

# User guide.

**verizon**<sup>v</sup>

Verizon Jetpack® MiFi® 7730L

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## Novatel Wireless Revision History

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# 1

## Getting Started

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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 is 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.

## Caring for Your Jetpack

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

# Accessing the Network

## 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

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**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.

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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.

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

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# 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.



- ③ 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.



- ④ 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.



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

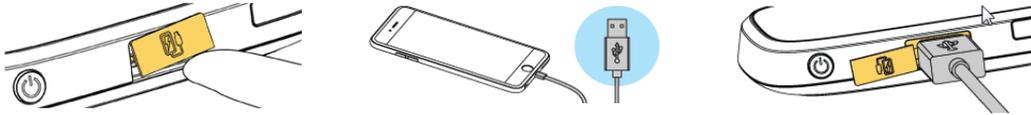
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# Universal Charging

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

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**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.

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- 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.

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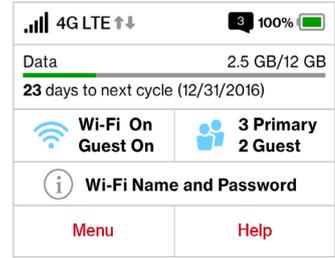
**IMPORTANT** Whenever you remove or insert either the battery or the SIM card, ensure your Jetpack is not connected to any device or power source. Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result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

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# 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.

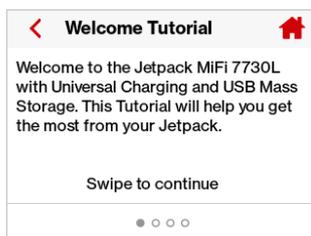
# Connecting to Your Jetpack

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™.

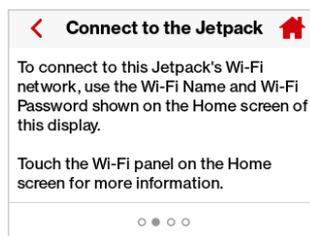
## Welcome Tutorial

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>.

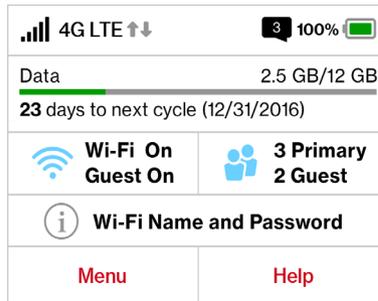
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**IMPORTANT** Charge the battery completely before you connect your computer to your Jetpack. (See [Charging the Battery](#) on page 12).

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# Using Your Jetpack After Setup is Complete

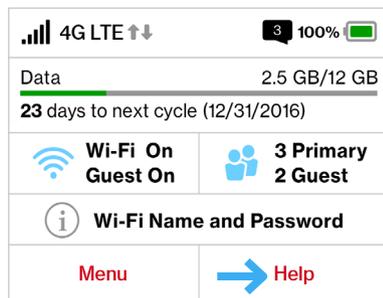
You can use the Jetpack as a wireless mobile hotspot to connect your computer and up to a total of 15 Wi-Fi enabled devices to the mobile broadband network. The Jetpack is powered on as soon as you press and hold the power button and the display turns on.



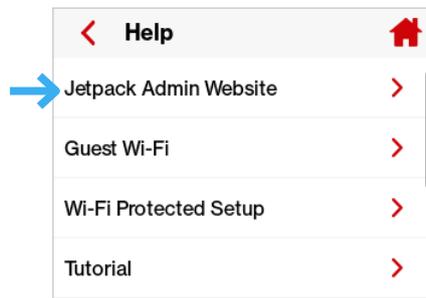
Jetpack Device Home

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.

- 5 Click **Save Changes**.

The screenshot shows the Verizon Jetpack Settings interface. On the left is a navigation menu with options: My Jetpack Home, Data Usage, Connected Devices (with a notification icon), Jetpack Settings, Messages, MiFi Share, About, and Help. The main content area is titled 'Jetpack Settings' and has tabs for 'Wi-Fi', 'Jetpack', and 'Advanced'. Under the 'Wi-Fi' tab, there are sub-tabs for 'General', 'Primary Network', and 'Guest Network'. A warning message states: 'These settings apply whenever the Primary Wi-Fi is turned on. Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices to this Jetpack using the new settings.' Below this, the 'Settings' section includes: 'Wi-Fi Name (SSID):' with a text input field containing 'Verizon-MiFi7730L-XXXX' and a blue arrow pointing to it; 'Security:' with a dropdown menu set to 'WPA2 Personal PSK (AES)'; and 'Wi-Fi Password (Key):' with a text input field containing 'XXYYYYZZZ' and a blue arrow pointing to it. A 'Generate New Key' button is located below the password field. An 'Options' section contains a warning: 'Devices connected to this Jetpack use data from your data plan. Performance may vary with the number of devices.' At the bottom right of the settings area is a red 'Save Changes' button with a blue arrow pointing to it. The footer includes the 'NOVATEL WIRELESS' logo, the 'MiFi by Novatel Wireless' logo, and a copyright notice: 'Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.'

Change Wi-Fi Name/Password

- 6 To change your Admin Password from My Jetpack Home, select **Manage My MiFi > Change my Jetpack Admin Password**.
- 7 Enter your current Admin Password in the Enter current password field.
- 8 Enter your new password in the Enter new password field, and re-enter to confirm in the Confirm new password field.

9 Click **Save Changes**.

**Change Jetpack Admin Password**

Enter and confirm the new Admin Password, and set or change the security question used for verification if you forget the Admin password.

Current Jetpack Admin password:

New Admin password:  Password must be at least 6 characters.

Confirm new Admin password:

Select security question:  ▼

Answer security question:

**Save Changes**

Change Jetpack Admin Password

# Using the Jetpack User Interface

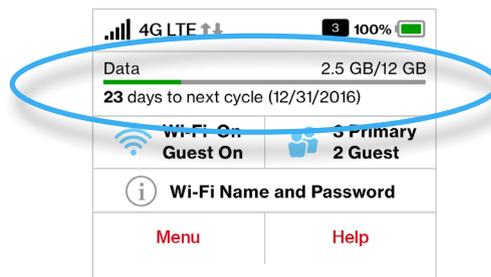
From the Jetpack display you can check your Jetpack status, view your current data usage, access Wi-Fi and Connected Devices details, and access an icon-based menu by using the color touchscreen. (See on page 4).

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 .

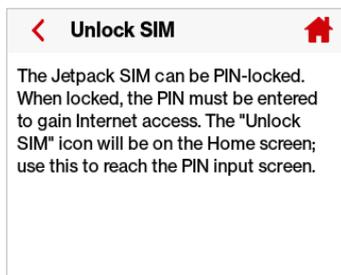
To view your current data usage:

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

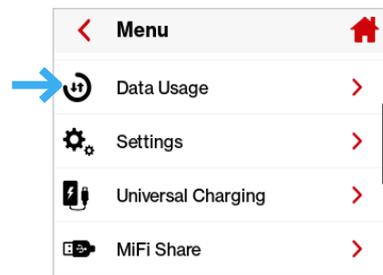


Jetpack Display Home

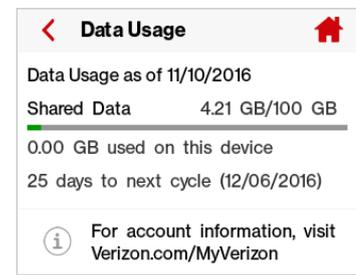
- 2 If SIM Lock is turned on, or if another device is connected to the Universal Charging port and being charged, the Data Usage meter will not display. Scroll and tap the Data Usage icon to view your current data usage details.



Unlock SIM



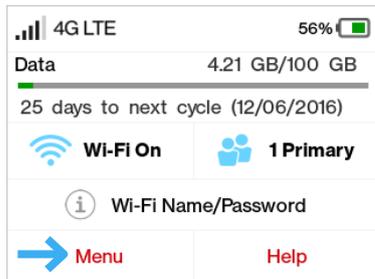
Retrieve Data Usage



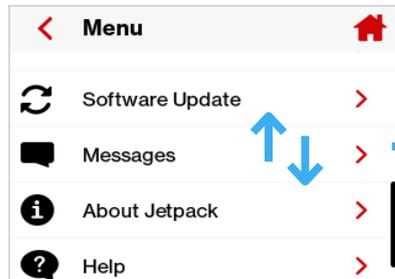
Data Usage Display

To access the icon-based menu options:

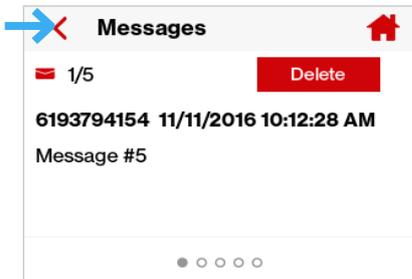
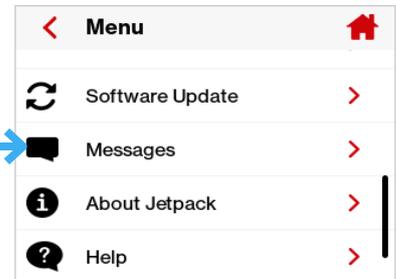
- From the Home screen, tap **Menu** to display the Menu options and swipe to scroll up or down to select the desired option, then tap to open. Continue to tap the desired option to move through any additional screens.



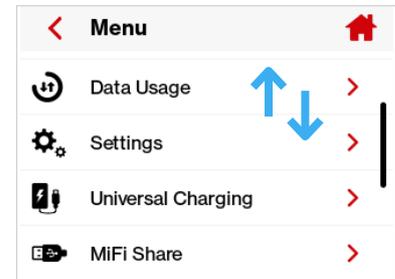
Tap Menu to Open Menu Options



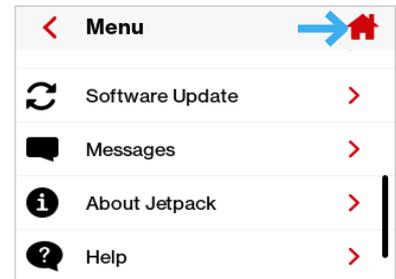
Swipe Up/Down to Desired Option



Tap < to go Back to Menu Options



Swipe Up/Down to Select New Option



Tap the Home Icon to Return Home

## 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

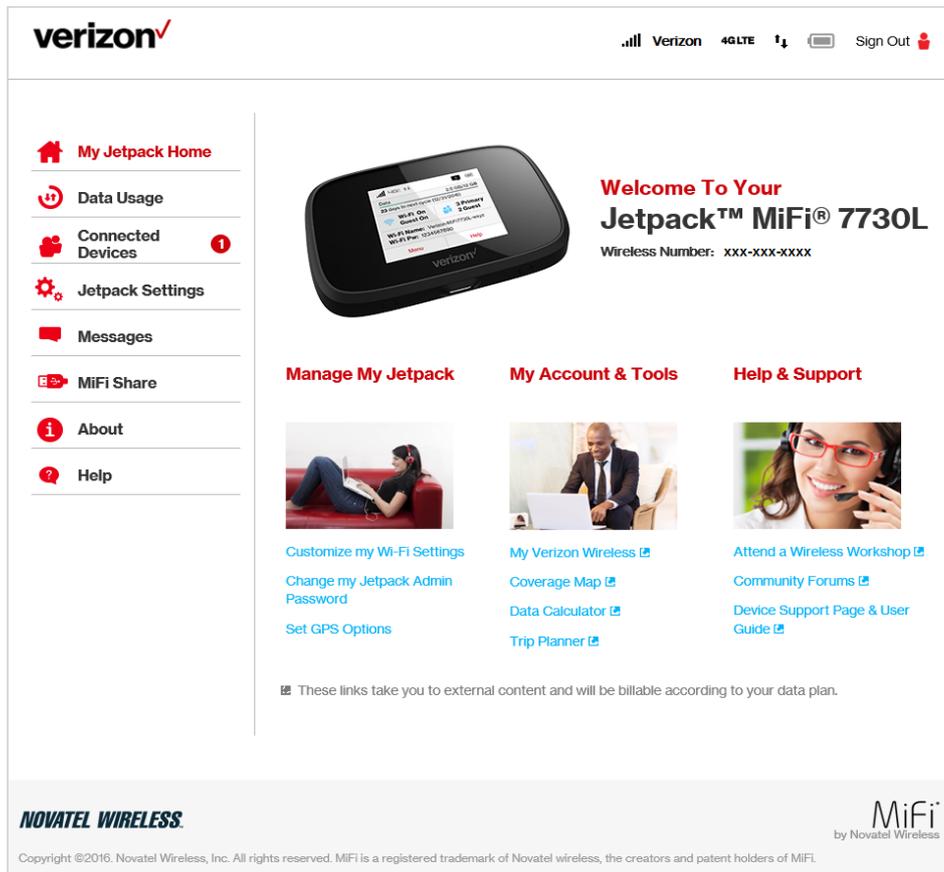


Menu Options & Help

# 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.)



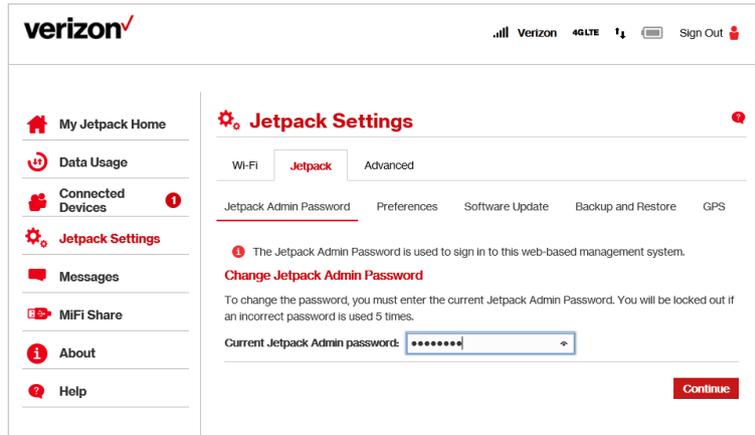
My Jetpack Home

- 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.

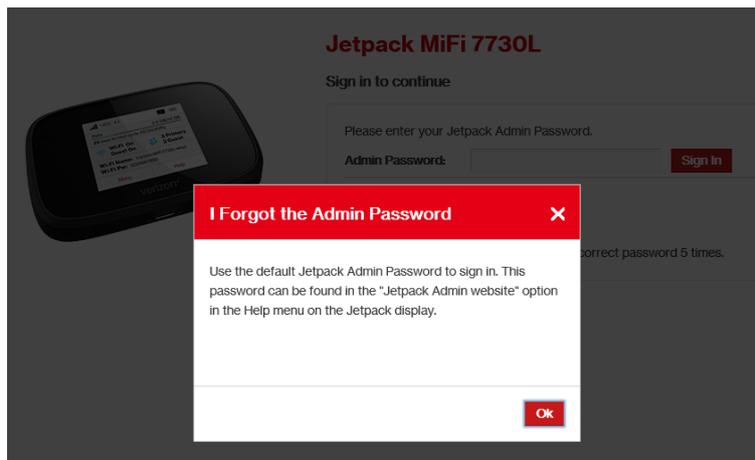


Jetpack Sign In

## 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**.

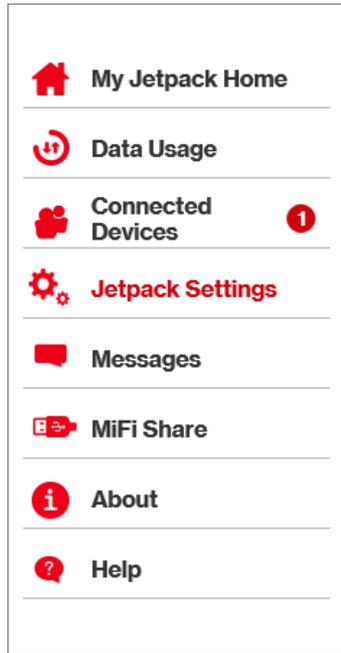
If you forget your Admin Password, click **I Forgot the Admin Password** and a reminder will appear telling you where to find your password. Click **OK**.



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.



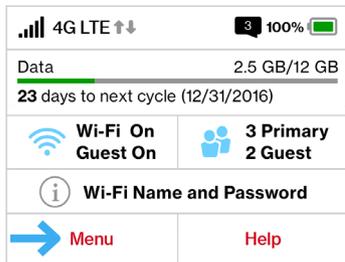
My Jetpack Home - Menu Panel

# My Jetpack Home

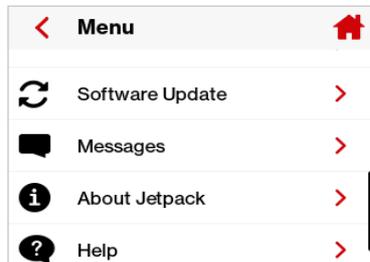
**My Jetpack Home** is your gateway to configuring and managing your Jetpack.

## On the Jetpack Display

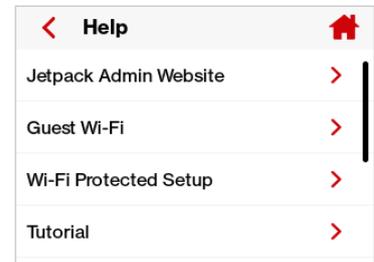
- 1 Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
- 2 Tap **Menu** to display a list of Menu options.
- 3 To return to the Home screen, tap the Home icon  to exit the selected Menu screen.



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.)

The screenshot shows the Verizon Jetpack Admin Website interface. At the top left is the Verizon logo. At the top right are status icons for Verizon 4G LTE, signal strength, battery, and a 'Sign Out' button. On the left is a vertical navigation menu with icons and labels: My Jetpack Home, Data Usage, Connected Devices (with a red notification badge), Jetpack Settings, Messages, MiFi Share, About, and Help. The main content area features a large image of a Verizon Jetpack MiFi 7730L device. To its right is a welcome message: 'Welcome To Your Jetpack™ MiFi® 7730L' and 'Wireless Number: xxx-xxx-xxxx'. Below this are three columns of quick links under the headings 'Manage My Jetpack', 'My Account & Tools', and 'Help & Support'. Each column has an image and a list of links. A disclaimer at the bottom states: 'These links take you to external content and will be billable according to your data plan.' The footer includes the Novatel Wireless logo and the MiFi by Novatel Wireless logo, along with a copyright notice: 'Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.'

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.)



**Welcome To Your Jetpack™ MiFi® 7730L**  
Wireless Number: XXX-XXX-XXXX

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

**Manage My Jetpack** options:

- Customize my Wi-Fi Settings
- Change my Jetpack Admin Password
- Set GPS Options

**My Account & Tools** options:

- My Verizon Wireless
- Coverage Map
- Data Calculator
- Trip Planner

**Help & Support** options:

- Attend a Wireless Workshop
- Community Forums
- Device Support Page & User Guide

These links take you to external content and will be billable according to your data plan.

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.)

The screenshot shows the Verizon Jetpack Settings interface. At the top left is the Verizon logo. On the right, there are status icons for Verizon 4G LTE, signal strength, and a 'Sign Out' button. A left-hand navigation menu includes: My Jetpack Home, Data Usage, Connected Devices (with a notification icon), Jetpack Settings (highlighted), Messages, MiFi Share, About, and Help. The main content area is titled 'Jetpack Settings' with a gear icon and a notification icon. It has tabs for 'Wi-Fi', 'Jetpack', and 'Advanced'. Under the 'Wi-Fi' tab, there are sub-tabs for 'General', 'Primary Network' (selected), and 'Guest Network'. An information icon and text state: 'These settings apply whenever the Primary Wi-Fi is turned on. Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices to this Jetpack using the new settings.' Below this is a 'Settings' section with three fields: 'Wi-Fi Name (SSID):' with the value 'Verizon-MiFi7730L-XXXX' and a note 'This is the name of the Wi-Fi network.'; 'Security:' with a dropdown menu set to 'WPA2 Personal PSK (AES)'; and 'Wi-Fi Password (Key):' with the value 'XXYYZZZZ' and a note '8-63 ASCII characters. For greater security, use a mixture of digits, upper case, lower case, and other symbols.' There is a red 'Generate New Key' button. Below the settings is an 'Options' section with a warning icon and text: 'Devices connected to this Jetpack use data from your data plan. Performance may vary with the number of devices.' At the bottom right of the settings area is a red 'Save Changes' button. The footer contains the 'NOVATEL WIRELESS' logo, the 'MiFi by Novatel Wireless' logo, and a copyright notice: 'Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.'

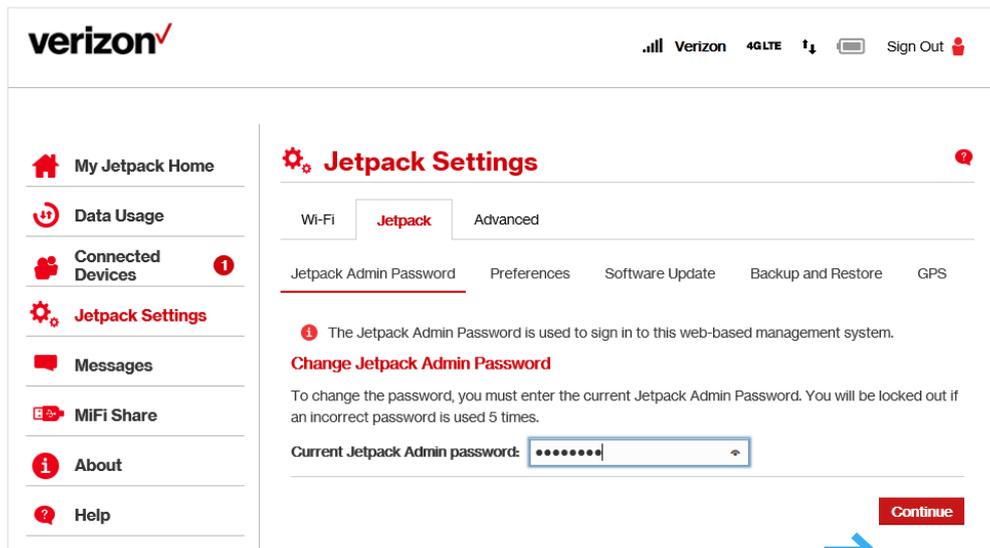
Jetpack Settings - Wi-Fi Network Settings

## 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.

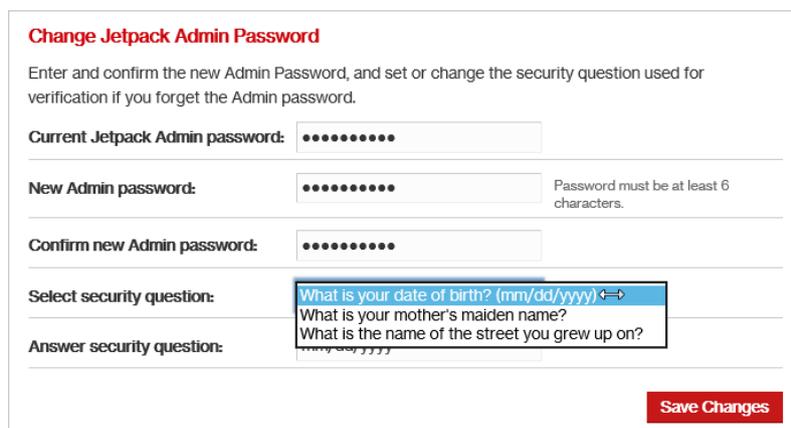
To change the Admin Password used to Sign In to your Jetpack:

- 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.

**Change Jetpack Admin Password**

Enter and confirm the new Admin Password, and set or change the security question used for verification if you forget the Admin password.

Current Jetpack Admin password: [password field]

New Admin password: [password field] Password must be at least 6 characters.

Confirm new Admin password: [password field]

Select security question: What is your date of birth?... ▾

Answer security question: mm/dd/yyyy

**Save Changes**

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.

verizon

Verizon 4G LTE t Sign Out

**Jetpack Settings**

Wi-Fi **Jetpack** Advanced

Jetpack Admin Password Preferences Software Update Backup and Restore **GPS**

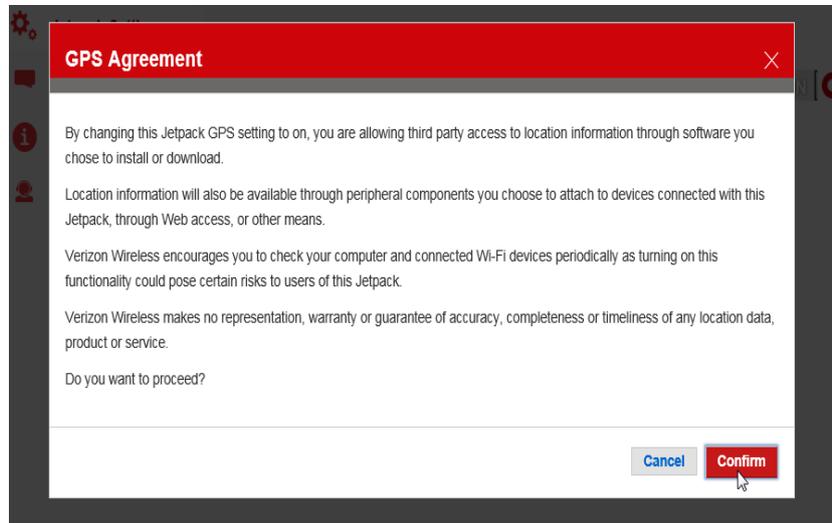
**GPS**

The GPS receiver can determine your current location. This location can be provided to connected devices by using the GPS over Wi-Fi feature below.

OFF

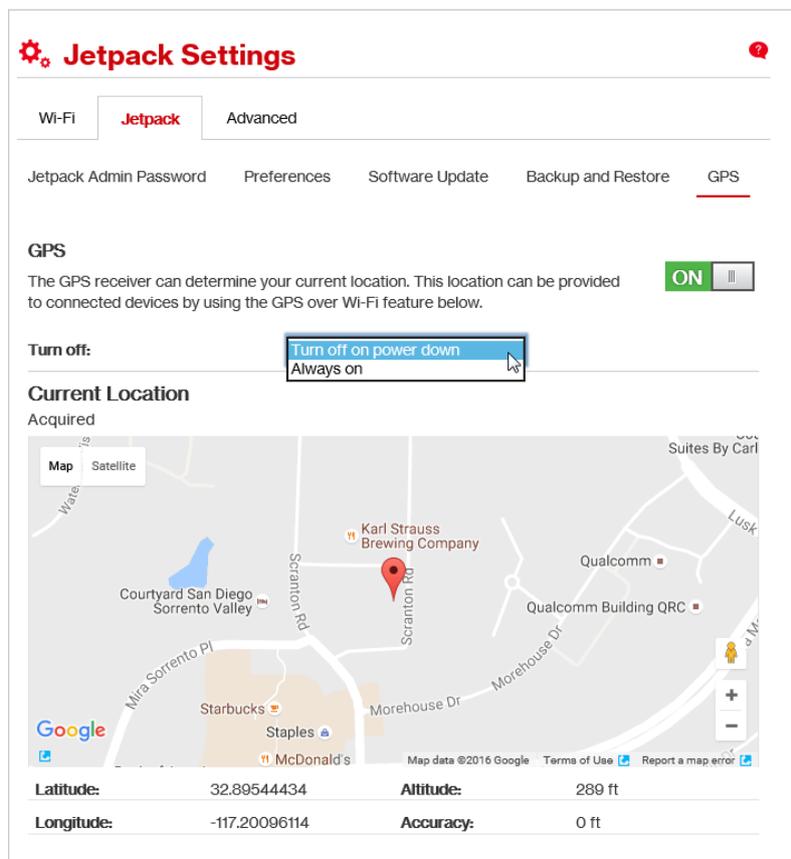
Jetpack Settings - GPS

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



Jetpack Settings - GPS Agreement

- 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

- 4 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 over Wi-Fi (NMEA)

GPS data is provided by the Jetpack in the form of a National Marine Electronics Association (NMEA) text stream. This GPS stream can be used by many location-oriented computer programs.

Turn on GPS over Wi-Fi:  GPS over Wi-Fi drivers must be installed on each computer.

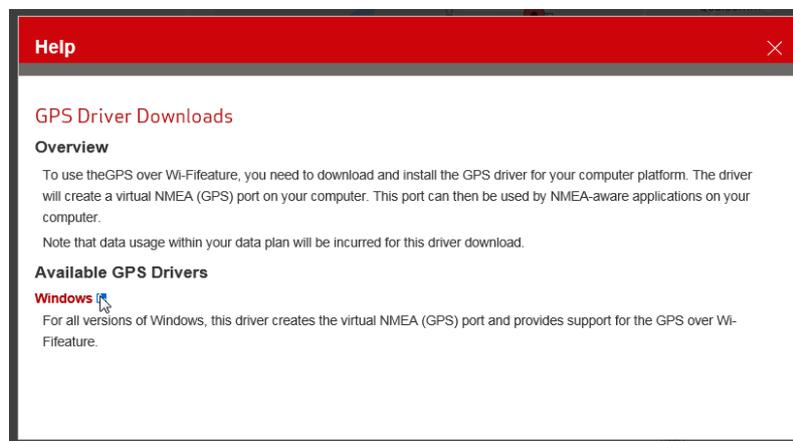
Port number: 11010 Normally, the default value should be used.

Download GPS over Wi-Fi Drivers

Save Changes

GPS - Download GPS Over Wi-Fi Drivers

- 5 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.



- 6 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.)



**Welcome To Your Jetpack™ MiFi® 7730L**  
Wireless Number: XXX-XXX-XXXX

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

Customize my Wi-Fi Settings  
Change my Jetpack Admin Password  
Set GPS Options

My Verizon Wireless  
Coverage Map  
Data Calculator  
Trip Planner

Attend a Wireless Workshop  
Community Forums  
Device Support Page & User Guide

These links take you to external content and will be billable according to your data plan.

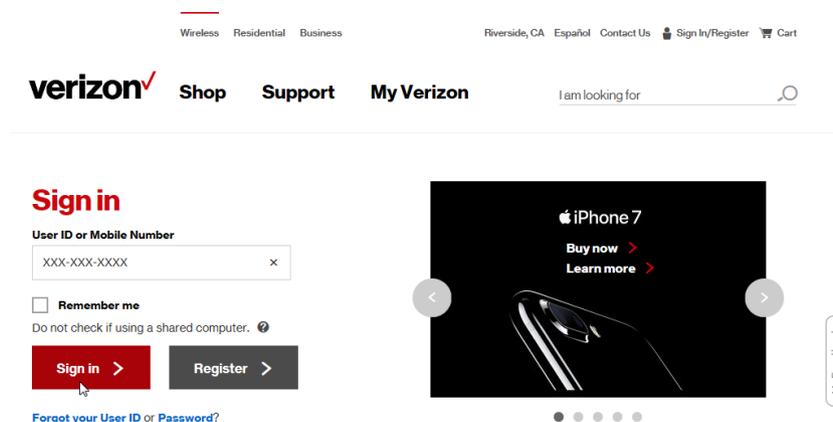
My Jetpack Home - My Account & Tools

## 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:

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



Wireless Residential Business   Riverside, CA Español Contact Us Sign In/Register Cart

**verizon** Shop Support My Verizon   I am looking for

**Sign in**

User ID or Mobile Number  
XXX-XXX-XXXX

Remember me  
Do not check if using a shared computer.

Sign in Register

Forgot your User ID or Password?

iPhone 7  
Buy now  
Learn more

Feedback

- 2 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.):

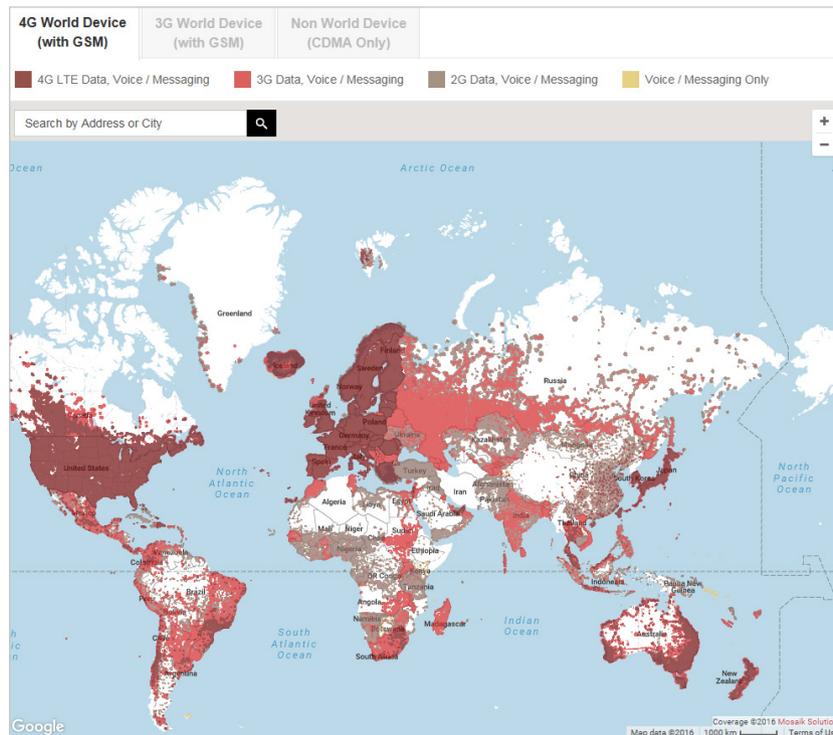
- 1 Type your Street Address, City and State, or Zip code in the appropriate field, then click **Search**.
- 2 To limit the coverage areas by service type, click the button by each service type desired, then click **Refresh Map**.
- 3 Use the map navigation tools to adjust the size and location of the area displayed.



Verizon Coverage Locator

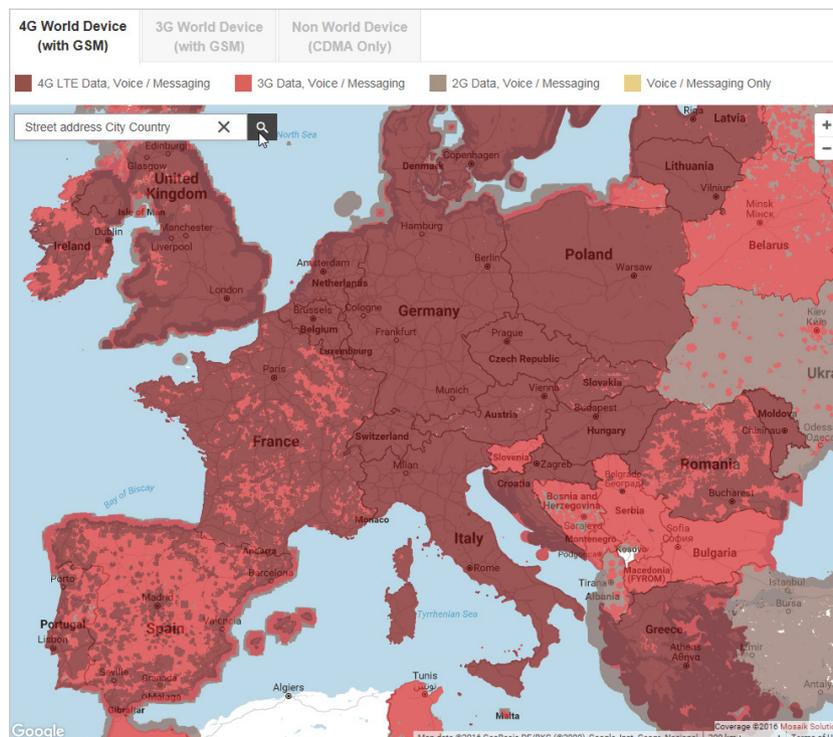
To display detailed information about Verizon Wireless international coverage:

- 1 Type your Street Address, City and State, or Zip code in the appropriate field, then click the magnifying glass icon.
- 2 To limit the coverage areas by service type, click the button by the service type desired.



Verizon International Coverage Map

- 3 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.

Wireless Residential Business Español Contact Us Sign In/Register Cart

**verizon** Shop Support My Verizon I am looking for

### Data Calculator

Use our Data Calculator to find the right amount for you.

Click any device to activate the calculator and choose the amounts that reflect your data usage. The calculator will tally your usage based on your selections.

Reset Selected Devices Reset All Devices Add A Device: Select

**Smartphone** 3G/4G 4G LTE Jetpack, USB, Router, 4G

3 Cellimo Calculate

**A General Rule of Thumb:**  
Verizon Wireless data devices average between 1 and 2 GBs of data a month.

**Email** 7 MB/mo  
About how many text-only emails do you send/receive?  
0 5 25 50 100 250 Per Day

**Web Access** 293 MB/mo  
How many web pages do you visit?  
0 5 25 50 100 250 Per Day

**Stream and Download Music** 185 MB/mo  
How many minutes do you spend streaming and downloading music files?  
You use data when streaming music from any music app or downloading music to your device. Playing songs that are saved to your device doesn't use any data.

Audio Streaming: 0 5 15 60 120 Per Day

Audio Track Download (3 1/2 min. at 192 kbps): 0 1 5 15 30 Per Month

**Stream Video** 1750 MB/mo  
How many minutes do you spend streaming videos?  
Streaming video includes watching movies, TV shows, sports, social media videos and more. Note: some social media sites automatically begin streaming posted videos as you scroll over them; this uses data.

3G Video Streaming: 0 2 10 30 60 Per Day

4G Video Streaming: 0 2 10 30 60 Per Day

**Video Calling** 0 MB/mo  
How many minutes do you spend on video calling?  
You use data when using any video chatting application.

**Upload and Download Photos** 900 MB/mo  
How many photos do you upload and download?  
You use data when you upload or download pictures using social media, email, your web browser and more.

0 2 10 50 100 Per Day

**Navigation** 38 MB/mo  
How many minutes do you use turn-by-turn directions?  
0 15 30 60 120 Per Day

**Total Monthly Data Usage for All Your Devices**

20+ GB  
16 GB  
12 GB  
8 GB  
4 GB  
0 GB

Total: 3 GB/mo (3173 MB/mo)

**How much data does a 3G/4G Smartphone use?**

email (text only) = 10 KB  
Web Access (Internet and Intranet) = 400 KB  
Audio Streaming = 85 MB/hr  
Audio Track Download (3 1/2 min. at 192 kbps) = 7 MB  
4G Video Streaming = 350 MB/hr  
3G Video Streaming  
General = 250 MB/hr  
Video Calling (Average Standard) & Advanced Calling 1.0 Video Calling = 400 MB/hr  
Video Calling (High Standard) = 720 MB/hr  
Digital Photo Download/Upload (Hi-Res) = 3 MB  
Navigation Turn by Turn Directions = 5 MB/hr

1 MB = 1,024 KB  
1 GB = 1,024 MB

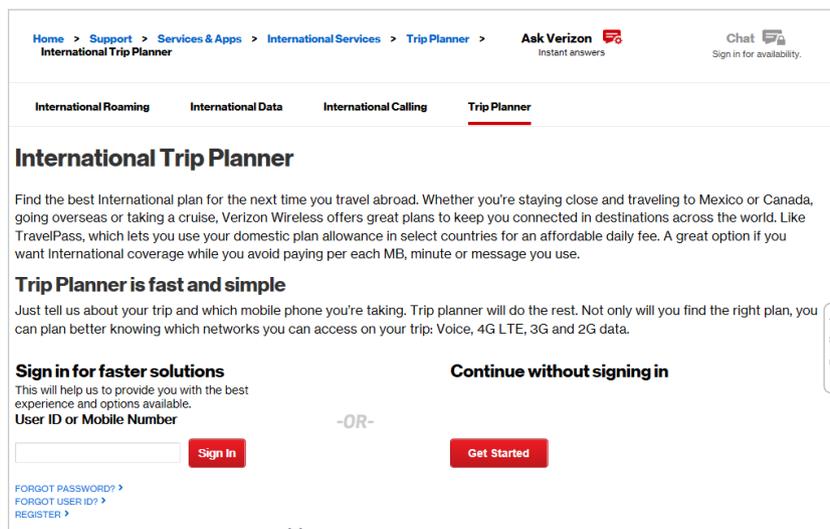
Verizon Data Calculator

## 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:

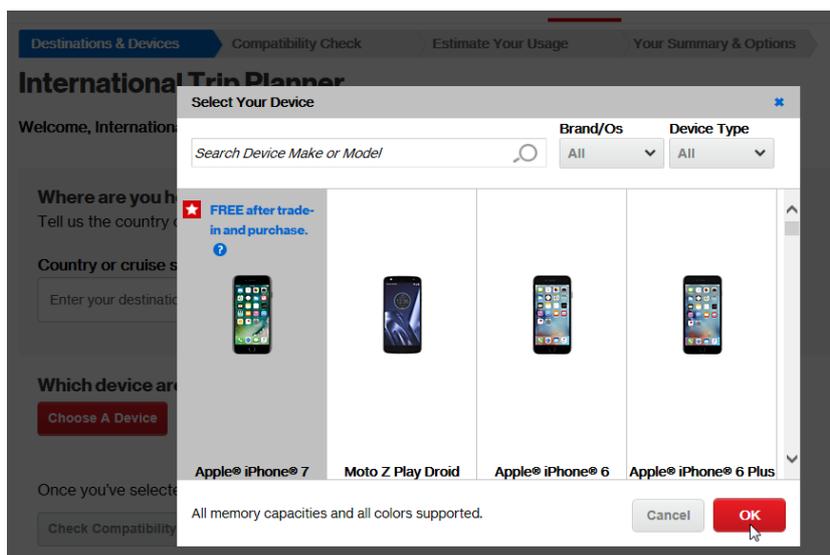
- 1 Enter your destination in the Location panel. You can add up to 8 countries or 7 countries and 1 cruise ship.
- 2 Click **Add to List**.
- 3 Repeat for additional locations.



The screenshot shows the Verizon International Trip Planner interface. At the top, there is a breadcrumb trail: Home > Support > Services & Apps > International Services > Trip Planner >. To the right, there are links for 'Ask Verizon' (Instant answers) and 'Chat' (Sign in for availability). Below the breadcrumb, there are tabs for 'International Roaming', 'International Data', 'International Calling', and 'Trip Planner' (which is selected). The main heading is 'International Trip Planner'. Below this, there is a paragraph of introductory text. A sub-heading reads 'Trip Planner is fast and simple', followed by another paragraph. There are two options for signing in: 'Sign in for faster solutions' and 'Continue without signing in'. The 'Sign in' option includes a text input field for 'User ID or Mobile Number' and a 'Sign In' button. The 'Continue without signing in' option has a 'Get Started' button. There are also links for 'FORGOT PASSWORD?', 'FORGOT USER ID?', and 'REGISTER?'. A vertical 'Feedback' button is on the right side.

Verizon Trip Planner - Enter Location

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



The screenshot shows a modal window titled 'Select Your Device' overlaid on the Trip Planner interface. The modal has a search bar labeled 'Search Device Make or Model' and two dropdown menus for 'Brand/Os' and 'Device Type', both set to 'All'. Below the search bar, there are four device cards displayed in a row. The first card is for an 'Apple® iPhone® 7' and includes a red star icon and the text 'FREE after trade-in and purchase.' The other three cards are for a 'Moto Z Play Droid', an 'Apple® iPhone® 6', and an 'Apple® iPhone® 6 Plus'. At the bottom of the modal, there is a note: 'All memory capacities and all colors supported.' and two buttons: 'Cancel' and 'OK'.

Verizon Trip Planner - Choose a Device

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

Home > Support > Services & Apps > International Services > Trip Planner > International Trip Planner

Ask Verizon Instant answers

Chat Sign in for availability.

International Roaming International Data International Calling **Trip Planner**

Destinations & Devices **Compatibility Check** Estimate Your Usage Your Summary & Options

### Your device is ready to go!

You can use voice, text, and data in every country you selected in your itinerary.

For Device: Apple® iPhone® 7

	Will my device work?	Voice	Destination Network Speeds		
			2G Data	3G Data	4G Data
Italy	Yes	Yes	✓	✓	✓

Next, use the Trip Planner to estimate how you'll be using your device while you're traveling internationally so we can recommend the best plan or options to suit your specific needs.

[Estimate My Usage](#) [Show me my Calling Options Now](#)

Feedback

Verizon Trip Planner - Check Compatibility

- 6 Click **Estimate My Usage** to show your plan options.

Home > Support > Services & Apps > International Services > Trip Planner > International Trip Planner

Ask Verizon Instant answers

Chat Sign in for availability.

International Roaming International Data International Calling **Trip Planner**

Destinations & Devices Compatibility Check **Estimate Your Usage** Your Summary & Options

### Estimate your usage: Apple® iPhone® 7

The usage estimator will provide a recommendation for your trip.

1. Select a preset button
2. Select the number of travel days
3. Use the sliders to adjust the amount of data you'd like to utilize

**Daily Usage Preset Plans**

SMALL	MEDIUM	LARGE	X-LARGE
10 MINUTES TALK 10 MESSAGES	25 MINUTES TALK 25 MESSAGES	50 MINUTES TALK 50 MESSAGES	100 MINUTES TALK 100 MESSAGES
<b>33MB</b> Per Day	<b>100MB</b> Per Day	<b>200MB</b> Per Day	<b>400MB</b> Per Day

Please tell us the length of your trip

Days

**Fine-tune your Usage Estimate** +

**What can I do with 0 MB of Data per Day?** +

Now that you've completed the Usage Estimator, go to My Plan Options to see what international plan choices make the most sense for your trip.

[Show me my plan options](#) [Reset data Calculator](#)

Back to top

Feedback

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.)



**Welcome To Your  
Jetpack™ MiFi® 7730L**  
Wireless Number: XXX-XXX-XXXX

Manage My Jetpack	My Account & Tools	Help & Support
 <ul style="list-style-type: none"><li><a href="#">Customize my Wi-Fi Settings</a></li><li><a href="#">Change my Jetpack Admin Password</a></li><li><a href="#">Set GPS Options</a></li></ul>	 <ul style="list-style-type: none"><li><a href="#">My Verizon Wireless</a></li><li><a href="#">Coverage Map</a></li><li><a href="#">Data Calculator</a></li><li><a href="#">Trip Planner</a></li></ul>	 <ul style="list-style-type: none"><li><a href="#">Attend a Wireless Workshop</a></li><li><a href="#">Community Forums</a></li><li><a href="#">Device Support Page &amp; User Guide</a></li></ul>

These links take you to external content and will be billable according to your data plan.

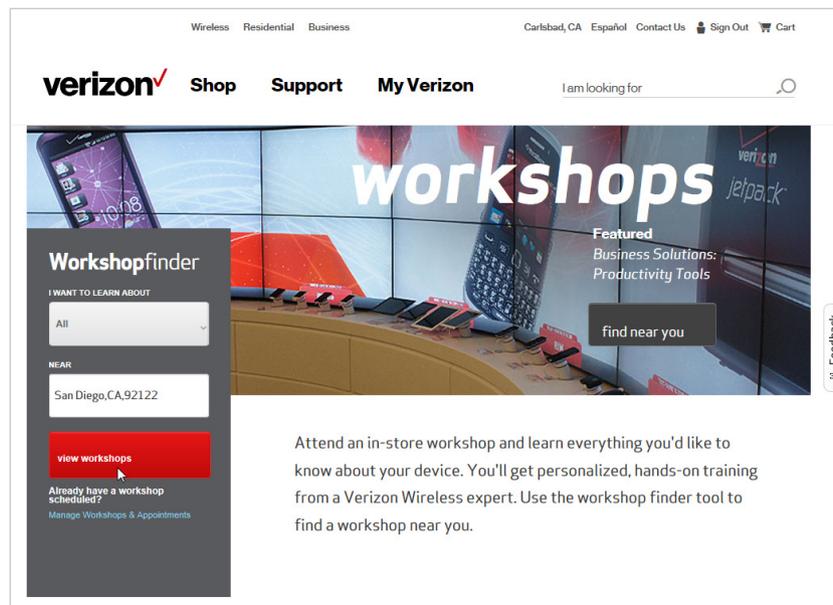
My Jetpack Home - Help & Support

## **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**.



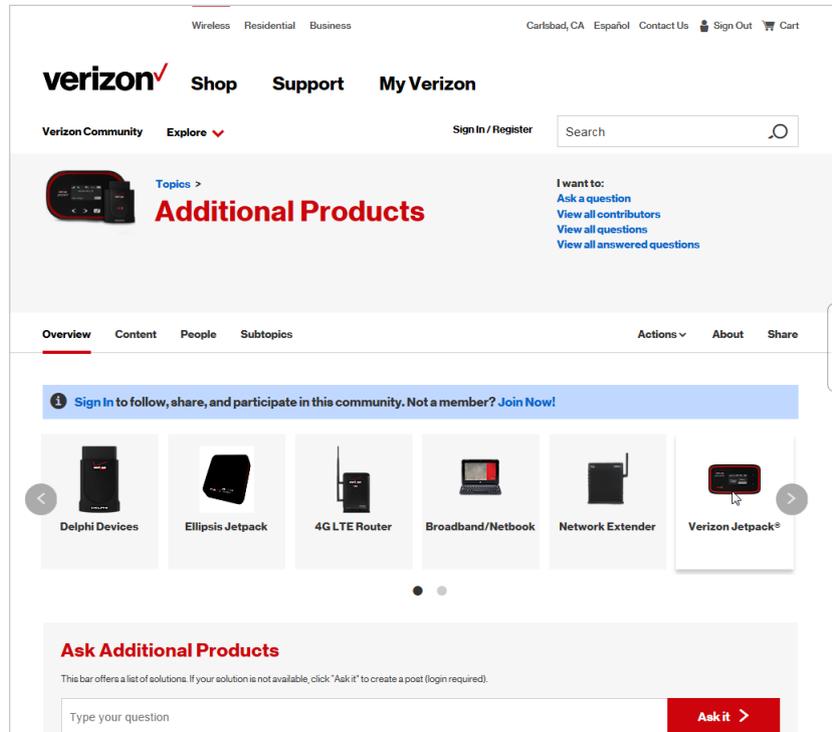
Verizon Wireless Workshops

## 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

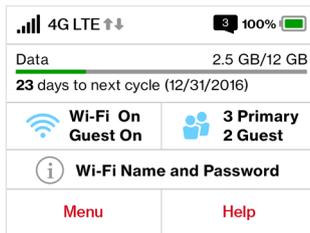
Clicking on **Device Support Page & User Guide** takes you to Wireless Support section on the Verizon Wireless website where you can access Top Device Questions , Articles, Community Advice, and and Features & Apps.

# Wi-Fi

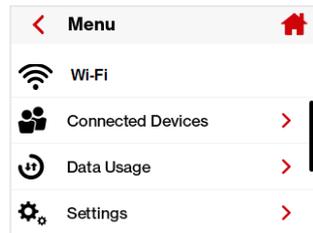
Wi-Fi allows you to turn Wi-Fi ON/OFF and select your Primary and Guest Network settings.

## On the Jetpack Display

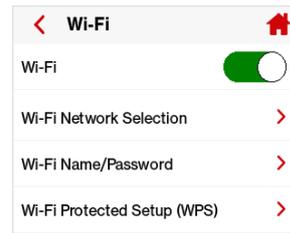
- 1 Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
- 2 Tap **Menu** to display a list of Menu options.
- 3 Select **Wi-Fi** to display the Wi-Fi options.
- 4 Select **Network Selection** to select you Primary and Guest Network settings.
- 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.



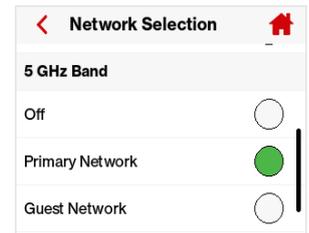
Tap Menu



Select Wi-Fi



Select Wi-Fi option



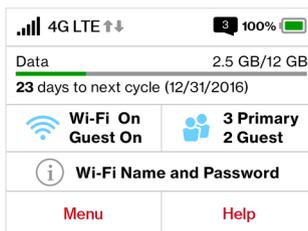
Display Wi-Fi Option Details

# Connected Devices

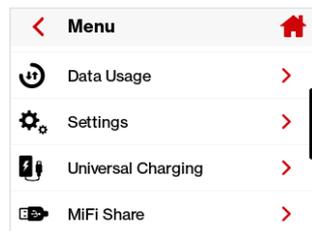
**Connected Devices** allows you to view and edit Wi-Fi enabled devices currently connected to your Jetpack network, as well as any devices currently blocked.

## 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.



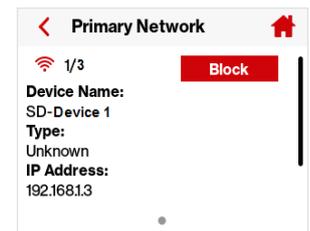
Tap Menu



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.

**verizon** Verizon 4G LTE Sign Out

**My Jetpack Home**

**Data Usage**

**Connected Devices** 2

**Jetpack Settings**

**Messages**

**MiFi Share**

**About**

**Help**

### Connected Devices

View devices currently connected to your Jetpack. Blocked devices are also listed.

**Primary Network (Verizon-MiFi7730L-XXXXXX)**

2 Wi-Fi Devices [Change Max Wi-Fi Connections \(15\)](#)

SD-DEVICE 1			IPv4: 192.168.1.2 Link Local: fe80:a864:620b:9612:59ac	MAC Address: 60:57:18:95:c9:28	<input type="button" value="Block"/>
SD-iPhone			IPv4: 192.168.1.3 Link Local: fe80::26ab:81ff:fec4:594	MAC Address: 24:ab:81:c4:05:94	<input type="button" value="Block"/>

**Guest Network (Verizon-MiFi7730L-Guest-577F)**

**Blocked Devices**

No blocked devices.

**NOVATEL WIRELESS**

MiFi by Novatel Wireless

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Jetpack Connected Devices

## Connected Devices

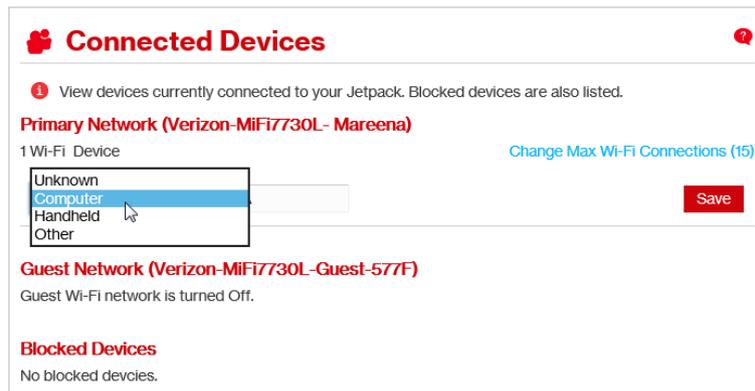
The **Primary Network** section lists all devices connected to the Wi-Fi Primary Network. The **Primary Network** menu contains the following options:

- **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

- 2 Select the appropriate change from the **Connected Devices** dropdown menu.

The screenshot shows the 'Connected Devices' page for a Verizon-MiFi730L-Mareena network. It displays one Wi-Fi device with details: SD-MLANRA, IP: 192.168.1.2, Link Local: fe80::a864:620b:9612:59ac, and MAC: 60:57:18:95:c9:28. A 'Block' button is visible. A dropdown menu is open over the device name, showing options: Unknown, Computer (highlighted), Handheld, and Other. A 'Save' button is also visible.

Jetpack Connected Devices - Select Device Type

- 3 Click **Save** to finish editing the device.

This screenshot is identical to the previous one, but the 'Save' button is highlighted with a mouse cursor, indicating the final step of the process.

Jetpack Connected Devices - Accept Changes

## **Change the Maximum Number of Connected Devices**

To change the maximum number of connected devices:

- 1 Click **Change Max Connections** on the **Connected Devices** page.

The screenshot shows the 'Connected Devices' page with two Wi-Fi devices listed. The 'Change Max Wi-Fi Connections (15)' link is highlighted with a mouse cursor. The devices are labeled 'SD-device 1' and 'SD-device 2', each with their respective IP, Link Local, and MAC addresses. 'Block' buttons are present for each device.

Change Maximum Number of Connected Devices

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

The screenshot shows the Verizon Jetpack Settings interface. On the left is a navigation menu with options like 'My Jetpack Home', 'Data Usage', 'Connected Devices', 'Jetpack Settings', 'Messages', 'MiFi Share', 'About', and 'Help'. The main content area is titled 'Jetpack Settings' and has tabs for 'Wi-Fi', 'Jetpack', and 'Advanced'. Under the 'Wi-Fi' tab, there are sub-tabs for 'General', 'Primary Network', and 'Guest Network'. A note states: 'These settings apply regardless of which network (Primary, Guest, or both) is in use. Changes made to these Wi-Fi settings may prevent some Wi-Fi devices from connecting to this Jetpack.' The 'Wi-Fi' toggle is turned ON. Below it, the 'Network Selection' section includes '2.4 GHz Band' and '5 GHz Band' settings. The 'Settings' section has a 'Max Wi-Fi Connections' dropdown menu that is open, showing a list of numbers from 1 to 15, with 15 selected. At the bottom of the settings section, there are links for '2.4GHz Band Settings' and '5GHz Band Settings'. A warning icon and text state: 'Devices connected to this Jetpack use data from your data plan. Performance may vary with the number of devices.' A red 'Save Changes' button is located at the bottom right of the settings area. The footer contains the 'NOVATEL WIRELESS' logo, the 'MiFi by Novatel Wireless' logo, and a copyright notice: 'Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.'

Change Maximum Number of Connected Devices

- 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:

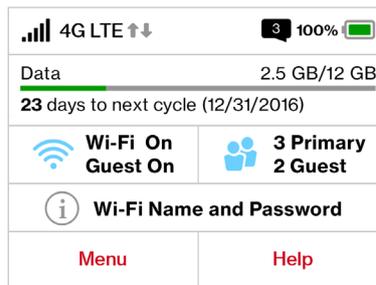
- **Unblock Button** — Click **Unblock** to unblock a previously blocked device, freeing it to connect again. The unblocked device is deleted from the **Blocked Devices** list, and will reappear in the **Connected Devices** list when it connects.

# 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

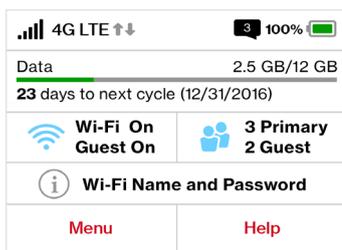
- 1 Use the data usage meter on the Home screen to check your data usage and billing cycle schedule.



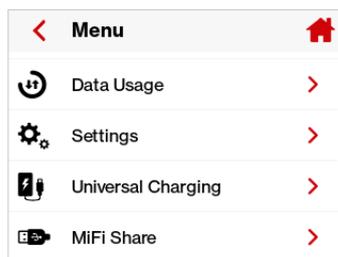
Data Usage

- 2 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.
- 3 Tap < to return to the Menu screen, or the Home icon  to return to the Home screen.

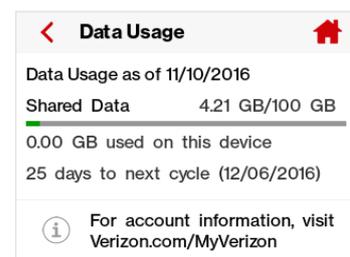
**NOTE** The data usage meter will not display when SIM lock is turned on or when another device is connected to the Jetpack via the Universal Charging port.



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.

The screenshot shows the Verizon Jetpack Admin Website interface. At the top, the Verizon logo is on the left, and signal strength, Verizon, 4G LTE, battery, and Sign Out icons are on the right. A left-hand navigation menu includes: My Jetpack Home, Data Usage (highlighted), Connected Devices (with a notification icon), Jetpack Settings, Messages, MiFi Share, About, and Help. The main content area is titled "Data Usage" and shows "Estimated Data Usage as of 09/21/2016". It displays a "5 GB Data Plan" with a progress bar showing "7.380 GB of 5 GB" used. A "Refresh" button is next to the bar. Below the bar, it states "Billing cycle ends 10/06/2016". There is a section for "My Account & Tools" with links for "My Verizon", "Data Calculator", and "Trip Planner". An "About My Usage Estimate" section contains a disclaimer: "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." The footer includes the "NOVATEL WIRELESS" logo, a copyright notice for 2016, and the "MiFi by Novatel Wireless" logo.

Jetpack Data Usage

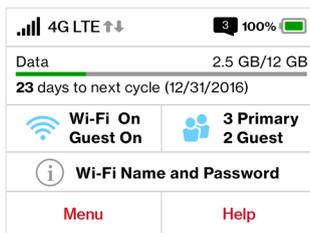
**NOTE** Roaming charges or roaming minutes may not be included in your estimate. Credits and adjustments to your account may not appear until your next billing statement, and may not be reflected in your current balance. Payments are applied to your account on the same day they are made.

# Jetpack Settings

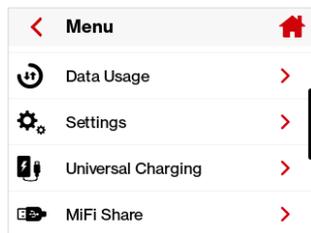
**Jetpack Settings** allow you to make device changes such as setting Audio Alerts, Screen Timeout and Sleep Mode intervals, selecting Network Technology, turning Airplane and Stealth Mode ON/OFF, and resetting your Jetpack to the original factory settings.

## On the Jetpack Display

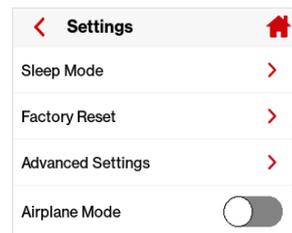
- 1 Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
- 2 Tap **Menu** to display Menu options.
- 3 Select **Settings** to display the Settings options.
- 4 Select the **Audio Alerts** to display Audio Alerts options.
- 5 Select **Screen 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.



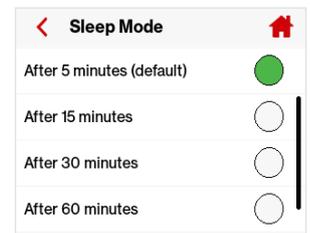
Tap Menu



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.)

The screenshot displays the Verizon Jetpack Settings interface. At the top, the Verizon logo is on the left, and signal strength, Verizon 4G LTE, and a Sign Out button are on the right. A left-hand navigation menu includes: My Jetpack Home, Data Usage, Connected Devices (with a notification icon), Jetpack Settings (highlighted), Messages, MiFi Share, About, and Help. The main content area is titled 'Jetpack Settings' and features three tabs: 'Wi-Fi', 'Jetpack', and 'Advanced'. The 'Wi-Fi' tab is active and contains three sub-sections: 'General', 'Primary Network', and 'Guest Network'. A red information icon is followed by a note: 'These settings apply regardless of which network (Primary, Guest, or both) is in use. Changes made to these Wi-Fi settings may prevent some Wi-Fi devices from connecting to this Jetpack.' Below this, the 'Wi-Fi' toggle switch is turned ON. The 'Network Selection' section states that settings can also be changed on the LCD touchscreen and shows two dropdown menus: '2.4 GHz Band' and '5 GHz Band', both set to 'Primary network'. The 'Settings' section includes a 'Max Wi-Fi Connections' dropdown menu set to 15. There are links for '2.4GHz Band Settings' and '5GHz Band Settings'. A red warning icon is followed by a note: 'Devices connected to this Jetpack use data from your data plan. Performance may vary with the number of devices.' A red 'Save Changes' button is located at the bottom right of the settings area. The footer contains the 'NOVATEL WIRELESS' logo on the left and the 'MiFi by Novatel Wireless' logo on the right.

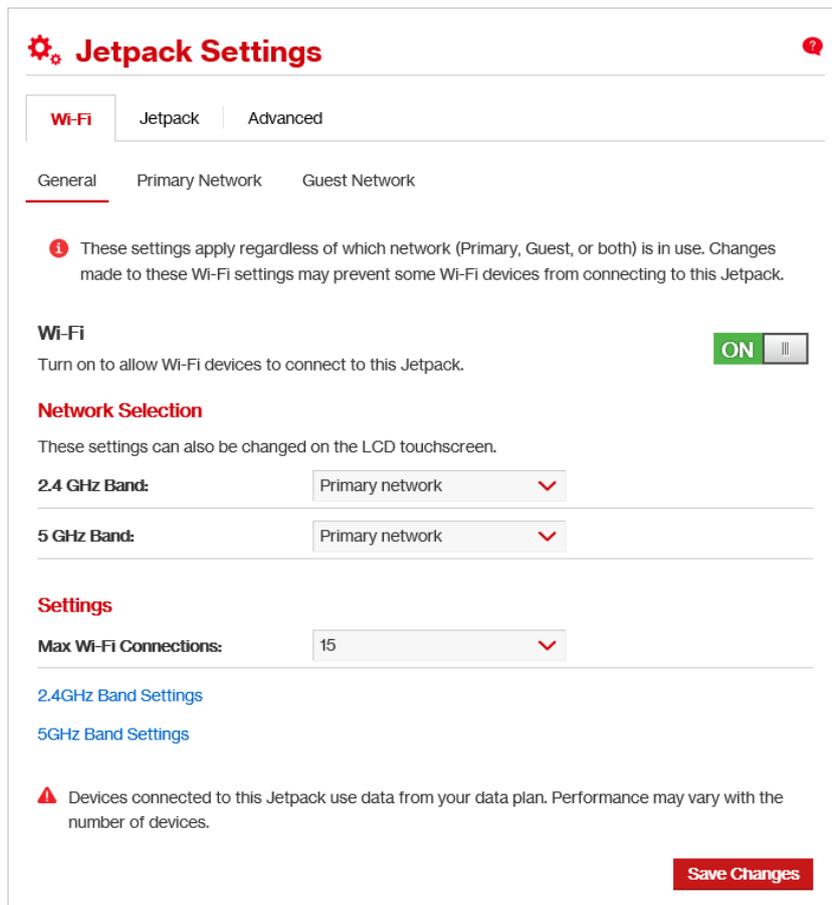
Jetpack Settings

## 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



The screenshot shows the 'Jetpack Settings' interface for Wi-Fi. At the top, there's a red gear icon and the title 'Jetpack Settings' with a red question mark icon. Below the title, there are three tabs: 'Wi-Fi' (selected), 'Jetpack', and 'Advanced'. Under the 'Wi-Fi' tab, there are three sub-sections: 'General' (selected), 'Primary Network', and 'Guest Network'. A red information icon is followed by a note: 'These settings apply regardless of which network (Primary, Guest, or both) is in use. Changes made to these Wi-Fi settings may prevent some Wi-Fi devices from connecting to this Jetpack.' Below this, the 'Wi-Fi' toggle is set to 'ON'. A section titled 'Network Selection' includes a note: 'These settings can also be changed on the LCD touchscreen.' It features two dropdown menus: '2.4 GHz Band:' and '5 GHz Band:', both set to 'Primary network'. A 'Settings' section has a 'Max Wi-Fi Connections:' dropdown set to '15'. There are links for '2.4GHz Band Settings' and '5GHz Band Settings'. A red warning icon is followed by a note: 'Devices connected to this Jetpack use data from your data plan. Performance may vary with the number of devices.' At the bottom right, there is a red 'Save Changes' button.

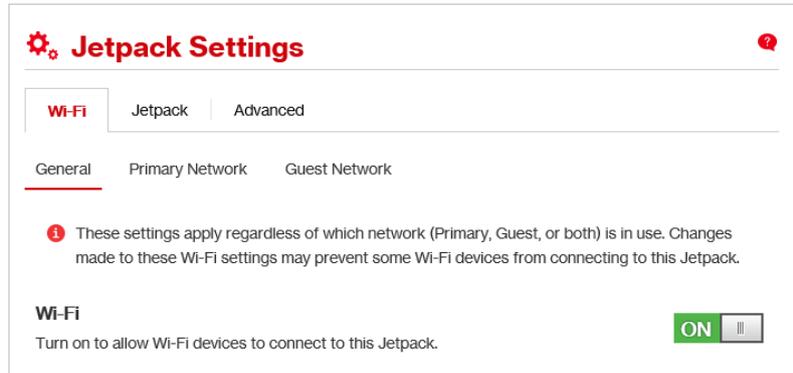
Jetpack Settings - Wi-Fi General

## 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.

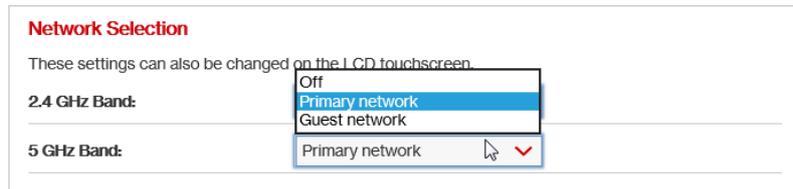
To allow Wi-Fi devices to connect to the Jetpack:

- 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:

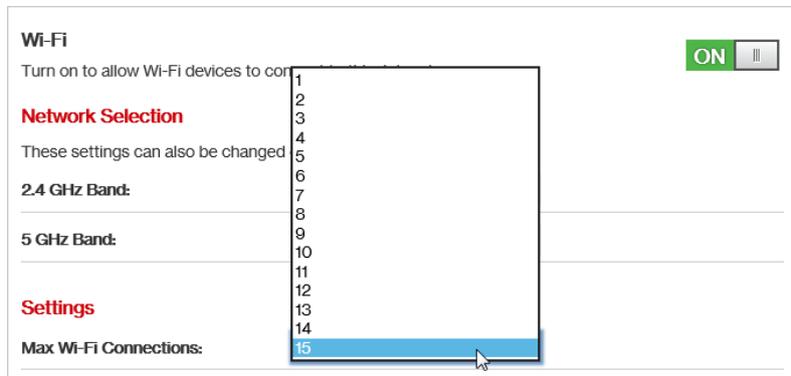
- 1 Open the 2.4 GHz Band dropdown menu and select one of the options. Your available options are Off, Primary network, or Guest network.
- 2 Open the 5 GHz Band dropdown menu and select one of the options. Your available options are Off, Primary network, or Guest network. Click **Save Changes** to accept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

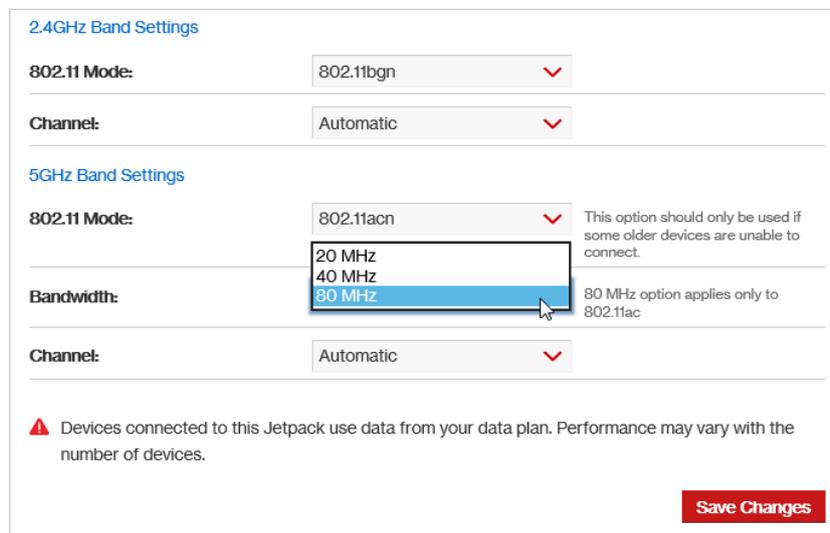
- 1 Open the **Max Wi-Fi Connections** dropdown to display available options.
- 2 Highlight the selected maximum number of connections.

- 3 Click **Save Changes** to accept and activate the setting.



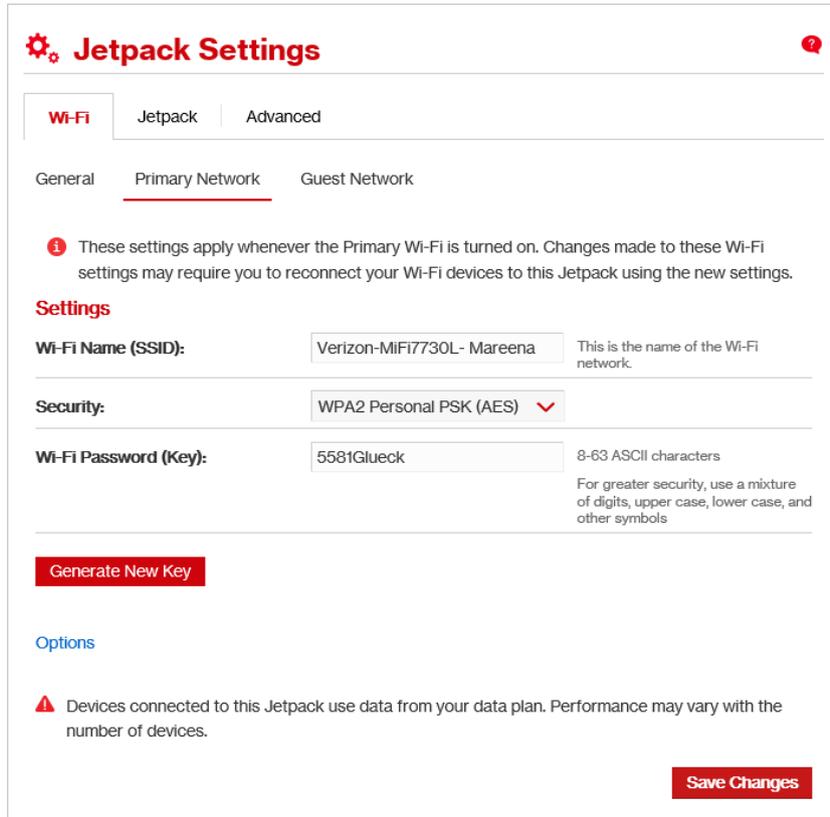
To customize the **Band Settings**:

- 1 Click on the **2.4 GHz Band Settings** or **5 GHz Band Settings** link to display the available Band Settings options.
- 2 Open the appropriate Band Setting dropdown and highlight to an option to select.
- 3 Click **Save Changes** to accept and activate the settings.



## Primary Network

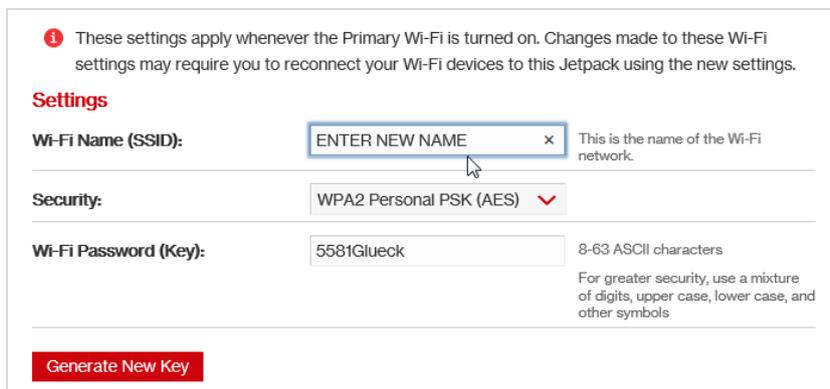
The Wi-Fi Primary Network subsection allows you to change your Wi-Fi Name (SSID) and Password (Key), select the type of security, and turn Options ON/OFF for your Primary Network.



The screenshot shows the 'Jetpack Settings' interface. At the top, there are tabs for 'Wi-Fi', 'Jetpack', and 'Advanced'. Under 'Wi-Fi', there are sub-tabs for 'General', 'Primary Network', and 'Guest Network'. A red information icon is followed by the text: 'These settings apply whenever the Primary Wi-Fi is turned on. Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices to this Jetpack using the new settings.' Below this is the 'Settings' section with three fields: 'Wi-Fi Name (SSID):' with the value 'Verizon-MIFI7730L- Mareena', 'Security:' with a dropdown menu set to 'WPA2 Personal PSK (AES)', and 'Wi-Fi Password (Key):' with the value '5581Glueck'. A red button labeled 'Generate New Key' is positioned below the password field. At the bottom right, there is a red button labeled 'Save Changes'.

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.



This screenshot is similar to the previous one, but the 'Wi-Fi Name (SSID)' field is highlighted with a blue border and contains the text 'ENTER NEW NAME'. A mouse cursor is pointing at the end of the text in the field. The rest of the page, including the 'Security' and 'Wi-Fi Password (Key)' fields and the 'Save Changes' button, remains the same.

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.

**i** These settings apply whenever the Primary Wi-Fi is turned on. Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices to this Jetpack using the new settings.

**Settings**

**Wi-Fi Name (SSID):**  This is the name of the Wi-Fi network.

**Security:**

**Wi-Fi Password (Key):**  8-63 ASCII characters  
For greater security, use a mixture of digits, upper case, lower case, and other symbols

**Generate New Key**

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.

**i** These settings apply whenever the Primary Wi-Fi is turned on. Changes made to these Wi-Fi settings may require you to reconnect your Wi-Fi devices to this Jetpack using the new settings.

**Settings**

**Wi-Fi Name (SSID):**  This is the name of the Wi-Fi network.

**Security:**  ▼

**Wi-Fi Password (Key):**  8-63 ASCII characters  
For greater security, use a mixture of digits, upper case, lower case, and other symbols

**Generate New Key**

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.

Options

Broadcast Wi-Fi Name (SSID):	<input checked="" type="checkbox"/>	Broadcast must be turned on to use WPS.
WPS:	<input checked="" type="checkbox"/>	WPS is accessible through the display. Use WPS with compatible devices to easily connect to this Wi-Fi network.
Wi-Fi Privacy Separation:	<input type="checkbox"/>	If turned on, connected devices cannot communicate with each other.
Display the Wi-Fi Name on the Jetpack screen:	<input checked="" type="checkbox"/>	Show the Wi-Fi name on the Jetpack's LCD display.
Display the Wi-Fi Password on the Jetpack screen:	<input checked="" type="checkbox"/>	Show the Wi-Fi password on the Jetpack's LCD display.

 Devices connected to this Jetpack use data from your data plan. Performance may vary with the number of devices.

**Save 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.

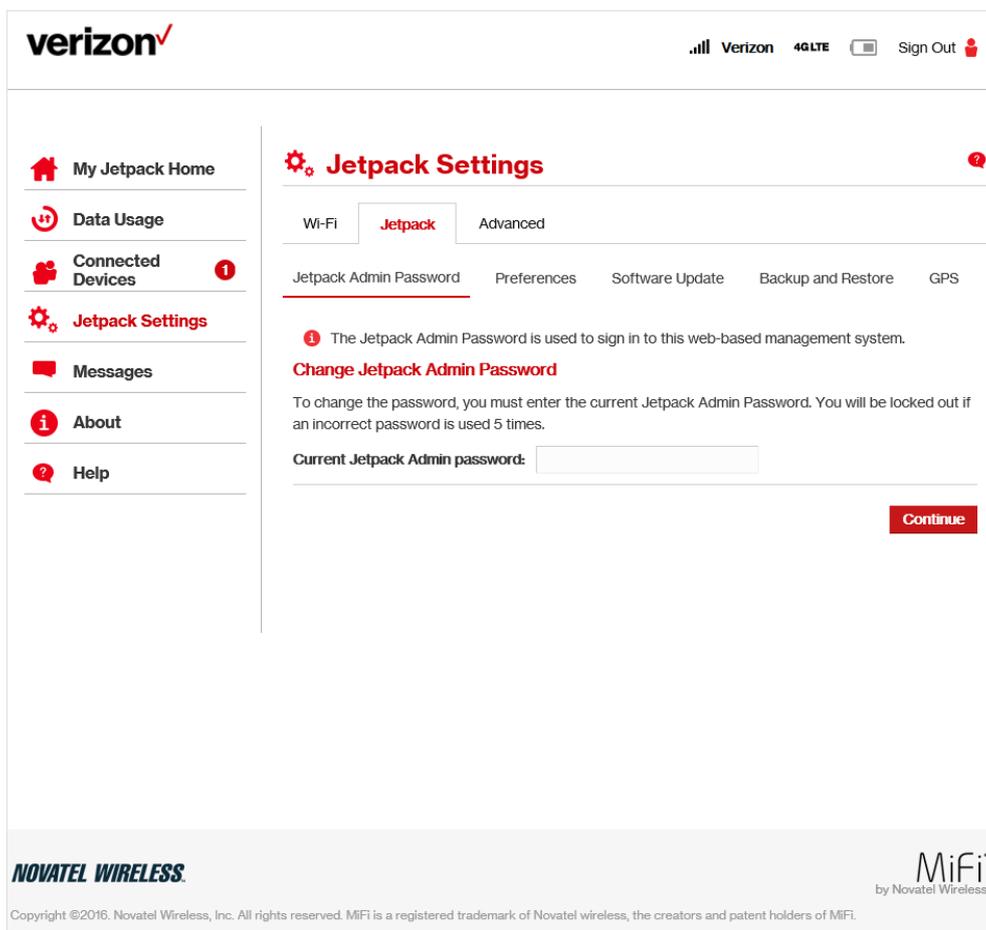
To turn the **Guest Network ON/OFF** from your Jetpack device:

- 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.)



The screenshot shows the Verizon Jetpack Settings interface. At the top, the Verizon logo is on the left, and signal strength, Verizon, 4G LTE, battery, and Sign Out icons are on the right. A left sidebar contains navigation options: My Jetpack Home, Data Usage, Connected Devices (with a red '1' notification), Jetpack Settings (highlighted with a red gear icon), Messages, About (with a red '1' notification), and Help (with a red '2' notification). The main content area is titled 'Jetpack Settings' with a red gear icon and a red '2' notification. Below the title are three tabs: 'Wi-Fi', 'Jetpack' (selected), and 'Advanced'. Under the 'Jetpack' tab, there are five sub-sections: 'Jetpack Admin Password' (underlined), 'Preferences', 'Software Update', 'Backup and Restore', and 'GPS'. The 'Jetpack Admin Password' section contains a red information icon and text: 'The Jetpack Admin Password is used to sign in to this web-based management system.' Below this is a red heading 'Change Jetpack Admin Password' and a paragraph: 'To change the password, you must enter the current Jetpack Admin Password. You will be locked out if an incorrect password is used 5 times.' A text input field is labeled 'Current Jetpack Admin password:' and is currently empty. A red 'Continue' button is located at the bottom right of the section. At the bottom of the page, the 'NOVATEL WIRELESS' logo is on the left, and the 'MiFi by Novatel Wireless' logo is on the right. A copyright notice at the bottom left reads: 'Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.'

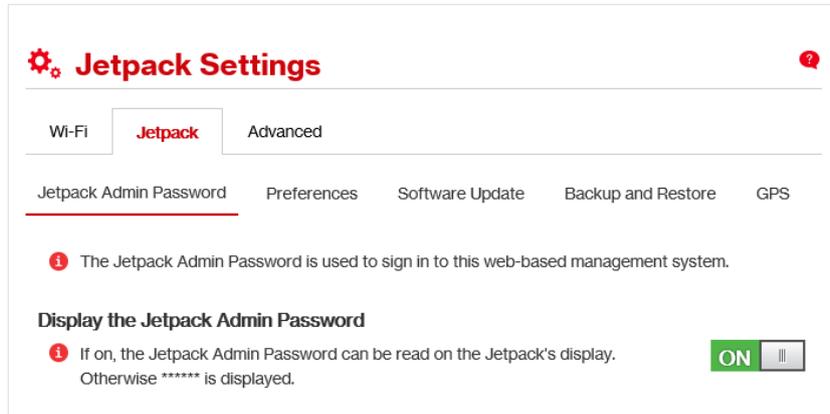
Jetpack Settings - Jetpack Admin Password

## 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.

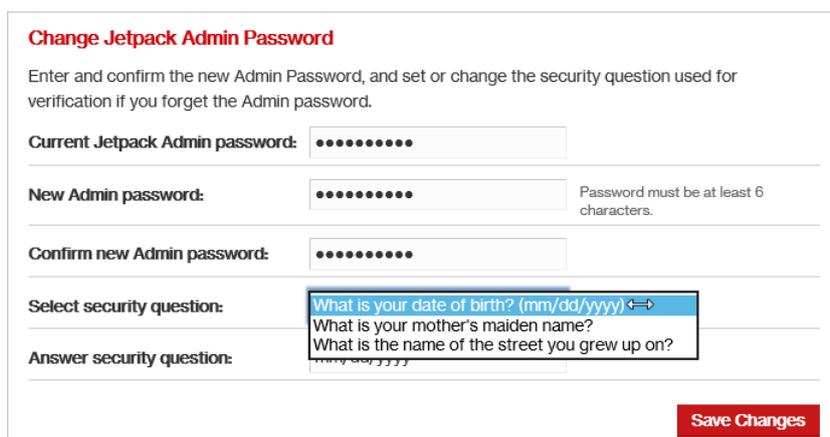


Display Jetpack Admin Password

### 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.

The image shows a screenshot of the 'Change Jetpack Admin Password' screen. At the top, there's a red title 'Change Jetpack Admin Password'. Below it, there's a paragraph: 'Enter and confirm the new Admin Password, and set or change the security question used for verification if you forget the Admin password.' There are four input fields: 'Current Jetpack Admin password:', 'New Admin password:', 'Confirm new Admin password:', and 'Select security question:'. The 'New Admin password:' field has a note: 'Password must be at least 6 characters.' The 'Select security question:' dropdown menu is open, showing three options: 'What is your date of birth? (mm/dd/yyyy)', 'What is your mother's maiden name?', and 'What is the name of the street you grew up on?'. At the bottom right, there's a red button labeled 'Save Changes'.

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

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

**Change Jetpack Admin Password**

Enter and confirm the new Admin Password, and set or change the security question used for verification if you forget the Admin password.

Current Jetpack Admin password:

New Admin password:  Password must be at least 6 characters.

Confirm new Admin password:

Select security question:  ▼

Answer security question:

**Save Changes**

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.

The screenshot displays the Verizon Jetpack Settings interface. At the top, the Verizon logo is on the left, and signal strength, Verizon 4GLTE, battery level, and Sign Out are on the right. A left-hand navigation menu includes: My Jetpack Home, Data Usage, Connected Devices (with a red notification icon), Jetpack Settings (highlighted), Messages, MiFi Share, About, and Help. The main content area is titled 'Jetpack Settings' and has three tabs: Wi-Fi, Jetpack (selected), and Advanced. Below the tabs are sub-sections: Jetpack Admin Password, Preferences (underlined), Software Update, Backup and Restore, and GPS. The 'Allow Settings Changes' option is turned ON. The 'Allow Reset Button' option is also turned ON. The 'Universal Charging' section includes an image of a hand plugging a USB cable into the Jetpack's port and a dropdown menu set to '25%' for 'Stop charging when Jetpack battery is below:'. The 'Current status:' is 'Available'. The 'Device Preferences' section includes: 'USB Mode When Connected to a Computer:' set to 'USB charging'; 'Prompt on USB connection:' checked; 'Turn off Screen:' set to 'After 30 seconds'; 'Sleep:' set to 'After 5 minutes'; and 'Shutdown:' set to 'Never'. The 'Notifications' section includes: 'Stealth Mode:' unchecked; 'Turn on LED:' checked; 'Turn on Audio:' checked; and 'Audio Alerts' with 'Startup/Shutdown' checked.

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.

The screenshot displays the Verizon Jetpack Settings interface, specifically the Software Update section. The top navigation bar includes the Verizon logo, signal strength, Verizon 4G LTE, battery level, and a Sign Out button. The left sidebar contains navigation options: My Jetpack Home, Data Usage, Connected Devices (with a notification icon), Jetpack Settings (selected), Messages, MiFi Share, About, and Help. The main content area is titled 'Jetpack Settings' and has tabs for Wi-Fi, Jetpack (selected), and Advanced. Below the tabs are links for Jetpack Admin Password, Preferences, Software Update (underlined), Backup and Restore, and GPS. The 'Current Software' section shows the Software Version as 1L (L2.35.3 M9x40RNY-3.21.6 1 [2016-10-13 23:39:21]) and the Configuration Version as B14.NVT.MIFI7730L.0. The 'Check for New System Update' section shows the last check for updates on 12/02/2016 at 11:52:17 AM. A red 'Check for Update' button is present. The 'Last System Update' section indicates 'Never updated' and includes a link to 'System Update History'. The footer features the Novatel Wireless logo and copyright information: Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.

Jetpack Settings - Software Update

## Backup and Restore

The Backup and Restore page contains the following sections:

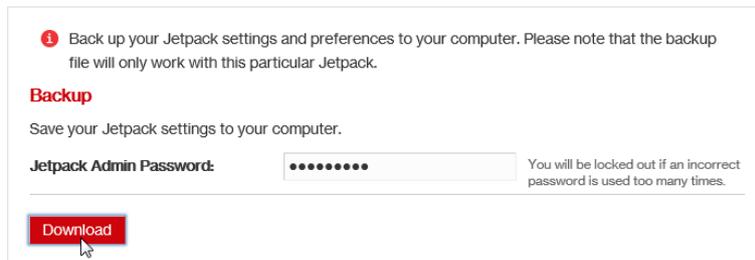
- **Backup** — Allows you to save your Jetpack settings to your computer. You must enter your Admin Password in the **Admin Password** field and click **Download** to save settings to your computer.
- **Restore** — Allows you to upload a previously saved backup file from your computer to your Jetpack. 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.

The screenshot displays the Verizon Jetpack Settings interface. On the left is a sidebar with navigation icons for My Jetpack Home, Data Usage, Connected Devices, Jetpack Settings, Messages, MiFi Share, About, and Help. The main content area is titled "Jetpack Settings" and features tabs for "Wi-Fi", "Jetpack", and "Advanced". The "Backup and Restore" section is highlighted. It includes an information icon and text: "Back up your Jetpack settings and preferences to your computer. Please note that the backup file will only work with this particular Jetpack." Below this is a "Backup" section with instructions to save settings to a computer, a "Jetpack Admin Password" input field, and a "Download" button. A "Restore" section follows, with instructions to upload a backup file, another "Jetpack Admin Password" input field, a "Select a file" area with a "Browse" button, and a "Restore Now" button. At the bottom of the main content area are buttons for "Restore to Factory Defaults", "Restart Jetpack", and "Shutdown Jetpack". The footer contains the "NOVATEL WIRELESS" logo, the "MiFi by Novatel Wireless" logo, and a copyright notice: "Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi."

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.

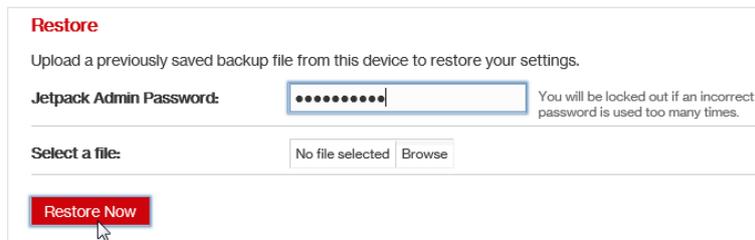


The screenshot shows a web interface for backing up Jetpack settings. At the top, there is an information icon and a message: "Back up your Jetpack settings and preferences to your computer. Please note that the backup file will only work with this particular Jetpack." Below this, the heading "Backup" is displayed in red. The instruction "Save your Jetpack settings to your computer." is followed by a "Jetpack Admin Password:" label and a password input field containing ten dots. To the right of the field is a warning: "You will be locked out if an incorrect password is used too many times." At the bottom left, there is a red "Download" button with a mouse cursor hovering over it.

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**.

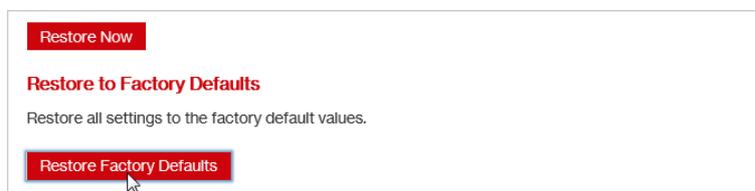


The screenshot shows a web interface for restoring Jetpack settings. The heading "Restore" is in red. The instruction "Upload a previously saved backup file from this device to restore your settings." is followed by a "Jetpack Admin Password:" label and a password input field containing ten dots. To the right is a warning: "You will be locked out if an incorrect password is used too many times." Below the password field, there is a "Select a file:" label, a "No file selected" button, and a "Browse" button. At the bottom left, there is a red "Restore Now" button with a mouse cursor hovering over it.

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**.



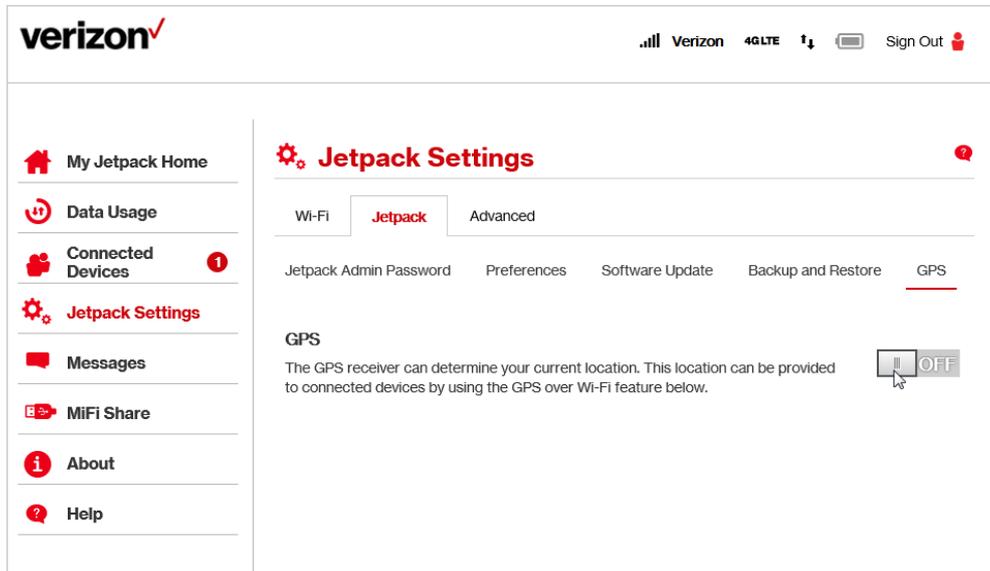
The screenshot shows a web interface for restoring factory defaults. At the top left, there is a red "Restore Now" button. Below it, the heading "Restore to Factory Defaults" is in red. The instruction "Restore all settings to the factory default values." is followed by a red "Restore Factory Defaults" button with a mouse cursor hovering over it.

Restore Factory Defaults

## GPS

The GPS page contains the following sections:

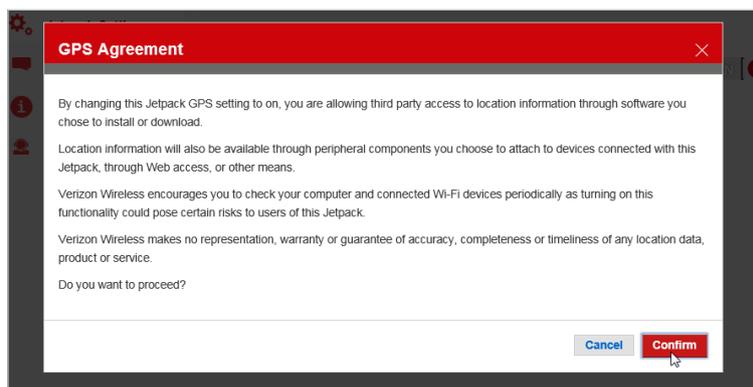
- **GPS ON/OFF** — Use this control to turn ON/OFF the GPS feature.
- **Turn off** — Allows you to set when the GPS receiver will turn off, once it is on.
- **GPS over Wi-Fi (NMEA)** — Allows you to download and install the GPS over Wi-Fi driver for your computing platform.



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 ?

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Wi-Fi **Jetpack** Advanced

---

Jetpack Admin Password Preferences Software Update Backup and Restore **GPS**

---

### GPS

The GPS receiver can determine your current location. This location can be provided to connected devices by using the GPS over Wi-Fi feature below.

**ON**

Turn off:

---

### Current Location

Acquired



Map data ©2016 Google Terms of Use Report a map error

<b>Latitude:</b>	32.89547739	<b>Altitude:</b>	321 ft
<b>Longitude:</b>	-117.20101509	<b>Accuracy:</b>	0 ft

---

[GPS over Wi-Fi \(NMEA\)](#)

[Download GPS over Wi-Fi 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.

The screenshot shows a settings window titled "GPS over Wi-Fi (NMEA)". It contains the following elements:

- A title bar: "GPS over Wi-Fi (NMEA)"
- Introductory text: "GPS data is provided by the Jetpack in the form of a National Marine Electronics Association (NMEA) text stream. This GPS stream can be used by many location-oriented computer programs."
- A checkbox labeled "Turn on GPS over Wi-Fi:" which is currently checked. A mouse cursor is hovering over the checkbox.
- A text input field labeled "Port number:" containing the value "11010".
- A note: "Normally, the default value should be used." (referring to the port number).
- A red button labeled "Download GPS over Wi-Fi Drivers" on the left side.
- A red button labeled "Save Changes" on the bottom right side.

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

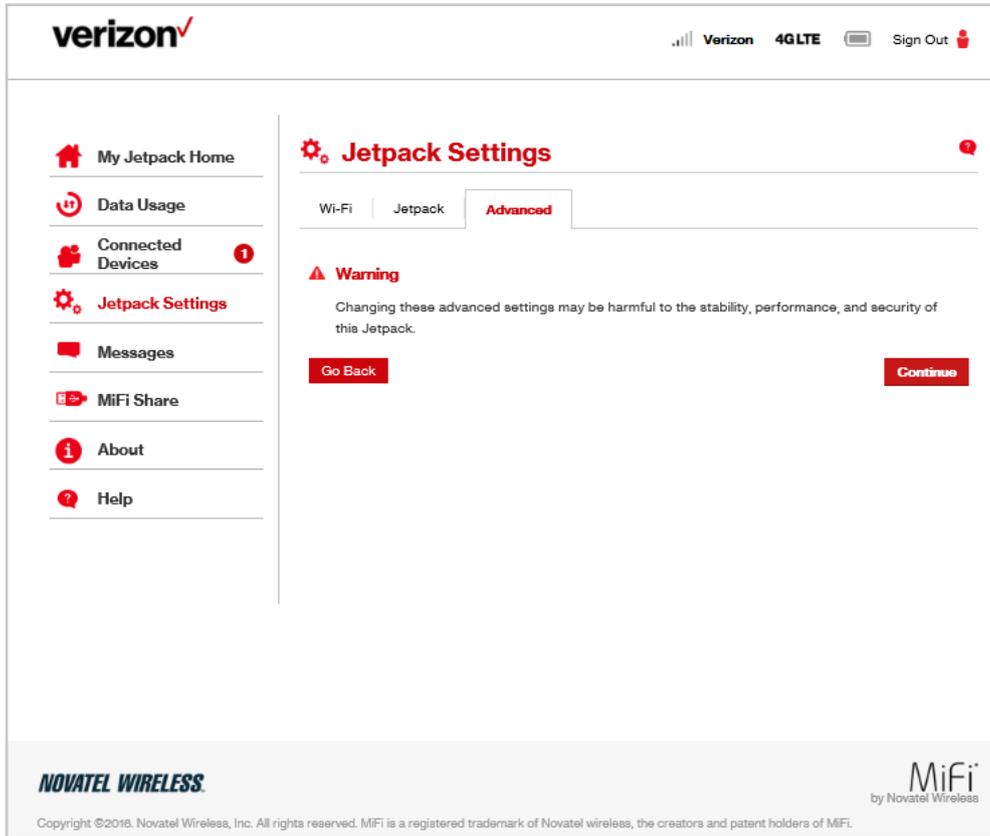
## Advanced

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.

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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.)

The screenshot displays the Verizon Jetpack Settings interface, specifically the 'Advanced' section for 'Networks'. The top navigation bar includes the Verizon logo, signal strength, 'Verizon 4GLTE', battery level, and a 'Sign Out' button. The left sidebar contains menu items: My Jetpack Home, Data Usage, Connected Devices (with a notification badge), Jetpack Settings, Messages, MiFi Share, About, and Help. The main content area is titled 'Jetpack Settings' and features tabs for 'Wi-Fi', 'Jetpack', and 'Advanced'. Under the 'Advanced' tab, there are sub-tabs for 'Networks', 'Manual DNS', 'SIM', 'Firewall', 'MAC Filter', 'LAN', and 'Port Filtering'. The 'Networks' sub-tab is selected, showing 'Port Forwarding' and 'Cellular Data' (turned ON). Below that is 'Network Settings' with 'Preferred network technology' set to 'Global' and 'Manual network selection' set to 'Not available'. A 'Select Network' button and a 'Show Advanced Settings' link are also visible. A 'Save Changes' button is at the bottom right. The footer includes the Novatel Wireless logo and MiFi by Novatel Wireless branding.

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 which 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.

The screenshot displays the Verizon Jetpack Settings interface. At the top, the Verizon logo and status indicators for signal strength, carrier (Verizon), and network type (4G LTE) are visible. The main content area is titled 'Jetpack Settings' and has tabs for 'Wi-Fi', 'Jetpack', and 'Advanced'. Under the 'Advanced' tab, there are sub-sections for 'Networks', 'Manual DNS', 'SIM', 'Firewall', 'MAC Filter', 'LAN', and 'Port Filtering'. The 'Cellular Data' section has a toggle switch set to 'ON'. Below it, the 'Network Settings' section shows 'Preferred network technology' set to 'Global' and 'Manual network selection' as 'Not available'. A 'Select Network' button is present, along with a 'Show Advanced Settings' link. A red 'Save Changes' button is located at the bottom right of the settings area. The footer includes the Novatel Wireless logo and MiFi branding.

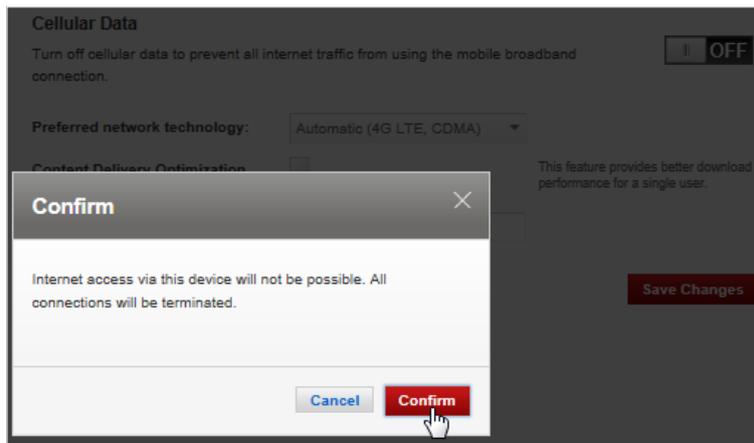
Jetpack Settings Advanced Networks - Cellular Data ON

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:

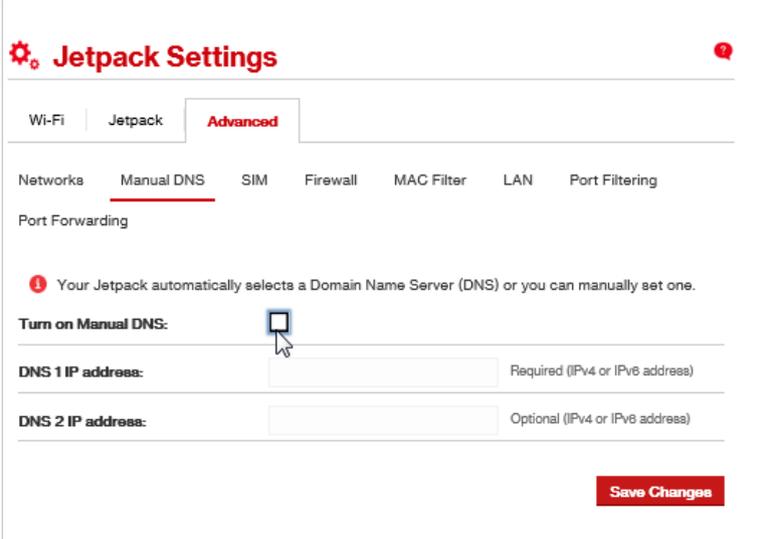
- 1 Click the Content Delivery Optimization checkbox.
- 2 Click **Save Changes** to accept and finalize the revised CDO setting.

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**

Wi-Fi | Jetpack | **Advanced**

Networks | **Manual DNS** | SIM | Firewall | MAC Filter | LAN | Port Filtering

Port Forwarding

**1** Your Jetpack automatically selects a Domain Name Server (DNS) or you can manually set one.

Turn on Manual DNS:

DNS 1 IP address:  Required (IPv4 or IPv6 address)

DNS 2 IP address:  Optional (IPv4 or IPv6 address)

**Save Changes**

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**

Wi-Fi | Jetpack | **Advanced**

Networks | Manual DNS | **SIM** | Firewall | MAC Filter | LAN | Port Filtering

Port Forwarding

**For additional security, the SIM card inside your Jetpack can be locked with a PIN code. When locked, the PIN code must be entered before the Jetpack will connect to the Internet.**

**SIM PIN Lock feature:** Off If the PIN Lock feature is on, you will need to enter the SIM PIN every time the Jetpack is powered on.

**SIM Status:** Ready If locked, you must enter the SIM PIN before the Jetpack will be able to connect to the Internet.

**Desired Action:** [Turn on PIN lock](#)

**Enter current PIN:**  Default PIN is 1111

**3 attempts remain until your SIM is permanently locked.**

**Warning:** Entering an incorrect PIN too often will permanently lock your SIM and you will be unable to use the Jetpack. You will need to contact Verizon customer support to unlock the SIM.

**Save Changes**

Jetpack Settings Advanced - SIM

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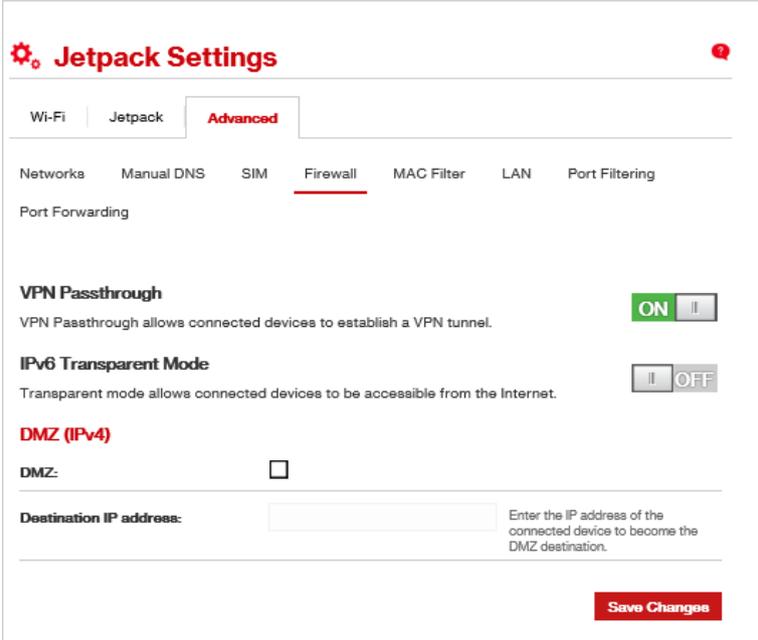
**IMPORTANT!** Entering an incorrect PIN will lock the SIM. **The default PIN is 1111.**

---

## 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.



The screenshot shows the 'Jetpack Settings' interface with the 'Advanced' tab selected. Under the 'Firewall' sub-tab, there are three main sections: 'VPN Passthrough' with a toggle switch set to 'ON', 'IPv6 Transparent Mode' with a toggle switch set to 'OFF', and 'DMZ (IPv4)' which includes a checkbox (currently unchecked) and a text input field for the 'Destination IP address'. A 'Save Changes' button is located at the bottom right of the settings area.

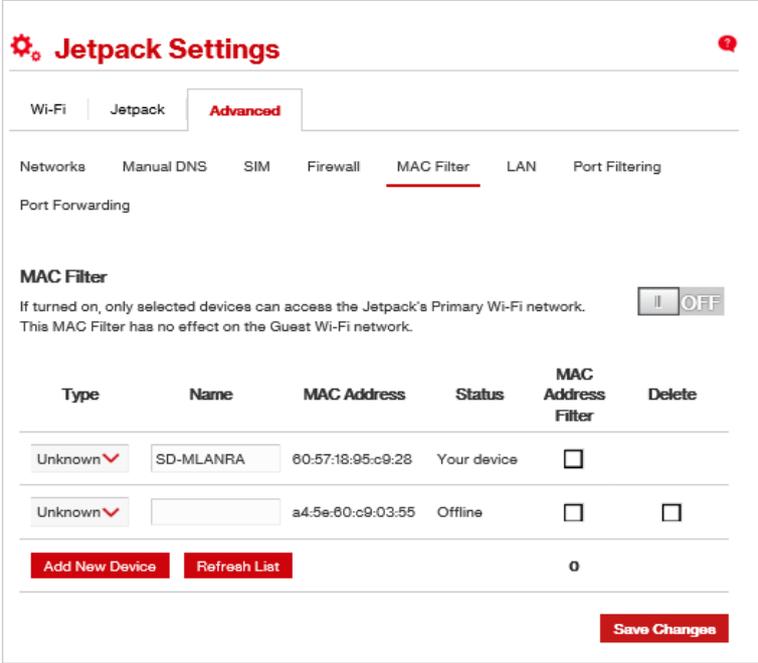
Jetpack Settings Advanced - Firewall

## 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**

Wi-Fi | Jetpack | **Advanced**

Networks | Manual DNS | SIM | Firewall | **MAC Filter** | LAN | Port Filtering

Port Forwarding

**MAC Filter**

If turned on, only selected devices can access the Jetpack's Primary Wi-Fi network. This MAC Filter has no effect on the Guest Wi-Fi network.  OFF

Type	Name	MAC Address	Status	MAC Address Filter	Delete
Unknown	SD-MLANRA	80:57:18:95:c9:28	Your device	<input type="checkbox"/>	
Unknown		a4:5e:80:c9:03:55	Offline	<input type="checkbox"/>	<input type="checkbox"/>

**Add New Device** **Refresh List** 0

**Save Changes**

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 to determine 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**

Wi-Fi | Jetpack | **Advanced**

Networks | Manual DNS | SIM | Firewall | MAC Filter | **LAN** | Port Filtering

Port Forwarding

**IPv4**

IP Address: 192.168.1.1

Subnet Mask: 255.255.255.0

MAC Address: 00:15:ff:c0:52:46

Turn on DHCP server:

DHCP lease time: 1440 minutes

Start DHCP address range at: 192.168.1.2

DHCP address range: 192.168.1.2 - 192.168.1.102

**IPv6**

Turn on IPv6:  When on, connected devices can make IPv6 connections to the Internet.

Link-Local Address: fe80::b432:40ff:fe54:a336

**Save Changes**

Jetpack Settings Advanced - LAN

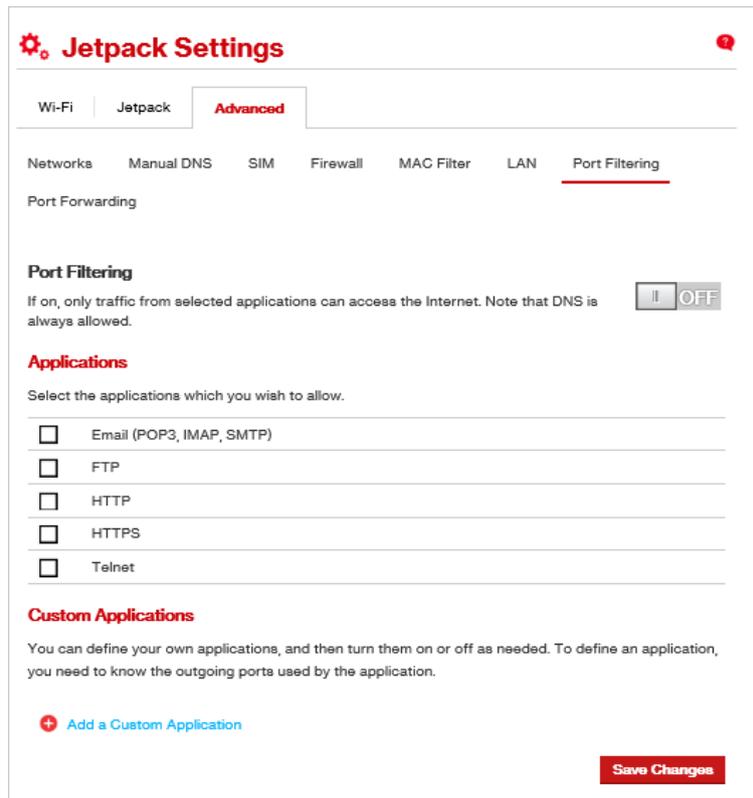
## Port Filtering

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**

Wi-Fi | Jetpack | **Advanced**

Networks | Manual DNS | SIM | Firewall | MAC Filter | LAN | Port Filtering

Port Forwarding

**Port Forwarding**

Port forwarding sends specific incoming traffic to a connected device. The connected device is specified using its IP address. ON

	Application	IP Address
<input type="checkbox"/>	DNS	<input type="text"/>
<input type="checkbox"/>	FTP	<input type="text"/>
<input type="checkbox"/>	HTTP	<input type="text"/>
<input type="checkbox"/>	NNTP	<input type="text"/>
<input type="checkbox"/>	POP3	<input type="text"/>
<input type="checkbox"/>	SMTP	<input type="text"/>
<input type="checkbox"/>	SNMP	<input type="text"/>
<input type="checkbox"/>	Telnet	<input type="text"/>
<input type="checkbox"/>	TFTP	<input type="text"/>

**Custom Applications**

You can define your own applications, and then turn them on or off as needed. To define an application, you need to know the incoming ports used by the application.

[+ Add a Custom Application](#)

**Save Changes**

Jetpack Settings Advanced - Port Forwarding

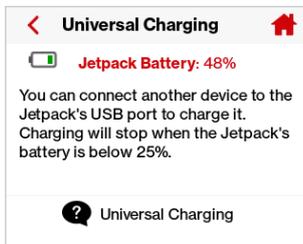
# Universal Charging

**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.



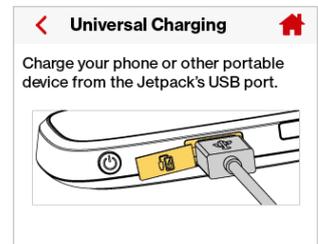
Current Charging Availability



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.)

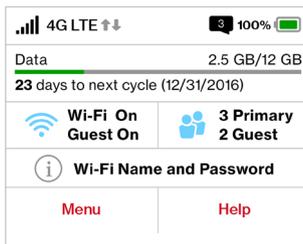
# Wi-Fi Protected Setup (WPS)

**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.

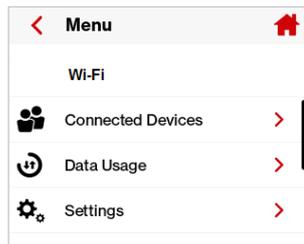
## On the Jetpack Display

To set-up WPS:

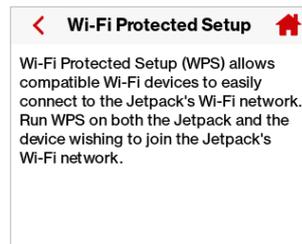
- 1 Power on your Jetpack by pressing and holding the power button until the display lights and the Home screen displays.
- 2 Tap **Menu** to display a list of Menu options.
- 3 Select **Wi-Fi** to display Wi-Fi options.
- 4 Select **Wi-Fi Protected Setup (WPS)** to display instructions to setup either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



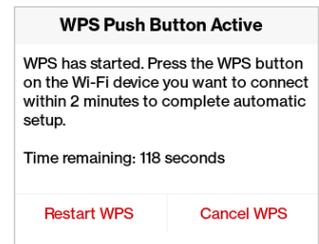
Current Charging Availability



Instruction Animation



Instruction Animation



Instruction Animation

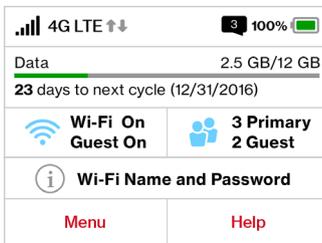
# Messages

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

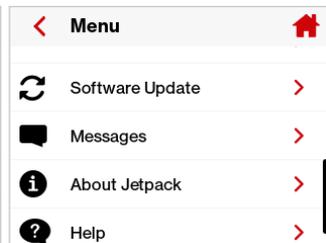
## On the Jetpack Display

To display unread messages:

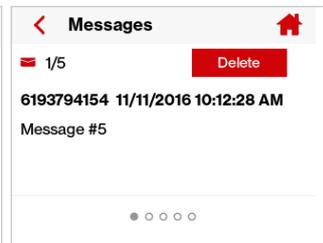
- 1 On the Home screen tap **Menu**, then select **Messages** to display the the Messages page. Swipe to scroll through the messages.
- 2 To delete the message, tap the **Delete** button. To retain the message, swipe to move to the next unread message.
- 3 Tap **<** to return to the Menu screen, or the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



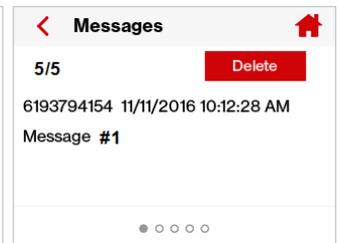
Tap Menu



Select Messages



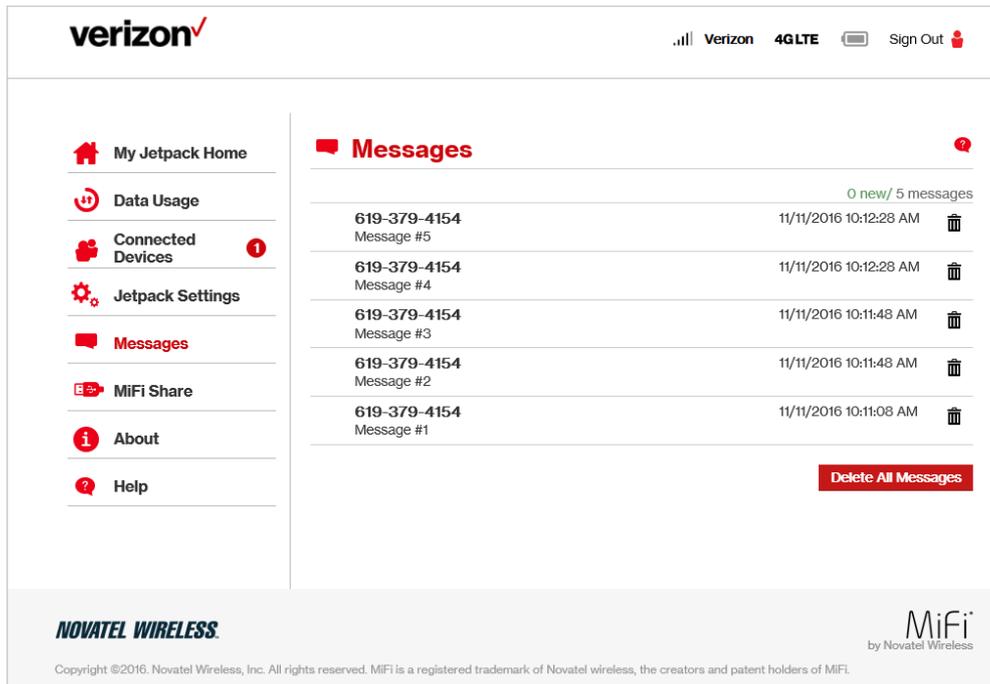
Tap Delete to Delete Message



Tap < to Return to the Menu

# On the Jetpack Admin Website

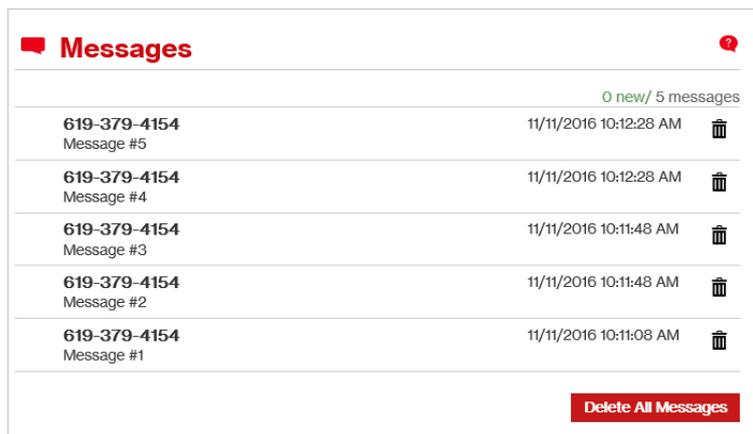
The Jetpack Messages page displays all existing Verizon system messages, and allows you to delete messages individually or all messages at one time. Unread messages are marked with a red message icon .



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

- ② To delete all messages at one time, click **Delete All Messages** at the bottom of the page.

**Messages** ?

---

0 new/ 5 messages

<b>619-379-4154</b> Message #5	11/11/2016 10:12:28 AM	
<b>619-379-4154</b> Message #4	11/11/2016 10:12:28 AM	
<b>619-379-4154</b> Message #3	11/11/2016 10:11:48 AM	
<b>619-379-4154</b> Message #2	11/11/2016 10:11:48 AM	
<b>619-379-4154</b> Message #1	11/11/2016 10:11:08 AM	

**Delete All Messages**

Jetpack Messages - Delete All

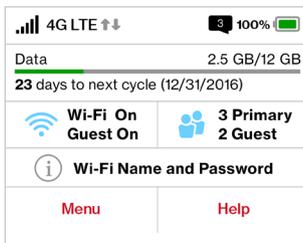
# MiFi Share

**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.

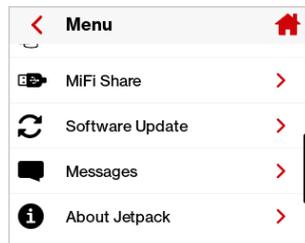
## On the Jetpack Display

To configure the MiFi Share content and access settings:

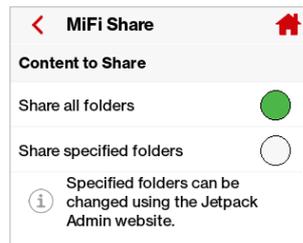
- 1 On the Home screen, tap **Menu** and select **MiFi Share** to display the MiFi Share options.
- 2 Select the desired option and tap the ON/OFF button to turn the setting ON or OFF.
- 3 To display instructions on how to access shared folders, Sign In to the Jetpack Admin Website and select **MiFi 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.



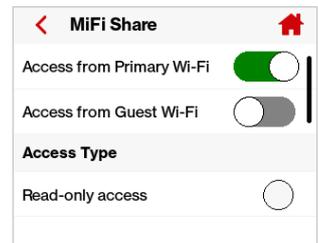
Tap Menu



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.

The screenshot shows the Verizon Jetpack Admin Website interface. At the top, the Verizon logo is on the left, and signal strength, Verizon Wireless, 4G LTE, battery, and Sign Out icons are on the right. A left sidebar contains navigation links: My Jetpack Home, Data Usage, Connected Devices (with a red notification badge), Jetpack Settings, Messages, MiFi Share (highlighted in red), About, and Help. The main content area is titled 'MiFi Share' and includes a help icon. Below the title is an information icon and a paragraph: 'When a USB mass storage device is connected to the USB C port, folders and files can be shared with connected devices on the Jetpack's Wi-Fi network.' A link 'How do I access the shared folders?' is provided. The 'MiFi Share' toggle is set to 'ON'. Below it, 'Show MiFi Share in the Touchscreen Menu' is also set to 'ON', with a note: 'If OFF, users cannot use the Jetpack touchscreen to change the settings below.' The 'Settings' section includes: 'Content to Share' (dropdown menu set to 'All folders and files'), 'Specified Top-level Folders' (text input field containing 'Public Shared'), 'Access Type' (dropdown menu set to 'Read-write'), and 'Network Access' (checkboxes for 'Primary Wi-Fi network' which is checked, and 'Guest Wi-Fi network (if turned on)' which is unchecked). A red 'Save Changes' button is at the bottom right. The footer contains the Novatel Wireless logo, copyright information, and the MiFi logo.

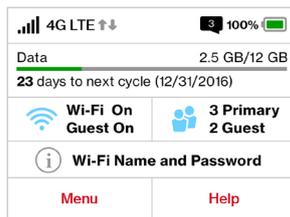
# Software Update

**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.

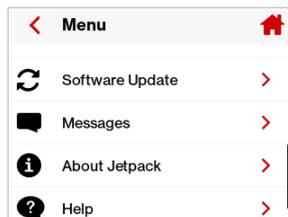
## On the Jetpack Display

To check for a Software update:

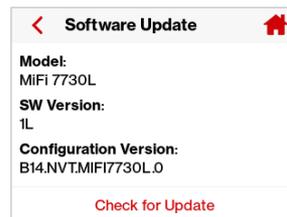
- 1 On the Home screen, tap **Menu** and select **Software Update** to display the current Software and Configuration versions. Tap **Check for Update** to check for the latest Software version available.
- 2 If an update is available, you can choose to download and install the update using your Jetpack 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

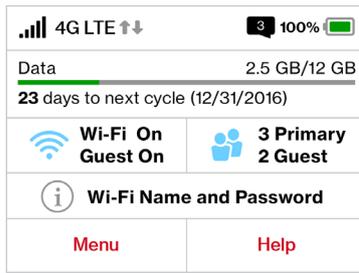
The Software Update page displays the current software version, and when a check is made for updates lists available updates and provides an update history. (See Software Update on page 67.)

# 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

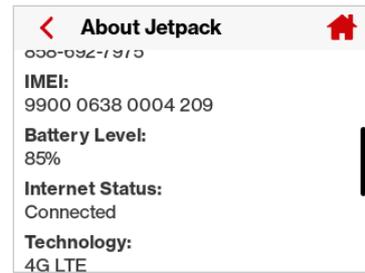
- 1 On the Home screen tap **Menu**, then select **About Jetpack** to display model number, software and configuration versions, and wireless number.
- 2 Swipe to navigate to display the IMEI, battery level, internet status, technology, network, signal strength, SNR, and roaming status.
- 5 Tap < to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

The screenshot shows the Verizon Jetpack Admin website interface. At the top, there is a Verizon logo and a status bar with 'Verizon 4G LTE' and a 'Sign Out' button. The main content area is divided into a left sidebar and a main panel. The sidebar contains navigation links: My Jetpack Home, Data Usage, Connected Devices (with a red notification icon), Jetpack Settings, Messages, MiFi Share, About (highlighted with a red circle), and Help. The main panel is titled 'About' and has a red notification icon. Below the title are four tabs: 'Internet Status' (selected), 'Jetpack Info', 'Diagnostics', and 'Logs'. The 'Internet Status' tab displays the following information:

Status:	Connected
Network name:	Verizon
Technology:	4G LTE
Time connected:	00:01:23:39
Received:	307.12 MB
Transmitted:	39.89 MB

Below this, there are sections for IPv4 and IPv6:

<b>IPv4</b>	
IP Address:	100.114.198.252
Mask:	255.255.255.248
Gateway:	100.114.198.253
DNS:	198.224.171.135

<b>IPv6</b>	
IP Address:	2600:1012:b11e:ffae:1deb:d1f5:5790:2f9c

At the bottom of the main panel, there is a red button labeled 'View Internet Sessions'. The footer of the page includes the 'NOVATEL WIRELESS' logo, the 'MiFi by Novatel Wireless' logo, and a copyright notice: 'Copyright ©2016. Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel wireless, the creators and patent holders of MiFi.'

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.

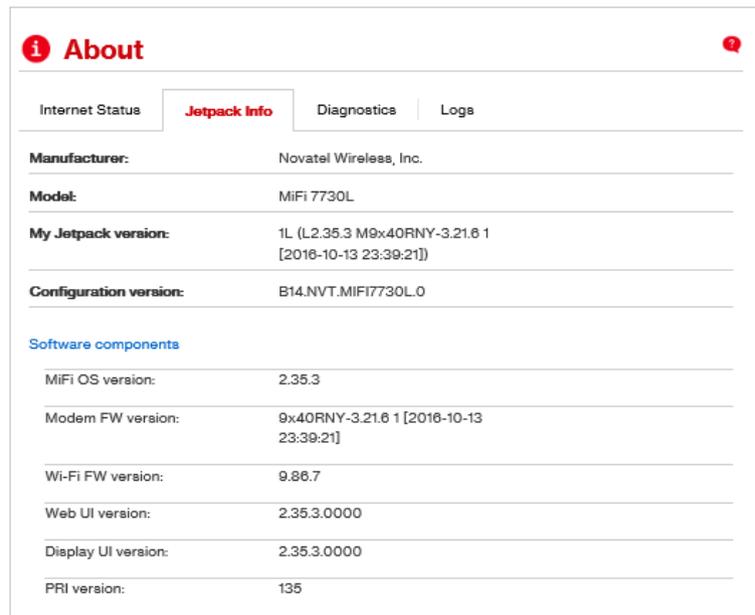
## Jetpack Info

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	
Internet Status	Jetpack Info
Diagnosics	Logs
<b>Manufacturer:</b>	Novatel Wireless, Inc.
<b>Model:</b>	MiFi 7730L
<b>My Jetpack version:</b>	1L (L2.35.3 M9x40RNY-3.21.6 1 [2016-10-13 23:39:21])
<b>Configuration version:</b>	B14.NVT.MIFI7730L.0
<b>Software components</b>	
MiFi OS version:	2.35.3
Modem FW version:	9x40RNY-3.21.6 1 [2016-10-13 23:39:21]
Wi-Fi FW version:	9.86.7
Web UI version:	2.35.3.0000
Display UI version:	2.35.3.0000
PRI version:	135

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

Internet Status | Jetpack Info | **Diagnostics** | Logs

*This detailed information is used only for troubleshooting and technical support.*

#### Modem

Phone number (MDN):	858-692-7975
IMEI:	9900 0638 0004 209
IMEISV:	9900 0638 0004 2000
FW version:	9x40RNY-3.21.8.1 [2018-10-13 23:39:21]
SIM status:	Ready
ICCID:	8914800000007992218
MIN (MCID):	0508926026
Home SID:	4
ERI version:	6
PRL version:	15480

#### 4G LTE Network

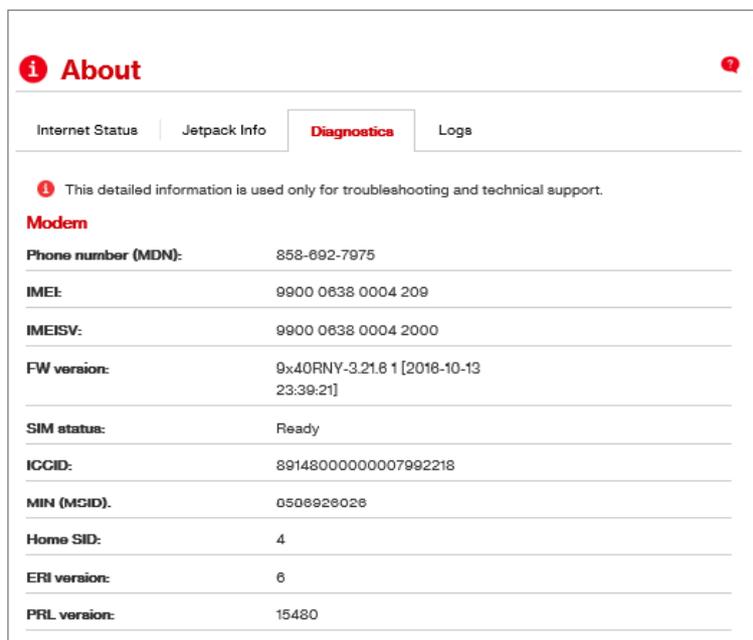
Status:	Available
Network operator:	Verizon
Signal strength (RSRP):	-81 dBm
SNR:	30 dB
Band:	4
Roaming:	No

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.



The screenshot shows the 'About' page of the Jetpack Diagnostics interface. It features a navigation bar with 'Internet Status', 'Jetpack Info', 'Diagnostics' (selected), and 'Logs'. Below the navigation bar, there is a warning icon and text: 'This detailed information is used only for troubleshooting and technical support.' The main content area is titled 'Modem' and displays a list of modem-related parameters and their values:

Parameter	Value
Phone number (MDN):	858-892-7975
IMEI:	9900 0638 0004 209
IMEISV:	9900 0638 0004 2000
FW version:	9x40RNY-3.21.8 1 [2016-10-13 23:39:21]
SIM status:	Ready
ICCID:	89148000000007992218
MIN (MSID):	0508926028
Home SID:	4
ERI version:	6
PRL version:	15480

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.

<b>4G LTE Network</b>	
Status:	Available
Network operator:	Verizon
Signal strength (RSRP):	-81 dBm
SNR:	30 dB
Band:	4
Roaming:	No

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.

```
Diagnosics
=====
Diagnostic Data
=====

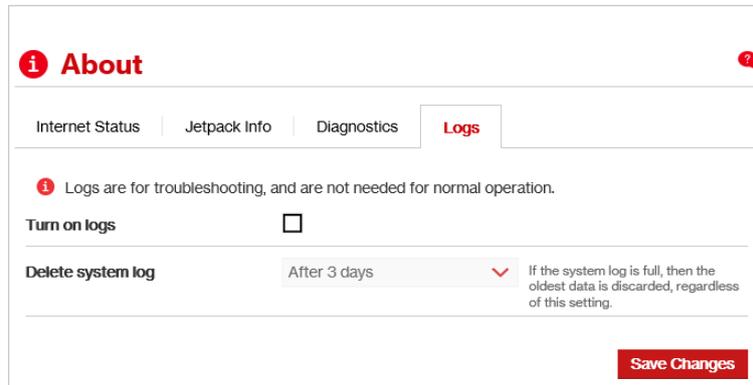
NAM:
Mobile Directory Number (MDN): 8588771678
IMSI_S: 311480058397973
Mobile Network Code (MNC): 480
Mobile Country Code (MCC): 311
Primary CDMA Channel A: 283
Secondary CDMA Channel A: 691
Primary CDMA Channel B: 384
Secondary CDMA Channel B: 777
Access Overload Class (ACCOLC): 9
Register On Home SID: Enabled
Register On Foreign SID: Enabled
Register On Foreign NID: Enabled
MIP Mode: MIP preferred
MIP Registration Retries: 2
MIP Registration Retries Timeout: 3
Reverse Tunneling: 0
DNS Primary: N/A
DNS Secondary: N/A
Supplemental Channel Request Message (SCRM): 1
Network ID (NID): 0
Error Rate: [0]:65535 [1]:65535
RSSI: [0]:66 [1]:125
Ec/Io: [0]:63 [1]:5
latitude: 0
longitude: 0
Tx Power (EVDO): 0
Rx Power 0 (EVDO): 0
Rx Power 1 (EVDO): 0
Packet Zone ID: 0
Call State: Connected
Dormant State: Active
MAC Index: N/A
Subnet Mask: 255.255.255.252
Color Code: 0
UATI024: 00000000 00000000 00000000 00000000
PN Offset: N/A
```

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.



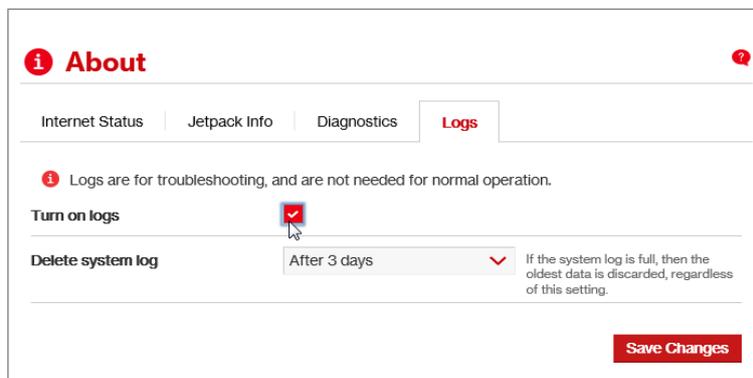
The screenshot shows the 'About' page with the 'Logs' tab selected. At the top, there is an information icon and a help icon. Below the navigation tabs (Internet Status, Jetpack Info, Diagnostics, Logs), a message states: 'Logs are for troubleshooting, and are not needed for normal operation.' The 'Turn on logs' section has an unchecked checkbox. The 'Delete system log' section has a dropdown menu set to 'After 3 days' and a red arrow icon. A note explains: 'If the system log is full, then the oldest data is discarded, regardless of this setting.' A 'Save Changes' button is located at the bottom right.

About Jetpack Diagnostics - Field Test

### Turn on Logs

To turn on system logs:

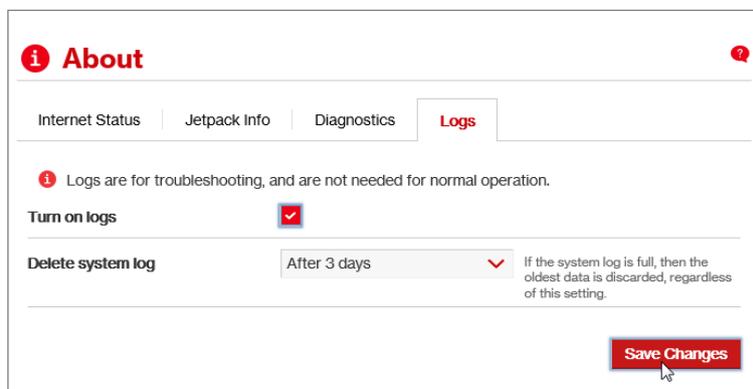
- 1 Select the checkbox next to **Turn on logs**.



This screenshot is identical to the previous one, but the 'Turn on logs' checkbox is now checked, indicating that system logs are turned on.

About Jetpack Logs - Turn On

- 2 Click **Save Changes**.



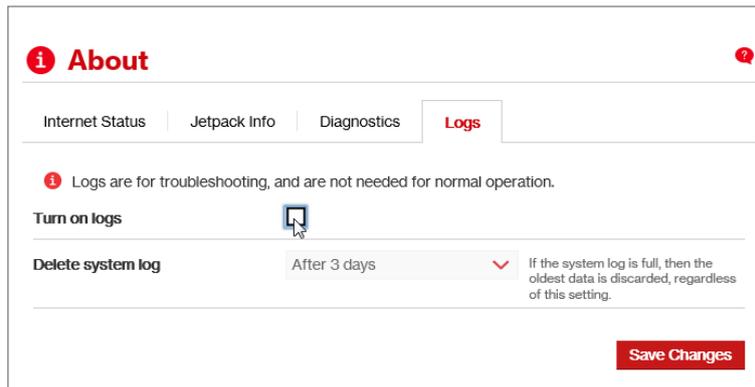
This screenshot is identical to the previous one, but a mouse cursor is pointing at the 'Save Changes' button, indicating the final step of the process.

About Jetpack Logs - Save Changes

## Turn Off Logs

To turn off system logs:

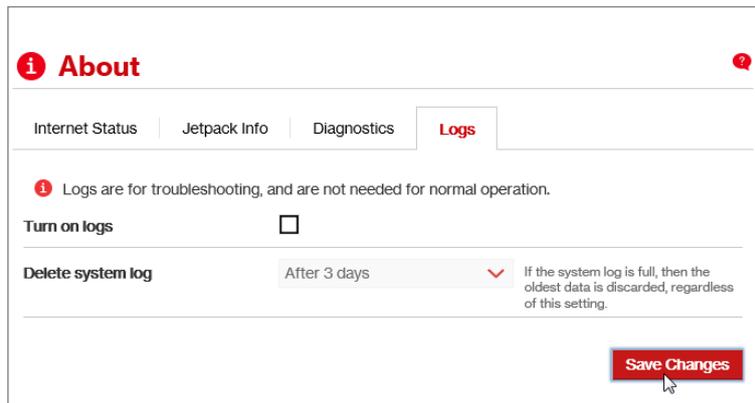
- 1 Deselect the checkbox next to **Turn on logs**.



The screenshot shows the 'About' page with the 'Logs' tab selected. The 'Turn on logs' checkbox is checked. The 'Delete system log' dropdown is set to 'After 3 days'. A 'Save Changes' button is visible at the bottom right.

About Jetpack Logs - Turn Off

- 2 Click **Save Changes**.



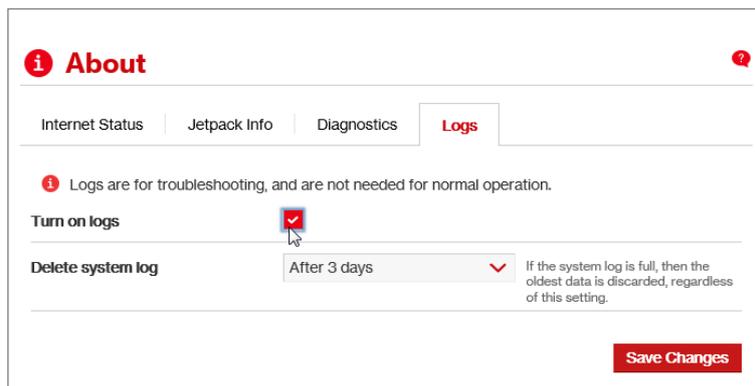
The screenshot shows the 'About' page with the 'Logs' tab selected. The 'Turn on logs' checkbox is now unchecked. The 'Delete system log' dropdown remains set to 'After 3 days'. A mouse cursor is pointing at the 'Save Changes' button at the bottom right.

About Jetpack Logs - Save Changes

## Delete System Log

To delete a system log:

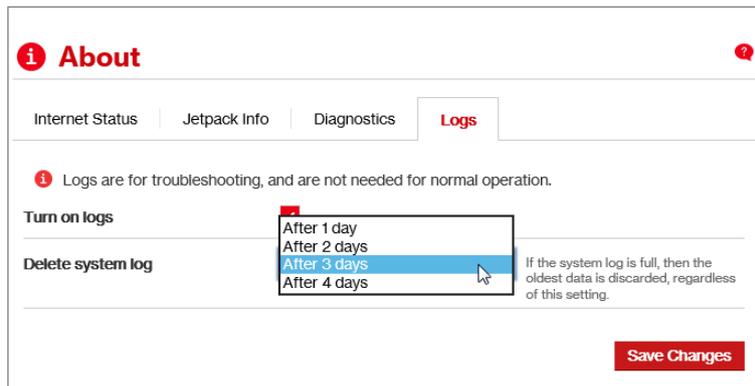
- 1 Select the checkbox next to **Turn on logs**.



The screenshot shows the 'About' page with the 'Logs' tab selected. The 'Turn on logs' checkbox is checked. The 'Delete system log' dropdown is set to 'After 3 days'. A 'Save Changes' button is visible at the bottom right.

About Jetpack Logs - Turn On

- 2 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

- 3 Click **Save Changes**.

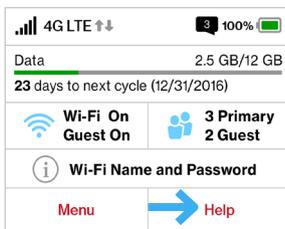
# Help

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.

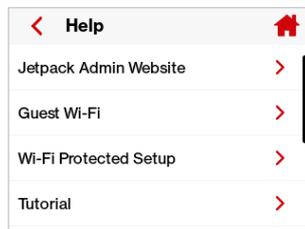
## On the Jetpack Display

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



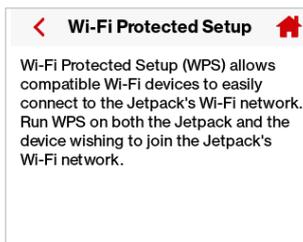
Select Help Option



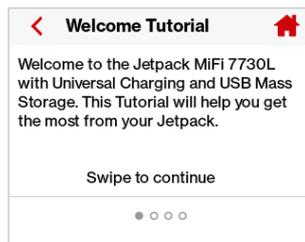
Jetpack Admin Website Help



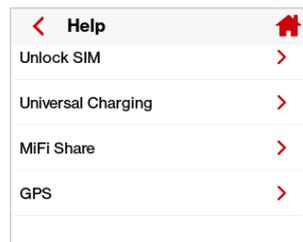
Guest Wi-Fi Help



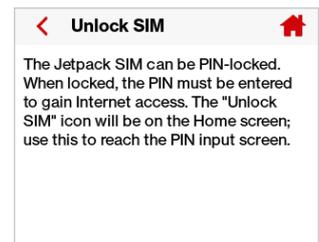
Wi-Fi Protected Setup Help



Welcome Tutorial Help



Select Help Option



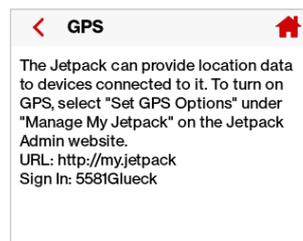
Unlock SIM Help



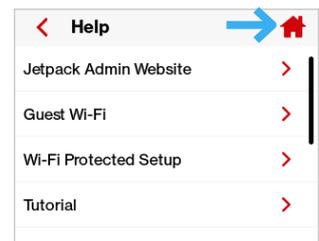
Universal Charging Help



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.

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

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# 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

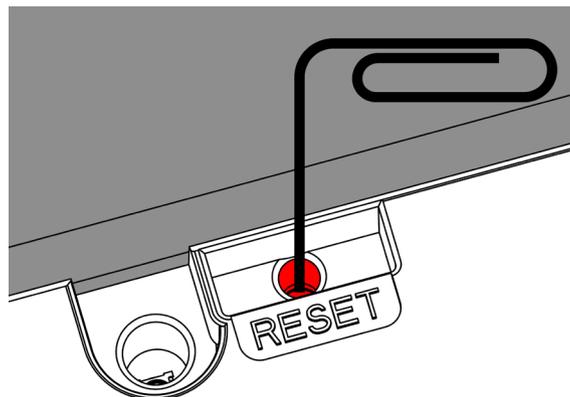
To restore battery power, follow these steps.

- 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.

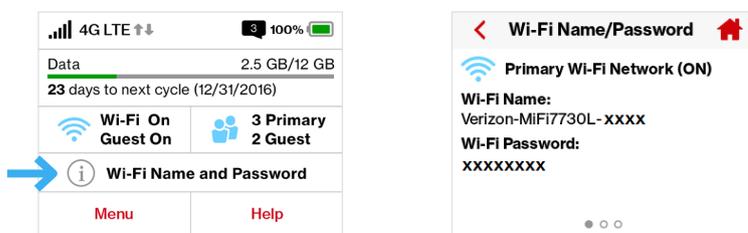
- Reorient your device. If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.
- You are outside your coverage area, or there may be a problem with your account. Check with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

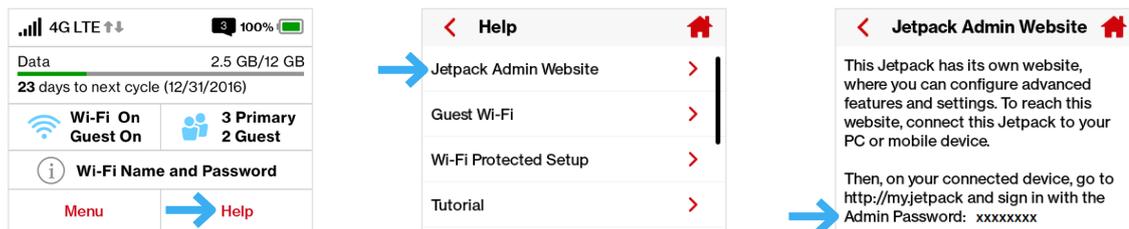
## I forgot my Wi-Fi Password.

- 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.)

### ① Open your wireless network connection list:

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

Mac: Pull down list from AirPort icon.

### ② Windows: Click **Connect**.

Mac: Select the network name.

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:

### ① To disconnect from the Wi-Fi network, select **Settings > Wi-Fi > Turn Off**.

From the Jetpack Admin network:

### ① Go to <http://my.jetpack> to open the My Jetpack Home page.

### ② Sign In using your Web Interface password.

### ③ 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.



# Technical Support

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

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## 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.

## Product Specifications and Regulatory Information

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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, 4.29 in x 2.64 in x 0.71 in
Wireless Network	LTE, CDMA, HSPA+/UMTS, GPRS/EDGE
Wireless Network – Wi-Fi Mode	Real simultaneous Dual Band 802.11 b/g/a/n/ac 2.4 GHz/5.0 GHz
Display	2.4 in color touchscreen LCD
Default SSID	MiFi7730L-XXXX
Battery	
• Size	4400 mAh
• Time required for full charge	3 hours (when not in use)
• Usage	Up to 24 hours
Chip Set:	QUALCOMM® MDM9640
Interface Type:	Type C USB Port for Quick Charge charging port, Internet over USB, content access Type A USB port, used by Universal Charging feature
Memory:	RAM = 128MB, LPDDR 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 LTE Global – B3/B4/B7/B20/B28 CDMA 1x/EV-DO rA – BC0/BC1 HSPA+, /UMTS – B1/B2/B5/B8 GPRS/EDGE: B2/B3/B5/B8 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:	<p>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.</p> <p>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</p>
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

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

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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

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**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.

## Glossary

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# 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 kbit/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](http://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](http://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.