USER GUIDE

inseego

MiFi 8000

4G LTE Wireless Mobile Hotspot

©2020 Inseego Corp. All rights reserved. The information contained in this document is subject to change without notice and should not be construed as a commitment by Inseego Corp.

Patents and Licenses

For a complete list of all Inseego Corp. patents, visit www.Inseegowireless.com/intellectual-property/.

Software License

Proprietary Rights Provisions:
Any software drivers provided with this product are copyrighted by Inseego Corp. and/or Inseego Corp.' suppliers. Although copyrighted, the software drivers are unpublished and embody valuable trade secrets proprietary to Inseego Corp. and/or Inseego Corp. suppliers. The disassembly, decompilation, and/or Reverse Engineering of the software drivers for any purpose is strictly prohibited by international law. The copying of the software drivers, except for a reasonable number of back-up copies is strictly prohibited by international law. It is forbidden by international law to provide access to the software drivers to any person for any purpose other than processing the internal data for the intended use of the software drivers.

U.S. Government Restricted Rights Clause:
The software drivers are classified as "Commercial Computing device Software" and the U.S. Government is acquiring only "Restricted Rights" in the software drivers and their Documentation.

U.S. Government Export Administration Act Compliance Clause:
It is forbidden by US law to export, license or otherwise transfer the software drivers or Derivative Works to any country where such transfer is prohibited by the United States Export Administration Act, or any successor legislation, or in violation of the laws of any other country.

Trademarks and Service Marks

Inseego Corp. is a trademark of Inseego Corp., and the other trademarks, logos, and service marks (collectively the "Trademarks") used in this user manual are the property of Inseego Corp. or their respective owners. Nothing contained in this user manual should be construed as granting by implication, estoppel, or otherwise, a license or right of use of Inseego Corp. or any other Trademark displayed in this user manual without the written permission of Inseego Corp. or its respective owners.

- Inseego Corp., and the Inseego Corp. logo are all trademarks of Inseego Corp.
- MiFi® and the MiFi logo are registered trademarks of Inseego Corp.
- Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- Apple®, Mac®, and Mac OS® are trademarks of Apple, Inc., registered in the U.S. and other countries.
- Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

The names of actual companies and products mentioned in this user manual may be the trademarks of their respective owners.

FCC ID: PKRISGMiFi8000
PN: 90027135-001_R4_UG_MiFi8000
Please visit www.inseego.com for the latest information about your device.

Contents

Overview 1

Overview 2
- Package Contents 2
- System Requirements 2
- About MiFi 8000's Internet Connection 3
- Caring for Your MiFi 8000 3

About Your MiFi 8000 4
- Status Indicators 5

Power Management 7
- Charging Your MiFi 8000 7
- Using Your MiFi 8000 to Charge Other Devices 7
- Replacing the Battery 8
- Battery Tips 9
- Replacing the 4G LTE SIM Card 10

Using Your MiFi 8000's Touchscreen 11

Turning Your MiFi 8000 On and Off 12
- Connecting to Your MiFi 8000 12

Using Your MiFi 8000's Touchscreen 13
- The Home Screen 13

Managing Your MiFi 8000 Using the Touchscreen 15

About this Chapter 16
Wi-Fi 16
Connected Devices 17
Data Usage 17
Settings 18
Universal Charging 18
USB File Share 19
Update Device 19
About MiFi 20
Help 20

Managing Your MiFi 8000 Admin Website 21

About this Chapter 22
Accessing the MiFi 8000 Admin Website 22
Changing your MiFi 8000 Admin Password 23
MiFi 8000 Admin Website Home Screen 24
Checking Data Usage 24
Managing Wi-Fi 25
- Settings Tab 25

Primary Network Tab. 26
Guest Network Tab 27
Managing Connected Devices 27
Changing the Maximum Number of Connected Devices 28
Blocked Devices 28
Managing USB File Share 29
Managing Settings 30
Preferences Tab. 31
Notifications & Alerts Tab 32
Software Update Tab 32
Backup and Restore Tab. 33
GPS Tab 34
Advanced Tab 35
About 46
Internet Status Tab. 46
Internet Sessions Tab 47
Diagnostics Tab. 47
Device Info Tab 47
Logs Tab. 48
Getting Help 46

Troubleshooting 50

Overview. 51
Common Problems and Solutions 52
Technical Support 56
Technical Support 56

Product Specifications and Regulatory Information 57

Product Specifications 58
General 58
Technology/Bands. 58
Environmental. 59
Regulatory Statements 60
Wireless Communications. 62
Limited Warranty and Liability 62
Safety Hazards. 63
Proper Battery Use and Disposal 65

Glossary. 66

1

Overview

Overview
About Your MiFi 8000
Power Management

Overview

Congratulations on your purchase of the Inseego MiFi 8000®.

With the MiFi 8000 you can access 4G LTE networks for faster apps, uploads and downloads. Connect up to 15 Wi-Fi enabled devices to the Internet at once - laptops, tablets, e-readers, gaming consoles and more* - and experience download speeds up to 10 times faster than with Inseego's 3G*.

The MiFi 8000 is also backwards compatible to 3G networks, ensuring reliable connectivity when you need it most.

Package Contents

The MiFi 8000 package includes:

- MiFi 8000
- 4400mAh Standard Lithium Ion Battery
- Pre-installed 4G LTE SIM Card (4FF)*
- QuickCharge Charger
- Type A to Type C USB Cable
- Wireless Brochures

** SIM card may or may not be pre-installed by network operator*

System Requirements

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

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

Your MiFi 8000 must have proper data service to function.

About MiFi 8000's Internet Connection

With LTE you can get the 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 802.11a/b/g/n/ac

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

Caring for Your MiFi 8000

Like any electronic device, the MiFi 8000 must be handled with care to ensure reliable operation. Inseego Corp recommends the following guidelines:

- Protect the MiFi 8000 from liquids, dust, and excessive temperatures.
- Do not apply adhesive labels to the MiFi 8000; they might cause the MiFi 8000 to potentially overheat and they might alter the performance of the antenna.
- Store the MiFi 8000 in a safe place when not in use.

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

About Your MiFi 8000

❶ **Power Button** — Powers the MiFi 8000 on and off.

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

❸ **Test Port**

❹ **USB-C Port** — Use to connect the QuickCharge charger, Internet over USB-C, to charge one additional wireless device, and MiFi Share file sharing via mass storage.

❺ **Test Port**

❻ **Master Reset Hole** — Use to reset MiFi 8000 back to original factory settings.

❼ **Battery Compartment** — 4400mAh standard lithium ion battery.

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

Status Indicators

DISPLAY ICON		DESCRIPTION
No icons		The MiFi 8000 is powered off or not receiving power, or the screen is in power-saving mode.
Network Signal Strength		Network Signal Strength Indicator. More bars indicate more signal strength.
Activity Indicator		Data is being transferred between the mobile network and your MiFi 8000.
Roaming	R	Roaming indicator.
Wi-Fi Indicator		Your MiFi 8000 Wi-Fi network in turned ON.
Messages		You have unread messages.
Connected Devices		Shows the number of Wi-Fi devices connected to your MiFi 8000.
Battery Charge Indicator		The battery is fully charged.
Battery Charge Indicator		The battery is critically low and the MiFi 8000 will shut down unless the battery is connected to the charger.
Battery AC Charging Indicator		Displays when the MiFi 8000 is connected to the AC charger.
Battery USB Charging Indicator		Displays when the MiFi 8000 is connected via USB and is charging.

OTHER ICONS

SIM not detected		If this icon is displayed, there is no SIM card installed.
SIM card locked		If this icon is displayed, your SIM is locked. Real-time data usage meter will not display.
SIM Error		If this icon is displayed, there is a SIM error. Check to be sure your SIM card is properly installed.
USB Tethered		If this icon is displayed, your MiFi 8000 is connected to Wi-Fi via USB.
Software Update		Scroll and select the icon to display the current SW version, and to download and install an update.
MiFi Share		USB Mass storage device in use.

Power Management

Charging Your MiFi 8000

IMPORTANT Before you use your MiFi 8000, be sure to charge the battery for at least three hours to ensure a full initial charge. When fully charged, the battery has up to 24 hours of life.

To charge the battery:

1. Connect the USB end of the QuickCharge charger into the charging port of the MiFi 8000.
2. Plug the other end of the wall charger into the appropriate electrical outlet. When the battery is fully charged, the battery icon will turn solid black.

Before using your MiFi 8000, read the battery safety information in the "Safety Hazards" section of this guide. (See Proper Battery Use and Disposal on page 124.)

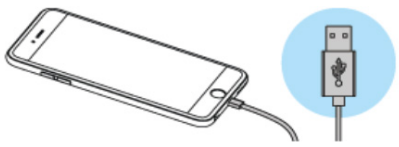
CAUTION! Use only batteries and chargers with your MiFi 8000 that have been approved by Inseego Corp for optimal performance and safe operation.

Using Your MiFi 8000 to Charge Other Devices

The universal charging port allows you to charge an additional device such as a phone or tablet, using your MiFi 8000.

To charge an additional device:

1. Connect the USB cable to the device to be charged.
2. Connect the other end of the USB cable to the Universal Charging port on the MiFi 8000.



To check your MiFi 8000's battery level, from the Home screen, tap **Menu > Universal Charging.**

Replacing the Battery

To remove and replace the battery:

❶ Insert your fingernail in the battery removal groove at the top edge of the battery cover, then lift and remove the battery cover. Set the cover aside.

❷ Insert your finger into the battery removal divot and lift the battery out of the battery compartment.

❸ Align the gold contacts on the new battery with the gold contacts on the MiFi 8000 and gently slide the battery into place.

4. Replace the cover by setting it on the MiFi 8000 where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.

Battery Tips

WARNING! Always use only approved batteries and chargers with your MiFi 8000. The warranty does not cover damage caused by non-approved batteries and/or chargers.

- Do not use sharp objects or use excessive force to remove the battery or to access the battery well, this may damage the MiFi 8000 and the battery.
- The battery discharges more rapidly as additional devices access your MiFi 8000.
- 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 8000 in an unattended vehicle where it can get too hot or too cold.
- 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.

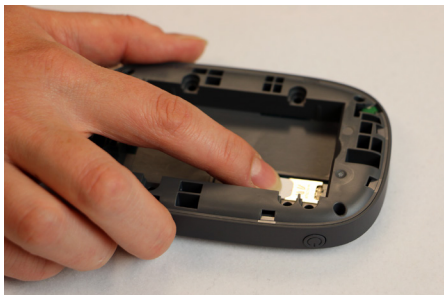
IMPORTANT Whenever you remove or insert the battery, ensure your MiFi 8000 is not connected to any device or power source. Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result in puncturing the battery.

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. A SIM card may or may not be pre-installed by your network operator. If your MiFi8000 did not include a SIM card, please contact your network operator.

To remove the 4G LTE SIM card:

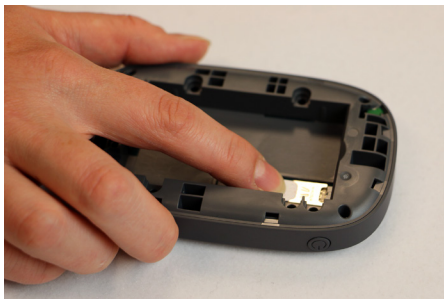
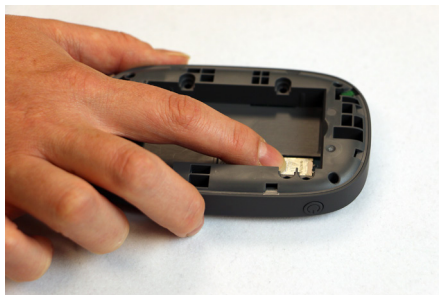
1. Insert your fingernail in the battery removal groove at the top edge of the battery cover, then lift and remove the cover. Set the cover aside.
2. Remove the battery from the battery well.
3. Carefully slide the SIM card backwards to remove from the SIM card slot.



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

To install a new 4G LTE SIM card:

1. Lift to open the battery cover located on the back of the MiFi 8000.
2. If necessary, remove the SIM card from the outer card, being careful not to touch the gold-colored contacts.
3. Hold the card with the gold-colored contact points facing down.
4. Insert the SIM card into the slot. The SIM card MUST remain in the SIM card slot when in use.

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

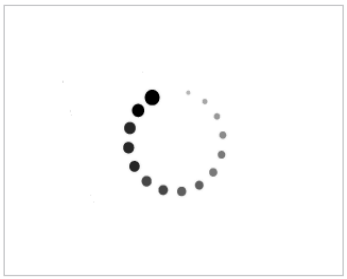
2

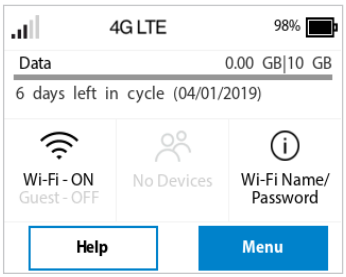
Using Your MiFi 8000's Touchscreen

Turning Your MiFi 8000 On and Off
Using Your MiFi 8000's Touchscreen

Turning Your MiFi 8000 On and Off

- To turn your MiFi 8000 on, press and hold the **Power** button for 2 seconds.





- To turn it off, press and hold the **Power** button for 3 seconds..
- To wake the MiFi 8000 display, press and release the **Power** button.

Connecting to Your MiFi 8000

You can use the MiFi 8000 as a wireless mobile hotspot to connect your computer and up to a total of 15 Wi-Fi enabled devices to the mobile broadband network.

To connect to your MiFi 8000:

1. Turn on your Wi-Fi enabled device and your MiFi 8000. The MiFi 8000 will broadcast its own wireless network and name.

   Tip! The steps to connect to a Wi-Fi network vary depending on your device and software. See your device's User Guide for more information.

2. When prompted, enter your Wi-Fi Network password. The MiFi 8000 Home screen should now show an additional connected device. Your Wi-Fi enabled device is now connected to the Internet.
3. You can view or change MiFi 8000 settings by connecting to the MiFi 8000 Admin website at http://my.MiFi or http://192.168.1.1.

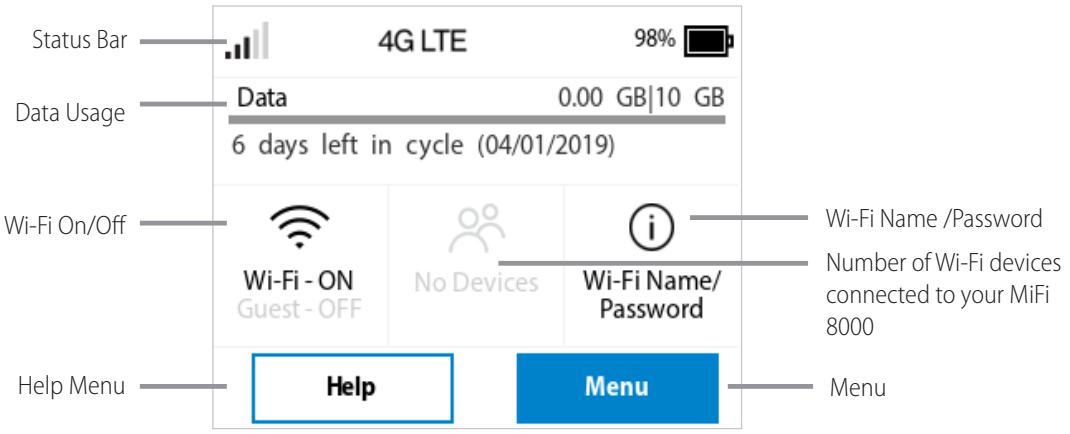
IMPORTANT Charge the battery completely before you connect your computer to your MiFi 8000. (See Power Management.)

Using Your MiFi 8000's Touchscreen

From the MiFi 8000's touchscreen, you can check your MiFi 8000's status, view your current data usage, see details about your Wi-Fi and connected devices, and more.

The Home Screen

The Home screen lets you see what your MiFi 8000 is doing at a glance.

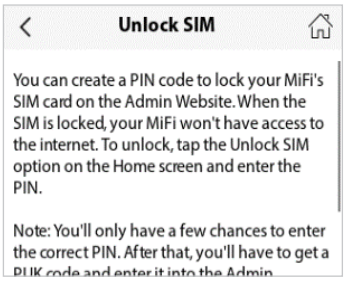


MiFi 8000 Home Screen

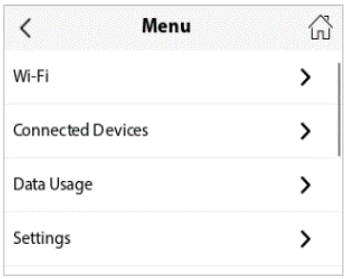
At the top of the screen, you'll see status indicators for network signal strength , data traffic activity , unread Inseego system messages , roaming , and battery .

The Data Usage section shows how much of your monthly data you've used and how much time is left until the next billing cycle.

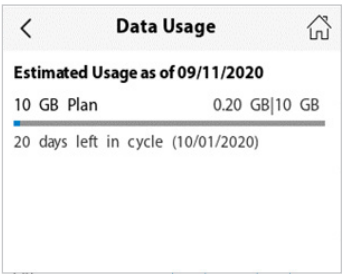
NOTE If SIM Lock is turned on, or if another device is connected to the Universal Charging port and being charged, the Data Usage meter won't be shown. Scroll and tap the Data Usage icon to view your current data usage details.



Unlock SIM



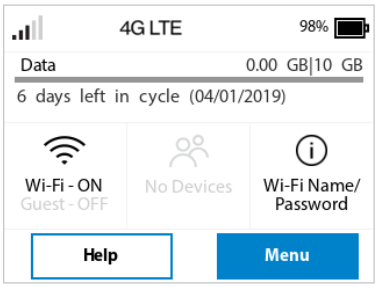
Select Data Usage



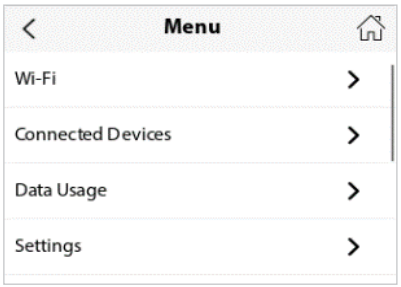
View Data Usage

The middle of the screen shows you if Wi-Fi is on or off, and how many devices are connected to your MiFi 8000's Wi-Fi network and your Wi-Fi Name and Password.

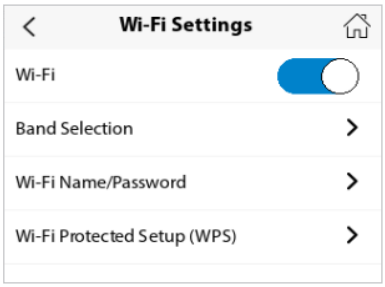
NOTE For information on changing your Wi-Fi Name and Password, see Managing MiFi 8000 Settings.



Tap Menu to open menu options



Swipe up/down to desired option



Tap to view desired option

3

Managing Your MiFi 8000 Using the Touchscreen

About this Chapter
Wi-Fi
Connected Devices
Data Usage
Settings
Universal Charging
USB File Share
Software Update
About Device
Help

About this Chapter

You can manage, monitor, and customize your MiFi 8000 settings directly on the MiFi 8000's touchscreen, or by using the MiFi 8000 Admin website.

In this chapter, we will show you what features you can manage on your MiFi 8000's touchscreen.

For website instructions, including features that can only be managed on the website, see Chapter 4, **Managing Your MiFi 8000 Using the MiFi 8000 Admin Website.**

For general instructions on using your touchscreen, see Chapter 2, **Using your MiFi 8000's Touchscreen.**

Wi-Fi

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

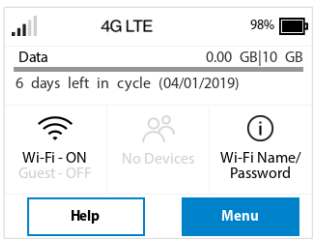
❶ From the Home screen, select **Menu > Wi-Fi**.

❷ Select **Wi-Fi** to display the Wi-Fi options.

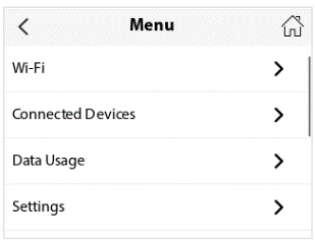
- Select **Wi-Fi Band Selection** to select your Primary and Guest Network settings.

NOTE Use the Guest Network to temporarily share Internet access with guests. It creates a separate Wi-Fi network with a different name and password, and provides the same configuration options as the Primary network. Users on the Guest network are isolated from users on your primary network. You can choose to use the Guest Network under either the **2.4 GHz** band or **5 GHz** band or don't select either band to turn it off.

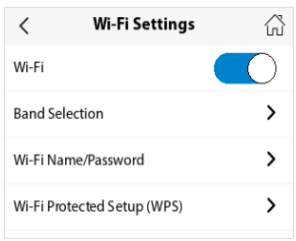
- Select **Wi-Fi Name/Password** to display your current Primary and Guest Network Wi-Fi Name and Password settings.
- Select **Wi-Fi Protected Setup (WPS)** to allow compatible Wi-Fi devices to easily connect to your MiFi 8000's Primary or Guest network.



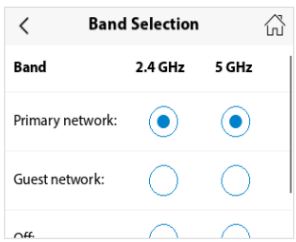
Tap Menu



Select Wi-Fi



Select Wi-Fi option



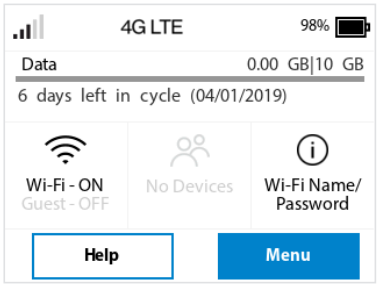
View Wi-Fi option details

Connected Devices

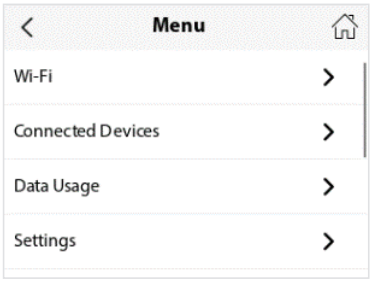
From the Home screen, tap **Menu > Connected Devices**.

From here you can tap **Primary Network, Guest Network** or **USB** to see the DNS and MAC details for each device connected to the MiFi 8000, and to block or unblock each device.

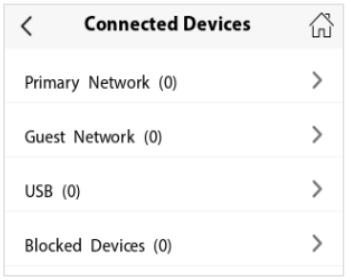
You can also tap to see a list of **Blocked Devices** and unblock devices from that screen.



Tap Menu



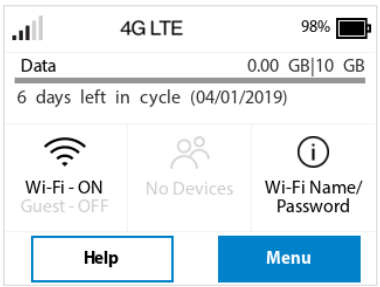
Select Connected Devices



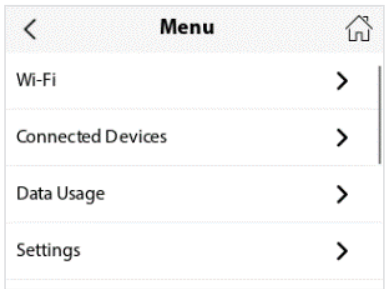
Select Network or Blocked Devices

Data Usage

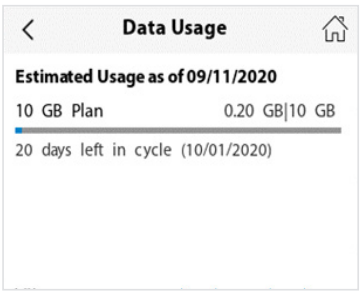
To see your estimated data usage, from the Home screen tap **Menu > Data Usage**.



Tap Menu



Select Data Usage



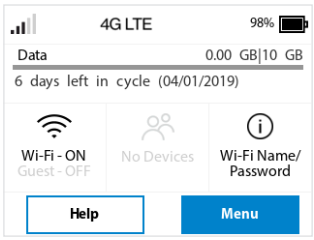
View data usage

Settings

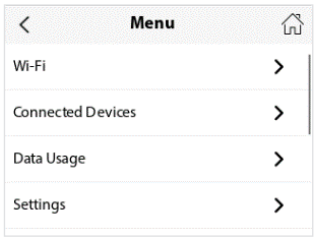
You can change various **MiFi 8000 Settings** or reset your MiFi 8000 to the original factory settings.

From the Home screen, tap **Menu > Settings**, then choose from one of the following to see the options for that setting:

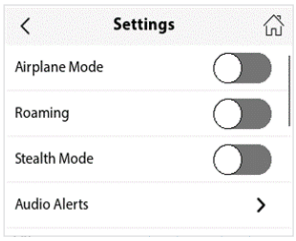
- **Airplane Mode**
- **Roaming**
- **Stealth Mode**
- **Audio Alerts**
- **Languages**
- **Screen Timeout**
- **Network Settings**
- **Sleep Mode**
- **Factory Reset**
- **Advanced Settings**



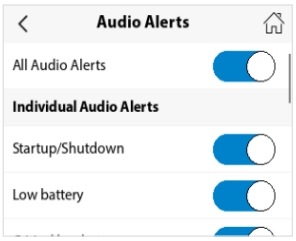
Tap Menu



Select Settings



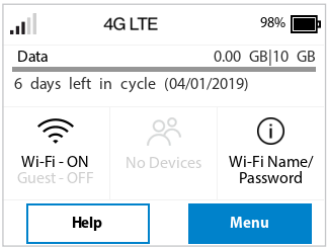
Select desired setting



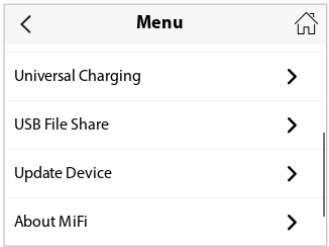
View setting options

Universal Charging

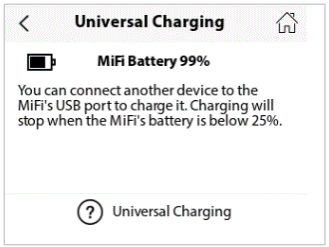
To see your MiFi 8000 battery charging status and universal charging information, from the Home screen tap **Menu > Universal Charging.**



Tap Menu



Select Universal Charging



View battery charging information

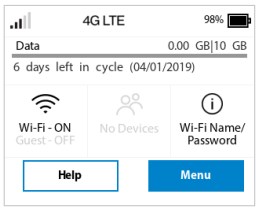
USB File Share

USB File Share lets you share files and folders with connected devices on the MiFi 8000's Wi-Fi network when a USB mass storage device is connected to the USB C port.

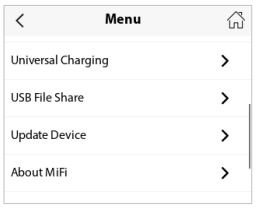
To set-up your MiFi settings:

1. From the Home screen, tap **Menu > USB File Share > USB file share settings.**
2. Select your desired option and tap the **ON/OFF** button to turn the setting ON or OFF.
3. Select the type of access.

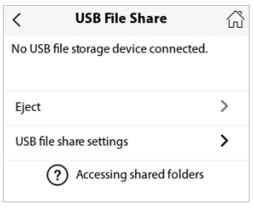
NOTE To see instructions on how to access shared folders, sign in to the MiFi 8000 Admin Website and go to **USB File Share > How do I access the shared folders?**



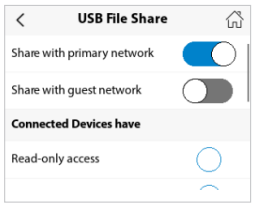
Tap Menu



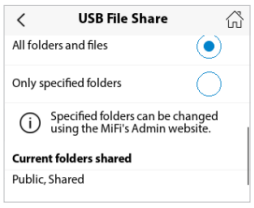
Select USB File Share



Select USB file share settings



Select share settings



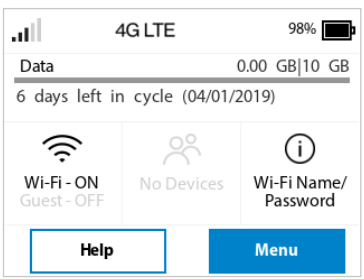
Select share settings

Update Device

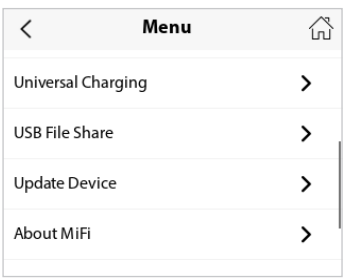
Update Device allows you to view the current software version and when the last check was made for updates, lists available updates, and provides an update history.

To check for an update:

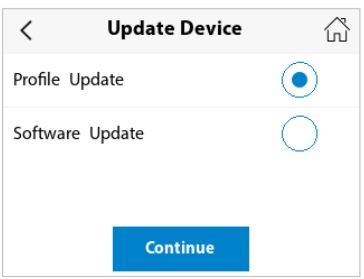
1. On the Home screen, tap **Menu > Update Device** to display the current software and update information. Select **Profile Update** or **Software Update**, then tap **Continue** to view your update options.
2. If a software update is available, you can choose to download and install the update using your MiFi 8000. Data usage charges may apply depending upon your data/rate plan.



Tap Menu



Select Update Device

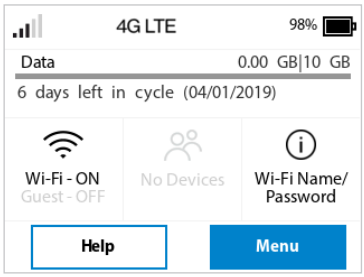


Select update type

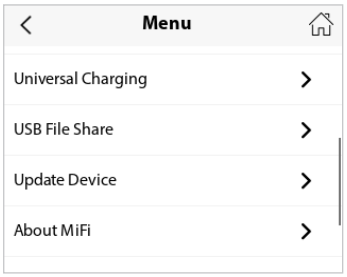
About MiFi

About MiFi displays information about your MiFi 8000.

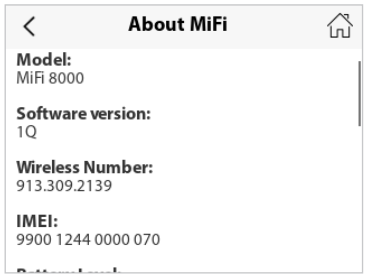
1. On the Home screen tap **Menu > About MiFi**.
2. Swipe up or down to see the battery charge level, Internet status, technology, network signal strength, SNR, and roaming status.



Tap Menu



Select About MiFi

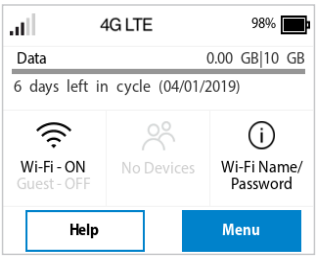


View MiFi 8000 details

Help

You can get help right from your MiFi 8000's touchscreen.

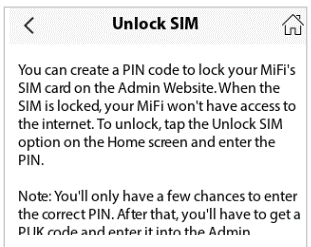
1. On the Home screen, tap **Help** to open the Help screen options. Help options include **Customer Support**, **Admin Website**, **Guest Wi-Fi, Wi-Fi Protected Setup (WPS), Tutorial, Unlock SIM**, **Universal Charging, MiFi Share** and **GPS**.
2. Swipe up/down to highlight the desired Help option,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



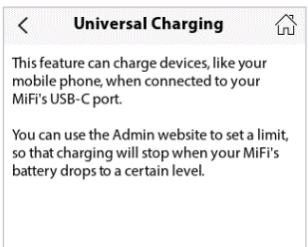
Tap Help

Select desired Help topic

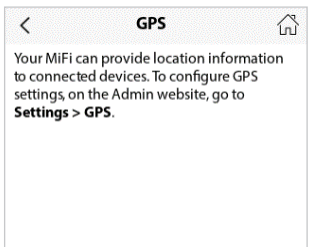
Admin Website Help



Unlock SIM Help



Universal Charging Help



GPS Help

4

Managing Your MiFi 8000 Admin Website

About this Chapter
Accessing the MiFi 8000 Admin Website
Changing your MiFi 8000 Admin Password
MiFi 8000 Admin Website Home Screen
Checking Data Usage
Managing Wi-Fi
Managing Connected Devices
Managing USB File Share
Managing Settings
About
Getting Help

About this Chapter

In this chapter, we will show you how to manage your MiFi 8000 using the MiFi 8000 Admin website.

From the MiFi 8000 Admin website, you can customize settings including Wi-Fi settings, passwords, GPS options, and more. You will also find links to the My Inseego website and other online tools to help you get the most out of your MiFi 8000.

NOTE For instructions on managing your MiFi 8000 using it's touchscreen, see Chapter 3, **Managing Your MiFi 8000 Using the Touchscreen.**

Accessing the MiFi 8000 Admin Website

To connect to the MiFi 8000 Admin website:

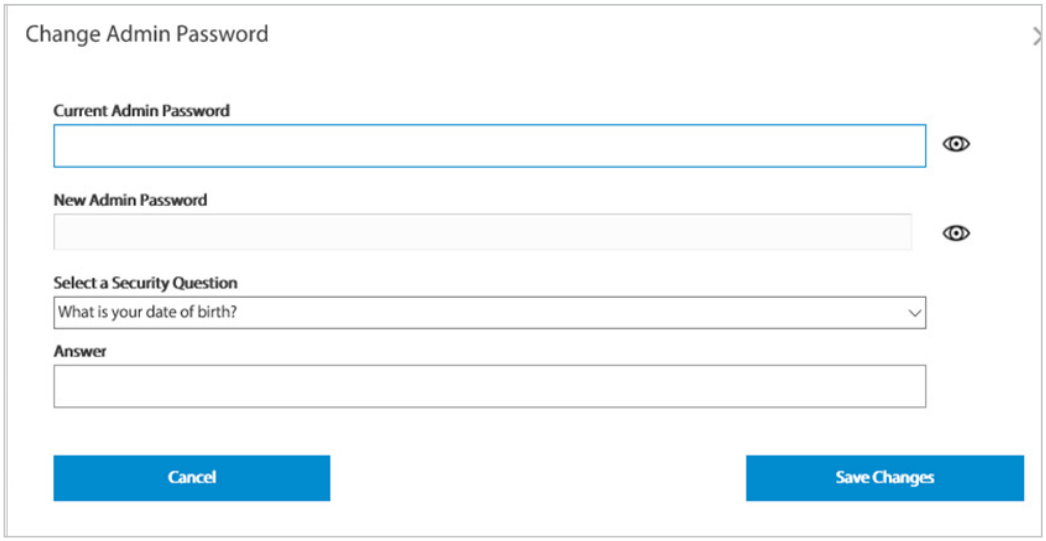
1. Connect your Wi-Fi capable device to the MiFi 8000. (See Connecting to Your MiFi 8000.)

   NOTE You must be connected to your MiFi 8000's Wi-Fi network to access the Admin website.

2. Open a web browser on your connected device and enter http://my.MiFi or http://192.168.1.1.
3. Click **Sign In** in the upper right corner of the screen and sign in with your MiFi 8000 Admin password. When you first get your MiFi 8000, this will be the same as your Wi-Fi password.
4. You can also check your messages, change your Admin password, restart your MiFi 8000, or sign out from the Sign In drop down menu.

Changing Your MiFi 8000 Admin Password

The Admin Password is used to sign in to Settings.



To change your Admin Password:

❶ On the Admin website Home screen, select **Admin Settings** from the Sign In drop down menu. Enter your current Admin password in the **Enter current password** box, then click **Continue**.

❷ Enter your new password in the **Enter new password** box, then re-enter your new password in the **Confirm new password** box.

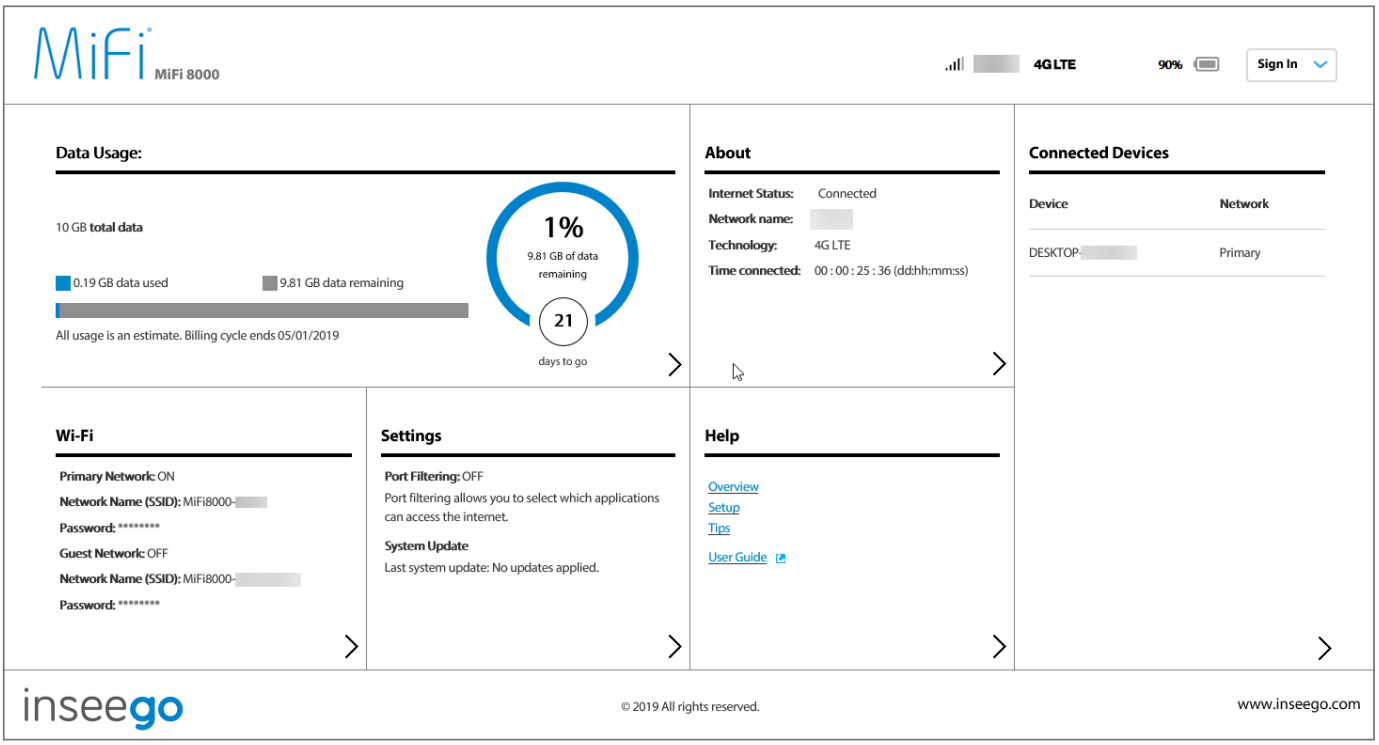
❸ Select a security question from the drop down menu and enter the answer in the **Answer Security Question** field. Click **Save Changes**.

NOTE The next time you sign in to MiFi 8000 Settings, you will need to use the new password.

MiFi 8000 Admin Website Home Screen

My MiFi 8000 Home page allows you to quickly access commonly used links and all available menu options for your MiFi 8000, and contains the following quick link menu options:

- **Data Usage**
- **Wi-Fi**
- **Connected Devices**
- **USB File Share**
- **Settings**
- **About**
- **Help**



Checking Data Usage

Current estimated data usage displays on the Home page, including data used, data remaining, days to go and billing cycle end date.

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

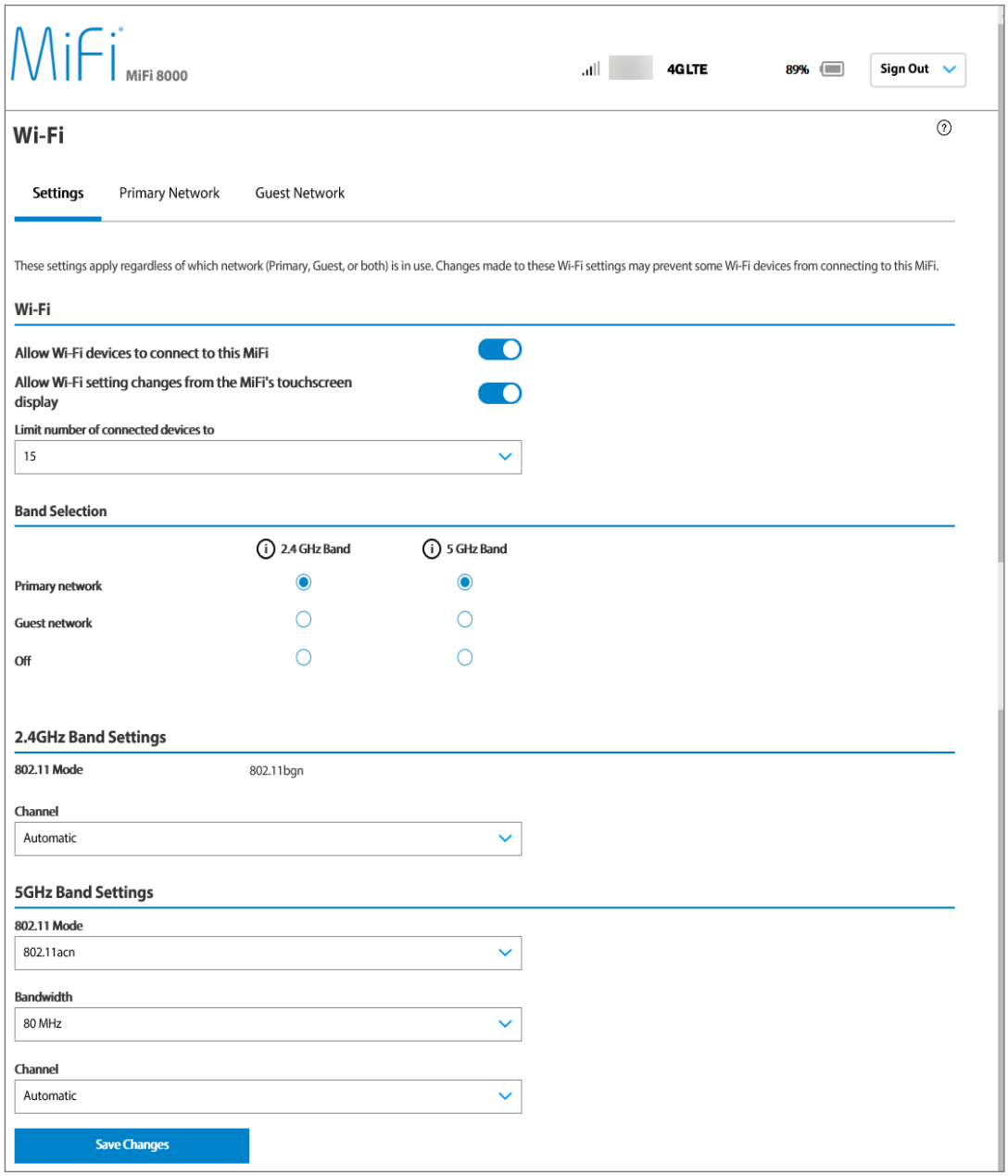
Managing Wi-Fi

The Wi-Fi page lets you manage your MiFi 8000's Wi-Fi settings. This page is divided into three tabs:

- **Settings**
- **Primary Network**
- **Guest Network**

Settings Tab

From the Settings tab, you can turn your MiFi 8000's Wi-Fi ON/OFF, change Network and Wi-Fi Connections Settings, and customize Band Settings.



To turn **Wi-Fi** ON/OFF, use the ON/OFF slider and then click **Save Changes** at the bottom of the screen.

To select or turn off **Band Selections** for the Primary and Guest networks, mark the buttons for 2.4GHz Band and 5GHz Band. Choose **Off**, **Primary network**, or **Guest network.**

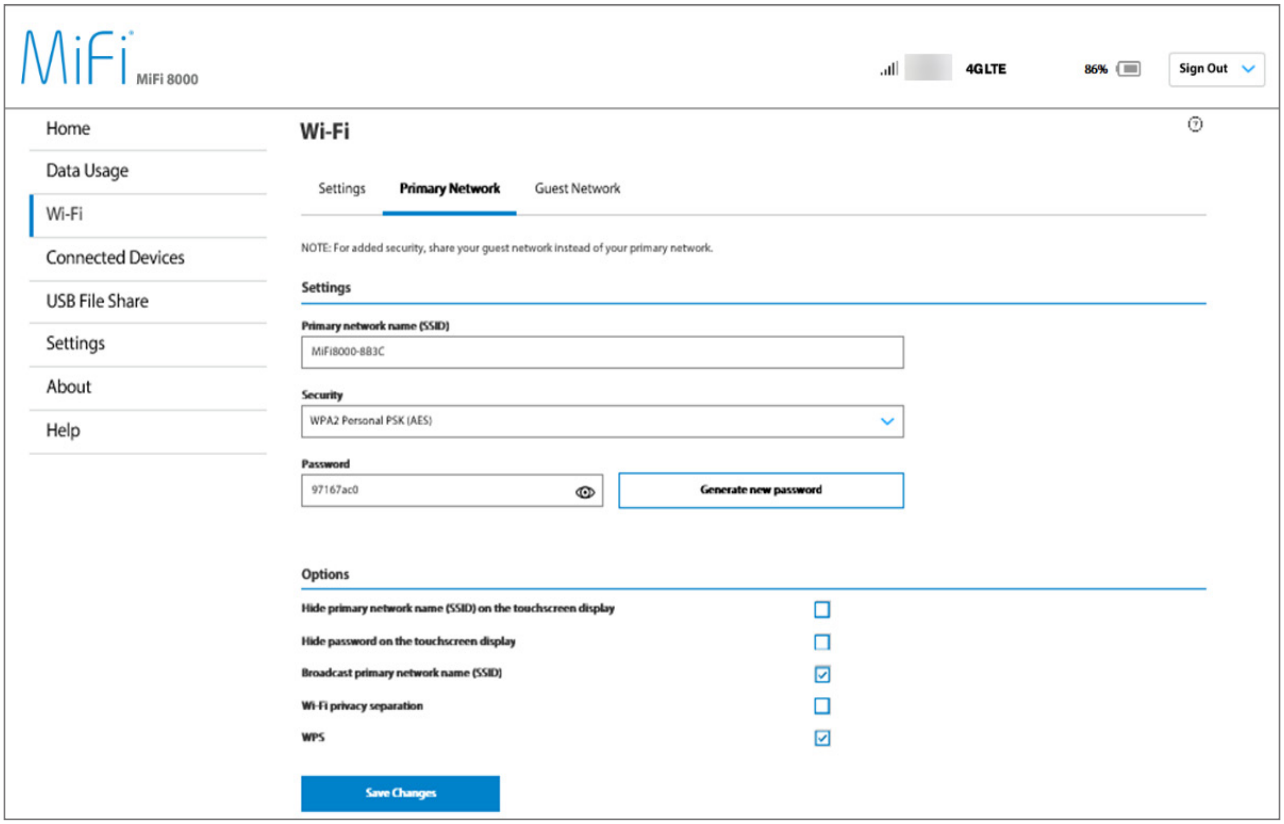
To change the maximum number of Wi-Fi devices that can connect to the MiFi 8000 (the default is set to 15), make your selection from the **Limit connected devices to** dropdown menu.

To customize the **Band Settings**:

1. Click on the **2.4GHz Band Settings** or **GHz Band Settings** link to display the available Band Settings options.
2. Make your **Mode**, **Channel**, and **Bandwidth** selections from the dropdown menus and then click **Save Changes**.

Primary Network Tab

From the Primary Network tab, you can change your Wi-Fi Name (SSID) and Password, select the type of security, and select oOptions for your primary network.



To change the **Primary Network name (SSID)** enter the new Wi-Fi name.

To change the type of Wi-Fi security for the Primary Network, choose an option from the **Security** dropdown menu.

To change the Primary Network Wi-Fi **Password**, enter the new password into the field or click **Generate new password**. Then click **Save Changes.**

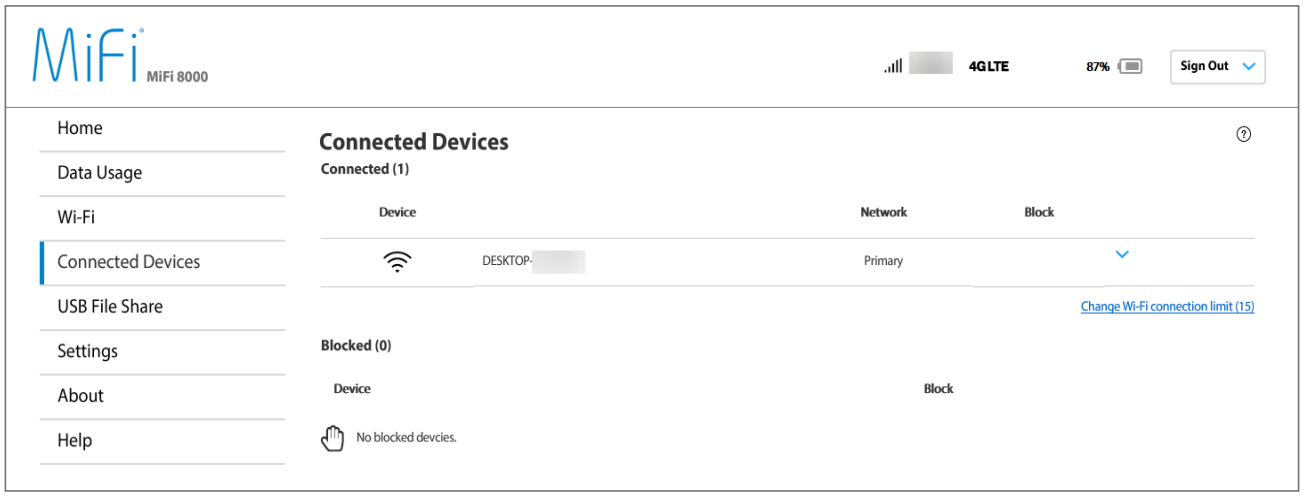
To select **Options** for the Primary Network, such as **Broadcast Wi-Fi Name (SSID)** and **WPS**, click the checkboxes to turn options ON or OFF and then click **Save Changes**.

Guest Network Tab

The same settings described above for the Primary Network are available for the Guest Network..

Managing Connected Devices

The **Connected Devices** page lets you view and edit devices that are currently connected to your MiFi 8000. You can also block or unblock a device from Internet access.



To view details on a device or change the name of the device as it appears in this Web UI, click the down arrow icon on the right to expand the device row. The following information appears:

- **Name** — To change how the device name appears in this Web UI, enter a different name.

  NOTE This only changes the device name in the MiFi 8000 Web UI.
- **IPv4** — The IP address of the connected device.
- **MAC Address** — The MAC Address (unique network identifier for this connected device).
- **Link Local** — The Link-Local IPv6 address if the connected device supports IPv6.

Click the up arrow icon to collapse the row.

You can also see information on **Blocked Devices**, including the name and MAC address of any blocked devices.

Changing the Maximum Number of Connected Devices

To change the maximum number of connected devices, click the **Change Wi-Fi connection limit (15)** button, select a number and click **Save Changes**.

Blocked Devices

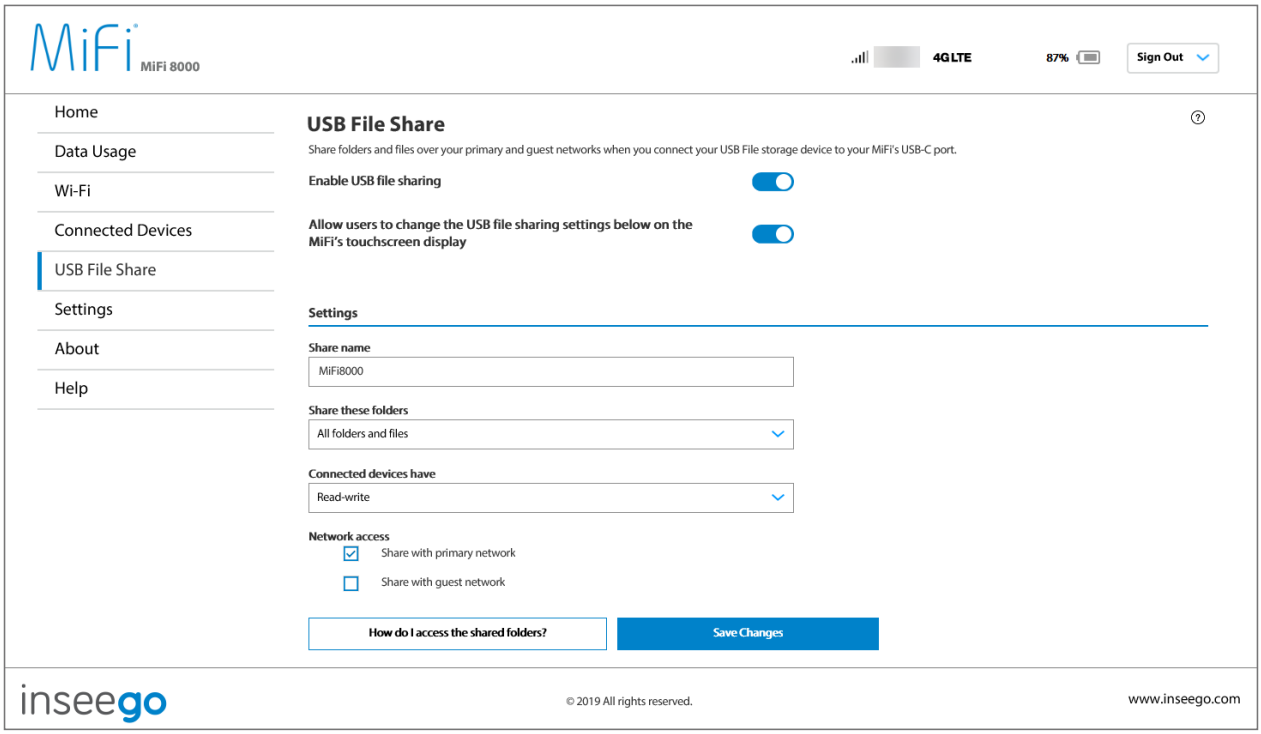
The Blocked Devices section lists any devices you have blocked. Note that since these devices are not currently connected, and are blocked from connecting, they do not have an IP address. Instead, they are identified by their name and MAC address.

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

Managing USB File Share

Share folders and files, over your primary and guest networks, when you connect your USB mass storage device to the MiFi 8000's USB port. From USB File Share you can:

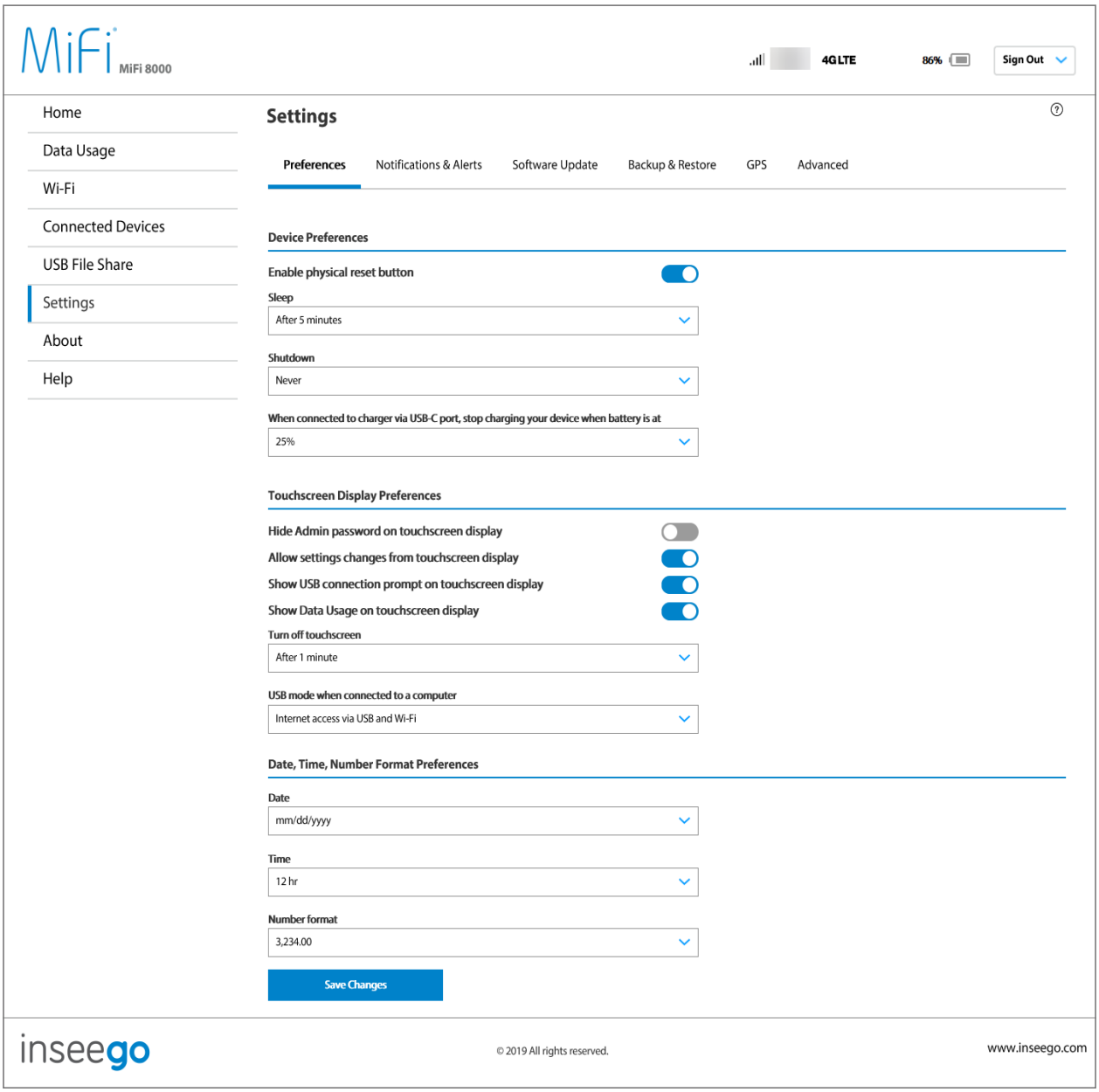
- **Enable USB file sharing** — Turn ON/OFF.
- **Allow users to change the USB file sharing settings below on the MiFi's touchscreen display** — Turn ON/OFF.
- **Settings** — Enter Share name, select Share content and connected devices permission from the dropdown menu options. Select the network you want to use for sharing.



Managing Settings

The **Settings** page allows you to make administration password and preference changes; obtain software update information; backup and restore files to your MiFi 8000; and set GPS preferences. The MiFi 8000 Settings page is divided into six tabs:

- **Preferences**
- **Notifications & Alerts**
- **Software Update**
- **Backup and Restore**
- **GPS**
- **Advanced**



Preferences Tab

Use the Preference tab to configure options for your MiFi 8000.

Device Preferences

- **Enable physical reset button** — Use the ON/OFF slider to allow or disallow factory reset from the MiFi 8000 RESET button.
- **Sleep** — **Use the drop-down list to select how long you want the MiFi 8000 to be inactive before entering sleep mode.**
- **Shutdown** — **Use the drop-down list to select how long you want the MiFi 8000 to be inactive before shutting down.**
- **When connected to charger via USB-C port, stop charging your device when battery is at** — **Use the drop-down list to select a battery percentage for the MiFi 8000 at which you want to stop charging other devices in order to reserve MiFi 8000 battery power.**

Touchscreen Display Preferences

- **Hide Admin password on touchscreen display** — Move the ON/OFF slider to the right to hide the Admin password on the **MiFi 8000** touchscreen.
- **Allow settings changes from the touchscreen display** — Use the ON/OFF slider to allow or disallow configuration of settings on the **MiFi 8000** touchscreen.

  NOTE If ON, settings can be configured on the **MiFi 8000** touchscreen, including Factory Reset, which resets all settings to factory default settings and disconnects all connected devices.
- **Show USB connection prompt on touchscreen display** — Use the ON/OFF slider to allow or disallow a prompt to display on the **MiFi 8000** screen when a device connects via USB. The prompt allows selection of the USB mode of connection.

  NOTE A USB mode selection made on the **MiFi 8000** touchscreen does not change the setting above. The setting above acts as a default, and the choice on the **MiFi 8000** touchscreen sets the mode for the current USB session only.
- **Show data usage on touchscreen display** — Use the ON/OFF slider to allow or disallow data usage to be displayed on the MiFi 8000 touchscreen.
- **Turn off touchscreen** — Use the drop-down list to select how long you want the MiFi 8000 to be inactive before the touchscreen turns off.
- **USB mode when connected to a computer** — Use the drop-down list to select the type of connection you want for devices connecting to the MiFi 8000 USB-C port: USB charging, Internet access via USB and Wi-Fi, or Internet access via USB only.

Language, Date, Time, Number Format Preferences

- **Language** — Select a language for the Admin Web UI.
- **Date** — Select the date format to be used throughout the Web UI.
- **Time** — Select the time format to be used throughout the Web UI.
- **Number format** — Choose the format for decimal numbers displayed in the Web UI.

Notifications & Alerts Tab

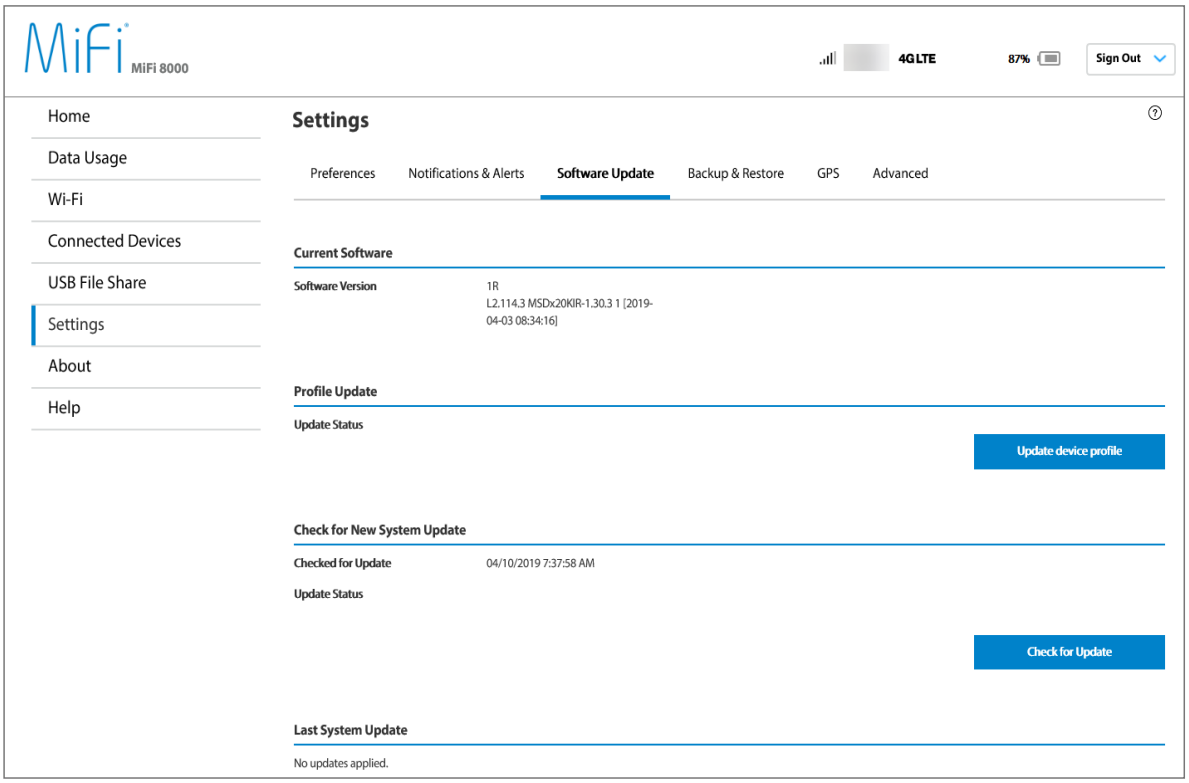
Use this tab to set options for notifications on your MiFi 8000.

Software Update Tab

The Software Update tab displays your current software version, last system update information, software update history, and allows you to check for new software updates.

Current Software

- **Software version** — The version of the software currently installed on your MiFi 8000.



Check for New Software Update

- **Checked for Update** — The date and time the MiFi 8000 last checked to see if an update was available.
- **Update status** — This is area is usually blank. If you check for an update, the result of that check, or the download progress of an update displays.
- **Check for update** — Click this button to manually check for available software updates.

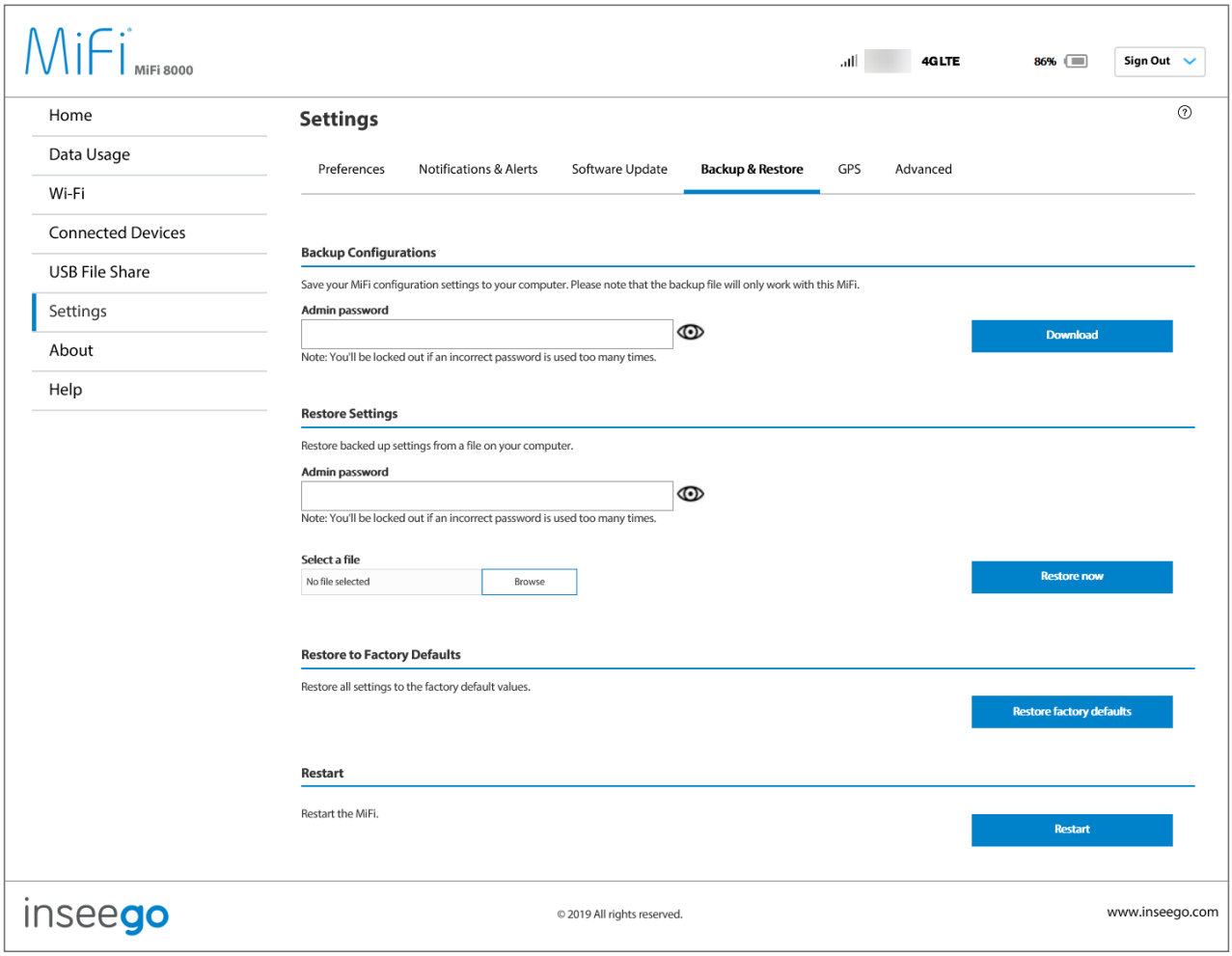
Last Software Update

This section displays details about the last software update.

Backup and Restore Tab

From Backup and Restore settings you can:

- **Backup** — Save your MiFi 8000 settings to your computer. You must enter your Admin Password in the **Admin Password** field and click **Download** to save settings to your computer.
- **Restore Settings**— Upload a previously saved backup file from your computer to your MiFi 8000. Click **Browse** and select a file, then enter the Admin Password you were using when the backup file was saved in the **Admin Password** field and click **Restore Now**.
- **Restore to Factory Defaults** — Restore all settings on your MiFi 8000 to the factory default values. Click **Restore Factory Defaults** to restore all such settings. If prompted for a password, use the default Admin Password which is **admin**.
- **Restart MiFi 8000** — Restart your MiFi 8000.



GPS Tab

From GPS settings you can:

- **GPS ON/OFF** — Turn ON/OFF the GPS feature.
- **Turn off** — Set when the GPS receiver will turn off, once it is on.
- **Current Location** — Display current latitude and longitude.
- **GPS over Wi-Fi (NMEA)** — Download and install the GPS over Wi-Fi driver to your computer.

To activate GPS over Wi-Fi (NMEA):

❶ Turn ON **GPS over Wi-Fi**, then click **GPS over Wi-Fi (NMEA)**

❷ Click **Download GPS over Wi-Fi Drivers** and select the appropriate driver from the list of available drivers. Save the driver to the desired location on your computer.

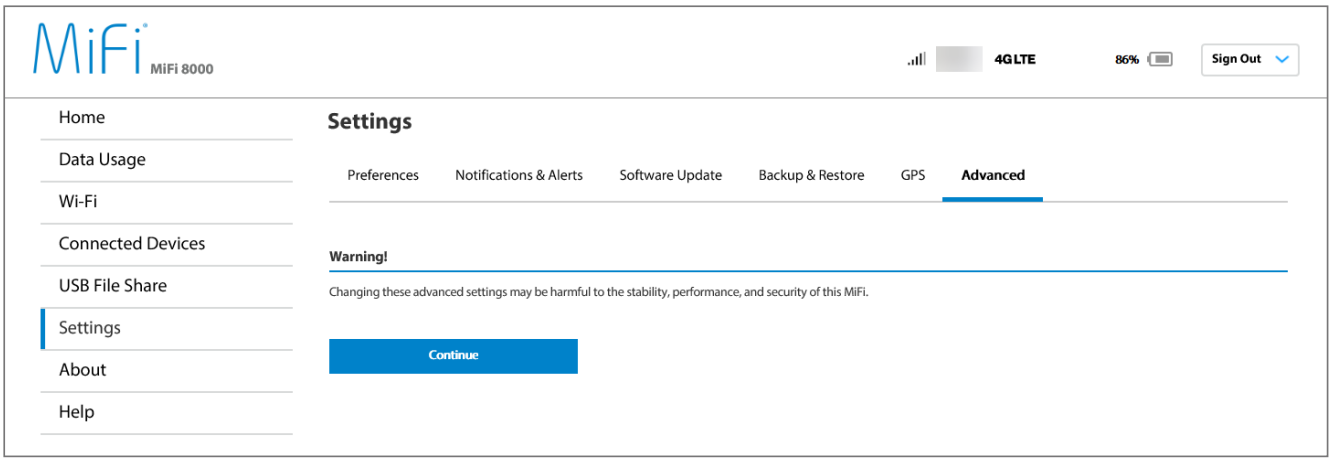
❸ Open the driver .exe file and follow the installation instructions, then click **Save Changes.**

Advanced Tab

IMPORTANT! Changing the MiFi 8000's Advanced settings can adversely affect stability, performance and security of the MiFi 8000.

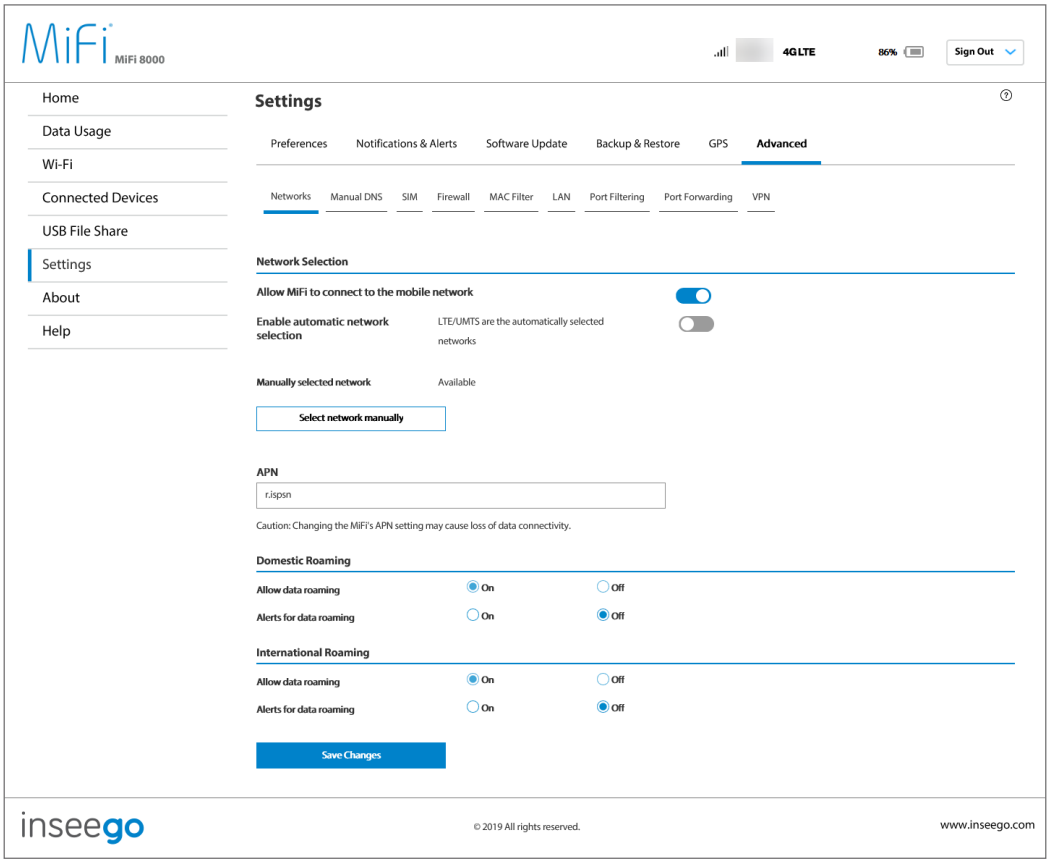
From Advanced settings you can:

- **Networks** — Turn off cellular data to prevent all internet traffic from using the MiFi 8000 mobile broadband connection.
- **Manual DNS** — Automatically select a Domain Name Server (DNS). From the Manual DNS settings, you can select up to two DNS (Domain Name Server) IP addresses.
- **SIM** — Find settings and information about the MiFi 8000's Subscriber Identity Module (SIM) card. The SIM card inside your MiFi 8000 can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the MiFi 8000 can connect to the Internet.
- **Firewall** — Determine which Internet traffic is allowed.
- **MAC Filter** — Determine which Internet traffic is allowed.
- **LAN** — Manage your MiFi 8000's IPv4 and IPv6 network settings.
- **Port Filtering** — Block outgoing Internet connections and permit only allowed applications to access the Internet. You can also customize a list of allowed applications which permits only certain programs to connect to the Internet.
- **Port Forwarding** — Allow 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.
- **VPN** — Establish a tunnel connection to an OpenVPN server and route all traffic on connected devices through the tunnel.



Networks Tab

In most configurations, the MiFi 8000 is used with a dynamic IP and SIM and the Access Point Name (APN) is available from the network, for example: *internet*. However, if you are on a private network, you may need to set the APN on this tab for the network to communicate with the MiFi 8000.



- **Network Selection**
  - **Allow device to connect to the mobile network** — Use the ON/OFF slider when necessary to turn off cellular data and prevent access to the mobile network. This prevents connected devices from connecting to the Internet and using your MiFi 8000 mobile data plan. For normal operation, this setting must be left on.

    NOTE All internet connections will be immediately terminated when you click **Confirm.**
  - **Enable automatic network selection** — When the ON/OFF slider is ON, your MiFi 8000 automatically selects the best 5G available network and you cannot use **Select network manually** below.
  - **Select network manually** — You may wish to use this option if multiple networks are available and you have a preference.

    NOTE This option is available only if **Enable automatic network selection** is off. Click the button to scan for available networks, then choose the preferred network.
- **APN Settings**

  Enter the APN for your private network.

CAUTION Changing the APN may cause a loss of data connectivity and disconnect you from the Web UI.

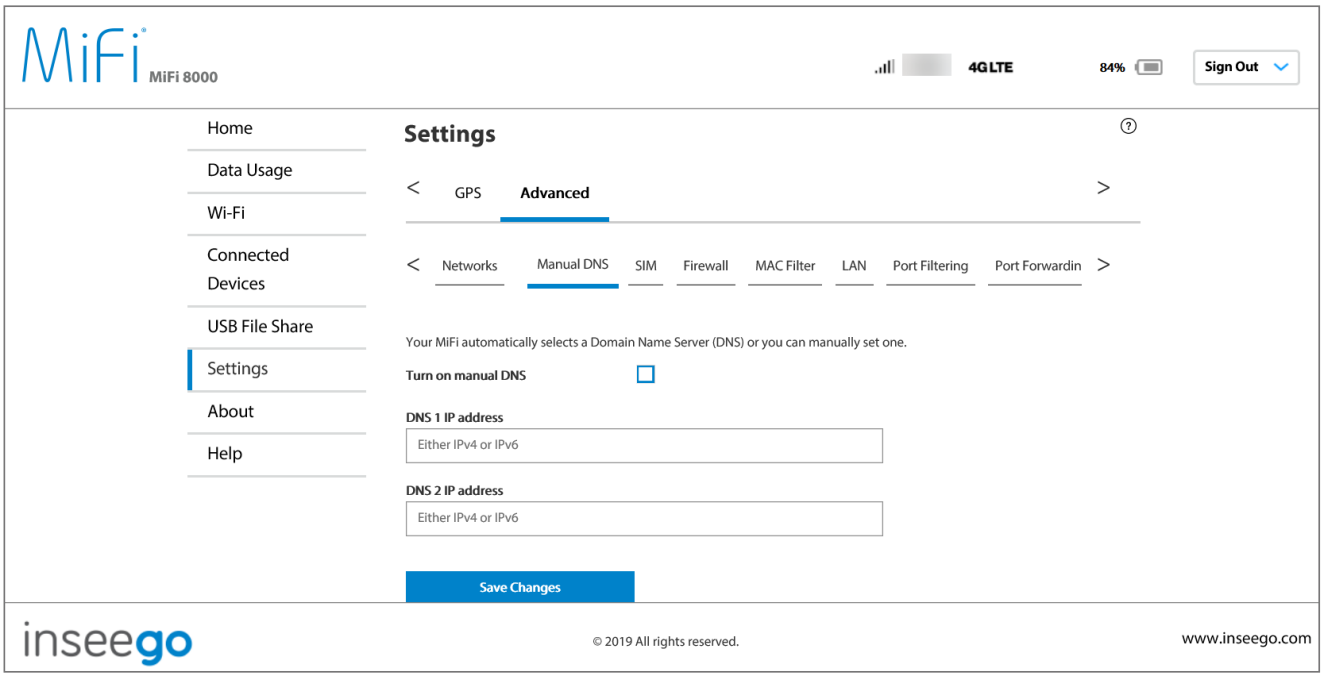
Click **Save Changes**. The MiFi 8000 will reboot for changes to take effect.

Manual DNS Tab

The MiFi 8000 automatically selects a Domain Name Server (DNS). From the Manual DNS settings, you can select up to two DNS (Domain Name Server) IP addresses.

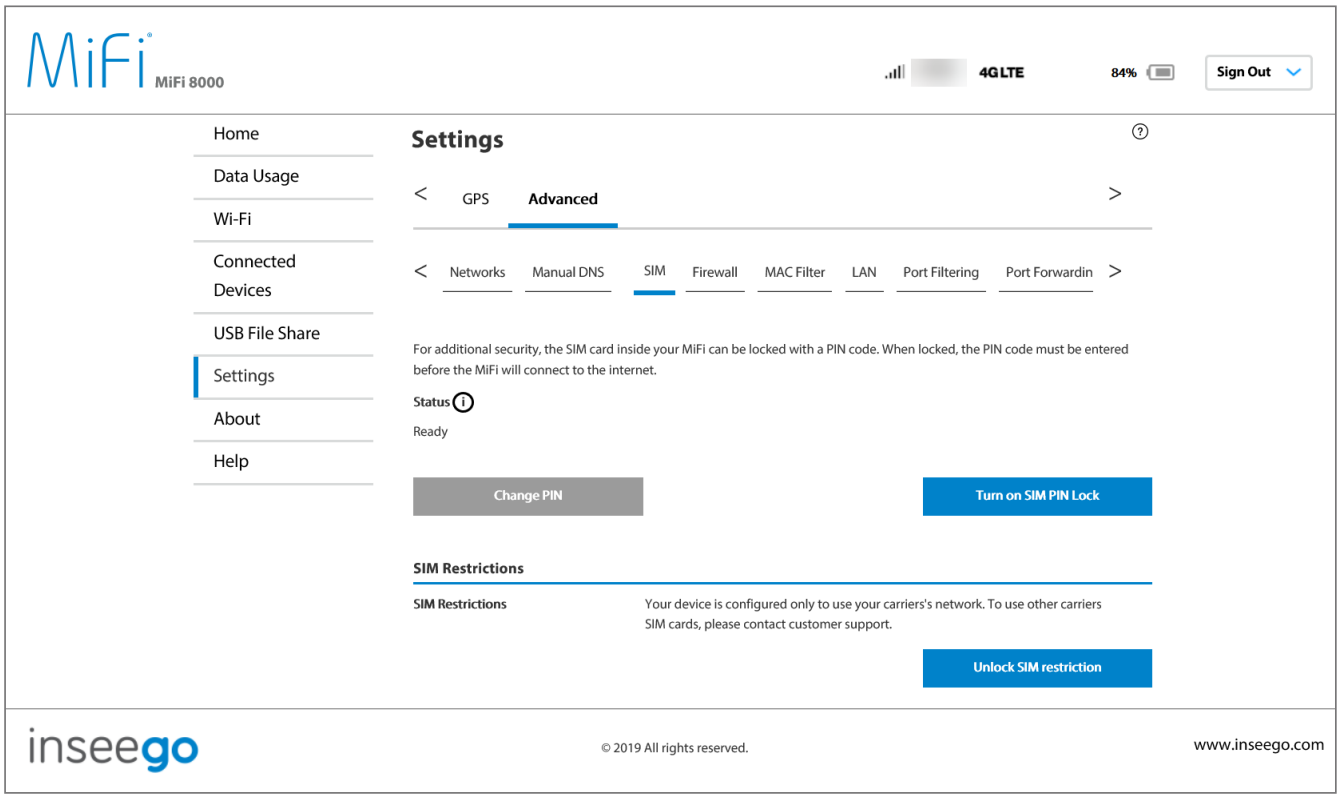
To manually select a Domain Name Server:

1. Click the box next to **Turn on manual DNS**.
2. Enter the IP address for the first DNS in the **DNS 1 IP address** field, then enter the IP address for the second DNS in the **DNS2 IP** address field. Click **Save Changes**.



SIM Tab

In the SIM settings, you'll find settings and information about the MiFi 8000's Subscriber Identity Module (SIM) card. The SIM card inside your MiFi 8000 can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the MiFi 8000 can connect to the Internet.



SIM settings include:

- **SIM PIN Lock feature** — 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.

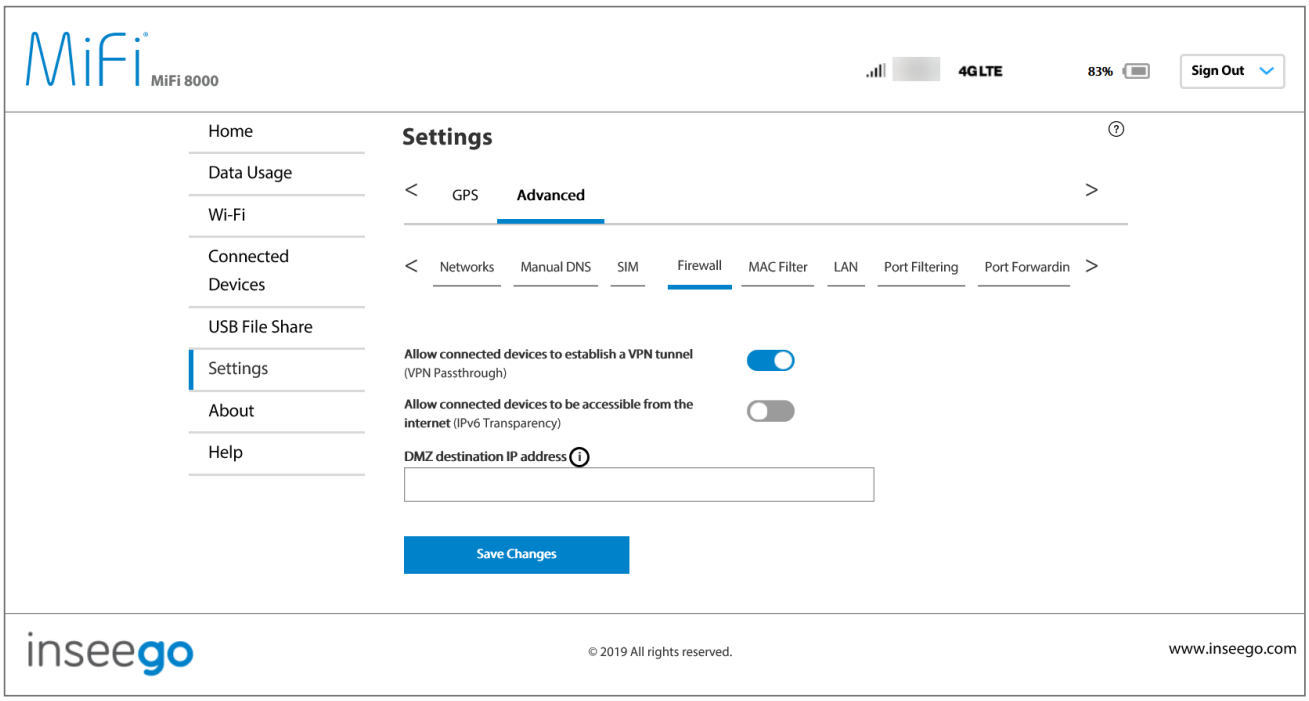
  NOTE The default PIN is 1111.

- **SIM status** — Indicates the current status of the SIM card. Possible values include:
  - **Ready** — This is the normal state. The SIM PIN is not used.
  - **PIN Locked** — The SIM PIN must be entered before you can use the mobile network.
  - **PUK Locked** — The PUK for the SIM must be entered in order to continue. The PUK can be obtained from your service provider.
  - **Unlocked** — The SIM PIN is needed, but has already been entered.
  - **No SIM** — No SIM was detected. If you do have a SIM, check that it is inserted correctly.
  - **SIM Error** — A SIM was detected, but it did not respond as expected, and cannot be used.
- **Turn on SIM Pin Lock** — Allows you to turn the PIN lock feature ON/OFF.
- **Change PIN** — Change the PIN, if allowed.

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

Firewall Tab

The MiFi 8000 firewall determines which Internet traffic is allowed.



Firewall settings include:

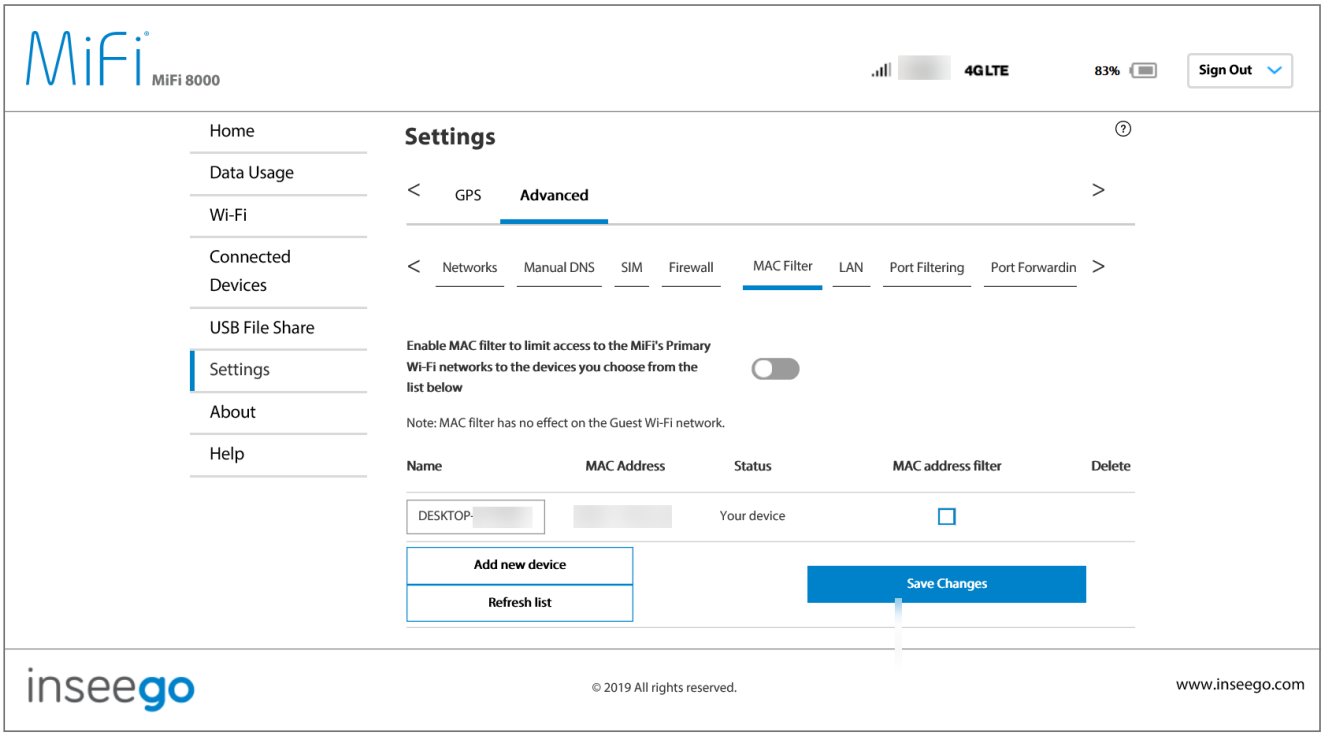
- **VPN Passthrough** — Turns ON/OFF the VPN feature and allows or disallows connected devices to establish a VPN tunnel.
  - If **ON**, this feature allows VPN clients to connect through the MiFi 8000 to remote VPN Servers. Normally, this option should be turned on.
  - If **OFF**, VPN clients are not allowed to connect.
- **IPv6 Transparent Mode** — Allows connected devices to be accessible from the Internet.
- **DMZ (IPv4)** — Allows the connected device specified as the DMZ IP address to receive all traffic which would otherwise be blocked by the firewall.
  - **DMZ** (checkbox) — Use the checkbox to turn ON/OFF the DMZ feature.
  - **DMZ IP Address** — Enter the IP address of the connected device you wish to become the DMZ device.

MAC Filter Tab

The MAC Filter allows you to specify which devices can access the MiFi 8000 Wi-Fi network.

ON/OFF — Turns the MAC Filter ON/OFF. Before turning on, make sure that the Devices list below is not empty. Click **Save Changes**.

> **CAUTION** Turning on MAC filtering immediately disconnects all devices that are not included in the filter from the primary network.



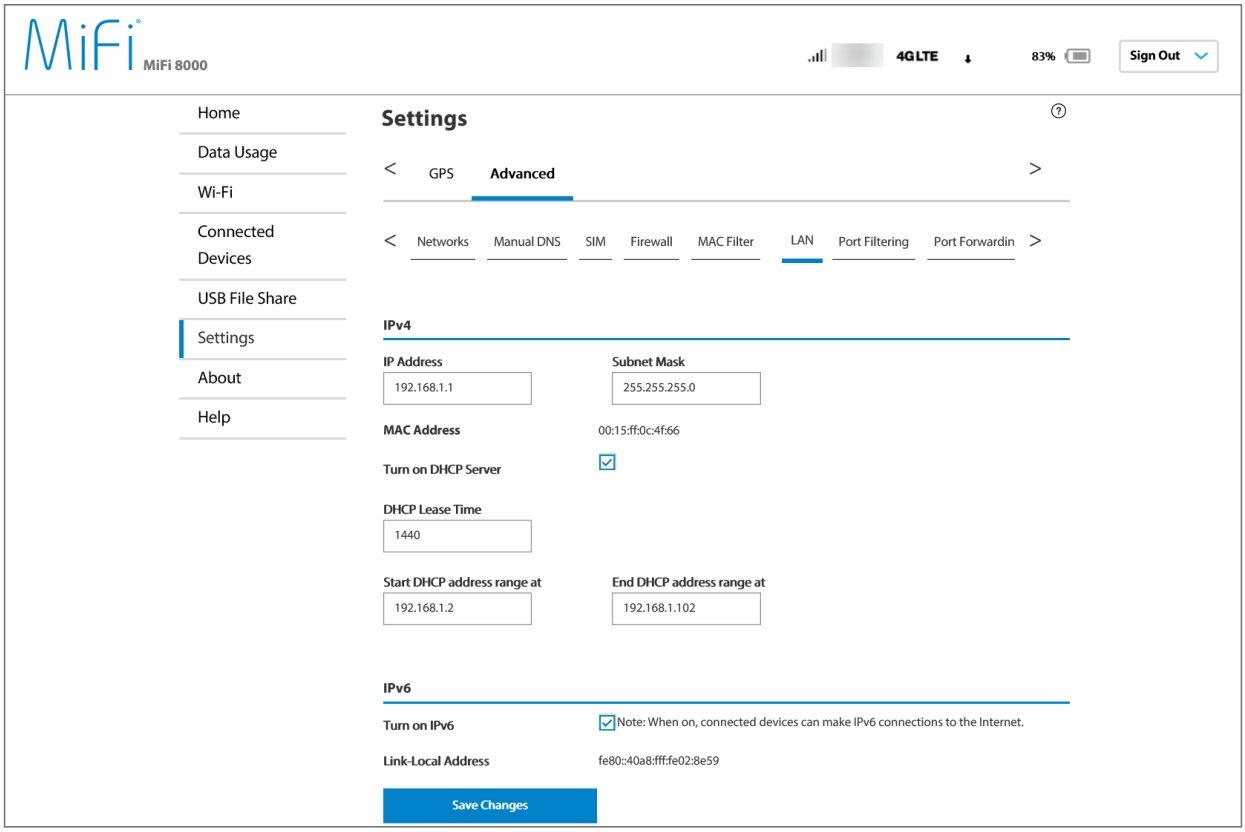
Device List

This list includes all devices currently connected to the MiFi 8000, except those connected via USB.

- **Add new device** — Use this button to add a device to the device list, then enter the device **Name**, **MAC Address**, choose whether to select the **MAC address filter** checkbox, and click **Save Changes**.
- To delete a device from the list, select its **Delete** checkbox and click **Save Changes**.
- **T**o discard any unsaved changes and refresh the list, click **Refresh list** and **Confirm**.

LAN Tab

The LAN tab provides settings and information about the MiFi 8000 local area network (LAN). The LAN consists of the MiFi 8000 and all Wi-Fi and USB connected devices.



IPv4

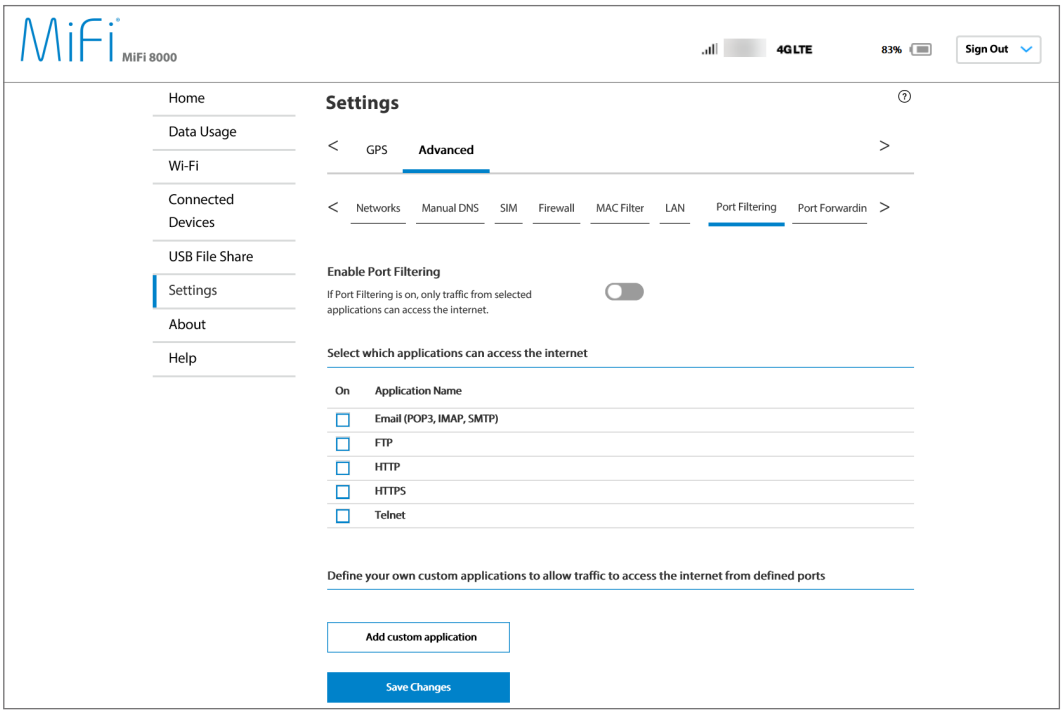
- **IP Address** — The IP address for the MiFi 8000.
- **Subnet Mask** — The subnet mask network setting for the MiFi 8000. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP Address, make sure you use the correct Subnet Mask for the IP address range containing the LAN IP address.
- **MAC Address** — The Media Access Controller (MAC) or physical address for the MiFi 8000.
- **Turn On DHCP Server** — The **Turn On DHCP Server** checkbox turns the DHCP Server feature on or off. Normally this should be left turned on.
- **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.
- **Start DHCP address range at** — The start range of IP addresses reserved for use by the MiFi 8000's DHCP server table.
- **End DHCP address range** at — The end range of IP addresses reserved for use by the MiFi 8000's DHCP server table.

IPv6

- **Enable IPv6** — The **Enable IPv6** checkbox turns ON/OFF the IPv6 feature.
- **Link-Local address** — Displays the local address when IPv6 is turned on.

Port Filtering Tab

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



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

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

❶ Click **Add custom application** to add a custom application to the list of allowed applications.

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

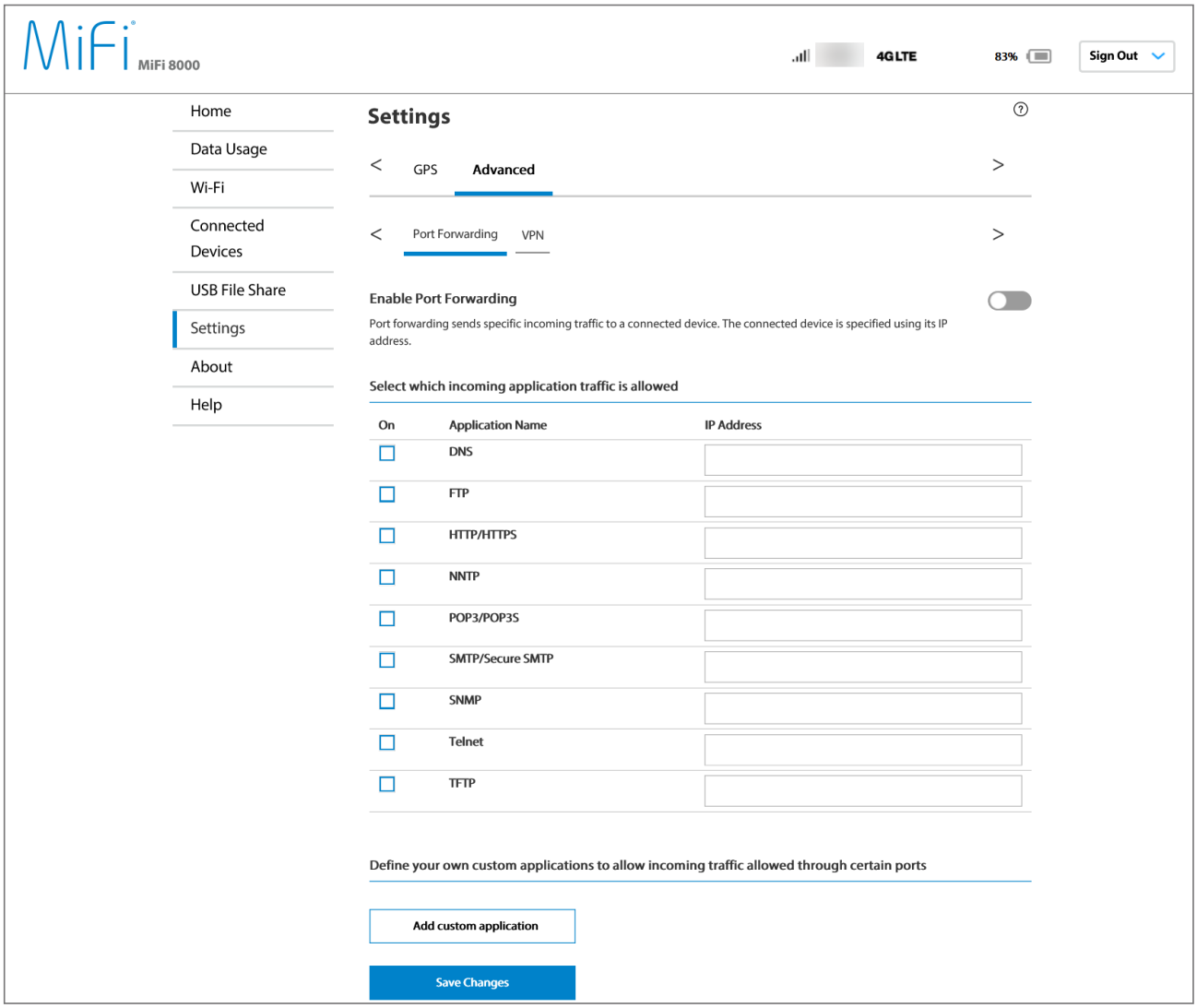
❷ Enter the beginning of the range of port numbers used by outgoing traffic for the custom application being added in the **Start Port** field, and the end of the range of port numbers in the **End Port** field. If the port is a single port instead of a range, type the same value for both the **Start Port** and the **End Port**.

❸ Select the protocol (TCP, UDP, or both) used by each port range from the **Protocol** dropdown menu.

❹ Check the **Delete** box next to any custom application you wish to delete and click **Save Changes**.

Port Forwarding Tab

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.



❶ Slide the **ON/OFF** button to **ON** to activate Port Forwarding. To turn off port forwarding, so that no inbound traffic is forwarded to a LAN client, move the slider to **OFF**.

❷ Check the box next to each Port Forwarding application that you want to allow.

❸ To forward all inbound WAN traffic on a specific port to a single LAN client, enter the **IP address** of the target device in the Application IP Address field.

❹ Click **Save Changes**.

Custom Applications — You can define your own applications, and then turn them ON/OFF as needed.

1. Click **Add custom application** to add a new custom application to the list of Port Forwarding applications.

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

2. Enter a **name** for the custom application.

3. If you want to limit service for the application to a single connected device, enter the **IP address** of the target device. To find the IP address of a device, go to the Connected Devices page.

   NOTE To ensure the device you are forwarding to does not have a different IP address after a reboot, either statically assign the IP address on the client device, or set up a DHCP reservation.

4. Use the **From** and **To** fields to specify the range of port numbers to be forwarded.

   NOTE If the application uses a single port instead of a range, type the same value in both the From and To fields. For translate ports, use the Ext. and Int. to specify ports.

   NOTE Forwarding takes inbound traffic on a port to the same port on a client device. Use translate ports to send traffic to a different port on the client device. For example, instead of having inbound traffic on port 1234 forward to port 1234 of the client device, you can have it forward to port 5678. Select Range or Translate from the **Port Type** drop-down list.

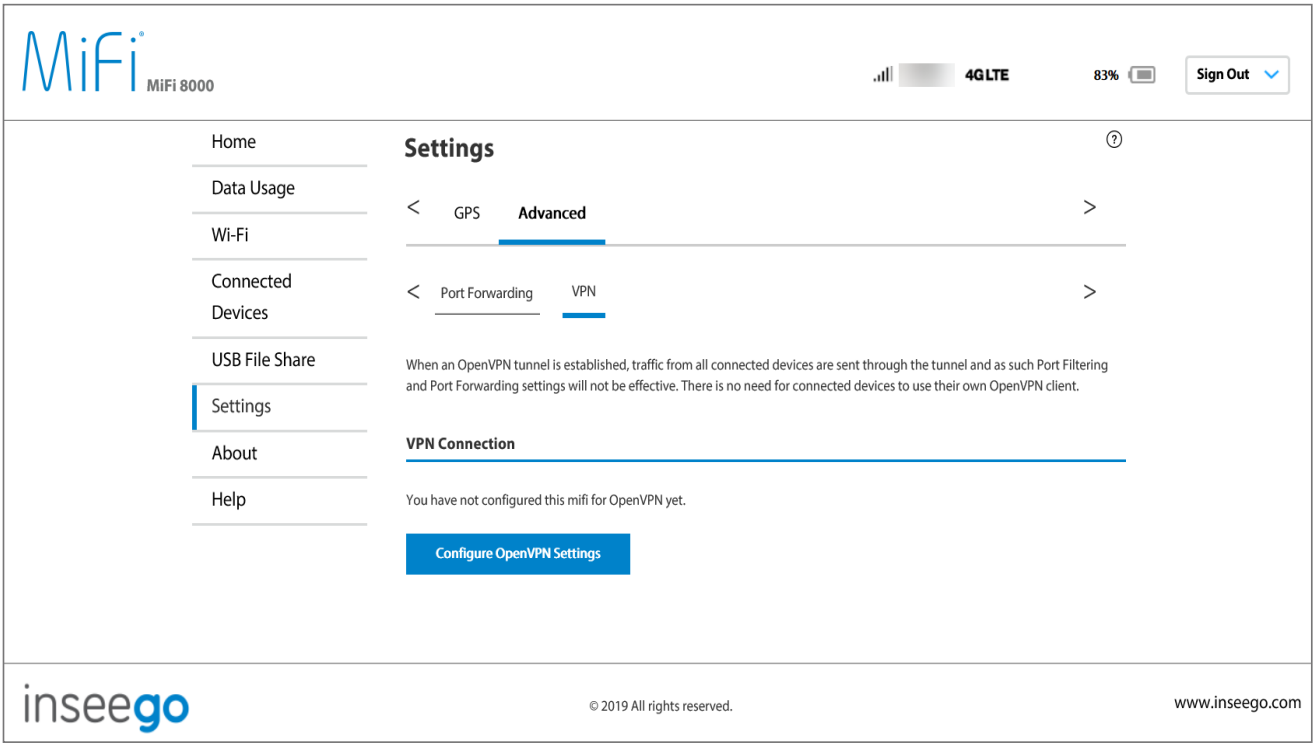
5. Select the **protocol** used by the port range from the drop-down list (TCP, UDP, or both).

4. Check the **Delete** checkbox to delete a custom application.

5. Click **Save Changes** to save any changes made to the custom applications.

VPN Tab

VPN allows you to establish a tunnel connection to an OpenVPN server and route all traffic on connected devices through the tunnel. When an OpenVPN tunnel is established, Port Filtering and Port Forwarding settings will not be effective.



VPN Connection — This section is visible once you have configured your MiFi 8000 for OpenVPN. It displays connection status and connection time, and allows you to connect and view VPN connection logs.

To configure a VPN connection:

1. Click **Configure OpenVPN Settings**.
2. Drag and drop the OpenVPN configuration files from your OpenVPN provider in the file upload area.
3. Enter your OpenVPN connection **username** and **password**.
4. Use the **Auto-connect VPN** ON/OFF slider. When ON, the VPN tunnel will automatically be established whenever an Internet connection is made. When OFF, the VPN connection must be established manually.

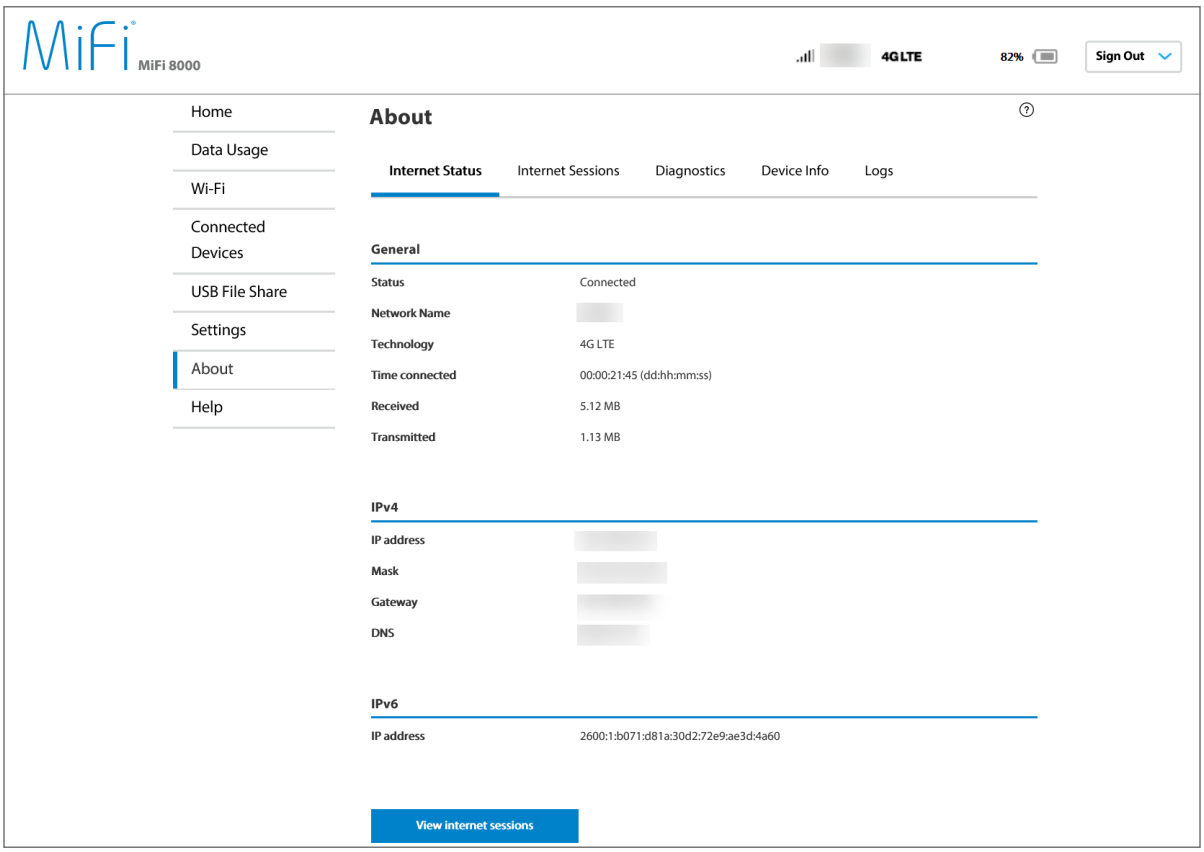
   NOTE You can use the **Clear all VPN Settings** button to delete all VPN files, logs, and resets all VPN settings.

5. Click **Save changes** and connect to save your configurations and connect to the VPN server.

About

Click **About** on the Menu panel to see detailed information about your MiFi 8000. This information is divided into 5 tabs:

- **Internet Status**
- **Internet Sessions**
- **Diagnostics**
- **Device Info**
- **Logs**



Internet Status Tab

From the Internet Status tab, you can view general Internet connection and system information.

General

- **Status** — The status of the Internet connection, usually **Connected** or **Disconnected**.
- **Network name** — The name of the network to which this MiFi 8000 is currently connected.
- **Technology** — The type of technology used to connect to the Internet.
- **Time connected** — How long the MiFi 8000 has been connected to the network.

IPv4

- **IP Address** — The IP address for the MiFi 8000.
- **Mask** — The subnet mask network setting for the MiFi 8000. 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

- **IP address** — The global IPv6 address for the MiFi 8000 (blank if IPv6 is turned off or is not supported by the current network connection or operator).

Internet Sessions Tab

Use the Internet Sessions tab to export and view Internet session data.

Diagnostics Tab

The Diagnostics tab shows information about the MiFi 8000 firmware and other system-level information. This tab is used mostly for troubleshooting and is not required for normal operation.

Device Info Tab

The Device Info tab contains detailed information about your MiFi 8000 including:

- **Manufacturer**
- **Model**
- **My MiFi 8000 version**
- **Configuration version**
- **Software Components:**
  - **MiFi OS version** — The MiFi 8000 operating system (OS), including its components, version.
  - **Modem FW version** — The current modem firmware version.
  - **Wi-Fi FW version** — The current Wi-Fi firmware version.
  - **Web UI version** — The web user interface version.
  - **Display UI version** — The current user interface version.
  - **PRI version** — The configuration version currently applied to the MiFi 8000.

Logs Tab

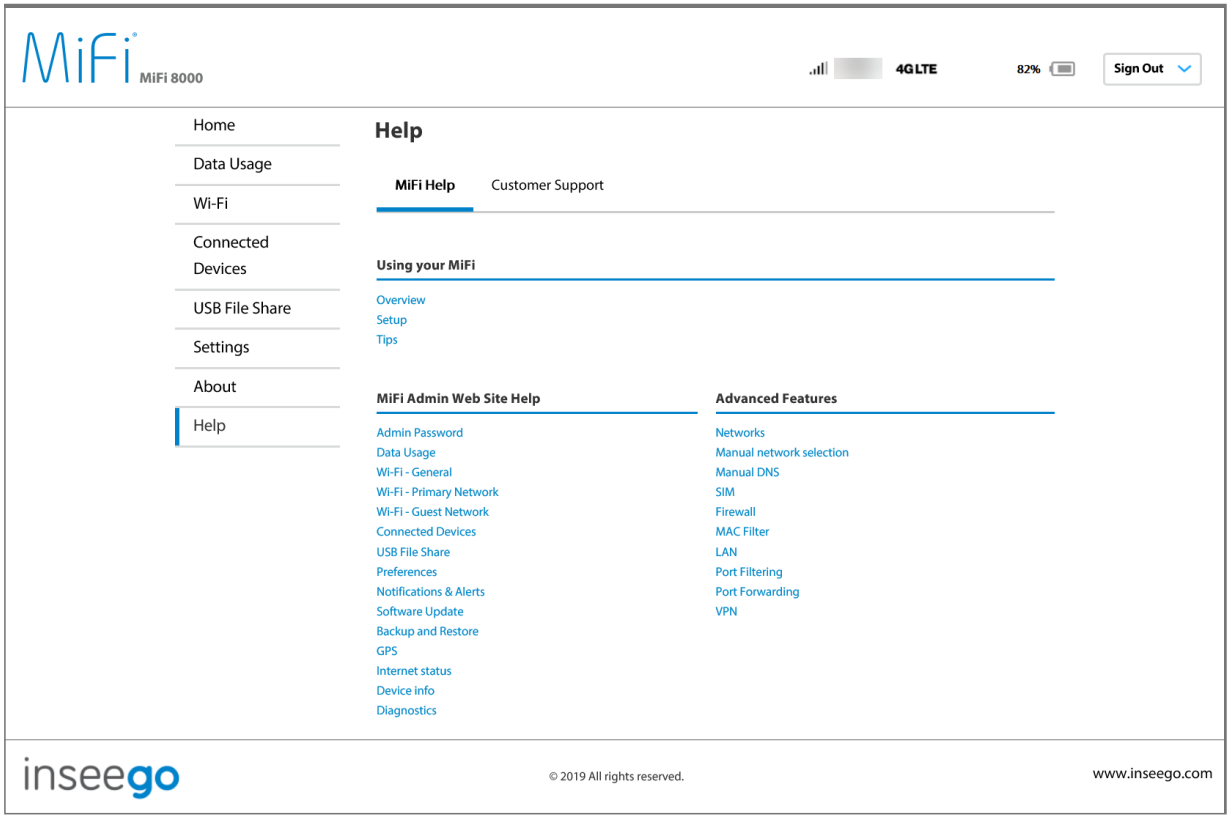
From the Logs tab, you can turn logs ON/OFF, view logs, and configure log settings.

NOTE Logs are used for troubleshooting and are not needed for normal MiFi 8000 operation.

Getting Help

The **Help** page provides links to detailed information about using your MiFi 8000 and the MiFi 8000 Admin Website, as well as links to access MiFi 8000 Advanced Features. The Help tab contains the following menu options:

- **Using Your MiFi**
  - **Overview**
  - **Setup**
  - **Tips**
- **MiFi Admin Web Site Help**
- **Advanced Features**



5

Troubleshooting

Overview
Common Problems and Solutions
Technical Support

Overview

When properly installed, the MiFi 8000 is a highly reliable product. Most problems are caused by one of these issues:

- System resources required by the MiFi 8000 are being used by other devices.
- Network coverage is unavailable due to coverage area, an account problem, or a network problem.

The following tips can help solve many common problems encountered while using the MiFi 8000.

First Steps

- Make sure you are using the MiFi 8000 in the correct geographic region.
- Ensure that your wireless coverage extends to your current location.
- Ensure you have an active data plan.

IMPORTANT Before contacting support, be sure to restart both your computer and your MiFi 8000 MiFi 8000, and ensure that your SIM card is inserted correctly.

Common Problems and Solutions

The following are some common problems and solutions.

My MiFi 8000 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 8000 automatically restarting after configuration changes
- Switching profiles
- Restoring the configuration settings
- Battery depletion

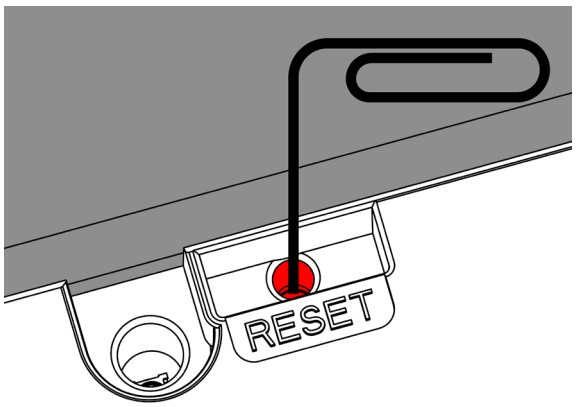
To restore battery power, follow these steps.

1. Manually press and hold the power button to turn it back on.
2. If the battery is depleted, charge the MiFi 8000 with the wall charger.

How do I reset the MiFi 8000 back to factory settings?

The master reset button is in a small hole located on the bottom of the MiFi 8000, underneath the battery cover. This button returns the MiFi 8000 to factory settings, including re-setting the Wi-Fi Name (SSID) and Wi-Fi Password. To reset the MiFi 8000, follow these steps.

1. Place one end of an unfolded paper clip into the master reset button hole.
2. Press the reset button with the unfolded paper clip until the display shows "MiFi Powering Off" (about five to six seconds), then your MiFi 8000 will restart.



WARNING! Resetting your MiFi 8000 overwrites ALL existing settings. If the Wi-Fi settings change, you will lose this connection, and need to reconnect using the new settings.

How do I reset the Access Point and Router settings back to factory settings?

To reset the access point and router settings, follow these steps.

1. Connect to the MiFi 8000 Admin Website (http://my.MiFi or http://192.168.1.1) and go to **MiFi 8000 Settings > MiFi 8000 > Backup and Restore**.
2. The Backup and Restore page has a **Restore to Factory Defaults** button. This button resets all Access Point and Router settings to their factory default values. All existing settings are lost.

No service is available.

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

The MiFi 8000 has no power or the device screen does not display when the power button is pressed.

- Make sure the battery is properly seated in the device.
- Make sure the battery is fully charged. Plug in the AC charger for at least 3 hours.

I forgot my Wi-Fi Password.

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

I forgot my MiFi 8000 Admin website Password.

- Your MiFi 8000 Admin website Password is the same as your WI-Fi Password.

I cannot connect to my MiFi 8000.

- Make sure the Network Signal Strength indicator displays at least one bar and that the type of network is displayed on the MiFi 8000's Home screen.
- Make sure your Windows Wi-Fi adapter/Mac AirPort is turned on. (Refer to your computer's Help if you need assistance.)

1. Open your wireless network connection list:

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

   Mac: Pull down list from AirPort icon.

2. Windows: Click **Connect**.

   Mac: Select the network name.

   When your device is connected to the network, the Connected Devices icon in the status bar will show a connected device.

I see the network name but cannot connect to my MiFi 8000.

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

How do I disconnect from the network?

From the MiFi 8000 device:

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

From the MiFi 8000 Admin website:

- Click **Sign Out**.

How can I find out how many users are connected to my MiFi 8000?

From the MiFi 8000 touchscreen:

- Check the **Connected Devices** icon in the status panel on the Home page of your MiFi 8000. The number of connected devices is displayed to the right of the icon.

From the MiFi 8000 Admin website:

- Check the **Connected Devices** icon in the status panel on the My MiFi 8000 Home page. The number of connected devices is displayed to the right of the icon. To get detailed information on connected and block devices, click **Connected Devices** on the navigation panel.

How can I get detailed information about the devices that are connected to my MiFi 8000?

From the MiFi 8000 touchscreen:

❶ Select **Connected Devices > Wi-Fi Devices** to display the type, name, and IP address of each device connected to the MiFi 8000 Network.

❷ Select Connected **Devices > USB Tethering** to display the type, name, and IP address of any device connected to the MiFi 8000 via the Universal Charging port.

❸ From the MiFi 8000 Admin Website, click **Connected Devices** on the Menu panel to see more detailed information for connected devices.

How do I check the firmware version installed on my MiFi 8000?

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

How do I check the battery level of my MiFi 8000?

- Check the battery icon on the status panel on the Home page of the MiFi 8000 device.

How do I turn off my MiFi 8000?

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

How can I tell that my MiFi 8000 is still on after the device screen goes off?

- When the display is off (sleep mode) and the MiFi 8000 is turned on, the white Power indicator on the front panel of the MiFi 8000 blinks.

IMPORTANT Before contacting support, be sure to re-start both your computer and the MiFi 8000.

Technical Support

Contact your service provider for assistance. When calling, you may be asked for the wireless number of your MiFi 8000. To find your MiFi 8000's wireless number, go to **About MiFi 8000 > MiFi 8000 Info** on your MiFi 8000, or go to **About** on the MiFi 8000 Admin website.

6

Product Specifications and Regulatory Information

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

Product Specifications

General

Name:	Inseego MiFi 8000®
Model:	MIFI8000
Approvals:	FCC (US)
Weight:	163 g / 5.75 oz
Dimensions:	113 mm x 71 mm x 19 mm, 4.45 in x 2.79 in x 0.75 in
Wireless Network	LTE, UMTS
Wireless Network – Wi-Fi Mode	Real Simultaneous Dual Band 802.11 b/g/a/n/ac 2.4 GHz/5.0 GHz
Display	2.4 in color touchscreen LCD
Default SSID	MIFI8000-XXXX
Battery	
• Size • Time required for full charge • Usage	4400 mAh Li-Ion 3 hours (when not in use) Up to 24 hours
Chip Set:	QUALCOMM® SDx20
Interface Type:	Type C USB Port for QuickCharge charging port, Universal charging feature, Internet over USB, content access
Memory:	RAM = 128MB, LPDDR FLASH = 256MB, NAND

Technology/Bands

Technology:	LTE, HSPA+/UMTS
Band Designation:	CAT 18 LTE w/5-Carrier CA
Bands:	LTE Bands: B2/B3/B4/B5/B7/B12/B13/B14/B17/B20/B25/B26/B28/B41/B46/B48/B66 HSPA+/UMTS Bands: B1/B2/B4/B5/B8.

Environmental

Operating Temperature:	-10° C to 55° C (14°F to 131° F)
Storage Temperature:	-30° C to 70° C (-22° F to 158° F)
Battery Charging	0° C to 40° C (32° F to 104° F)
Relative Humidity	The device shall be fully operational up to a maximum of 93% relative humidity (non-condensing).
Drop:	The device accessories (battery and charger) shall withstand drop from 1.5m onto hard surface (stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or marks. 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 marks
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 8000 IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT INSEEGO CORP 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 Inseego Corp. 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 INSEEGO CORP.

RF Exposure Content

FCC Equipment Authorization ID: **PKRISGMIFI8000**

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.

ISEDC RSS-Gen Notice

IC: 3229A-MIFI8000

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

(1)This device may not cause interference; and

(2)This device must accept any interference, including interference that may cause undesiredoperation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1)l'appareil ne doit pas produire de brouillage;

2)l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptibled'en compromettre le fonctionnement.

ISED ICES-003 Notice: CAN ICES-3 (B)/NMB-3(B)

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.

INSEEGO CORP 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 8000 device, or failure of the MiFi 8800L device to transmit or receive such data.

Limited Warranty and Liability

Inseego Corp. 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 INSEEGO CORP' 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 INSEEGO CORP' 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 INSEEGO CORP' specifications or authorized by INSEEGO CORP, (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 INSEEGO CORP, (VII) products designated by INSEEGO CORP 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 8000 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 8000 or battery. If the MiFi 8000 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.

7

Glossary

Glossary

- **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 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.
- **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.
- **Firmware** — A computer program embedded in an electronic device. Firmware usually contains operating code for the device.
- **GB** — Gigabyte. A multiple of the unit byte for digital information storage. Usage depends on context. When referring to disk capacities it usually means 10^9 bytes. It also applies to data transmission quantities over telecommunication circuits.
- **Hotspot** — A Wi-Fi (802.11) access point or the area covered by an access point. Used for connecting to the Internet.
- **HTTP** — Hypertext Transfer Protocol. An application-level protocol for accessing the World Wide Web over the Internet.
- **IEEE —** Institute of Electrical and Electronics Engineers. An international technical/professional society that promotes standardization in technical disciplines.
- **IMEI** — International Mobile Equipment Identity. Used in LTE networks to identify the device. It is usually printed on the device and can often be retrieved using a USSD code.
- **IP** — Internet Protocol. The mechanism by which packets are routed between computers on a network.

- **IP Type** — The type of service provided over a network.
- **IP address** — Internet Protocol address. The address of a device attached to an IP network (TCP/IP network).
- **ISP** — Internet Service Provider. Also referred to as the service carrier, an ISP provides Internet connection service. (***See*** Network Operator)
- **Kbps** — Kilobits per second. The rate of data flow.
- **LAN** — Local Area Network. A type of network that lets a group of computers, all in close proximity (such as inside an office building), communicate with one another. It does not use common carrier circuits though it can have gateways or bridges to other public or private networks.
- **MAC Address** — Media Access Control. A number that uniquely identifies each network hardware device. MAC addresses are 12-digit hexadecimal numbers. This is also known as the physical or hardware address.
- **Mbps** — Megabits per second. The rate of data flow.
- **MSID** — Mobile Station IDentifier. A number for a mobile phone that identifies that phone to the network. These numbers are carrier specific.
- **Network Operator** — The vendor who provides your wireless access. Known by different names in different regions, some examples are: wireless provider, network provider, and service provider.
- **Network Technology** — The technology on which a particular network provider's system is built; such as EVDO.
- **Port** — A virtual data connection used by programs to exchange data. It is the endpoint in a logical connection. The port is specified by the port number.
- **Port Forwarding** — A process that allows remote devices to connect to a specific computer within a private LAN.
- **Port Number** — A 16-bit number used by the TCP and UDP protocols to direct traffic on a TCP/IP host. Certain port numbers are standard for common applications.
- **PRL** — Preferred Roaming List. A list that your wireless phone or device uses to determine which networks to connect with when you are roaming. (Network operator specific).
- **Protocol** — A standard that enables connection, communication, and data transfer between computing endpoints.
- **Proxy** — A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address for all traffic passing through it.
- **Router** — A device that directs traffic from one network to another.
- **SIM** — Subscriber Identification Module. Found in LTE network technology, the SIM is a card containing identification information for the subscriber and their account. The SIM card can be moved to different devices.
- **SSID** — Service Set IDentifier. The name assigned to a Wi-Fi network.
- **TCP/IP** — Transmission Control Protocol/Internet Protocol. The set of communications protocols used for the Internet and other similar networks.

- **USB** — Universal Serial Bus. A connection type for computing device peripherals such as a printer, mobile modem, etc. USB connectors may be used for data transfer or charging.
- **USB Port Types** — The USB ports on computers and hubs have a rectangular Type A socket, and peripheral devices have a cable with a Type A plug. Peripherals that do not have an attached cable have a square Type B socket on the device and a separate cable with a Type A and Type B plug. Ports and connectors are available in different sizes (for example, standard, mini, and micro).
- **VPN** — Virtual Private Network. A secure private network that runs over the public Internet. Commonly used to connect to an office network from elsewhere.
- **WWAN** — Wireless Wide Area Network. A public network that extends beyond architectural, geographical, or political boundaries (unlike a LAN, which is usually a private network located within a room, building, or other limited area).
- **Wi-Fi** — Wireless Fidelity. Any system that uses the 802.11 standard developed and released in 1997 by the IEEE.
- **Wi-Fi Client** — A wireless device that connects to the Internet via Wi-Fi.
- **WPA/WPA2** — Wi-Fi Protected Access. A security protocol for wireless 802.11 networks from the Wi-Fi Alliance.