

# TELSTRA 5G WI-FI PRO MU500

## USER MANUAL

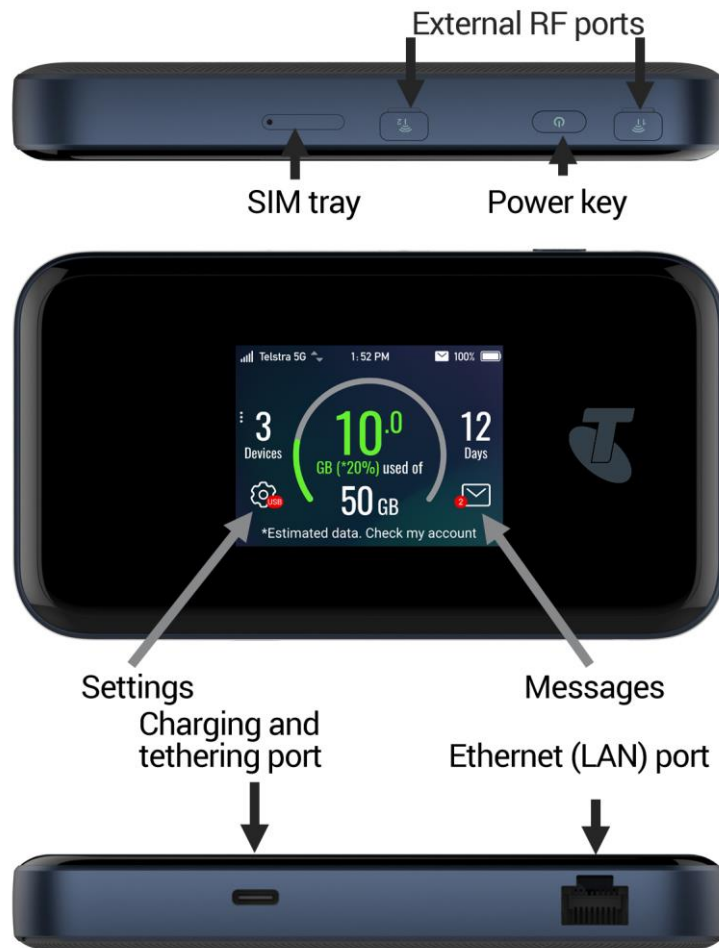
### CHECK YOUR SYSTEM REQUIREMENTS

Your 5G Wi-Fi Pro provides 5G internet connectivity to any Wi-Fi enabled device that supports Wi-Fi 802.11 b/g/n/ac/ax.

The 5G Wi-Fi pro also has a wired Ethernet (LAN) connection and USB-C connection, for Windows (USB-C connection not RT) and MAC operating systems:

- Windows 10, 8 (not including RT)
- MAC OS X 10.7 and above

## GET TO KNOW YOUR DEVICE



## INSERT YOUR SIM CARD

This device supports a nano SIM card ONLY (4FF).

The SIM card is pre-installed and needs to be activated. You may need this information if you need to replace or check your SIM card.

1. Locate the SIM tray on the side of the device as shown above.
2. Push the ejector tool into the small hole to open the tray.
3. Insert your SIM card carefully in the rear of the tray.
4. Push the SIM tray back into the device.
5. Note: If you replace the SIM card with the device powered On it will restart.

### TIPS

Remember to keep your plastic SIM card holder. It has a record of your SIM card details which you should keep handy.

The default Wi-Fi SSID and Password is shown on the device screen at Settings > Wi-Fi > Wi-Fi Name & Password or press Device on the main screen as a shortcut to the Wi-Fi Name & Password screen. You can also connect directly to a computer using the USB lead provided, log into the web interface and access the Wi-Fi SSID and Password from the Wi-Fi Settings menu.

See Connect Devices via Wi-Fi (below) for more instructions.

## CHARGE YOUR WI-FI HOTSPOT

Connect your charger. Your device uses a USB-C charging port. Insert the lead carefully into the charging port. Be careful not to pull sharply on the lead or trip over it when it is plugged in. Always insert and remove with care as physical damage is not covered by your warranty.

- Only use the included charger and USB-C lead provided. Use of third party adaptors can damage your device.
- Typical charging time is 3-4 hours using the standard charger provided. Charging from an alternate USB source (i.e. laptop) will take longer.
- During periods of high continuous activity with multiple users attached, high download rates or poor network signal, charging by laptop USB may not have sufficient current to charge the device. In this situation the battery will discharge. It is preferable to use the mains charger in high usage scenario.
- Always insert and remove the charging lead with care and take care not to trip or pull on the lead harshly which could damage your device.
- Physical damage to the charging port is not covered by warranty.
- If the device is powered off while charging, press the power key as normal to switch on the device.
- During periods of high continuous activity, high download rates or poor network signal, it is normal for the device to get warm.
- Battery charging will be temporarily halted when the device internal temperature exceeds 45C until the device cools down. This is a safety measure to protect Li-ion batteries.

## PROTECTED CHARGING MODE - BATTERY LIMITED TO 65%

The MU500 will enter Protected Charging Mode if it is charged continuously exceeding 16 hours, or has accumulated a charge time of more than 57.6 hours during the a 72-hour period. Once it enters Protected Charging Mode, battery charge level is limited to 65-70%.

### **Exit Protected Charging Mode**

If the accumulated charging time of MU500 is less than 57.6 hours in a 72-hour period, MU500 will exit Protected Charging Mode.

## POWER UP YOUR WI-FI HOTSPOT

Press and hold the Power key for 1-2 seconds until the screen lights up.

The Wi-Fi hotspot will be ready for use in about 30 seconds.

To switch your device off, hold the power key then press OK to shut down.

### TIPS

When running on battery during periods of inactivity it is normal for the screen to switch off to preserve battery life. Press the power key once to light up the screen if required.

## CONNECT DEVICES BY WI-FI

Your Wi-Fi hotspot can connect up to thirty devices via Wi-Fi providing internet access for all your devices on the go.

1. On the devices you wish to connect make sure Wi-Fi is switched on, then search for Wi-Fi network.
2. The Wi-Fi hotspot will show up as T5G\_XXXXXX. Select this to connect.
3. Enter the password which is shown on your hotspot screen at Settings > Wi-Fi > Wi-Fi Name & Password
4. With Connect Automatically enabled your computer will remember the password and connect to your Telstra 5G Wi-Fi Pro when it is powered on within range.

### Connection example for Windows 7 computer:

1. On your task bar, next to the clock, click on the Network Interface icon
2. Click on the Wireless network called T5G\_XXXXXX
3. Enter the password which is shown on your hotspot screen at Settings > Wi-Fi > Wi-Fi Name &
4. Password
5. With Connect Automatically enabled your computer will remember the password and connect to your Telstra 5G Wi-Fi Pro when it is powered on within range.

### TIP

If you cannot log on via Wi-Fi, connect using the USB-C connection where you can check your Wi-Fi settings, or update your password. See later for details.

## QUICK REFERENCES

Browser home page	<a href="http://m.home">http://m.home</a> (or <a href="http://192.168.0.1">http://192.168.0.1</a> )
Administrator login	password
Default SSID	T5G_XXXXXX This is shown on the device display.
Default Wi-Fi Key	10 characters which are case sensitive. This is shown on the device display.
Restore defaults	With the device powered ON, open the rear battery cover then locate the Reset switch next to the bar code label. Press the Reset button until the screen switches off. All passwords and settings will be restored to defaults and the hotspot will reboot. Use the default credentials from the Security Card or the main screen to connect to your device.

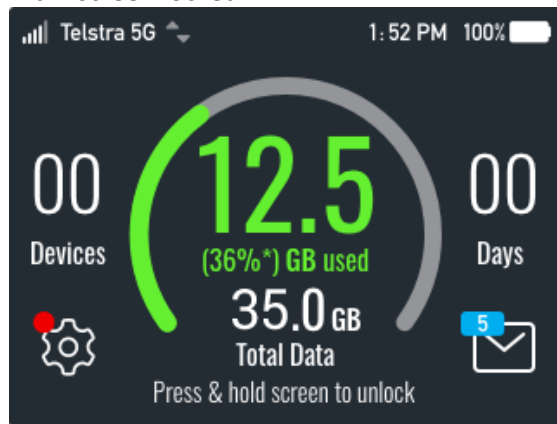
## CONFIGURE YOUR DEVICE

Your Wi-Fi hotspot can be further configured using the touch screen or the built in web interface. The touch screen commands are intuitive and are also duplicated in the web interface. If you need guidance on the functionality, please refer to the notes on the web interface for a full description of the functions.

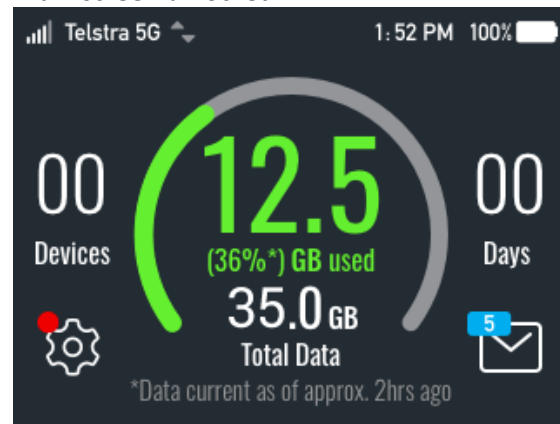
## USING THE TOUCH SCREEN

- Press the power key to light up the display.
- Touch and hold on the screen to unlock.
- The screen shows your current data usage.
- Device indicates how many devices are connected to the Telstra 5G Wi-Fi Pro via Wi-Fi tethering. Press this to view the Wi-Fi name and password.
- Press the Settings icon to get to the Settings menu.
- Press the Messages icon to read SMS messages
- Press the Back Arrow or Home icon to go back or directly back to the home screen from other screens and menus.

Main screen locked











Main screen unlocked



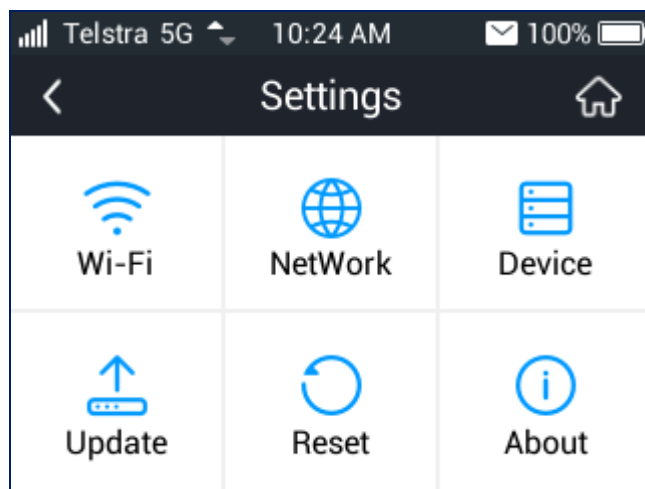
## CHARGING YOUR DEVICE

- Your device supports fast charging mode using the provided charger. During normal charge mode, the battery icon will animate to show it is charging. Fast charging is indicated by the lightning symbol in the battery icon.
- This device can be left on charge permanently but the battery charge will be limited to 65% capacity (please refer to Protected Charging Mode detailed on page 3 of this guide). This is to protect the battery from over-charging and is not a fault. If the unit is left on charge for more than 16 hours then it will switch to Protected Charging Mode, limiting the battery to 65% capacity.
- Charging will be stopped when the device temperature is greater than 45C. This is to protect the battery from over heating. When normal operating temperature is less than 45C then charging will resume.

## DEVICE ICONS

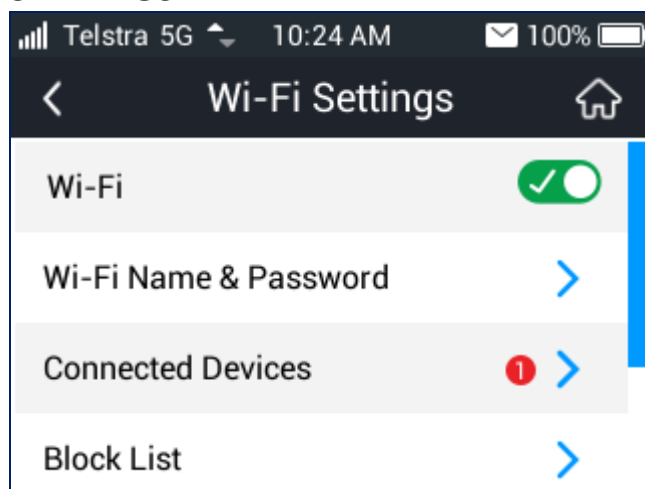
	Signal bars
	Battery is fast charging
	Battery temperature is above 45C and charging has been halted. Charging will resume once device cools down.
	Data transfer is active
	LAN port is connected
	Unread message(s)
	Device is roaming. Higher mobile data charges may apply
	SIM card PIN is active. Please enter your SIM PIN using the touch screen, or alternatively, go to m.home to do so

## SETTINGS



- Touch each icon to explore and set the device Settings:

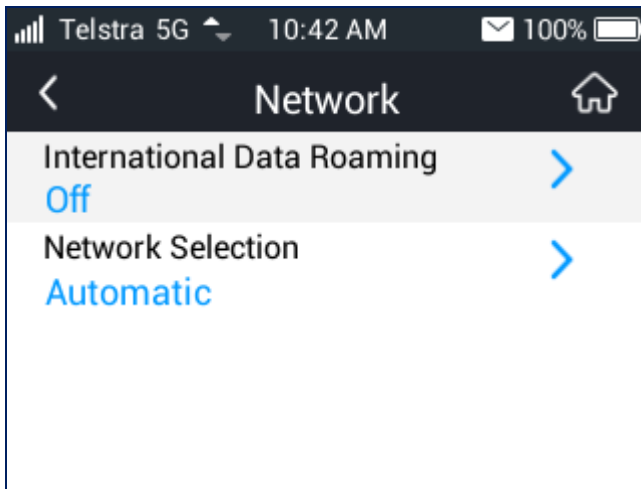
## SETTINGS > WI-FI



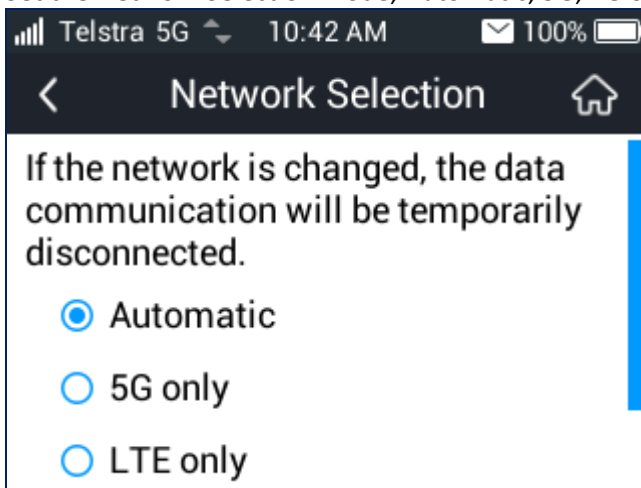
- Switch Wi-Fi On or Off
- Show the Wi-Fi name and password
- View Connected Devices. You can block a device after viewing it.
- Show the list of blocked devices

- Set the maximum number of Wi-Fi devices up to 15 x 2.4GHz and 15 x 5GHz connections.
- 2.4GHz connections are most commonly used. In certain circumstances the 2.4GHz Wi-Fi spectrum may be congested, which will result in your 2.4GHz Wi-Fi speeds slowing down. If your connecting device supports 5GHz WI-FI then this will likely give faster speeds however shorter Wi-Fi range.
- Set the Wi-Fi sleep timer.

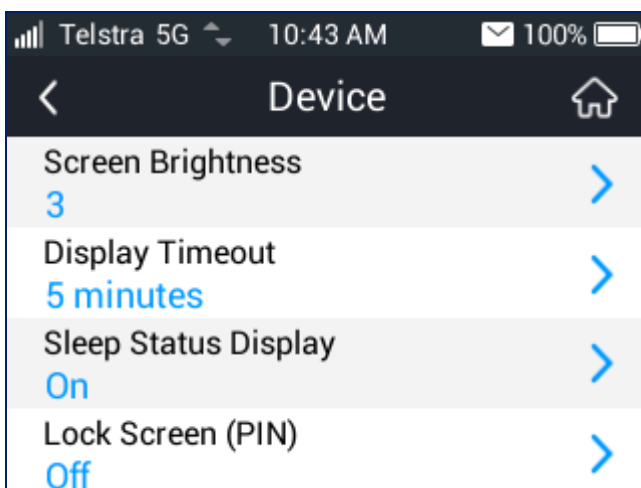
## SETTINGS > NETWORK



- Switch International Roaming on or off (note extra charges may apply when roaming)
- Set the Network Selection mode, Automatic, 5G, 4G or 3G only.

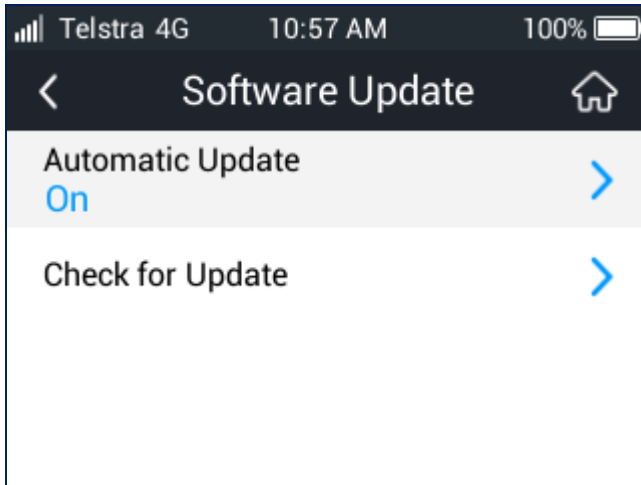


## SETTINGS > DEVICE



- Set the Screen Brightness, Timeout, Sleep status display and set a security PIN on the Lock Screen

## SETTINGS > UPDATE

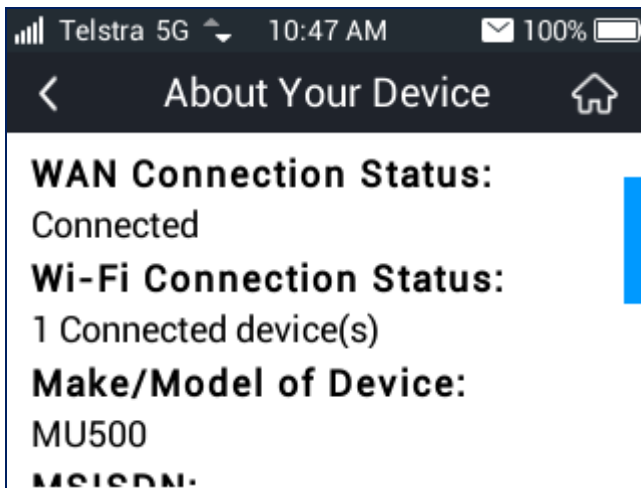


- Check for firmware updates for your modem. Updates may be periodically released and also automatic update is enabled by default to ensure your device is always with the latest firmware for optimal performance. Auto update can be switched off from the device touch screen.

## SETTINGS > RESET

- Reset the modem to factory conditions. All passwords will be reset, all Messages will be erased.

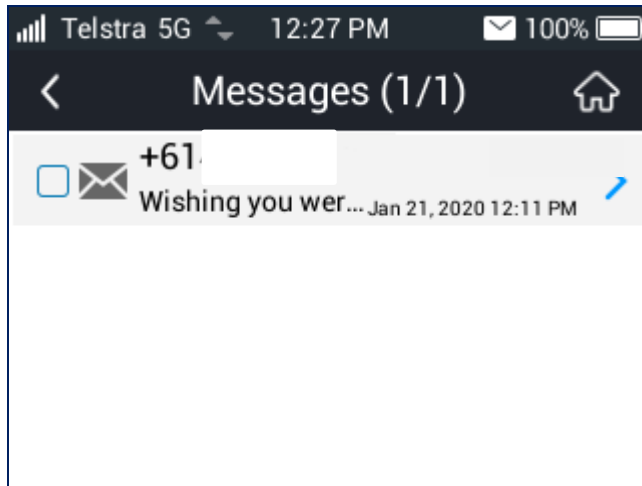
## SETTINGS > ABOUT



- View the device information, mobile service number (MSISDN), device IMEI number, signal strength, and software version.



## MESSAGES



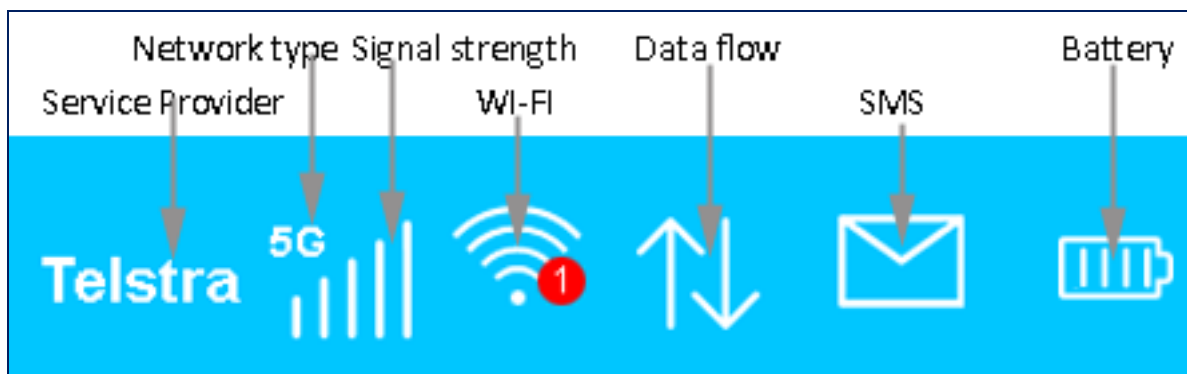
SMS messages will be displayed in the Messages section. Tap each message to read or delete.

## HOW TO USE THE WEB INTERFACE

Connect any device to the Telstra 5G Wi-Fi Pro and open a browser.

- Enter m.home or 192.168.0.1 in browser address bar to open the Telstra 5G Wi-Fi Pro homepage.
- The default administrator password is 'password'
- The home page shows a summary of the device status and your Telstra mobile data usage status.
- Software update notifications (if available) will be shown on this page

## STATUS ICONS – WEB INTERFACE



### NO NETWORK ACCESS

No Network Access can be any of the following conditions:

- SIM card is missing, faulty or incorrectly inserted. Check if you have placed the SIM card correctly in the SIM tray, and SIM tray has been inserted properly.
- A non-Telstra SIM card. This device is not network locked to Telstra, but using an alternate service from another carrier may require carrier specific APN configuration. Check with your carrier and configure the APN settings under Settings > Network Settings > APN.
- A PIN locked SIM card. Use the touch screen or log into the web interface to enter the PIN to unlock your SIM card.
- A PUK locked SIM card. You may have entered the PIN code incorrectly repeatedly to be in a PUK locked state. Contact Telstra to obtain your PUK (PIN Unlocking Key) code. Use the touch screen or log into the web interface to enter your PUK code, and set your PIN code again.
- If PUK has been entered incorrectly too many times, the SIM will become PUK blocked. Please contact

Telstra to arrange a SIM replacement.

- Your SIM card may have not been activated, or you be outside Telstra’s mobile network coverage.

## INTERNATIONAL ROAMING

- The Roaming icon indicates you are connected to a foreign network.
- If Roaming is enabled on your data plan, roaming data charges may apply when connected via a roaming network.
- Contact **your network provider** to understand your roaming options and associated roaming data charges.

## PC INSTALLATION NOTES

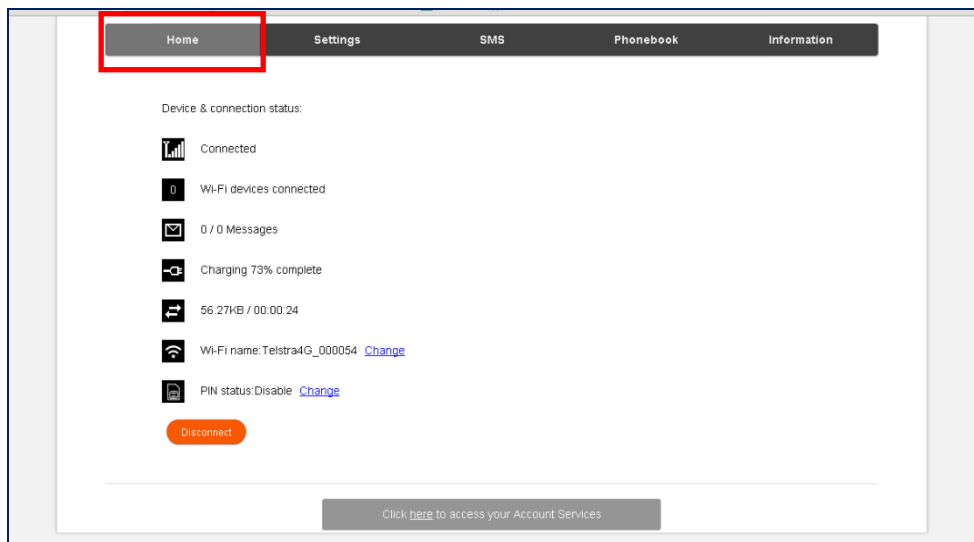
- If you connect a computer to Telstra 5G Wi-Fi Pro using the USB-C connection, then a virtual CDROM drive will show on your PC on first installation.
- Double-click Setup.exe to install the driver and software.
- The installation will create a new shortcut on your desktop and a new program listing under Start menu -> Programs.
- If you experience issue during installation please contact your service provider or see ZTE website, ztemobiles.com.au for assistance. Alternatively, call ZTE support hotline on 1300 789 475 during standard business hour, AEST 10am to 4pm.
- If you experience issue connecting to the internet, check if your SIM card has been installed correctly, and contact your service provider and check your account is active.
- To uninstall the application:

**Windows users:** Start > All Programs > TELSTRA 5G WI-FI > Uninstall

**MAC Users:**

- Double click the Telstra Modem CDROM on the desktop to install the modem.
- To uninstall, go to Applications and run Uninstall TELSTRA 5G WI-FI

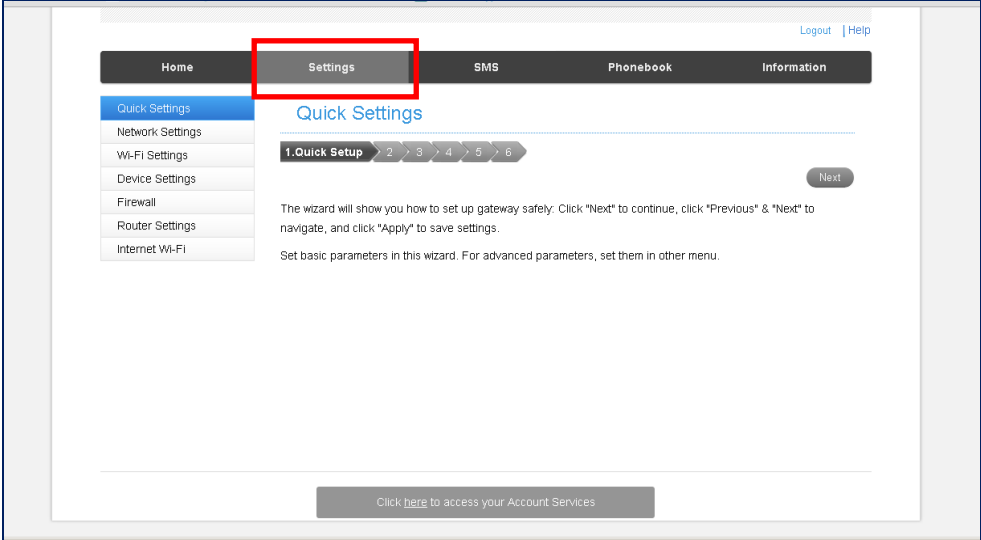
## HOME TAB



The home tab shows you the number of users currently connected, as well as your network connection state including data usage summary.

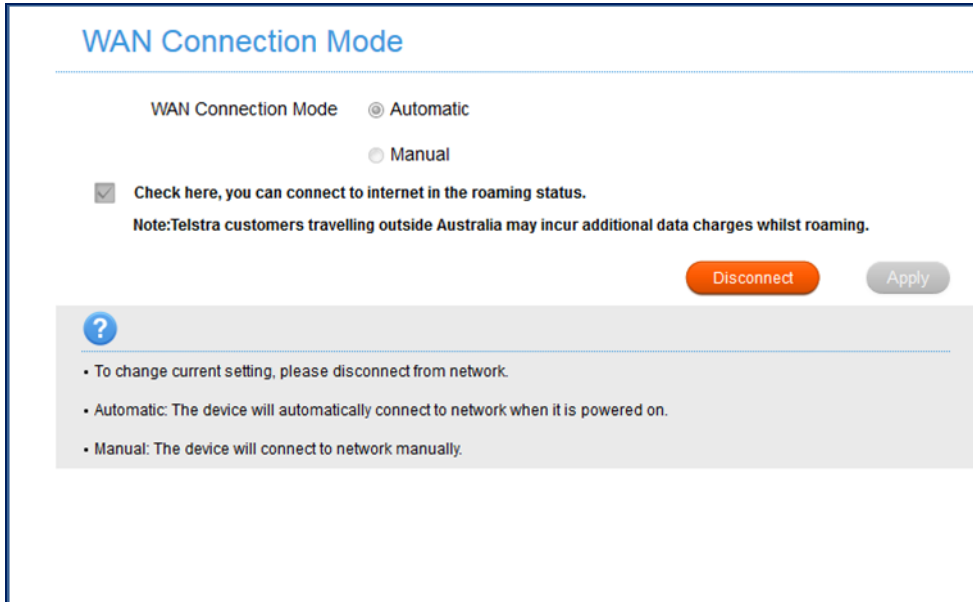
- The device will automatically connect to 5G, 4G, and 3G network. Some settings can only be changed when the device is disconnected. Press disconnect to terminate the network connection first before proceeding with changes.
- To change to manual connection please disconnect first, then go to Settings > Network Settings > WAN Connection Mode, and select Manual.
- The number of devices connected to your Wi-Fi hotspot is displayed
- You can click on Change to rename your hotspot SSID and enable or disable the SIM PIN

# SETTINGS > QUICK SETTINGS



Step through the Quick Settings wizard to quickly review your current default settings.

## SETTINGS > NETWORK SETTINGS > WAN CONNECTION MODE:



WAN Connection Mode

WAN Connection Mode  Automatic  
 Manual


Check here, you can connect to internet in the roaming status.  
Note: Telstra customers travelling outside Australia may incur additional data charges whilst roaming.

Disconnect Apply

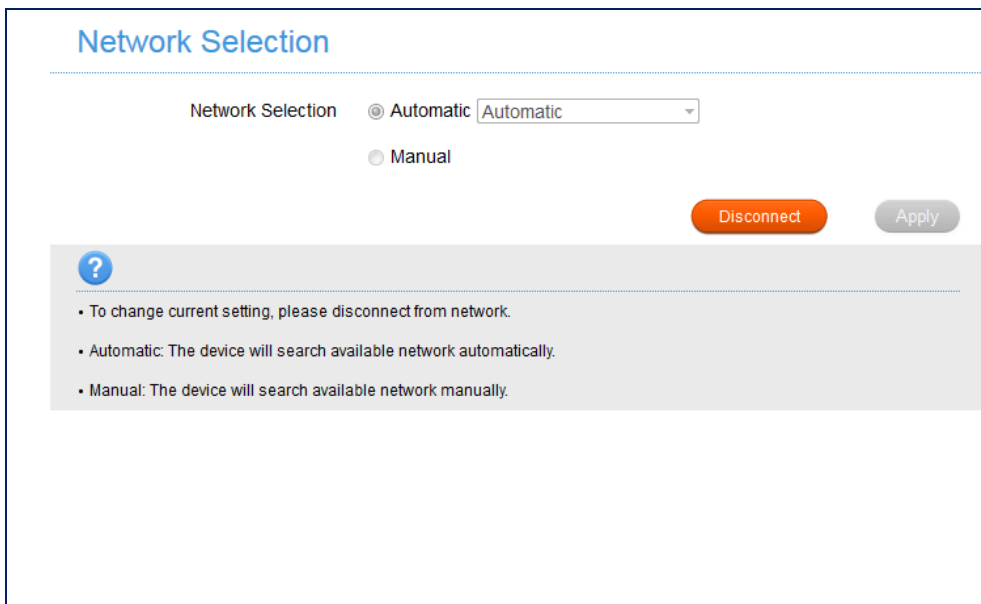
?

- To change current setting, please disconnect from network.
- Automatic: The device will automatically connect to network when it is powered on.
- Manual: The device will connect to network manually.

The default connection setting will automatically connect to the network. The setting is greyed out if you are connected.

- Press the Disconnect button to change this setting and to enable international roaming if required.
- If you make any changes, press Apply to save the change
- Press the Help icon  to get in context tips.

## SETTINGS > NETWORK SETTINGS > NETWORK SELECTION:




Network Selection

Network Selection  Automatic  Manual Automatic

Disconnect Apply

?

- To change current setting, please disconnect from network.
- Automatic: The device will search available network automatically.
- Manual: The device will search available network manually.

- Network Selection is set to automatic by default.
- Press the Disconnect button to change this setting if required.
- If you make any changes, press Apply to save the change
- Press the Help icon  to get in context tips.
- It is recommended to use default settings unless you change service provider or have been instructed by your service provider.
- If you use a SIM card from another provider you may not be able to connect to their network. Please speak to your service provider on network compatibility.

## SETTINGS > NETWORK SETTINGS > APN:

The screenshot displays the 'APN' settings page. The top navigation bar includes 'Home', 'Settings', 'SMS', 'Phonebook', and 'Information'. The left sidebar lists various settings categories, with 'APN' highlighted in a red box. The main content area shows the current APN as 'Telstra Internet' and several configuration fields: Profile (Telstra Internet), IP Type (IPv4), IP Type for Roaming (IPv4), Profile Name (Telstra Internet), APN (telstra.internet), DNS Mode (Auto), Authentication (NONE), User Name, and Password. An 'Add New' button is located to the right of the Profile field. A 'Disconnect' button is at the bottom right. A help icon is at the bottom left, and a list of tips is displayed below it.

Current APN: Telstra Internet

Profile: Telstra Internet (Add New)

IP Type: IPv4

IP Type for Roaming: IPv4

Profile Name: Telstra Internet

APN: telstra.internet

DNS Mode:  Auto  Manual

Authentication: NONE


User Name: [Text Field]

Password: [Text Field]

Disconnect

Help icon: ?

- You can set the Access Point Name(APN) on this page.
- Profile: It contains one or more profile names.
- PDP Type: IPv4/IPv6/IPv4&IPv6.
- Profile Name: It refers to the name that you assign to the new profile.
- APN: Access Point Name. The APN contains 0-9 a-z A-Z . - and it can't start with and end with . or - .
- DNS Mode: If a fixed IP address is provided by your service provider, select Manual DNS. Otherwise, please select Auto DNS, and the device will automatically obtain parameters.
- Authentication: It is provided by your Internet Service Provider(ISP). Password Authentication Protocol (PAP) provides a simple method without encryption for the peer to establish its identity using a 2-way handshake. Challenge-Handshake Authentication Protocol (CHAP) is used to periodically verify the identity of the peer using a 3-way handshake.

- Press Disconnect to disconnect from the mobile network first before making changes if required
- Press Add New to create a new APN
- Add the Profile Name e.g. Telstra
- Enter APN details e.g. telstra.internet
- Press Save to save your new APN
- Press the Profile drop down box
- Select the new APN profile name
- Click on 'Set as default' to set the new APN as your preferred setting
- Press the Help icon  to get in context tips.
- There is no need to change these settings unless you change service provider or are instructed by your service provider.
- The modem is not locked to Telstra, however should you wish to use a SIM card from another service provider you, please check the compatibility with your service provider first.
- Consult your new service provider to obtain required APN details for your device.

## SETTINGS > WI-FI SETTINGS > BASIC SETTINGS:

Network Settings

- Wi-Fi Settings
- > Basic Settings
- > Advanced Settings
- > WPS
- Device Settings
- Firewall
- Router Settings
- Internet Wi-Fi

Wi-Fi Switch  Enable  Disable

Apply Cancel

### 2.4GHz SSID

Wi-Fi Name (SSID) \* T5G\_2xA437

Broadcast Wi-Fi Name (SSID)  Enable  Disable

Security Mode WPA-PSK/WPA2-PSK

Wi-Fi Password \* .....

Display Password

Max Station Number 15

Apply Cancel

### 5GHz SSID


Wi-Fi Name (SSID) \* T5G\_2xA437\_5GHz

Broadcast Wi-Fi Name (SSID)  Enable  Disable

Security Mode WPA-PSK/WPA2-PSK


Wi-Fi Password \* .....

The Wi-Fi Name (SSID) is the Wi-Fi network name for your Telstra 5G Wi-Fi Pro

- You can personalise the SSID to something easy to remember if preferred
- You can hide the SSID broadcast to avoid unknown users seeing the Wi-Fi network
- You can change the security settings and password to suit your preferences
- You can set the number of available connections between 1 and 15
- Press Apply to save your changes
- Press the Help icon  to get in context tips
- You can also access the wireless network name (SSID) and security key information from the touch screen.


## SETTINGS > WI-FI SETTINGS > ADVANCED SETTINGS

The screenshot shows the 'Advanced Settings' page for Wi-Fi. The left sidebar has 'Advanced Settings' highlighted with a red box. The main content area is divided into three sections: 'Country' with a dropdown set to 'AUSTRALIA'; '2.4GHz Advanced Settings' with dropdowns for 'Network Mode' (802.11 b/g/n/ax), 'Channel Bandwidth' (40MHz), and 'Frequency (Channel)' (Auto); and '5GHz Advanced Settings' with dropdowns for 'Network Mode' (802.11 a/n/ac/ax), 'Channel Bandwidth' (20MHz/40MHz/80MHz), and 'Frequency (Channel)' (Auto). An 'Apply' button is located at the bottom right, and a help icon (?) is at the bottom left.

- You can customise the Wi-Fi settings to suit personal preferences or attaching device requirements.
- Press Apply to save your changes
- Press the Help icon  to get in context tips

## SETTINGS > WI-FI SETTINGS > WPS

The screenshot shows the 'WPS' settings page. The left sidebar has 'WPS' highlighted with a red box. The main content area shows 'WPS' with radio buttons for 'PIN' and 'PBC'. An 'Apply' button is located at the bottom right, and a help icon (?) is at the bottom left.

- WPS uses the push button on the front panel to connect seamlessly to supported devices.
- Press WPS to enable. WPS compatible devices can connect to your Wi-Fi network without authorisation. Alternatively, you can set a PIN if required.
- Once enabled, WPS will be available for 2 minutes with the device LED's will flash to indicate WPS mode.
- If you have enabled PIN mode then you need to enter the same PIN on devices you wish to connect.
- Press the Help icon  to get in context tips

## SETTINGS > DEVICE SETTINGS > ACCOUNT MANAGEMENT

Home Settings SMS Phonebook Information

Quick Settings  
Network Settings  
Wi-Fi Settings  
Device Settings  
Account Management  
USIM PIN Management  
Reset  
Restart  
Power Save  
Software Update  
Reboot Option  
Firewall  
Router Settings  
Internet Wi-Fi

### Account Management

Current Password \*

New Password \*

Low Middle High

Confirm New Password \*

Apply Cancel

?

- Use the Account Management settings to change the administrator password if required.
- The default password is “password”. If you have changed and forgotten the password, you can restore the device to factory defaults by following the steps below.
  1. Switch off the device, remove the battery cover. Locate the Reset button next to the barcode sticker
  2. Press the Reset button until the screen starts to shut down
  3. The device will restart with factory default settings
- Press the Help icon to get in context tips

## SETTINGS > DEVICE SETTINGS > USIM PIN MANAGEMENT:

Home Settings SMS Phonebook Information

Quick Settings  
Network Settings  
Wi-Fi Settings  
Device Settings  
USIM PIN Management

### USIM PIN Management

USIM PIN Status  Enable  Disable

Current PIN \*

Attempts Left: 3

Apply

?

- To change current setting, please disconnect from network.
- You can change USIM PIN status and PIN code on this page.
- SIM card will be locked if you've continuously typed incorrect PIN 3 times. And you have to type PUK to unlock.
- PIN code and PUK code may be offered together with a SIM card. If not, contact your operator. Please change default PIN code as soon as possible.

- Enter your current PIN to change or disable the PIN
- To save any change made to the settings, press Apply
- If you enter incorrect PIN three times, SIM will be PUK locked
- Contact your service provider to obtain your PUK code
- Press the Help icon to get in context tips



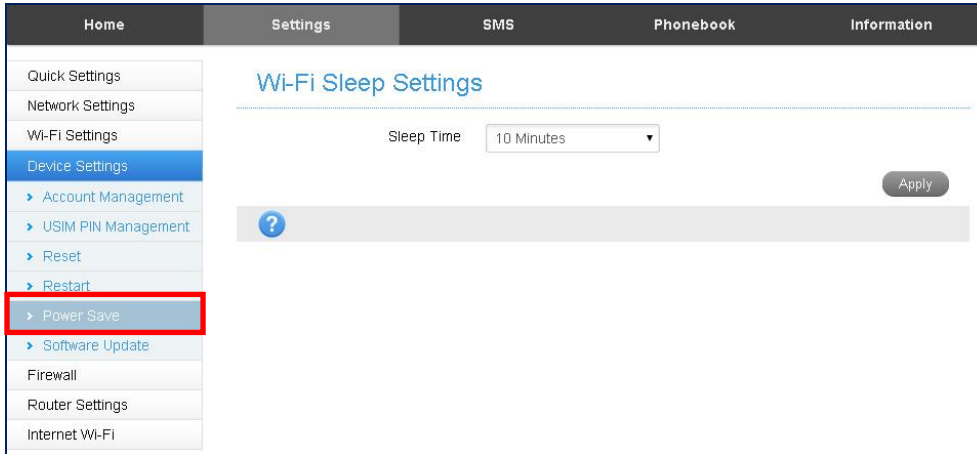
## SETTINGS > DEVICE SETTINGS > RESET


- Press Reset to reset your device to factory defaults.

## SETTINGS > DEVICE SETTINGS > RESTART

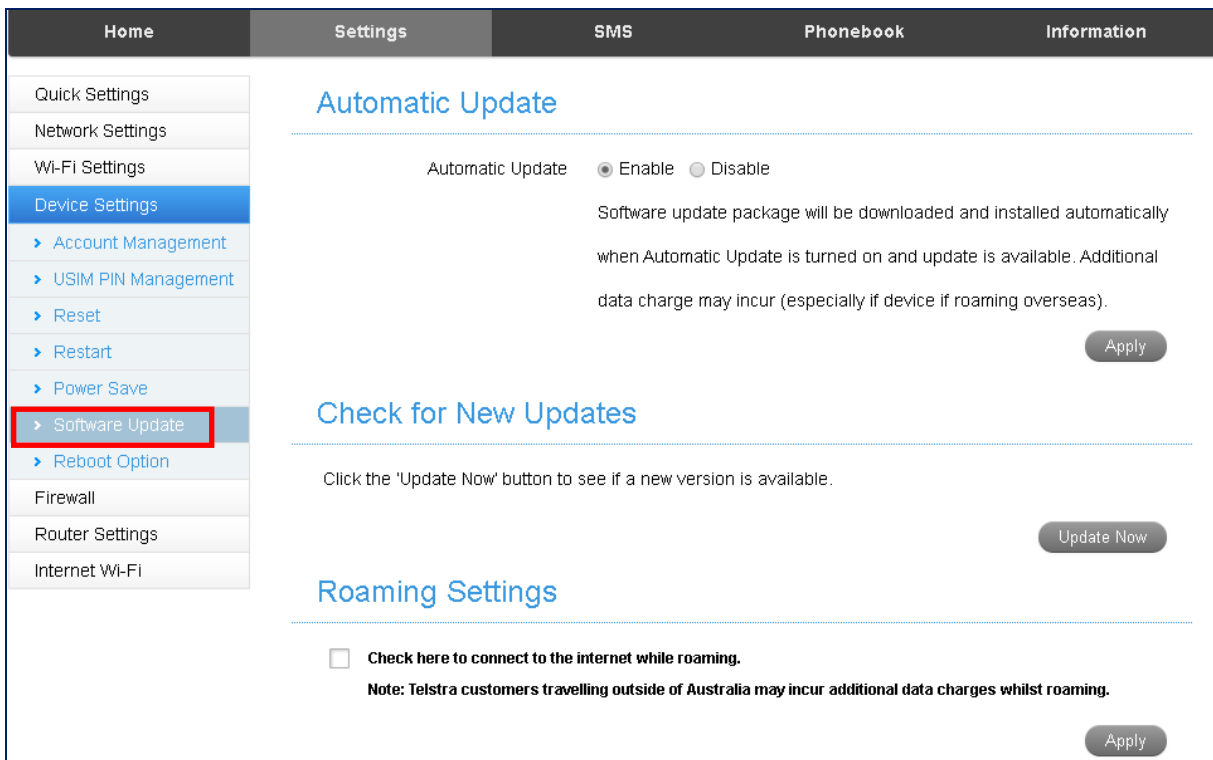
- Press Restart to restart your device.

## SETTINGS > DEVICE SETTINGS > POWER SAVE




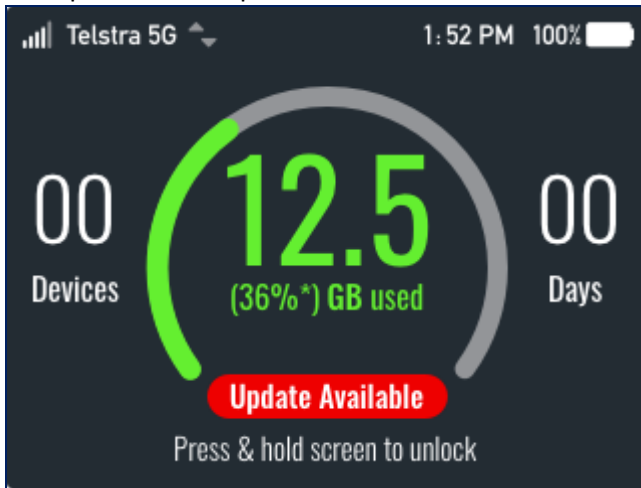
- When there is no Wi-Fi traffic detected, the device will put Wi-Fi to sleep as specified in the Wi-Fi sleep setting.
- Set Wi-Fi sleep time to “Never Sleep” should you wish to keep the Wi-Fi always on. Please note leaving the Wi-Fi always on will reduce your battery life.
- Press the Help icon  to get in tips

## SETTINGS > DEVICE SETTINGS > SOFTWARE UPDATE

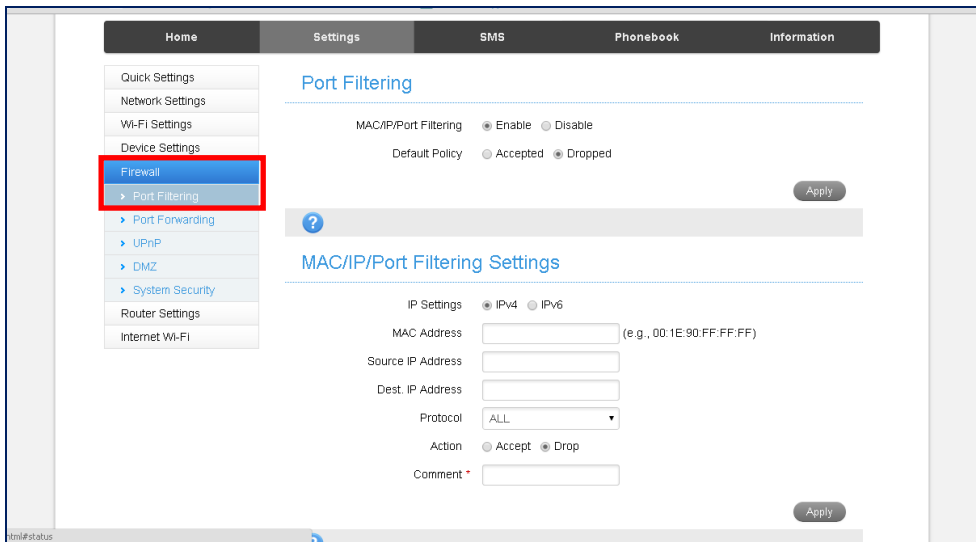



- Automatic update has been enabled by default. This is critical to ensure your Telstra 5G Wi-Fi Pro is always powered by the latest enhancements to continue optimising your device along with Telstra’s 5G evolution.

- With automatic update enabled, this means when the device detects a new software is available, the software update will be downloaded. The device will wait until there is no mobile data activities for 15 minutes, or the next device power on/off to trigger the software update installation. This will minimise the possible downtime on your mobile data usage with the software update.
- With Check for New Version enabled you are notified in the web user interface if there is an update available.
- You need to be connected to mobile data to download new software updates.
- Press the Update Now button to see if there are software updates for your device.
- Updates are disabled by default when roaming to minimize potential high data charges. Check the Roaming box to enable updates when roaming if required.
- Press the Help icon  to get in context tips
- Example software update notification:

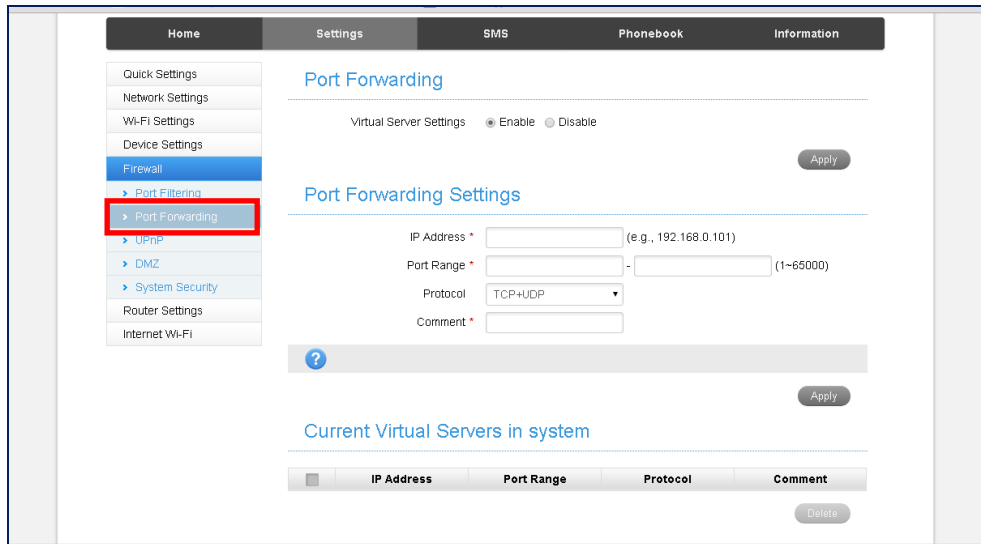



## SETTINGS > FIREWALL > PORT FILTERING



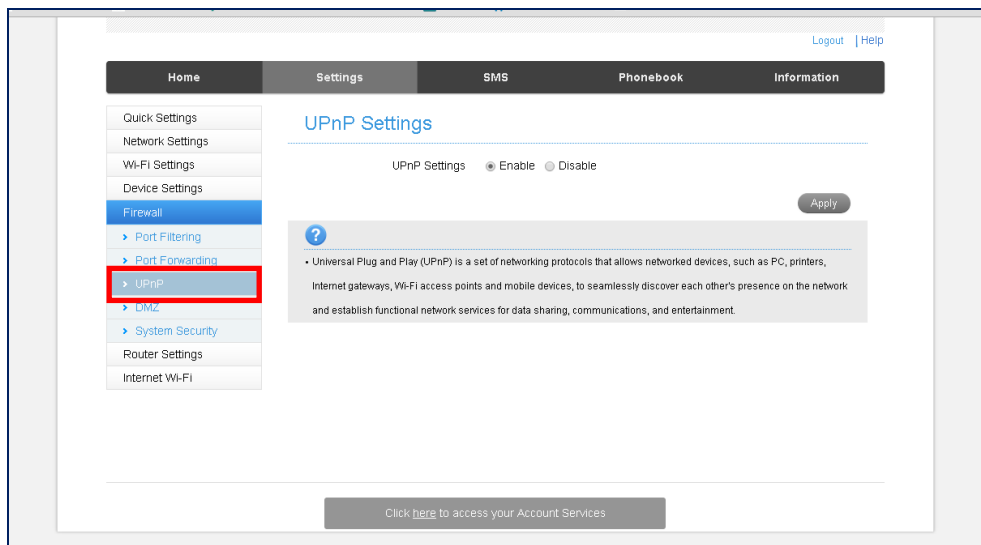
- Select Enable to turn on Port Filtering feature
- You can apply filters based on MAC address, source IP address, destination IP address and select the action to deny or accept the data packets.
- It is recommended not to change the Firewall settings to avoid interfering mobile data usage. Firewall settings are recommended to be configured by advanced users or your organisation IT department.
- Press the Help icon  to get in context tips


## SETTINGS > FIREWALL > PORT FORWARDING



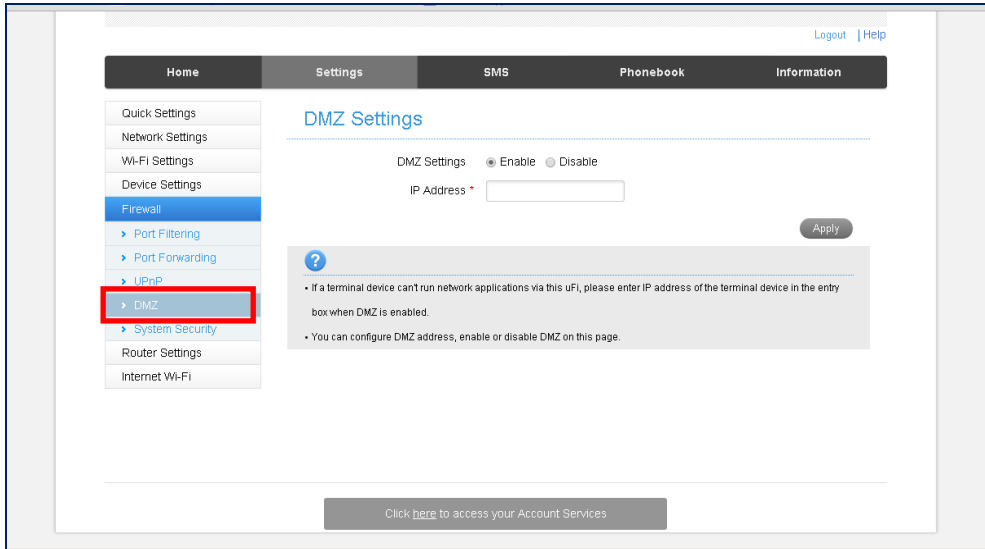
- Select Enable to turn on port forwarding settings.
- Port forwarding can be used to allow a specific external server or computer access to devices located on your LAN, or to translate a specific incoming port into a different destination port.
- The destination port and address is on your LAN.
- Typical applications may be online gaming, which may require specific control and communications channels between the remote server and the local device.
- It is recommended not to change the Port Forwarding settings to avoid interfering with mobile data usage. Firewall settings are recommended to be configured by advanced users or your organisation IT department.
- Press the Help icon  to get in context tips

## SETTINGS > FIREWALL > UPNP SETTINGS



- Universal Plug-and-Play is a set of networking protocols that permits networked devices, such as personal computers, printers, Internet gateways, Wi-Fi access points and mobile devices to seamlessly discover each other's presence on the network and establish functional network services i.e. data sharing, communications, and entertainment.
- UPnP is enabled by default on the LAN, but for extra security you may wish to disable UPnP.
- UPnP is not enabled on WAN (external network, Internet).
- It is recommended not to change the UPnP settings to avoid interfering with mobile data usage. Firewall settings are recommended to be configured by advanced users or your organisation IT department.
- Press the Help icon  to get in context tips.

## SETTINGS > FIREWALL > DMZ

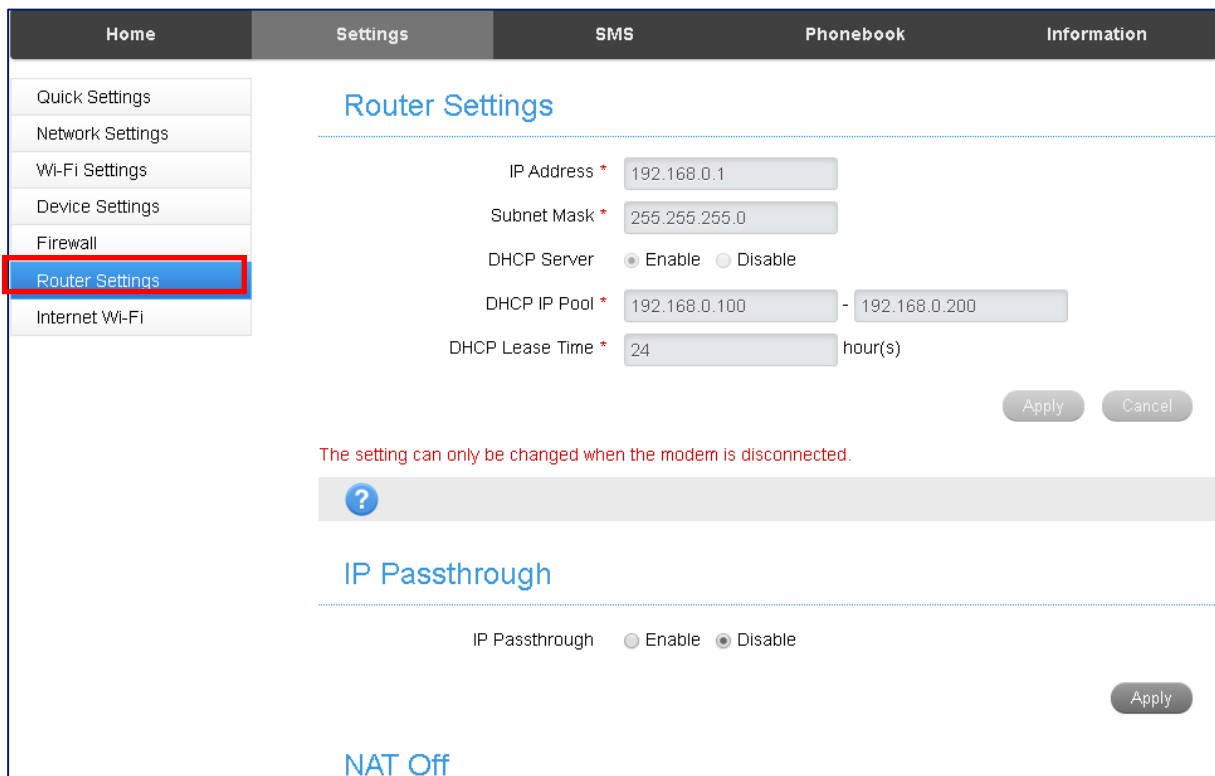


- Enable the DMZ Setting to open all ports from the WAN side (mobile network) to devices on LAN for a particular assigned IP address.
- It is recommended to set a static IP address for this device outside of the DHCP range.
- Press the Help icon (?) to get in context tips.

## SETTINGS > FIREWALL > SYSTEM SECURITY


- Enable or disable remote management (via WAN) and PING
- It is recommended not to change the Firewall settings to avoid interfering mobile data usage. Firewall settings are recommended to be configured by advanced users or your organisation IT department.

## SETTINGS > ROUTER SETTINGS



- Control the IP range for your network, and to enable or disable DHCP if required.
- IP Passthrough feature:
- This is an expert level feature and shall not be used unless you understand the implementation and requirements for this feature. Enabling IP passthrough will alter the MU500 functionality to behave in

bridge mode. Enabling this feature will limit you to have only a single device connection and it will be without the MU500 NAT routing protection. Use of this feature shall only be done using either Ethernet (preferred) or USB connection (not Wi-Fi). Wi-Fi shall be disabled given the restriction.

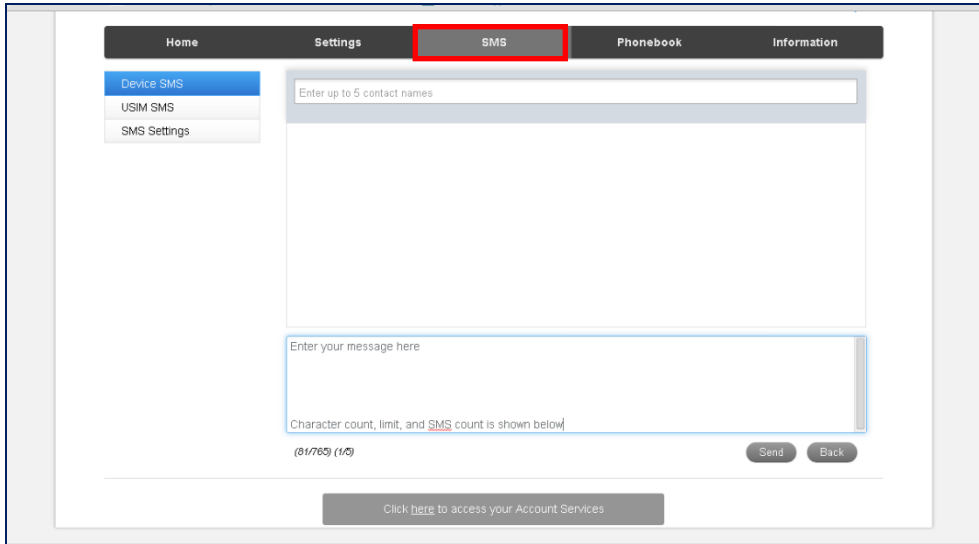
- NAT Off feature:
- This is an expert level feature and shall not be used unless you are directed by Telstra. This feature is only used with large corporate networking and requires specific mobile services and subscription services from Telstra Enterprise services. The configuration required for this feature includes many settings being modified on the MU500, only with your specific business devices connected to the Telstra 5G Wi-Fi Pro, and with the specific Telstra Enterprise mobile service in Telstra 5G Wi-Fi Pro before this feature can work. Telstra Enterprise team can explain the process and configuration settings which are used for enterprise connections via your Telstra 5G Wi-Fi Pro back to your work network.
- Press the Help icon  to get in context tips

## SETTINGS > INTERNET WI-FI



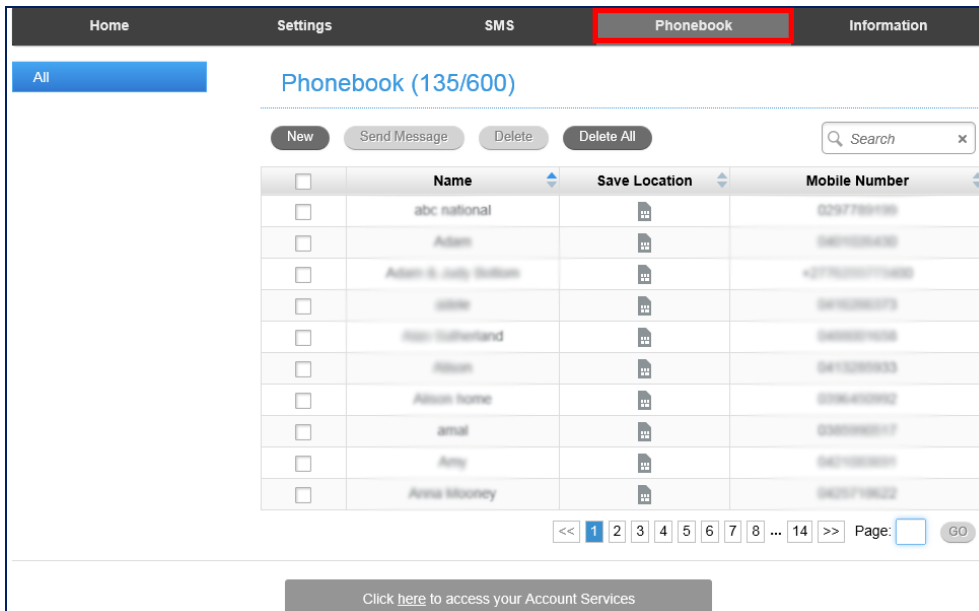
- Enable Telstra 5G Wi-Fi Pro to connect to another Wi-Fi network (i.e. home/work internet) available and use its internet connection instead of the mobile network.
- User can choose preferred Internet option via Wi-Fi network, or via WWAN (mobile network).
- When Internet Wi-Fi Switch option is enabled, it is not possible to disconnect WWAN connection, and the disconnect button is greyed out. This is due to the Wi-Fi Switch function overrides the manual disconnect feature. WWAN (mobile network) will be automatically disabled, when Telstra 5G Wi-Fi Pro is connected to the preferred Wi-Fi network.
- When you connect Telstra 5G Wi-Fi Pro to your preferred Wi-Fi network, the devices tethered to the Telstra 5G Wi-Fi Pro will be sharing the internet connection from the preferred Wi-Fi network.
- This versatile feature have multiple use cases, such as whilst at home, Telstra 5G Wi-Fi Pro can utilise home Wi-Fi network to conserve your mobile data consumption. Telstra 5G Wi-Fi Pro can also be used to extend your home Wi-Fi range to the tethered devices.

## SMS



- Press New to start a new SMS
- Click in the top box to add Contacts
- You can enter contact names in the Contacts field. The device also have search feature, which will list applicable matches when entered in the search box.
- Click within the bottom box to compose your SMS message
- Press Send button when done
- Threaded messages (messages sent and received to the same Contact) are displayed in the main panel.
- View SMS > SMS Settings to enable delivery reports if required, and to check the SMS centre number. By default Telstra 5G Wi-Fi Pro will read the SMS centre number configured on your SIM.

## PHONEBOOK



- Click Phonebook to view contacts stored on your SIM.
- When adding new contacts, you can choose to either store the new contact on the device internal memory or on SIM.
- Select the Contact to view more details, click Edit to make any changes, then select the Save location as Device.

## INFORMATION

### Device Information

USIM Card Number	— —
IMEI	865582040002686
IMSI	505013452056339
Signal Strength	-90 dBm
Frequency	15.0MHz@1800(B3) + 10.0MHz@2100(B1) + 20.0MHz@2600(B7) + 20.0MHz@2600(B7) + 20.0MHz@2600(B7) + 20.0MHz@AC700(B28)
5G Signal Strength	— —
5G Frequency	— —
Wi-Fi Name (2.4GHz SSID)	T5G_2x4437 <a href="#">Change</a>
Max Access Number (2.4GHz SSID)	15
Wi-Fi Name (5GHz SSID)	T5G_2x4437_5GHz <a href="#">Change</a>
Max Access Number (5GHz SSID)	15
LAN Domain	http://m.home
IP Address	192.168.0.1
WAN IP Address	10.96.89.123
WAN IPv6 Address	2001:8004:1580:0f52:40b4:99bb:2c95:065d

- Device detail such as IMEI, signal strength and more can be found under Information.
- Telstra 5G Wi-Fi Pro Wi-Fi SSID name can also be edited from this screen. Clicking on change will take you to the Wi-Fi settings page.

## EXTERNAL ANTENNA PORTS

- Under certain network conditions, using external antennas may improve your signal strength, however please consult your service provider to seek advice prior.
- The device supports dual TS9 connectors and dual antennas will likely to provide optimised signal quality using external antennas.
- Only use the external antennas with the TS9 connector.
- Please insert and remove the external antenna connections with care to avoid damaging the external antenna ports.
- Physical damage on the antenna ports will likely to render your device unusable and will not be covered by the manufacturer's warranty.
- Refer to your warranty card enclosed for full terms and conditions.

## TROUBLESHOOTING

If you experience connectivity issues or issues with the Telstra 5G Wi-Fi Pro device, please refer to the troubleshooting guide below. If the problem still persists, contact your service provider or check our website for more details at [ztemobiles.com.au](http://ztemobiles.com.au).

Issue	Possible cause	Solution
The user interface doesn't start after the modem is plugged in.	PC configuration is not correct. (No autorun)	Start the program manually by going Start > Program Files or use the shortcut on the desktop.
The modem shows no signal.	Device may be outside mobile network coverage.	Try change location, avoid underground and change device orientation until mobile reception is restored.
	Network coverage may be weak.	Consult your service provider to seek recommendation.
SIM is locked	SIM requires a PIN or PUK, or SIM may not have been inserted correctly.	Contact your service provider to obtain the PIN or PUK key. Check the SIM is active and have been inserted properly.
Data connection failed.	You may be outside of mobile network coverage.	Try moving location until you reception is restored.
The modem cannot connect to the internet in overseas	You may not have international roaming enabled on your mobile service.	Consult your service provider prior to your overseas trip to enable roaming with appropriate roaming plan.

## PRECAUTIONS AND SAFETY INFORMATION

- Some electronic devices are susceptible to electromagnetic interference. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the modem.
- Operating of laptop or desktop PCs with the modem may interfere with medical devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.
- Be aware of regulations when using the modem at places such as oil refineries or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
- Avoid touching the antenna area unnecessarily whilst connected. This can affect your modem performance and impact the signal quality.
- Store the modem out of the reach of children. The modem may cause injury or get damaged.



- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquid, high temperature or shock.
- Only use original accessories or accessories that are authorised by the manufacturer. Using unauthorised accessories may affect your modem's performance or damage your modem.
- Avoid using the modem in areas that emit electromagnetic waves or in enclosed metallic structures eg lifts.
- The modem is not waterproof. Please keep it dry and store it in a cool, dry place.
- Don't use the modem immediately after a sudden temperature change e.g. from an airconditioned environment to high temperature and high humidity area. In such cases there could be condensing moisture inside the modem which can cause internal damage. Unplug the modem and leave it for minimum 30 minutes before use.
- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair attempt will void the warranty.
- Install and remove external antennas with care. The correct adaptor type (TS9) must be used. The ports are delicate and must be handled with care. Do not pull or tug on the antenna leads and take care not to trip over them when plugged in.
- Physical damage to the antenna ports will render your device unusable and is not covered by the manufacturer's warranty.
- Do not disassemble the case, do not disassemble or short circuit the battery terminals.
- Do not dispose of the unit in a fire, the battery may explode.
- At the end of life of the equipment, return the product to a suitable recycling agent such as Mobile Muster.

#### RF SAFETY INFORMATION

The Wi-Fi modem 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 and may cause the modem to operate at a higher power level than needed.

#### RADIO FREQUENCY ENERGY

The Wi-Fi modem 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 optimized 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 modem transmits at a higher power level and may get hot.

#### DECLARATION OF CONFORMITY – SPECIFIC ABSORPTION RATE (SAR)

The Wi-Fi modem is designed to be used in close proximity to 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 (Electromagnetic 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 10mm from the body. The worst case simultaneous Wi-Fi and RF SAR result for this device is published on

[ztemobiles.com.au/MU500.htm](http://ztemobiles.com.au/MU500.htm)



## TECHNICAL SPECIFICATIONS

	5G mmW n258, Sub 6G n78, n5, n7
Network compatibility	LTE Band 1, 3, 7, 8, 28 UMTS 850, 2100 MHz
Chipset	SDX55 + QCA6391
Wi-Fi	802.11a/b/g/n/ac/ax 2*2 MIMO
Dimensions	133 x 73 x 18.5mm, 230g
Data Rates*	5G download speeds depend on available network conditions and combinations. LTE download speeds up to 2Gb/s HSPA+ Downlink up to 42Mb/s
Battery	4500mAh internal battery, user replaceable
Operating Time**	Active battery up to 8 hours. Standby time up to 400 hrs.
Connectivity	Charging and tethered modem port USB-C 3.1, LAN interface
Current	Resting: 100mA rms Max: 500mA rms
Operating systems	Any Wi-Fi enabled device, Windows 10, 8, MAC OS X 10.7 and above
Antenna ports	Dual TS9 connectors
SIM Card	Nano SIM, 4FF
Temperature	-5°C to +40°C

\* Download speeds will vary due to distance from the cell, local conditions, user numbers, file source, hardware, software and other factors.

\*\* Operation and Standby times depend on a number of conditions and are measured in ideal conditions.

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The manual is published by ZTE Corporation. We reserve the right to make modifications on errors or update specifications without prior notice.

The worst case simultaneous Wi-Fi and RF SAR result for this device is published on [ztemobiles.com.au/MF500.htm](http://ztemobiles.com.au/MF500.htm)

Search 'ZTE Australia' on Facebook and Twitter to keep in touch.



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