# User guide.

verizon

Verizon Jetpack® MiFi® 7730L

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Please visit www.novatelwireless.com for the latest information about your device.

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# 1

# Getting Started

Overview
Power Management
Caring for Your Jetpack

# Overview

Congratulations on your purchase of the Verizon Jetpack® - MiFi® 7730L for 4G LTE™ and Wi-Fi!

With the Jetpack you can access 4G LTE networks for faster apps, uploads and downloads. Connect up to 15 Wi-Fi enabled devices to the Internet at once - laptops, tablets, e-readers, gaming consoles and more* - and experience download speeds up to 10 times faster than with Verizon's 3G*.

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

## Features

- **Global Connectivity for up to 15 Wi-Fi Enabled Devices to High-Speed Wireless Data**
  - Support for CAT9 LTE with 3-Carrier CA
  - True simultaneous dual band Wi-Fi (with 802.11ac)
  - Guest Network
- **2.4 inch TFT color touchscreen**
- **Universal & QuickCharge™ Charging**
  - Type A USB connector provides a spare charge for tablets, smartphones and other devices running low on battery power.
  - **Type C USB connector provides quick charging and mass storage access**
- **Up to 24 Hours of Active Use on a Single Charge (4400 mAh)**
- **MiFi Share File Sharing**
  - Share files with connected devices on the local, secure, Wi-Fi network.
- **Manage Wireless Network Activity**
  - MiFi Settings is an easy-to-use web-based interface that allows you to manage, monitor, and customize your Wi-Fi and 4G LTE connection.
- **Dual External Antenna Connectors**
- **VPN Capability**
- **Auto Connectivity Options**

* Average download speeds of 5-12 Mbps/average upload speeds of 2-5 Mbps. Actual throughput speed and coverage may vary.

# Package Contents

The Verizon Jetpack MiFi 7730L package includes:

- MiFi 7730L
- 4400mAh Standard Lithium Ion Battery
- Pre-installed 4G LTE SIM Card (4FF)
- QuickCharge Charger
- Type A to Type C USB Cable
- Verizon Wireless  Brochures

# System Requirements

- Compatible with all major operating systems
- Works with the latest versions of browsers, including Android™, Google Chrome®, Firefox®, Internet Explorer®, Safari™ and Mobile Safari™.

To use Wi-Fi mode, your computer or other device needs Wi-Fi capability and Internet browser software. If your computer does not have Wi-Fi capability you can use Ethernet over USB tethering.

Your Jetpack must have proper data service to function. (See Using Your Jetpack for the First Time on page 11.)

# Components

❶ **SIM Card Access —** The SIM card is pre-installed here.

❷ **Universal Charging Port (Type A USB) —** Use to charge one additional wireless device.

❸ **Power Button —** Powers the MiFi on and off.

❹ **MiFi Charging Port (QuickCharge) — Use to** connect the QuickCharge charger, Internet over USB-C, and MiFi Share file sharing via mass storage.

❺ **Color Touchscreen (2.4 in) — Displays device status, data usage, and number of users connected.** Swipe left/right/up or down to access available menu options.

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

❼ **Battery Removal Divot —** Insert a fingernail here and lift to remove the battery.

❽ **Master Reset Button —** Insert a paperclip in the small hole to reset the MiFi to factory settings.(See How do I reset the Jetpack back to factory settings? on page 111.)

# Status Indicators

| DISPLAY ICON | | DESCRIPTION |
|---|---|---|
| No icons | | The Jetpack is powered off or not receiving power, or the screen is in power-saving mode. |
| Network Signal Strength | | More bars indicate more signal strength. |
| Activity Indicator | | If this icon is displayed, data is being transferred between your Jetpack and connected device(s). |
| Network Indicator | 4G LTE | Displays the type of network to which your Jetpack is connected. |
| Roaming | | If this icon is displayed, your Jetpack is connected to a network outside the home network area. |
| Wi-Fi Indicator | | Displays when your Jetpack Wi-Fi network in turned on. |
| Messages | | If this icon is displayed, you have unread messages. |
| Connected Devices | | If this icon is displayed, it shows the number of devices connected to your Jetpack. |
| Battery Charge Indicator | | Displays remaining battery power |
| Battery AC Charging Indicator | | Displays when the Jetpack is connected to the AC charger. |
| Battery USB Charging Indicator | | Displays when another device is connected to the Jetpack and charging via a USB cable. |

| CAROUSEL ICON | | |
|---|---|---|
| Wi-Fi | | Tap the icon to display the Wi-Fi name, password and URL. |
| SIM | | If this icon is displayed, there is no SIM card installed. |
| | | If this icon is displayed, your SIM is locked. Real-time data usage meter will not display. |
| | | If this icon is displayed, there is a SIM error. Check to be sure your SIM card is properly installed. |
| Connected Devices | | Tap the icon to display the number and IP address of connected and blocked devices . |
| Data Usage | | Tap the icon to view the amount of data used as of the current date and the usage billing cycle. |
| Settings | | Tap the icon to display settings options, including Wi-Fi, screen timeout, audio on/off, audio alerts, and network technology. |
| Universal Charging | | Tap the icon to display Universal Charging status. Options include Available, Charging, or Not available. |
| Software Update | | Scroll and select the icon to display the current SW version, and to download and install an update. |
| Message Center | | Tap the icon to display unread messages, and to save or delete read messages. |
| About MiFi | | Tap the icon to display Internet connection status and Jetpack information, including model, SW version, wireless number, IMEI, and battery level. |
| Help | | Tap the icon to display Jetpack Admin website connection instructions, Advanced Features, WPS, Unlock SIM, and Tips. |

# Power Management

Your Jetpack will work from its charged battery alone, or when the device with the installed battery is plugged into a power source.

- **QuickCharge™** — Use the QuickCharge power adapter and any USB connector to recharge the battery up to 4X faster than with conventional charging. You can use the Jetpack when the battery is installed and the charger is plugged into a wall socket. Please ensure the wall socket is located near the equipment and is easily accessible. The Jetpack battery charges while it is plugged into the charger. When the battery is fully charged, the battery icon is solid green.
- **Universal charging** — You can use the Jetpack to charge external devices such as smartphones and tablets, to help keep you powered and connected longer.

Before using the Jetpack, read the battery safety information in the "Safety Hazards" section of this guide. (See Proper Battery Use and Disposal on page 124.)

# Caring for Your Jetpack

Like any electronic device, the Jetpack must be handled with care to ensure reliable operation. Novatel Wireless recommends the following guidelines:

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

# 2

# Caring for Your Jetpack

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

## 4G LTE

With LTE bandwidth 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*.

**4G 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 600-1.4 kbps with bursts up to 3.1 Mbps.
- Upload: typical upload speeds of 500-800 kbps with bursts up to 1.8 Mbps.

**Wi-Fi 802.11a/b/g/n/ac**

- 802.11a uses the 5.0 GHz frequency with a bandwidth up to 12 Mbps.
- 802.11b uses the 2.4 GHz frequency with a bandwidth up to 12 Mbps.

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

# Using Your Jetpack for the First Time

Your SIM Card and battery are pre-installed. To get started:

1. Confirm your computer meets the minimum system requirements. (See System Requirements on page 3).
2. Fully charge the battery. (See Charging the Battery on page 12).
3. Power on the Jetpack. (See Power the Jetpack On and Off on page 17).
4. Connect the Jetpack to your computer using Wi-Fi. (See Connecting to Your Jetpack on page 18.)

# Charging the Battery

**IMPORTANT** Before you use your Jetpack, be sure to charge the battery for at least three hours to ensure a full initial charge. When fully charged, the battery has up to 24 hours of life.

To charge the battery:

1. Connect the USB end of the QuickCharge charger into the charging port of the Jetpack.
2. Plug the other end of the wall charger into the appropriate electrical outlet.

**CAUTION!** Use only batteries and chargers with your Jetpack that have been approved by Novatel Wireless for optimal performance and safe operation.

# Replacing the Battery

To remove and replace the battery:

1. Insert your fingernail in the battery removal groove at the top edge of the universal charging door, 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.

❸ Align the gold-colored contacts on the new battery with the gold-colored contacts on the MiFi 7730L and gently slide the battery into place.

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

# Replacing the 4G LTE SIM Card

Your SIM (Subscriber Identity Module) card is a small rectangular plastic card that stores your phone number and important information about your wireless service. Your Jetpack comes with the SIM card and battery already installed.

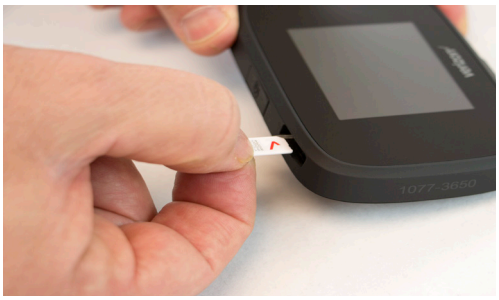
To remove the 4G LTE SIM card:

1. Lift to open the SIM Card access cover located on the top left side of the Jetpack.
2. Push the SIM Card toward the SIM Card slot to release, then carefully slide the card backwards to remove.

**NOTE** Should your 4G SIM card be lost or damaged, contact your network operator.

To install a new 4G LTE SIM card:

1. Lift to open the SIM Card access cover located on the top left side of the Jetpack.
2. If necessary, remove the SIM card from the outer card, being careful not to touch the gold-colored contacts.
3. Hold the card with the gold-colored contact points facing down.
4. Insert the SIM card into the slot. The SIM card MUST remain in the SIM card slot when in use.



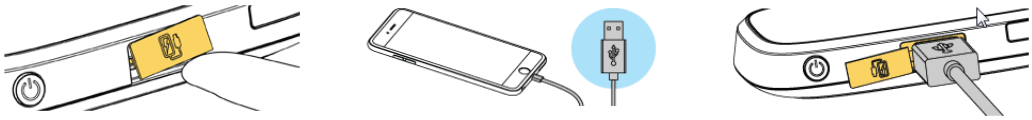
**CAUTION!** Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt.

# Universal Charging

The universal charging port allows you to charge an additional device using your Jetpack.

To charge an additional device:

1. Slide the port shield to expose the USB universal charging port.
2. Connect the USB cable to the device to be charged.
3. Connect the other end of the USB cable to the Universal Charging port on the Jetpack.



# Battery Tips

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

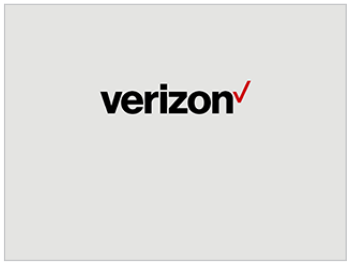
- It normally takes at least to fully charge the battery with the wall charger.
- Do not use sharp objects or use excessive force to remove the battery or to access the battery well, this may damage the Jetpack and the battery.
- The battery discharges more rapidly as additional devices access your Jetpack.
- 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 Jetpack in an unattended vehicle due to uncontrollable temperatures that may be outside the desired temperature for this Jetpack.
- 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.

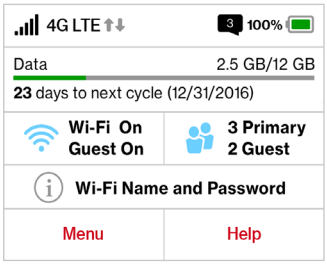
**IMPORTANT** Whenever you remove or insert either the battery or the SIM card, ensure your Jetpack is not connected to any device or power source. Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result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

# Power the Jetpack On and Off

## *Power On*

- Press the Power Button until the Jetpack display lights up. After the initial startup screens display, the Home screen and menu options are available.




## *Power Off*

- Press and hold the Power Button until the display shows **MiFi**. The Jetpack will continue its shutdown process for several seconds and then automatically turn off the display.

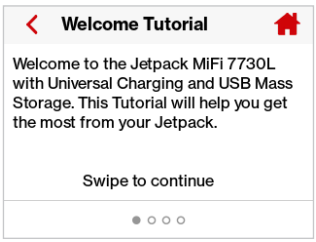
# Connecting to Your Jetpack

Now you can connect your Wi-Fi enabled device to your Jetpack using Wi-Fi. Your computer, tablet, or other Wi-Fi enabled devices need Wi-Fi capability and Internet browser software. Your Jetpack 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™.

## Welcome Tutorial

The Jetpack Welcome Tutorial displays upon initial power up.

1. Power on your Jetpack for the first time to display the Welcome Tutorial screen.
2. Swipe to navigate through the tutorial screens.




Welcome Tutorial

Connect to the Jetpack

To connect to your Jetpack:

1. Turn on your Wi-Fi enabled device and turn on your Jetpack using the power button. The Jetpack display will light up. The Jetpack 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 Jetpack and find the Wi-Fi name (SSID).

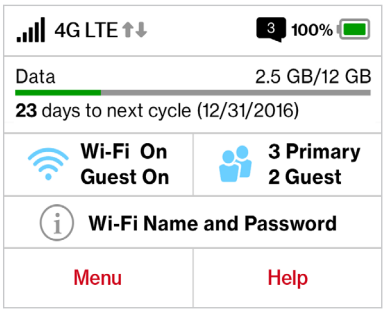
   **Tip!** The steps to connect to a Wi-Fi network vary depending on your operating system and whether you use the native application or third-party software. Generally, you click an icon in the Windows notification area where you can select **View Available Wireless Networks,** or click the Airport icon 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 Network password. The Jetpack Home 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 Jetpack settings by connecting to the Jetpack Admin website at http://my.Jetpack or http://192.168.1.1.

**IMPORTANT** Charge the battery completely before you connect your computer to your Jetpack. (See Charging the Battery on page 12).

# Using Your Jetpack After Setup is Complete

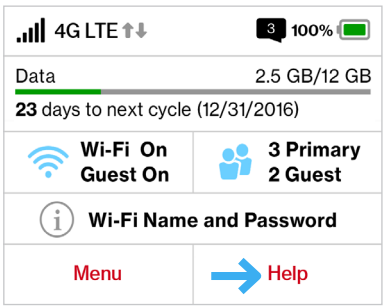
You can use the Jetpack as a wireless mobile hotspot to connect your computer and up to a total of 15 Wi-Fi enabled devices to the mobile broadband network. The Jetpack is powered on as soon as you press and hold the power button and the display turns on.



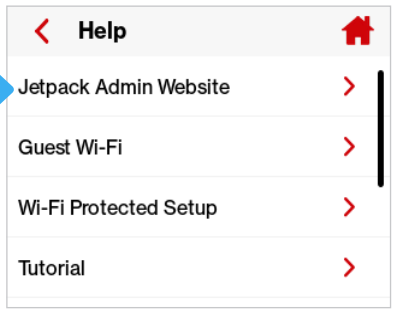

Jetpack Device Home

The Jetpack comes from the factory with security enabled. You can change the security settings using the Jetpack Admin website. To change your Jetpack security settings:

1. Open the web browser of a device connected to the Jetpack and enter **http://my.jetpack** or **http://192.168.1.1.**
2. Sign In with the Jetpack Admin Password which is the same as your Wi-Fi Password.




Help Option

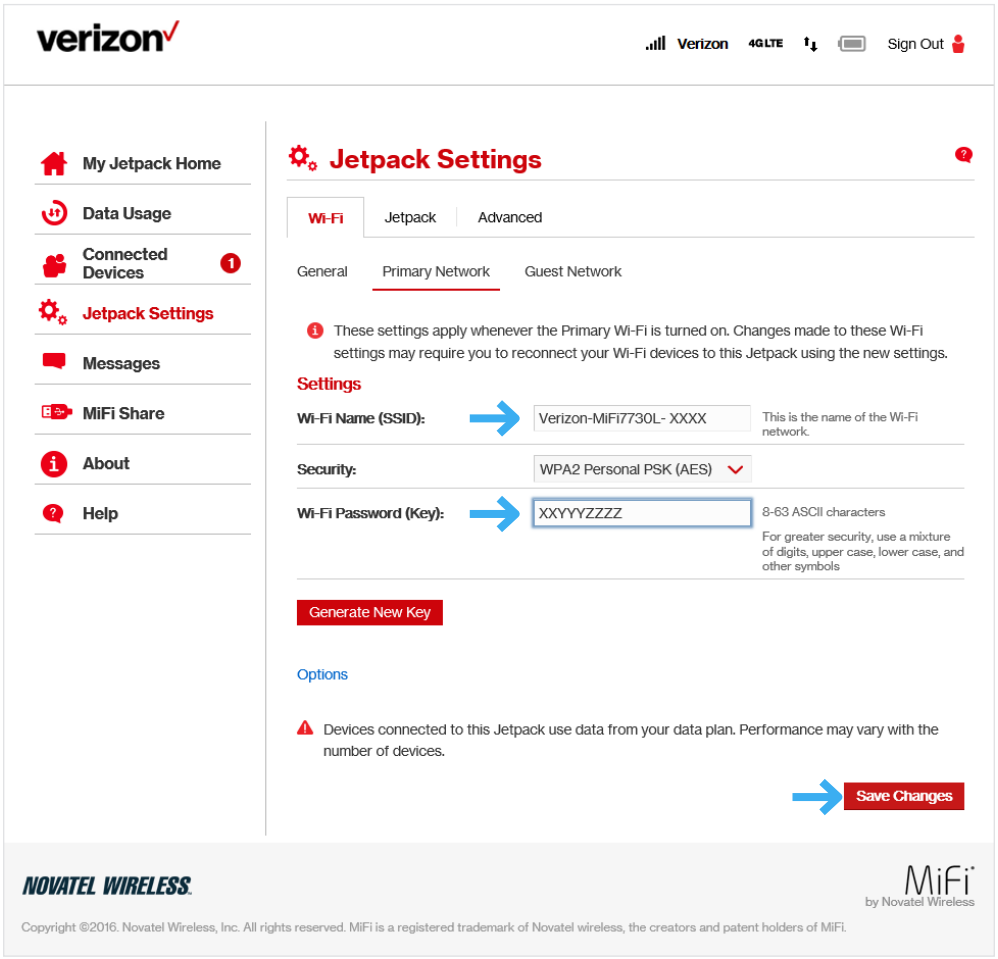



Select Jetpack Admin Website

Admin Password

3. To change your Wi-Fi Name/Password, from My Jetpack Home select **Manage My MiFi > Customize my Wi-Fi Settings**.
4. Enter the new Wi-Fi Name in the Wi-Fi name field and the new Wi-Fi Password in the Wi-Fi Password field.

❺ Click **Save Changes**.



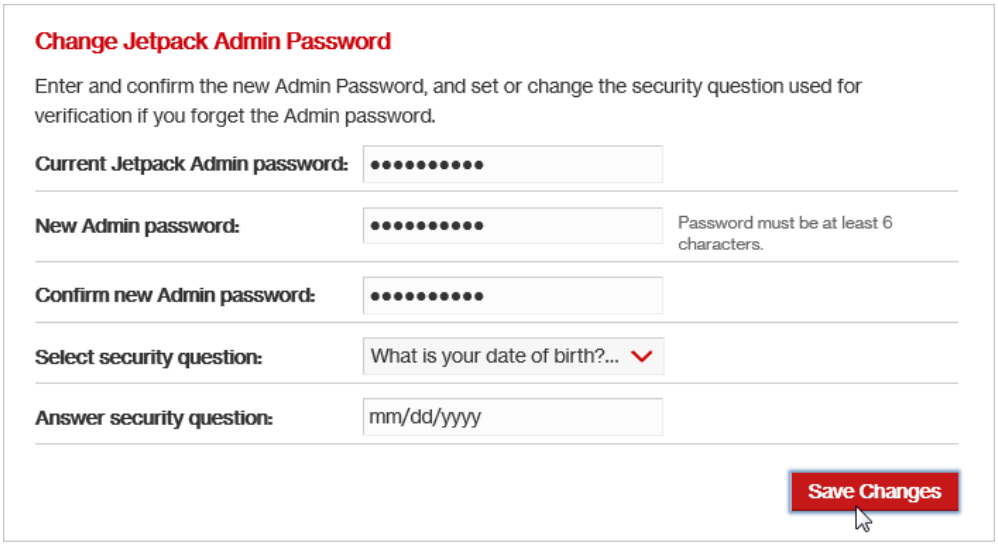

Change Wi-Fi Name/Password

❻ To change your Admin Password from My Jetpack Home, select **Manage My MiFi > Change my Jetpack Admin Password**.

❼ Enter your current Admin Password in the Enter current password field.

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

❾ Click **Save Changes**.




Change Jetpack Admin Password

# Using the Jetpack User Interface

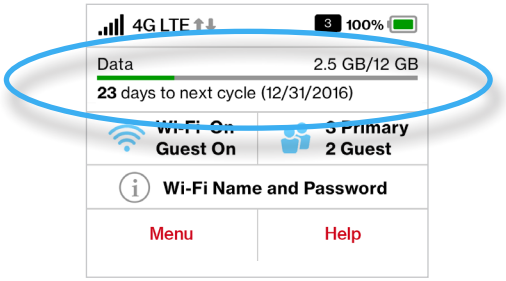
From the Jetpack display you can check your Jetpack status, view your current data usage, access Wi-Fi and Connected Devices details, and access an icon-based menu by using the color touchscreen. (See  on page 4).

To view the current status of your MiFi 7730L:

1. Press the power button to turn on the Jetpack 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 , unread Verizon system messages , active roaming , and battery strength .

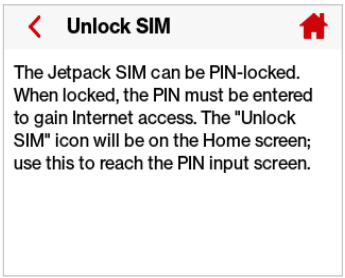
To view your current data usage:

1. Use the real-time data usage meter on the Home screen to check your data usage and billing cycle schedule.

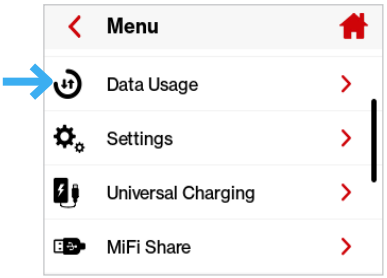



Jetpack Display Home

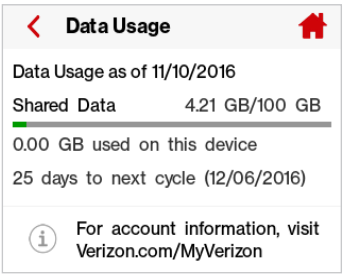
2. If SIM Lock is turned on, or if another device is connected to the Universal Charging port and being charged, the Data Usage meter will not display. Scroll and tap the Data Usage icon to view your current data usage details.




Unlock SIM



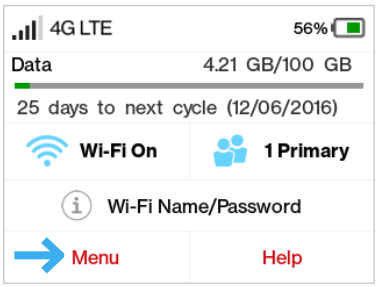

Retrieve Data Usage



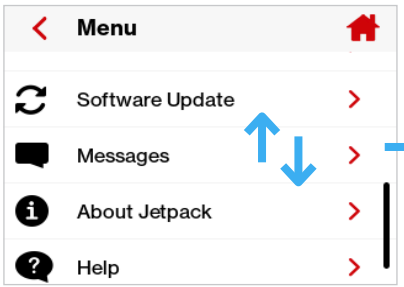

Data Usage Display

To access the icon-based menu options:

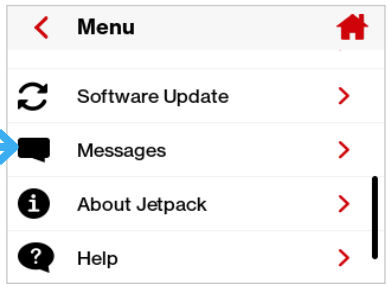
- From the Home screen, tap **Menu** to display the Menu options and swipe to scroll up or down to select the desired option, then tap to open. Continue to tap the desired option to move through any additional screens.



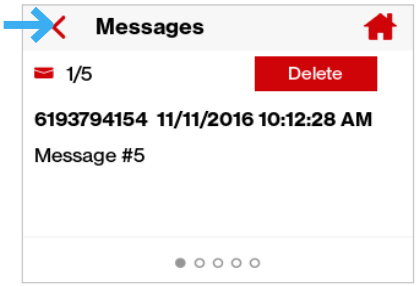

Tap Menu to Open Menu Options



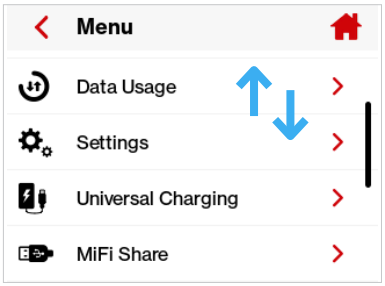

Swipe Up/Down to Desired Option



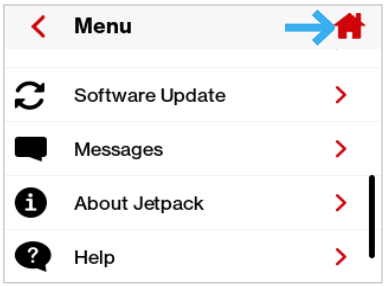

Tap to View Desired Option




Tap < to go Back to Menu Options




Swipe Up/Down to Select New Option




Tap the Home Icon to Return Home

# 3

# My Jetpack Settings

Managing Your Jetpack
My Jetpack Home
Data Usage
Connected Devices
Jetpack Settings
Universal Charging
Messages
MiFi Share
About
Help

# Managing Your Jetpack

Manage, monitor, and customize your Jetpack settings directly on the Jetpack, or by using the Jetpack Admin website.

## On the Jetpack Display

1. Power on your Jetpack 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, roaming, messages, connected devices, universal charging, and battery life .
3. Use the Data Usage meter to monitor current data usage and billing cycle schedule.
4. Tap **Menu** to display the Menu options.
5. Select the desired option to open the selected option menu.
6. To return to the screen from any other screen, press and hold the Home icon until the Home screen displays.

Jetpack Status

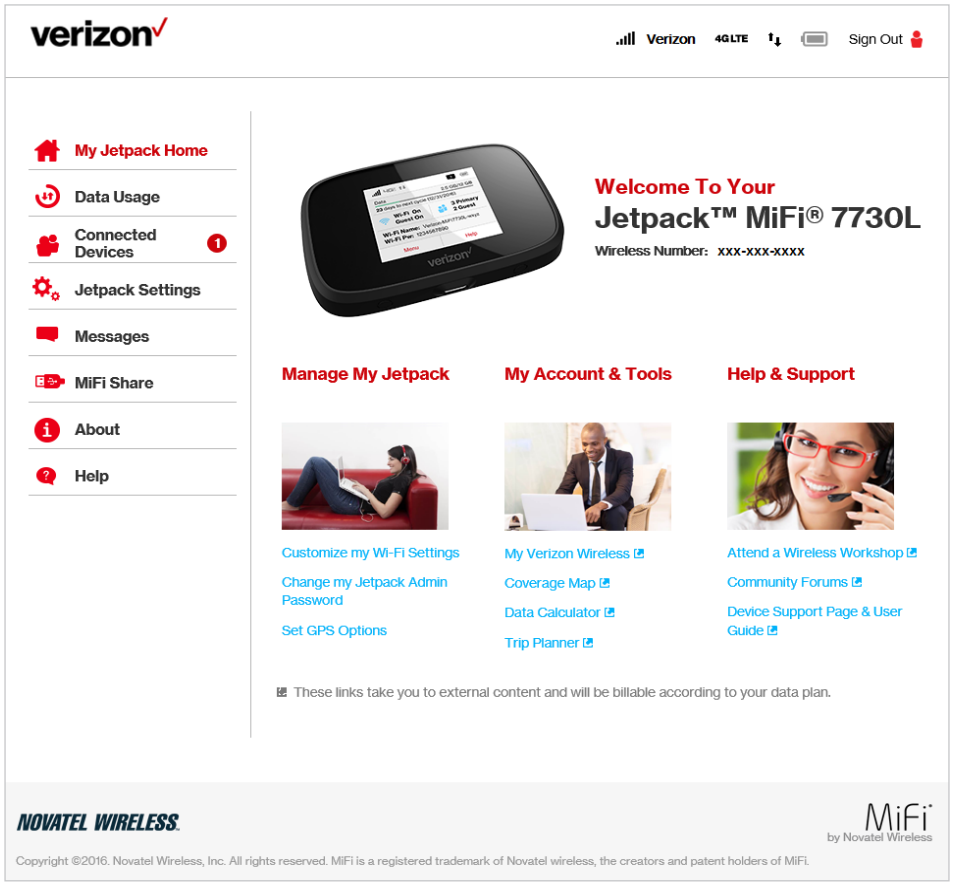
Data Usage

Menu Options & Help

# On the Jetpack Admin Website

To connect to the Jetpack Admin website and customize your Jetpack settings:

1. Connect your computer or Wi-Fi enabled device to your Jetpack to access the Internet. (See Connecting to Your Jetpack on page 18.)
2. Open your connected device's web browser and type http://my.jetpack/ or http://192.168.1.1 into the address bar. Press **Enter**. The My Jetpack Home page opens. (See Sign In on page 27.)



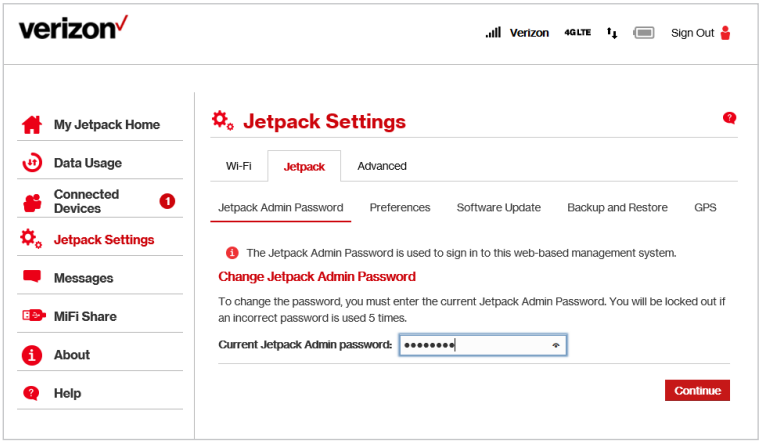

My Jetpack Home

3. Click **Sign In** in the upper right corner of the window and type your Jetpack Admin password in the **Admin password** field and click **Sign In** to display the My Jetpack Home page. (See My Jetpack Home on page 29.)

You are now able to customize your Jetpack settings configuration.

# Sign In

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.

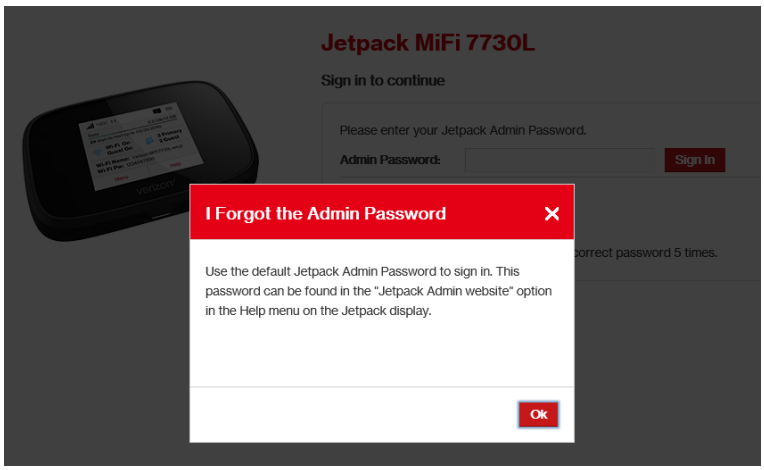



Jetpack Sign In

## *Sign In to the Jetpack Admin website*

Type the Jetpack Admin Password (the default password is found on the Jetpack by selecting **Help > Jetpack Admin website**) in the **Sign In** field at the top right corner of the window. Click **Sign In**.

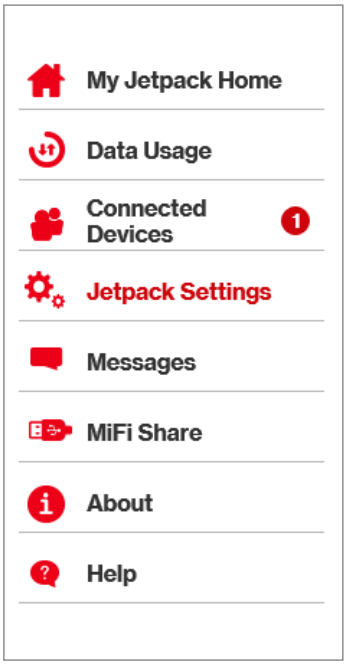
If you forget your Admin Password, click **I Forgot the Admin Password** and a reminder will appear telling you where to find your password. Click **OK**.




Jetpack Admin Password Reminder

## *Menu Panel*

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



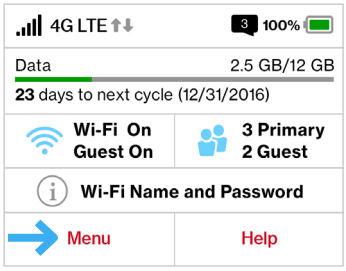

My Jetpack Home - Menu Panel

# My Jetpack Home

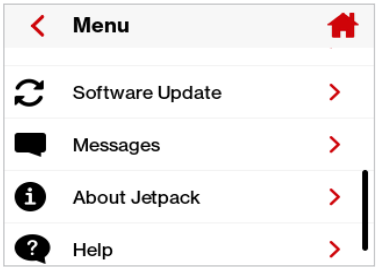
**My Jetpack Home** is your gateway to configuring and managing your Jetpack.

## On the Jetpack Display

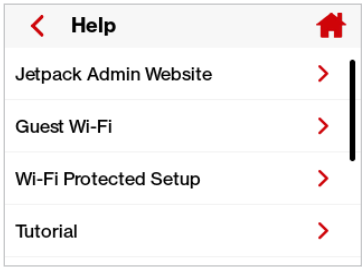
1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Tap **Menu** to display a list of Menu options.
3. To return to the Home screen, tap the Home icon to exit the selected Menu screen.




Home Screen Displays




Tap Menu to Display Menu Options

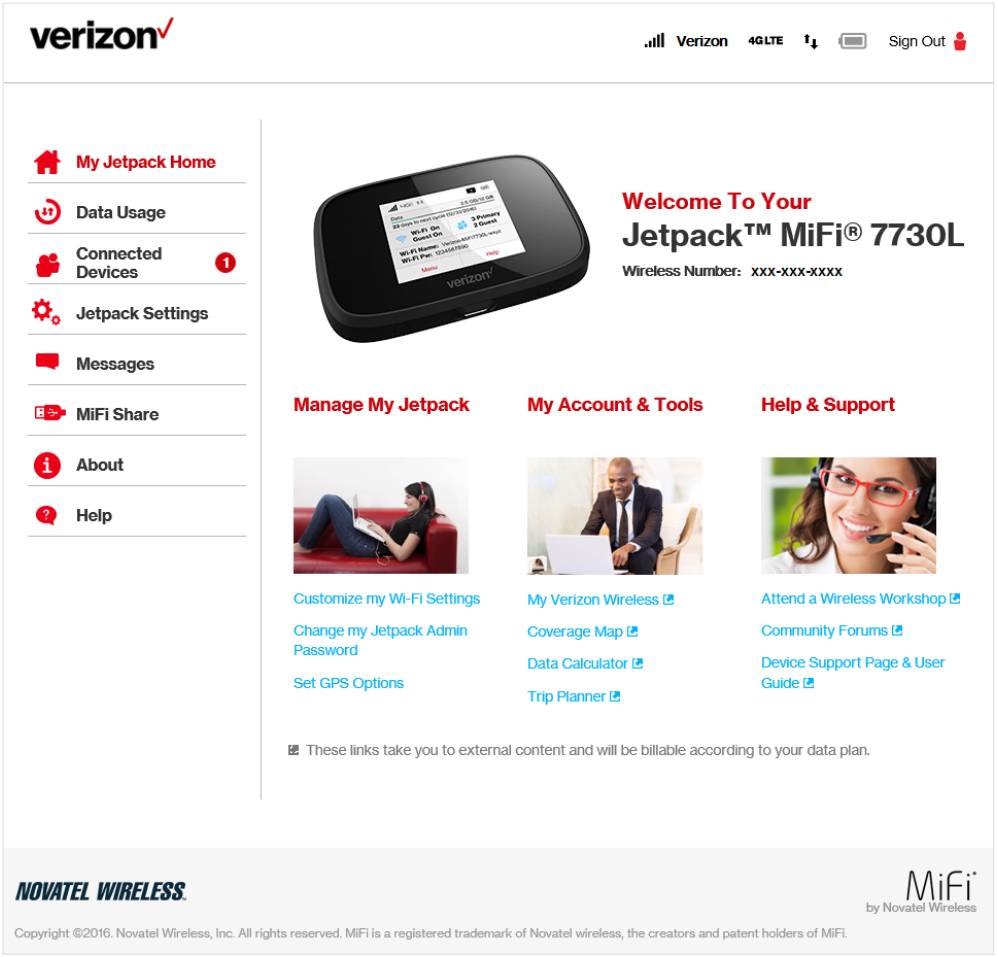



Tap Option to Select

# On the Jetpack Admin Website

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

- **Manage My Jetpack** (See Manage My Jetpack on page 31.)
- **My Account & Tools** (See My Account & Tools on page 37.)
- **Help & Support** (See Help & Support on page 43.)




My Jetpack Home

## *Manage My Jetpack*

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

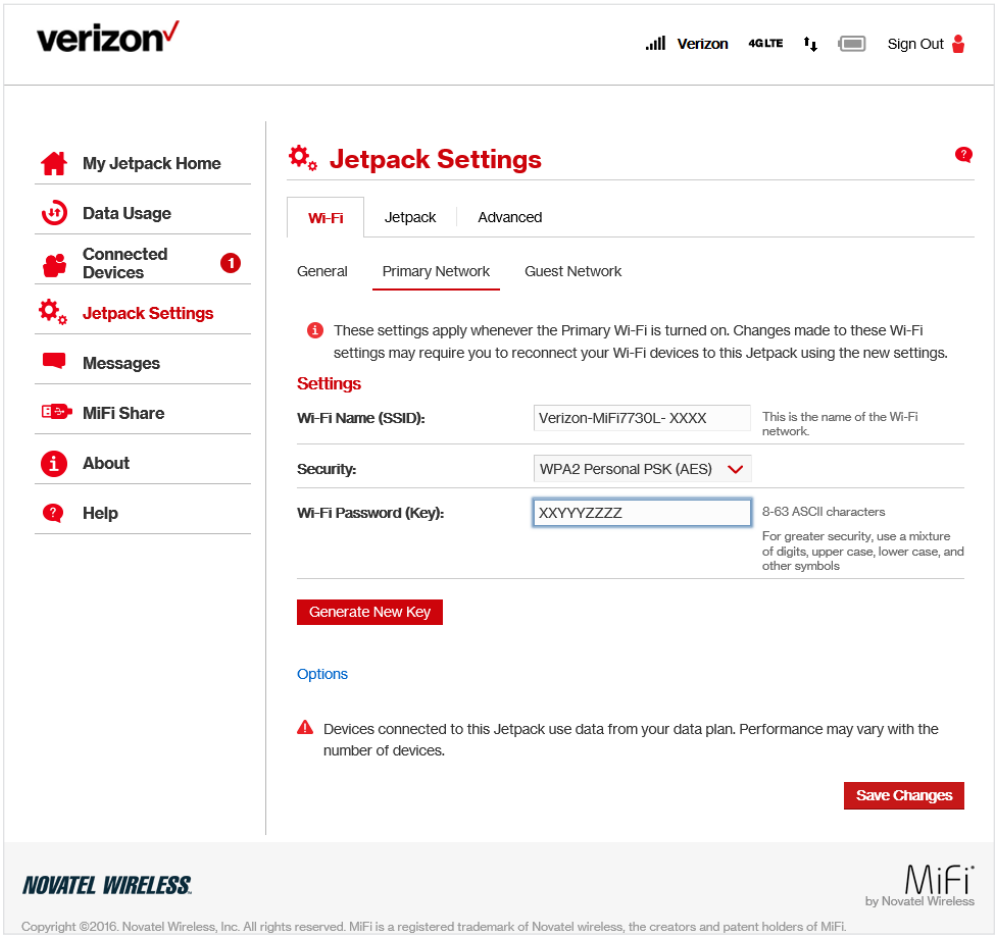
- **Customize my Wi-Fi Settings** (See Customize my Wi-Fi Settings on page 32.)
- **Change my Jetpack Admin Password** (See Change my Jetpack Admin Password on page 33.)
- **Set GPS Options** (See Set GPS Options on page 34.)

My Jetpack Home - Manage My Jetpack

**NOTE** The next time you sign in to Jetpack Settings, you will need to use the new password.

## Customize my Wi-Fi Settings

Clicking on **Customize my Wi-Fi Settings** takes you to the Jetpack Settings page Wi-Fi menu where you can customize Wi-Fi profiles and view details about the devices connected to your Jetpack. (See Wi-Fi on page 57.)



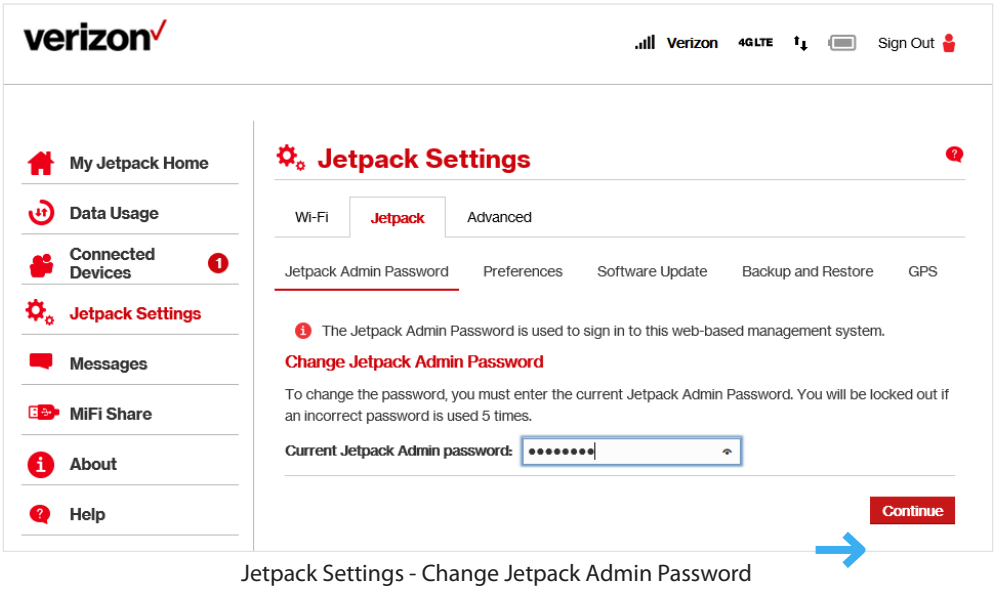

Jetpack Settings - Wi-Fi Network Settings

## Change my Jetpack Admin Password

Clicking on **Change Admin Password** takes you to the Jetpack Admin Password section of the Settings page, where you can change the Admin Password. (See Jetpack Admin Password on page 64.) The default Admin password is **admin**. This is the password you use to Sign In to Settings.

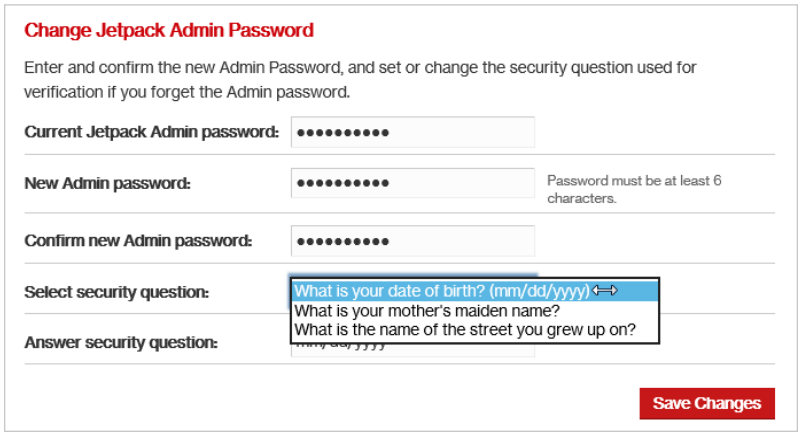
To change the Admin Password used to Sign In to your Jetpack:

1. Enter your current Admin password in the **Enter current password** box, then click **Continue**.



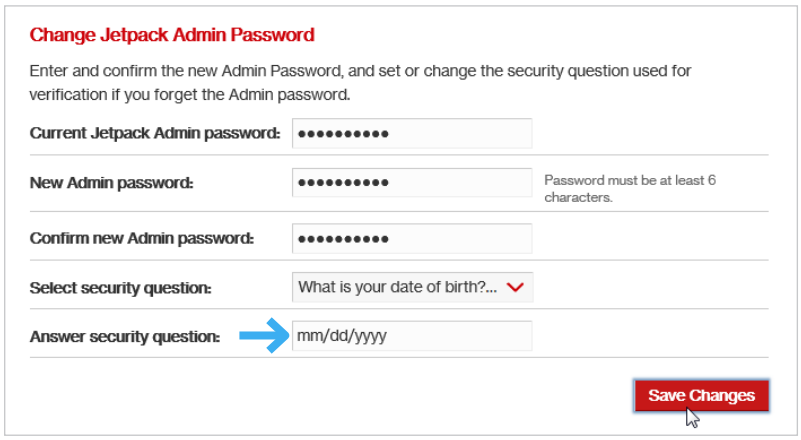

Jetpack Settings - Change Jetpack Admin Password

2. Enter your new password in the **Enter new password** box.
3. Re-enter your new password in the **Confirm new password** box.
4. Select a security question from the drop down menu.




Jetpack Settings - Select Jetpack Security Question

5. Enter the answer to the selected security question in the **Answer Security Question** field.




Jetpack Settings - Answer Security Question

6. Click **Save Changes**.

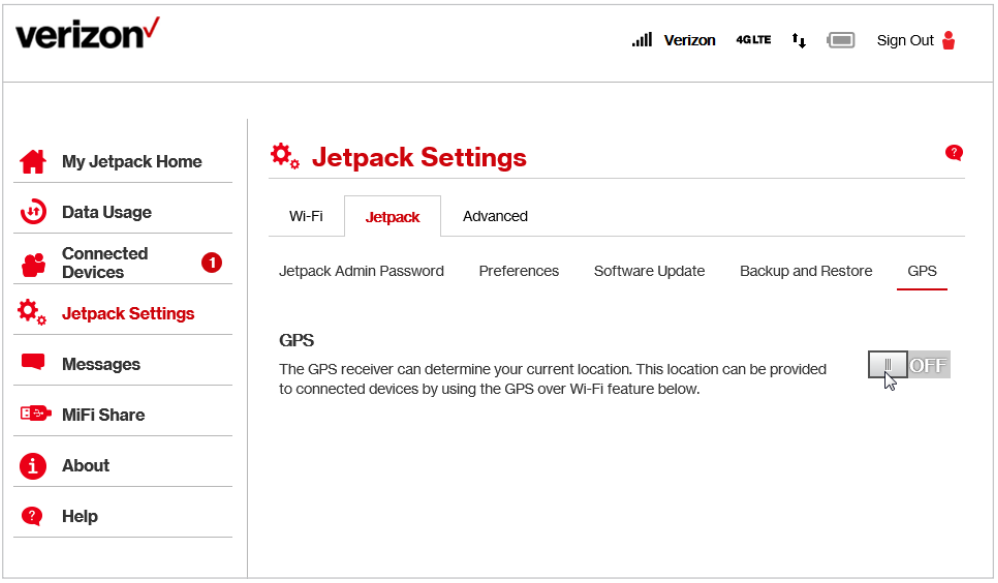
**NOTE** The next time you sign in to Jetpack Settings, you will need to use the new password.

## Set GPS Options

Clicking on **Set GPS Options** will take you to the Jetpack Settings page where you can configure the GPS settings for your Jetpack.

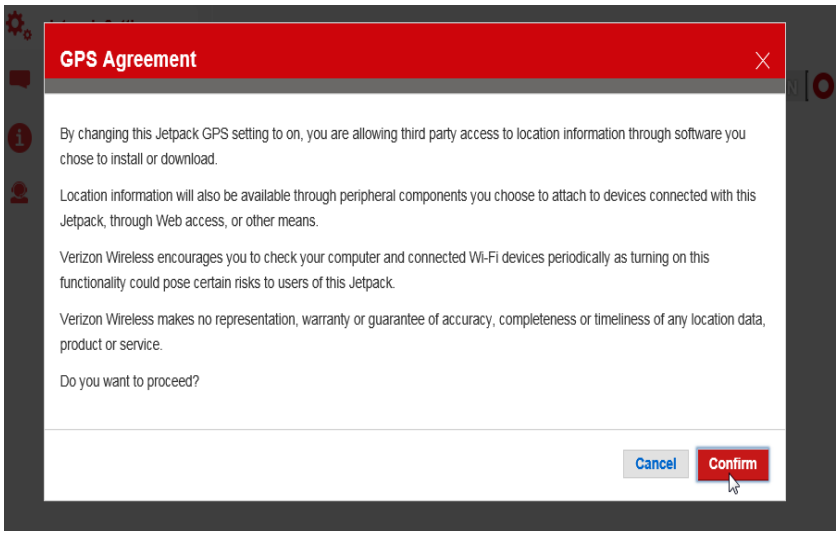
To configure your Jetpack GPS settings:

1. Slide the ON/OFF button to ON to activate the Jetpack location services and display the GPS Agreement.



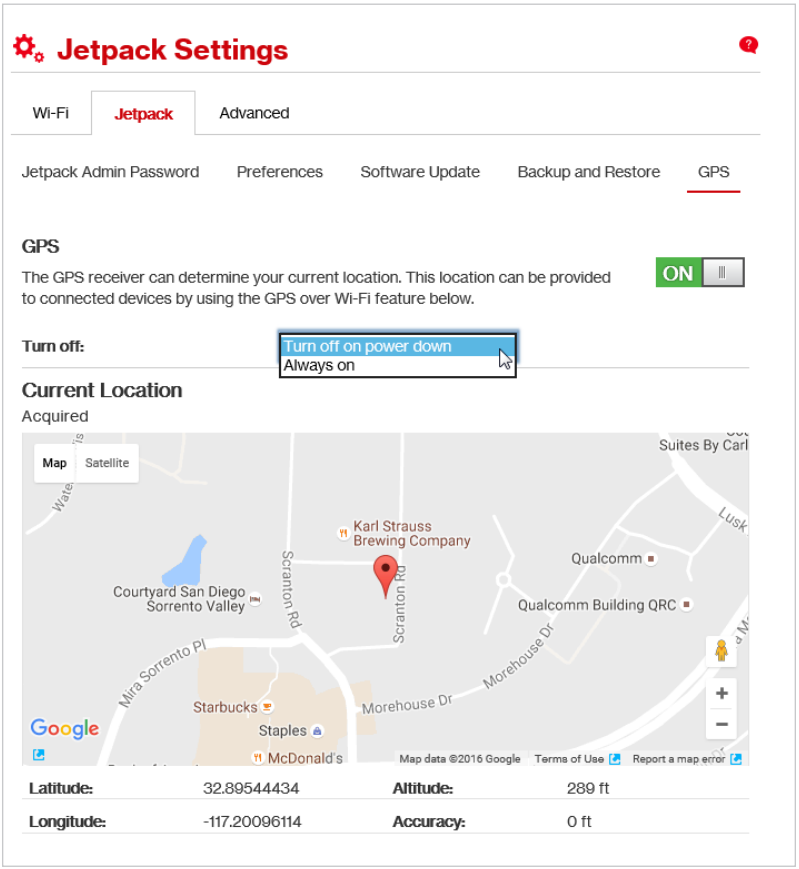

Jetpack Settings - GPS

❷ To proceed, click **Confirmed** after reading and agreeing to the GPS Agreement.



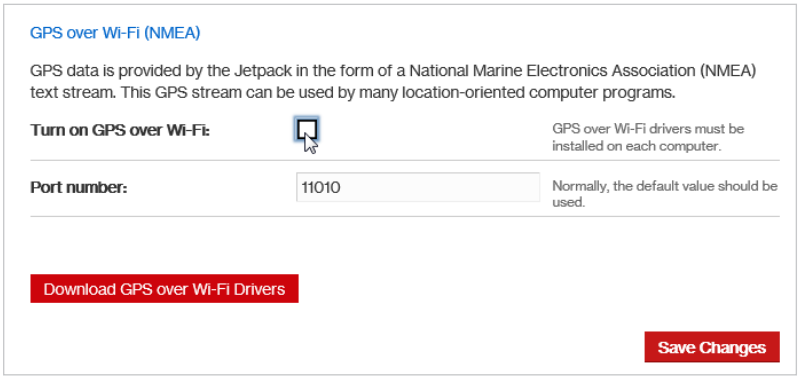

Jetpack Settings - GPS Agreement

❸ Select the desired option from the **Turn off** drop down menu. The choices are **Always on** or **Turn off on power down**.



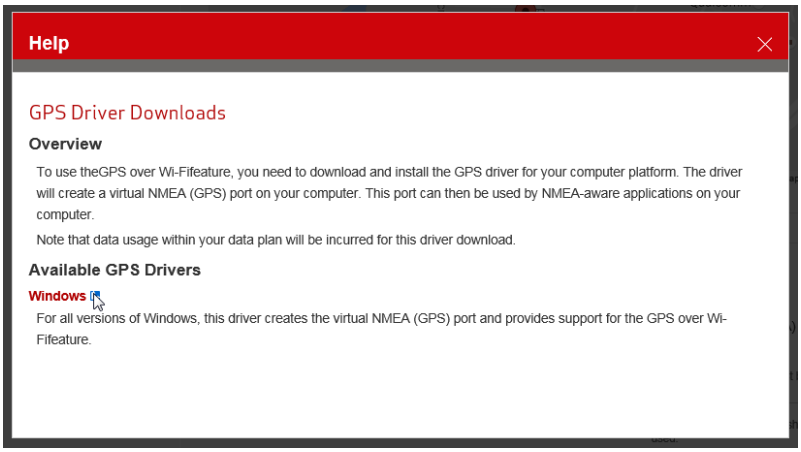

GPS - Turn Off Options

❹ NMEA is a standard method of providing a GPS data stream in Windows and other computing platforms. If this check box is selected, when connected via a USB cable, a NMEA (serial) port is available to applications that can use a NMEA stream. To use GPS over Wi-Fi (NMEA), click the **Turn on GPs over Wi-Fi** checkbox.




GPS - Download GPS Over Wi-Fi Drivers

❺ Click **Download GPS Over Wi-Fi Drivers** at the bottom of page to access the GPS Drive Downloads overview and a link to available GPS Drivers.




❻ Click **Save Changes.**

## *My Account & Tools*

The **My Account & Tools** menu contains the following options:

- **My Verizon Wireless** (See My Verizon Wireless on page 37.)
- **Coverage Map** (See Coverage Map on page 38.)
- **Data Calculator** (See Data Calculator on page 40.)
- **Trip Planner** (See Trip Planner on page 41.)

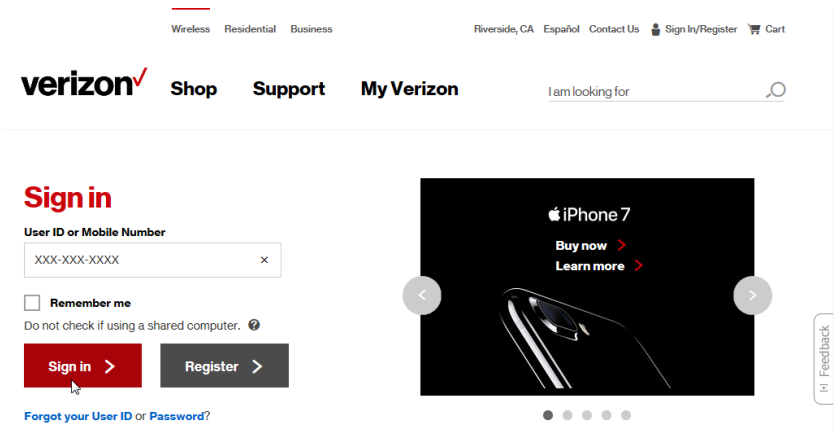
My Jetpack Home - My Account & Tools

### My Verizon Wireless

Clicking on **My Verizon Wireless** takes you to the Verizon Wireless website where you can manage your wireless service. Sign in to your account or watch videos to learn more about your Jetpack.

To sign in to your My Verizon account and access your account options:

❶ Type your User ID or Mobile Number in the **User ID or Mobile Number** field.



❷ Select the desired option from the **Take Me To** drop down menu.

## Coverage Map

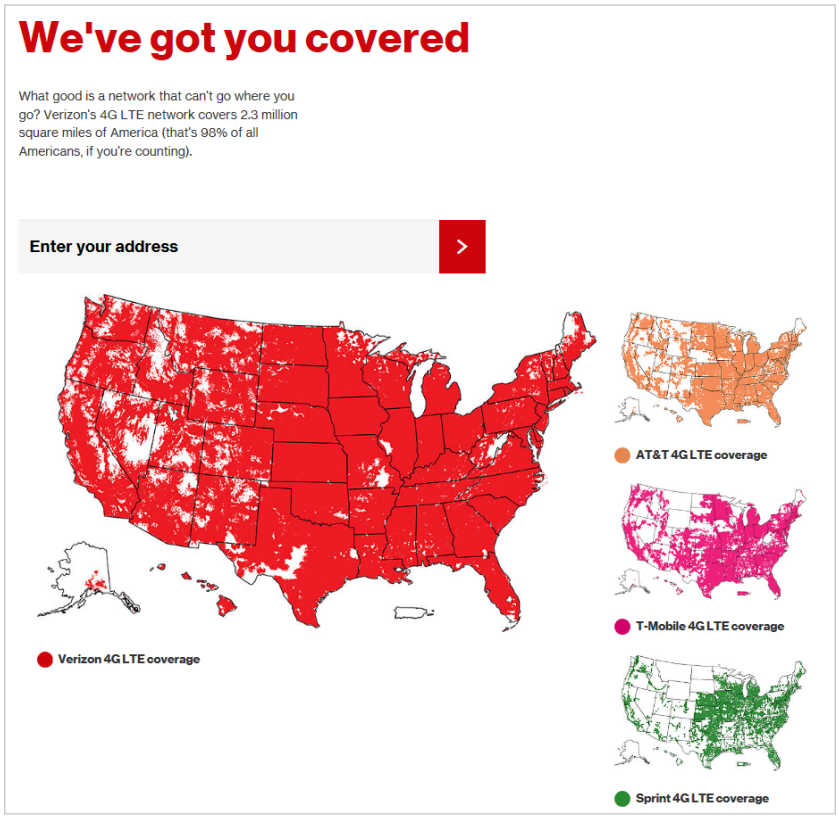
Clicking on **Coverage Map** takes you to the Coverage Locator on the Verizon Wireless website where you can view a detailed coverage map, including Data, Push to Talk, 4G LTE Data, Prepaid, and Voice & Messaging.

To display detailed information about Verizon Wireless coverage in your area (U.S.):

❶ Type your Street Address, City and State, or Zip code in the appropriate field, then click **Search.**

❷ To limit the coverage areas by service type, click the button by each service type desired, then click **Refresh Map.**

❸ Use the map navigation tools to adjust the size and location of the area displayed.

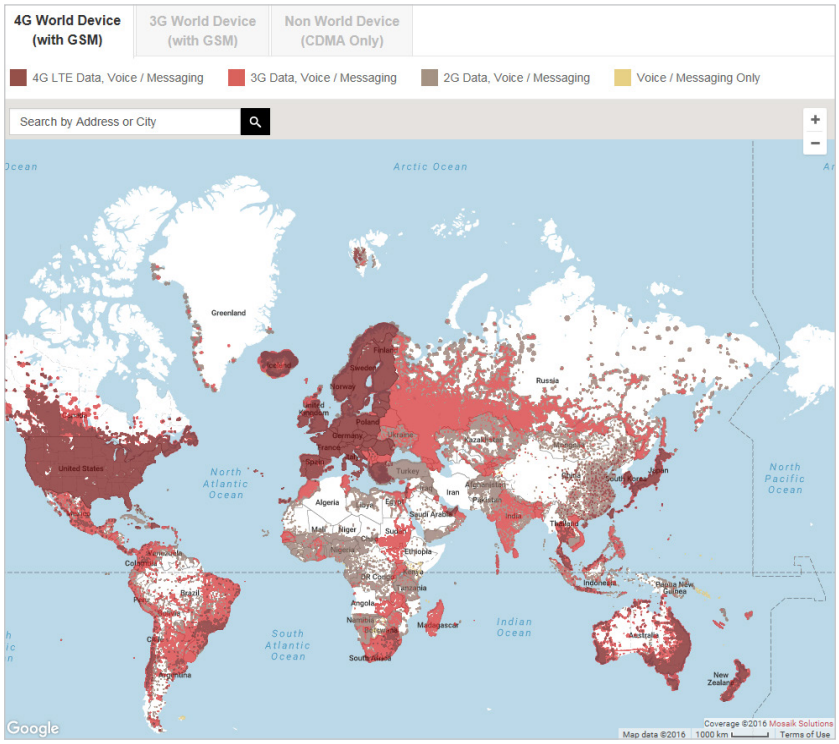



Verizon Coverage Locator

To display detailed information about Verizon Wireless international coverage:

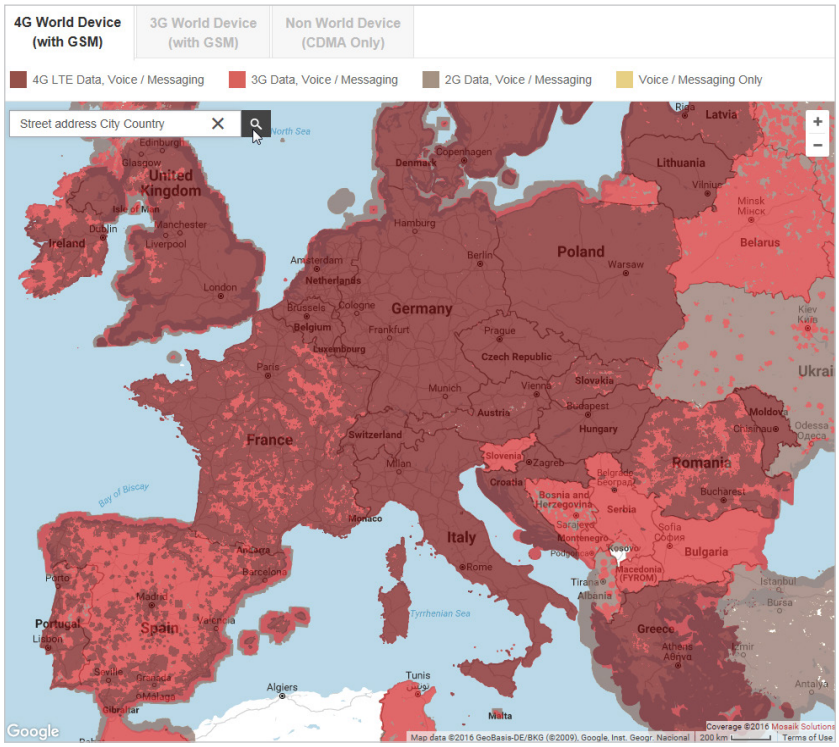
❶ Type your Street Address, City and State, or Zip code in the appropriate field, then click the magnifying glass icon.

❷ To limit the coverage areas by service type, click the button by the service type desired.




Verizon International Coverage Map

❸ Use the map navigation tools to adjust the size and location of the area displayed.



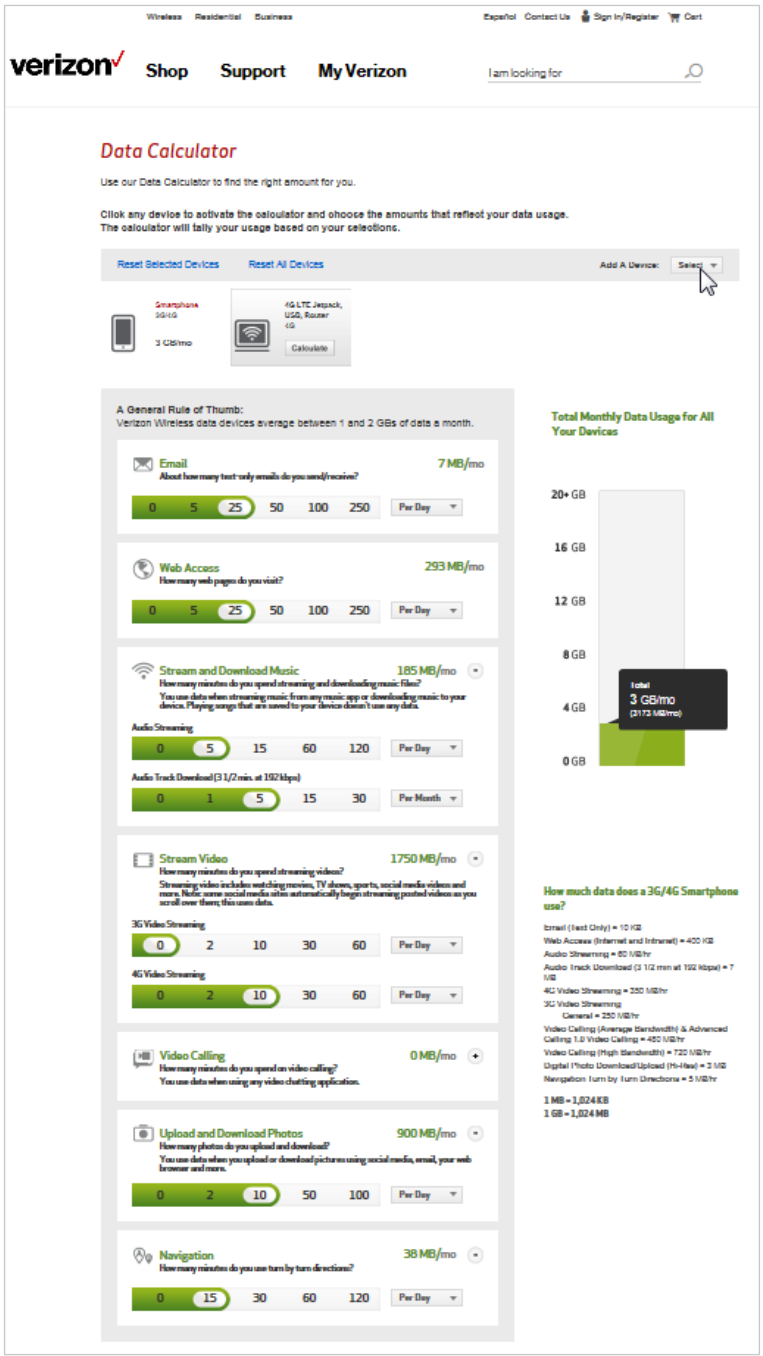

Verizon International Coverage Map - Adjust Size

## Data Calculator

Clicking on **Data Calculator** takes you to the Data Usage Calculator on the Verizon Wireless website where you can calculate your Jetpack usage to determine which plan will best meet your needs.

To use the Data Calculator to select the best Verizon plan to meet your needs:

1. Select your device type at the top of the page. Your choices are 3G and 4G Smartphones, 3G Mobile Broadband, and 4G Mobile Broadband.
2. Select the correct usage amounts from each category, including email, web access, streaming music and video, uploading and downloading photos, 4G VoIP (if applicable), video calling and online gaming.



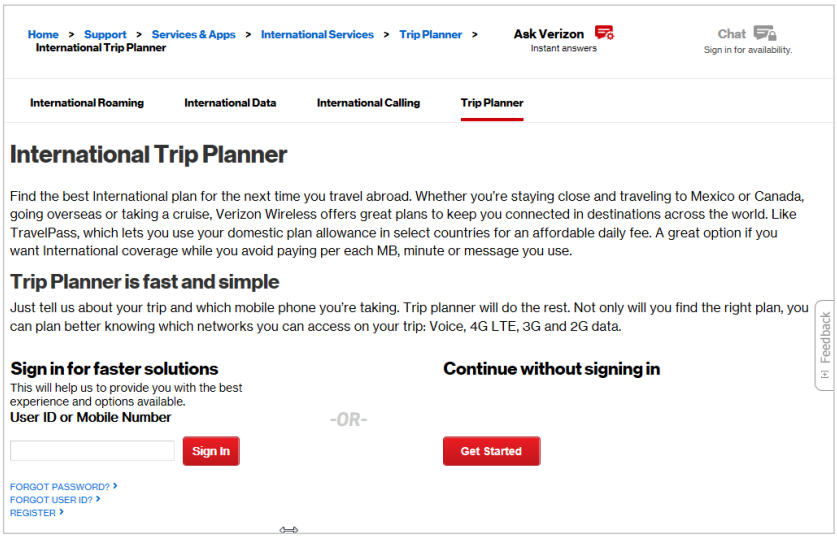
Verizon Data Calculator

## Trip Planner

Clicking on **Trip Planner** takes you to the interactive Trip Planner on the Verizon Wireless website where you can determine the global services you need when you travel and see if your device is covered.

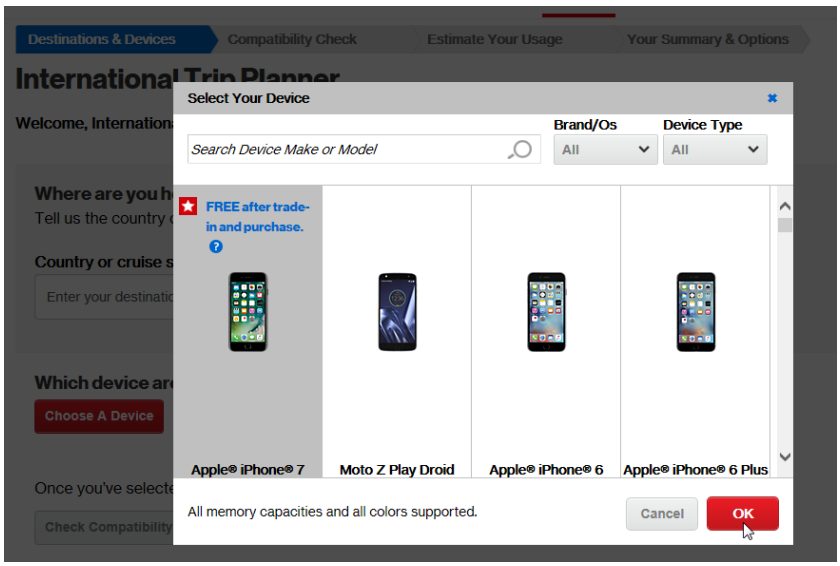
To use the interactive Trip Planner:

1. Enter your destination in the Location panel. You can add up to 8 countries or 7 countries and 1 cruise ship.
2. Click **Add to List**.
3. Repeat for additional locations.



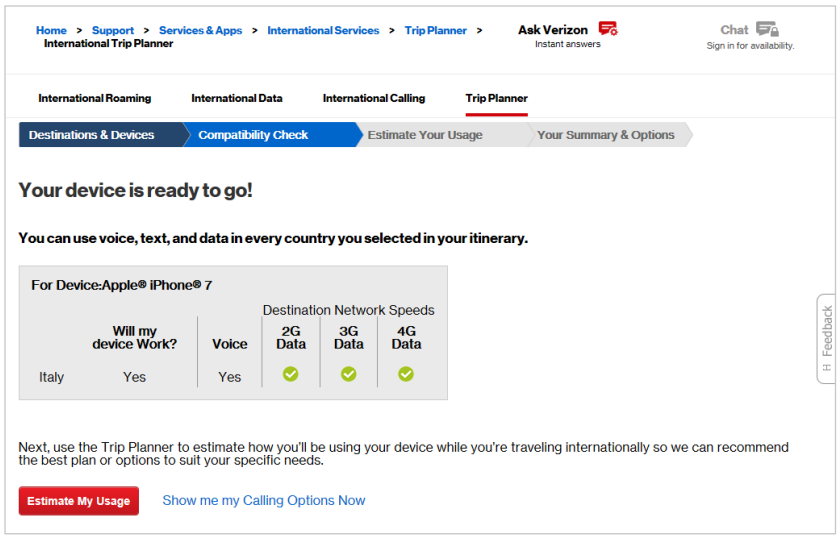
Verizon Trip Planner - Enter Location

4. Click **Choose a Device** to identify the device you are taking with you.



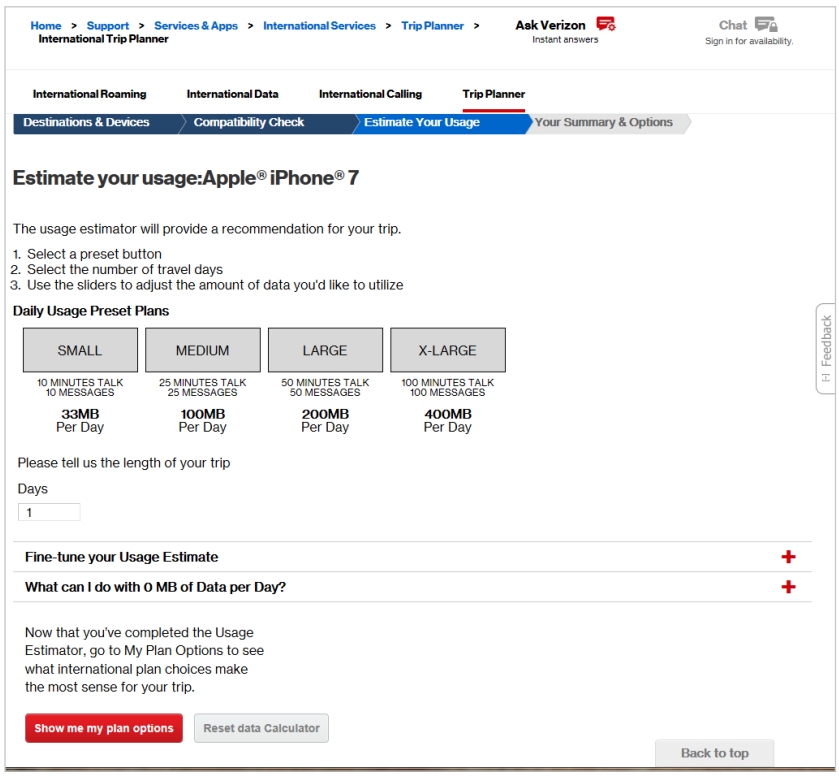
Verizon Trip Planner - Choose a Device

❺ Once you've selected your device, click **Check Compatibility** to see if it's compatible with your destination.




Verizon Trip Planner - Check Compatibility

❻ Click **Estimate My Usage** to show your plan options.




Verizon Trip Planner - Estimate My Usage

## *Help & Support*

The **Help & Support** menu contains the following options:

- **Attend a Wireless Workshop** (See Attend a Wireless Workshop on page 44.)
- **Community Forum** (See Community Forums on page 45.)
- **Device Support Page & User Guide** (See Device Support Page & User Guide on page 45.)

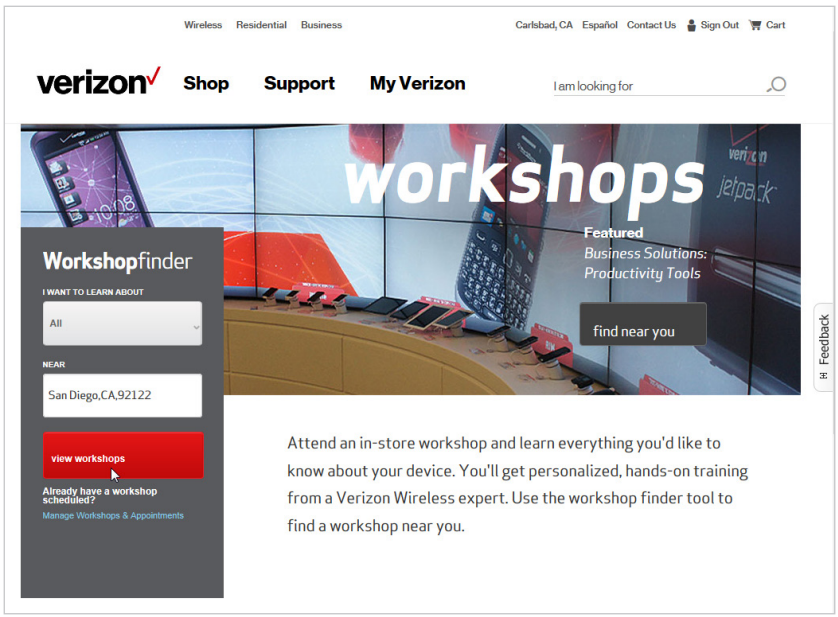
My Jetpack Home - Help & Support

## Attend a Wireless Workshop

Clicking on **Attend a Wireless Workshop** takes you to the Verizon Wireless website where you can sign up for classes taught by Verizon experts to learn everything you need to know about your Jetpack.

To attend a Wireless Workshop:

1. Select **Help & Support > Attend a Wireless Workshop** on the My Jetpack Home page to display the **Wireless Workshops** page.
2. Select a topic from the **I WANT TO LEARN ABOUT** dropdown menu.
2. Enter your Zip Code into the **NEAR** field, then select a location from the dropdown menu.
3. Click **View Workshops** to display a list and description of available in-store workshops in your selected location.
4. To register, choose a location and time from the available options, then click **Register**.
5. Enter the required information on the Registration form, then click **Register.**



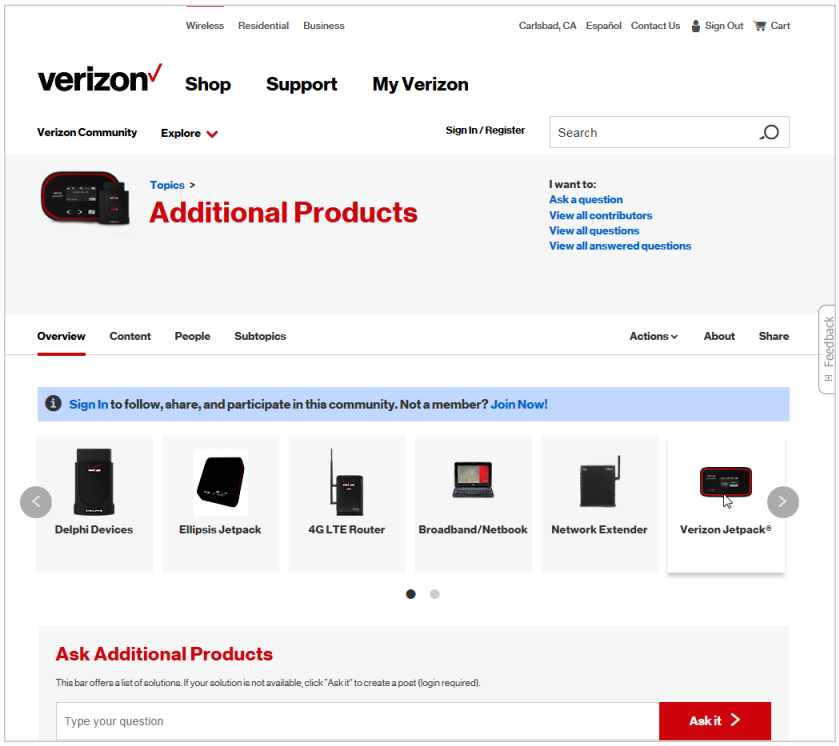

Verizon Wireless Workshops

## Community Forums

Clicking on **Community Forums** takes you to Community Forums on the Verizon Wireless website where you can select the type of device you are interested in learning about and read questions and answers from other device users.

To access the Jetpack 4G LTE Mobile Hotspot Forum and ask a question or read questions and answers from other device users:

1. Select **Verizon Jetpack** from the carousel of devices at the top of the page.
2. Enter your question into the **Type your question** field, then click **Ask it**.




Verizon Support - Community Forums

## Device Support Page & User Guide

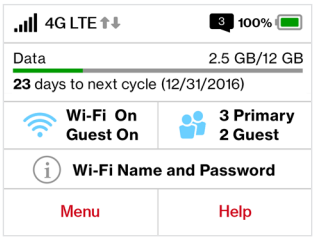
Clicking on **Device Support Page & User Guide** takes you to Wireless Support section on the Verizon Wireless website where you can access Top Device Questions , Articles, Community Advice, and and Features & Apps.

# Wi-Fi

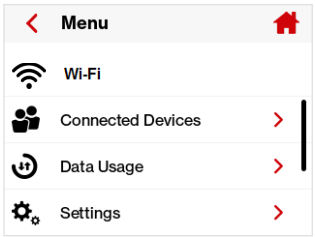
Wi-Fi allows you to turn Wi-Fi ON/OFF and select your Primary and Guest Network settings.

## On the Jetpack Display

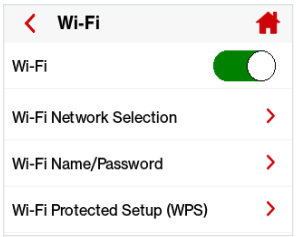
1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Tap **Menu** to display a list of Menu options.
3. Select **Wi-Fi** to display the Wi-Fi options.
4. Select **Network Selection** to select you Primary and Guest Network settings.
5. Select **Wi-Fi Name/Password** to display your current Primary and Guest Network Wi-Fi Name and Password settings.
6. Select **Wi-Fi Protected Setup (WPS)** to allow compatible Wi-Fi devices to easily connect to your Jetpack's Primary or Guest network.
7. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.



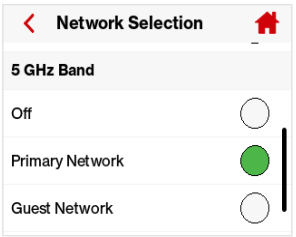

Tap Menu




Select Wi-Fi




Select Wi-Fi option



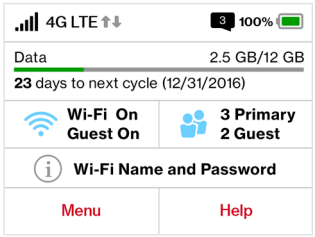

Display Wi-Fi Option Details

# Connected Devices

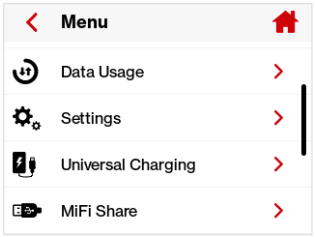
**Connected Devices** allows you to view and edit Wi-Fi enabled devices currently connected to your Jetpack network, as well as any devices currently blocked.

## On the Jetpack Display

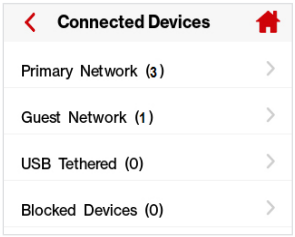
1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Tap the number of Wi-Fi enabled devices currently connected to your Jetpack networks to display the **Connected Devices** screen.
3. Select the **Primary Network** option to display the type, name, DNS and MAC details for each device connected to the Jetpack Primary Network, and to block or unblock each device.
4. Select the **Guest Network** option to display the type, name, DNS and MAC details for each device connected to the Jetpack Guest Network, and to block or unblock each device.
5. Select the **USB Tethering** option to display the type, name, DNS and MAC details for a tethered device, and to block or unblock this device.
6. Select the **Blocked Devices** option to display the type, name, DNS and MAC details for each blocked device, and to unblock any of the blocked devices.
7. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.



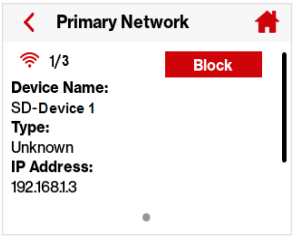

Tap Menu




Select Connected Devices




Select Network

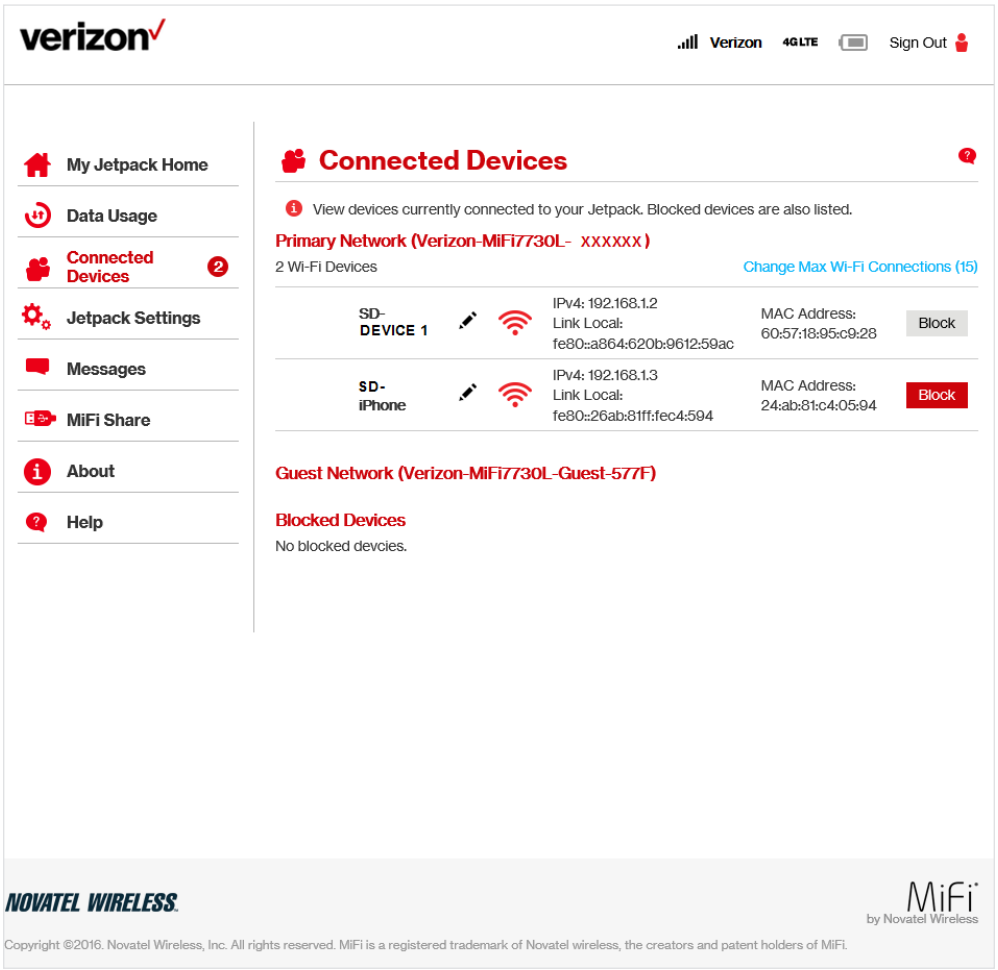



Display Device Details

# On the Jetpack Admin Website

The Connected Devices page allows you to view and edit devices that are currently connected to your Jetpack. You can also view and unblock any blocked devices. The Connected Devices page contains the following:

- **Primary Network** — Displays the IP Address, MAC Address and Link Local of all devices connected to the Wi-Fi network. The Wi-Fi network name is displayed after the heading.
- **Guest Network** — Displays the IP Address, MAC Address and Link Local of all devices connected to the Guest Wi-Fi network. The Wi-Fi network name is displayed after the heading.
- **Blocked Devices** — Displays the name and MAC address of any blocked devices.




Jetpack Connected Devices

## *Connected Devices*

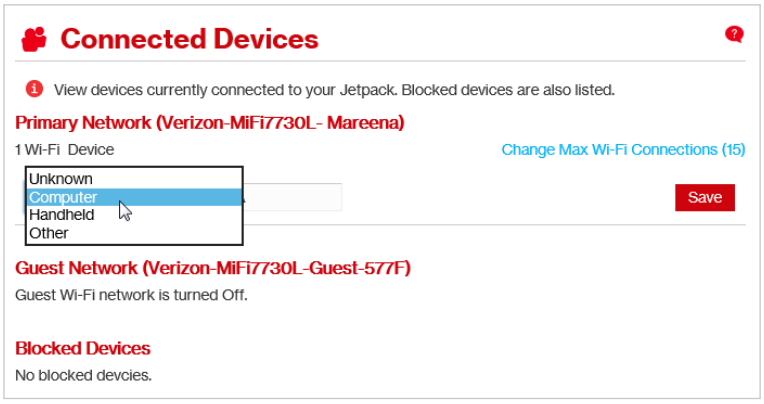
The **Primary Network** section lists all devices connected to the Wi-Fi Primary Network. The **Primary Network** menu contains the following options:

- **Change Max Wi-Fi Connections** — Allows you to set how many devices can simultaneously connect to the Jetpack's Wi-Fi network.
- **Type** — The first column indicates the type of connected device. You can use the **Edit** option to set or change the type. If the type has not been set, no icon is displayed. Once you set the device type, an appropriate icon is displayed.
- **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. You can use the
- **Edit** option — Allows you to change the name of any connected device.
- **Connection Type** — Displays an icon to indicate the connection type for each connected device.
- **IP Address** — The IP address of the connected device.
- **Link-Local** — If the connected device supports IPv4, the Link-Local IPv4 address is displayed.
- **MAC Address** — The MAC Address is a unique network identifier for this connected device.
- **Block** — Allows you to prevent a specific device from connecting to the Jetpack.

### Edit a Connected Device

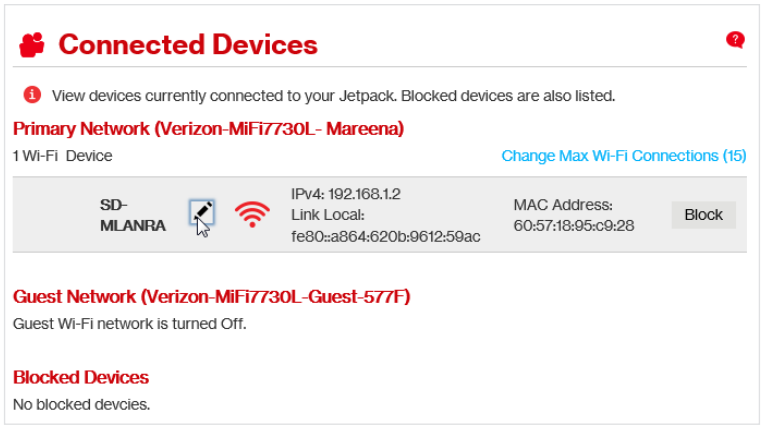
To edit a connected device:

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



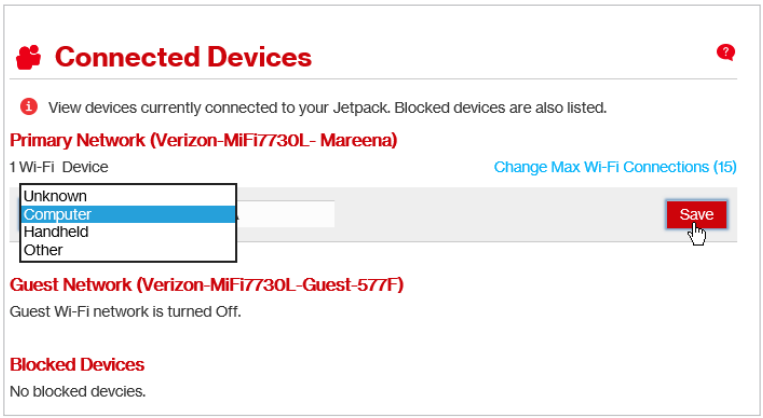

Jetpack Connected Devices - Edit

❷ Select the appropriate change from the **Connected Devices** dropdown menu.




Jetpack Connected Devices - Select Device Type

❸ Click **Save** to finish editing the device.

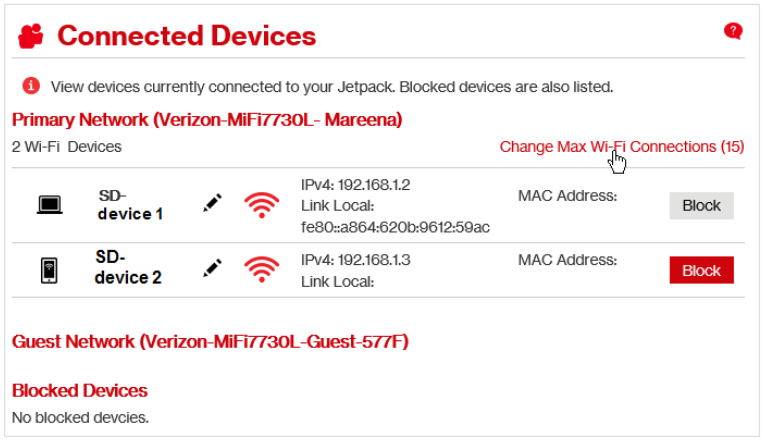



Jetpack Connected Devices - Accept Changes

## Change the Maximum Number of Connected Devices

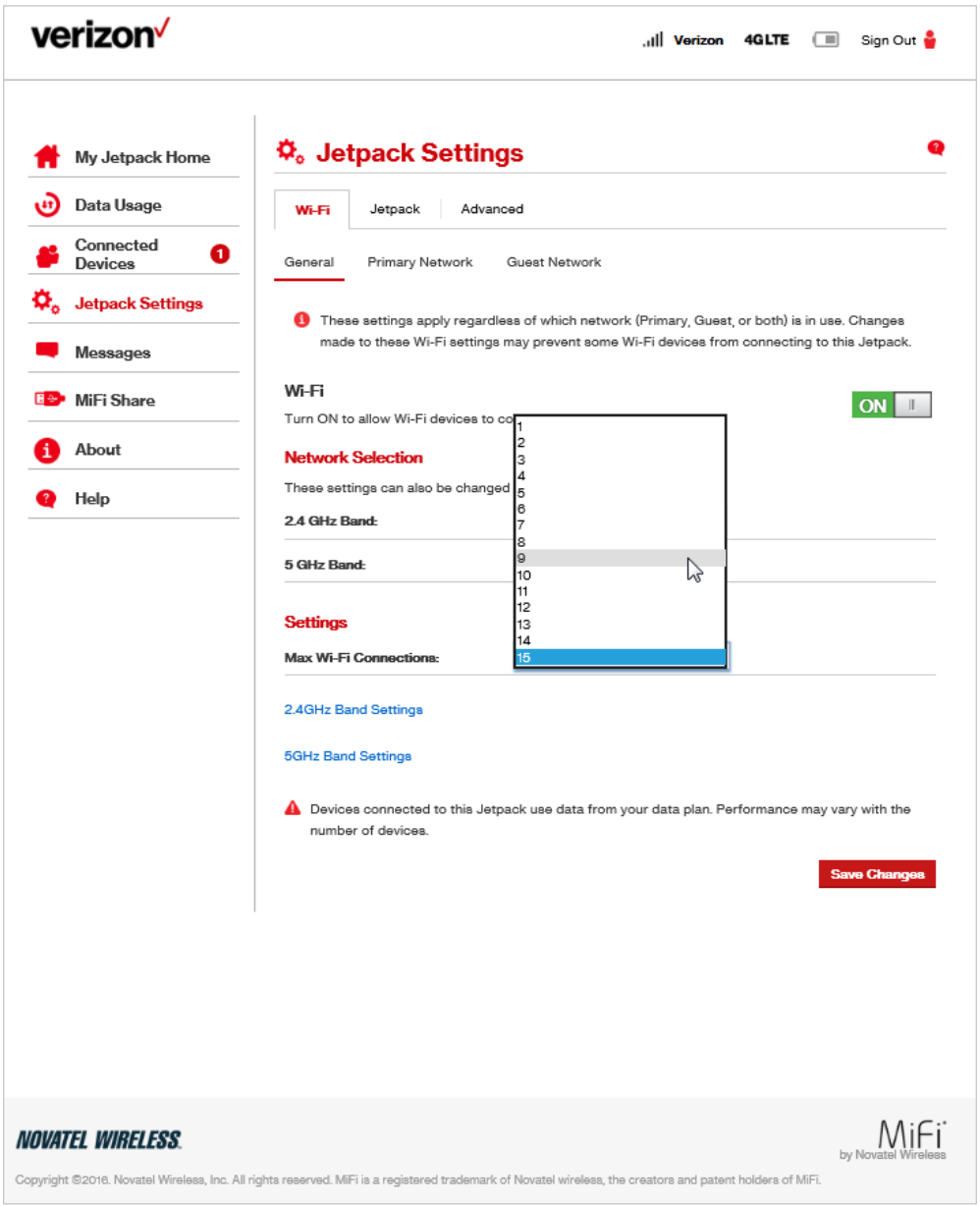
To change the maximum number of connected devices:

❶ Click **Change Max Connections** on the **Connected Devices** page.




Change Maximum Number of Connected Devices

❷ The Jetpack Settings Wi-Fi page opens. Select the number of devices from the **Maximum Wi-Fi connected devices** dropdown menu.




Change Maximum Number of Connected Devices

❸ Click **Save Changes**.

## *Guest Network*

The **Guest Network** section lists all devices connected to the Guest Wi-Fi. The **Guest Network** menu contains the following options:

- **Change Max Wi-Fi Connections** — Allows you to set how many devices can simultaneously connect to the Jetpack's Wi-Fi network.
- **Type** — The first column indicates the type of connected device. You can use the **Edit** option to set or change the type. If the type has not been set, no icon is displayed. Once you set the device type, an appropriate icon is displayed.
- **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. You can use the
- **Edit** option — Allows you to change the name of any connected device.
- **Connection Type** — Displays an icon to indicate the connection type for each connected device.
- **IP Address** — The IP address of the connected device.
- **Link-Local** — If the connected device supports IPv6, the Link-Local IPv6 address is displayed.
- **MAC Address** — The MAC Address is a unique network identifier for this connected device.
- **Block** — Allows you to prevent a specific device from connecting to the Jetpack.

## *Blocked Devices*

The Blocked Devices section 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. The Blocked Devices menu contains the following menu options:

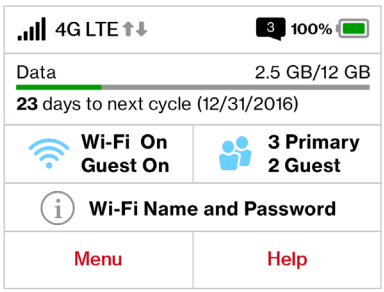
- **Unblock Button** — Click **Unblock** to unblock a previously blocked device, freeing it to connect again. The unblocked device is deleted from the **Blocked Devices** list, and will reappear in the **Connected Devices** list when it connects.

# Data Usage

**Data Usage** allows you to quickly check your data usage and billing cycle directly on the Jetpack display, or on the Jetpack Admin website.

## On the Jetpack Display

❶ Use the data usage meter on the Home screen to check your data usage and billing cycle schedule.

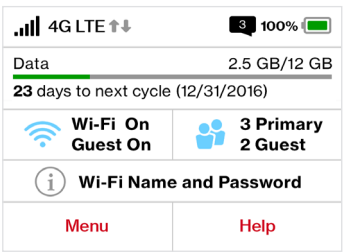



Data Usage

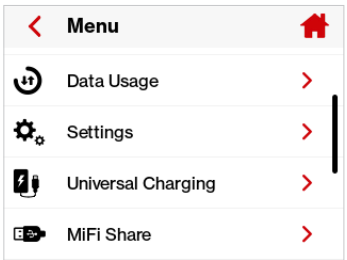
❷ For an expanded view of your data usage information, or if Data Usage information is not available on the Home screen, Menu to display Menu options. Select Data Usage to display current data usage date, a data usage meter, amount of data used/total available in GB, and the billing cycle end date.

❸ Tap < to return to the Menu screen, or the Home icon to return to the Home screen.

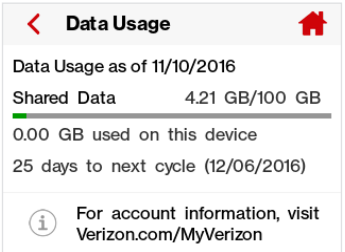
**NOTE** The data usage meter will not display when SIM lock is turned on or when another device is connected to the Jetpack via the Universal Charging port.




Tap Menu



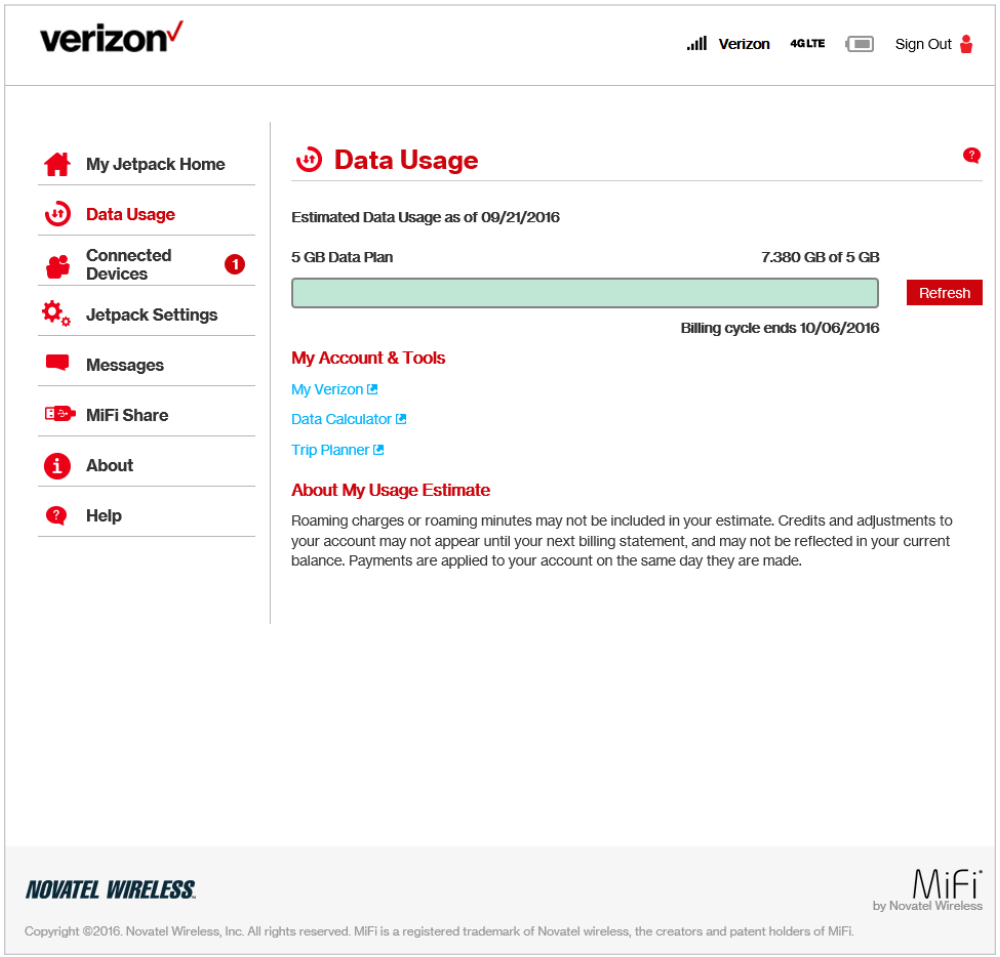

Select Usage Data




Data Usage & Billing Cycle

# On the Jetpack Admin Website

The Data Usage page allows you to obtain your current estimated data usage, and to access My Account & Tools. Click **Data Usage** on the Menu panel to display the Data Usage page and access information specific to your particular plan.




Jetpack Data Usage

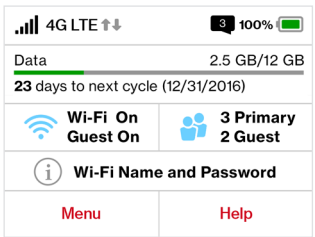
**NOTE** Roaming charges or roaming minutes may not be included in your estimate. Credits and adjustments to your account may not appear until your next billing statement, and may not be reflected in your current balance. Payments are applied to your account on the same day they are made.

# Jetpack Settings

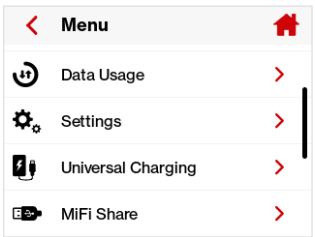
**Jetpack Settings** allow you to make device changes such as setting Audio Alerts, Screen Timeout and Sleep Mode intervals, selecting Network Technology, turning Airplane and Stealth Mode ON/OFF, and resetting your Jetpack to the original factory settings.

## On the Jetpack Display

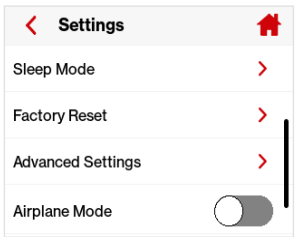
1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Tap **Menu** to display Menu options.
3. Select **Settings** to display the Settings options.
4. Select the **Audio Alerts** to display Audio Alerts options.
5. Select **Screen Timeout** to display Screen Timeout options.
6. Select **Network Technology** to display Network Technology options.
7. Select **Sleep Mode** to display Sleep Mode options
8. Select **Factory Reset** to access the Factory Reset option.
9. Select **Advanced Settings** to display instructions to configure advanced features and settings.
10. Tap the **Airplane Mode** or **Stealth Mode** button to activate either option.



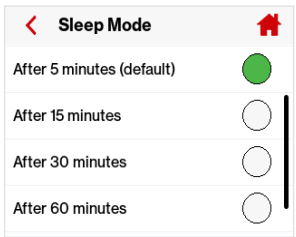

Tap Menu




Select Settings




Select Desired Setting

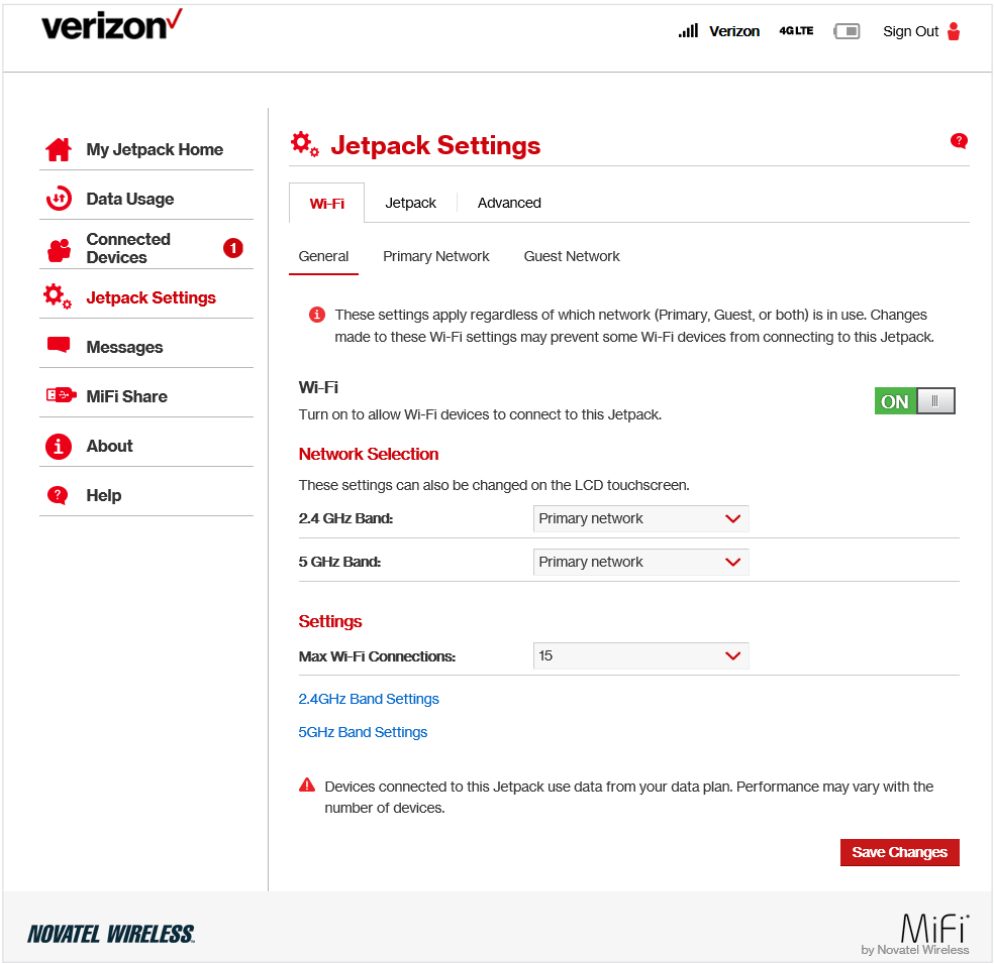



Display Setting Options

# On the Jetpack Admin Website

The **Jetpack Settings** page allows you to make administration password and preference changes; obtain software update information; backup and restore files to your Jetpack; and set GPS preferences. The Jetpack Settings page contains the following sections:

- **Wi-Fi** (See Wi-Fi on page 57.)
- **Jetpack** (See  on page 62.)
- **Advanced** (See Advanced on page 73.)



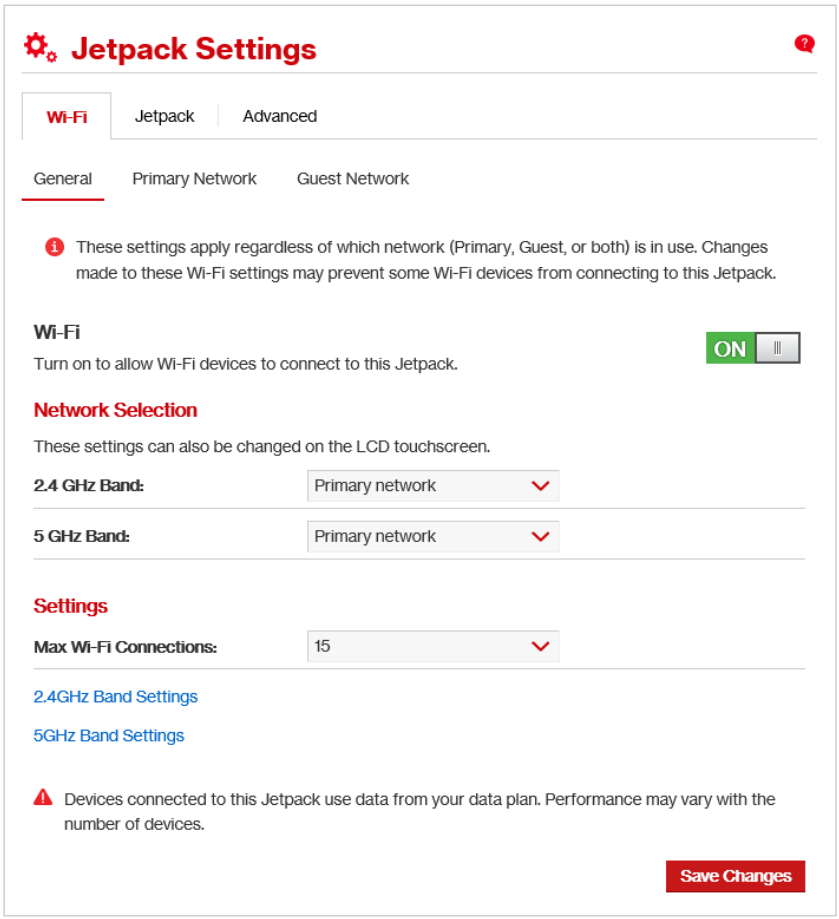

Jetpack Settings

## *Wi-Fi*

The Wi-Fi section allows you to enable Wi-Fi devices to connect to the Jetpack Primary and Guest Wi-Fi networks, to change the General Wi-Fi Settings including Wi-Fi Name/Password, to select the type of security, and to turn ON/OFF Wi-Fi Options for each network. You can also access and customize the Advanced Wi-Fi settings.

The Wi-Fi section includes the following subsections:

- **General** — Allows selection of settings that apply to all networks in use.
- **Primary Network** — Allows
- **Guest Network** — Allows



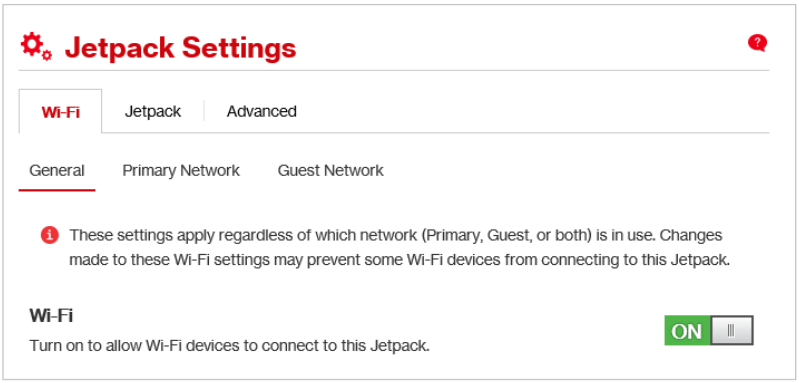

Jetpack Settings - Wi-Fi  General

## General

The Wi-Fi General subsection allows you to allow Wi-Fi devices to connect to your Jetpack, change Network and Wi-Fi Connections Settings, and customize Band Settings.

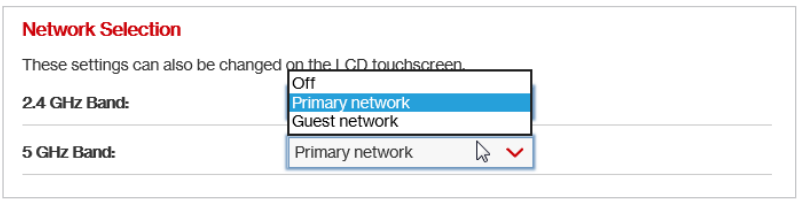
To allow Wi-Fi devices to connect to the Jetpack:

1. Slide the ON/OFF button to **ON**.
2. Click **Save Changes** to accept and activate the setting.




To select or turn off **Band Settings** for the Primary and Guest networks:

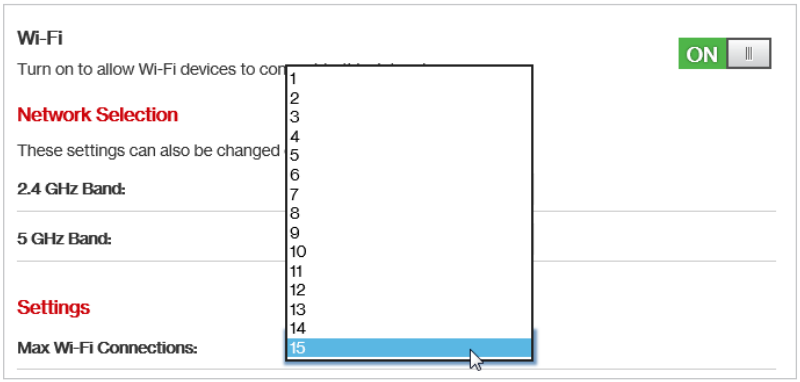
1. Open the 2.4 GHz Band dropdown menu and select one of the options. Your available options are Off, Primary network, or Guest network.
2. Open the 5 GHz Band dropdown menu and select one of the options. Your available options are Off, Primary network, or Guest network.Click **Save Changes** to accept and activate the settings.




To change the maximum number of Wi-Fi devices that can connect to the Jetpack (the default is set to 15):

1. Open the **Max Wi-Fi Connections** dropdown to display available options.
2. Highlight the selected maximum number of connections.

❸ Click **Save Changes** to accept and activate the setting.

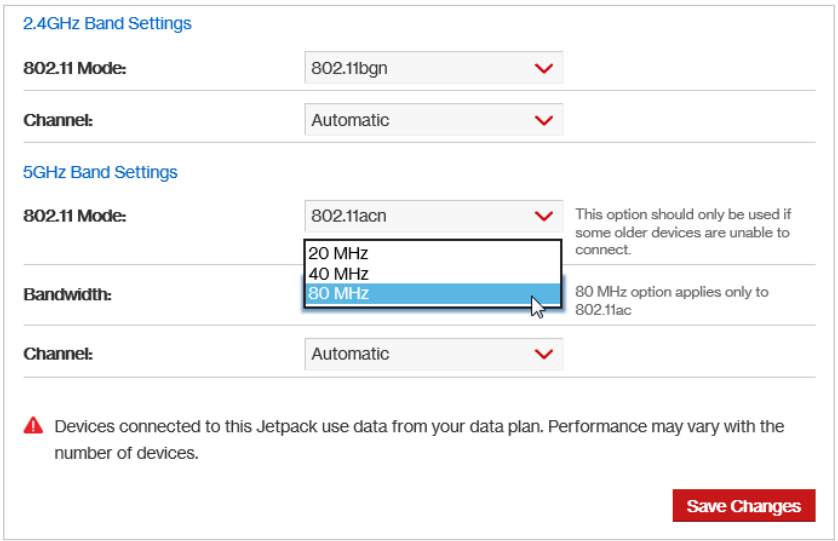



To customize the **Band Settings**:

❶ Click on the **2.4 GHz Band Settings** or **5 GHz Band Settings** link to display the available Band Settings options.

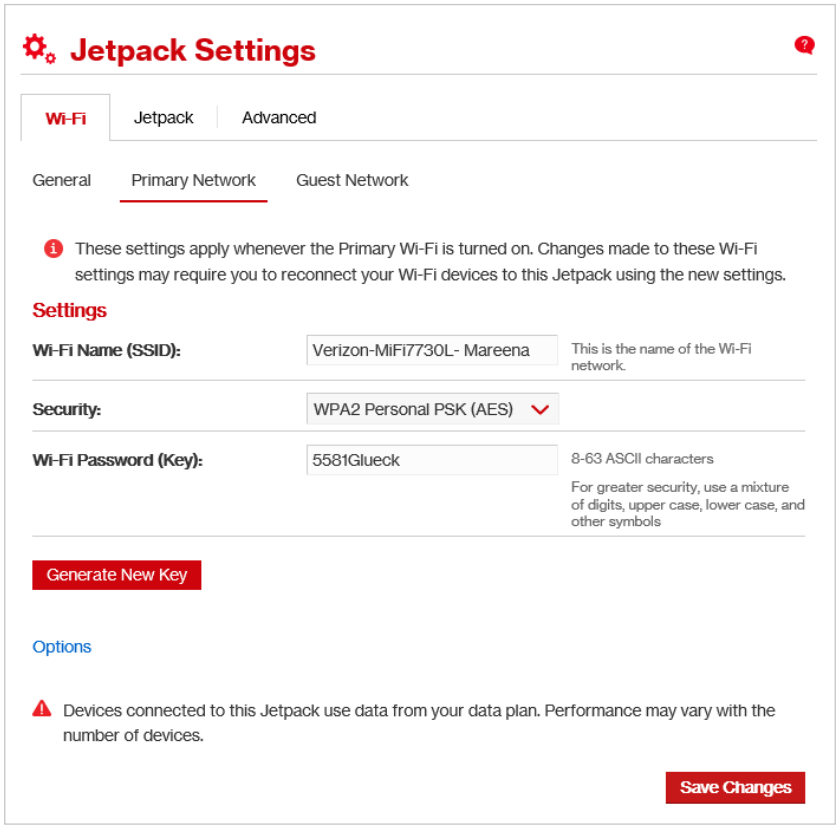
❷ Open the appropriate Band Setting dropdown and highlight to an option to select.

❸ Click **Save Changes** to accept and activate the settings.



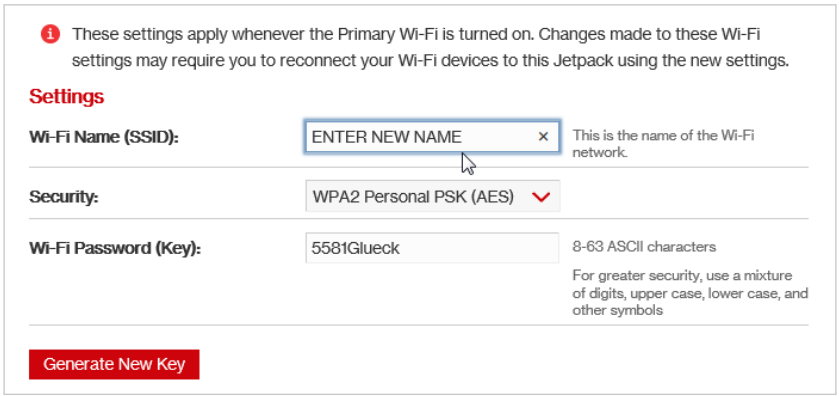
## Primary Network

The Wi-Fi Primary Network subsection allows you to change your Wi-Fi Name (SSID) and Password (Key), select the type of security, and turn Options ON/OFF for your Primary Network.



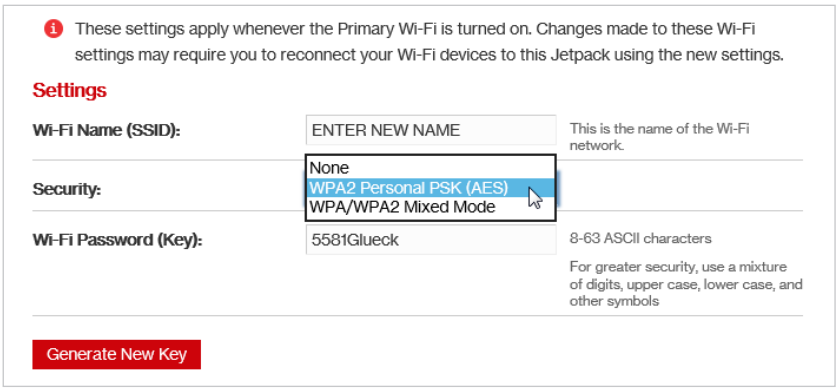

To change the Primary Network **Wi-Fi Name (SSID):**

1. Delete the existing Wi-Fi name from the Wi-Fi Name (SSID) field.
2. Type the new Wi-Fi name into the field.
3. Click **Save Changes** to accept and activate the new name.



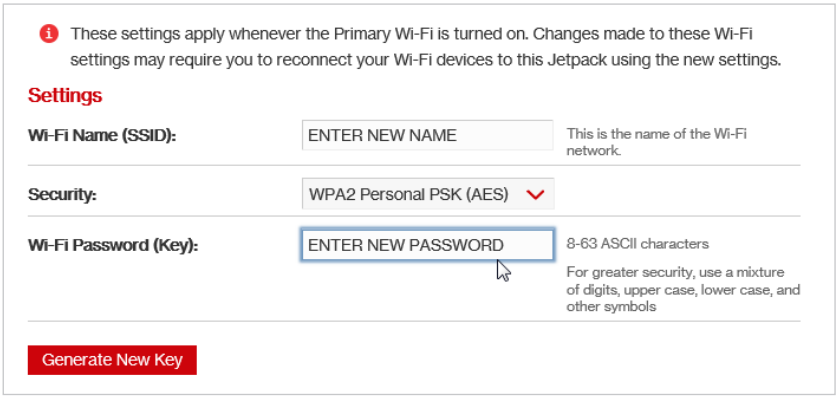
To select or change the type of Wi-Fi security for the Primary Network:

1. Open the **Security** dropdown menu to display security options.
2. Select the appropriate type of security.
3. Click **Save Changes** to accept and activate the selection.



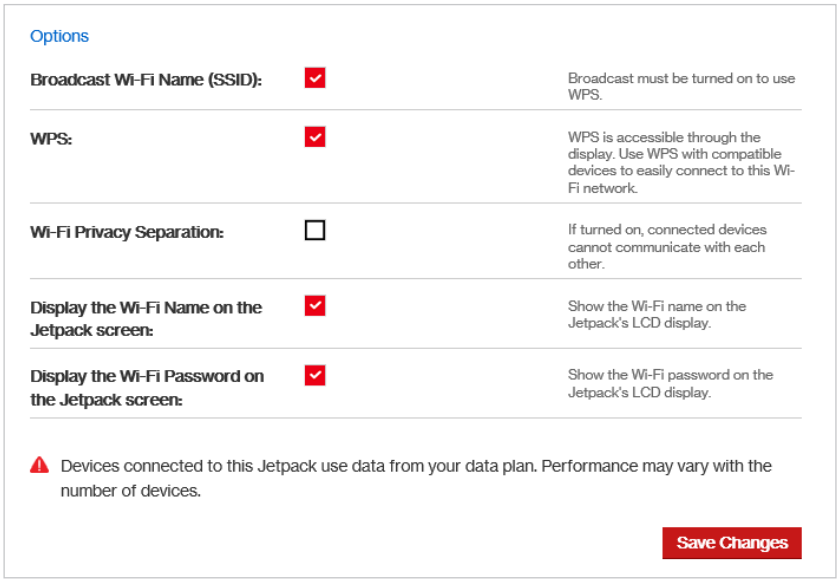

To select or change the **Wi-Fi Password (Key)** for the Primary Network:

1. Delete the existing Wi-Fi name from the **Wi-Fi Password (Key)** field.
2. Type the new Wi-Fi Password into the field.
3. Click **Save Changes** to activate the new Wi-Fi Password.



To turn **Options** ON/OFF for the Primary Network:

1. Click the **Options** link to display available options. Options currently turned ON will display with a checkmark in a red box.
2. Click the option checkbox to turn the option ON or OFF.
3. Click **Save Changes** to accept and activate the changes.




## Guest Network

Use the Guest Network to temporarily share Internet access with guests. It creates a separate Wi-Fi network with a different name and password, and provides the same configuration options as the Primary network. Users on the Guest network are isolated from users on your primary network.

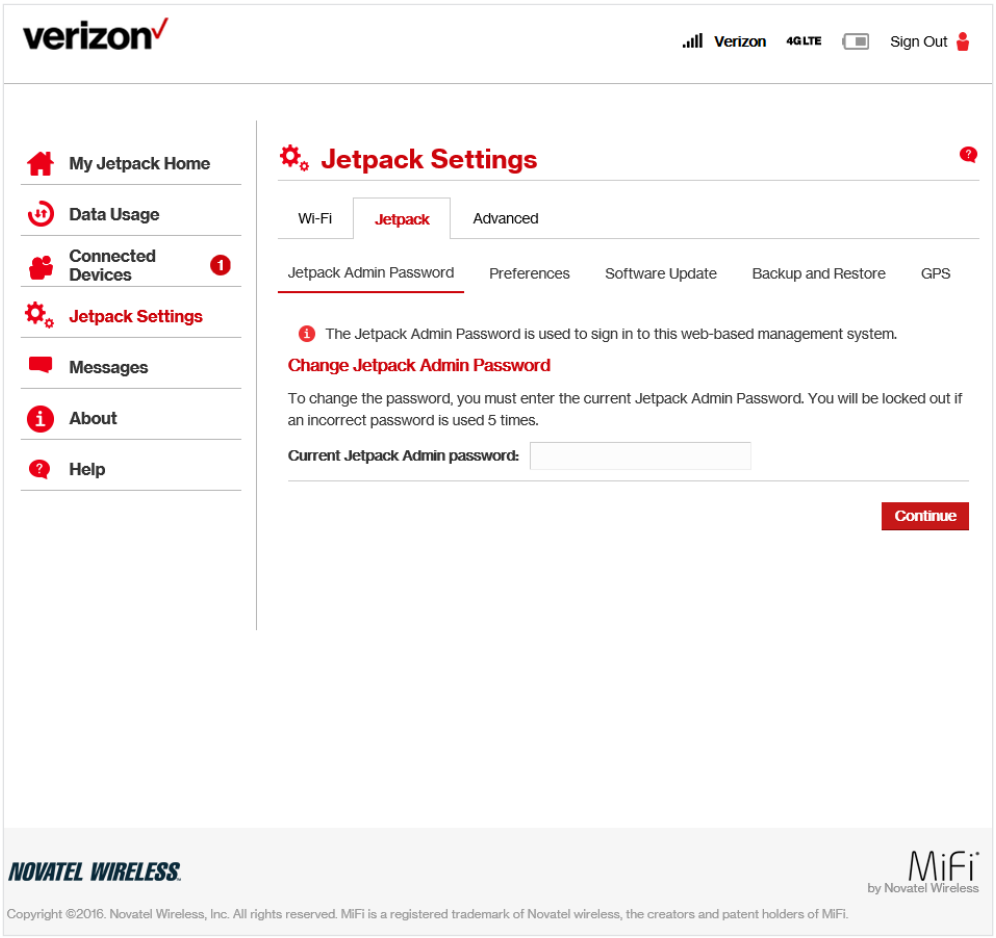
To turn the **Guest Network ON/OFF** from your Jetpack device:

1. Tap **Menu >Wi-Fi > Wi-Fi Network Selection.**
2. Select either **2.4 GHz Band** or **5 GHz Band.**
3. Tap **Guest Network** to turn the Guest Network on**.** Tap **Off** to turn the Guest Network off.

## *Jetpack*

The Jetpack section allows you to change the Jetpack Admin Password, select device preferences, check current software version and check for updates, backup your Jetpack settings, and set GPS preferences. The Jetpack Settings **Jetpack** section contains the following menu options:

- **Jetpack Admin Password** (See Jetpack Admin Password on page 64.)
- **Preferences** (See Preferences on page 66.)
- **Software Update** (See Software Update on page 67.)
- **Backup and Restore** (See Backup and Restore on page 68.)
- **GPS** (See GPS on page 70.)



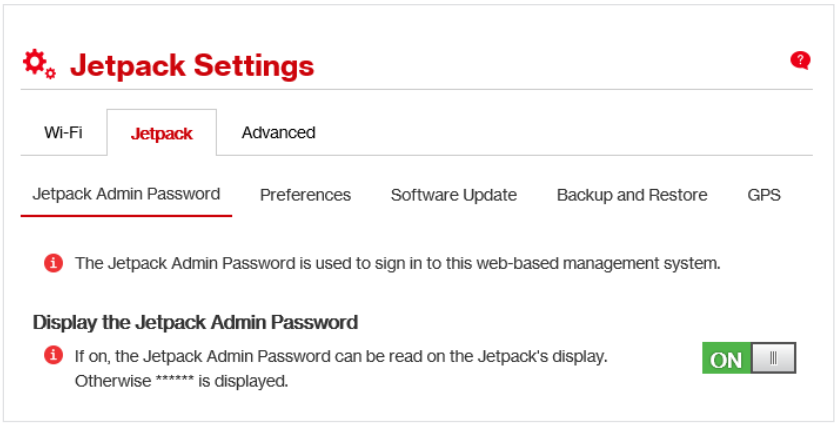

Jetpack Settings - Jetpack Admin Password

## Jetpack Admin Password

The Jetpack Admin Password page allows you to display, hide and/or change the Admin Password.

### Display or Hide the Admin Password

Slide the **ON/OFF** button to **ON** to display the Jetpack Admin Password on the device or **OFF** to hide the Jetpack Admin Password on the device.

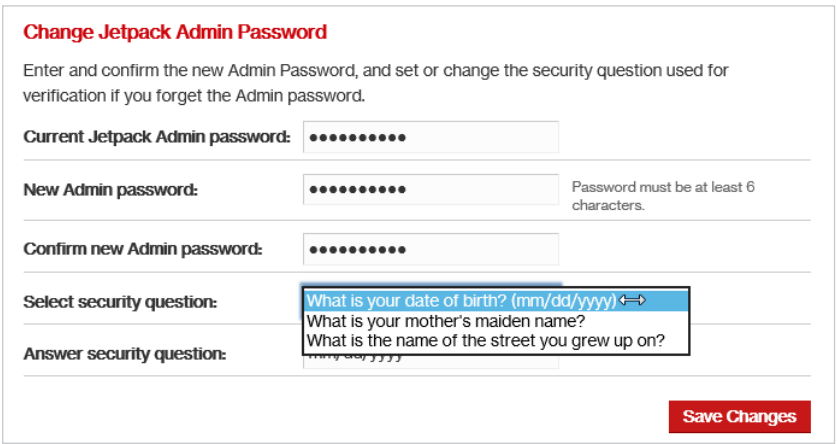



Display Jetpack Admin Password

### Change the Admin Password

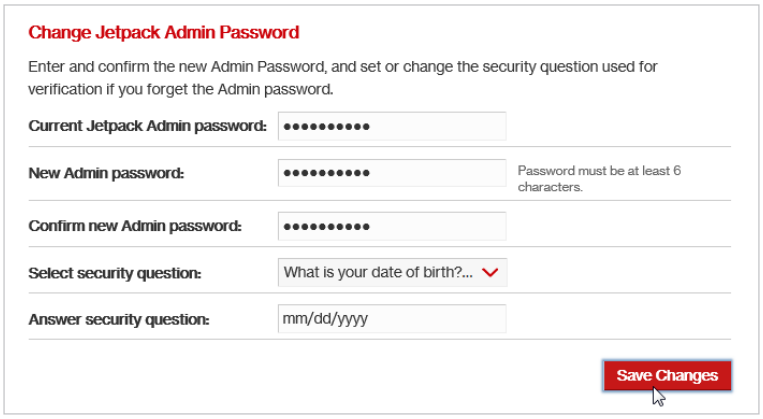
To change your Admin Password:

1. Type your current password in the **Current Admin Password** field. Select **Continue** to display the **Change Jetpack Admin Password** screen.
2. Type your new password in the **New Admin Password** field.
3. Type your new password a second time in the **Confirm new Admin Password** field.
4. Select a security question from the dropdown menu options.




5. Type the answer to the selected security question in the **Answer security question** field.

6 Click **Save Changes** to save any changes made to your password.

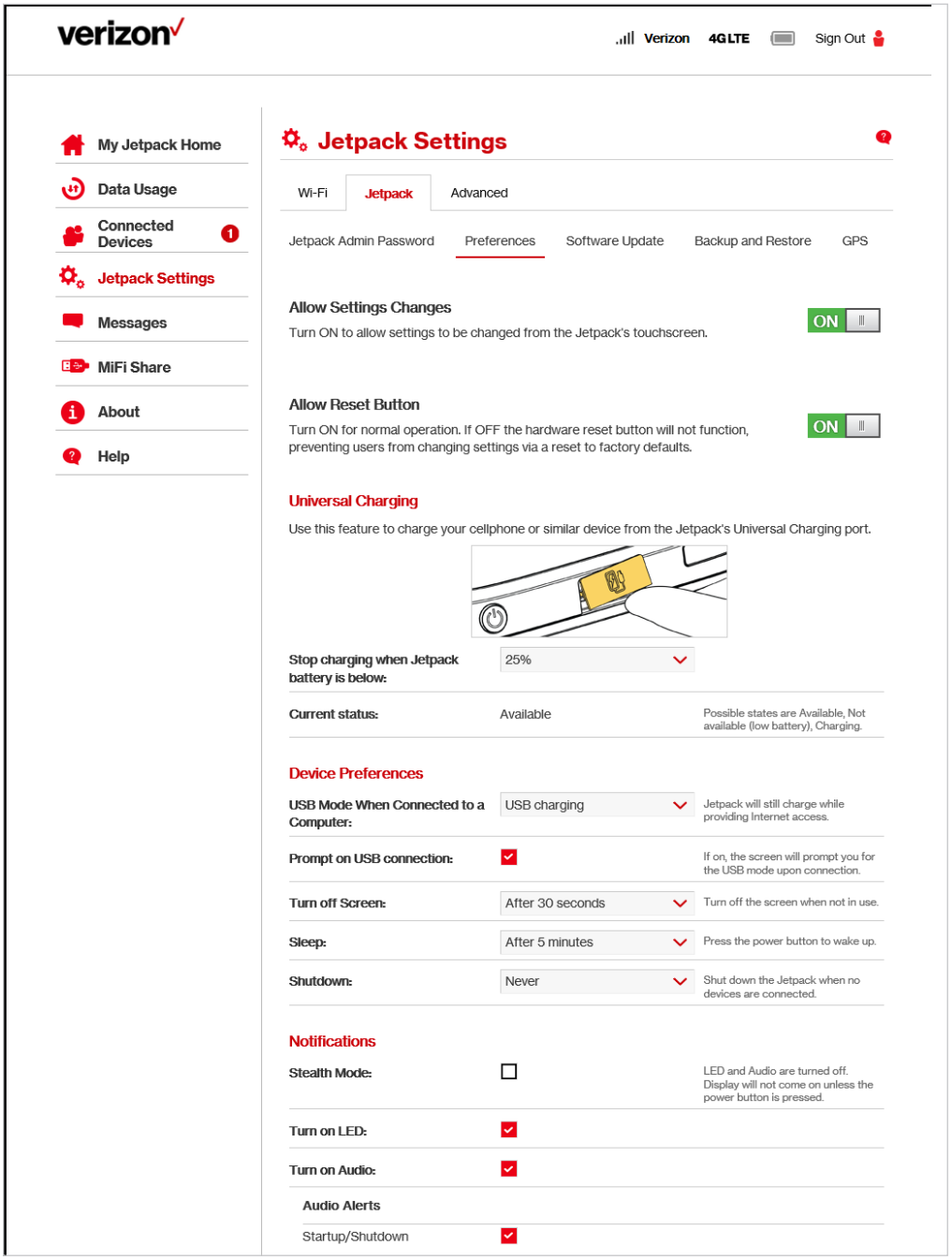



Changes to Jetpack Admin Password

## Preferences

The Preferences page contains the following options:

- **Allow Settings Changes** — Turn on to allow settings to be changed from the Jetpack display.
- **Allow Reset Button** — Turn on to allow settings to be changed from the Jetpack display
- **Universal Charging** — Use this feature to charge your cellphone or similar device.
- **Device Preferences** — Allows you to set the behaviour of the Jetpack.
- **Notifications —** Allows you to turn ON/OFF listed notifications.
- **User Preferences —** Allows you to customize the date, time, distance and number formats.

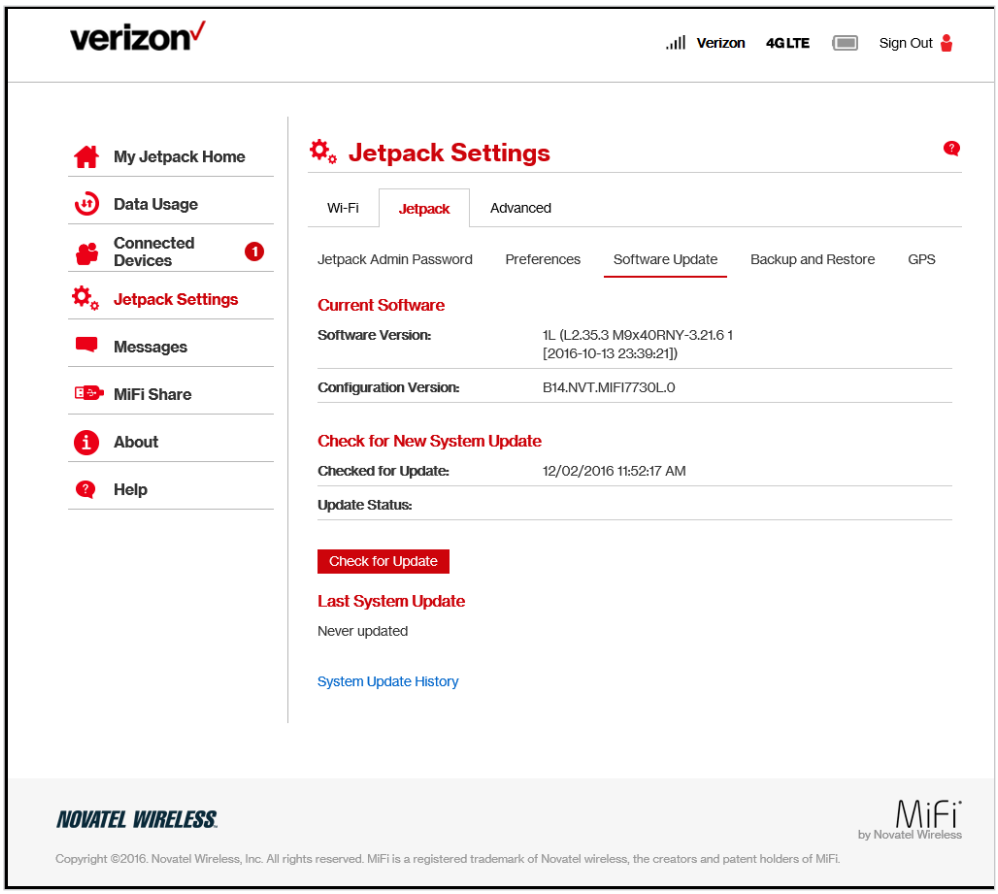



Jetpack Settings - Jetpack Preferences

## Software Update

The Software Update page contains the following sections:

- **Current software version**— Displays information for the current software version, date of last check for updates and the number of updates currently available.
- **Checked for New System Update** — Displays the date of the last software update.
- **Last System Update** — Displays the software update history.

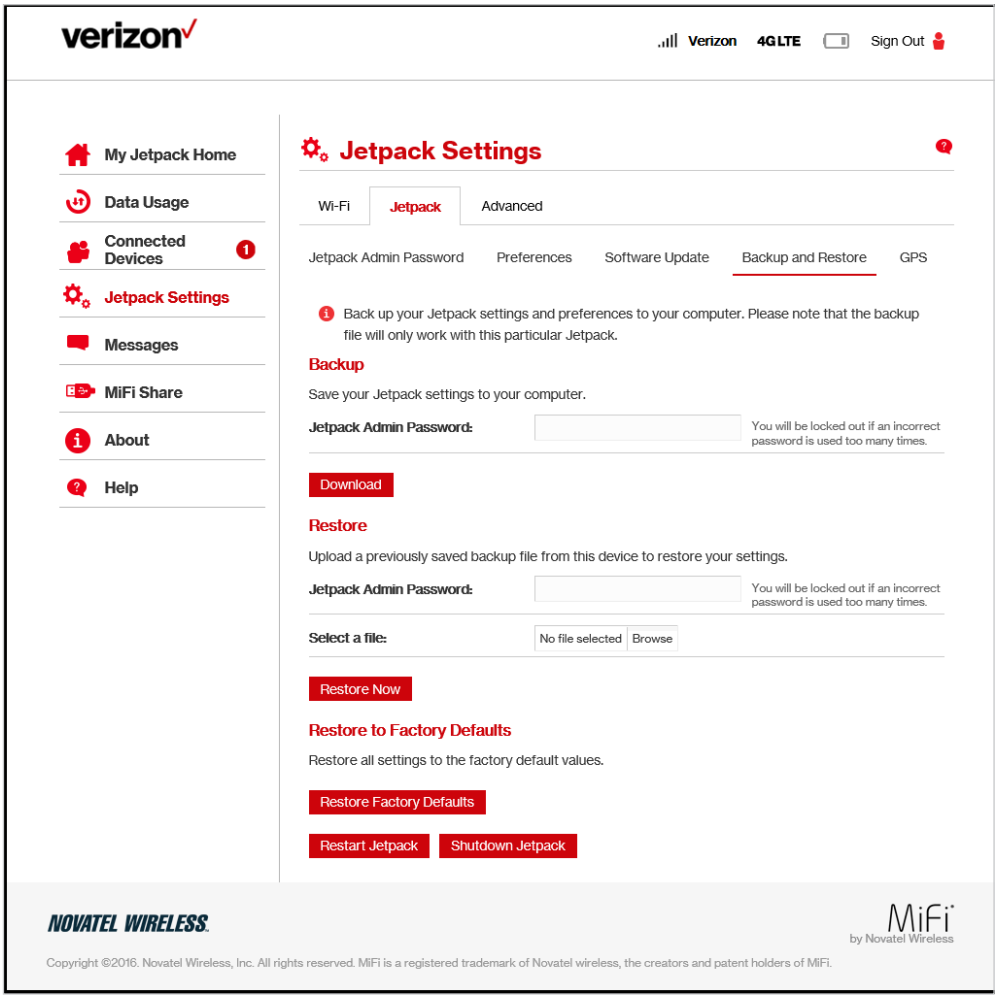



Jetpack Settings - Software Update

## Backup and Restore

The Backup and Restore page contains the following sections:

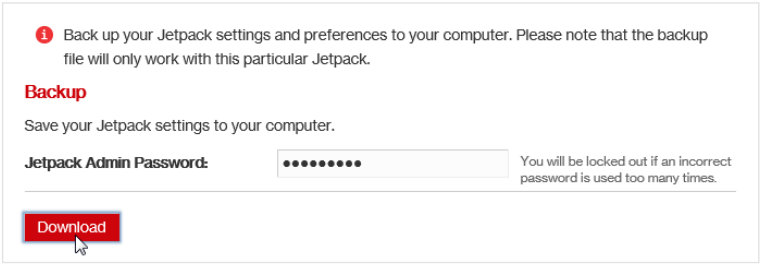
- **Backup** — Allows you to save your Jetpack settings to your computer. You must enter your Admin Password in the **Admin Password** field and click **Download** to save settings to your computer.
- **Restore** — Allows you to upload a previously saved backup file from your computer to your Jetpack. Click **Browse** and select a file, then enter the Admin Password in effect when the backup file was saved in the **Admin Password** field and click **Restore Now**.
- **Restore to Factory Defaults** — Allows you to restore all settings on your Jetpack to the factory default values. Click **Restore Factory Defaults** to restore all such settings. If prompted for a password, use the default Admin Password which is **admin**.
- **Restart Jetpack** — Use to restart your Jetpack.
- **Shutdown Jetpack** — Use to shutdown your Jetpack.




Jetpack Settings - Jetpack Backup and Restore

To save your Jetpack settings to your computer:

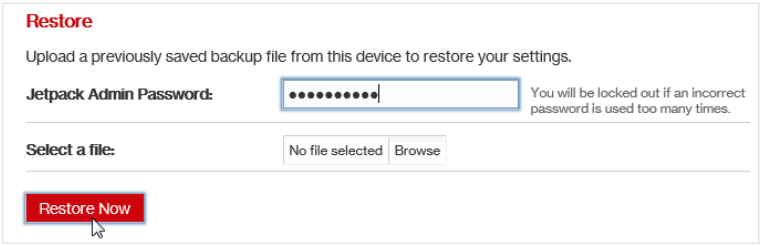
1. Enter your Admin Password in the Admin Password field.
2. Click **Download** to save your current Jetpack settings to a designated location on your computer.




Download Current Jetpack Settings

To restore a previous version of your Jetpack settings to your Jetpack device:

1. Click **Browse** to navigate to the desired settings backup file saved on your computer.
2. Enter the Admin Password in effect when the backup file was saved in the Admin Password field.
3. Click **Restore Now**.




Restore Previous Jetpack Settings

To restore all settings on your Jetpack to factory default settings:

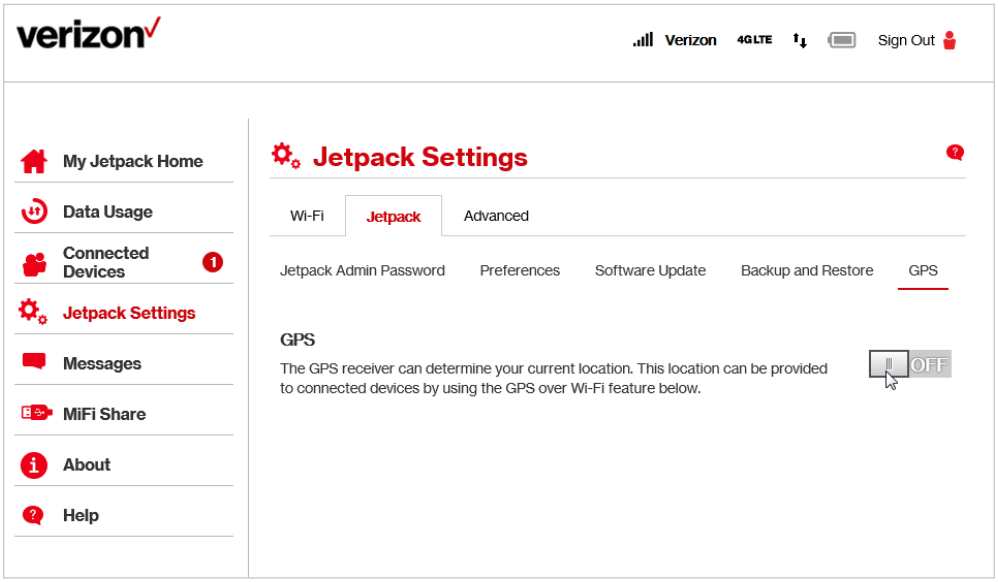
1. Click **Restore Factory Defaults**.
2. If prompted for a password, enter the default Admin Password **admin**.

Restore Factory Defaults

## GPS

The GPS page contains the following sections:

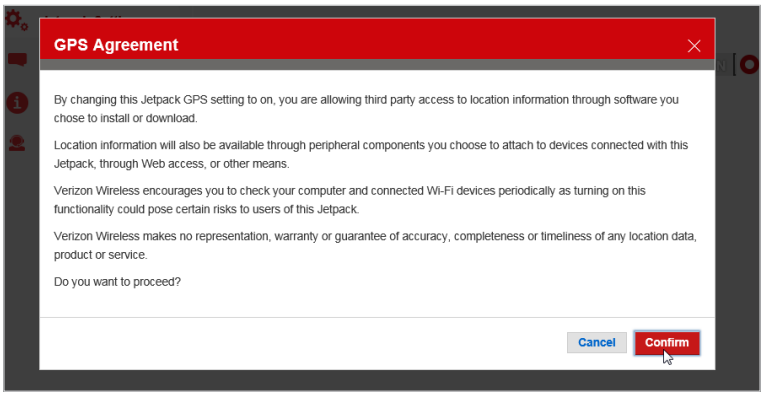
- **GPS ON/OFF** — Use this control to turn ON/OFF the GPS feature.
- **Turn off** — Allows you to set when the GPS receiver will turn off, once it is on.
- **GPS over Wi-Fi (NMEA)** — Allows you to download and install the GPS over Wi-Fi driver for your computing platform.




Jetpack Settings - Jetpack GPS

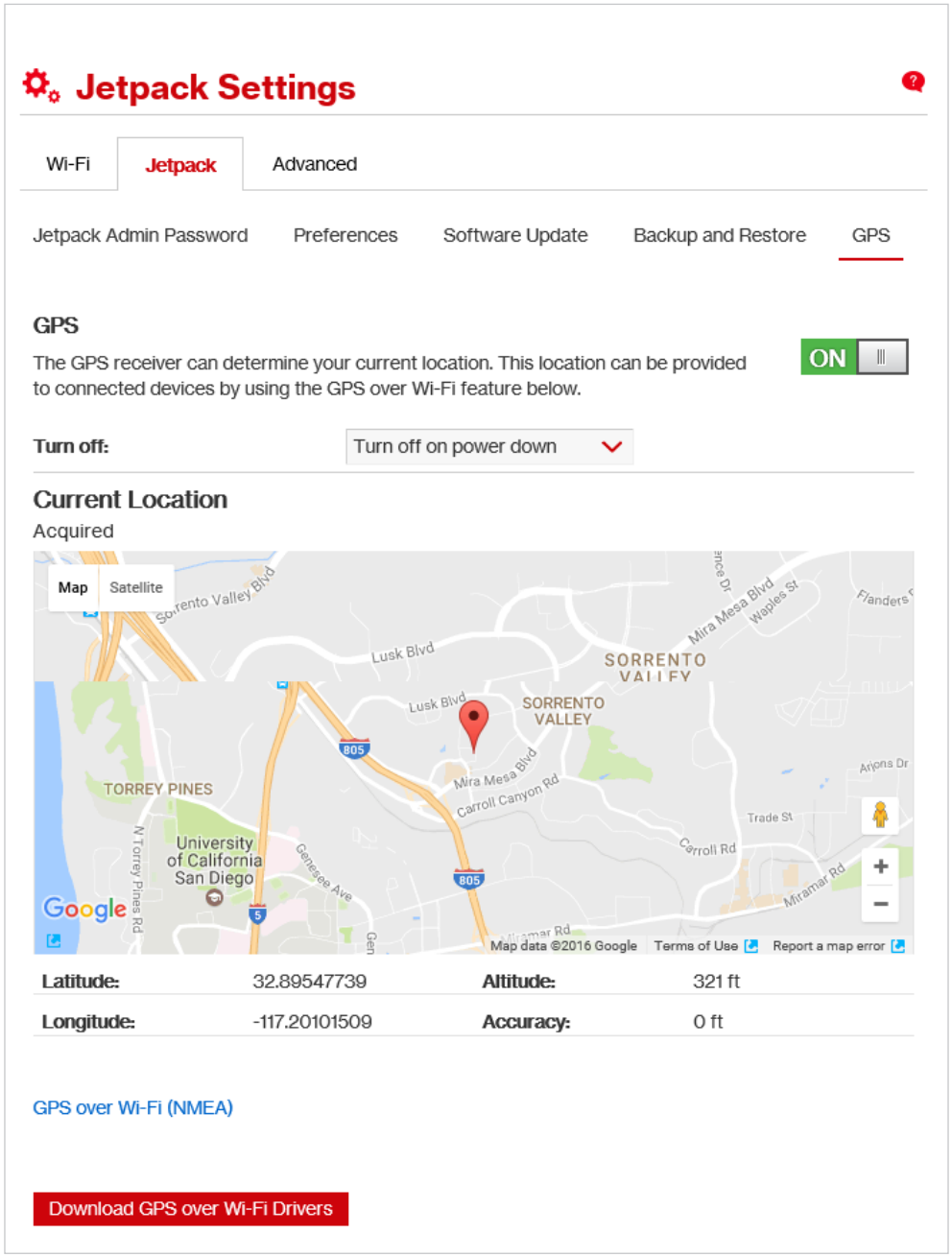
To turn GPS ON:

1. Slide the ON/OFF button to **ON**.
2. Read the GPS Agreement and click **Confirm**.




Jetpack Settings - Jetpack GPS Turn ON

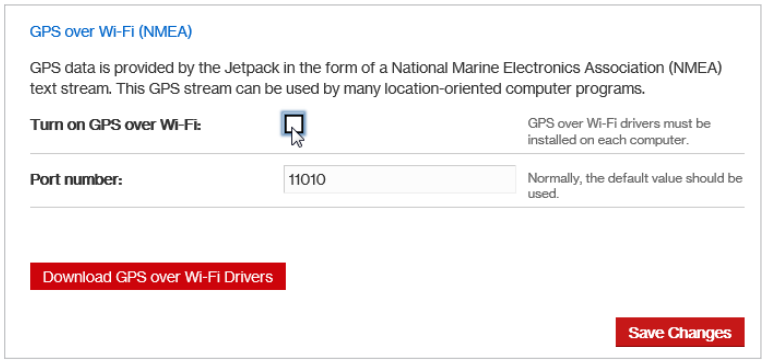
The active GPS page displays, showing your current location on a map and providing options to manage when GPS is turned off and  to download GPS drivers.




Jetpack Settings - Active GPS

To activate GPS over Wi-Fi (NMEA):

1. Click **GPS over Wi-Fi (NMEA)**.
2. Click the **Turn ON GPS over Wi-Fi** checkbox.
3. Click **Download GPS over Wi-Fi Drivers** and select the appropriate driver from the list of available drivers. Save the driver to the desired location on your computer.
4. Open the driver .exe file and follow the installation instructions.
5. Click **Save Changes** to finalize and accept the new GPS settings.

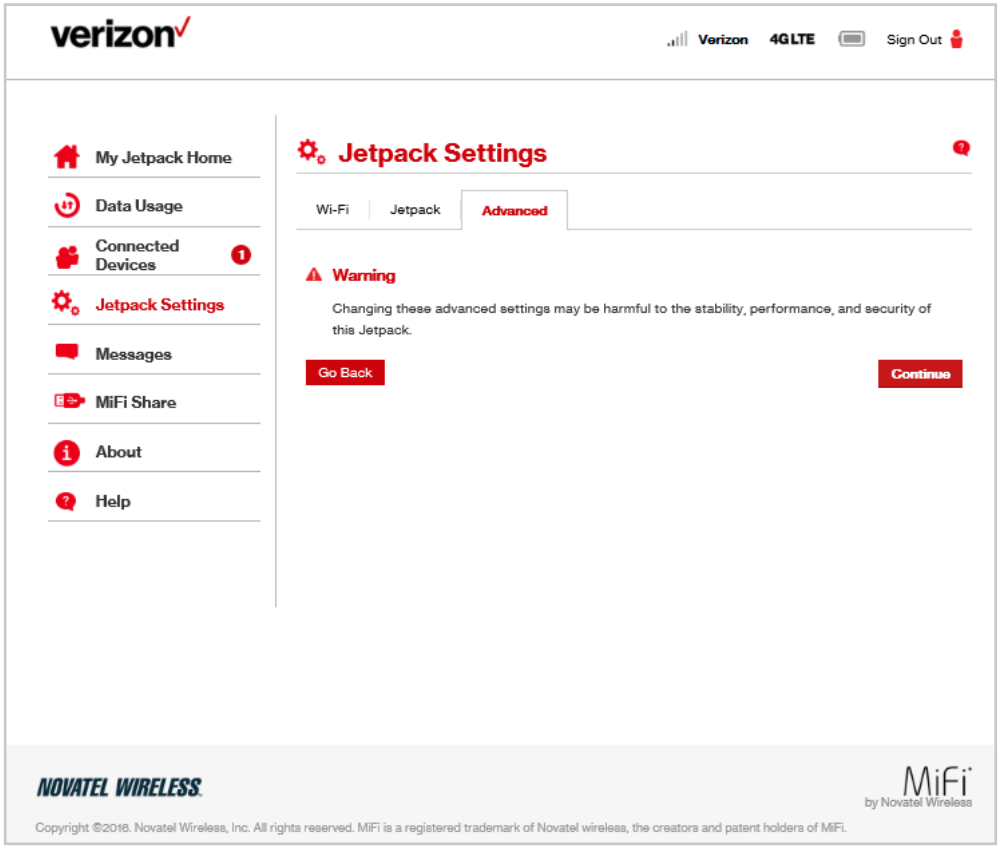



Jetpack Settings - Jetpack GPS download GPS over Wi-Fi Drivers

## *Advanced*

The Advanced section allows you to change the Jetpack advanced settings. The Advanced page provides networks, manual DNS, SIM, firewall, MAC filter and LAN settings, as well as options for configuring port filtering and forwarding applications.

**IMPORTANT!** Changing the Jetpack's Advanced settings can adversely affect stability, performance and security of the Jetpack.

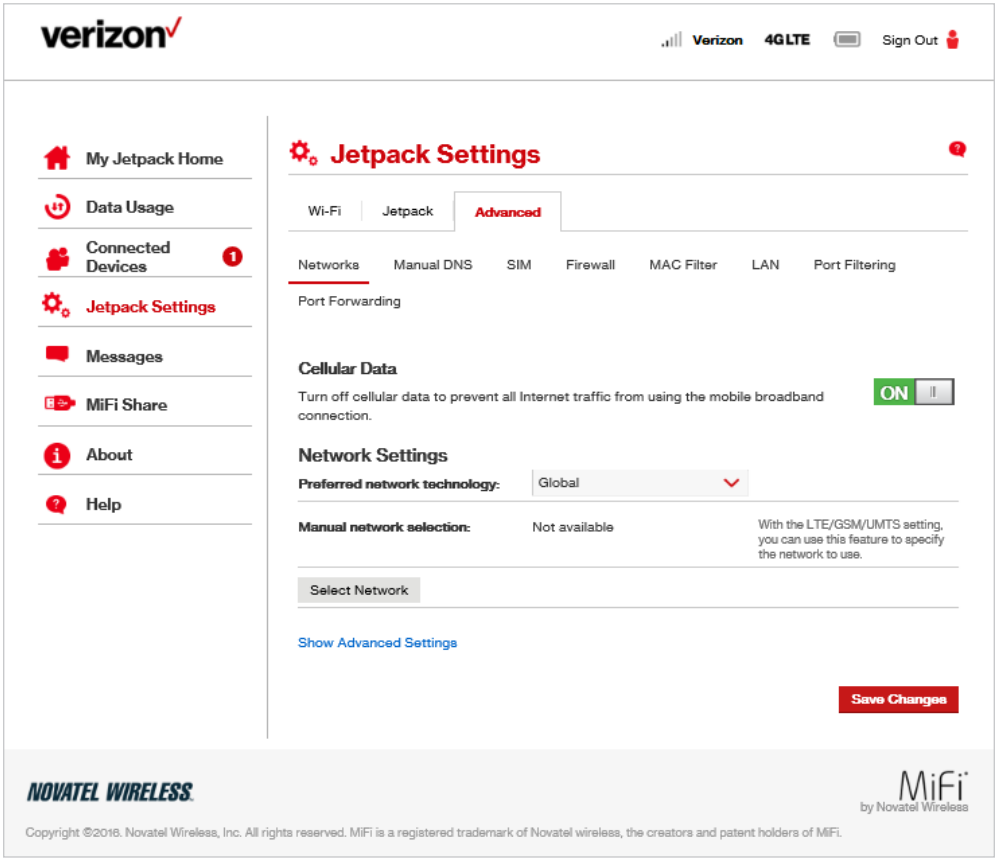



Jetpack Settings - Advanced Settings Warning

Click **Continue** on the Advanced page to access Advanced page options.

The Advanced page contains the following menu options:

- **Networks** (See Networks on page 75.)
- **Manual DNS** (See Manual DNS on page 77.)
- **SIM** (See SIM on page 78.)
- **Firewall** (See Firewall on page 79.)
- **MAC Filter** (See MAC Filter on page 80.)
- **LAN** (See LAN on page 81.)
- **Port Filtering** (See Port Filtering on page 82.)
- **Port Forwarding** (See Port Forwarding on page 84.)

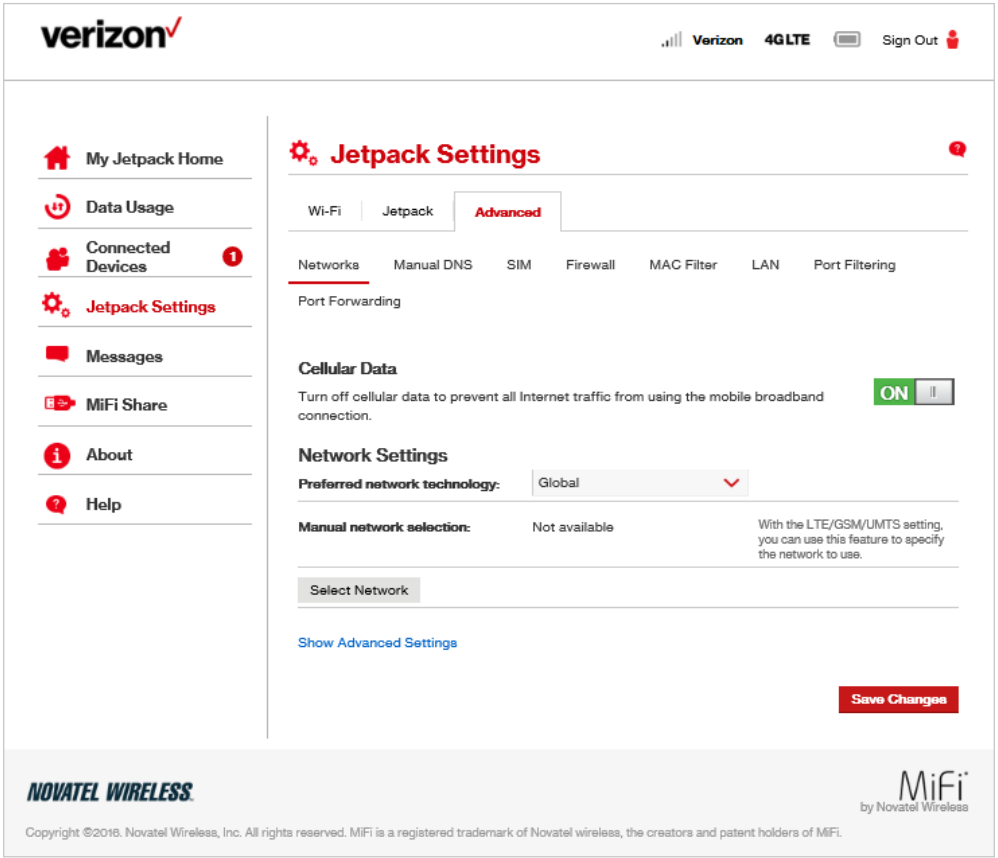



Jetpack Settings Advanced - Networks

## Networks

The Networks menu contains the following sections:

- **Cellular Data** — Allows you to turn off cellular data to prevent all internet traffic from using the Jetpack mobile broadband connection.
  - **Preferred network technology** — Allows you to select the network technologies whivh will be used. The choices are Global, LTE only, CDMA only, and LTE/UMTS/GSM.
  - **Content Delivery Optimization (CDO)** — Provides better download performance for a single user.
  - **Show Advanced Settings** — Click to display or change the following:
    - » **4G LTE APN** — Displays the network carrier APN
    - » **GSM/UMTS/HSPA APN** — Use only when a non-Verizon SIM is inserted.
- **Save Changes** — Use to activate and save new settings.



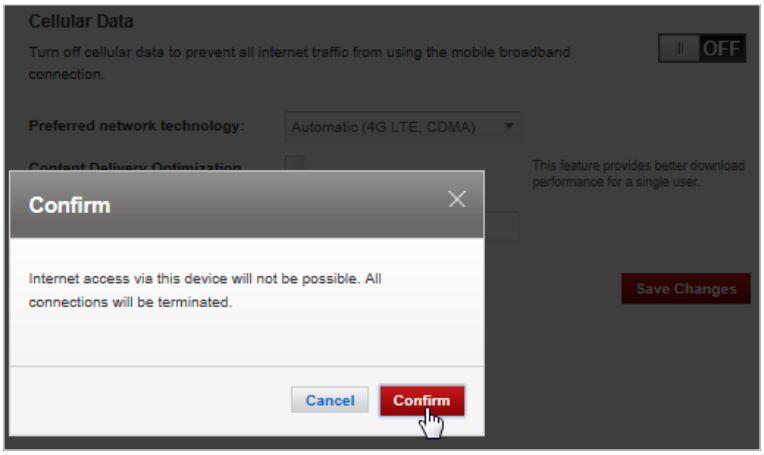

Jetpack Settings Advanced Networks - Cellular Data ON

To turn off cellular data and prevent all internet traffic from using the Jetpack mobile broadband connection:

1. Slide the Cellular Data ON/OFF button to **OFF**.
2. Click **Confirm** on the Confirm warning pop-up window.

**NOTE** All internet connections will be immediately terminated when you click **Confirm.**

3. Click **Save Changes** to accept and finalize the new Advanced Networks settings.




Turn Cellular Data OFF Confirmation

To change your preferred network technology:

1. Select the desired network technology from the dropdown menu. Choose from Global, LTE only, CDMA only, and LTE/UMTS/GSM.
2. Click **Save Changes** to accept and finalize the revised preferred network setting.

To turn on Content Delivery Optimization for better download performance for a single user:

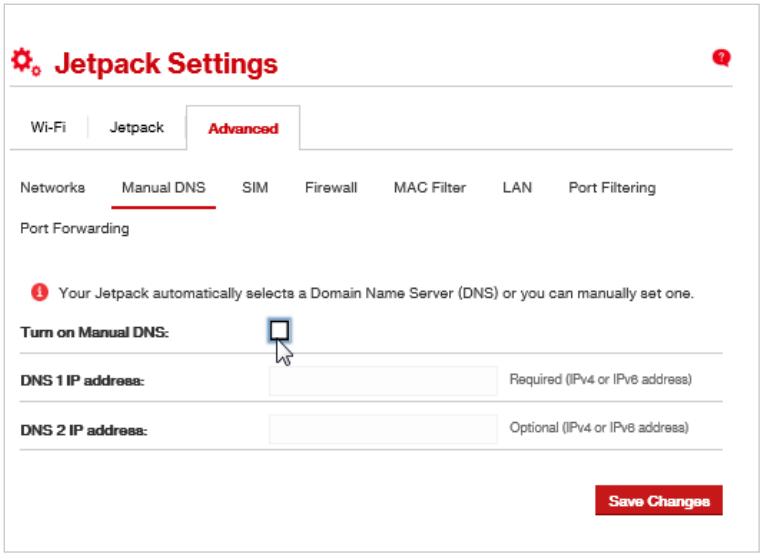
1. Click the Content Delivery Optimization checkbox.
2. Click **Save Changes** to accept and finalize the revised CDO setting.

To display or change the Networks Advanced Settings:

1. Click **Show Advanced Settings**. The 4G LTE APN displays the pre-configured APN and should not be changed unless you have a corporate account with your own APN.
2. If you are using a non-Verizon SIM, enter the APN in the **GSM/UMTS/HSPA APN** field.

## Manual DNS

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




Jetpack Settings Advanced - Manual DNS

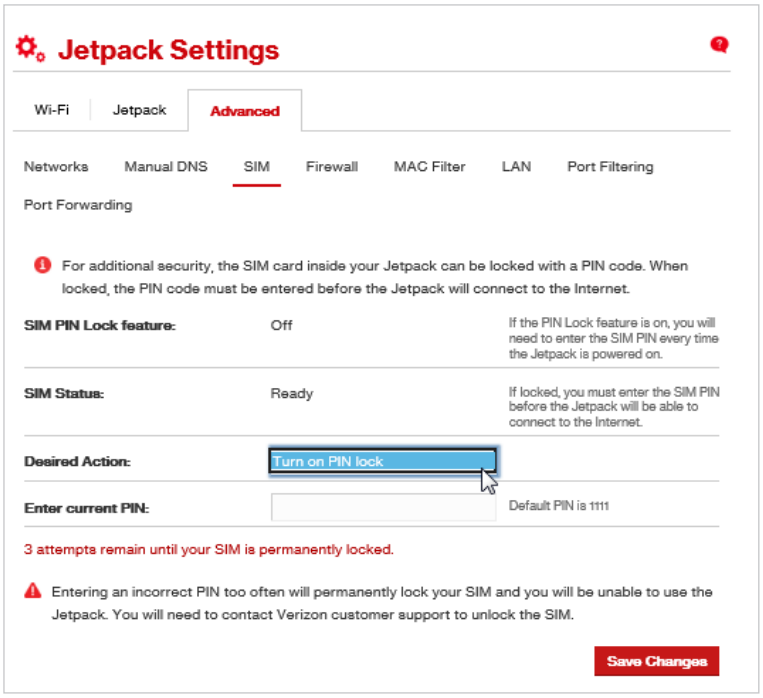
To manually select a Domain Name Server:

1. Click the box next to **Enable manual DNS**.
2. Enter the IP address for the first DNS in the **DNS 1 IP address** field.
3. Enter the IP address for the second DNS in the **DNS 2 IP address** field, if applicable.
4. Click **Save Changes**.

## SIM

The SIM menu gives you settings and information about the Jetpack's Subscriber Identity Module (SIM) card. The SIM card inside your Jetpack can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the Jetpack can connect to the Internet. The SIM menu takes you to the SIM page. The SIM menu has the following options:

- **SIM PIN Lock feature** — Indicates whether or not the PIN lock feature is in use. If ON, the PIN lock has been turned on, and the SIM PIN must be entered in order to connect to the mobile network. If OFF, the PIN lock feature is not turned on, and the SIM PIN is not required.
- **SIM status** — Indicates the current status of the SIM card. Possible values include:
  - **Ready** — This is the normal state. The SIM PIN is not used.
  - **PIN Locked** — The SIM PIN must be entered before you can use the mobile network.
  - **PUK Locked** — The PUK for the SIM must be entered in order to continue. The PUK can be obtained from your service provider.
  - **Unlocked** — The SIM PIN is needed, but has already been entered.
  - **No SIM** — No SIM was detected. If you do have a SIM, check that it is inserted correctly.
  - **SIM Error** — A SIM was detected, but it did not respond as expected, and cannot be used.
- **Desired action** — Allows you to turn the PIN lock feature ON/OFF.
- **Enter current PIN** — Type the desired PIN in the **Enter current PIN** field. The default PIN is 1111.
- **Save Changes** — Use to activate and save new settings.



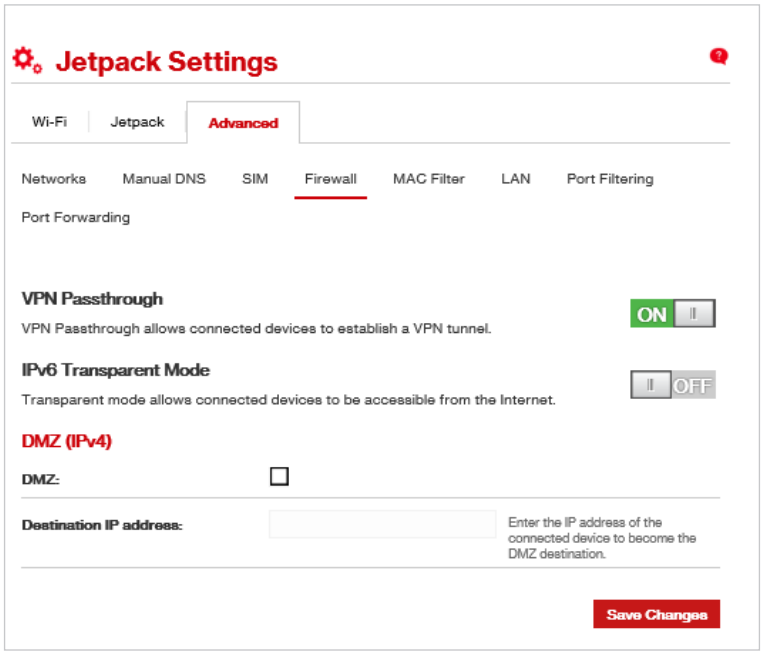

Jetpack Settings Advanced - SIM

**IMPORTANT!** Entering an incorrect PIN will lock the SIM. **The default PIN is 1111**.

## Firewall

The Jetpack firewall determines which Internet traffic is allowed. The Firewall menu contains the following sections:

- **VPN Passthrough** — Turns ON/OFF the VPN feature and allows or disallows connected devices to establish a VPN tunnel.
  - If **ON**, this feature allows VPN clients to connect through the Jetpack to remote VPN Servers. Normally, this option should be turned on.
  - If **OFF**, VPN clients are not allowed to connect.
- **IPv6 Transparent Mode** — Allows connected devices to be accessible from the Internet.
- **DMZ (IPv4)** — Allows the connected device specified as the DMZ IP address to receive all traffic which would otherwise be blocked by the firewall.
  - **DMZ (checkbox)** — Use the checkbox to turn ON/OFF the DMZ feature.
  - **DMZ IP Address** — Enter the IP address of the connected device you wish to become the DMZ device.
- **Save Changes** — Use to activate and save new settings.



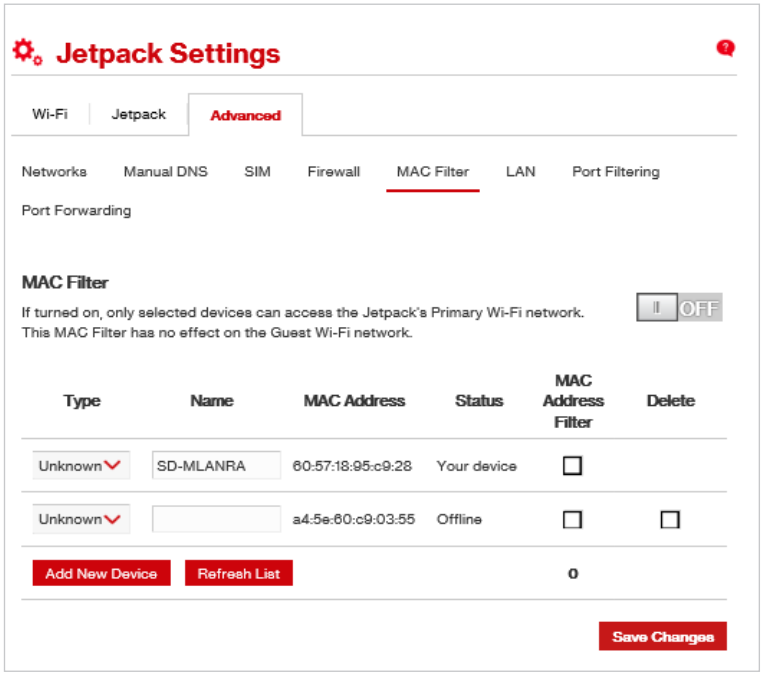

Jetpack Settings Advanced - Firewall

## MAC Filter

The MAC Filter allows you to specify which devices can access the Jetpack Wi-Fi network.

**ON/OFF** — Turns the MAC Filter ON/OFF. Before turning on, ensure that the Allowed Devices list is not empty. When turning on, any Connected Device which is not in the Allowed Devices list will immediately be disconnected.

- **Refresh** — Use to refresh the screen and delete any unsaved changes.
- **Add Device** — Use to add a new device to the devices list.
- **Save Changes** — Use to activate and save new settings.




Jetpack Settings Advanced - MAC Filter

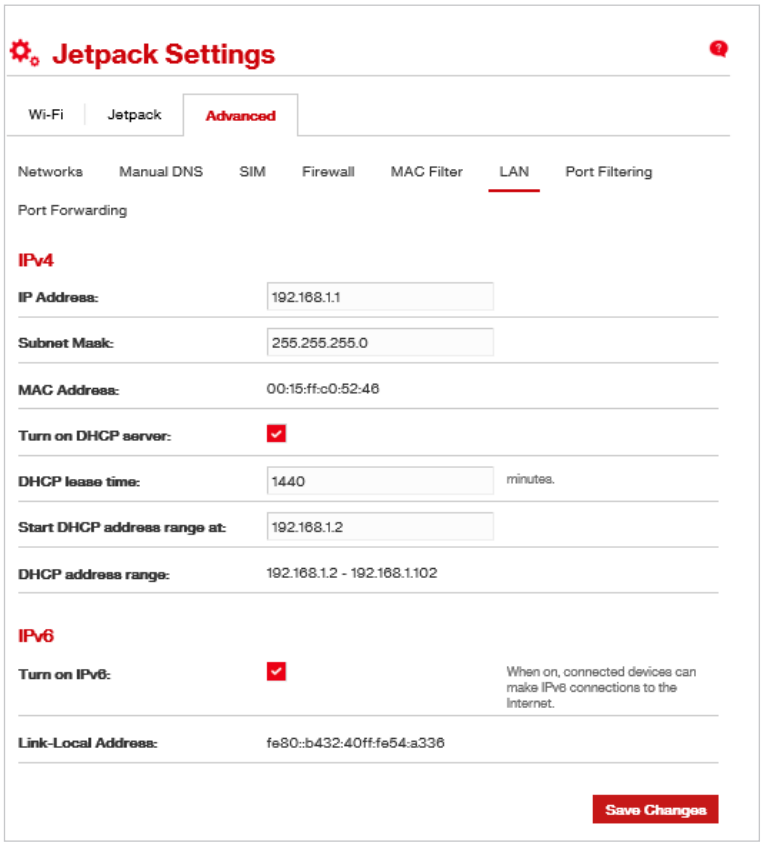
To add a device to the device list:

1. Click **Add Device** and enter the device name in the Name field.
2. Select the device type from the **Type** dropdown menu.
3. Enter the MAC Address in the **MAC Address** field.
4. Mark the **Blocked** and/or **MAC Address Filter** check box as required.
5. Click **Save Changes** to activate and save the settings.

## LAN

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

- **IPv4**
  - **IP address** — The IP address for the Jetpack.
  - **Subnet mask** — The subnet mask network setting for the Jetpack. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP Address, ensure you use the correct Subnet Mask for the IP address range containing the LAN IP address.
  - **MAC address** — The Media Access Controller (MAC) or physical address for the Jetpack.
  - **Turn On DHCP server** — The **Turn On DHCP Server** checkbox enables or disables the DHCP Server feature. Normally this should be left turned on.
  - **Start DHCP address range at** — The start range of IP addresses reserved for use by the Jetpack's DHCP server table.
  - **DHCP address range** — The current range of IP addresses reserved for use by Jetpack's DHCP server table. If a device with a static IP address wants to connect to MiFi 7730L's network, the static IP should be outside of the DHCP address range. Most devices do not have a static IP.
  - **DHCP lease time** — Use todetermine how often connected devices must renew the IP address assigned to them by the DHCP server. Normally this is left at the default value, but if you have special requirements you can change the value.
- **IPv6**
  - **Enable IPv6** — The **Enable IPv6** checkbox turns ON/OFF the IPv6 feature.
  - **Link-Local address** — Displays the local address when IPv6 is turned on.
- **Save Changes** — Use to activate and save new settings.




Jetpack Settings Advanced - LAN

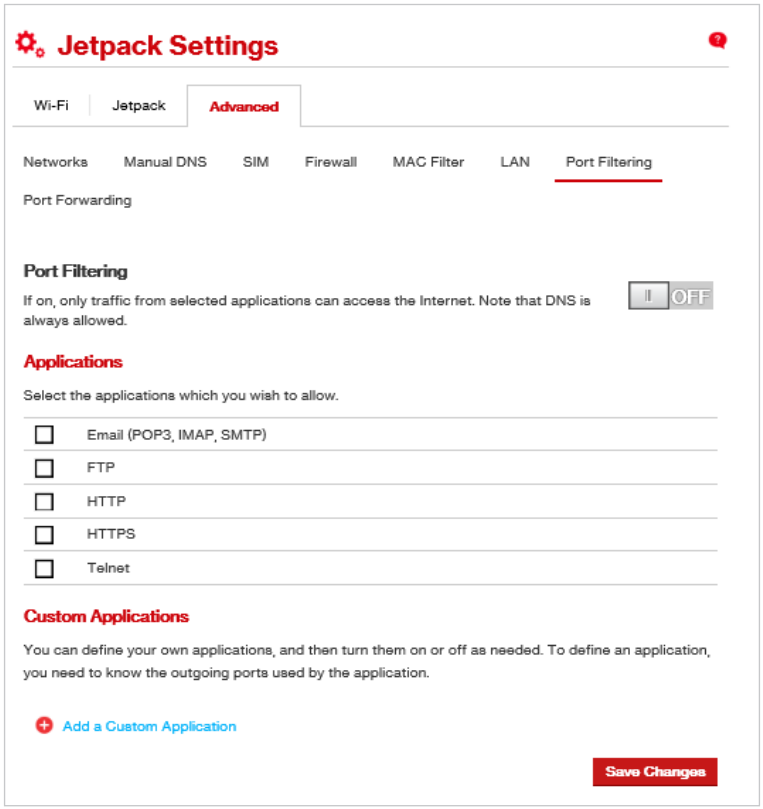
## Port Filtering

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

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

The Port Filtering menu contains the following sections:

- **Applications** — Turn on each port filtering application that needs to be able to access the Internet by checking the box next to one or more applications. When port filtering is turned on, all other applications are blocked.
- **Custom Applications** — You can define your own applications, and then turn them ON/OFF as needed. To define an application, you need to know the outgoing ports used by the application.
    - **Add Custom Application** — Use to define your own applications, and then turn them on or off as needed.
- **Save Changes** — Use to activate and save new settings.




Jetpack Settings Advanced - Port Filtering

To select the applications you wish to allow:

1. Mark the checkbox to the left of the application. The choices are Email (POP3, IMAP, SMTP), FTP, HTTP, HTTPS, and Telnet.
2. Click **Add Custom Application** to add a new custom application to the list of allowed applications. You can define and turn on custom Port Filtering applications. You need to know details of the traffic used and generated by the applications you wish to define.

   **NOTE** The **Add Custom Application** option is only available when port filtering is turned **ON**. You can add up to ten custom applications.

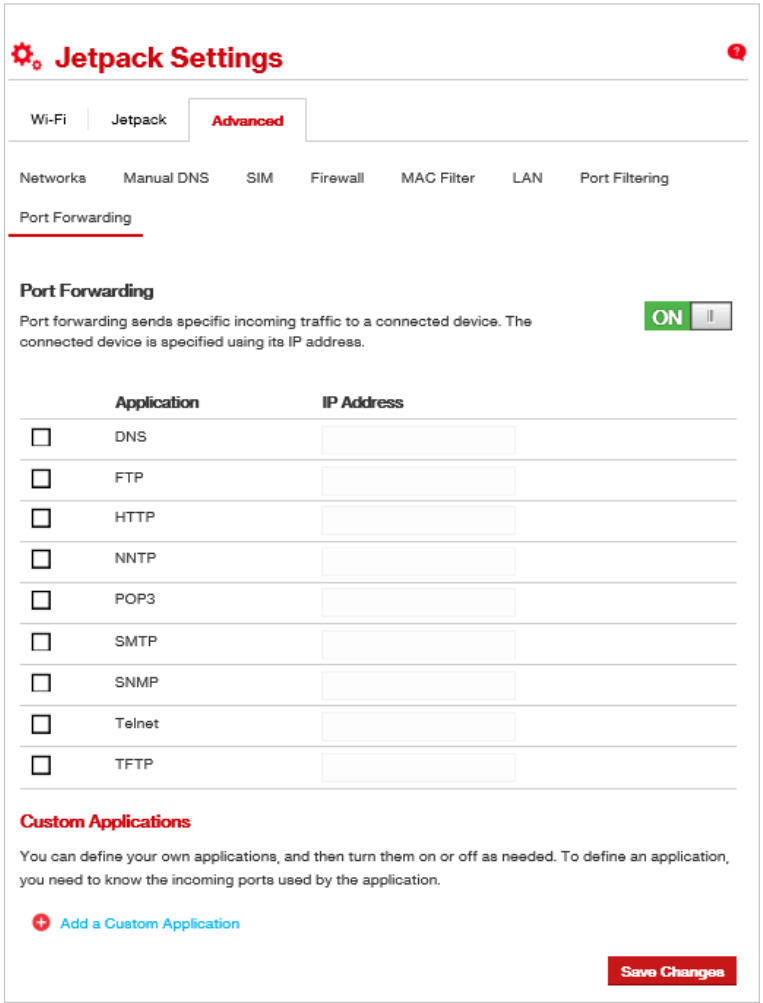
   The Custom Port Filtering page uses check boxes to turn on port filtering for custom applications. Similar to the Applications list, you must turn on custom applications so they can connect to the Internet.

3. Enter the beginning of the range of port numbers used by outgoing traffic for the custom application being added in the **Start Port** field.
4. Enter the end of the range of port numbers in the **End Port** field. If the port is a single port instead of a range, type the same value for both the **Start Port** and the **End Port**.
5. Select the protocol (TCP, UDP, or both) used by each port range from the **Protocol** dropdown menu.
6. Click **Save Changes** to activate and save any changes made to the custom applications.
7. Select the **Delete** checkbox next to any custom application you wish to delete and click **Save Changes**.

## Port Forwarding

Port Forwarding allows incoming traffic from the Internet to be forwarded to a particular computer or device on your Wi-Fi network. Normally, the built-in firewall blocks incoming traffic from the Internet. Use Port Forwarding to allow Internet users to access any server you are running on your computer, such as a Web, FTP, or E-mail server. For some online games, Port Forwarding must be used in order for the games to function correctly. The Port Forwarding menu contains the following sections:

- **ON/OFF** — Slide the ON/OFF button to ON to activate Port Forwarding.
    - **Default Applications** — The IP address for the selected application. Choose from DNS, FTP, HTTP, POP3, SMTP, SNMP Telnet and TFTP.
- **Custom Applications**
    - **Add Custom Application** — Allows you to define your own applications. Once defined, these applications can be turned ON/OFF in the same way as pre-defined applications.
    - **Save Changes** — Use to activate and save new settings.




Jetpack Settings Advanced - Port Forwarding

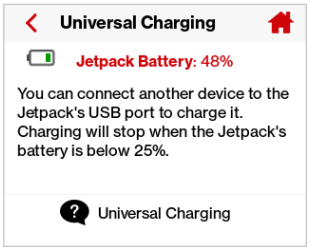
# Universal Charging

**Universal Charging** allows you to charge your phone or other device using your Jetpack. You can also set battery charging limits, check current charging availability, and customize your device preferences.

## On the Jetpack Display

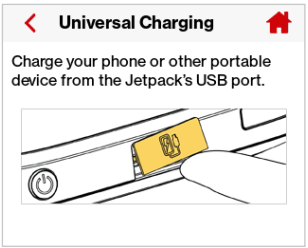
To charge your phone or other device using your Jetpack:

1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Tap **Menu** to display a list of Menu options.
3. Select **Universal Charging** to display remaining battery charge.
4. Tap **Universal Charging** to display an animation showing how to connect and charge a phone or other device using the Universal Charging port.
5. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.

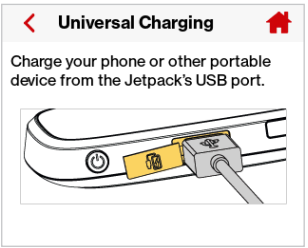



Current Charging Availability

Instruction Animation




Instruction Animation




Instruction Animation

## On the Jetpack Admin Website

The Jetpack Settings Jetpack Preferences page provides many options to customize the behaviour of your Jetpack. (See Preferences on page 66.)

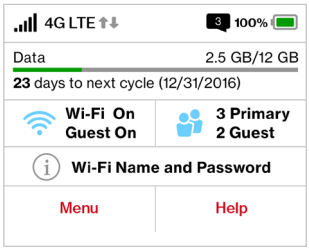
# Wi-Fi Protected Setup (WPS)

**WPS** is a system that allows Wi-Fi devices to connect to a Wi-Fi network without having to manually enter the network key, and is accessible through the Jetpack display.

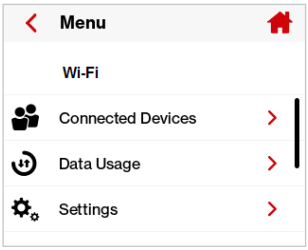
## On the Jetpack Display

To set-up WPS:

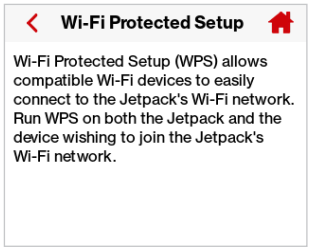
1. Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
2. Tap **Menu** to display a list of Menu options.
3. Select **Wi-Fi** to display Wi-Fi options.
4. Select **Wi-Fi Protected Setup (WPS)** to display instructions to setup either **PIN Input** or **Push Button** WPS.
5. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.



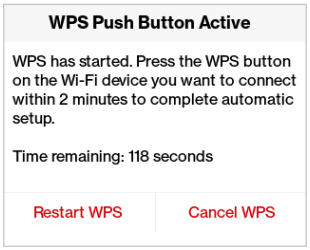

Current Charging Availability




Instruction Animation




Instruction Animation




Instruction Animation

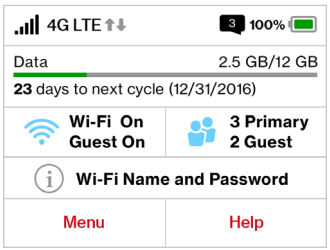
# Messages

**Messages** displays the number of unopened messages sent to your Jetpack, and allows you to read and retain or delete each message.

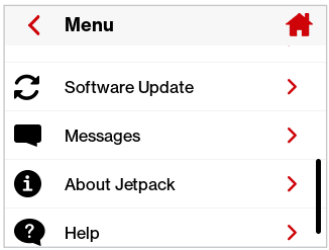
## On the Jetpack Display

To display unread messages:

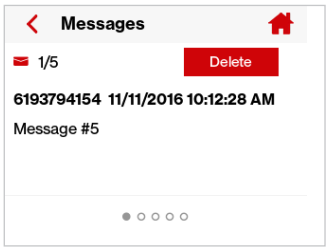
1. On the Home screen tap **Menu**, then select **Messages** to display the the Messages page. Swipe to scroll through the messages.
2. To delete the message, tap the **Delete** button. To retain the message, swipe to move to the next unread message.
3. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.



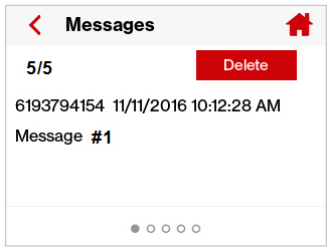

Tap Menu




Select Messages



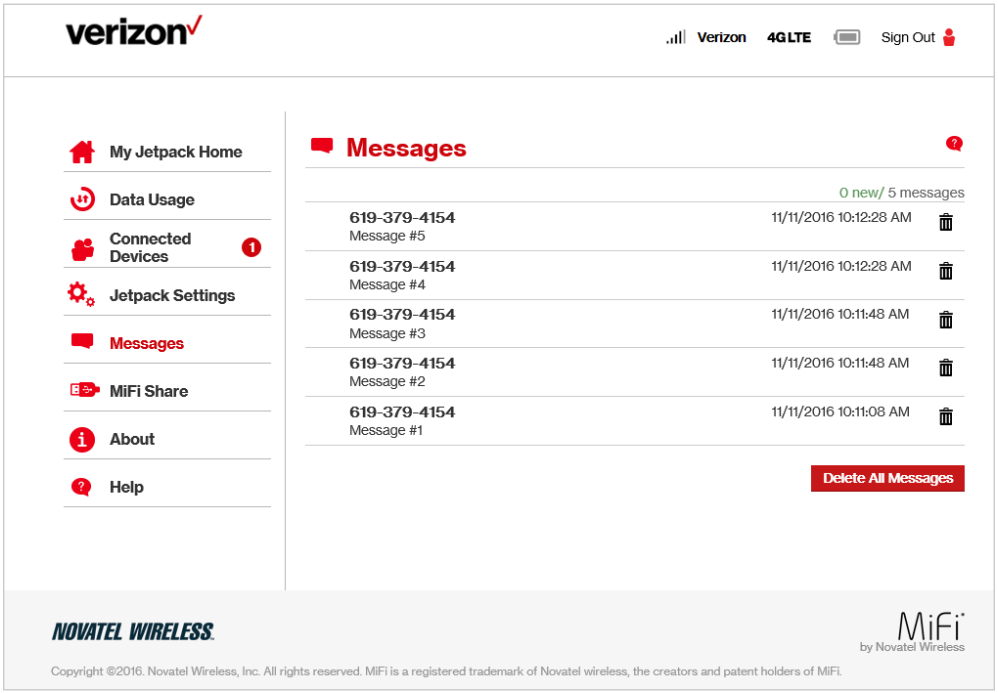

Tap Delete to Delete Message




Tap < to Return to the Menu

# On the Jetpack Admin Website

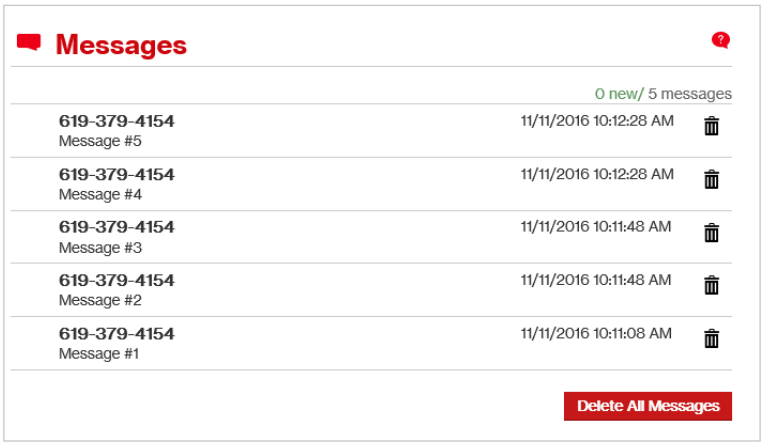
The Jetpack Messages page displays all existing Verizon system messages, and allows you to delete messages individually or all messages at one time. Unread messages are marked with a red message icon .




Jetpack Messages

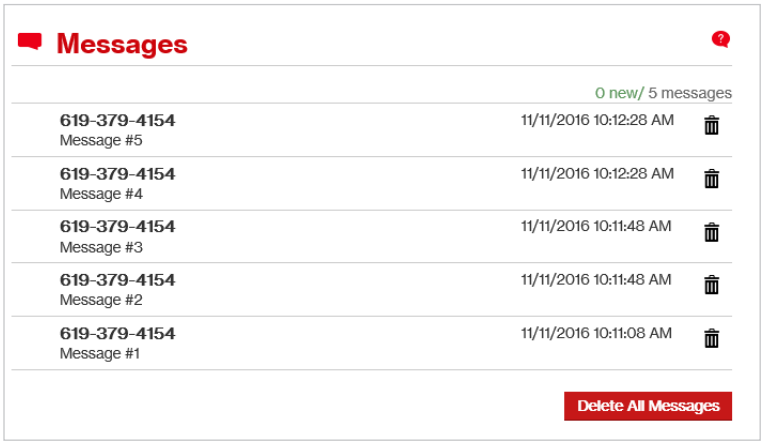
To delete existing messages:

1. To delete one message at a time, click the garbage can icon for each message you want to delete.




Jetpack Messages - Delete

❷ To delete all messages at one time, click **Delete All Messages** at the bottom of the page.




Jetpack Messages - Delete All

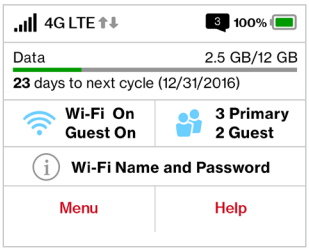
# MiFi Share

**MiFi Share** allows you to share files and folders with connected devices on the Jetpack's Wi-Fi network when a USB mass storage device is connected to the USB C port.

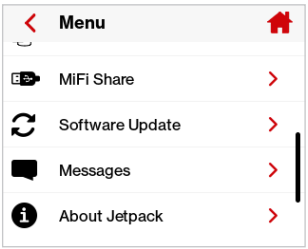
## On the Jetpack Display

To configure the MiFi Share content and access settings:

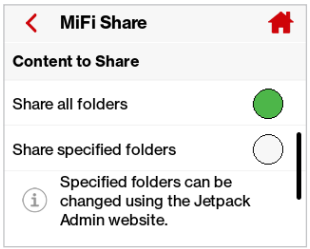
1. On the Home screen, tap **Menu** and select **MiFi Share** to display the MiFi Share options.
2. Select the desired option and tap the ON/OFF button to turn the setting ON or OFF.
3. To display instructions on how to access shared folders, Sign In to the Jetpack Admin Website and select **MiFi Share > How do I access the shared folders?**
4. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.



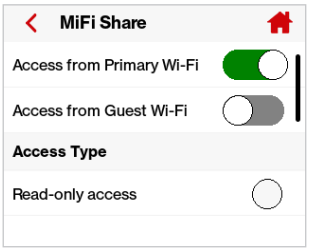

Tap Menu




Select MiFi Share




Select Content to Share

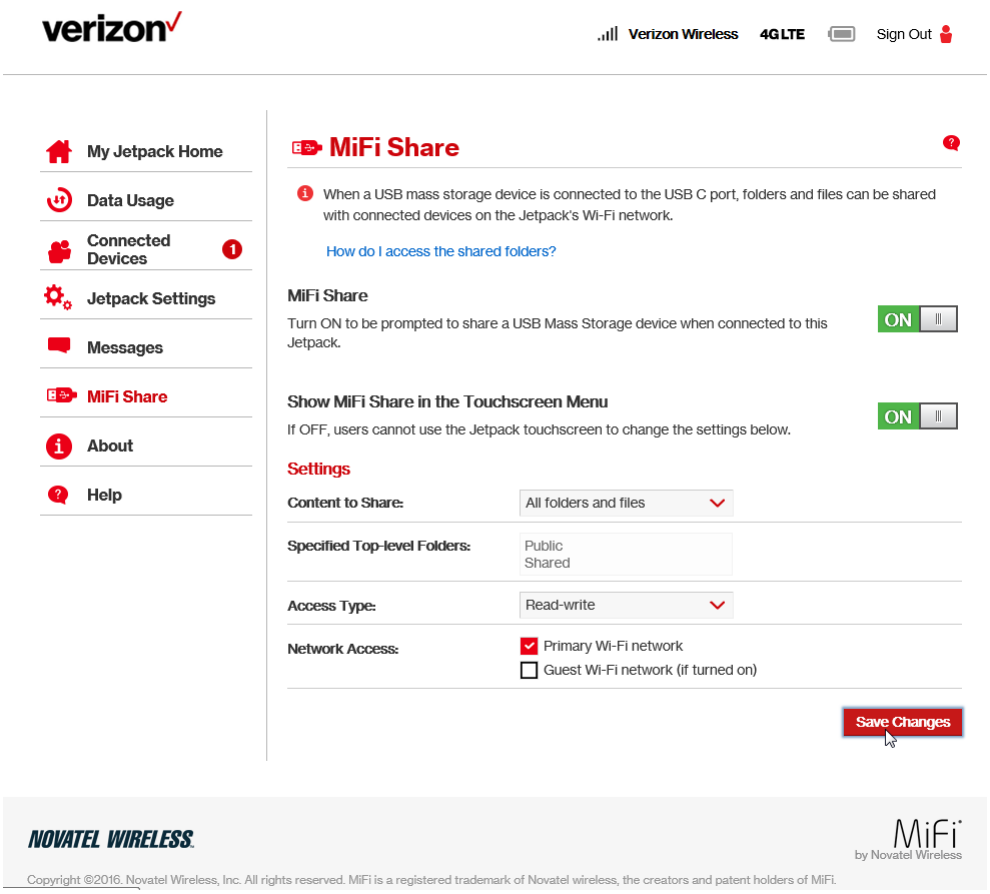



Select Access and Access Type

# On the Jetpack Admin Website

The **MiFi Share** page allows you to turn MiFi Share and the Jetpack touchscreen ON/OFF. You can also select content to share, access type (read-write or read-only), and Network access.

1. To be prompted to share a USB Mass Storage device when connected to your Jetpack, slide the **MiFi Share** ON/OFF button to ON.
2. To display instructions on how to access the share folders, click on the **How do I access the shared folders?** link.
3. To allow users to share the Jetpack touchscreen and change settings, slide the **Show MiFi Share in the Touchscreen Menu** ON/OFF to ON.
4. To select content to share settings, select either **All folders and files** or **specified top-level folders** from the **Content to Share** dropdown menu.
5. To select access type settings. select either **Read-write** or **Read-only** from the **Access Type** dropdown menu.
6. To specify network access, mark the appropriate **Network Access** checkbox.
7. Click **Save Changes** to activate and save your settings.




Jetpack MiFi Share

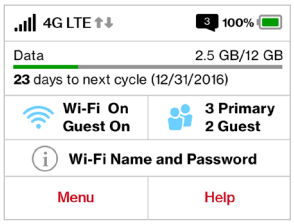
# Software Update

**Software Update** allows you to view the current software version and when the last check was made for updates, lists available updates, and provides an update history. You can also download and install a new update using your Jetpack device.

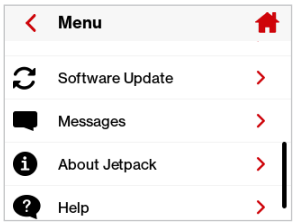
## On the Jetpack Display

To check for a Software update:

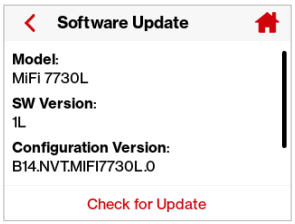
1. On the Home screen, tap **Menu** and select **Software Update** to display the current Software and Configuration versions. Tap **Check for Update** to check for the latest Software version available.
2. If an update is available, you can choose to download and install the update using your Jetpack device.
3. Tap **OK** to return to the Software Update page.
5. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.



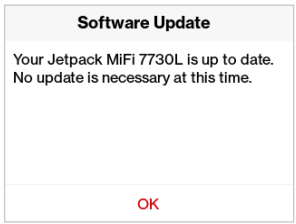

Software Update option




Select Yes to Check




Checking for New Version




Update Status

## On the Jetpack Admin Website

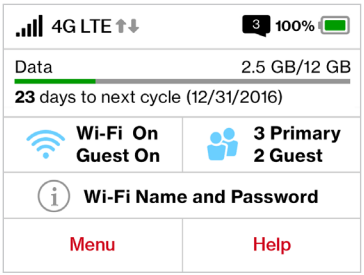
The Software Update page displays the current software version, and when a check is made for updates lists available updates and provides an update history. (See Software Update on page 67.)

# About Jetpack

**About Jetpack** displays information about your Jetpack, including Internet and roaming status, model and version, wireless and IMEI number, and battery charge level.

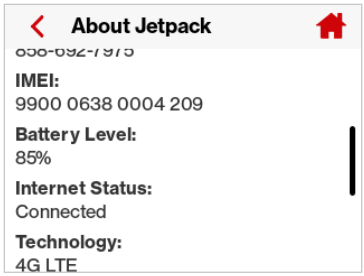
## On the Jetpack Display

1. On the Home screen tap **Menu**, then select **About Jetpack** to display model number, software and configuration versions, and wireless  number.
2. Swipe to navigate to display the IMEI, battery level, internet status, technology, network, signal strength, SNR, and roaming status.
5. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.




About Jetpack Option

Internet Connection Status




Jetpack Details

# On the Jetpack Admin website

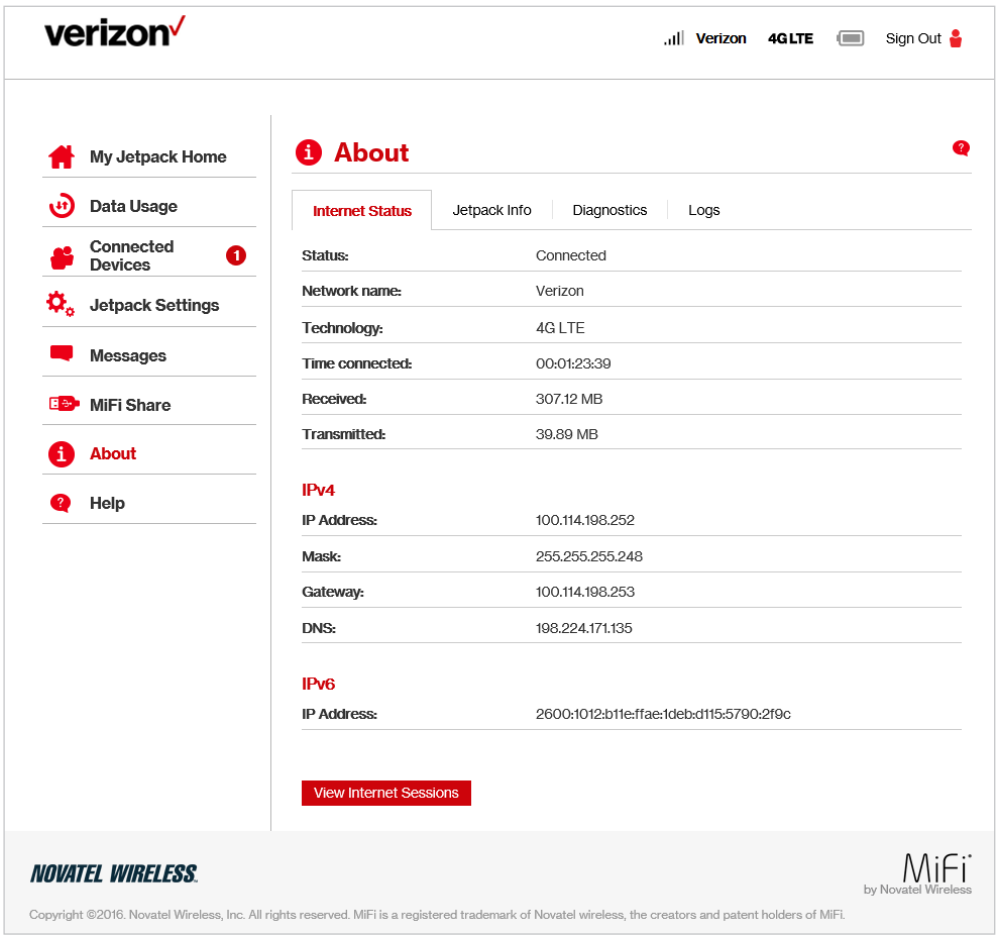
The About Jetpack page allows you to view detailed information about Jetpack internet status, device specific information, diagnostics, troubleshooting and support. The About page contains the following menu options:

- **Internet Status** (See Internet Status on page 94.)
- **Jetpack Info** (See Jetpack Info on page 96.)
- **Diagnostics** (See Diagnostics on page 97.)
- **Logs** (See Logs on page 101.)

## *Internet Status*

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

- **Internet Status** (See Internet Status on page 95.)
- **IPv4** (See IPv4 on page 95.)
- **IPv6** (See IPv6 on page 95.)




About Jetpack - Internet Status

## Internet Status

The Internet Status section has the following options:

- **Status** — The status of the Internet connection, usually **Connected** or **Disconnected**.
- **Network name** — The name of the network to which this Jetpack is currently connected.
- **Technology** — The type of technology used to connect to the Internet.
- **Time connected** — How long the Jetpack has been connected to the network.
- **Transmitted** — The amount of data sent to the network.
- **Received** — The amount of data received from the network.

## IPv4

The IPv4 section has the following options:

- **IP Address** — The IP address for the Jetpack.
- **Mask** — The subnet mask network setting for the Jetpack. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP Address, ensure you use the correct Subnet Mask for the IP address range containing the LAN IP address.
- **Gateway** — The address of the server used to access the Internet.
- **DNS** — The address of the Domain Name Server (DNS).

## IPv6

The IPv6 section has the following option:

- **IP address** — The IP address for the Jetpack.

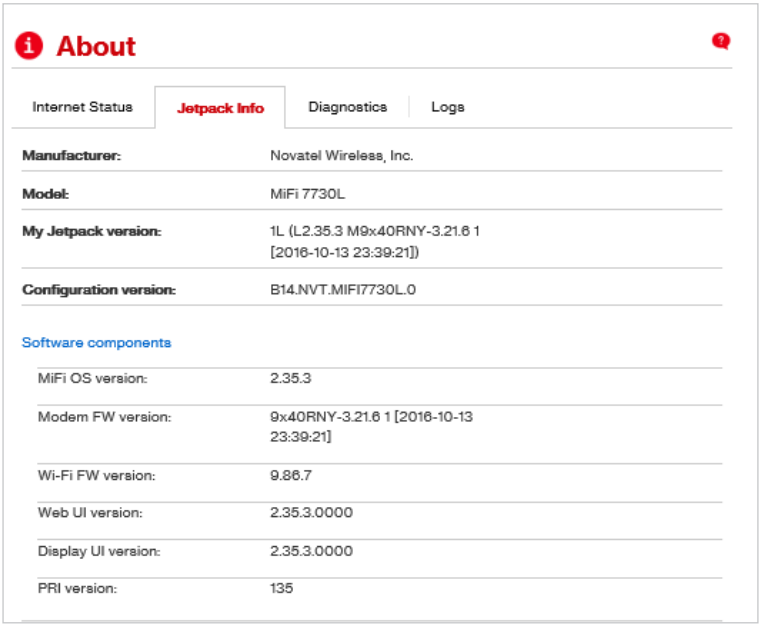
## *Jetpack Info*

The Jetpack Info page contains detailed information about the Jetpack. The Jetpack Info page contains the following sections:

- **Manufacturer** — The manufacturer of the Jetpack.
- **Model** — The model number or name of the Jetpack.
- **My Jetpack version** — The current Jetpack version.
- **Configuration version** —

  **Software Components:**

  - **MiFi OS version** — The Jetpack operating system (OS), including its components, version.
  - **Modem FW version** — The current modem firmware version.
  - **Wi-Fi FW version** — The current Wi-Fi firmware version.
  - **Web UI version** — The web user interface version.
  - **Display UI version** — The current user interface version.
  - **PRI version** — The configuration version currently applied to the Jetpack.

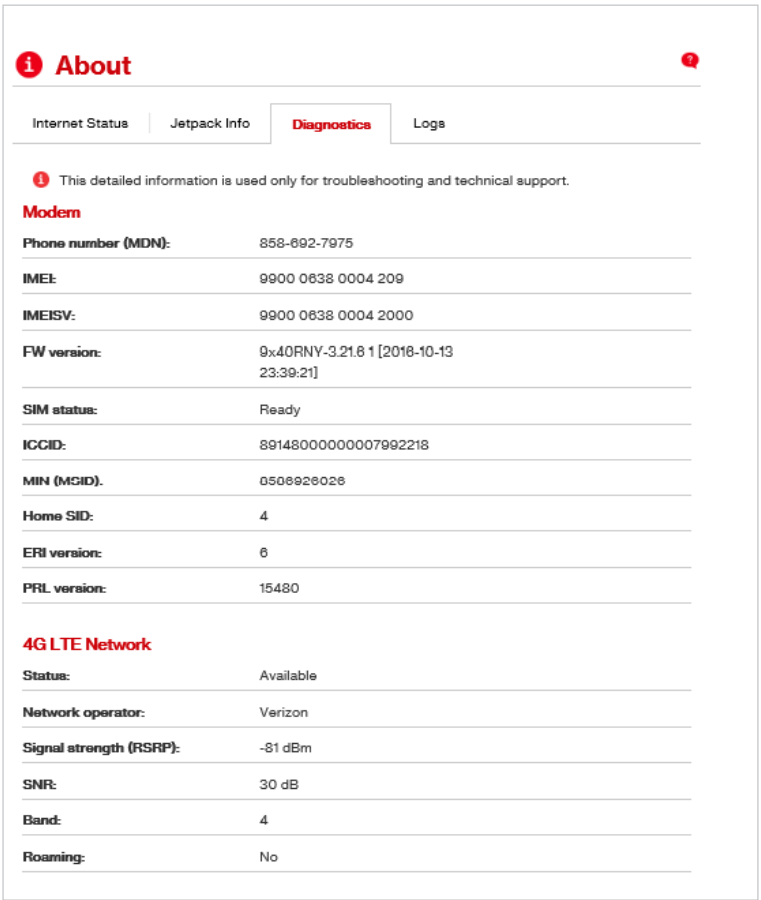



About Jetpack - Internet Status

## *Diagnostics*

The Diagnostics page shows information about the Jetpack firmware and other system-level information. You can also view the system log. This page is used mostly for troubleshooting and is not required for normal operation. The Diagnostics page contains the following sections:

- **Modem** (See Modem on page 98.)
- **4G LTE Network** (See 4G LTE Network on page 99.)
- **GSM/UMTS/HSPA Network** (See 4G LTE Network on page 99.)
- **3G Network (eHRPD/EVDO/1xRTT)** (See GSM/UMTS/HSPA Network on page 99.)
- **Field Test** (See Field Test on page 100.)

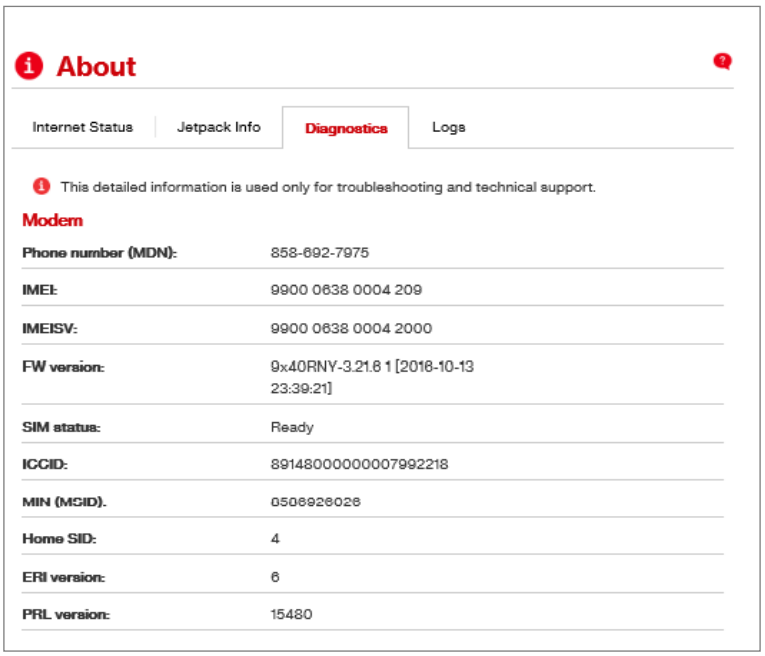



About Jetpack - Diagnostics

## Modem

The Modem section has the following options:

- **Phone number (MDN)** — The Phone Number or Mobile Directory Number (MDN) is used by the mobile data network to identify this particular data service.
- **MEID** — The Mobile Equipment Identifier (MEID) is used by the mobile data network to identify this particular modem.
- **IMEI** — The International Mobile Equipment Identity (IMEI) number for the Jetpack.
- **IMEISV** — The International Mobile Equipment Identity (IMEI) combined with an approval number for the Jetpack.
- **FW version** — The modem firmware version.
- **SIM status** — Status of the SIM card. If the SIM card is missing, or this field indicates some form of SIM error, the Jetpack will not be able to connect to the mobile network.
- **ICCID** — The ID number assigned to the SIM Card.
- **MIN (MSID)** — The Mobile Identification Number (MIN) or Mobile Station ID (MSID) is the number associated with the home service provider and the wireless phone number.
- **ESN** — The Electronic Serial Number, which is either blank or a pseudo-ESN which is not guaranteed to be unique for devices that use an MEID.
- **Home SID** — System identifier for the home network.
- **ERI version** — The Enhanced Roaming Indicator version that is currently installed.
- **PRL version** — The version of the Preferred Roaming List (PRL), which tells the modem which non-home carrier towers should provide roaming coverage.

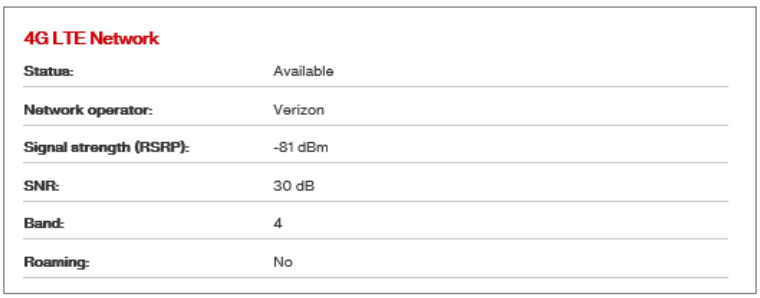



About Jetpack Diagnostics - Modem

## 4G LTE Network

The 4G LTE Network section has the following options:

- **Status** — Status of the network (Disabled, Not available, or Available).
- **Network operator** — The vendor that currently provides wireless access.
- **Signal strength** — Indicates the signal strength for LTE.
- **SNR** — A measure of signal quality; the higher the number the better the signal.




About Jetpack Diagnostics - 4G LTE Network

## GSM/UMTS/HSPA Network

The GSM/UMTS/HSPA Network section has the following options:

- **Status** — Status of the network (Disabled, Not available, or Available).
- **Network operator** — The vendor that currently provides wireless access.
- **Technology** — The current technology in use for the GSM/WCDMA/HSPA network. Possible values, from slowest to fastest are GPRS, EDGE, UMTS, HSDPA, HSUPA, HSPA+, and HSPA+ DC.
- **PLMN ID** — The name and/or ID of the Public Land Mobile Network.
- **Cell ID** — .The value identifies the cell tower currently in use.
- **RSSI** — Indicates the RSSI for the GSM/UMTS/HSPA signal. RSSI is a measure of signal strength in decibels, relative to one milliwatt.
- **Roaming** — Indicates if the current connection is a roaming connection.

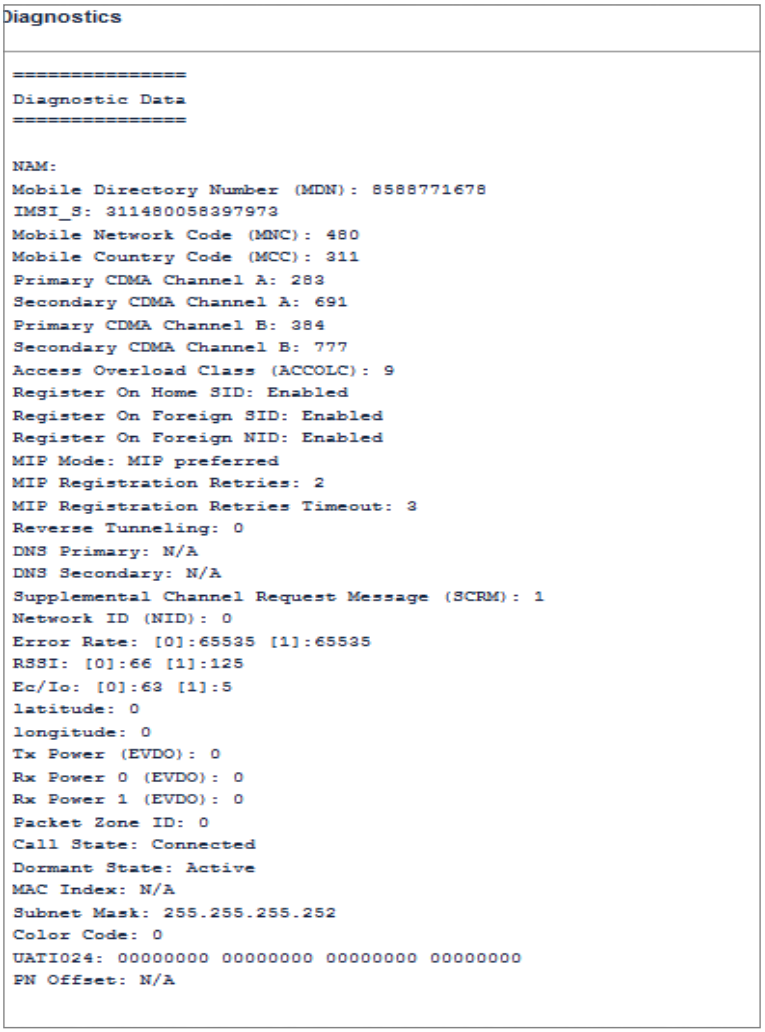
## 3G Network (eHRPD/EVDO/1xRTT)

The 3G Network (eHRPD/EVDO/1xRTT) section has the following options:

- **Status** — Status of the network (Disabled, Not available, or Available).
- **Network operator** — The vendor that currently provides wireless access.
- **RSSI (1x)** — Indicates the RSSI for the 1xRTT signal.
- **RSSI (EVDO)** — Indicates the signal strength for the EVDO/eHRPD signal.
- **Technology** — The type of technology used to connect to the Internet.
- **Ec/Io** — A measure of how clean the signal is, and is a type of signal-to-noise ratio.
- **SID** — System identifier for the network.
- **Roaming** — Indicates if the current connection is a roaming connection.

## Field Test

Click on **Field Test** to provide a list of low-level network parameters which can be helpful for technical support staff when they troubleshoot network connectivity issues.

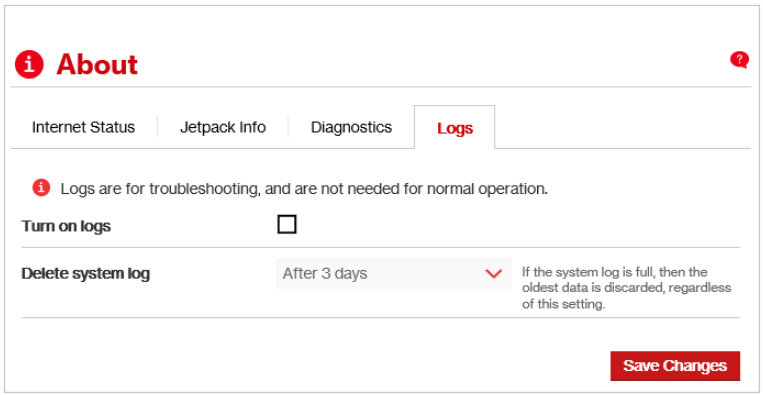



About Jetpack Diagnostics - Field Test

## *Logs*

The Logs page allows you to turn logs ON/OFF, and to delete system logs.

**NOTE** Logs record various operations and are used for troubleshooting and are not needed for normal Jetpack operation.

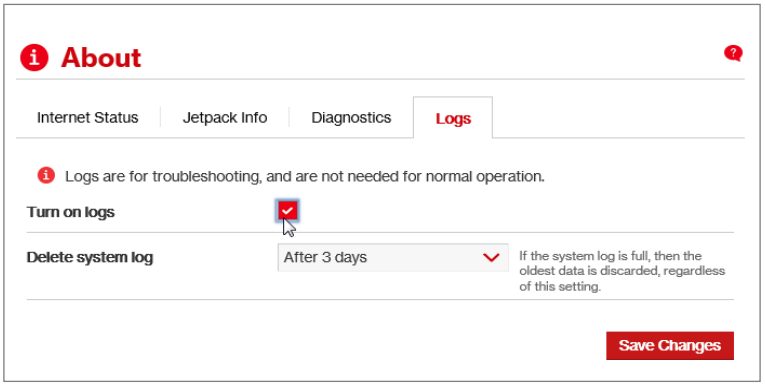



About Jetpack Diagnostics - Field Test

### Turn on Logs

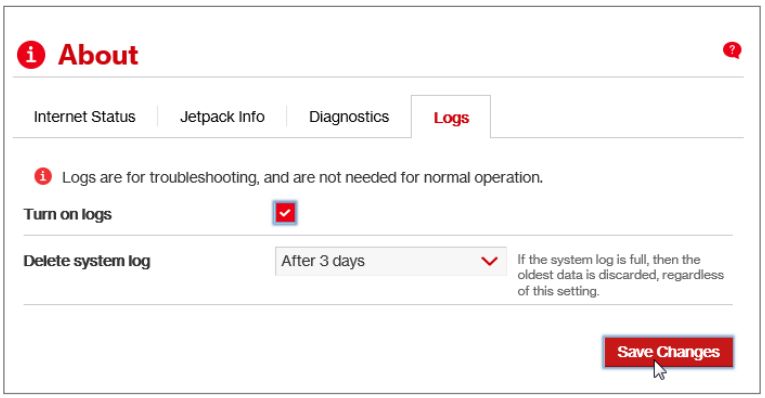
To turn on system logs:

1. Select the checkbox next to **Turn on logs**.




About Jetpack Logs - Turn On

2. Click **Save Changes**.

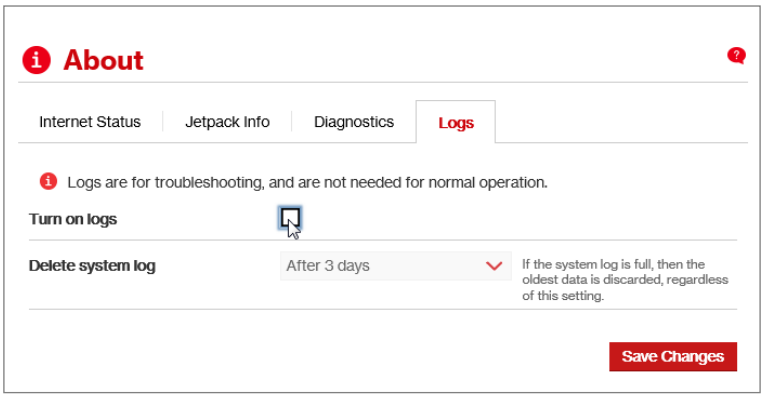



About Jetpack Logs - Save Changes

## Turn Off Logs

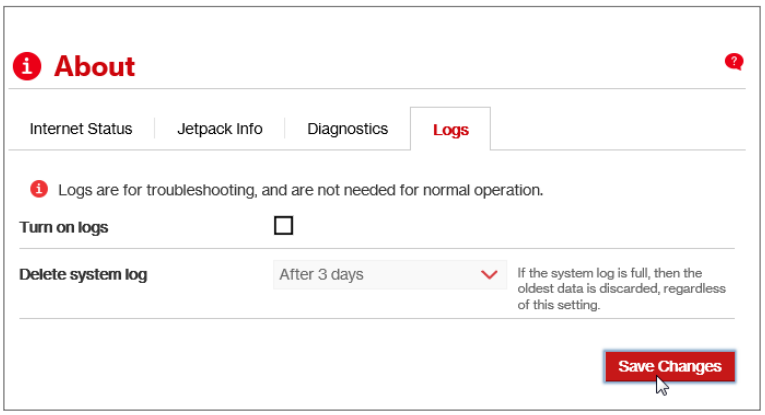
To turn off system logs:

1. Deselect the checkbox next to **Turn on logs**.




About Jetpack Logs - Turn Off

2. Click **Save Changes**.

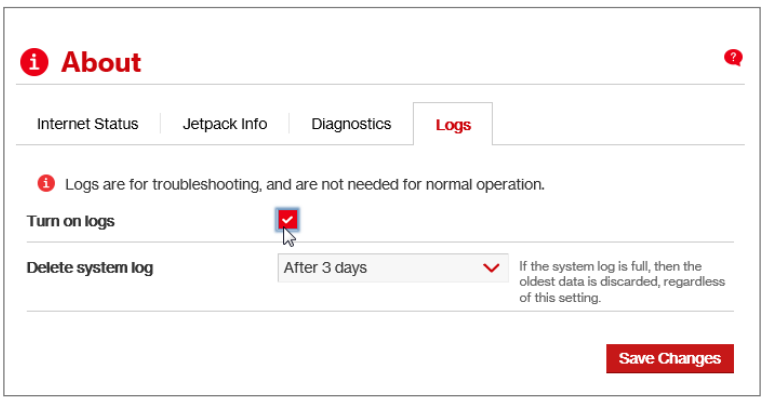



About Jetpack Logs - Save Changes

## Delete System Log

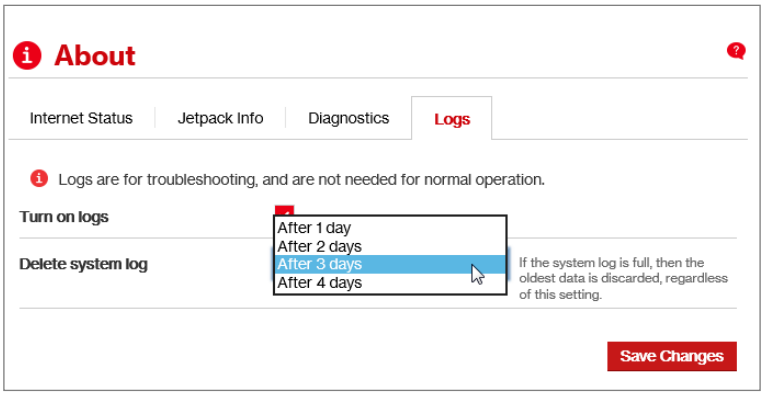
To delete a system log:

1. Select the checkbox next to **Turn on logs**.




About Jetpack Logs - Turn On

❷ Select the appropriate time period for the deletion of system logs from the dropdown menu next to **Delete system log**.The choices are after 1 - 4 days. If the system log is full, then the oldest data is discarded, regardless of this setting.




About Jetpack Logs - Set Delete System Log

❸ Click **Save Changes**.

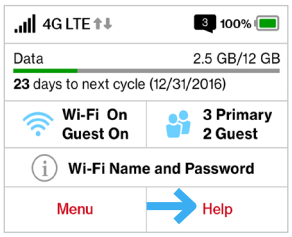
# Help

Help displays directions for connecting to the Jetpack Admin website, managing Guest Wi-Fi, and accessing WPS, Tutorial, Unlock SIM, Universal Charging, MiFi Share and GPS.

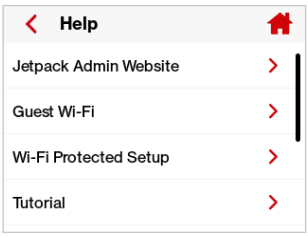
## On the Jetpack Display

To display Help options:

1. On the Home screen, tap **Help** to open the Help screen options. Help options include **Jetpack Admin Website**, **Guest Wi-Fi, Wi-Fi Protected Setup (WPS), Tutorial, Unlock SIM**, **Universal Charging, MiFi Share** and **GPS**.
2. Swipe up/down to highlight the desired Help option, then press to display option choices and information.
5. Tap < to return to the Menu screen, or the Home icon to return to the Home screen.

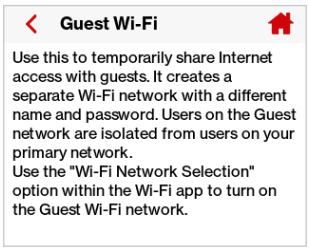



Help Option

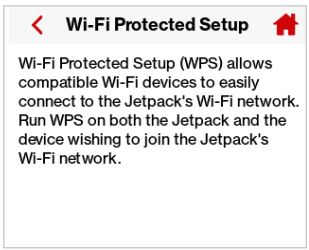



Select Help Option

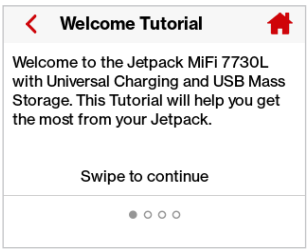
Jetpack Admin Website Help



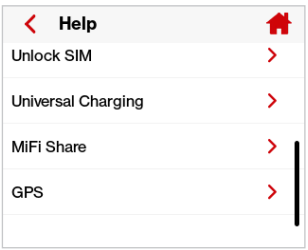

Guest Wi-Fi Help



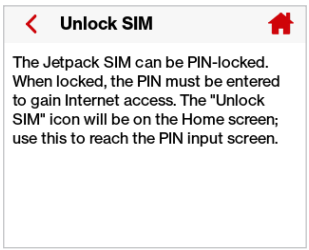

Wi-Fi Protected Setup Help



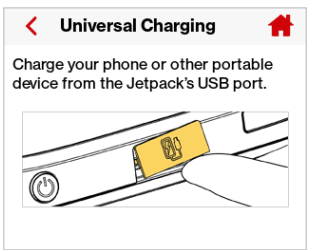

Welcome Tutorial Help



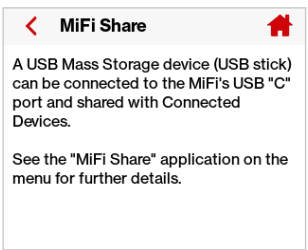

Select Help Option



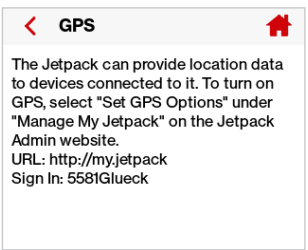

Unlock SIM Help



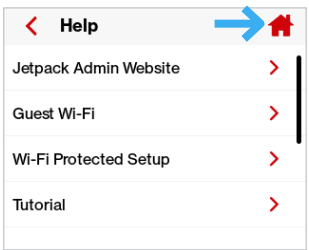

Universal Charging Help




MiFi Share Help




GPS Help




Return to Home page

4. Tap to return to the Home screen.

# On the Jetpack Admin website

The **Help** page provides links to detailed information about using your Jetpack and the Jetpack Admin Website, as well as links to access Jetpack Advanced Features. The Help Support section provides links to Quick Links, Self-Service Support, and Customer Care. The Help page contains the following menu options:

- **Help** (See Internet Status on page 105.)
- **Support** (See Jetpack Info on page 96.)

## *Help*

## *Support*

# 4

# Troubleshooting

Overview
Common Problems and Solutions
Technical Support

# Overview

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

- System resources required by the Jetpack 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 Jetpack.

### First Steps

- Make sure you are using the Jetpack 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 Jetpack can resolve many issues.

**IMPORTANT** Before contacting support, be sure to restart both your computer and your MiFi 7730L, and ensure that your SIM card is inserted correctly.

# Common Problems and Solutions

The following are some common problems and solutions.

## My Jetpack just powered off without my pressing the power button. Why?

This may occur under any of the following circumstances.

- Pressing the Master Reset button
- Jetpack automatically restarting after configuration changes
- Switching profiles
- Restoring the configuration settings
- Battery depletion

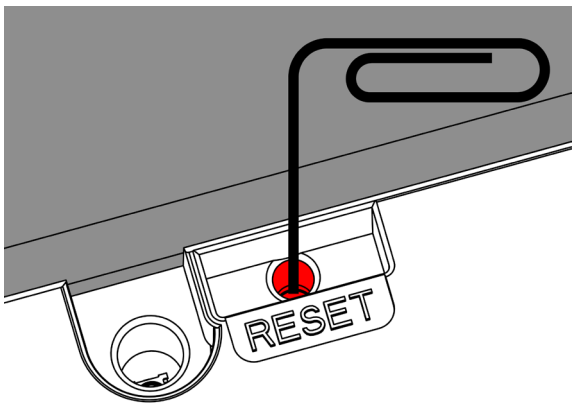
To restore battery power, follow these steps.

1. Manually press and hold the power button to turn it back on.
2. If the battery is depleted, charge the Jetpack with the wall charger.

## How do I reset the Jetpack back to factory settings?

The master reset button is in a small hole located on the bottom of the Jetpack, underneath the battery cover. This button returns the Jetpack to factory settings, including re-setting the Wi-Fi Name (SSID) and Wi-Fi Password. To reset the Jetpack, follow these steps.

1. Place one end of an unfolded paper clip into the master reset button hole.
2. Press the reset button with the unfolded paper clip until the display shows "MiFi Powering Off" (about five to six seconds), then your Jetpack 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, follow these steps.

1. Connect to Jetpack Settings by connecting your computer to the MiFi wireless network and going to http://my.jetpack or http://192.168.1.1 in your browser.
2. Connect to the Jetpack Backup and Restore page.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. (See Backup and Restore on page 71).

## No service is available.

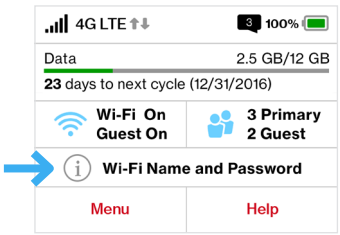
- Reorient your device. If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.
- You are outside your coverage area, or there may be a problem with your account. Check with your network operator.

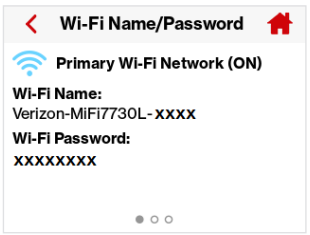
## The Jetpack has no power or the device screen does not display when the power button is pressed.

- 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 hours.

## I forgot my Wi-Fi Password.

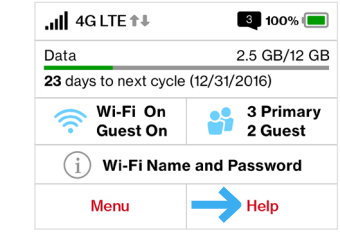
- Select **Wi-Fi Name/Password** to display your Wi-Fi Name (SSID) and Wi-Fi Password.

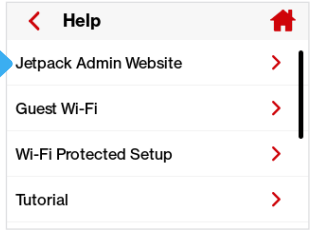


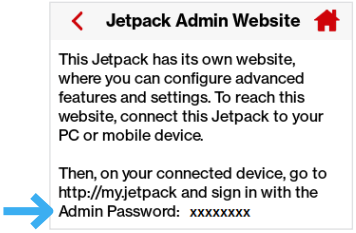




## I forgot my Jetpack Admin website Password.

- Select **Help > Jetpack Admin website** to display the Jetpack Admin website URL and Admin Password.



## I cannot connect to my Jetpack.

- 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.)

❶ Open your wireless network connection list:

Windows: Right-click icon and select **View Available Networks**.

Mac: Pull down list from AirPort icon.

❷ Windows: Click **Connect**.

Mac: Select the network name.

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 Jetpack.

- Go to **Wi-Fi Name/Password** to check that you are using the correct Wi-Fi password.

## How do I disconnect from the network?

From the Jetpack device:

❶ To disconnect from the Wi-Fi network, select **Settings > Wi-Fi > Turn Off**.

From the Jetpack Admin network:

❶ Go to http://my.jetpack to open the My Jetpack Home page.

❷ Sign In using your Web Interface password.

❸ Click **Sign Out**.

## How can I find out how many users are connected to my Jetpack?

From the Jetpack device:

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

From the Jetpack Admin website:

- Check the **Connected Devices** icon in the status panel on the My Jetpack Home page of your Jetpack Admin website. The number of connected devices is displayed to the right of the icon. To get detailed information on connected and block devices, click **Connected Devices** on the navigation panel.

## How can I get detailed information about the devices that are connected to my Jetpack?

1. Select **Connected Devices > Wi-Fi Devices** to display the type, name, and IP address of each device connected to the Jetpack Network.
2. Select Connected **Devices > USB Tethering** to display the type, name, and IP address of any device connected to the Jetpack via the Universal Charging port.
3. To display more detailed information for connected devices, go to http://my.jetpack to open the Home page, then Sign In using your Jetpack Admin 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 Jetpack?

- Select **Software Update** to display the current version installed. To check for new update, select **Software Update > Next > Yes**.

## How do I check the battery level of my Jetpack?

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

## How do I turn off my Jetpack?

- Press and hold the Power button until the display shows **MiFi**.

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

- When the display is off (sleep mode) and the Jetpack is turned on, the blue Power indicator on the front panel of the Jetpack blinks.

**IMPORTANT** Before contacting support, be sure to re-start both your computer and the MiFi 7730L.

## Technical Support

Contact your service provider for assistance. When calling, you may be asked for the wireless number of your Jetpack. To find your Jetpack's wireless number, go to **About Jetpack > Jetpack Info** on your device, or **http://my.jetpack** on the Web User Interface.

5

# Product Specifications and Regulatory Information

Product Specifications
Regulatory Statements
Wireless Communications
Limited Warranty and Liability
Safety Hazards
Proper Battery Use and Disposal

# Product Specifications

## General

| | |
|---|---|
| Name: | Verizon Jetpack® 4G LTE Mobile Hotspot - MiFi® 7730L |
| Model: | MIFI7730L |
| Approvals: | FCC (North America) |
| Weight: | 130 g / 4.6 oz |
| Dimensions: | 109 mm x 67 mm x 18 mm,<br>4.29 in x 2.64 in x 0.71 in |
| Wireless Network | LTE, CDMA, HSPA+/UMTS, GPRS/EDGE |
| Wireless Network –<br>Wi-Fi Mode | Real simultaneous Dual Band<br>802.11 b/g/a/n/ac<br>2.4 GHz/5.0 GHz |
| Display | 2.4 in color touchscreen LCD |
| Default SSID | MiFi7730L-XXXX |
| Battery | |
| • Size<br>• Time required for full charge<br>• Usage | 4400 mAh<br>3 hours (when not in use)<br>Up to 24 hours |
| Chip Set: | QUALCOMM® MDM9640 |
| Interface Type: | Type C USB Port for Quick Charge charging port, Internet over USB,<br>content access<br>Type A USB port, used by Universal Charging feature |
| Memory: | RAM = 128MB, LPDDR<br>FLASH = 256MB, NAND |

## Technology/Bands

| | |
|---|---|
| Technology: | LTE, CDMA EV-DO rA, HSPA+/UMTS, GPRS/EDGE |
| Band Designation: | CAT 9 LTE w/3-Carrier CA |
| Bands: | LTE US – B2/B4/B5/B13/B66<br>LTE Global – B3/B4/B7/B20/B28<br>CDMA 1x/EV-DO rA – BC0/BC1<br>HSPA+, /UMTS – B1/B2/B5/B8<br>GPRS/EDGE: B2/B3/B5/B8<br>sGPS/XTRA capable |

# Environmental

| | |
|---|---|
| Operating Temperature: | -10° C to 55° C (x°F to xx° F) |
| Storage Temperature: | -30° C to 70° C (x° F to xx° F) |
| Battery Charging | 0° C to 40° C (x ) |
| Relative Humidity | The device shall be fully operational up to a maximum of 93% relative humidity (non-condensing). |
| Drop: | The device accessories (battery and charger) shall withstand drop from 1.5m onto hard surface (stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or mars.<br><br>The housing will withstand drop from 1.25m onto hard surface stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or mars |
| Electrostatic Discharge | The device shall be able to withstand the following ESD: 8kV contact / 15kV air discharge. |
| Vibration Stability: | The device shall be able to withstand the following vibration profile: 10-2000Hz, 1.5G acceleration, 3 axes. |

# Regulatory Statements

## *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 Jetpack MODEM IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT NOVATEL WIRELESS 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 Technologies.

## *RF Exposure Content*

**FCC Equipment Authorization ID**: **PKRNVWMIFI7730**

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 Jetpack device, or failure of the MiFi 7730L 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 Jetpack in an environment that might be susceptible to radio interference resulting in danger, specifically:

### *Areas where prohibited by the law*

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

### *Where explosive atmospheres might be present*

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

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

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

### *Near medical and life support equipment*

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

### *On an aircraft, either on the ground or airborne*

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

### *While operating a vehicle*

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

### *Electrostatic discharge (ESD)*

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

# Proper Battery Use and Disposal

**IMPORTANT** In 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 Jetpack or battery. If the Jetpack 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.

# 6

# Glossary

# Glossary

- **1X** — The core CDMA2000 wireless air interface standard. The designation "1X", meaning 1 times Radio Transmissio Technology, indicates the same radio frequency (RF) bandwidth as IS-95: a duplex pair of 1.25 MHz channels. The 1X standard supports packet data speeds of up to 153 kbits/s with real world data transmission averaging 80-100 kbit/s in most commercial applications.
- **3G** — Third Generation. 3G refers to the third generation of mobile telephony technology. 3G telecommunication networks support services that provide an information transfer rate of at least 200 kbit/s. However, many services advertised as 3G provide higher speed than the minimum technical requirements for a 3G service. 3G finds application in wireless voice telephony, mobile Internet access, fixed wireless Internet access, video calls and mobile TV.
- **4G LTE** — Fourth Generation Long Term Evolution. LTE is a standard for wireless data communications technology and an evolution of the GSM/UMTS standards. The goal of LTE is to increase the capacity and speed of wireless data networks using new DSP (digital signal processing) techniques and modulations that were developed around the turn of the millenium. A further goal is the redesign and simplification of the network architecture to an IP-based system with significantly reduced transfer latency compared to the 3G architecture. The LTE wireless interface is incompatible with 2G and 3G networks, so that it must be operated on a separate wireless spectrum.
- **802.11 (a, 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 $10^9$ 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.
- **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.