

# GETTING TO KNOW YOUR TELSTRA WI-FI 4G ADVANCED PRO X

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IT'S HOW  
WE CONNECT



# LET'S GET THIS SHOW ON THE ROAD

Your Telstra Wi-Fi 4G Advanced Pro X has been tested to the highest standards to deliver you the best possible coverage and speed experience on the network without equal.

This guide will help you get connected as quickly and as easily as possible. It'll guide you through installation and run through all the handy extra features that are included.

If all goes to plan you'll be up and running in no time, so you can get connected whilst on the move.

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# SAFETY FIRST

**Please read all the safety notices before using this device. This device is designed to be used at least 20 cm from your body. Do not use the device near fuel or chemicals or in any prescribed area such as service stations, refineries, hospitals and aircraft. Obey all warning signs where posted.**

## Radio frequency safety information

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

## Radio frequency energy

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

## Declaration of conformity – specific absorption rate (SAR)

The wireless device is designed to be used at least 20 cm from the body. We declare that the product detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electro-magnetic IC Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997 when used at a distance of not less than 20 cm from the body. The worst case SAR result for 10g tissue size measured at 15mm distances is 0.966 W/Kg.



N14036

## ROHS declaration (reduction of hazardous substances)

This device is compliant with the REACH Regulation (Regulation EC No 1907/2006) and RoHS Directive Recast (Directive 2011/65/EU). Batteries are compliant with the Battery Directive (Directive 2006/66/EC). For up to date information about REACH and RoHS compliance visit [consumer.huawei.com/certification](http://consumer.huawei.com/certification)

# LET'S GET STARTED

## **Your package contains the following:**

- Telstra Wi-Fi 4G Advanced Pro X device and battery
- AC charger and USB charging cable
- This Getting Started Guide
- Manufacturer's warranty card

## **Wi-Fi Name (SSID) and Wi-Fi Password (Security Key)**

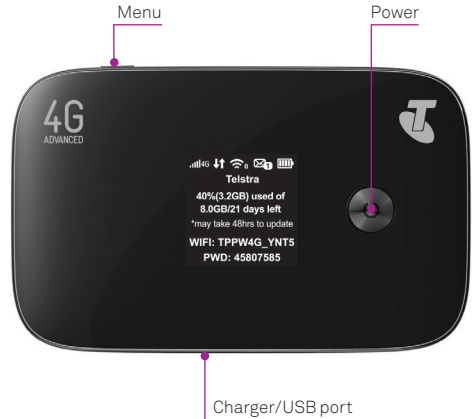
- The default Wi-Fi credentials are unique for your device and are provided on the front screen when powered on.
- The password is case sensitive and should be entered exactly as shown on the screen. The default Wi-Fi credentials are also displayed on top of the battery.
- You can change the Wi-Fi Name and Wi-Fi Password to your own preferences via the Wi-Fi home page. See page 18.

# YOUR TELSTRA WI-FI 4G ADVANCED PRO X

- You need the following information to log on to your Telstra Wi-Fi 4G Advanced Pro X.

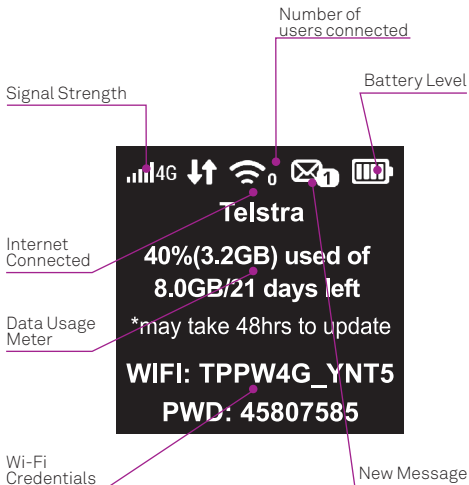
## Quick reference section

Default Wi-Fi Name (SSID)	Displayed on the front screen of your device when powered on and under the back cover.
Default Wi-Fi Password (Security Key)	Case sensitive and is displayed on the front screen of your device when powered on and under the back cover.
Wi-Fi home page	<a href="http://m.home">http://m.home</a>
Wi-Fi homepage: username	admin
password	admin
Restore Defaults	To reset your device hold down the Reset button located under the back cover until the display turns off. This will restore default passwords.



Press the Menu Button to scroll through the Menu and use the Power Button to select. From the Menu you can view device info including Wi-Fi Name and Password, view Wi-Fi Bands, enter Wi-Fi Protected Setup (WPS) and update device software.

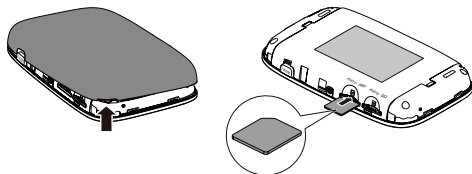
The device indicator panel shows you the status of your new Telstra Wi-Fi 4G Advanced Pro X.



# GETTING CONNECTED

## 1. Insert sim card

- Your SIM card should already be inside the device. Check to make sure. To remove back cover use thumb catch on the bottom of the device and gently lift off.



- To Insert the SIM card, slide in as shown with the chip facing down. Push the SIM card in until it clicks into place.
- To remove SIM card, push in card until it clicks and pops out.

## **2. Switch on your Telstra Wi-Fi 4G Advanced Pro X**

- Press and hold the power key until the screen lights up.

## **3. Search for wireless networks**

- Check your computer or other device has Wi-Fi enabled and search for wireless networks. Refer to your Wi-Fi enabled device manual for further details on searching for wireless networks.
- Select the Wi-Fi name displayed on your screen.
- Enter the Wi-Fi Password exactly as shown on the screen. Note your Password is case sensitive.

## **4. Ending your session**

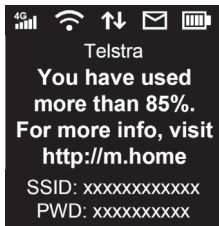
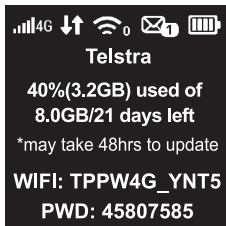
- Switch your device off, or disconnect via your computer or other device.

# MONITORING DATA USAGE

## On-device Data Usage Meter

Your device includes an on-screen meter which displays amount of data used and remaining days left till your data usage is refreshed.

Please note that the usage meter may take up to 48 hours to update.

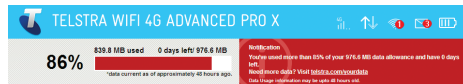


You will be notified when you have reached 50%, 85% and more than 100% of included data. Notifications will pop up intermittently, switching between the homescreen and notification.

## Device Home page usage meter

The status bar at the top of your Wi-Fi home page shows a data usage meter similar to the one displayed on your device which shows amount of data used and remaining days left till your data usage is refreshed.

This status bar will also notify you when your usage has reached 50%, 85% and more than 100% of included data.





# WI-FI HOME PAGE

You can manage your device settings and monitor data usage via your Wi-Fi home page. You can only access the Wi-Fi home page while connected to the device's Wi-Fi network.

## Login to your Wi-Fi home page

- Connect to the Wi-Fi network. See page 11 and follow Step 2 onwards for details.
- Open a web browser and enter <http://m.home> in the address bar.
- Enter the login details shown below in the Admin login field and click OK.

**User Name:** admin

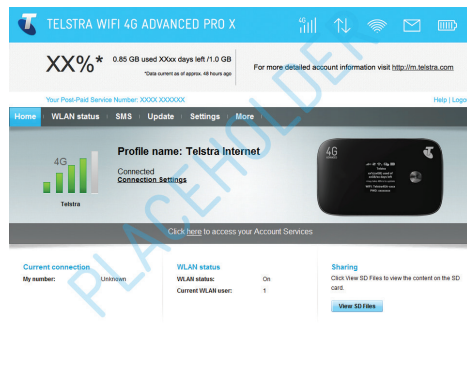
**Password:** admin

For full details on using your Wi-Fi home page click on Help.

## Getting the most from your Wi-Fi home page

The status bar at the top of the page shows icons displaying network, messages, connected users and battery life.

In addition you can also monitor data usage and receive notifications of software updates and data usage.



## Quick setup wizard

Use the Quick Setup Wizard to change key settings including Wi-Fi Name (SSID) and Wi-Fi Password (WPA pre-shared key/Security Key).

The screenshot shows the 'Configure WLAN Settings' screen, which is Step 1 of 2. On the left is a 'Quick Setup' sidebar with a vertical list of settings: Mobile, WLAN, Security, and System. The 'WLAN' option is currently selected. The main area of the screen is titled 'Configure WLAN Settings' and 'Step 1 of 2'. It contains a text input field for 'Name SSID (Service Set Identifier)' with a hint: 'Enter a character string, of up to 32 characters in length, as the name for your wireless local area network (WLAN)'. The input field contains the text 'TPP1WAG\_xxx'. Below this is a text input field for 'WPA pre-shared key' containing a series of asterisks. A 'Next' button is located at the bottom right of the main area.

## How to change Wi-Fi Password (security key) and/or Wi-Fi Name (SSID)

- Go to Settings Tab.
- Select WLAN, then select WLAN Basic Settings.
- Input a new Wi-Fi Password into the field WPA pre-shared key or input a new Wi-Fi Name into the field SSID, then click Apply.

If changing your password please ensure you keep a record of it and store in a safe place.

The screenshot shows the 'WLAN Basic Settings' screen. At the top is a navigation bar with 'Home', 'WLAN status', 'SMS', 'Update', 'Settings', and 'More'. The 'Settings' tab is active. On the left is a sidebar with 'Quick Setup' and a list of settings: Mobile, WLAN, WLAN Basic Settings (which is highlighted), WLAN Advanced Settings, DHCP, Security, and System. The main area is titled 'WLAN Basic Settings'. It contains a note: 'If the Security mode is set to WEP, a wireless network adapter working in only 802.11n mode may not be able to access the device.' Below this is a checkbox labeled 'Show information on LCD' which is checked. There are three input fields: 'SSID' with the text 'TPP1WAG\_xxx', 'Security mode' with a dropdown menu showing 'WPA2-PSK', and 'WPA pre-shared key' with a series of asterisks. Below these is a checkbox labeled 'Show password' which is unchecked. At the bottom is a section for 'SSID Broadcast' with radio buttons for 'Enable' (selected) and 'Disable'. A note below this says: 'Note: If SSID Broadcast is disabled, you must enter a valid SSID to connect to a Wi-Fi network. For details, see the [FAQ](#).' An 'Apply' button is at the bottom right.

# EXTRA FEATURES

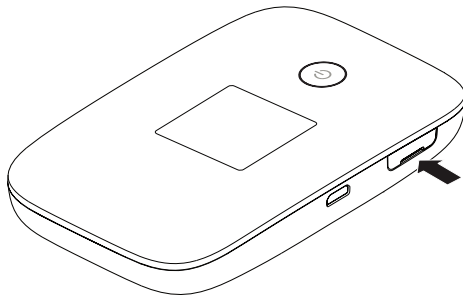
## How to change Wi-Fi home page password

- Go to Settings Tab.
- Select System, then select Modify Admin Password.
- Enter Current password then New password and click Apply.

The screenshot shows a web interface for modifying the admin password. At the top, there is a navigation bar with links: Home, WLAN status, SMS, Update, Settings (highlighted), and More. On the left, a sidebar menu lists various settings categories: Quick Setup, Mobile, WLAN, Security, System (highlighted), Device Information, Modify Admin Password (highlighted), Diagnosis Information, Restore Defaults, Reboot, and System Settings. The main content area is titled 'Modify Admin Password' and contains four password input fields: 'Current password', 'New password', 'Password strength' (with a visual indicator showing 'Low', 'Medium', and 'High' levels), and 'Confirm password'. A checkbox labeled 'Do not remind after login if password strength is low' is located below the confirm password field. An 'Apply' button is positioned at the bottom right of the form.

## Using an external antenna

Using an external antenna may be recommended in areas of lower coverage to improve your device performance. Mimo Dual TS9 antennas are available from your retailer. Insert the connector carefully to avoid damage to your device.



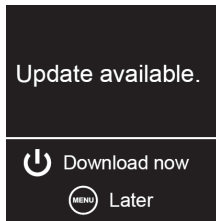
**Please Note:** The Wi-Fi home page username cannot be changed from the default 'admin'.

## Software updates

Updating your device software when updates are available helps to ensure your device continues to give maximum performance.

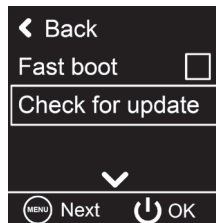
### Automatic software updates

- Software Updates will be sent to your device automatically.
- When an update is received you can either Download now or select 'Later'.
- If you select 'Later' then you will need to go through the steps to manually update.



## Manually checking for software updates

- Access the Main Menu on your device by pressing the Menu Button.
- Use the Menu button to scroll down through the options until you highlight 'Check for Update'. Use the Power Button to select this option.
- The device will check for any available updates. If an update is available you can either 'Download Now' or select 'Later'.
- If you select 'Later' then you will need repeat these steps to update.



**Important: When downloading updates, standard data charges apply.**

## International roaming

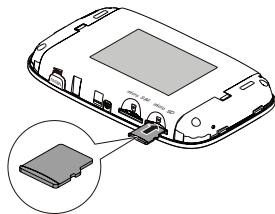
You can use your Telstra Wi-Fi 4G Advanced service while overseas. International Roaming is available by calling Telstra on 13 2200.

It is important to note that different charges apply when using your Telstra service overseas and that any monthly allowance included with your Telstra plan excludes use while overseas. For a full list of available countries and charges, go to [telstra.com.au/roaming](http://telstra.com.au/roaming)

## Using a memory card

To use the device as a portable storage drive insert a microSDHC card up to 32GB:

- Slide in the memory card as shown until it clicks, then replace back cover.
- Connect the wireless device to your computer using the USB cable supplied and the memory card will display as an external drive.
- To remove memory card, push in card until it clicks and pops out.



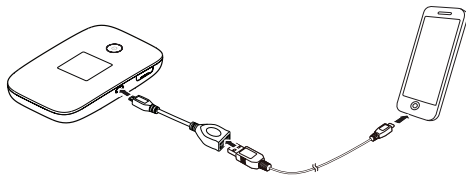
You can enable SD Card sharing on your device so multiple users can access SD card contents. From the Wi-Fi home page select the Sharing tab to enable either Web Share or USB mode.

## Battery Booster

You can use your device to boost another device's battery (such as a tablet or a handset) using the Booster cable provided.

To use this feature:

- Plug the Booster cable into your Telstra Wi-Fi 4G Advanced Pro X
- Plug the other devices USB cable into the Booster cable.
- The power from your Telstra Wi-Fi 4G Advanced Pro X will transfer to your other device.



# PROBLEM SOLVING

Symptoms	Possible Problems/ Solutions
<b>I cannot access the internet at all</b>	Check the LCD display status. Make sure you have network coverage in your area. Check that your SIM card is active and enabled with data services. Please wait 1–2 minutes for the device to initialise. Confirm there is available credit and that no other internet connections are active. Also try switching your device off and on and restarting your PC or Wi-Fi device.
<b>The download or upload speeds are very slow</b>	The speed is dependent on signal strength. Check your signal strength and network type.

Symptoms	Possible Problems/ Solutions
<b>I secured my device and have lost my password(s)</b>	Reset your device to factory defaults to erase all stored passwords and encryption settings. From the powered up state: To reset your device hold down the reset button for 12 seconds located under the back cover. This will restore default settings.
<b>My battery has not charged while in use and connected to the charger</b>	In low coverage or high data transfer modes the internal temperature of the device can rise above 45°C. In these conditions the battery cannot be charged due to safety limits with Li-ion battery technology.
<b>The signal indicator is always low</b>	This indicates poor reception. Try moving the device to another location near the window.

For more help topics chat to us at [livechat.telstra.com](https://livechat.telstra.com)

## Technical specifications

<b>Network and Frequency Band</b>	4G CA 1800+700 MHz 4G 700/900/1800/2100 MHz 3G 850/2100 MHz
<b>Wi-Fi working range</b>	Approx 25m radius in free space
<b>Wi-Fi Connections</b>	Supports up to 10 users
<b>Dimensions (W×H×D)</b>	106 x 66 x 15.9mm
<b>Weight</b>	145g
<b>microSD™ or microSDHC™ card</b>	Up to 32GB
<b>Standby time</b>	Up to 500 hours
<b>Operating Systems</b>	Windows® 8, Windows® 7, Vista and XP. 32 bit. Mac OS 10.6.0 and above

## Warranty and support

- All calls and support for PIN numbers, SIM card registration, account and billing information, network services
- General enquiries should be directed to Telstra at [livechat.telstra.com](http://livechat.telstra.com)
- See your warranty card for warranty and service information.
- View Frequently Asked Questions online at <http://www.huawei.com.au>



# EXTRA BITS YOU SHOULD KNOW

## Coverage

The Telstra Mobile Network offers 4G in all capital CBDs and associated airports, many surrounding suburban areas and in over 100 regional areas. You'll automatically switch to our fastest available 3G in other coverage areas around Australia. Check coverage at [telstra.com/coverage](http://telstra.com/coverage)

## Network lock

Your device is Network unlocked. Please check your network provider to see if your device is compatible on other networks.

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