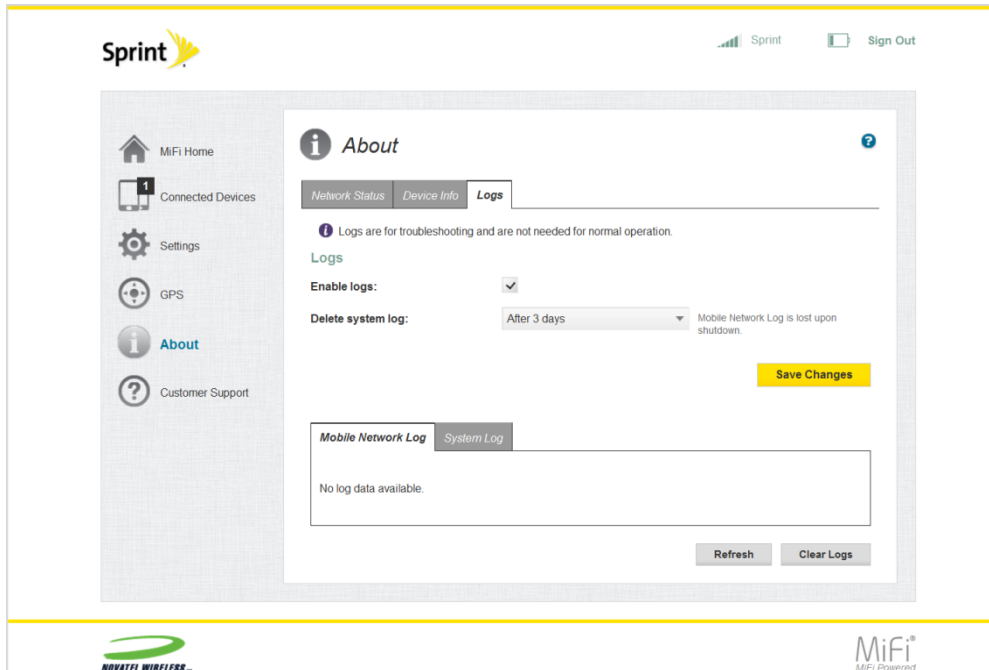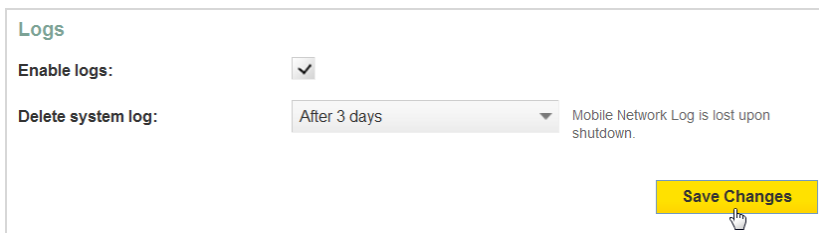
Enable System Logs

1. Select the checkbox next to **Enable logs**.
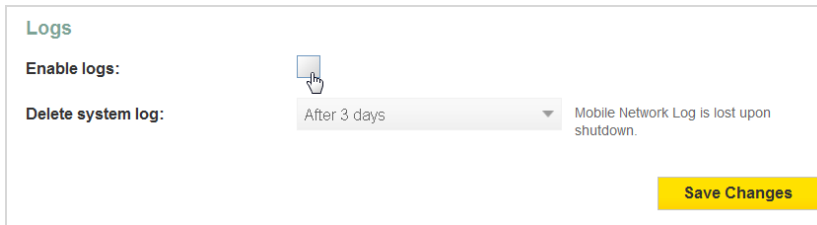
2. Click **Save Changes**.
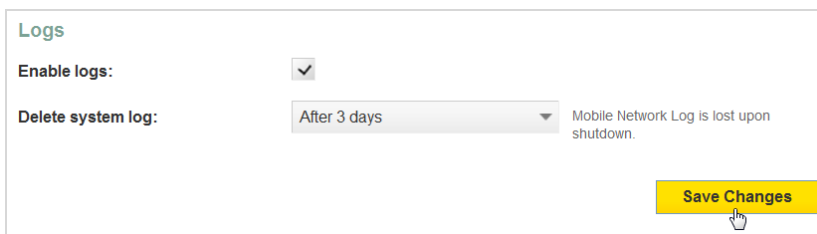
Disable System Logs

1. Deselect the checkbox next to **Enable logs**.

2. Click **Save Changes**.
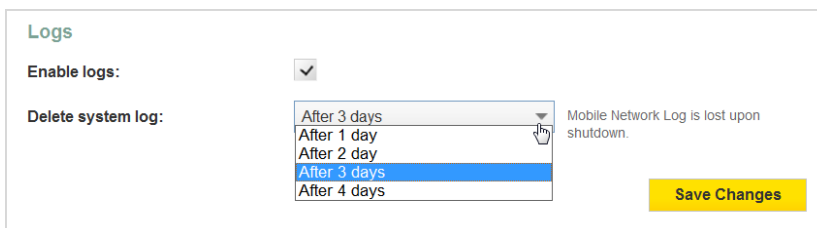
Delete System Log

1. Select the checkbox next to **Enable logs**.

2. Select the appropriate time period for the deletion of system logs from the dropdown menu next to **Delete system log**.

3. Click **Save Changes**.

Customer Support

Manage your account and obtain more information about your MiFi 500 device. The Customer Support page contains the following sections.

On the MiFi Web Interface

You can access customer support for your MiFi 500 on the MiFi Web Interface.

Self Service Support

The Self Service Support page provides resources to outside links which may be helpful in troubleshooting issues and answering questions.

Sprint Customer Service

The Sprint Customer Service page provides Sprint customer support contact information.

Troubleshooting

Overview

When properly installed, the MiFi 500 is a highly reliable product. Most problems are caused by one of these issues.

- System resources required by the MiFi 500 are being used by other devices.

- Network coverage is unavailable due to coverage area, an account problem, or a network problem.

The following tips can help solve many common problems encountered while using the MiFi 500.

First Steps

The following are some first steps to try when you have encountered a problem while using your MiFi 500.

- Ensure you are connected to the MiFi 500.

- Ensure you have good signal coverage.

- Ensure there are no errors displayed on the MiFi 500 device screen.

- Make sure you are using the MiFi 500 in the correct geographic region.

- Ensure that your wireless coverage extends to your current location.

- Ensure you have an active subscription plan.

- Restarting your computer and your MiFi 500 can resolve many issues.

Tip: Before contacting support, be sure to restart both your computer and your MiFi 500, and ensure that your SIM card is inserted correctly.

Common Problems

The following are some common problems and solutions.

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.

The MiFi 500 has no power or the LED indicator does no come on when the power button is pressed.

- Make sure the battery is properly seated in the device.

- Make sure the battery is fully charged. Plug in the AC charger for at least 3.5 hours.

I forgot my Wi-Fi password.

- Select **Menu > Wi-Fi > More** to display the Wi-Fi screen with your device name and Wi-Fi password.

I forgot my Web Interface password.

- Select **Menu > Wi-Fi > More > More > More** to display the Web Interface screen with the Web Interface URL and password.

I cannot connect to my MiFi 500.

- Make sure the Network Signal Strength indicator displays at least one bar and that the type of network is displayed on the device Home page.

- Make sure your Windows Wi-Fi adapter/Mac AirPort is turned on. (Refer to your computer's Help if you need assistance.)

- Open your wireless network connection list:

  1. Windows: Right-click icon and select **View Available Networks**.
     Mac: Pull down list from AirPort icon.
  2. Windows: Click **Connect**.
     Mac: Select the network name.
  3. When your device is connected to the network, the Connected Devices icon in the status bar will show a connected device.

I see the network name but cannot connect to my MiFi 500.

- Go to **Menu > Wi-Fi > More** to check that you are using the correct Wi-Fi password.

How do I disconnect from the network?

- Go to http://sprinthotspot to open the MiFi 500 Home page.

- Sign In using your Web Interface password.

- Click **Sign Out**.

How can I find out how many users are connected to my MiFi 500?

- Check the Connected Devices icon in the status panel on the Home page of your MiFi 500. The number of connected devices is displayed to the right of the icon.

How can I get detailed information about the devices that are connected to my MiFi 500?

- Select **Menu > Connected Devices > More** to display the name and IP address of each connected device.

- To display more detailed information for connected devices, go to http://sprinthotspot to open the Home page, then Sign In using your Web Interface password. Select **Connected Devices** from the Navigation panel to display additional details for all currently connected and blocked devices.

How do I check the firmware version installed on my MiFi 500?

- Select **Menu > Software Update > More** to display the current version installed. To check for new update, select **Check Now**.

How do I check the battery level of my MiFi 500?

- Check the battery icon on the status panel on the Home page of the MiFi 500 device.

How do I turn off my MiFi 500?

- Press and hold the power button until the display shows the message "Sprint MiFi Powering Down."

How can I tell that my MiFi 500 is still on after the device screen goes off?

- The blue LED to the left of the screen will flash to indicate that the device is still on.

My MiFi 500 just powered off without pressing the power button. Why?

This may occur under any of the following circumstances.

- Pressing the Master Reset button

- Restarting the MiFi 500

- Switching profiles

- Restoring the configuration settings

- Battery depletion

To restore battery power:

1. Manually press and hold the **Power** button to turn it back on.

2. If the battery is depleted, charge the MiFi 500 with the AC charger.

How do I reset the MiFi 500 back to factory settings?

The master reset button is in a small hole located on the bottom of the MiFi 500, underneath the battery cover. This button returns the MiFi 500 to factory settings, including re-setting the network name and network key (Wi-Fi passkey). To reset the MiFi 500:

1. Place one end of an unfolded paper clip into the master reset button hole.

2. Press the paper clip on the button until the display shows "MiFi Powering Down" (about five to six seconds), then your MiFi 500 will restart.

WARNING! The "Reset to Factory Defaults" operation overwrites ALL existing settings. If the Wi-Fi settings change, you will lose this connection, and need to reconnect using the new settings.

How do I reset the Access Point and Router settings back to factory settings?

To reset the access point and router settings:

1. Connect to MiFi Settings by connecting your computer to the MiFi wireless network and going to http://sprinthotspot or http://192.168.1.1 in your browser.

2. Connect to the MiFi Backup and Restore page. See Device for more information. The Backup and Restore page has a **Restore to Factory Defaults** button. This button resets all Access Point and Router settings to their factory default values. All existing settings are lost.

Technical Support

For additional information and technical support, contact Customer Service at **1-888-211-4727** or at any Sprint store.

Tip: Before contacting support, be sure to re-start both your computer and the MiFi 500.

Product Specifications and Regulatory Information

The following details your MiFi 500 product specifications and regulatory information.

Product Specifications

The following table provides product specification information for your MiFi 500.

Specification	Description
General	
Name	Sprint MiFi 500 LTE Mobile Hotspot
Model	MiFi 5580
Approvals	FCC (North America)
Weight	94.97 g / 3.35 oz
Dimensions	98.4 mm x 62.1 mm x 17.9 mm 3.9 in x 2.4 in x 0.7 in
Wireless Network – Tri Mode	LTE, CDMA
Wireless Network – Wi-Fi Mode	802.11 b/g/n
Default SSID	Sprint-MiFi500-XYZ
Battery Size: Time required for full charge:	 1800 mAh 3.5 hours (when not in use)
Chipset	QUALCOMM® MDM9615
Interface Type	Type B USB Port for Micro USB, used by the AC charger

Specification	Description
Technology/Bands	
Technology:	LTE, CDMA 1X/EV-DO Rev 0/A
Band Designation:	LTE 800 MHz, 1900 MHz, 2500 MHz CDMA 1x/EV-DO RA; 800/1900 MHz
Environmental	
Operating Temperature:	-10 ° C to +45° C (14°F to 113° F)
Storage Temperature:	-20° C to 55° C (-4° F to 131° F)
Drop:	1 meter (3.28 feet) drop, no damage – fully operational
Vibration Stability:	5 Hz to 500 Hz, 0.1 octave/second

Regulatory Statements

The following provides regulatory statements relevant to your MiFi 500.

Federal Communications Commission Notice (FCC – United States)

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. THE MIFI MODEM IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT SPRINT 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 Novatel Wireless, Inc. 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 Novatel Wireless Inc.

RF Exposure Content

FCC Equipment Authorization ID: PKRNVWMIFI5580

This device is authorized for use in mobile and portable applications.

This product has been evaluated for SAR and meets the FCC Guidelines for exposure to radio waves.

For better signal reception, coverage range and data throughput, do not place the router near any physical obstruction, including in a pocket or in close proximity of any object. For RF Safety, a mandatory minimum of 10 mm (1 cm) should be maintained between the device and any part of a human body when using the device. Increasing the separation between the device and the body will result in better reception and reduced exposure to radio energy.

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.

Novatel Wireless 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 MiFi 500 device, or failure of the MiFi 500 device to transmit or receive such data.

Limited Warranty and Liability

Novatel Wireless, Inc. 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 Novatel Wireless' 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 Novatel Wireless' 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 Novatel Wireless' specifications or authorized by Novatel Wireless, (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 Novatel Wireless, (VII) products designated by Novatel Wireless 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 500 in an environment that might be susceptible to radio interference resulting in danger. Environments that are to be avoided include:

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 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 occasionally can 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.

- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

- 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 this standard. 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 device or battery. If the device 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.

Glossary

1X — Internet at 1/10 the speed of EV-DO.

3G — Third Generation. 3G refers to the third generation of mobile telephony technology.

LTE — Fourth Generation. LTE refers to the fourth generation of mobile telephony technology.

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. The rate of data flow.

Broadband — High-capacity high-speed transmission channel with a wider bandwidth than conventional modem lines. Broadband channels can carry video, voice, and data simultaneously.

CDMA — Code Division Multiple Access. It is the underlying channel access method used by some mobile phone standards.

DHCP — Dynamic Host Configuration Protocol. Software found in servers and routers that automatically assigns temporary IP addresses to clients logging into an IP network.

DHCP Server — A server or service with a server that assigns IP addresses.

DNS — Domain Name System. A system for converting host names and domain names into IP addresses on the Internet or on local networks that use the TCP/IP protocol.

EV-DO Rev 0 — CDMA EV-DO Rev. 0 is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. Rev 0 provides access to mobile devices with forward link speeds of up to 2.4 Mbit/s, and reverse link speeds up to 152 kbit/s. For more information, visit www.cdg.org.

EV-DO Rev A — CDMA EV-DO Rev. A is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. Rev A provides access to mobile devices with forward link speed of up to 3.1 Mbit/s, and reverse link speeds up to 1.8 Mbit/s. The increased data rates on Rev. A's physical layer enable richer applications and services. For more information, visit www.cdg.org.

Firmware — A computer program embedded in an electronic device. Firmware usually contains operating code for the device.

GB — Gigabyte. A multiple of the unit byte for digital information storage. Usage depends on context. When referring to disk capacities it usually means 109 bytes. It also applies to data transmission quantities over telecommunication circuits.

Hotspot — A Wi-Fi (802.11) access point or the area covered by an access point. Used for connecting to the Internet.

HTTP — Hypertext Transfer Protocol. An application-level protocol for accessing the World Wide Web over the Internet.

HTTPS — Hypertext Transfer Protocol Secure. An application-level protocol for accessing the World Wide Web over the Internet and providing authentication of the web site and associated web server that is being communicated with. Additionally provides bidirectional encryption of communications between a client and server.

IEEE — Institute of Electrical and Electronics Engineers. An international technical/professional society that promotes standardization in technical disciplines.

IMEI — International Mobile Equipment Identity. Used in LTE networks to identify the device. It is usually printed on the device and can often be retrieved using a USSD code.

IP — Internet Protocol. The mechanism by which packets are routed between computers on a network.

IP Type — The type of service provided over a network.

IP address — Internet Protocol address. The address of a device attached to an IP network (TCP/IP network).

ISP — Internet Service Provider. Also referred to as the service carrier, an ISP provides Internet connection service. (See Network Operator)

Kbps — Kilobits per second. The rate of data flow.

LAN — Local Area Network. A type of network that lets a group of computers, all in close proximity (such as inside an office building), communicate with one another. It does not use common carrier circuits though it can have gateways or bridges to other public or private networks.

MAC Address — Media Access Control. A number that uniquely identifies each network hardware device. MAC addresses are 12-digit hexadecimal numbers. This is also known as the physical or hardware address.

Mbps — Megabits per second. The rate of data flow.

MSID — Mobile Station IDentifier. A number for a mobile phone that identifies that phone to the network. These numbers are carrier specific.

Network Operator --— The vendor who provides your wireless access. Known by different names in different regions, some examples are: wireless provider, network provider, and service provider.

Network Technology -— The technology on which a particular network provider's system is built; such as CDMA or EVDO.

Port — A virtual data connection used by programs to exchange data. It is the endpoint in a logical connection. The port is specified by the port number.

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 on a TCP/IP host. Certain port numbers are standard for common applications.

PRL — Preferred Roaming List. A list that your wireless phone or device uses to determine which networks to connect with when you are roaming. (Network operator specific).

Protocol — A standard that enables 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 for all traffic passing through it.

Router — A device that directs traffic from one network to another.

SIM — Subscriber Identification Module. Found in LTE and GSM network technology, the SIM is a card containing identification information for the subscriber and their account. The SIM card can be moved to different devices.

SSID — Service Set IDentifier. The name assigned to a Wi-Fi network.

TCP/IP — Transmission Control Protocol/Internet Protocol. The set of communications protocols used for the Internet and other similar networks.

USB — Universal Serial Bus. A connection type for computing device peripherals such as a printer, mobile modem, etc. USB connectors may be used for data transfer or charging.

USB Port Types — The USB ports on computers and hubs have a rectangular Type A socket, and peripheral devices have a cable with a Type A plug. Peripherals that do not have an attached cable have a square Type B socket on the device and a separate cable with a Type A and Type B plug. Ports and connectors are available in different sizes (for example, standard, mini, and micro).

VPN — Virtual Private Network. A secure private network that runs over the public Internet. Commonly used to connect to an office network from elsewhere.

WCDMA — Wideband Code Division Multiple Access. An air interface standard found in 3G mobile telecommunications networks. The most-commonly used member of the UMTS family.

WWAN — Wireless Wide Area Network. A public network that extends beyond architectural, geographical, or political boundaries (unlike a LAN, which is usually a private network located within a room, building, or other limited area).

Wi-Fi — Wireless Fidelity. Any system that uses the 802.11 standard developed and released in 1997 by the IEEE.

Wi-Fi Client — A wireless device that connects to the Internet via Wi-Fi.

WPA/WPA2 — Wi-Fi Protected Access. A security protocol for wireless 802.11 networks from the Wi-Fi Alliance.

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