



GETTING STARTED
USING YOUR MiFi M100
MiFi M100 WEB UI
MiFi APP
TROUBLESHOOTING
PRODUCT SPECIFICATIONS
REGULATORY INFORMATION
GLOSSARY

MiFi M100
Novatel Wireless

userguide

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Novatel Wireless Revision History

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

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1

Getting Started

Overview
Power Management
Caring for Your MiFi M100

Overview

Congratulations on your purchase of U.S. Cellular's MiFi® M100 for 4G LTE™ and Wi-Fi!

With the MiFi M100 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*.

Features

- **Connectivity for up to 15 Wi-Fi Enabled Devices to High-Speed Wireless Data**
 - Connect to super fast 4G LTE.
- **Up to 10 Hours of Battery Life on a Single Charge**
 - Actual battery life between charges varies depending on usage, number of connected devices, and battery age.
- **Manage Wireless Network Activity**
 - **MiFi M100 Web UI** is an easy-to-use web-based interface that allows you to manage, monitor, and customize your Wi-Fi and 4G LTE connection.
 - **MiFi App** lets you monitor and manage the MiFi M100 from a smartphone or other mobile device.
- **Advanced Embedded Antenna Design**
- **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

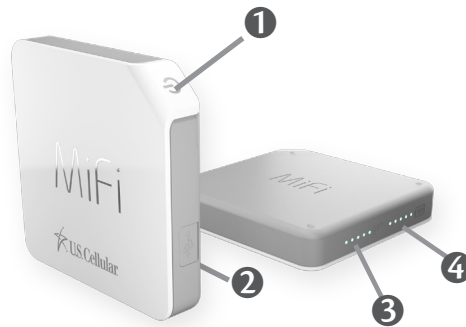
The U.S. Cellular MiFi M100 package includes:

- MiFi M100
- Standard Lithium Ion Battery
- Pre-installed 4G LTE SIM Card
- Wall Charger
- USB Cable
- Quick Start Guide

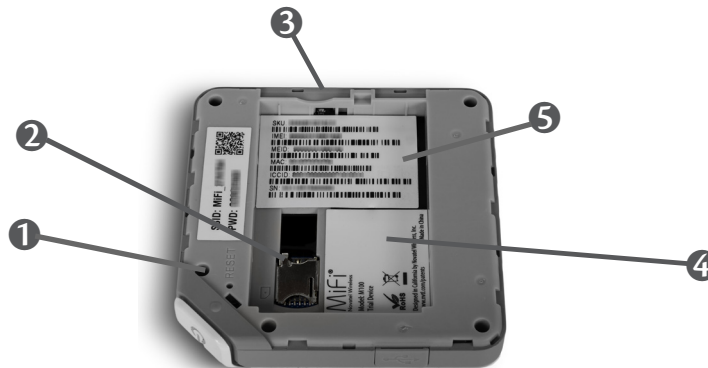
System Requirements

- Your computer, tablet, or other Wi-Fi devices need Wi-Fi capability only. In order to access the Web UI and change settings, you will also need access to a web browser.
- The MiFi M100 is compatible with all major operating systems and works with the latest versions of browsers, including Android™, Google Chrome®, Firefox®, Internet Explorer®, Safari™ and Mobile Safari™.
- Your MiFi M100 must have proper data service to function. (See [Using Your MiFi M100 for the First Time](#) on page 9.)

Components



- ❶ **Power Button** — Press and hold to turn the MiFi M100 on or off.
- ❷ **Charging Port** — Use to connect the wall charger.
- ❸ **Signal Strength LEDs** — Indicates the strength of the network signal.
- ❹ **Battery Charge LEDs** — Indicates the status of the battery charge.



- ❶ **Master Reset Button** — Insert a paperclip in the small hole to reset the MiFi M100 to factory settings. (See [How do I reset the MiFi M100 back to factory settings?](#) on page 73.)
- ❷ **SIM Card Slot** — The SIM card is pre-installed here.
- ❸ **Battery Removal Divot** — Insert a fingernail here and lift to remove the battery.
- ❹ **Battery Compartment** — The battery contacts connect here.
- ❺ **SSID/Password Sticker** — Contains the SSID assigned to this particular device and the password required to connect to this device and to log into MiFi M100 Web UI and Mobile App.

Power Management

Your MiFi M100 will work from its charged battery alone or when plugged into a power source (with the battery installed).

- **Battery** — Charge the battery by plugging in the wall charger. While the battery is charging the battery status LEDs blink. When the battery is fully charged, the battery LEDs are solid.
- **USB wall charger** — You can use the MiFi M100 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 MiFi battery charges while it is plugged into the charger.

Before using the MiFi M100, read the battery safety information in the "Safety Hazards" section of this guide. (See [Proper Battery Use and Disposal](#) on page 86.)

Caring for Your MiFi M100

Like any electronic device, the MiFi M100 must be handled with care to ensure reliable operation. Novatel Wireless recommends the following guidelines:

- Protect the MiFi M100 from liquids, dust, and excessive temperatures.
- Do not apply adhesive labels to the MiFi M100; they might cause the MiFi M100 to potentially overheat and they might alter the performance of the antenna.
- Store the MiFi M100 in a safe place when not in use.



Using Your MiFi M100

4G LTE Speed

Using Your MiFi M100 for the First Time

Connecting to Your MiFi M100

Managing Your MiFi M100

4G LTE Speed

With 4G 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.

Wi-Fi 802.11b/g/n

- 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 MiFi M100 for the First Time

Your SIM card is pre-installed. To get started:

- 1 Confirm that your computer meets the minimum system requirements. (See [System Requirements](#) on page 3).
- 2 Open the charging tab and use your fingernail to gently lift off the battery cover. Set the cover aside.



- 3 Align the gold-colored contacts on the battery with the gold-colored contacts on the MiFi M100 and gently slide the battery into place.



- 4 Replace the cover by setting it on the MiFi M100 where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.



- 5 Fully charge the battery. (See [Charging the Battery](#) on page 10).
- 6 Power on the MiFi M100. (See [Power the MiFi M100 On and Off](#) on page 14).

- 7 Use Wi-Fi to connect your computer to the MiFi M100 network. (See [Connecting to Your MiFi M100](#) on page 15).

Charging the Battery

IMPORTANT Before you use your MiFi M100, 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 10 hours of life.

To charge the battery:

- 1 Connect the micro USB end of the charger into the charging port of the MiFi M100.
- 2 Plug the other end of the wall charger into the appropriate electrical outlet.

CAUTION! Use only batteries and chargers with your MiFi M100 that have been approved by Novatel Wireless for optimal performance and safe operation.

Replacing the Battery

To remove and replace the battery:

- 1 Open the charging tab and use your fingernail to gently lift off 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 M100 and gently slide the battery into place.



- 4 Replace the cover by setting it on the MiFi M100 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 MiFi M100 comes with the SIM card already installed.

To remove the 4G LTE SIM card:

- 1 Take off the MiFi M100 battery cover and remove the battery. (See [Replacing the Battery](#) on page 11.)
- 2 Locate the SIM Card protector.
- 3 Use a fingernail or unfolded paper clip to slide the SIM card out of the protector into the bay. Then carefully remove the SIM card.



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

To install a new 4G LTE SIM card:

- 1 Take off the MiFi M100 battery cover and remove the battery. (See [Replacing the Battery](#) on page 11.)
- 2 If necessary, remove the SIM card from the SIM card package, being careful not to touch the gold-colored contacts.
- 3 Hold the card with the gold-colored contact points facing down and the notched corner on the upper left..

- 4 Drop the SIM card into the bay. Then gently slide the card to the left until it is securely in the SIM holder. The SIM card **MUST** remain in the SIM card holder when in use.



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

Battery Tips

WARNING! Always use only approved batteries and chargers with your MiFi M100. The warranty does not cover damage caused by non-approved batteries and/or chargers.

- It normally takes at least three hours 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 might damage the MiFi M100 and the battery.
- The battery discharges more rapidly as additional devices access your MiFi M100.
- Battery life depends on the network, signal strength, temperature, features, and accessories you use.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below -20°C (4°F) or above 60°C (140°F).
- Never leave the MiFi M100 in an unattended vehicle due to uncontrollable temperatures that might be outside the desired temperature for the MiFi M100.
- Some batteries perform best after several full charge/discharge cycles.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.

IMPORTANT Whenever you remove or insert either the battery or the SIM card, ensure that your MiFi M100 is not connected to any device or power source. Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result in puncturing the battery.

Power the MiFi M100 On and Off

Power On

- Press and hold the power button until the Battery Charge and Signal Strength LEDs light up and stay lit.

Power Off

- Press and hold the power button until the LEDs turn off.

Connecting to Your MiFi M100

Now you can connect one or more devices to your MiFi M100 using Wi-Fi. Your computer, tablet, or other devices must have Wi-Fi capability and Internet browser software. The MiFi M100 is compatible with all major operating systems, and works with the latest version of browsers, including Android™, Chrome™, Firefox®, Internet Explorer®, Safari™ and Mobile Safari™.

Your MiFi M100 SSID and Wi-Fi Network password are printed on a sticker on the inside of the battery case. Before you connect to your MiFi M100 for the first time, remove the battery cover and make note of the SSID and password on the sticker. (See [Replacing the Battery](#) on page 11.)



IMPORTANT Charge the battery completely before you connect your computer to your MiFi M100. (See [Charging the Battery](#) on page 10).

To connect to your MiFi M100:

- 1 Turn on your Wi-Fi enabled device and turn on your MiFi M100 using the power button. The MiFi M100 LEDs will light up. The MiFi M100 broadcasts its own Wi-Fi name, or SSID.
- 2 Open the Wi-Fi application or controls on the computer or Wi-Fi enabled device that you want to connect to your MiFi M100 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 select an icon in the Windows notification area where you can select **View Available Wireless Networks**, or select 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. Your Wi-Fi enabled device is now connected to the Internet.

Managing Your MiFi M100

After you have charged your MiFi M100, turned it on, and connected devices, you can use MiFi M100 software to monitor usage, change passwords, and set preferences and other options. There are two ways to do this:

- **The MiFi M100 Web UI** is accessed through a web browser on a computer, laptop, or other device. It is a full configuration interface, offering you the most tools and options for managing your MiFi M100.
- **The MiFi App** is an app you can download to a mobile device, such as a phone or tablet. You can use it to view signal strength, battery power, data usage, connected devices, as well as view and change your password, turn roaming on and off, and view device information.

Both these software interfaces are covered in the next two chapters.

MiFi M100 Web UI

Accessing and Navigating the MiFi M100 Web UI
MiFi M100 Home Dashboard
Connected Devices
Data Usage
Settings
Customer Support
About

Accessing and Navigating the MiFi M100 Web UI

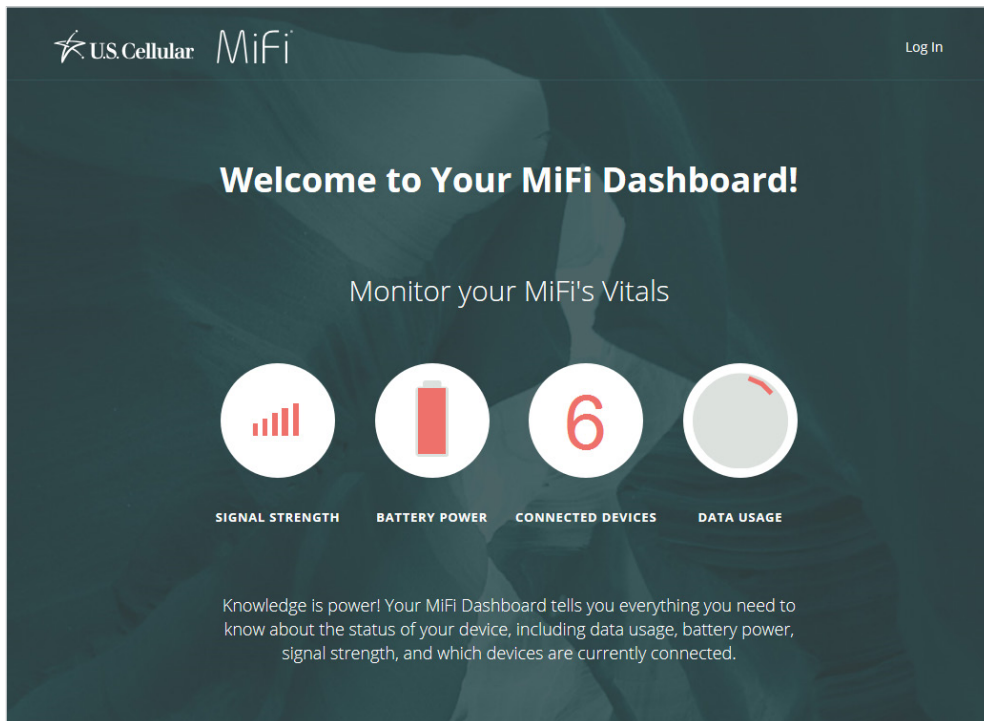
Use the MiFi M100 Web UI to manage, monitor, and customize your MiFi M100.

Accessing the MiFi M100 Web UI

To access the MiFi M100 Web UI:

- 1 Connect your computer or Wi-Fi enabled device to your MiFi M100 to access the Internet. (See [Connecting to Your MiFi M100](#) on page 15.)
- 2 Open a web browser on your connected device, type <http://my.mifi> or <http://192.168.1.1> into the address bar, and press **Enter**.

The Welcome Screen appears.



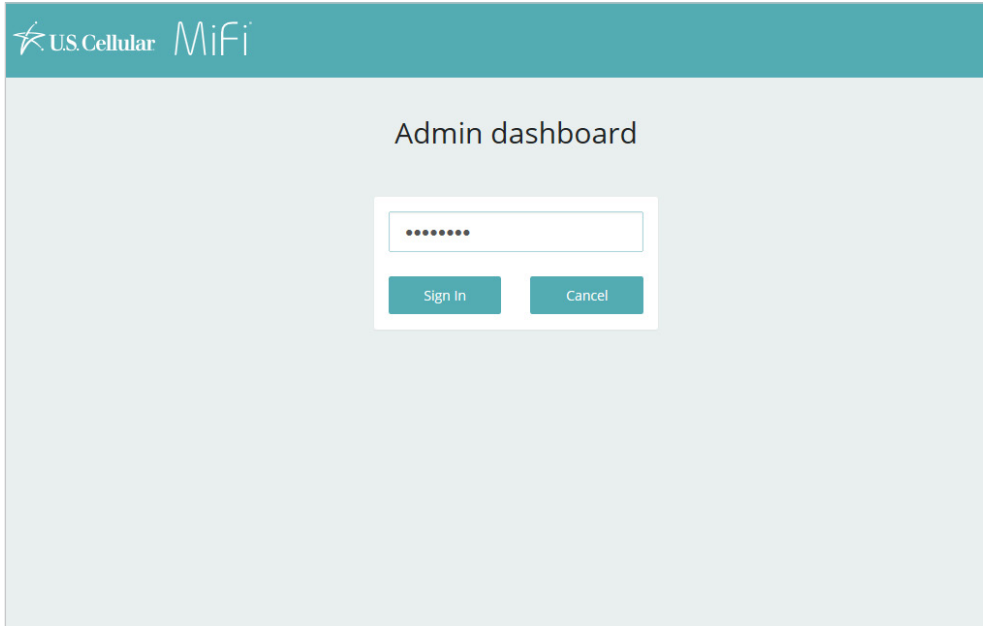
MiFi M100 Welcome Screen

On this screen, you can see signal strength, battery power, the number of connected devices and estimated data usage at a glance.

Logging In

To access the full MiFi M100 Web UI, you must log in:

- 1 Select **Log In** in the top-right corner of the screen.
- 2 The Admin Dashboard Sign In page opens.



Admin Dashboard Sign In Page

NOTE The first time you connect a device to your MiFi M100, this Sign In page appears automatically.

- 3 Type your MiFi M100 admin password in the **Admin Password** field.

NOTE Your initial admin password is the same as your Wi-Fi network password, written on the inside of the MiFi M100 battery case. (See [Components](#) on page 4.) You can change this password in the MiFi M100 Web UI. (See [Admin Password](#) on page 33.)

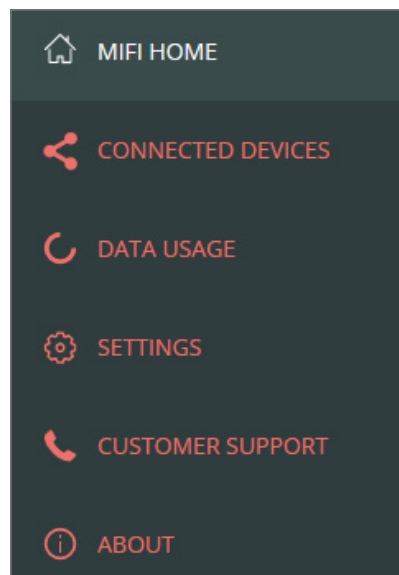
- 4 Select **Sign In**. The MiFi M100 Home Dashboard appears, which you can use to access information and customize settings for your MiFi M100.



MiFi M100 Home Dashboard

Navigating the MiFi M100 Web UI

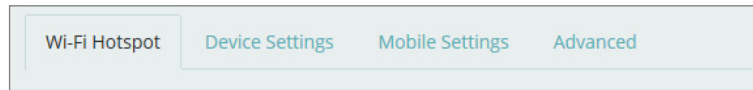
Use the menu panel on the left side of the MiFi M100 Dashboard to access different sections of the MiFi M100 Web UI.



Menu Panel

Some pages include links to other pages. For example, on the MiFi M100 Home Dashboard, selecting **View** under Connected Devices takes you to the Connected Devices page (also available through the menu panel).

Pages in the Settings and About sections also include tabs across the top that open additional pages within that section.

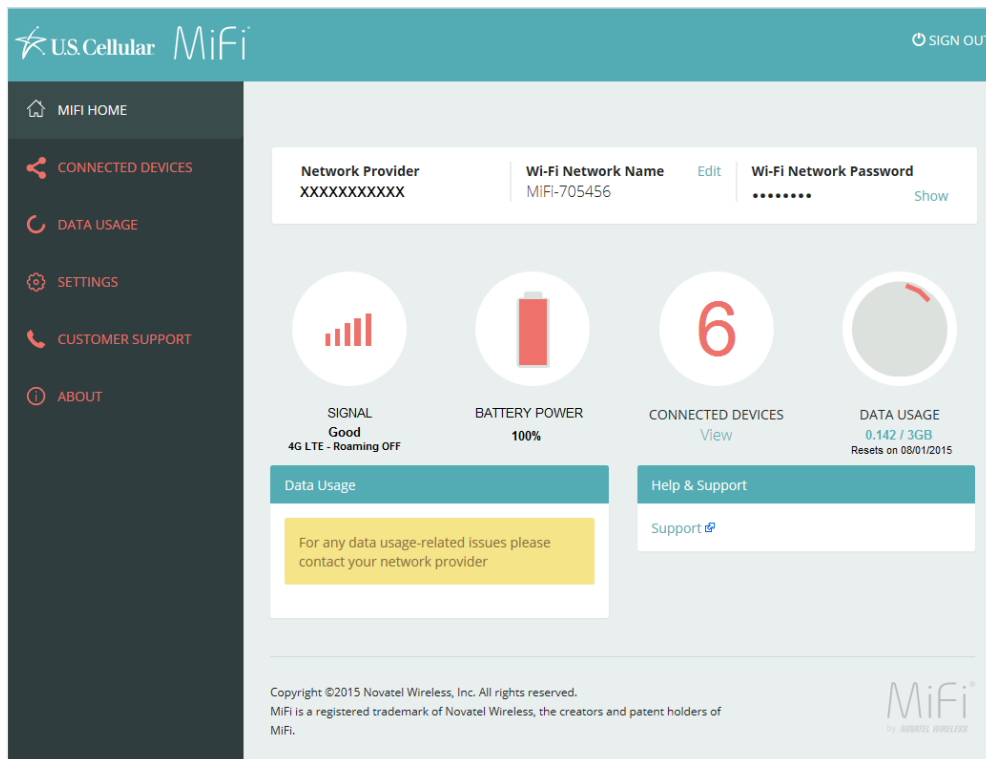


Tabs in the Settings Section

MiFi M100 Home Dashboard

The **MiFi M100 Home Dashboard** is your gateway to configuring and managing your MiFi M100. It shows, at a glance, the following information:

- Network provider
- Wi-Fi network name (SSID)
- Wi-Fi network password (select **Show** to reveal)
- Signal strength
- Battery power
- Number of connected devices
- Data usage



MiFi M100 Home Dashboard

The Home Dashboard also includes links to commonly used pages of the website. With them, you can:

- Change your Wi-Fi Network Name or Password.
- View info on connected devices.
- View details on data usage.
- Access customer support.

Connected Devices

The **Connected Devices** page lists all Wi-Fi enabled devices currently connected to your MiFi M100 network. For each connected device, it shows:

- **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 to change the name of any connected device.
- **Type** — The first column displays an icon to indicate 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.
- **IP Address** — The IP address of the connected device.
- **MAC Address** — The MAC Address is a unique network identifier for this connected device.
- **Link-Local** — If the connected device supports IPv6, the Link-Local IPv6 address is displayed.
- **Edit** — Allows you to edit a connected device type or name.
- **Block** — Allows you to disconnect a connected device and block it from further connection.

All blocked devices are listed below connected devices. To unblock a device, select **Unblock**.

To change the maximum number of devices that can be connected to your MiFi M100 at the same time, select **Change Max Connections**. This takes you to the Wi-Fi Hotspot page in the Settings section, where you can set maximum connections and other options.

The screenshot displays the 'Connected Devices' page of the U.S. Cellular MiFi interface. The page title is 'Connected Devices' and it includes a sub-header 'View devices currently connected to your device. Blocked devices are also listed.' Below this, it shows 'Connected Devices (MiFi-705456)' and '2 of 15 Wi-Fi Devices'. A table lists the connected devices:

Name	Icon	MAC Address	IPv4	Link-Local	Action
Laptop-1	Wi-Fi icon	XX:XX:XX:XX:XX:XX	XXX.XXX.XXX	XXXX:XXXX:XXXX:XXXX:XXXX	Block
SmartPhone-1	Wi-Fi icon	XX:XX:XX:XX:XX:XX	XXX.XXX.XXX	XXXX:XXXX:XXXX:XXXX:XXXX	Block

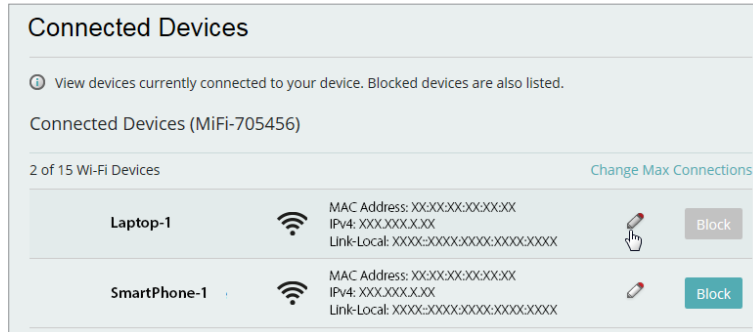
Below the table, there is a section for 'Blocked Devices' which currently shows 'No blocked devices.' At the bottom of the page, there is a copyright notice: 'Copyright ©2015 Novatel Wireless, Inc. All rights reserved. MiFi is a registered trademark of Novatel Wireless, the creators and patent holders of MiFi.'

Connected Devices Page

Editing a Connected Device

To change the name or icon used to represent a connected device:

- 1 Select the pencil tool on the row for the device. The row changes to show tools for editing the device name and type.



Connected Devices - Edit

- 2 To change the icon displayed next to the device, select a device type from the dropdown list.



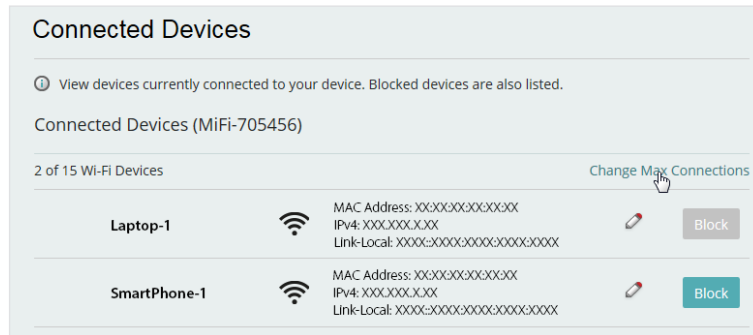
Connected Devices - Select Device Type

- 3 To change the name used to identify the device, select the current name in the text field and type a new name.
- 4 Select **Save** to finish editing the device.

Changing the Maximum Number of Connected Devices

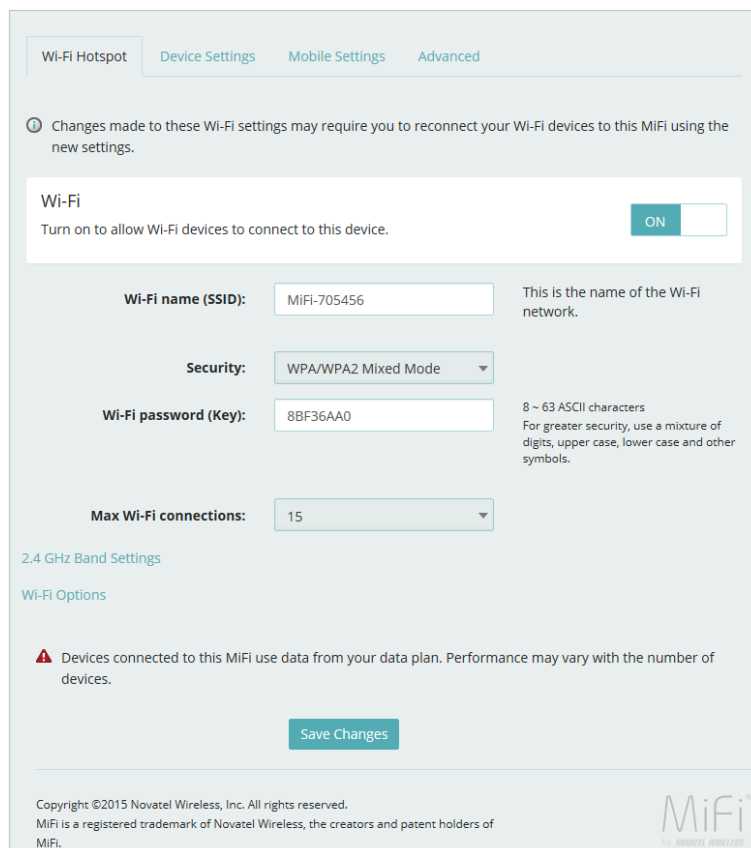
To change the maximum number of connected devices allowed:

- 1 Select the **Change Max Connections** link on the right side of the Connected Devices page.



Connected Devices - Change Max Connections Link

- 2 The Settings section opens to the **Wi-Fi Hotspot** page. Select the maximum number of devices to allow from the **Max Wi-Fi connections** dropdown list.



Wi-Fi Hotspot - Max Wi-Fi Connections

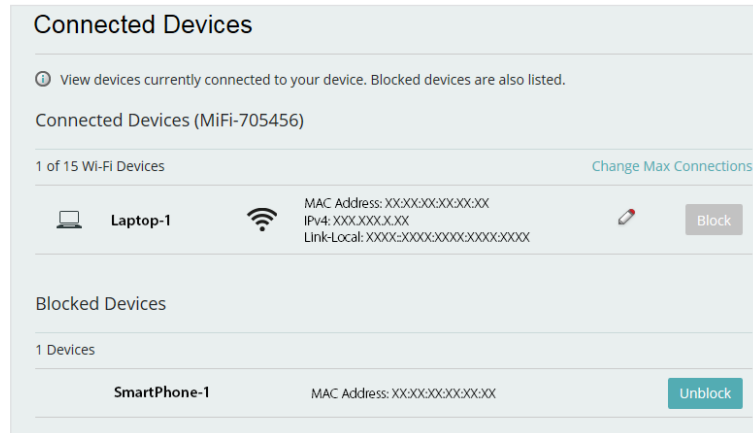
- 3 Select **Save Changes**.

Blocking and Unblocking Devices

The **Connected Devices** list includes a **Block** button for each connected device except your own. Use it to disconnect a device and prevent it from reconnecting. The blocked device then appears below in the **Blocked Devices** list.

Note that devices in the Blocked Devices list are not connected and therefore do not have an IP address. Instead, they are identified by name and MAC address.

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



Connected Devices - Block/Unblock Buttons

Data Usage

Use the **Data Usage** page to set data counters and thresholds to match that of your service provider data plan. Later, you can refer to this page to see:

- An estimate of data used so far in the current billing cycle.
- The number of days remaining in the billing cycle.
- The date on which the billing cycle was last reset.

To set data usage settings:

- 1 Contact your service provider, if necessary, to determine information about your data plan.
- 2 Set **Monthly usage limit** to the maximum amount of data your plan allows.
- 3 Use **Set a usage threshold alert** to specify a level of data used that will trigger an alert. When this threshold is reached, a message appears at the top of the MiFi M100 Home Dashboard when you first open it.
- 4 Set **Cycle start date** to the day of the month on which your service provider's billing cycle begins.
- 5 Select **Save Changes**.

A **Reset Counter Button** lets you set the data usage counter to 0. (Be aware that actual billed data usage may be higher than what is shown if you do this on any day other than the cycle start date.)

Data Usage Page

Settings

The Settings section includes tabs for four pages:

- **Wi-Fi Hotspot** lets you change how Wi-Fi enabled devices connect to your MiFi M100. (See [Wi-Fi Hotspot](#) on page 29.)
- **Device Settings** lets you set preferences for your device, change your administration password, and backup or restore settings. (See [Device Settings](#) on page 31.)
- **Mobile Settings** includes settings for connecting to a provider network. (See [Mobile Settings](#) on page 36.)
- **Advanced** includes settings for firewall, MAC filter, LAN, port filtering, and port forwarding. (See [Advanced](#) on page 40.)

The screenshot shows the U.S. Cellular MiFi settings interface. On the left is a dark sidebar with navigation links: MI-FI HOME, CONNECTED DEVICES, DATA USAGE, SETTINGS (highlighted), CUSTOMER SUPPORT, and ABOUT. The main content area has tabs for Wi-Fi Hotspot, Device Settings, Mobile Settings, and Advanced. The Wi-Fi Hotspot tab is active, showing a warning about reconnecting devices after changes. Below this, the 'Wi-Fi' section has a toggle switch set to 'ON'. Further down, there are fields for 'Wi-Fi name (SSID)' (MIFI-705456), 'Security' (WPA/WPA2 Mixed Mode), 'Wi-Fi password (Key)' (8BF36AA0), and 'Max Wi-Fi connections' (15). A 'Save Changes' button is at the bottom. The footer contains copyright information for Novatel Wireless, Inc. and the MiFi logo.

Settings Page

Wi-Fi Hotspot

Standard settings shown in the Wi-Fi Hotspot page include the following:

- **Wi-Fi ON/OFF.** Use this to turn Wi-Fi on or off. When turned off, no Wi-Fi devices can connect to the MiFi M100 Wi-Fi network.
- **Wi-Fi Name (SSID).** Use this to change the SSID name used to identify this MiFi M100 on Wi-Fi enabled devices. This is what users will see on their list of available network connections when they attempt to connect to the MiFi M100.
- **Security.** Use this to change the security mode used: WPA/WPA2 Mixed Mode, WPA2 Personal/PSK, or None.
- **Wi-Fi Password (key).** Use this to change the Wi-Fi password (or key) required to connect to the MiFi M100. The password must be at least eight characters. For greater security, use a mixture of letters, digits, upper and lower case and symbols.
- **Max Wi-Fi connections.** Use this to change the maximum number of connected devices allowed. You can set this to any number from 1 to 15. (The number of devices connected at once can affect transmission performance.)

Wi-Fi Hotspot Device Settings Mobile Settings Advanced

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

Wi-Fi
Turn on to allow Wi-Fi devices to connect to this device. ☒

Wi-Fi name (SSID): MiFi-705456 This is the name of the Wi-Fi network.

Security: WPA/WPA2 Mixed Mode

Wi-Fi password (Key): 8BF36AA0 8 ~ 63 ASCII characters
For greater security, use a mixture of digits, upper case, lower case and other symbols.

Max Wi-Fi connections: 15

2.4 GHz Band Settings

Wi-Fi Options

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

Save Changes

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MiFi[®]
BY NOVATEL WIRELESS

Settings > Wi-Fi Hotspot Page

Two links underneath the initial settings display further options:

- 2.4 GHz Band Settings
- Wi-Fi Options

These options are described below.

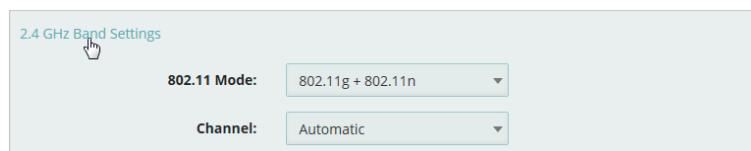
When you are done making changes, select **Save Changes** to finalize and accept the new settings. You might need to reconnect Wi-Fi devices to your MiFi M100 after saving changes.

2.4 GHz Band Settings

To change band settings for the MiFi network, select **2.4 GHz Band Settings** on the lower-left side of the page. This expands options to include the following:

- **802.11 Mode.** Use this to change the mode used to transmit data.
- **Channel.** Use this to change the channel used to transmit data.

When you are done making changes, select **Save Changes** to finalize and accept the new settings.



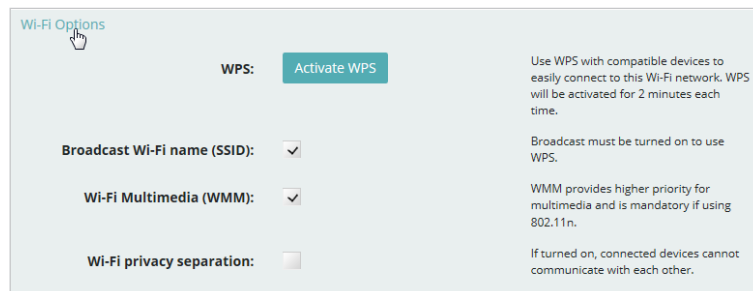
Settings > Wi-Fi Settings - 2.4 GHz Band Settings

Wi-Fi Options

To change Wi-Fi settings, select **Wi-Fi Options** on the lower-left side of the page. This expands options to include the following:

- **WPS.** Click this button to activate WPS (Wi-Fi Protected Setup) for two minutes so that compatible Wi-Fi devices can connect to the Wi-Fi network without having to manually enter the network key.
- **Broadcast Wi-Fi name (SSID).** Select this option to broadcast the SSID so it appears on Found Wi-Fi Network lists. This option must be enabled to activate WPS (above).
- **Wi-Fi Multimedia (WMM).** Select this option to provide higher priority for multimedia in the transmission of data. This option must be enabled when using 802.11n mode.
- **Wi-Fi Privacy Separation.** Select this option to prevent connected devices from communicating with each other. By default, this option is disabled.

When you are done making changes, select **Save Changes** to finalize and accept the new settings.



Settings > Wi-Fi Settings - Wi-Fi Options

Device Settings

The Device Settings page in the Settings section includes three subtabs, or sections:

- **Preferences** allows you to set preferences for the MiFi M100 device.
- **Admin Password** allows you to change the MiFi M100 admin password. (See [Admin Password](#) on page 33.)
- **Backup and Restore** allows you to backup and restore your MiFi M100 settings. (See [Backup and Restore](#) on page 34.)

Preferences

The Preferences section of the Device Settings page includes the following options:

- **Shutdown.** Select the number of hours with no connected devices that will trigger automatic shutdown of the MiFi M100.
- **Stealth Mode.** Select this check box to enable Stealth mode, disabling the LED lights on the MiFi M100.
- **Date.** Select the format in which to display dates in the MiFi M100 Web UI: USA (mm/dd/yyyy) or Europe (dd/mm/yyyy).
- **Time.** Select the format in which to display time in the MiFi M100 Web UI: 12 hour or 24 hour.
- **Number Format.** Select the format in which to display numbers in the MiFi M100 Web UI: 3,243.00 or 3.243,00.

When you are done making changes, select **Save Changes** to finalize and accept the new settings.

Wi-Fi Hotspot Device Settings Mobile Settings Advanced

Preferences Admin Password Backup and Restore

Device Preferences

Shutdown: After 2 hours Shut down the device when no devices are connected.

LED Preferences

Stealth Mode: ☐ Stealth mode turns off all the LED lights on the device.

User Preferences

Date: USA (mm/dd/yyyy)

Time: 12 hr

Number format: 3,234.00

Save Changes

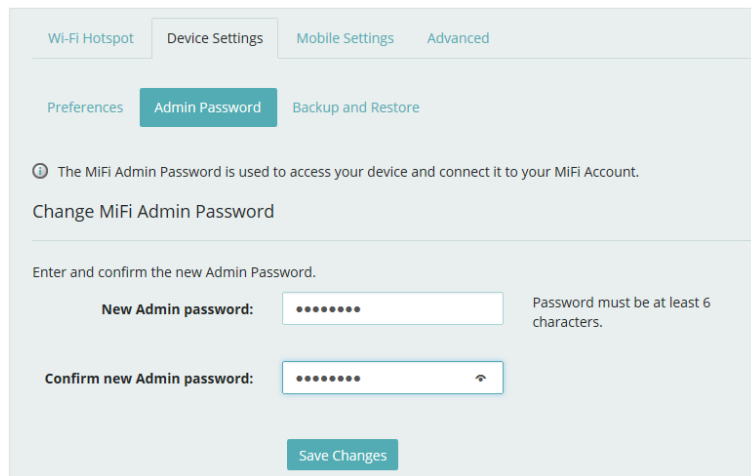
Settings > Device Settings > Preferences Page

Admin Password

The Admin Password section of the Device Settings page lets you change the password you use to sign in to the MiFi M100 Web UI.

To change your admin password:

- 1 Enter the current password in the **Current MiFi Admin Password** field.
- 2 Type a new password in the **New Admin password** field. You must use at least five characters.
- 3 Type the new password a second time in the **Confirm new Admin password** field.
- 4 Select **Save Changes**.



The screenshot shows the 'Admin Password' page in the MiFi M100 Web UI. At the top, there are tabs for 'Wi-Fi Hotspot', 'Device Settings' (which is selected), 'Mobile Settings', and 'Advanced'. Under 'Device Settings', there are sub-tabs for 'Preferences', 'Admin Password' (which is selected), and 'Backup and Restore'. A note states: 'The MiFi Admin Password is used to access your device and connect it to your MiFi Account.' Below this, the heading 'Change MiFi Admin Password' is followed by the instruction 'Enter and confirm the new Admin Password.' There are two password input fields: 'New Admin password:' and 'Confirm new Admin password:'. Both fields contain seven dots, indicating masked text. To the right of the 'New Admin password:' field, a message says 'Password must be at least 6 characters.' At the bottom of the form is a 'Save Changes' button.

Settings > Device Settings > Admin Password Page

Backup and Restore

The Backup and Restore section of the Device Settings page allows you to:

- Back up your current MiFi M100 settings and preferences to a file on your computer.
- Restore settings from a previously saved backup file.
- Restore the MiFi M100 to factory default settings.
- Restart or shut down your MiFi M100.

The screenshot shows the 'Backup and Restore' section of the 'Device Settings' page. At the top, there are tabs for 'Wi-Fi Hotspot', 'Device Settings' (selected), 'Mobile Settings', and 'Advanced'. Below these are sub-tabs for 'Preferences', 'Admin Password', and 'Backup and Restore' (selected). A warning icon and text state: 'Back up your MiFi settings and preferences to your computer. Please note that the backup file will only work with this particular MiFi.' The 'Backup' section has the instruction 'Save your MiFi settings to your computer.' followed by an 'Admin Password' field and a 'Download' button. The 'Restore' section has the instruction 'Upload a previously saved backup file from this device to restore your settings.' followed by an 'Admin Password' field, a 'Select a file' field with 'No file selected' and a 'Browse' button, and a 'Restore Now' button. The 'Restore to Factory Defaults' section has the instruction 'Restore all settings to the factory default values.' followed by 'Restore Factory Defaults', 'Restart MiFi', and 'Shutdown MiFi' buttons.

Wi-Fi Hotspot Device Settings Mobile Settings Advanced

Preferences Admin Password Backup and Restore

ⓘ Back up your MiFi settings and preferences to your computer. Please note that the backup file will only work with this particular MiFi.

Backup

Save your MiFi settings to your computer.

Admin Password:

Download

Restore

Upload a previously saved backup file from this device to restore your settings.

Admin Password:

Select a file: No file selected Browse

Restore Now

Restore to Factory Defaults

Restore all settings to the factory default values.

Restore Factory Defaults

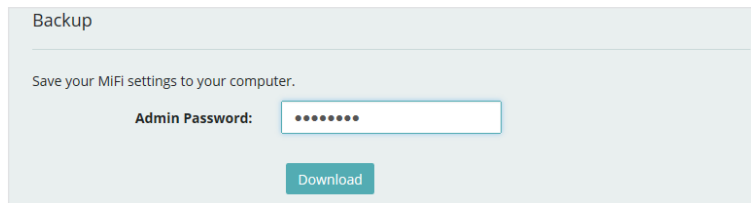
Restart MiFi

Shutdown MiFi

Settings > Device Settings > Backup and Restore

To save your MiFi M100 settings to your computer:

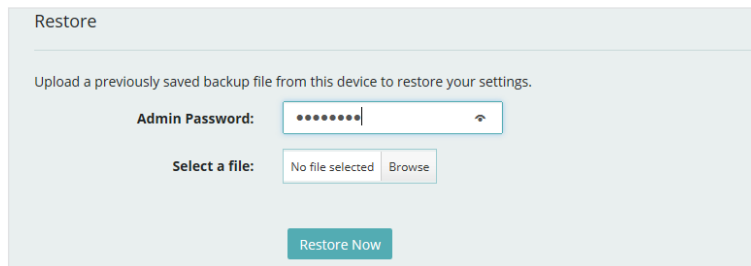
- 1 Enter your admin password in the **Admin Password** field.
- 2 Select **Download** to save your current MiFi M100 settings to the Downloads folder on your computer.

The screenshot shows a web interface titled "Backup". Below the title is a horizontal line. Underneath, it says "Save your MiFi settings to your computer." There is a label "Admin Password:" followed by a text input field containing seven dots. Below the input field is a teal button labeled "Download".

Back Up Current MiFi M100 Settings

To restore previously backed-up settings to your MiFi M100 device:

- 1 Enter the admin password in effect when the backup file was saved in the **Admin Password** field.
- 2 Select **Browse** to navigate to the Downloads folder on your computer.
- 3 Select the desired settings backup file saved on your computer.
- 4 Select **Restore Now**.

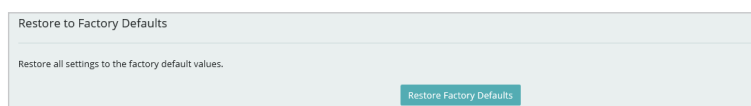
The screenshot shows a web interface titled "Restore". Below the title is a horizontal line. Underneath, it says "Upload a previously saved backup file from this device to restore your settings." There is a label "Admin Password:" followed by a text input field containing seven dots and a small eye icon. Below this is a label "Select a file:" followed by a button labeled "No file selected" and a button labeled "Browse". At the bottom is a teal button labeled "Restore Now".

Restore Previous MiFi M100 Settings

NOTE If you repeatedly enter the wrong admin password when backing up or restoring settings, you will be locked out of the backup/restore function. You will have to restore the MiFi M100 to factory settings to access it again.

To restore all settings on your MiFi M100 to factory default settings:

- 1 Select **Restore Factory Defaults**.
- 2 If prompted for a password, enter your password that is printed on the sticker on the inside of the MiFi M100 battery case.

The screenshot shows a web interface titled "Restore to Factory Defaults". Below the title is a horizontal line. Underneath, it says "Restore all settings to the factory default values." At the bottom is a teal button labeled "Restore Factory Defaults".

Restore Factory Defaults

Mobile Settings

The Mobile Settings page in the Settings section includes five subtabs, or sections:

- **Mobile** allows you to set preferences for the MiFi M100 device.
- **APN** allows you to change the APN. (See [APN](#) on page 37.)
- **Network Selection** allows you to scan for a new available network. (See [Network Selection](#) on page 38.)
- **Manual DNS** allows you to manually select up to two Domain Name Servers. (See [Manual DNS](#) on page 39.)
- **SIM Unlock** indicates whether or not the SIM PIN lock feature is in use. (See [SIM Unlock](#) on page 39.)

Mobile

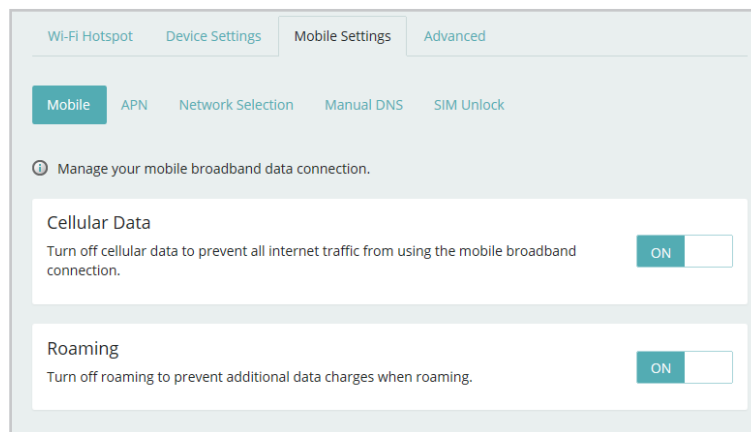
The Mobile section of the Mobile Settings tab lets you turn cellular data on or off. When cellular data is turned off, Internet connection is no longer available.

To turn off cellular data and prevent all internet traffic from using the MiFi M100 mobile broadband connection:

- 1 Select the **ON/OFF** slider so it displays OFF.
- 2 Select **Confirm** on the Confirm warning pop-up window.

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

To turn cellular data back on, select the ON/OFF slider again.



Settings > Mobile Settings > Mobile

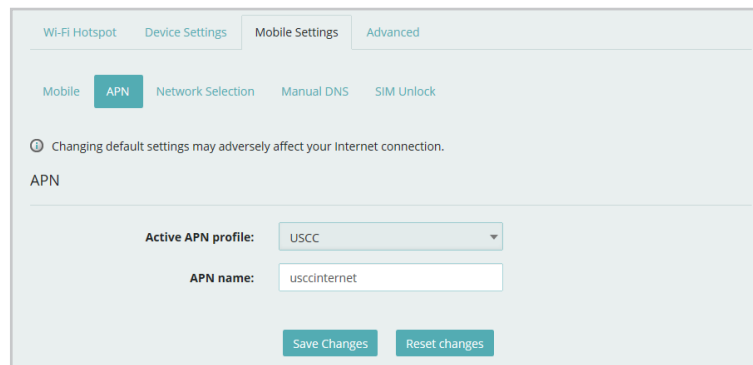
APN

The APN section of the Mobile Settings tab displays the APN (Access Point Name) profile and name used to access the network carrier. Normally, the MiFi M100 is preconfigured to use USCC and usccinternet, and changing these settings could adversely affect your internet connection. If you have a corporate account with your own APN, however, you can use these controls to specify a custom APN.

To specify a custom APN:

- 1 Select **Custom** from the **Active APN Profile** dropdown list.
- 2 Enter the APN in the **APN Name** field.
- 3 Select **Save Changes**.

To return to the preconfigured APN defaults, select **Reset changes**.



The screenshot shows the 'Mobile Settings' tab with the 'APN' sub-tab selected. At the top, there are tabs for 'Wi-Fi Hotspot', 'Device Settings', 'Mobile Settings', and 'Advanced'. Below these, there are sub-tabs for 'Mobile', 'APN', 'Network Selection', 'Manual DNS', and 'SIM Unlock'. A warning message states: 'Changing default settings may adversely affect your Internet connection.' The 'APN' section contains two fields: 'Active APN profile:' with a dropdown menu showing 'USCC', and 'APN name:' with a text field containing 'usccinternet'. At the bottom of the section are two buttons: 'Save Changes' and 'Reset changes'.

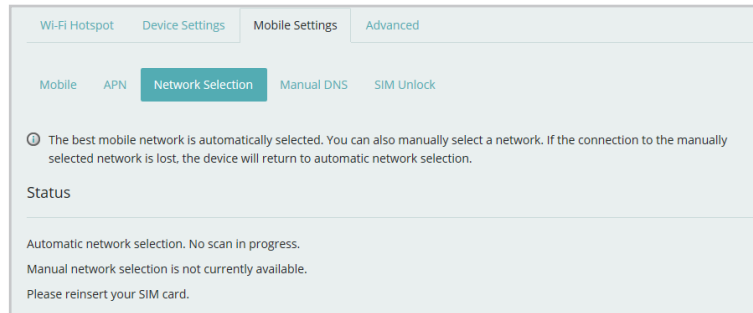
Settings > Mobile Settings > APN

Network Selection

The Network Selection section of the Mobile Settings page lets you manually select a mobile network.

Normally the best mobile network is automatically selected. If you wish to select a network manually, select **Scan for Networks**. Any existing network connection is terminated and the system scans for all available networks. After a couple of minutes, a list of available networks is displayed. Select the one you want to use.

If connection to the manually selected network is lost, the MiFi M100 will revert to automatic network selection.



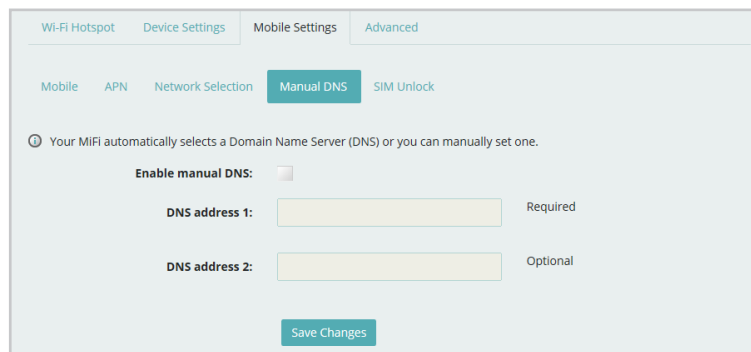
Settings > Mobile Settings > Network Selection

Manual DNS

The MiFi M100 automatically selects a Domain Name Server (DNS). The Manual DNS section of the Mobile Settings page allows you to manually select up to two DNS IP addresses.

To manually select a Domain Name Server:

- 1 Select the **Enable manual DNS** check box.
- 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 Select **Save Changes**.

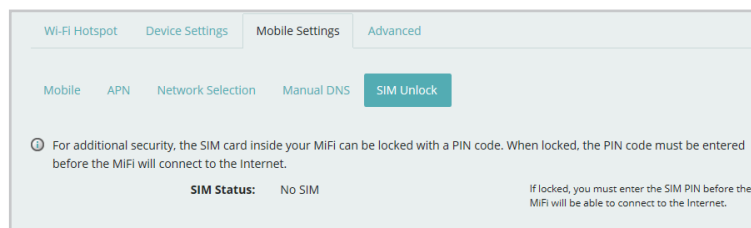


The screenshot shows the 'Manual DNS' settings page. At the top, there are tabs for 'Wi-Fi Hotspot', 'Device Settings', 'Mobile Settings', and 'Advanced'. Under 'Mobile Settings', there are sub-tabs for 'Mobile', 'APN', 'Network Selection', 'Manual DNS' (which is selected), and 'SIM Unlock'. A note states: 'Your MiFi automatically selects a Domain Name Server (DNS) or you can manually set one.' Below this, there is a toggle for 'Enable manual DNS:' which is currently turned off. There are two input fields: 'DNS address 1:' which is marked as 'Required' and 'DNS address 2:' which is marked as 'Optional'. At the bottom, there is a 'Save Changes' button.

Settings > Mobile Settings > Manual DNS

SIM Unlock

The SIM Unlock section of the Mobile Settings page 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.



The screenshot shows the 'SIM Unlock' settings page. At the top, there are tabs for 'Wi-Fi Hotspot', 'Device Settings', 'Mobile Settings', and 'Advanced'. Under 'Mobile Settings', there are sub-tabs for 'Mobile', 'APN', 'Network Selection', 'Manual DNS', and 'SIM Unlock' (which is selected). A note states: 'For additional security, the SIM card inside your MiFi can be locked with a PIN code. When locked, the PIN code must be entered before the MiFi will connect to the Internet.' Below this, there is a 'SIM Status:' label followed by 'No SIM'. At the bottom right, there is a note: 'If locked, you must enter the SIM PIN before the MiFi will be able to connect to the Internet.'

Settings > Mobile Settings > SIM Unlock

Advanced

The Advanced page in the Settings section includes five subtabs, or sections:

- **Firewall.** (See [Firewall](#) on page 40.)
- **MAC Filter.** (See [MAC Filter](#) on page 41.)
- **LAN.** (See [LAN](#) on page 42.)
- **Port Filtering.** (See [Port Filtering](#) on page 43.)
- **Port Forwarding.** (See [Port Forwarding](#) on page 45.)

IMPORTANT! Changing the MiFi M100's Advanced settings can adversely affect stability, performance and security of the MiFi M100.

Firewall

The MiFi M100 firewall determines which Internet traffic is allowed. The Firewall section of the Advanced Settings tab contains the following settings:

- **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 MiFi M100 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 (check box)** — Use the check box 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.

Wi-Fi Hotspot Device Settings Mobile Settings Advanced

Firewall MAC Filter LAN Port Filtering Port Forwarding

VPN Passthrough
VPN Passthrough allows connected devices to establish a VPN tunnel. ☒ ON

IPv6 Transparent Mode
Transparent mode allows connected devices to be accessible from the Internet. ☐ OFF

DMZ (IPv4)

DMZ: ☐

Destination IP address Enter the IP address of the connected device to become the DMZ destination.

Save Changes

Settings > Advanced > Firewall

MAC Filter

The MAC Filter allows you to specify which devices can access the MiFi M100 Wi-Fi network.

ON/OFF — Turns the MAC Filter on or off. Before turning the MAC Filter on, ensure that the Allowed Devices list is not empty. When MAC Filter is turned on, any connected device that is not in the Allowed Devices list is immediately 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.

Type	Name	MAC Address	Status	Blocked	MAC Address Filter
Laptop-1	Laptop-1	xxxxxxxxxxxx	Your device	<input type="checkbox"/>	<input type="checkbox"/>
SmartPhone-1	SmartPhone-1	xxxxxxxxxxxx	Blocked	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Refresh Add Device

Save Changes

Settings > Advanced Settings > MAC Filter

To add a device to the device list:

- 1 Select **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 Select **Save Changes** to activate and save the settings.

LAN

The LAN section of the Advanced Settings page gives you settings and information about the MiFi M100's network. The LAN menu contains the following settings:

- **IPv4**
 - **IP Address** — The IP address for the MiFi M100.
 - **Subnet Mask** — The subnet mask network setting for the MiFi M100. 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 MiFi M100.
 - **Turn on DHCP server** — 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 MiFi M100's DHCP server table.
 - **DHCP address range** — The current range of IP addresses reserved for use by MiFi M100's DHCP server table. If a device with a static IP address wants to connect to MiFi M100'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**
 - **Turn on IPv6** — 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.

Firewall MAC Filter **LAN** Port Filtering Port Forwarding

IPv4

IP Address: XXX.XXX.X.X

Subnet Mask: XXX.XXX.XXX.X

MAC Address: XX:XX:XX:XX:XX:XX

Turn on DHCP server: ☒

Start DHCP address range at: XXX.XXX.X.X

DHCP address range: XXX.XXX.X.X - XXX.XXX.X.XXX

DHCP lease time: 10080 minutes

IPv6

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

Link-Local Address: XXXX:XXXX:XXXX:XXXX:XXXX

Save Changes

Settings > Advanced Settings > LAN

Port Filtering

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

The Port Filtering section of the Advanced Settings page contains the following options:

- **Port Filtering** — Click the left side of the **ON/OFF** button 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.
- **Applications** — When port filtering is enabled, only those applications that are selected here can access the Internet; all other applications are blocked. By default, all applications are selected. Deselect the check box for each application you do not want to be able to access the Internet. The choices are Email (POP3, IMAP, SMTP), FTP, HTTP, HTTPS, and Telnet.
- **Custom Applications** — You can define up to 10 of your own applications, and then turn them on or off as needed.
- **Add a Custom Application** — Use to define your own applications, and then turn them on or off as needed. To define an application, you need to know the outgoing ports used by the application.
- **Save Changes** — Use to activate and save new settings.

Firewall MAC Filter LAN **Port Filtering** Port Forwarding

Port Filtering
If on, only traffic from selected applications can access the Internet. Note that DNS is always allowed. ☐ OFF

Applications

Select the applications which you wish to allow.

<input checked="" type="checkbox"/>	Email (POP3, IMAP, SMTP)
<input checked="" type="checkbox"/>	FTP
<input checked="" type="checkbox"/>	HTTP
<input checked="" type="checkbox"/>	HTTPS
<input checked="" type="checkbox"/>	Telnet

Custom Applications

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

[Add a Custom Application](#)

Save Changes

Settings > Advanced Settings > Port Filtering

To define a custom application for port filtering:

- ❶ Select **Add a Custom Application**.
- ❷ In the **Start Port** field, enter the beginning of the range of port numbers used by outgoing traffic for the custom application.
- ❸ In the **End Port** field, enter the end of the range of port numbers. If the port is a single port instead of a range, type the same value for both the **Start Port** and the **End Port**.
- ❹ Select the protocol (TCP, UDP, or both) used by the port range from the **Protocol** dropdown menu.
- ❺ Use the **On** check box for the application to specify whether or not to allow the application to access the Internet.
- ❻ Select **Save Changes** to activate and save any changes made to the custom applications.

To delete a custom application:

- ❶ Select the **Delete** check box next to the custom application.
- ❷ Select **Save Changes**.
- ❸ Select the Port Filtering tab again to remove the deleted custom application from the screen.

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 section of the Advanced Settings page contains the following sections:

- **Port Forwarding** — Click on the left side of the **ON/OFF** button to activate Port Forwarding.
- **Default Applications** — Lists standard applications that can be forwarded: DNS, FTP, HTTP, POP3, SMTP, SNMP Telnet and TFTP. Use fields in the **Destination IP Address** column to specify a device to forward traffic to. Use check boxes in the **On** column to enable or disable forwarding for a particular application.
- **Custom Applications** — Allows you to define your own applications. Once defined, these applications can be turned on or off in the same way as default applications.
- **Save Changes** — Use to activate and save new settings.

Firewall MAC Filter LAN **Port Filtering** Port Forwarding

Port Filtering
If on, only traffic from selected applications can access the Internet. Note that DNS is always allowed. ☐ OFF

Applications

Select the applications which you wish to allow.

<input checked="" type="checkbox"/>	Email (POP3, IMAP, SMTP)
<input checked="" type="checkbox"/>	FTP
<input checked="" type="checkbox"/>	HTTP
<input checked="" type="checkbox"/>	HTTPS
<input checked="" type="checkbox"/>	Telnet

Custom Applications

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

[Add a Custom Application](#)

Save Changes

Settings > Advanced Settings > Port Forwarding

To define a custom application for port forwarding:

- ① Select **Add a Custom Application**.
- ② Click in the **App Name** field and enter a name for the custom application.
- ③ In the **IP Address** field, enter the IP address of the device to receive traffic from this application.
- ④ From the **Port Type** dropdown menu, select Range or Single.
- ⑤ If you chose Range port type, enter the beginning and ending numbers of the port range in the **From** and **To** fields.
- ⑥ If you chose Single port type, enter the numbers in the **Ext** and **Int** fields.
- ⑦ Select the protocol (TCP, UDP, or both) used by the port range from the **Protocol** dropdown menu.
- ⑧ Use the **On** check box for the application to enable or disable port trafficking for this application.
- ⑨ Select **Save Changes** to activate and save any changes made to the custom applications.

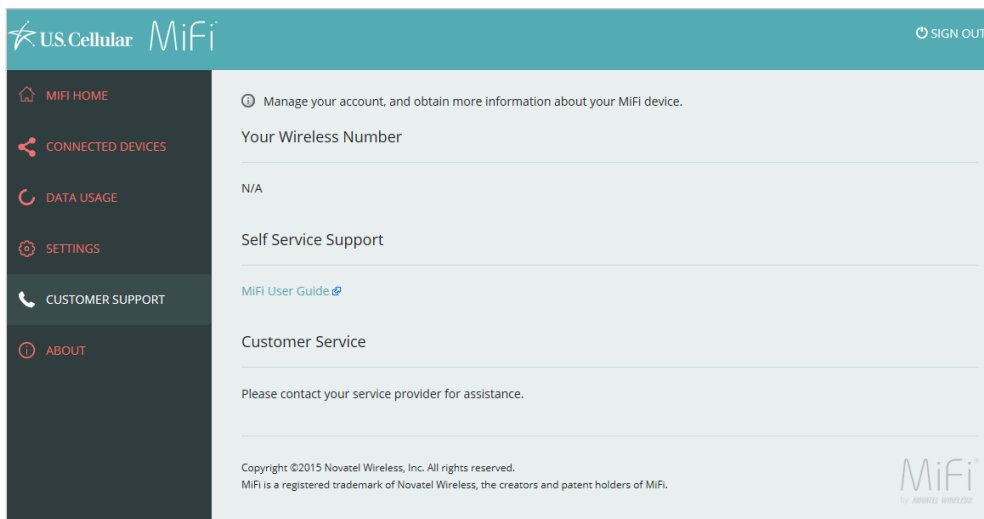
To delete a custom application:

- ① Select the **Delete** check box next to the custom application.
- ② Select **Save Changes**.
- ③ Click on the Port Forwarding tab again to remove the deleted custom application from the screen.

Customer Support

The **Customer Support** page includes links to this user guide and to a “Tips and Tricks” document. Both documents are PDF files that you can open for viewing or download.

For further customer support, contact your for network service provider for assistance.



Customer Support

About MiFi M100

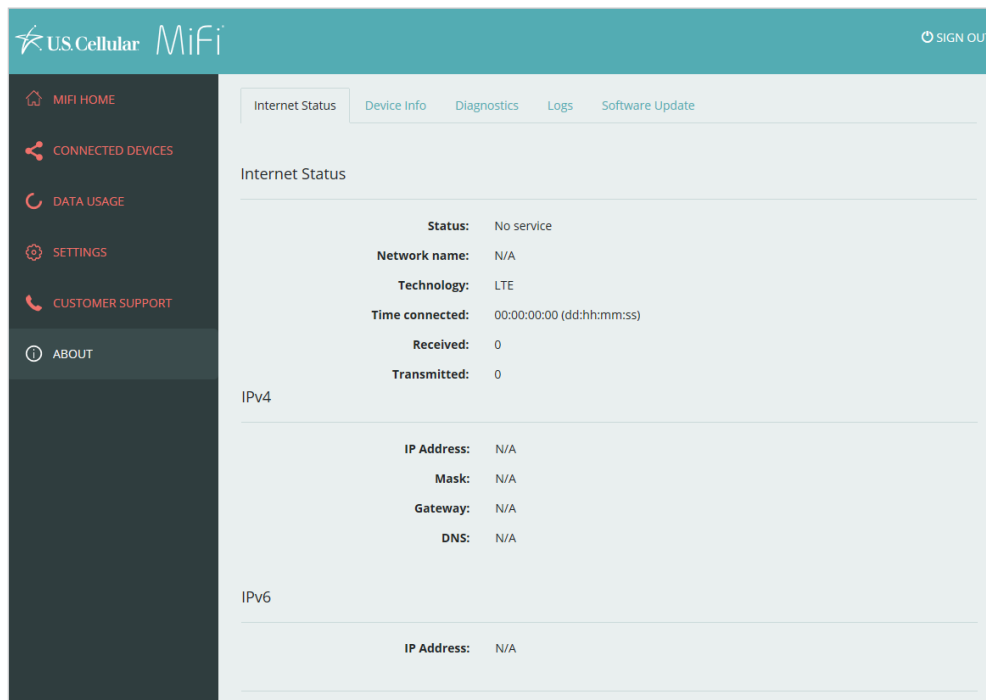
The **About** page displays detailed information about your MiFi M100. It includes the following tabs:

- **Internet Status.** (See [Internet Status](#) on page 48.)
- **Device Info.** (See [Device Info](#) on page 50.)
- **Diagnostics.** (See [Diagnostics](#) on page 51.)
- **Logs.** (See [Logs](#) on page 52.)
- **Software Update.** (See [Customer Support](#) on page 47.)

Internet Status

The Internet Status page shows MiFi M100 settings and status and contains the following sections:

- **Internet Status** (See [Internet Status](#) on page 49.)
- **IPv4** (See [IPv4](#) on page 49.)
- **IPv6** (See [IPv6](#) on page 49.)



About > Internet Status

Internet Status

The Internet Status section displays the following information:

- **Status** — The status of the Internet connection, usually **Connected** or **Disconnected**.
- **Network name** — The name of the network to which this MiFi M100 is currently connected.
- **Technology** — The type of technology used to connect to the Internet.
- **Time connected** — How long the MiFi M100 has been connected to the network.
- **Received** — The amount of data received from the network.
- **Transmitted** — The amount of data sent to the network.

IPv4

The IPv4 section displays the following information:

- **IP Address** — The IP address for the MiFi M100.
- **Mask** — The subnet mask network setting for the MiFi M100. 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 displays the following information:

- **IP address** — The IP address for the MiFi M100.

Device Info

The Device Info page displays detailed information about the MiFi M100. It includes two sections:

- Device Info
- Modem

Internet Status	Device Info	Diagnostics	Logs	Software Update
Device Info				
Manufacturer: Novatel Wireless, Inc				
Model: MiFi M100				
Software version: NVTL_USC_1.1.3.03				
MiFi OS version: 1.0.15				
Modem FW version: 6.1.6.0.52				
Wi-Fi FW version: 2.0.4				
Web UI version: 1.121.0000				
PRI version: 1.06				
Modem				
Phone number (MSISDN): N/A				
MEID(DEC): N/A				
IMEISV: N/A				
IMEI/MEID: N/A				
SIM status: No SIM				
ICCID: N/A				
IMSI: N/A				

About > Device Info

Device Info

The Device Info section displays the following information:

- **Manufacturer** — The manufacturer of the MiFi M100.
- **Model** — The model number or name of the MiFi M100.
- **Software version** — The current version of MiFi M100 software.
- **MiFi OS version** — The MiFi M100 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.
- **PRI version** — The configuration version currently applied to the MiFi M100.

Modem

The Modem section displays the following information:

- **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 (DEC)** — The Mobile Equipment Identifier (MEID) is used by the mobile data network to identify this particular modem.
- **IMEISV** — The International Mobile Equipment Identity (IMEI) combined with an approval number for the MiFi M100.
- **IMEI/MEID** — The International Mobile Equipment Identity (IMEI) number for the MiFi M100.
- **SIM status** — Status of the SIM card. If the SIM card is missing, or this field indicates some form of SIM error, the MiFi M100 will not be able to connect to the mobile network.
- **ICCID** — The ID number assigned to the SIM Card.

Diagnostics

The Diagnostics page shows information about the 4G LTE network. This page is used only for troubleshooting and technical support. It displays the following information:

- **Status** — Status of the network (InService, Disabled, Not available, or Available).
- **Network operator** — The vendor that currently provides wireless access.
- **Signal Strength (RSRP)** — Strength of the signal for LTE.
- **SNR** — A measure of signal quality: the higher the number the better the signal.
- **Band** — The number of the band used to transmit data over the network.
- **Roaming** — Indication of whether the network is using roaming to access a signal (Yes or No).

Internet Status	Device Info	Diagnostics	Logs	Software Update
ⓘ This detailed information is used only for troubleshooting and technical support.				
4G LTE Network				
Status: Not available				
Network operator: N/A				
Signal strength (RSRP): N/A				
SNR: N/A				
Band: N/A				
Roaming: No				

About > Diagnostics

Logs

The Logs page contains a record of various system and network events. It is used in troubleshooting and is not required for normal MiFi M100 operation.

By default, logs are turned on, and events are deleted when they are three days old. You can turn off logs, and change the number of days event information is saved.

The Logs tab of the About page contains the following options:

- **Turn on logs** — Enables or disables log recording. Normally logs are turned on, but you can deselect this check box to turn logs off.
- **Delete system logs** — Specifies the number of days to store logged events. You can set this to 1, 2, 3, or 4 days. If the system log is full, the oldest data is discarded, regardless of this setting.
- **Save Changes** — Saves any changes you make to the above settings.
- **Mobile Network Log** — Displays events and messages pertaining to the mobile network. This log is displayed by default.
- **System Log** — Displays events and messages pertaining to the MiFi M100.
- **Clear Log** — Erases all listings in the currently displayed log.
- **Refresh** — Updates the log with the latest information.
- **Download Log** — Allows you to save the contents of the currently displayed log as a text file (mobile.log or system.log) on your device.

[Internet Status](#) [Device Info](#) [Diagnostics](#) [Logs](#) [Software Update](#)

📘 Logs are for troubleshooting, and are not needed for normal operation.

Turn on logs ☒

Delete system log After 3 day ▼ If the system log is full, then the oldest data is discarded, regardless of this setting.

[Save Changes](#)

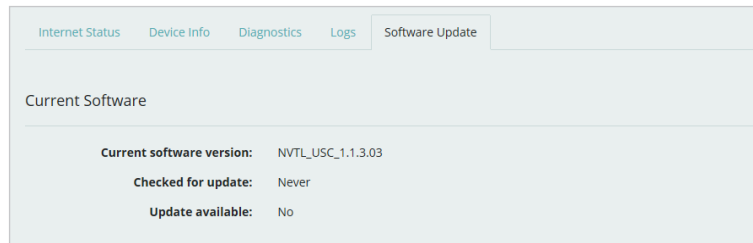
[Mobile Network Log](#) [System Log](#)

```
Jan 1 00:00:02 ALT3800 syslog.info syslogd started: BusyBox v1.21.1
Jan 1 00:00:02 ALT3800 kern.notice kernel: klogd started: BusyBox v1.21.1 (2015-02-15 06:29:28 PST)
Jan 1 00:00:02 ALT3800 kern.notice kernel: [ 0.000000] Linux version 3.4.22+ (billy@localhost.localdomain) (gcc version 4.5.3 (0.1) )
#1 Mon Jul 20 19:21:50 CST 2015
Jan 1 00:00:02 ALT3800 kern.info kernel: [ 0.000000] bootconsole [early0] enabled
Jan 1 00:00:02 ALT3800 kern.info kernel: [ 0.000000] CPU revision is: 30019558 (MIPS 34Kc)
Jan 1 00:00:02 ALT3800 kern.info kernel: [ 0.000000] Determined physical RAM map:
Jan 1 00:00:02 ALT3800 kern.info kernel: [ 0.000000] memory: 06000000 @ 02100000 (usable)
Jan 1 00:00:02 ALT3800 kern.info kernel: [ 0.000000] initrd not found or empty - disabling initrd
Jan 1 00:00:02 ALT3800 kern.warn kernel: [ 0.000000] Zone PFN ranges:
Jan 1 00:00:02 ALT3800 kern.warn kernel: [ 0.000000] Normal 0x00002100 -> 0x00008100
Jan 1 00:00:02 ALT3800 kern.warn kernel: [ 0.000000] Movable zone start PFN for each node
```

About >Logs

Software Update

The Software Update page shows the current MiFi M100 software version, the date and time the system last checked for an update, and whether a new update is available.



About > Software Update

The MiFi App

Overview

Installing the MiFi App

Setting Up Your Account

Logging In

MiFi App Dashboard

MiFi App Menu

Overview

The MiFi App is an application you can download to a smartphone, tablet, or other mobile device for monitoring and managing your MiFi M100. With it, you can:

- See your Wi-Fi network name (SSID) and password.
- View current signal strength and battery charge.
- See how much data has been used since the last reset.
- See how many devices are connected to your MiFi M100.
- See if you are roaming, and turn domestic roaming on or off.
- Turn MiFi M100 broadcasting on or off.
- View information about your device.
- Change the password you use to open the MiFi App.

Installing the MiFi App

To use the MiFi App, you must first download it to your mobile device.

To download the app to an Apple® device, such as an iPhone® or iPad®:

- 1 Click the App Store button to go to the App Store.
- 2 Select **Search**, enter **MiFi** in the Search field, and select **Search**.
- 3 Find the **MiFi App** and select **Get** to download it.



MiFi App Icon

Once downloaded, the MiFi App is automatically installed, and an icon for it is added to your Multi-Touch display.

To download the app to an Android™ device:

- 1 Click the **Play Store** button to go to the Google's Play Store.
- 2 Select **Search**, enter **MiFi** in the Search field, and select **Search**.
- 3 Select the **MiFi App** and download it.



MiFi App Icon

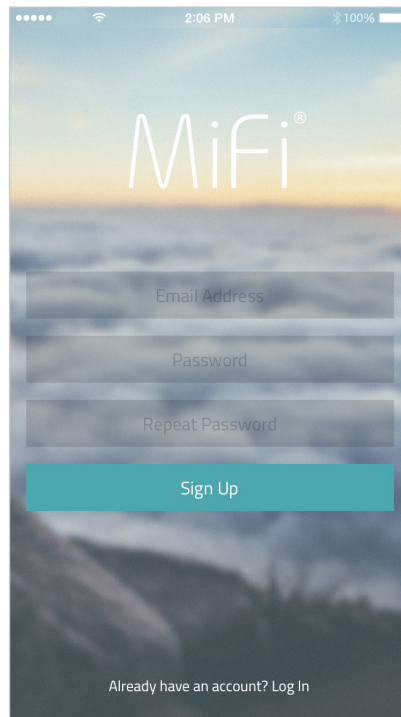
Once downloaded, the MiFi App is automatically installed, and an icon for it is added to your Android screen.

Setting Up Your Account

The first time you use your MiFi App, you must enter your email address and specify a password to use to set up your account.

To set up your MiFi App account:

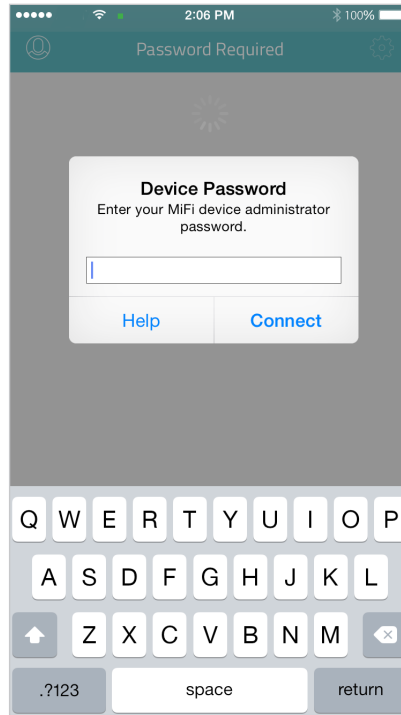
- ❶ Make sure the MiFi M100 is turned on and connected to the network.
- ❷ On your mobile device, select the MiFi App icon to open the app. The Sign Up screen appears.



Sign Up Screen

- ❸ Enter your email address in the **Email Address** field.
- ❹ Enter a password that you want to use to access this app in the **Password** field. The password must be at least six characters.
- ❺ Repeat the password in the **Repeat Password** field.

- 6 Select **Sign Up**. The Device Password screen appears.



Device Password Screen

- 7 Enter the case-sensitive password that is printed on the sticker inside the MiFi M100 battery cover.
- 8 Select **Connect**.

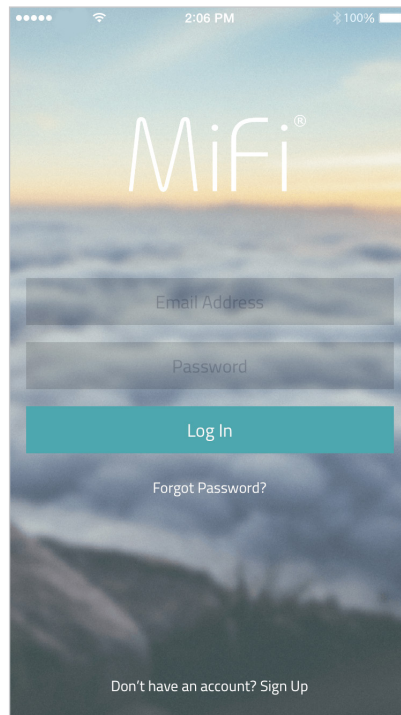
Be sure to store your MiFi App log-in information somewhere safe for future reference.

Logging In

After the initial account setup, you will simply enter your email address and password to log into the app.

To log in to your MiFi Mobile account:

- 1 Make sure the MiFi M100 is turned on and connected to the network.
- 2 On your mobile device, select the MiFi Mobile icon to open the app. The Log In screen appears.



Log In Screen

- 3 Enter your email address in the **Email Address** field.
- 4 Enter the account password you specified earlier in the **Password** field.

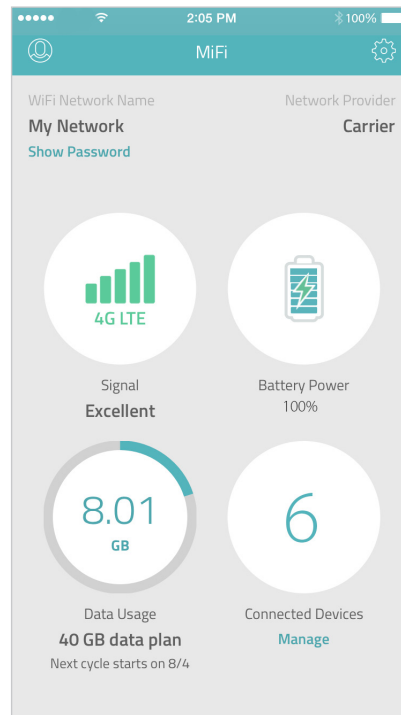
NOTE If you have forgotten your password, select **Forgot Password?**, enter your account email address, and select **Send**. You will receive an email with instructions for retrieving your password.

- 5 Select **Log In**.

MiFi App Dashboard

When you log in to the MiFi App, the App Dashboard appears. This is your main information screen in the app and includes the following:

- The Wi-Fi network name for your MiFi M100. This is what appears on available network lists when the network is broadcast.
- The name of your network provider and roaming status.
- Signal strength.
- Remaining battery power.
- Estimated data usage.
- Number of devices connected to your MiFi M100.



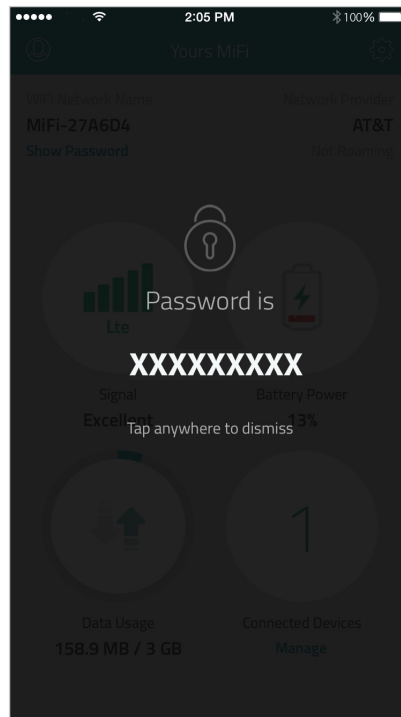
App Dashboard

An Account icon in the top-left corner displays the Account Settings screen, which you can use to change your password or log out. (See [Help](#) on page 70.)

A Settings icon in the top-right corner displays the Mobile App menu. (See [MiFi App Menu](#) on page 65.)

Displaying the Wi-Fi Password

To see the password used to connect to the MiFi M100 Wi-Fi network, select **Show Password** in the top-left corner of the App Dashboard. The password appears on the screen. Tap anywhere on the screen to return to the App Dashboard.

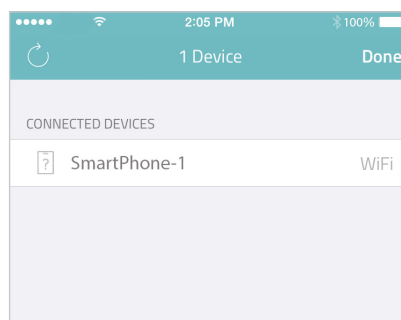


Password Display Screen

Viewing Connected Devices

To see a list of devices that are currently connected to the MiFi M100, select **Manage** under the Connected Devices icon on the App Dashboard. The Connected Devices screen appears, listing the name and icon type of each device connected to the MiFi M100 network.

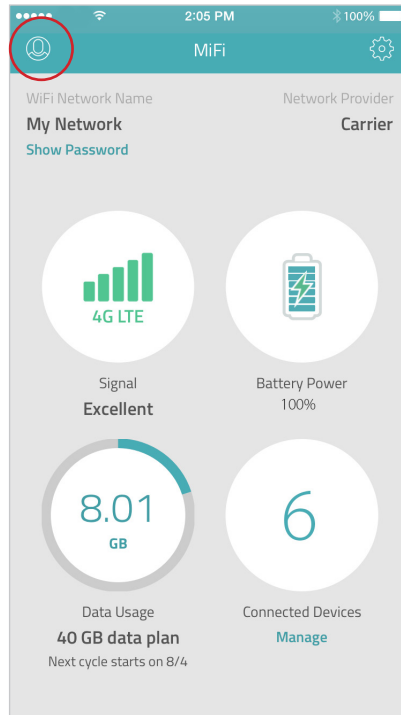
Select the **Refresh** icon in the top-left corner to refresh the screen. Select **Done** in the top-right corner to return to the App Dashboard.



Connected Devices Screen

Account Settings

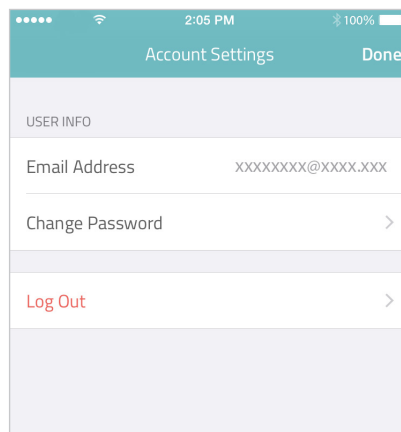
Select the **Account** icon in the top-left corner of the App Dashboard to display the Account Settings screen.



Account Icon on the App Dashboard

The Account Settings screen includes two sections:

- **User Info.** This displays the email address used to set up your MiFi App account and offers an option to change your account password.
- **Log Out.** Select **Log Out** to exit the application.

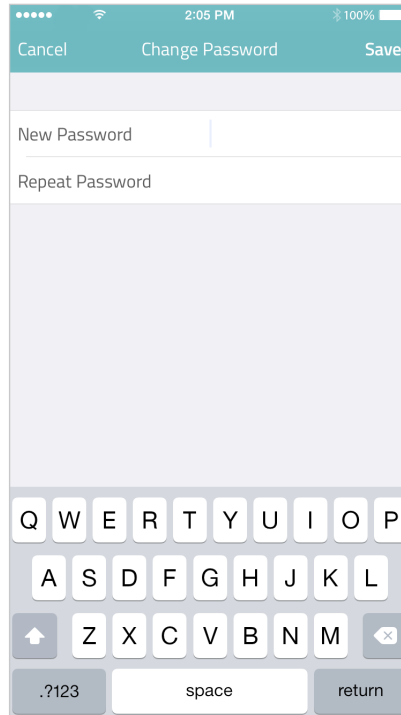


Account Settings Screen

Changing Your Account Password

To change your account password:

- 1 Select the **Account Settings** icon in the top-left corner of the App Dashboard.
- 2 Select **Change Password**. The Change Password screen appears.

The image shows a mobile application interface for changing a password. At the top, there's a teal-colored header bar with three buttons: 'Cancel' on the left, 'Change Password' in the center, and 'Save' on the right. Below the header, there are two white text input fields. The first field is labeled 'New Password' and the second is labeled 'Repeat Password'. Below these fields is a large, empty light gray rectangular area. At the bottom of the screen, a standard QWERTY keyboard is visible, with keys for letters, numbers, space, and return.

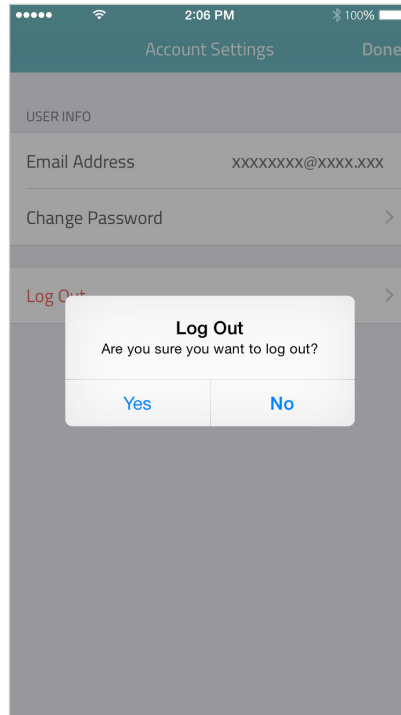
Change Password Screen

- 3 Type a new password for your account in both the **New Password** and **Repeat Password** fields.
- 4 Select **Save**.

Logging Out

To log out of the MiFi App:

- 1 Select the **Account Settings** icon in the top-left corner of the App Dashboard.
- 2 Select **Log Out**. A pop-up prompt asks for confirmation.



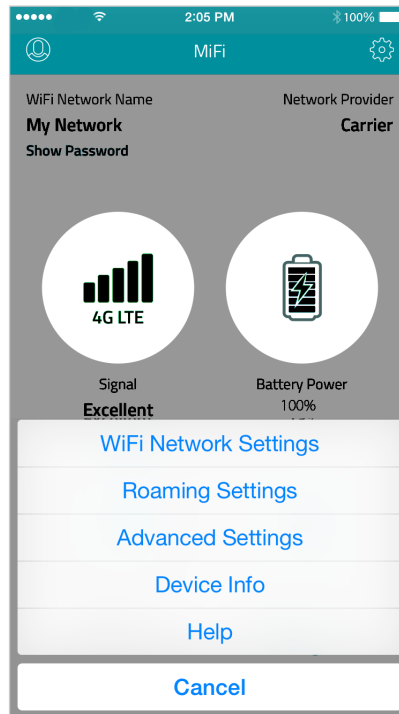
Log Out Confirmation Prompt

- 3 Select **Yes**.

MiFi App Menu

To display the MiFi App menu, select the Settings icon in the top-right corner of the screen. The Mobile App menu appears, with the following options:

- **Wi-Fi Network Settings.** Use this option to view the Wi-Fi network name and password and to enable or disable network broadcasting.
- **Roaming Settings.** Use this option to enable or disable domestic roaming. (See [Roaming Settings](#) on page 67.)
- **Advanced Settings.** Use this to change your account password. (See [Advanced Settings](#) on page 68.)
- **Device Info.** Displays information about the MiFi M100. (See [Device Info](#) on page 69.)
- **Help.** Use this option to view reference documents and to connect with customer support. (See [Help](#) on page 70.)
- **Cancel.** Select to exit the menu.



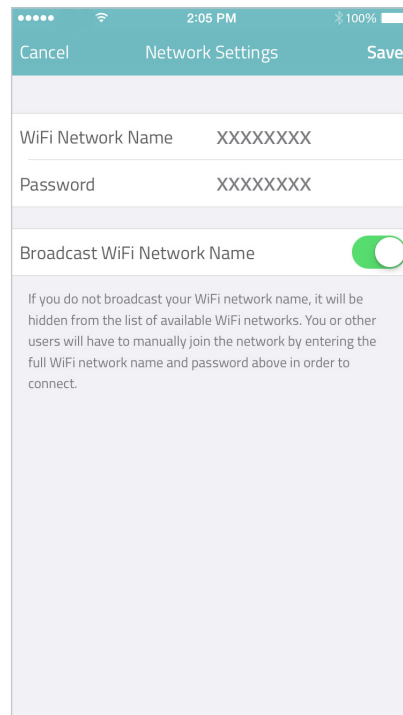
Mobile App Menu

Wi-Fi Network Settings

Select **WiFi Network Settings** from the Mobile App menu to display the **Network Settings** screen.

The current Wi-Fi network name and password are displayed at the top of the screen.

The **Broadcast WiFi Network Name** slider lets you enable or disable network broadcasting. If you disable broadcasting, the MiFi M100 network name will not appear on lists of available Wi-Fi networks. You will still be able to connect to the network by manually entering the Wi-Fi name and password.



Cancel Network Settings Save

WiFi Network Name XXXXXXXX

Password XXXXXXXX

Broadcast WiFi Network Name ☒

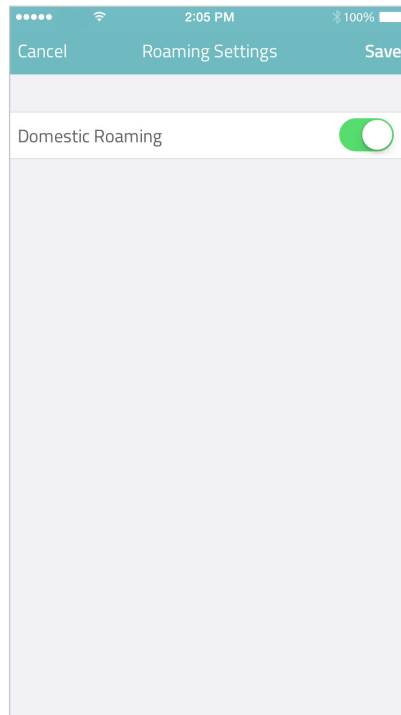
If you do not broadcast your WiFi network name, it will be hidden from the list of available WiFi networks. You or other users will have to manually join the network by entering the full WiFi network name and password above in order to connect.

Network Settings Screen

Roaming Settings

Select **Roaming Settings** from the Mobile App menu to display the Roaming Settings screen.

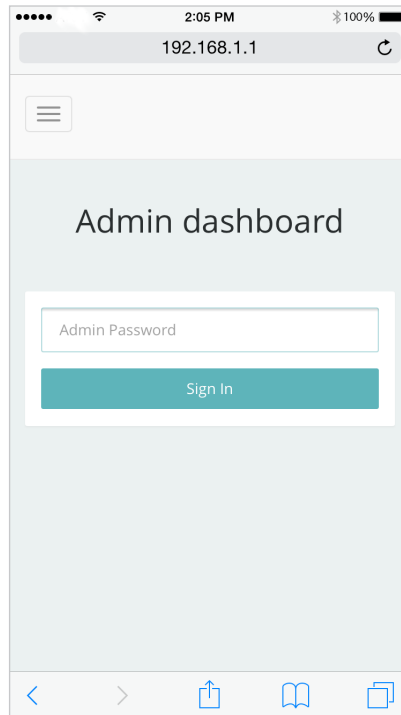
Use the **Domestic Roaming** slider to enable or disable domestic roaming.



Roaming Settings Screen

Advanced Settings

Select **Advanced Settings** from the Mobile App menu to access the full MiFi M100 Web UI, which offers more advanced options for MiFi M100 configuration. When the Sign In screen appears, enter your admin password and select **Connect**.



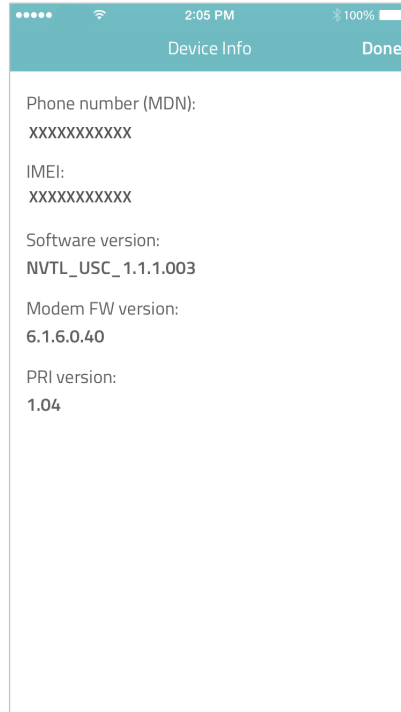
Sign In Screen

For details on the MiFi M100 Web UI, refer to the previous chapter.

Device Info

Select **Device Info** from the Mobile App menu to display the Device Info screen.

This screen displays information about the MiFi M100, including associated phone number, IMEI, software version, modem firmware version, and PRI version.

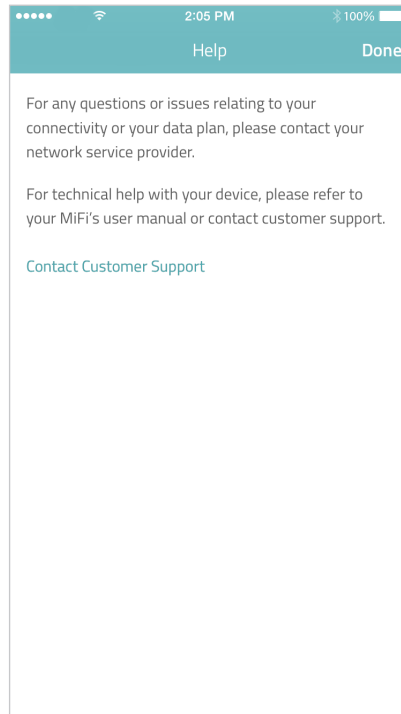


Device Info Screen

Help

Select **Help** from the Mobile App menu to display the Help screen.

This screen refers you to your network service provider for questions about connectivity or your data plan. For technical help, it refers you to the MiFi M100 User Guide (this document). It also includes a link for Customer Support contact information.



Help Screen

Troubleshooting

Overview
Common Problems and Solutions
Technical Support

Overview

When properly installed, the MiFi M100 is a highly reliable product. Most problems are caused by one of these issues:

- System resources required by the MiFi M100 are being used by other devices.
- Network is unavailable due to coverage area, an account problem, or a network problem.

The following tips can help solve many common problems encountered while using the MiFi M100.

First Steps

- Make sure you have an active wireless network plan.
- Make sure you are in the correct geographic region for your wireless network plan.
- Ensure that your wireless coverage extends to your current location.
- Restart your computer and your MiFi M100. (This alone can resolve many issues.)
- Make sure the SIM card is inserted correctly in the MiFi M100.

Common Problems and Solutions

The following are some common problems and solutions.

My MiFi M100 just powered off without my pressing the power button. Why?

This may occur under any of the following circumstances.

- Pressing the Master Reset button
- MiFi M100 automatically restarting after configuration changes
- Switching profiles
- Restoring the configuration settings
- Battery depletion

To restore service, follow these steps:

- ❶ Manually press and hold the power button to turn the MiFi M100 back on.
- ❷ If the battery is depleted, charge the MiFi M100 with the wall charger.

How do I access the MiFi M100 Web UI?

- ❶ Make sure the MiFi M100 is turned on.
- ❷ Connect a computer to the MiFi M100 network.
- ❸ Open a browser on the computer and go to <http://my.mifi> or <http://192.168.1.1>.
- ❹ Sign in using your Admin password.

How do I reset the MiFi M100 back to factory settings?

You can reset the MiFi M100 manually or with the Web UI.

To reset the MiFi M100 using the Web UI:

- ❶ Select **Settings** in the menu panel on the left, and then select the **Device Settings** tab.
- ❷ Select the **Backup and Restore** subtab.
- ❸ In the Backup and Restore page, click the **Restore 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 34).

To reset the MiFi M100 manually:

- ❶ Remove the battery cover of the MiFi M100 and locate the master reset button near the angle corner. (It is marked RESET.)
- ❷ Place one end of an unfolded paper clip into the master reset button hole.

- 3 Press the reset button with the unfolded paper clip until the MiFi M100 powers off (about five or six seconds). Your MiFi M100 will restart automatically.

WARNING! Resetting the MiFi M100 overwrites ALL existing settings, including the Wi-Fi name (SSID) and Wi-Fi password. If the Wi-Fi settings had been changed from the defaults, connected devices will be dropped and you will need to reconnect them using the reinstated default settings.

No service is available.

- Reorient your device. If you are inside a building or near a structure that might 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 wireless service provider.

The MiFi M100 LEDs do not light when the power button is pressed.

If the MiFi M100 is in Stealth mode, the LEDs do not light. To determine whether the device is in Stealth mode:

- 1 Go to the MiFi M100 Web UI.
- 2 Select **Settings** from the menu panel.
- 3 Select the **Device Settings** tab.
- 4 Under LED Preferences, check the **Stealth Mode** check box. If it is selected, deselect it to exit Stealth mode.

If the MiFi M100 is not in Stealth mode and the LEDs are still not lit:

- 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.

Your initial Wi-Fi password is printed on a sticker on the inside of the battery compartment. You can also view your Wi-Fi password in the MiFi M100 Home Dashboard or MiFi App Dashboard:

- In the MiFi App Dashboard, select **Show Password** in the top-right corner of the screen.
- In the MiFi Home Dashboard, select **Show** next to Wi-Fi Network Password field.

I forgot my MiFi M100 Admin password.

Your initial Admin password is printed on a sticker on the inside of the battery compartment. If you changed your Admin password and cannot remember it, you will have to reset the MiFi M100 to factory settings:

- 1 In the MiFi M100 Web UI, select **Settings** from the menu panel.

- ② Select the **Device Settings** tab.
- ③ Select the **Backup and Restore** tab.
- ④ Click the **Restore to Factory Settings** button.

If you cannot open the MiFi M100 Web UI, you can use an unfolded paperclip to press the reset button on the inside of the MiFi M100 battery case.

After reset, use the password printed on the sticker in the battery case to log into the MiFi M100 Web UI or Mobile App.

WARNING! Resetting the MiFi M100 overwrites ALL existing settings, including the Wi-Fi name (SSID) and Wi-Fi password. If the Wi-Fi settings had been changed from the defaults, connected devices will be dropped and you will need to reconnect them using the reinstated default settings.

I do not see my MiFi M100 network name on the Available Network list when I try to connect a device.

- Make sure at least one Signal Strength LED on the MiFi M100 is lit.
- Make sure your Windows Wi-Fi adapter/Mac AirPort is turned on. (Refer to your computer's Help if you need assistance.)
- For mobile devices, make sure the device is not in Airplane mode.

I see the network name but cannot connect to my MiFi M100.

Check that you are using the correct Wi-Fi password to try to connect.

How do I disconnect from the network?

Simply turn off the MiFi M100 to disconnect from the network. You can also disconnect from the network from within the MiFi M100 Web UI:

- ① Select **Settings** in the menu panel.
- ② At the top of the Wi-Fi Hotspot page that appears, select the right side of the **Wi-Fi ON/OFF** slider to turn off network connection.

How can I find out how many users are connected to my MiFi M100?

The number of connected devices are shown on the Dashboard of both MiFi M100 Web UI and the MiFi App.

How can I get detailed information about the devices that are connected to my MiFi M100?

- In the MiFi M100 Home Dashboard, select **View** under the Connected Devices icon.
- In the MiFi App Dashboard, select **Manage** under the Connected Devices icon.

The Mobile App lists connected devices by name and type. The Web UI includes the IP address of each connected device and allows you to block or unblock specific devices from connection.

How do I check the firmware version installed on my MiFi M100?

To find your MiFi M100's firmware number, use either the MiFi M100 Web UI or Mobile App:

- On the Mobile App, select **Device Info** from the Mobile App menu.
- On the Web UI, select **Settings** from the menu panel, then select the **Device Info** tab. The firmware version is listed in the Device Info section.

How do I check the battery level of my MiFi M100?

- The first set of blue LEDs on the side of the MiFi M100 indicate battery level. When the device is plugged in, the Battery Power LEDs blink while the battery is charged.
- You can also view battery level on the Dashboard of both the MiFi M100 Web UI and the MiFi App.

How do I turn off my MiFi M100?

- Press and hold the power button in the corner of the device until blue LEDs go off.

How can I tell that my MiFi M100 is still on?

Normally, when the MiFi M100 is on, the blue LEDs on the side of the device are on. If the MiFi M100 is in Stealth mode, the LEDs do not light, even when the device is turned on.

To exit Stealth mode:

- ➊ Go to the MiFi M100 Web UI.
- ➋ Select **Settings** from the menu panel.
- ➌ Select the **Device Settings** tab.
- ➍ Under LED Preferences, deselect the **Stealth Mode** check box.

Technical Support

IMPORTANT Before contacting support, restart both your computer and your MiFi M100, and ensure that your SIM card is inserted correctly.

Contact your service provider for assistance. When calling, you may be asked for the wireless number of your MiFi M100. To find your MiFi M100's wireless number, use either the MiFi M100 Web UI or Mobile App:

- On the Mobile App, select **Device Info** from the Mobile App menu.
- On the Web UI, select **Settings** from the menu panel, then select the **Device Info** tab. The phone number is listed in the Modem section.

Product Specifications and Regulatory Information

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Product Specifications

General

Name:	MiFi M100® 4G LTE Mobile Hotspot
Model:	MiFi M100
Approvals:	FCC (North America)
Weight:	101.8 g / 3.59 oz
Dimensions:	80 x 80 x 13mm, 3.14 x 3.14 x 0.51 in
Wireless Network – Tri Mode:	LTE, CDMA, LTE/UMTS/GSM
Wireless Network – Wi-Fi Mode	802.11 b/g/n 2.4 GHz
Default SSID	MiFi100-XXXX
Battery	
• Time required for full charge	3 hours (when not in use)
• Usage	Up to 10 hours
Chip Set:	Altair ALT3800
Interface Type:	Type B USB Port for Micro USB, used by the wall charger Type A USB port, used by Universal Charging feature
Memory:	RAM = 128MB, LPDDR FLASH = 256MB, NAND

Technology/Bands

Technology:	LTE
Band Designation:	LTE Category 4
Bands:	LTE: B2 (1900MHz)
	LTE: B4 (1700MHz)
	LTE: B5 (850MHz)
	LTE: B12 (700MHz)
	LTE: B17 (700MHz)

Environmental

Operating Temperature:	-20° C to 50° C (-4° F to 122° F)
Storage Temperature:	-30° C to 70° C (-22° F to 158° F)
Battery Charging	0° C to 35° C (32° F to 95° F)
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 MiFi M100 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: PKRNVWM100

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

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

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

Wireless Communications

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

This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment where you operate the modem might adversely affect communications.

Variations in radio signal strength are referred to as fading. Fading is caused by several different factors including signal reflection, the ionosphere, and interference from other radio channels.

Novatel Wireless or its partners will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received with the MiFi M100 device, or failure of the MiFi M100 device to transmit or receive such data.

Limited Warranty and Liability

Novatel Wireless, Inc. warrants for the 12-month period immediately following receipt of the Product by Purchaser that the Product will be free from defects in material and workmanship under normal use. THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at Novatel Wireless' option, of defective or non-conforming materials, parts or components. The foregoing warranties do not extend to (I) non conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to Novatel Wireless' specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformities in the Product due to modifications, alterations, additions or changes not made in accordance with Novatel Wireless' specifications or authorized by Novatel Wireless, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from Novatel Wireless, (VII) products designated by Novatel Wireless as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered.

Safety Hazards

Do not operate the MiFi M100 in an environment that might be susceptible to radio interference resulting in danger, specifically:

Areas where prohibited by the law

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

Where explosive atmospheres might be present

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

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

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

Near medical and life support equipment

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

On an aircraft, either on the ground or airborne

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

While operating a vehicle

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

Electrostatic discharge (ESD)

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

Proper Battery Use and Disposal

IMPORTANT In event of a battery leak:

- Do not allow the liquid to come in contact with the skin or the eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
 - Seek medical advice immediately if a battery has been swallowed.
 - Communicate the appropriate steps to be taken if a hazard occurs. Due to the transmission and reception properties of wireless communications, data occasionally can be lost or delayed.
-

Please review the following guidelines for safe and responsible battery use.

- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert a foreign object into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it was specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow a metallic or conductive object to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the MiFi M100 or battery. If the MiFi M100 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

Glossary

- **1X** — The core CDMA2000 wireless air interface standard. The designation “1X”, meaning 1 times Radio Transmissio Technology, indicates the same radio frequency (RF) bandwidth as IS-95: a duplex pair of 1.25 MHz channels. The 1X standard supports packet data speeds of up to 153 kbits/s with real world data transmission averaging 80-100 kbit/s in most commercial applications.
- **3G** — Third Generation. 3G refers to the third generation of mobile telephony technology. 3G telecommunication networks support services that provide an information transfer rate of at least 200 kbit/s. However, many services advertised as 3G provide higher speed than the minimum technical requirements for a 3G service. 3G finds application in wireless voice telephony, mobile Internet access, fixed wireless Internet access, video calls and mobile TV.
- **4G LTE** — Fourth Generation Long Term Evolution. LTE is a standard for wireless data communications technology and an evolution of the GSM/UMTS standards. The goal of LTE is to increase the capacity and speed of wireless data networks using new DSP (digital signal processing) techniques and modulations that were developed around the turn of the millenium. A further goal is the redesign and simplification of the network architecture to an IP-based system with significantly reduced transfer latency compared to the 3G architecture. The LTE wireless interface is incompatible with 2G and 3G networks, so that it must be operated on a separate wireless spectrum.
- **802.11 (a, b, g, n)** — A set of WLAN communication standards in the 2.4, 3.6 and 5 GHz frequency bands.
- **bps** — Bits per second. The rate of data flow.
- **Broadband** — High-capacity high-speed transmission channel with a wider bandwidth than conventional modem lines. Broadband channels can carry video, voice, and data simultaneously.
- **CDMA** — Code Division Multiple Access. It is the underlying channel access method used by some mobile phone standards.
- **DHCP** — Dynamic Host Configuration Protocol. Software found in servers and routers that automatically assigns temporary IP addresses to clients logging into an IP network.
- **DHCP Server** — A server or service with a server that assigns IP addresses.
- **DNS** — Domain Name System. A system for converting host names and domain names into IP addresses on the Internet or on local networks that use the TCP/IP protocol.
- **EV-DO Rev 0** — CDMA EV-DO Rev. 0 is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. Rev 0 provides access to mobile devices with forward link speeds of up to 2.4 Mbit/s, and reverse link speeds up to 152 kbit/s. For more information, visit www.cdg.org.
- **Firmware** — A computer program embedded in an electronic device. Firmware usually contains operating code for the device.
- **GB** — Gigabyte. A multiple of the unit byte for digital information storage. Usage depends on context. When referring to disk capacities it usually means 10⁹ bytes. It also applies to data transmission quantities over telecommunication circuits.

- **Hotspot** — A Wi-Fi (802.11) access point or the area covered by an access point. Used for connecting to the Internet.
- **HTTP** — Hypertext Transfer Protocol. An application-level protocol for accessing the World Wide Web over the Internet.
- **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).
- **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.
- **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.
- **PRI** — Primary Rate Interface. A telecommunications interface standard used on an Integrated Services Digital Network (ISDN) for carrying multiple DS0 voice and data transmissions between the network and a user.
- **Protocol** — A standard that enables connection, communication, and data transfer between computing endpoints.
- **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** — 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.
- **Wi-Fi** — Wireless Fidelity. Any system that uses the 802.11 standard developed and released in 1997 by the IEEE.
- **WPA/WPA2** — Wi-Fi Protected Access. A security protocol for wireless 802.11 networks from the Wi-Fi Alliance.