NET10
WIRELESS

Services Guide

Z291DL

For more information and the latest Terms and Conditions of Service, visit NET10Wireless.com

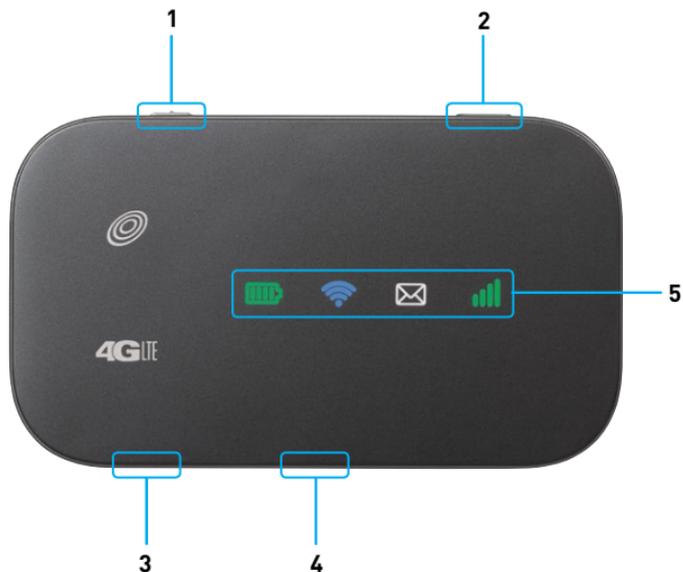QUAG-NTZ291DCG

THANK YOU FOR BUYING A NET10 WIRELESS HOTSPOT!

Z291DL

YOU MADE THE RIGHT CHOICE.

1. **ON/OFF**
   Slide to turn the Hotspot ON and OFF.

2. **WPS**
   Press to wake up the device when the hotspot is in sleep mode. When Wi-Fi is enabled on the hotspot, press and hold for a few seconds to activate the WPS function.

3. **MICRO-SIM CARD SLOT**

4. **CHARGER/USB DOCK**

5. **LED indicators (left to right)**
   - Battery
   - WiFi
   - Messages
   - Network

Battery	Red solid	Battery charge is from 0% to 5% (not charging). Charge battery.
	Red blinking	Battery charge is from 0% to 5% (charging)
	Green solid	Battery level is medium or high (charging from 95% to 100%; not charging from 34% to 100%)
	Green blinking	Battery is from 34% to 94% (charging)
	Amber solid	Battery is from 6% to 33% (not charging)
	Amber blinking	Battery is from 6% to 33% (charging)
	LED light off	Battery is not installed or the device is powered off with no charger connected
Wi-Fi	Blue solid	Wi-Fi is on
	Blue blinking	WPS is active
	LED light off	Wi-Fi is off
Messages	Blue solid	You have unread messages
	Blue blinking	You have new messages or your inbox is full
	LED light off	No unread messages or no new messages

Network	Red solid	Limited Service/No Service/No SIM Card/SIM Card Error or SIM Card locked
	Red blinking	Activation failed
	Green solid	Registered to the LTE network
	Green blinking	Registered and connected to LTE network
	Blue blinking	FOTA upgrading
	LED light off	In Power Save/Sleep Mode

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1.1 WHAT'S IN YOUR PACKAGE

NET10 WIRELESS
HOTSPOT
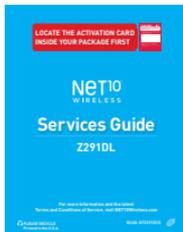
BACK COVER

CHARGER/
USB CABLE

BATTERY

ACTIVATION CARD

SERVICES GUIDE

1.2 ACTIVATE YOUR NET10 WIRELESS HOTSPOT

A. **Locate your ACTIVATION CARD inside the package. This Card has the Serial and SIM Numbers you need to Activate your hotspot.**

B. **To Activate your Service, go to NET10Wireless.com or call 1-888-442-5107 from your phone. You will need a NET10 Data Service Plan or a credit or debit card to purchase one during Activation.**

1.3 SET UP YOUR NET10 WIRELESS ACCOUNT

My Account can be created upon activation of your Hotspot at NET10Wireless.com. This is where you will create and update your personal profile information, update credit/billing information, view your Service End Date, and more.

My Account is the best place to:
• Buy and Add a Data Service Plan
• Enroll in Auto-Refill
• Manage your NET10 Reserve™
• View Payment History
• Check Balance/Service End Date
• Update Personal Profile and Manage Credit Card Info
• View FAQs

2. ABOUT NET10 WIRELESS SERVICE

Add a Plan BEFORE your Service End Date to keep your Service Active.
To check your Service End Date visit **NET10wireless.com** and log into
your account or call our Customer Care Center at **1-888-442-5107.**

How it Works
Add to NET10 Reserve™
- When adding a Plan before your Service End Date, you may
choose to add your Plan to your NET10 Reserve™. Plans
added to your reserve are automatically applied to your
device on your Service End Date.
- There is no limit to the number of Plans that can be added to
your reserve. You can view and add Plans from your reserve
before your Service End Date by visiting **NET10wireless.com**
and logging into your account.

Add Now
When adding a Plan before your Service End Date, you may also
choose to immediately add a Plan to your service rather than adding
it in your NET10 Reserve™. Please note that if you choose this
option, or if you add a Plan from your reserve before your Service
End Date, it will cause your new Plan to begin immediately and
you will lose any remaining service, including service days from
your current Plan.

■ 2.2 ADD PLAN OPTIONS

▼ Enroll in Auto-Refill
  Enroll in one of our Plans at **NET10wireless.com** with a credit
  card or debit card and we will add your minutes and service days
  automatically to your device on your Service End Date. This service
  includes pre-charge reminders, payment receipts, and credit card
  expiration alerts.

▼ Buy a Plan
  There are several ways to buy a Plan:
  • Go to any of our retail locations nationwide
    (find a retailer at NET10wireless.com)
  • Go to NET10wireless.com
  • Call our Customer Care Center at 1-888-442-5107.

▼ Add a Plan
  • Go to NET10wireless.com
  • Call our Customer Care Center at 1-888-442-5107 to add the
    Plan purchased from one of our retail locations

■ 2.3 NET10 PLANS

NET10
WIRELESS

VISIT NET10WIRELESS.COM
FOR THE LATEST SERVICE PLANS
AND SPECIAL OFFERS

**Your device will ONLY work with NET10 Wireless 30-Day Monthly
Plans for Hotpsots. You can purchase the plan that best fits your
needs at:**
• Participating stores
• NET10wireless.com
• Customer Care Center 1-888-442-5107

3. HOW TO USE YOUR NET10 WIRELESS HOTSPOT

3.1 FIND YOUR HOTSPOT SERIAL NUMBER

The hotspot Serial Number (IMEI) is located on the red Activation Card enclosed in your package. If you do not have access to the Activation Card, you can find the Serial Number of your device using either of the following options:

- On the Device
  1. Remove the back cover.
  2. Remove the battery. Locate the label to the left of the battery.
  3. The hotspot Serial Number is the number series next to IMEI.

- Online After Activation
  After you have completed the Activation process, you can find the Serial Number by going to NET10wireless.com and logging in to *My Account*.

3.2 FIND YOUR HOTSPOT SIM NUMBER

Your SIM number can be found on the red Activation Card that came with your hotspot. If you do not have the Activation Card, you can also find your SIM number as follows:

1. Lift the cover from the SIM card slot located on the bottom edge of your device.
2. Push the SIM card in until it clicks and pops out a bit; then gently slide it out. On the SIM card you will see a set of numbers beginning with **89**. This is the SIM Number.
3. To insert the SIM card, hold the card as the image on the SIM card cover indicates, making sure that the gold contacts are facing up. Then, slide it all the way into the slot.
4. Close the SIM card cover.

3.3 FIND YOUR HOTSPOT PHONE NUMBER

Once your device has been activated, you can find the hotspot's phone number on the device website **http://192.168.1.1** by selecting:

- From a computer: **Information** tab.
- From a mobile device: **Basic Status**.

Your hotspot's phone number appears next to **My Phone Number**.
Please write down your phone number as you will need it for future transactions.

3.4 SECURITY SETTINGS

By default, your Hotspot allows others to connect to your network. To password protect your device:

1. Go to the hotspot website from your computer or mobile device by entering **http://192.168.1.1**. Your hotspot must remain ON during this process.
2. Enter the password.
   - Password can be found next to the battery (Web UI Password). It is **12$ and the last three digits of the hotspot's IMEI** (Serial Number). Do not leave any spaces between characters.
3. You will need to change the Encryption Type.
   - From a computer: **Settings** > **WiFi Settings** > select your desired settings > **Apply**.
   - From a mobile device: **Quick Settings** > **Next** > **Next** > select your desired **Security Mode** > **Next** > **Apply**.

Forgot your security password?
If you forget the password to access your hotspot, you will need to perform a Factory Data Reset of your device. A Factory Data Reset erases all settings and configurations and returns the hotspot to its factory default settings. You will need to repeat the set-up process that appears on the red Activation Card.

To limit access to your device, you will also need to re-configure your Security Settings.

Return the Hotspot to its original configuration
A Factory Data Reset erases all settings and configurations on your device. To perform a Factory Data Reset:
1. With the hotspot turned **ON**, remove the back cover using the notch located on the corner of the device.
2. Locate the **RESET** button below the battery.
3. Using a paperclip, press and hold the **RESET** button for several seconds. Your device will turn **OFF** and back **ON**.

After a Factory Data Reset, the device will again be open for others to connect. To restrict access, you MUST follow the steps in Section **3.4 SECURITY SETTINGS** again.

ZTE
HEALTH AND SAFETY INFORMATION

To the Owner

- Some electronic devices, such as the electronic system of vehicles, are susceptible to electromagnetic interference sent by your device if inadequately shielded. Please consult the manufacturer of your device before using if necessary.
- Operating your device may interfere with medical devices like hearing aids and pacemakers. Please always keep them more than 20 centimeters away from such medical devices when they are turned on. Turn your device off if necessary. Consult a physician or the manufacturer of the medical device before using your device.
- Be aware of the usage limitation when using your device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Turn off your device if required.
- The use of electronic transmitting devices is forbidden in aircrafts, at gas stations, and in hospitals. Please observe and obey all warning signs and power off your device in these conditions.
- Do not touch the inner antenna area if not necessary; it will affect your device's performance.
- Store your device out of the reach of little children. Your device may cause injury if used as a toy.
- Do not touch the metallic parts of your device when the device is operating as this may cause burns.

Using Your Device

- Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your device's performance, and violate related national regulations about telecom terminals.
- Avoid using your device near or inside metallic structures or establishments that can emit electromagnetic waves; it may influence signal reception.
- Your device is not waterproof. Please keep it dry and store in a shady and cool place.
- Do not use your device immediately after a sudden temperature change. In such case, it will produce moisture inside and outside your device. Wait until it becomes dry.
- Handle your device carefully. Do not drop, bend, or strike it; your device may get damaged.
- No dismantling by non-professionals and only qualified technicians can undertake repair work.
- An operating temperature range of 14°F - 140°F (-10°C - +60°C) and humidity range of 5% - 95% are recommended.

Battery Handling

- Do not short-circuit the battery, as this can cause excessive heat and fire.
- Do not store battery in hot areas or dispose of it in a fire, as this can cause an explosion.
- Do not disassemble or modify the battery.
- When not using the battery for a long period, remove it from your device and store it in a cool, dry place.
- Never use a damaged or worn-out charger or battery.
- Return the worn-out battery to the provider or put it in an approved recycling container. Do not put it in your regular house trash.

⚠**WARNING!** If the battery is broken, keep away from it. If it touches your skin, wash your skin with abundant fresh water and ask a doctor for help if necessary.

> **WARNING:** This product contains a chemical known to the State of California to cause cancer, birth defects or other reproductive harm.

Limited Warranty

- This warranty does not apply to defects or errors in the Product caused by:
  i. Reasonable abrasion.
  ii. End User's failure to follow ZTE's installation, operation or maintenance instructions or procedures.
  iii. End User's mishandling, misuse, negligence, or improper installation, disassembly, storage, servicing or operation of the Product.
  iv. Modifications or repairs not made by ZTE or a ZTE-certified individual.
  v. Power failures, surges, fire, flood, accidents, actions of third parties or other events outside ZTE's reasonable control.
  vi. Usage of third-party products, or usage in conjunction with third-party products provided that such defects are due to the combined usage. vii. Any other cause beyond the range of normal usage intended for the Product.
- End User shall have no right to reject or return the Product, or receive a refund for the Product from ZTE under the above-mentioned situations.
- This warranty is End User's sole remedy and ZTE's sole liability for defective or nonconforming items, and is in lieu of all other warranties, expressed, implied or statutory, including but not limited to the implied warranties of merchantability and fitness for a particular purpose, unless otherwise required under the mandatory provisions of the law.

Limitation of Liability

ZTE shall not be liable for any loss of profits or indirect, special, incidental or consequential damages resulting from or arising out of or in connection with using of this product, whether or not ZTE had been advised, knew or should have known of the possibility of such damages, including, but not limited to lost profits, interruption of business, cost of capital, cost of substitute facilities or product, or any downtime cost.

Radio Frequency (RF) Energy

This model device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government:

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the position required to reach the network. In general, the closer you are to a wireless base station, the lower the power output.

The highest SAR value for the model device as reported to the FCC when worn on the body, as described in this user guide, is 1.41 W/kg (CDMA BC1) (Body-worn measurements differ among device models, depending upon available enhancements and FCC requirements.)

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

The FCC has granted an Equipment Authorization for this model device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model device is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/ea/fccid/ after searching on **FCC ID: SRQ-Z291DL.**

FCC Compliance
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the 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 in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is 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 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/TV technician for help.

Problem	Suggested Solution
Cannot establish the Wi-Fi connection between the Z291DL device and your Wi-Fi enabled device.	• Make sure the Wi-Fi function is active. • Refresh network list and select the correct SSID. • Check the IP address to make sure your device can obtain an IP address automatically in the Internet protocol (TCP/IP) properties. • Type the correct network key (Wi-Fi password) when you connect to the Z291DL device.
Your connected device cannot access the Internet.	• Make sure your SIM card is installed. • Change the location to find a place with a good signal. • Contact your service provider.
Cannot access the web configuration page.	• Enter the correct address. The default address is **http://192.168.1.1**. • Only use one network adapter in your PC. • Do not use any proxy server.
About the password	• The default password can be found on the label under the battery of your Z291DL device. • If you changed the password and forgot the new password, you will need to reset the device to factory default settings.