



# **USER MANUAL**

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# Overview

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Congratulations on your purchase of the Orbic SPEED X 5G Hotspot.

This guide helps you to learn how best to use your Mobile Hotspot. We recommend you read the Quick Start Guide that you have received along with your device for additional safety information.

**NOTE:** Screenshots, icons, labels, and visuals, are simplified for illustrative purposes only. They can vary slightly from your product.

The Orbic SPEED X 5G is:

1. Robust 5G band option support (mmW, sub-6, and C-band) for strong performance, speed, and low latency.
2. Dual-band Wi-Fi supporting up to 32 wireless connected devices, as well as a USB Type-C port and an RJ45 Ethernet port for direct internet connection.
3. 2.4" IPS touchscreen display allows you to manage your Hotspot environment from your device.
4. Easy-to-use Admin Web UI provides additional settings and management tools, such as GPS location, advanced configuration, logs, and more.
5. WPA3 Wi-Fi security support, advanced encryption, VPN passthrough, and remote connectivity to office networks.
6. Rechargeable 5000 mAh battery to power you through the day\* and charge other devices.

## Getting Started

The SPEED X 5G Hotspot provides groundbreaking speeds using Verizon's 5G Ultra Wideband network. Connect with dual-band Wi-Fi (supporting up to 32 connected devices), a USB Type-C port, or an RJ45 Ethernet port for direct internet connection.

## System Requirements

Any device with Wi-Fi capability can connect to your Hotspot. You can also connect via USB or Ethernet.

The Hotspot must have proper data service to function and is compatible with all major operating systems and the latest versions of browsers.

## Description

The Orbic SPEED X 5G Hotspot package includes:

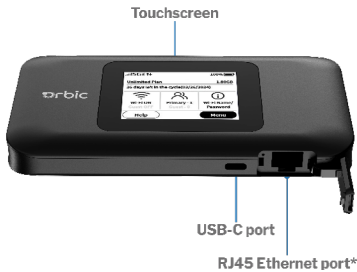
- 5G Hotspot
- 5000 mAh Li-Ion battery
- 18W PD3.0 charger
- USB 3.0, type C to C cable
- Quick Start Guide

\* Battery life and activity may vary depending on the number of connected devices and activity, including use of Ethernet.

## Display View

Connect to the Quick Charge charger or tether to a device with the USB-C port. Use the Ethernet port to connect directly to the internet.

The 2.4 inch touchscreen displays and allows you to view Wi-Fi name and password, connected devices, data usage, and more. Swipe through screens and tap the arrows, buttons, and icons to access available menu options.
















## Side View

Press and hold the Power button for three seconds to turn your Hotspot on and off. Press and release the Power button to wake up the display.



## Device Indicator Display

The 5G Hotspot use the following status indicators and display icons.

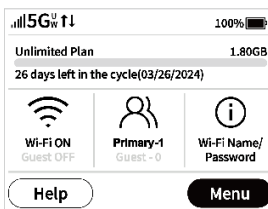
Indicator	Status
	Home
	Network Signal Strength
	Data transferring between mobile network and hotspot
	Roaming
	Unread Messages
	Hotspot Wi-Fi network
	Connected devices
	USB Tethered
	Battery Fully Charged
	Battery critically low and hotspot will shut down unless charged
	Hotspot connected to the AC charger and charging
	Hotspot Battery Preservation Mode
	Ethernet port enabled

# Power Management

This section provides information on charging, battery tips and replacement, replacing and unlocking the SIM card, restoring your Hotspot to factory default settings, and general care.

## Turning the Hotspot ON/OFF

- To turn your Hotspot on, press and hold the **Power button** for three seconds. The Home screen appears.



- To turn your Hotspot off, press and hold the **Power button** for three seconds until you see the Power Off screen.



- Then select **Shutdown**.
- To wake up the display, press and release the **Power button**.



## Resetting the Hotspot ON/OFF

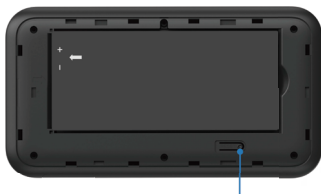
You can reset your Hotspot to factory settings using the Reset button on the Hotspot, from the Hotspot touch screen, or from the Admin Web UI.

**CAUTION:** Resetting returns your Hotspot to factory settings, including resetting the Wi-Fi name and password and Admin password. This disconnects all devices.

### Resetting with Reset button

To reset using the Reset button on the Hotspot:

1. Insert a fingernail at the edge of the battery cover and lift and remove the battery cover. Set the cover aside.
2. The master Reset button is in a small hole located on the bottom of the Hotspot.



Reset button

3. Place one end of an unfolded paper clip into the Reset hole and press until the screen displays.
4. Resetting (about five seconds or more). Your Hotspot restarts with factory settings.

## Resetting from the Hotspot touchscreen

To reset from the Hotspot touchscreen, tap **Menu > Settings > Factory Reset**.

**NOTE:** This option may be disallowed from the Admin Web UI (Settings > Preferences).

## Resetting from the Admin Web UI

To reset the Hotspot from the Admin Web UI, select **Settings > Backup and Restore > select Restore Factory Defaults**.

## Care Tips

Orbic Wireless recommends the following care guidelines:

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

## Charging

You can check the battery level and charging status of your Hotspot from the Home screen.

**Important:** Before using your Hotspot, charge the battery for at least four hours to ensure a full initial charge. When fully charged, the battery has all day life\*.

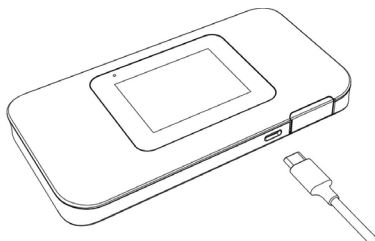
## Charging with Quick Charge Charger

**To charge the battery with the Quick Charge charger:**

1. Connect the USB-C end of the USB cable into the USB-C

port of the Hotspot.

2. Connect the other end of the USB cable into the Quick Charge charger and plug the charger into an appropriate electrical outlet.



## Charging with USB

You can also charge your Hotspot from another device, such as a computer, with USB.

### To charge the battery with USB:

1. Connect the USB-C end of the USB cable into the USB-C port of the Hotspot.
2. Connect the USB-A end of the USB cable into another device, such as a laptop. The USB Device Connected touchscreen appears.



3. Select **Charge** and tap **OK**.

## Charging other devices

You can use the USB-C port on your Hotspot to charge other devices, like a cell phone or tablet.

### To charge another device:

1. Connect the USB-C end of a USB cable into the USB-C port of the Hotspot.
2. Connect the other end of the USB cable into the device you wish to charge. The USB Device Connected touchscreen appears.
3. Select **Charge Other Device** and tap **OK**.

**NOTE:** Do not use the Charge Other Device feature if you want to use the battery for a full day.



## Charging best practices

For optimum battery health and life, Orbic does not recommend keeping the battery fully charged for an extended period of time. As a result, Hotspot includes the Battery Preservation Mode (BPM) feature, which helps prevent overcharging and preserve the integrity of your battery.

Orbic recommends the following best practices to ensure optimal battery performance and life:

- Minimize the amount of time the battery stays at 0% or 100%.

- Charge, operate, and store the device as close to normal room temperature as possible.
- Store your Hotspot with a battery strength between 30% - 80%.
- Best results are achieved by allowing Battery Preservation Mode to activate if you keep your Hotspot continuously powered.

Before using your Hotspot, read the Battery Preservation Mode and Battery Tips sections that follow and the battery safety information in the Safety Hazards and Proper Battery Use and Disposal sections at the end of this guide.

**CAUTION:** Always use official OEM batteries and chargers that have been approved by Orbic for optimal performance and safe operation of your Hotspot.

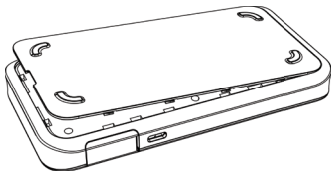
## Replacing the SIM Card

Your SIM card is a small rectangular plastic card that stores your phone number and important information about your wireless service. Your Hotspot comes with a pre-installed SIM card.

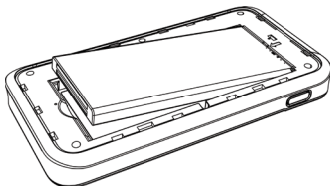
**NOTE:** Should your SIM card be lost or damaged, contact your network operator.

### To remove the SIM card:

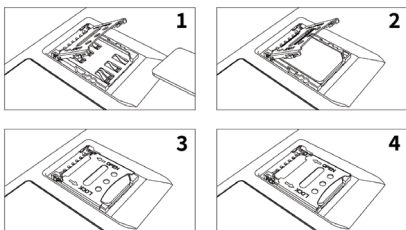
1. Insert a fingernail at the edge of the battery cover and lift and remove the battery cover. Set the cover aside.



2. Remove the battery from the battery well.



3. Locate the SIM card slot, press and hold the metal card, follow the instructions of the metal card “OPEN” direction, push and open the metal card, and put the SIM card into the slot until the card is fully inserted.



4. Follow the instructions of the metal card “LOCK” direction, close and push the metal card.

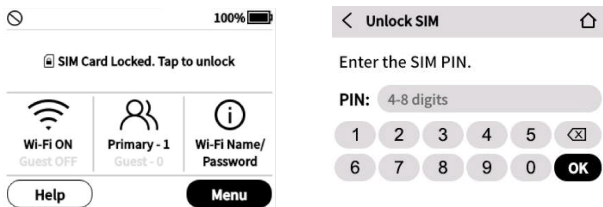
### **To place a new SIM card:**

1. If necessary, remove the SIM card from the outer card, being careful not to touch the gold colored contacts.
2. Insert the SIM card into the slot notch first, with the contact points facing down. Close the SIM access tab, place the battery in the battery well and replace the cover. 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.

## Unlocking the SIM Card

You can create a PIN code to lock your Hotspot SIM card on the Admin Web UI (**Settings > Advanced > SIM**). When the SIM is locked, your Hotspot will not have access to the internet. A display appears in the Infopanel of the Home screen.



1. Tap the message to unlock the SIM card or you can tap Unlock SIM from the Help menu.
2. Enter the **PIN** and tap **OK**.

**CAUTION:** If you run out of PIN attempts, your SIM is PUK (personal unblocking key) locked and you must contact your network operator for the PUK code. You must enter the PUK code in the Admin Web UI. If you enter the wrong PUK code 10 times, your SIM card will be permanently locked.

# Battery


## Battery Preservation Mode

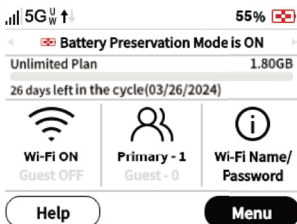
When your Hotspot has charged for more than 16 hours straight, it enters Battery Preservation Mode and battery level is maintained between 50% and 60%. This helps prevent overcharging and preserve the integrity of your battery. When Battery Preservation Mode is activated, the following message appears:

### Alert: Battery Preservation Mode

Battery Preservation Mode has been deactivated and the battery will charge normally to 100%. However, note that the current battery level will be at most 60% charged.

OK

- Click **OK**. The Battery Preservation Mode  on the home screen and a message on the InfoPanel indicate that Battery Preservation Mode is on.



- Battery Preservation Mode automatically deactivates when you unplug the charger or power cycle your Hotspot.



#### Alert: Battery Preservation Mode

Battery Preservation Mode has been activated because your device has been continuously charging for an extended period of time. The battery level will be maintained between 50%-60% until either the charger is removed or your device is power cycled.

OK

- Click **OK**.

## Battery Tips

Before operating for a full day:

- Ensure the battery is fully charged.
- Find a location with optimal signal strength.

**NOTE:** Do not use the Charge Other Device feature if you want to use the battery for a full day.

**WARNING!** Always use official OEM approved batteries and chargers with your Hotspot. The warranty does not cover damage caused by non-approved batteries and/or chargers.

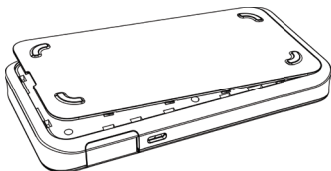
- Do not use sharp objects or use excessive force to remove the battery or to access the battery well, this may damage the Hotspot and the battery.
- The battery discharges more rapidly as additional devices access your Hotspot.
- Battery life depends on the network, signal strength, temperature, features, and accessories you use.
- New batteries or batteries that have been stored for a long time may take more time to charge.
- When storing your battery, keep it uncharged in a cool, dark, dry place.

- When charging your battery, keep it near room temperature.
- Never expose batteries to temperatures below  $-10^{\circ}\text{C}$  or above  $60^{\circ}\text{C}$ .
- Never leave the Hotspot 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.

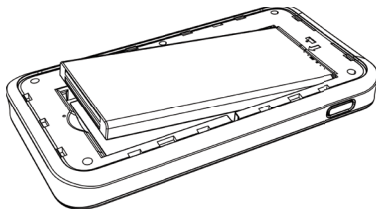
## Replacing the Battery

### To remove and replace the battery:

1. Insert a fingernail at the edge of the battery cover and lift and remove the battery cover. Set the cover aside.



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



3. Align the gold contacts on the new battery with the gold contacts on the Hotspot and gently slide the battery into place.
4. Replace the cover by setting it on the Hotspot where the notches align, then press on the cover until it clicks into place and is flat across the entire bottom surface.

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

# Using Your Mobile Hotspot

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## Finding your Wi-Fi name and password

Tap Wi-Fi Name/Password on the Home screen. The name and password for your Hotspot primary network is displayed. Swipe left to see the credentials for the guest network.

**Important:** The default Admin password is the same as the primary network's default. To change either password, sign in to the Hotspot Admin Web UI.

## Connecting devices to your Hotspot

With the Hotspot, Wi-Fi devices and wired devices can connect simultaneously.

### Connecting devices wirelessly

Your Hotspot has two Wi-Fi networks, primary and guest, and lets you connect up to 32 Wi-Fi capable devices. For added security, share your guest network instead of your primary network. The guest network is off by default. You can turn it on from either the Hotspot touchscreen or the Admin Web UI.

#### To connect devices to your Hotspot:

1. Turn on the device you want to connect. The Hotspot will broadcast its own wireless network and name.
2. On the device, open the list of available Wi-Fi networks. Select the Hotspot primary or guest network and enter the password. Once connected to the Internet, the Hotspot Home screen displays the connected device.

**NOTE:** You can view or change Hotspot settings on the Hotspot touchscreen or by connecting to the Admin Web UI from the primary network at <http://my.mobilehotspot> or <http://192.168.1.1>.

## Connecting devices with USB

You can tether to a device using the USB-C port:

1. Connect the USB-C end of a USB cable into the USB-C port on your Hotspot.
2. Connect the USB-A end of a USB cable into the device you wish to connect.

## Connecting devices with Ethernet

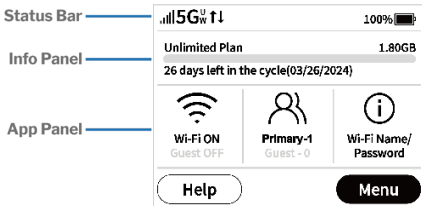
You can connect wired devices such as laptops, printers, and gaming consoles via Ethernet:

1. Plug one end of an Ethernet cable into the 1 Gbps RJ45 Ethernet port on your Hotspot.
2. Plug the other end of the cable into the Ethernet port of the device you wish to connect. Devices plugged into the Hotspot via Ethernet have direct access to the Internet.

**NOTE:** The Ethernet port is disabled by default to extend battery life. To enable it from the touchscreen, tap **Menu > Settings and select Enable Ethernet Port**. To enable it from the Admin Web UI, go to **Settings > Preferences**.

# Home

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






## Status bar

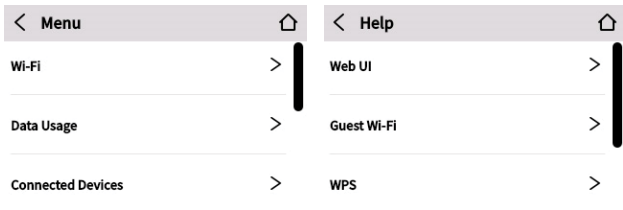
The top of the screen displays status indicators, which may include: network signal strength , network type (for example, 5G UW), data traffic activity, unread messages, roaming , battery , USB tethered , or Ethernet connection.

## Info Panel

This panel presents a carousel display of current information on your Hotspot. Initially, it displays data usage, but may also display other information, such as when Airplane mode is on, or if there is a SIM card error. Swipe left/right through the displays.

## App Panel

Displays whether Wi-Fi is ON or OFF (tap  to access the Wi-Fi menu). Displays how many devices are connected to your Hotspot Wi-Fi primary and guest network (tap  to access the Connected Devices menu). Tap  to view the name and password for your primary and guest networks.




**Menu** provides access to all Menu options.

**Help** provides access to Info screens and tutorials.

Swipe up/down to scroll through options.


## Navigation tips

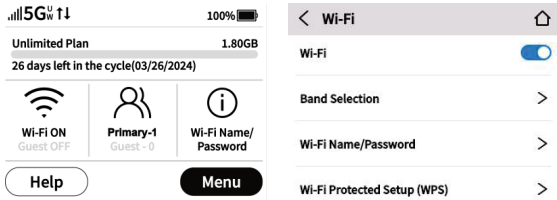
- Tap on the arrows > to navigate through topics.
- Use  to return to the Home Screen.
- A multiple screen icon ● ● ● indicates there are multiple screens on that topic. Swipe left and right through the screens.
- If there is a scroll bar visible on the right, swipe up or down to scroll.

# Wi-Fi

The Wi-Fi Settings screen allows you to turn Wi-Fi ON/OFF and select primary and guest network settings.

**NOTE:** Wi-Fi settings can be locked from the Admin Web UI. If they are locked, they must be unlocked from the Admin Web UI Wi-Fi Settings page.

To manage Wi-Fi settings, tap the Wi-Fi icon  on the Home screen or **tap Menu > Wi-Fi**.



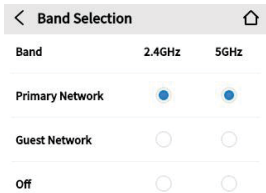
Use the Wi-Fi ON/OFF slider to turn Wi-Fi ON or OFF. This selection affects primary and guest networks.

**NOTE:** If Wi-Fi is OFF, the only way to connect devices to the Hotspot is by tethering with the USB cable or connecting via Ethernet.

## Band Selection

Use the default values as they appear or adjust them for your environment.





Each network can be accessed over two bands: 2.4GHz, 5GHz:

- The 2.4GHz band is supported by all devices with Wi-Fi and should be used by devices that are a few years old or older. This band passes through walls better and propagates over longer distances, so it may have a longer range.
- The 5GHz band is best for newer devices. It offers better throughput, reduced interference and faster data speeds, but does not pass through walls as well as the 2.4GHz band.

**NOTE:** You must assign at least one band for the guest network before it can be turned on.

When you make a selection, your Hotspot notifies you that it is applying changes and returns to the screen when finished.

## Wi-Fi Name/Password

Use the Wi-Fi Name/Password screens to view information on your primary and guest network and to find your passwords. (You can also access these screens by tapping the ⓘ icon on the Home screen.)



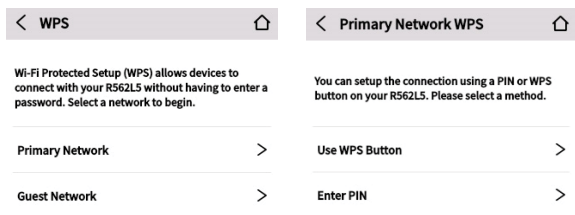
- Swipe left to view the Guest Wi-Fi Network screen and left again to view information.
- To turn on your guest network, assign it at least one band in **Wi-Fi Settings > Band Selection**.

**NOTE:** You can change or hide the network name and password information shown on these screens using the Admin Web UI Wi-Fi pages.

## Wi-Fi Protected Setup (WPS)

Enabling Wi-Fi Protected Setup (WPS) allows compatible Wi-Fi devices to easily connect to your Hotspot primary or guest network.

**NOTE:** If WPS is off, you can turn it on using the Admin Web UI Wi-Fi pages.



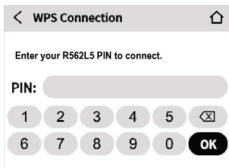
\* The SSIDs and passwords for your Hotspot are unique. Those shown here are for example only.

### Use WPS Button



- Press the WPS button on the connecting device. A notification appears when successful.
- If unsuccessful, tap **Restart WPS** to try again.


## Enter PIN

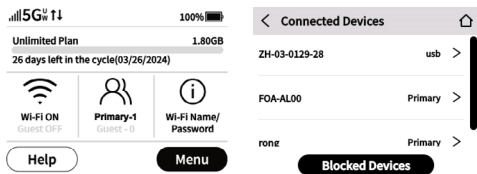


- If connecting device has a WPS PIN, enter it and tap **OK**.

## Manage connected devices

The Connected Devices screen lists all devices currently connected to your Hotspot, along with the network they are using. You can view device details and block or unblock devices from internet access.

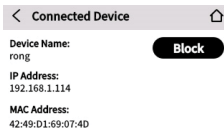
- To manage connected devices, tap the connected devices icon  on the Home screen or tap **Menu > Connected Devices**.



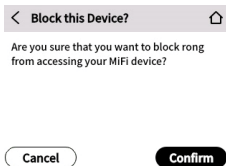
- Tap a device for more details or to block devices.
- Tap **Blocked Devices** to unblock devices.

## Connected devices (Details and Blocking)

- Tap **Block** to block.



- Tap **Confirm** to Block the device.

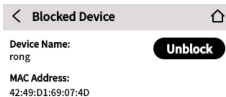


## Blocked devices (Unblocking)

- Tap **Blocked Devices** to unblock.



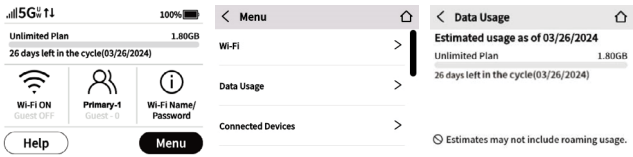
- Tap **Unblock**. The device is removed from Blocked Devices.



# Device Management

## Viewing Data Usage

- You can view data usage on the Home screen, or tap **Menu > Data Usage**.



**NOTE:** Data usage estimates may not include roaming. If roaming is on, an informational screen appears. Tap **Continue** for the Data Usage screen.

## Manage Settings

Use the Settings screen change various Hotspot settings or reset your Hotspot to the original factory settings.

**NOTE:** Settings can be locked from the Admin Web UI. If they are locked, you will receive an error message and they must be unlocked from the Admin Web UI (Settings > Preferences).

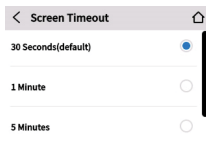
- Tap **Menu > Settings > Set ON/OFF Slider or Tap Setting**.



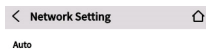
- Set **Touchscreen Language**.



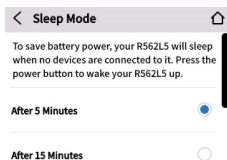
- Set **Touchscreen Timeout**.



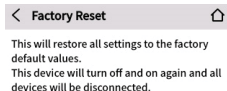
- **Display Network type**.



- **Set timer for Sleep mode**.



- Tap **Factory Reset** to restore all settings to the factory default values. Your Hotspot will turn off and then on again and all connected devices will be disconnected.



**Factory Reset**

**NOTE:** Factory Reset can be locked from the Admin Web UI. If it is locked, you will receive an error message and it must be unlocked from the Admin Web UI (Settings > Preferences).

**CAUTION:** Factory Reset returns your Hotspot to factory settings, including resetting the Wi-Fi name and password and Admin password. This disconnects all devices.

## Charging other Devices

You can use the USB-C port on your Hotspot to charge other devices, like a cell phone or tablet. The Charge Other Device touchscreen provides battery and charging information.

**NOTE:** Do not use the Charge Other Device feature if you want to use the battery for a full day.

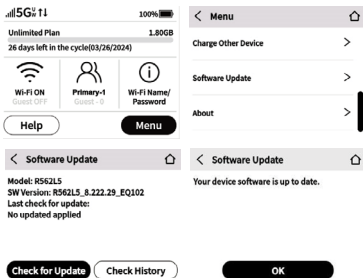
- Tap **Menu** > Swipe up and tap **Charge Other Device** > **View Charging Capability**.



## Viewing Software Update Info

Software updates are delivered to the Hotspot automatically over the mobile network. Use the Software Update screen to view the current software version, the last check for updates, update history, and to check for a new update.

- Tap **Menu** > Swipe up and tap **Software Update** > **Check for update** > **View history**.



**Check for Update:** Use this button to check for new software updates.

**NOTE:** Software updates are delivered to the Hotspot automatically over the network, so this is usually not necessary.

## Viewing Messages

You can check messages on your Hotspot with the Messages screen.

- Tap **Menu** > Swipe up and tap **Messages** > **View and Manage messages**.



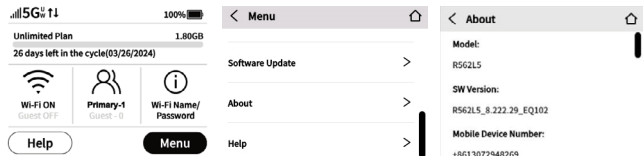
## Viewing Info about your Hotspot

You can view detailed information about your Hotspot on the About screen.

- Tap **Menu** > Swipe up and tap **About** > View Details about



your Hotspot.



The About touchscreen provides the following information:

**Model:** R562L5.

**SW Version:** The version of the software currently installed on your Hotspot.

**Mobile Device Number:** The phone number stored in the SIM card for your Hotspot.

**IMEI:** The International Mobile Equipment Identity (IMEI) for this device. This is a 15 digit code used to uniquely identify an individual mobile station. The IMEI does not change when the SIM is changed.

**Battery Level:** The percentage of charge currently on the battery.

**Internet Status:** The current internet status.

**Technology:** The current cellular data connection, for example, 5G.

**Network:** The name of the Mobile Network Operator (MNO).

**Signal Strength:** The strength of the cellular signal, measured in dBm. Higher absolute values indicate a stronger signal, for example: -80 dBm is a stronger signal than -90 dBm.

**SNR:** Signal to Noise Ratio. A measure of the ratio between signal strength and noise level. SNR values are positive, and higher numbers are better.

**Roaming:** Indicates whether roaming is on.

**APN:** The Access Point Name (APN) available from the network,

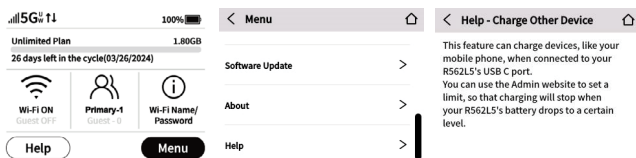
for example: VZWINTERNET.

**IP Address:** Default gateway address.

## Viewing Help

The Help screen provides all the help topics and a tutorial for your Hotspot.

- Tap **Help** > **Select a topic** > **View Help topic**.



# Admin Web UI

You can access basic and advanced Hotspot settings using the Admin Web UI. On a computer or browser- supported device connected to your Hotspot, open any Web browser and go to <http://my.mobilehotspot> or <http://192.168.1.1>.

## Homepage

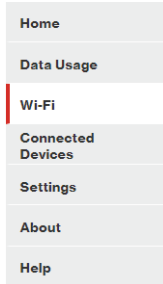
The Home page is the local gateway to configuring and managing your Hotspot. It displays current data usage and Wi-Fi status, lists currently connected devices, and offers links to other pages with option settings and help.

Click > in the bottom-right corner of a panel to access screens with further information and options.

The screenshot shows the Verizon Mobile Hotspot Admin Web UI homepage. At the top, there is a Verizon logo and a status bar showing 'Verizon 5G+' and '100%' battery. Below the logo, the text 'R02GL5' is visible. The main content area is titled 'Welcome' and features a 'Data Usage' section showing '1.00G GB used' with a progress bar and a note: 'All usage is an estimate. Billing cycle ends 03/29/2024'. To the right of the data usage is a 'Unlimited plan' badge with '26 days to go'. Below this are three panels: 'Wi-Fi' (Primary Network: ON, Network Name: Verizon-R02GL5-48F, Password: [masked], Guest Network: OFF), 'About' (Internet Status: Connected, Network name: Verizon, Technology: 5G LTE, Time connected: 00:21:02.9), and 'Connected Devices: 1' (Device: 25-03-0184-03, Network: USB). At the bottom, there are 'Settings' (Mobile Network: ON, Port Filtering: OFF, GPS: OFF, Software Update: Last system update: No update applied) and 'Help' (Help Topics: Overview, Setup, Tips, Security Features, Device Support & User Guide, Connect Me). The footer contains the Orbic 5G logo, copyright information '© 2024 All rights reserved.', and the text '0131.00'.

## Side Menu

Each subscreen in the Hotspot Admin Web user interface (UI) includes a menu on the left, which you can use to return to the Home page or jump to other pages. The current page is indicated by a red bar.



## Admin Password

The Admin password is what you use to sign into the Hotspot Admin Web UI. Initially, it is the same as the default password for your Hotspot primary network. Tap **Wi-Fi Name/Password** on the Home touchscreen of your Hotspot to view the initial default password.

You are prompted to change the Admin password upon first login. Change the password to something easy to remember, and set up a security question.

**NOTE:** You can set up separate Wi-Fi passwords both primary and guest networks in Wi-Fi, but these are different from the Admin password, which is for this Web UI.

## Changing the Admin password

To change the Admin password:

1. Click the down arrow next to Sign Out in the top-right corner of any web Interface page and select **Change Password > Admin Settings**.
1. Enter your current Admin password, then click **Continue**.
2. Enter your current Admin password, then enter a new password and confirm it.
3. Select a security question from the drop-down list and type an answer to question in the Answer field.

**NOTE:** Answers are case-sensitive.

4. Click **Continue**.

The next time you sign in to the Admin Web UI, use the new Admin password. If you cannot remember the password, click Forgot Admin password. After you correctly answer the security question you set up, the current password is displayed. Alternately, you can view the Admin password on the Hotspot touchscreen by tapping **Help > Web UI or Menu > Help > Web UI**.

## Hiding the Admin password on the Touchscreen

The Admin password can be viewed on the Hotspot touchscreen by tapping **Help > Web UI or Menu > Help > Web UI**.

To hide the Admin password:

1. Click the down arrow next to Sign Out in the top-right corner of any Web Interface page and select **Change Password**.
2. Move the **Hide Admin Password on the Screen ON/OFF slider** to the right to hide the Admin password on the Hotspot touchscreen. The Admin password is no longer visible on the touchscreen.

# Managing data usage

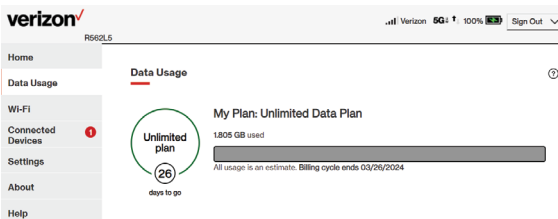
On the Web UI Home page, the Data Usage panel displays graphs of your Hotspot data usage for the current billing cycle.



To view the Data Usage page, select > from the Home page Data Usage panel (or select Data Usage from the Web UI side menu). The Data Usage page appears.

## Data usage page

Use the Data Usage page to view details about your Hotspot data usage and billing plan.



The data usage graph displays vary according to plan, but generally include:

- Estimated percentage of data remaining for the current billing cycle
- Number of days left in the billing cycle
- Data limit on your plan
- Estimated amount of data used in the current billing cycle
- Estimated amount of data remaining for the current billing cycle
- Date the billing cycle ends

## Managing Wi-Fi settings

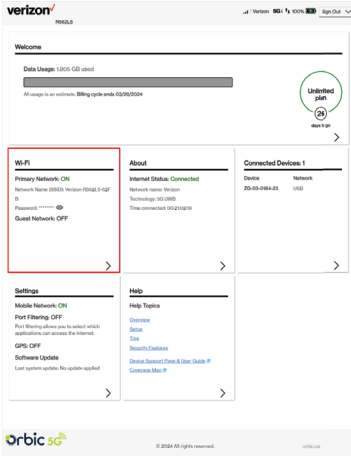
Your Hotspot offers primary and guest networks for accessing the Internet over Wi-Fi. Each network can be accessed over two bands: 2.4GHz, 5GHz.

On the Web UI Home page, the Wi-Fi panel shows the current name (SSID) and state of primary and guest networks. Click the eye icon to view the current passwords for each.

To manage settings for these networks, select from the Home page Wi-Fi panel (or select Wi-Fi from the Web UI side menu).

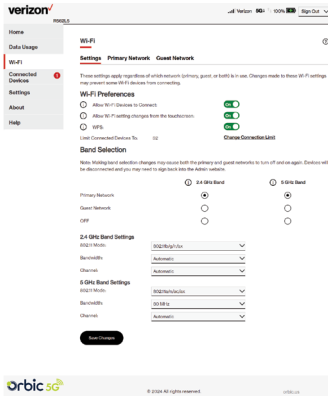
The Wi-Fi page includes three tabs:

- Settings
- Primary Network
- Guest Network



## Settings tab

You can use the default values as they appear on this tab, or can adjust them for your environment.





## Wi-Fi preferences

Use the **Allow Wi-Fi Devices** to Connect ON/OFF slider to turn Wi-Fi on or off. This selection affects primary and guest networks.

**NOTE:** If Wi-Fi is off, the only way to connect devices to the Hotspot is by tethering with a USB cable or via Ethernet if the Ethernet port is enabled.

Use the **Allow Wi-Fi setting changes** from the **touchscreen** ON/OFF slider to allow or disallow setting Wi-Fi options on the Hotspot touchscreen.

Select **Change connection limit** to change the maximum number of devices allowed to connect to your Hotspot Wi-Fi. Use the slider to select a number and click Save Changes. The maximum number of connected devices is 32.

## Band selection

Each network can be accessed over two bands: 2.4GHz, 5GHz:

- The 2.4GHz band is supported by all devices with Wi-Fi and should be used by devices that are a few years old or older. This band passes through walls better and propagates over longer distances, so it may have a longer range.
- The 5GHz band is best for newer devices. It offers better throughput, reduced interference and faster data speeds, but does not pass through walls as well as the 2.4GHz band.

**NOTE:** The guest network must be assigned at least one band before it can be turned on.

### 2.4GHz Band Settings

This section displays the 802.11 Mode in use when the 2.4GHz

band is active and allows you to select a Channel.

**NOTE:** Leave the Channel set to **Automatic** unless you need to choose a particular channel for your environment.

## 5GHz Band Settings

This section displays the 802.11 Mode in use when the 5GHz band is active and allows you to select a Bandwidth and Channel.

**Bandwidth:** Leave bandwidth at the default setting unless you experience interference with other Wi-Fi devices. If you experience interference, try lowering the setting to reduce the interference.

**NOTE:** Leave the **Channel** set to **Automatic** unless you need to choose a particular channel for your environment.

Select **Save Changes** to store new settings.

## Primary Network tab

Use these settings to connect initially to the primary Wi-Fi network or change primary network information. Connected devices must use the Wi-Fi settings shown on this screen.

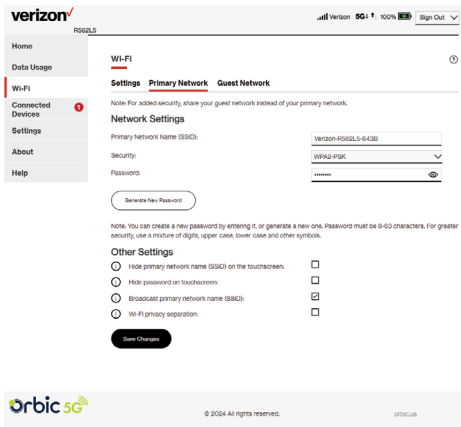
## Network Settings

**NOTE:** If you change these settings, existing connected devices may lose their connection.

**Primary Network Name (SSID):** Enter a primary network name (SSID) to set up or change the primary network name. The name can be up to 32 characters long.

**Security:** Select an option for Wi-Fi security:

- **WPA3/WPA2 Transition** is the most secure method of Wi-Fi Protected Access and should be used if possible for WPA2 and WPA3 compliant devices.
  - **WPA2 Personal PSK (AES)** can be used for WPA2 devices.
  - **WPA/WPA2 Mixed Mode** can be used if some of your older devices do not support WPA2.
  - **None** allows anyone to connect and access Wi-Fi network and use your data plan to access the Internet.
- NOTE:** This setting is not recommended.



**Password:** Enter a Wi-Fi password, or you can use the Generate new password button.

**Important:** It is recommended that you change the password from the default and use a different password from your Admin password to keep the device and your network secure.

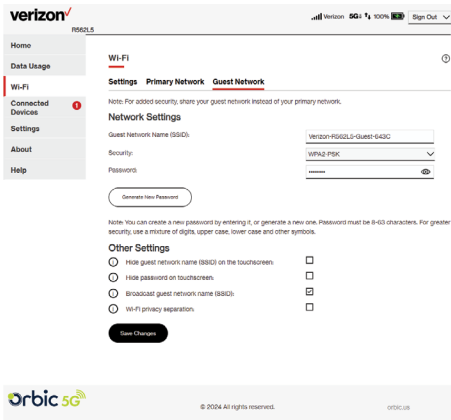
**Generate New Password:** This button inserts a strong random password in the Password field. You can click the eye icon to view the password.

## Other Settings

- **Hide primary network name (SSID) on the touchscreen:** Check this box to hide the Wi-Fi primary network name on the Hotspot touchscreen. If unchecked, the primary network name is visible on the touchscreen.
- **Hide password on touchscreen:** Check this box to hide the Wi-Fi primary network password on the Hotspot touchscreen. If unchecked, the primary network password is visible on the touchscreen.
- **Broadcast primary network name (SSID):** Check this box to display the Wi-Fi primary network in the list of available Wi-Fi networks on your connected devices. If unchecked, this network is not visible to connected devices.
- **Wi-Fi privacy separation:** Check this box to keep each connected device on this network isolated from all other connected devices. This provides additional security if some connected devices are unknown or not completely trusted.  
**NOTE:** For normal operation, this should be unchecked.
- Select **Save Changes**.

## Guest Network tab

The Wi-Fi guest network allows you to segregate traffic to a separate network rather than share access to your Wi-Fi primary network. Use settings on this tab to set up or change Wi-Fi guest network information. Connected devices must use the Wi-Fi settings shown on this screen to connect to the guest Hotspot Wi-Fi network.



**NOTE:** To turn the Wi-Fi guest network on, you must select at least one band for Guest Network under **Band Selection** on the **Wi-Fi Settings** tab and then select **Save Changes**.

## Network Settings

**Guest Network Name (SSID):** Enter a guest network name (SSID) to set up or change the guest network name. The name can be up to 32 characters long.

**Security:** Select an option for Wi-Fi security:

- **WPA3/WPA2 Transition** is the most secure method of Wi-Fi Protected Access and should be used if possible for WPA2 and WPA3 compliant devices.
- **WPA2 Personal PSK (AES)** can be used for WPA2 devices.
- **WPA/WPA2 Mixed Mode** can be used if some of your older devices do not support WPA2.
- **None** allows anyone to connect and access Wi-Fi network and use your data plan to access the Internet.  
**NOTE:** This setting is not recommended.

**Password:** Enter a Wi-Fi password, or you can use the Generate new password button.

**Important:** It is recommended that you change the password from the default and use a different password from your Admin password to keep the device and your network secure.

**Generate New Password:** This button inserts a strong random password in the Password field. You can click the eye icon to view the password.

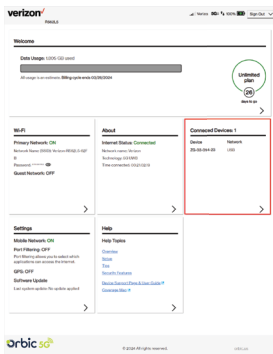
## Other Settings

- **Hide guest network name (SSID) on the touchscreen:** Check this box to hide the Wi-Fi guest network name on the Hotspot touchscreen. If unchecked, the guest network name is visible on the touchscreen.
- **Hide password on touchscreen:** Check this box to hide the Wi-Fi guest network password on the Hotspot touchscreen. If unchecked, the guest network password is visible on the

touchscreen.

- **Broadcast guest network name (SSID):** Check this box to display the Wi-Fi guest network in the list of available Wi-Fi networks on your connected devices. If unchecked, this network is not visible to connected devices.
- **Wi-Fi privacy separation:** Check this box to keep each connected device on this network isolated from all other connected devices. This provides additional security if some connected devices are unknown or not completely trusted. **NOTE:** For normal operation, this should be unchecked.
- Select **Save Changes**.

## Managing connected devices



On the Web UI Home page, the **Connected Devices** panel lists all devices currently connected to your Hotspot, along with the network they are using.

To manage **Connected Devices**, select > from the Home page

**Connected Devices** panel (or select Connected Devices from the Web UI side menu).

## Connected Devices page

This page provides details about each device connected to the Hotspot, and allows you to edit how device names appear in the Web UI. You can also block or unblock a device from internet access.

verizon R502L5 Verizon 5G 100% Sign Out

Home  
Data Usage  
Wi-Fi  
Connected Devices  
Settings  
About  
Help

### Connected Devices

Connected (1)

Device	Network	Block
ZH-03-0120-28	USB	<input type="checkbox"/>

[Change Wi-Fi Connection Limit \(32\)](#)

### Blocked (1)

Device	Block
rong MAC Address: 42:49:D1:69:07:4D	<input checked="" type="checkbox"/>

[Save Changes](#)

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## Connected Devices

This table lists all devices connected to the Hotspot:

- **Device:** An icon indicates the connection type (Wi-Fi, USB, or Ethernet) for each device. (You can hover over the icon to read the type of connection.) The name of the connected device is usually the hostname set on the connected device. In rare cases, the hostname may be unavailable.
- **Network:** Indicates whether the device is connected to the primary or guest network.
- **Block:** Select this box to disconnect a device and prevent



it from reconnecting. Select **Save Changes**. The device is removed from the **Connected** list and appears in the **Blocked** list below.

**NOTE:** The Block option is available only for devices connected through Wi-Fi.

To view details on a 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:

- **IPv4:** The IP address of the connected device.
- **MAC Address:** The MAC Address (unique network identifier for this connected device).

Click the **up arrow icon**  to collapse the row.

Select **Change Wi-Fi connection limit** to change the maximum number of devices allowed to connect to your Hotspot Wi-Fi. Use the slider to select a number and click **Save Changes**. The maximum number of connected devices is 32.

## Blocked

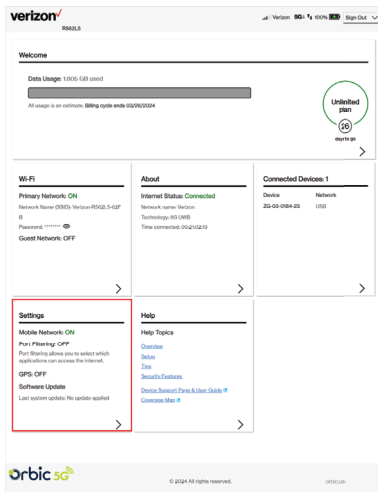
This section lists all devices blocked from connecting to the Hotspot.

**NOTE:** Since blocked devices are not currently connected, they do not have an IP address. Instead, they are identified by their name and MAC address.

To Unblock a blocked device, click the **Block** button and select **Save Changes**. The device is removed from the **Blocked list**.

# Managing Settings

On the Web UI Home page, the Settings panel shows the current Mobile Network, Port Filtering and GPS settings (ON/OFF), and the date and time of the last system update.



To change system settings, select from the Home page **Settings** panel (or select Settings from the Web UI side menu).

The Settings page includes five tabs:

- Preferences
- Software Update
- Backup and Restore
- GPS
- Advanced

## Preferences tab

This tab allows you to configure options for the Hotspot touchscreen, notification settings, and Web UI display settings.

The Preference tab includes two sub tabs:

- Device Preferences
- User Preferences

## Device Preferences sub tab

Use this page to set options for the Hotspot touchscreen.

The screenshot shows the Verizon Hotspot Settings interface. At the top, there is a Verizon logo and a status bar with signal strength, 5G, 1x, 100% battery, and a 'Sign Out' button. A left-hand navigation menu includes Home, Data Usage, Wi-Fi, Connected Devices (with a red notification icon), Settings (highlighted in red), About, and Help. The main content area is titled 'Settings' and has sub-tabs for Preferences, Software Update, Backup and Restore, GPS, and Advanced. Under the 'Device Preferences' sub-tab, there are two sections: 'Device Preferences, User Preferences' and 'Charge Other Device'. The 'Device Preferences' section includes: 'USB mode when connected to a computer' (with a dropdown menu set to 'Internet access via USB and Wi-Fi'), 'Prompt on USB connection' (checked), 'Turn off screen' (dropdown set to 'After 30 seconds'), 'Sleep' (dropdown set to 'After 5 minutes'), 'Shutouts' (dropdown set to 'Never'), 'Allow setting changes from the touchscreen' (toggled on), 'Allow factory reset from the touchscreen' (toggled on), and 'Ethernet port' (dropdown set to 'Disable'). The 'Charge Other Device' section includes: 'Current Status' (set to 'Available') and 'Stop charging other device when battery reaches' (dropdown set to '25%'). A 'Save Changes' button is located at the bottom of the settings area. The footer contains the 'orbic 5G' logo, the copyright notice '© 2024 All rights reserved.', and the text 'orbic.us'.

- **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 Hotspot USB-C port: USB charging, internet access via USB and Wi-Fi, or internet access via USB only.
- **Prompt on USB connection:** Check this box for a prompt

to display on the Hotspot 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 Hotspot touchscreen does not change the setting above. The setting above acts as a default, and the choice on the Hotspot touchscreen sets the mode for the current USB session only.

- **Turn off screen:** Use the drop-down list to select how long you want the Hotspot to be inactive before the touchscreen turns off.
- **Sleep:** Use the drop-down list to select the Hotspot sleep time.
- **Shutdown:** Use the drop-down list to select the automatic shutdown time.
- **Allow Wi-Fi settings changes from the touchscreen:** Use the ON/OFF slider to allow or disallow configuration of settings on the Hotspot touchscreen.

**NOTE:** If ON, settings can be configured on the Hotspot touchscreen, including Factory Reset, which resets all settings to factory default settings and disconnects all connected devices.

- **Allow factory reset from the touchscreen:** Use the ON/OFF slider to allow or disallow factory reset from the Hotspot and touchscreen (Settings > Factory Reset). If ON, factory reset is allowed from the Hotspot and touchscreen. Factory reset resets all settings to factory default settings and disconnects all connected devices.

- **Ethernet port:** Check this box to enable the Ethernet port.

**NOTE:** The Ethernet port is disabled by default to extend battery life.

## Charge Other Device

You can charge devices such as your phone or Bluetooth headset from the Hotspot by connecting the device's USB cable to the Hotspot's USB-C port.

### 1. **Current Status:** The current status of Charge Other Device:

- **Charging** – A device is being charged from the Hotspot battery.
- **Available** – If a device connects to the Hotspot USB-C port, it will be charged.
- **Not available (low battery)** – The Hotspot battery is too low to charge a device.

### 2. **Stop charging other device when battery reaches:** Use the drop-down list to select a battery percentage for the Hotspot at which you want to stop charging other devices in order to reserve Hotspot battery power.

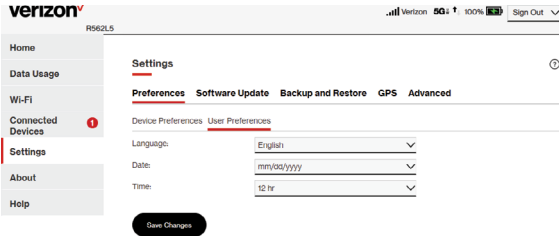
**NOTE:** Do not use the Charge Other Device feature if you want to use the battery for a full day.

## User Preferences sub tab

Use this page to change how dates, time, and language are displayed in the Hotspot Admin Web UI.

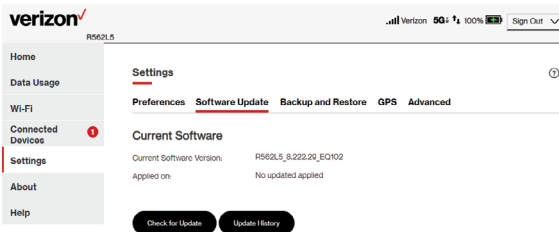
- **Language:** Select a language for the Admin Web UI.
- **Date:** Select the date format to be used throughout the Web UI (mm/dd/yyyy or dd/mm/yyyy).

- **Time:** Select the time format to be used throughout the Web UI (12 or 24 hour).
- Select your display choices from the drop-down menus and click **Save Changes** to update settings.



## Software update tab

Software updates are delivered to the Hotspot automatically over the mobile network. This tab displays your current software version, last system update information, software update history, and allows you to check for new software updates.



## Check for Software Update

- **Last check for update:** The date and time the Hotspot last checked to see if an update was available.
- **Update status:** This 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. If a new software update is available, it is automatically downloaded.

## Software Update History

This section displays details of the last updates that have been downloaded and installed to this device. If no updates have been installed, this section displays the current software version.

# Backup and Restore tab

Use this tab to back up current Hotspot settings to a file on your computer, restore (upload) a previously-saved configuration file, reset the Hotspot to factory defaults, or restart or turn off your Hotspot.

The screenshot shows the Verizon R562L5 Hotspot settings interface. At the top, the Verizon logo is on the left, and the device name 'R562L5', signal strength, 'Verizon 5G+', battery level '100%', and a 'Sign Out' button are on the right. A left-hand navigation menu includes: Home, Data Usage, WI-FI, Connected Devices (with a red notification icon), Settings (highlighted), About, and Help. The main content area is titled 'Settings' and has a help icon. Below this is a navigation bar with tabs: Preferences, Software Update, Backup and Restore (selected), GPS, and Advanced. The 'Backup Configurations' section contains the text: 'Save your R562L5 configuration settings to your computer. Please note that the backup file will only work with this R562L5.' and a 'Download' button. The 'Restore Settings' section contains the text: 'Restore backed up settings from a file on your computer.' and a 'Select a file:' label with two buttons: 'No file selected' and 'Select a file'. Below this is a 'Restore Now' button. The 'Restore to Factory Defaults' section contains the text: 'Restore all settings to the factory default values.' and a 'Restore Factory Defaults' button. The 'Restart Device' section contains the text: 'Restart your Device.' and a 'Restart' button. The 'Turn Off Device' section contains the text: 'Shutdown your device.' and a 'Turn Off' button. At the bottom of the page, the 'orbic 5G' logo is on the left, the copyright notice '© 2024 All rights reserved.' is in the center, and the text 'orbic.us' is on the right.



## Backup Configurations

To back up current Hotspot settings to a file on your computer, enter your Admin password in the **Admin password** box.

If you don't remember the Admin password, click the down arrow next to **Sign Out** in the top-right corner of any Web UI page and click **Change Password**, then **Forgot Admin password?** Answer the displayed security question. The current Admin password will be displayed. Alternately, you can view the Admin password on the Hotspot touchscreen by tapping **Help > Web UI** or **Menu > Help > Web UI**.

**NOTE:** If you enter an incorrect password five times in a row, you will be locked out of the Web UI. To unlock it, restart your Hotspot.

Click the **Download** button. The file is automatically downloaded to your Downloads folder. This configuration file contains all settings for your Hotspot.

**NOTE:** The backup file cannot be edited or viewed on the downloaded system or on any other device. This file can only be restored for this model of Hotspot.

## Restore Settings

**CAUTION:** Restoring settings (uploading a configuration file) changes all of the existing settings to match the configuration file. This may change the current Wi-Fi settings, breaking all existing connections to the Hotspot and disconnecting you from the Web UI.

To restore system settings from a backup settings file, enter your

Admin password in the **Admin password** field.

In the **Select a file** field, click **Select a file** and choose a backup settings file to restore.

**NOTE:** You can only restore a file that was created for this model of Hotspot.

Click the **Restore Now** button.

### **Restore to Factory Defaults**

**Restore Factory Defaults:** This button resets all settings to their factory default values.

**CAUTION:** This initiates a restart and may change the current Wi-Fi settings, breaking all existing connections to your Hotspot and disconnecting you from the Web UI.

### **Restart Device**

**Restart:** This button turns your Hotspot off and on again.

### **Turn Off Device**

**Turn Off:** This button turns your Hotspot off.

## **GPS tab**

The Hotspot incorporates a GPS receiver. The GPS receiver can determine your current location. Use this tab to enable GPS, view current location information, and to enable GPS streaming to devices with the GPS over Wi-Fi feature.

The screenshot shows the Verizon R562L5 Settings page. The left sidebar contains navigation options: Home, Data Usage, Wi-Fi, Connected Devices (with a red notification badge), Settings (highlighted), About, and Help. The main content area is titled 'Settings' and includes sub-sections: Preferences, Software Update, Backup and Restore, GPS (highlighted), and Advanced. Under 'GPS Settings', there is a description: 'The GPS receiver can determine your current location. This location can be provided to connected devices.' Below this are three settings: 'Enable GPS' (ON), 'Turn OFF GPS When the Device Restarts' (OFF), and 'Turn OFF GPS Over Wi-Fi' (OFF). A 'Port Number' field is set to '16000'. A 'Save Changes' button is present. The 'GPS Driver' section explains that GPS data is provided by the R562L5 in the form of a National Marine Electronics Association (NMEA) text stream and offers a 'Download Driver' button. The 'Current Location' section displays: Latitude: 34.198576, Longitude: 108.663694, Altitude: 458 m, and Accuracy: 57 m. The footer features the Orbic 5G logo, copyright notice '© 2024 All rights reserved.', and the website 'orbic.us'.

## GPS Settings

- **Enable GPS:** This setting enables or disables the GPS radio on your Hotspot. When the ON/OFF slider is ON, the device acquires GPS and makes GPS location data available on this page. A GPS Agreement appears, click **Yes** to proceed. When OFF, no GPS data is available.
- **Turn OFF GPS When the Device Restarts:** This setting determines when the GPS receiver will turn off, once it is on. When the ON/OFF slider is ON, the GPS receiver turns off when the Hotspot is restart. You will need to turn it on again the next time the GPS receiver is needed.
- **Turn OFF GPS Over Wi-Fi:** This setting determines whether location information can be shared with connected devices. When the ON/OFF slider is ON, location information can be

shared. Raw GPS data is provided in the form of a National Marine Electronics Association (NMEA) text stream. You can use third-party applications to utilize or forward the GPS data to a remote server.

- **Port Number:** The TCP port number used to establish a connection to the Hotspot and obtain raw GPS data for the GPS over Wi-Fi feature. Unless there is a good reason to do so, you should not change the port number. Acceptable port values are between 15000 and 20000, The default port value is 16000.
- Click **Save Changes** to update settings.

## GPS Driver

For the GPS over Wi-Fi feature, if you want to access the GPS data stream from a virtual COM port instead of the TCP port (above), use the Download Driver button to download and install a GPS driver for your Windows platform. This driver creates a virtual NMEA port, obtains GPS data from the Hotspot, and makes this GPS data available to NMEA-aware third-party applications.

## Current Location

- **Latitude:** Latitude for the last location fix.
- **Longitude:** Longitude for the last location fix.
- **Altitude:** Altitude for the last location fix.
- **Accuracy:** A measure of the accuracy of the horizontal position obtained by the GPS receiver.

## Advanced tab

Advanced settings are intended only for users with advanced technical knowledge. For information about the Advanced Settings page, go to Advanced Settings on page 70.

## Viewing info about your Hotspot

On the Web UI Home page, the About panel shows current internet status, the name of the network to which the Hotspot is connected, technology, and amount of time connected.

The screenshot displays the Verizon Hotspot Web UI Home page. At the top, the Verizon logo is on the left, and the status bar shows 'Verizon 5G+ 100%' and a 'Sign Out' button. Below the status bar, the page is divided into several sections:

- Welcome:** Shows 'Data Usage: 1.805 GB used' with a progress bar and a note 'All usage is an estimate. Billing cycle ends 03/26/2024'. A 'Unlimited plan' badge is also visible.
- Wi-Fi:** Shows 'Primary Network: ON', 'Network Name: Verizon-R002.5-42F', 'Password: \*\*\*\*\*', and 'Guest Network: OFF'.
- About:** (Highlighted with a red border) Shows 'Internet Status: Connected', 'Network name: Verizon', 'Technology: 5G-LMB', and 'Time connected: 00:21:02:0'.
- Connected Devices: 1:** Shows a table with columns 'Device' and 'Network', containing the entry '20-03-094-23' and 'USB'.
- Settings:** Shows 'Mobile Network: ON', 'Port 1 Filtering: OFF', 'GPS: OFF', and 'Software Update'.
- Help:** Lists 'Help Topics' such as Overview, Setup, Tips, Security/Features, Device Support, Plans & User Guide, and Contact Us.

At the bottom of the page, the Orbic 5G logo is on the left, and the copyright notice '© 2024 All rights reserved.' and '07030101' are on the right.

To view more detailed information about your Hotspot and its use, select > from the Home page **About** panel (or select **About** from the Web UI side menu).

The About page includes the following tabs:

- Internet Status
- Diagnostics
- Device Info
- Logs

## Internet Status tab

Use the Internet Status tab to view general internet connection and system information.

The screenshot shows the Verizon mobile app interface. At the top, the Verizon logo is on the left, and signal strength, carrier (Verizon), 5G, 100% battery, and a 'Sign Out' button are on the right. A navigation menu on the left includes Home, Data Usage, Wi-Fi, Connected Devices (with a red notification badge), Settings, About (highlighted), and Help. The main content area is titled 'About' and has four tabs: Internet Status (selected), Diagnostics, Device Info, and Logs. Under the 'Internet Status' tab, there are three sections: 'General', 'IPv4', and 'IPv6'. Each section contains key-value pairs for connection details.

General	
Status	Connected
Network name	Verizon
Technology	5G
Time connected	00:08:29:58 (asrhummas)
Received	15402 MB
Transmitted	2415 MB

IPv4	
IP Address	1138.35.64
Mask	255.255.255.0
Gateway	1138.35.05
DNS	22111.67, 221111.68

IPv6	
IP Address	2408:6471bf14285a5f0c1cfc6503515:0
DNS	2408:0000:0...2408:0000:0

At the bottom of the screen, there is an 'Orbic 5G' logo on the left, a copyright notice '© 2024 All rights reserved.' in the center, and 'orbic.us' on the right.

- **Status:** The current status of the Hotspot internet connection.
- **Network Name:** The name of the network for the current internet session established.
- **Technology:** Indicates the current cellular data connection, for example, 5G.

- **Time Connected:** The amount of time that has elapsed since the connection for the current internet session was established.
- **Received:** The amount of data received for the current internet session. This counter starts at zero when the connection is established.
- **Transmitted:** The amount of data transmitted for the current internet session. This counter starts at zero when the connection is established.

## IPv4

- **IP Address:** The internet IP address assigned to the Hotspot.
- **Mask:** The network mask associated with the IPv4 address.
- **Gateway:** The gateway IP address associated with the IPv4 address.
- **DNS:** The Domain Name Server currently used by the Hotspot.

## IPv6

- **IP Address:** The global IPv6 address for the Hotspot (blank if IPv6 is turned off or is not supported by the current network connection or operator).
- **DNS:** The Domain Name Server currently used by the Hotspot.

## Diagnostic tab

This tab displays detailed information used solely for troubleshooting or technical support.

## Modem

- **Mobile Number (MDN):** The phone number of your Hotspot.
- **IMEI:** The International Mobile Equipment Identity (IMEI) for your Hotspot. This is a 15 digit code used to uniquely identify an individual mobile station. The IMEI does not change when the SIM is changed.
- **SIM Status:** Indicates the status of the SIM card. If the SIM card is missing, or there is some form of SIM error, connection to the mobile network is not possible.
- **ICCID:** The unique ID number assigned to the SIM card. This field is blank if there is no SIM card installed, or a SIM error condition exists.



## Network

- **Status:** The status of the network: Disconnected or Connected.
- **Band:** The band in use for the current connection.
- **Bandwidth:** The bandwidth in use for the current connection.
- **Network Operator:** The name of the Mobile Network Operator (MNO).
- **Signal Strength (RSRP):** The strength of the cellular signal, measured in dBm. Higher absolute values indicate a stronger signal, for example: -80 dBm is a stronger signal than -90 dBm.
- **SNR:** Signal to Noise Ratio. A measure of the ratio between signal strength and noise level. SNR values are positive, and higher numbers are better.
- **Roaming:** Indicates whether roaming is on.

## Device Info tab

Use this tab to view equipment model and current version.

The screenshot shows the Verizon mobile settings app interface. At the top, the Verizon logo is on the left, and signal strength, carrier name (Verizon), 5G+ network indicator, 100% battery, and a Sign Out button are on the right. Below the status bar, the device model R562L5 is displayed. A left-hand navigation menu includes Home, Data Usage, Wi-Fi, Connected Devices (with a red notification icon), Settings, About (highlighted in red), and Help. The main content area is titled 'About' and has sub-tabs for Internet Status, Diagnostics, Device Info (highlighted in red), and Logs. Under the 'General' section, the Manufacturer is listed as 'Orbic' and the Model is 'R562L5'. Under the 'Software Components' section, the Modem Software Version is 'R502L5.0.222.29 EQ102'.

## General

**Manufacturer:** Orbic.

**Model:** R562L5.

## Software Components

**Modem Software Version:** The version of software currently installed for the modem component.

## Logs tab

Use this tab to view log information for troubleshooting.

The screenshot shows the Verizon R562L5 modem settings interface. At the top, the Verizon logo is on the left, and the status bar on the right shows 'Verizon 5G+', '100%' battery, and a 'Sign Out' button. A left-hand navigation menu includes 'Home', 'Data Usage', 'Wi-Fi', 'Connected Devices' (with a red notification icon), 'Settings', 'About', and 'Help'. The main content area is titled 'About' and has a sub-tab 'Logs' selected. Under 'Log Settings', there is a note: 'Logs are for troubleshooting, and are not needed for normal operation. Note: If the system log is full, then the oldest data is discarded, regardless of this setting.' Below this, there is a 'Turn on logs' checkbox which is checked, and a 'Delete system log' dropdown menu set to 'After 3 days'. A 'Save Changes' button is located below these settings. At the bottom of the log settings section, there are two tabs: 'Mobile Network Log' and 'System Log'. Below the tabs are three buttons: 'Refresh', 'Clear Log', and 'Export Log'. The footer of the page features the Orbic 5G logo on the left, the copyright notice '© 2024 All rights reserved.' in the center, and the website 'orbic.us' on the right.

## Log Settings

**Turn on Logs:** Check this box to turn on logs as needed.

**Delete system logs:** Use the drop-down list to select when you want system log data deleted.

**NOTE:** If the log is full, the oldest data is deleted regardless of this setting.

Click **Save Changes** to enact changes.

If logs are turned on, the following are visible:

**Mobile Network Log:** This tab displays the log data of connections to the mobile network.

**System Log:** This tab displays the log data of events other than mobile data connections that occurred on this device.

**Refresh:** Updates the displayed log data.

**Clear Log:** Deletes all existing log data. This makes new data easier to read.

**Export Log:** Allows you to download log data.

## Getting help

On the Web UI Home page, the Help panel provides links to introductory help and support.

The screenshot displays the Verizon mobile network settings interface. At the top, the Verizon logo and signal strength indicators are visible. The main content area is divided into several sections:

- Welcome:** Shows data usage (1.805 GB used) and a progress bar. A note indicates the billing cycle ends on 03/26/2024. A green circle highlights an "Unlimited plan" with "26 days to go".
- Wi-Fi:** Shows the primary network (ON), network name (ORBIT-7042-5-42F), BSSID, password, and guest network status (OFF).
- About:** Shows internet status (Connected), network name (Verizon), technology (5G/LTE), and time connected (00:21:02:10).
- Connected Devices: 1:** Shows a table with columns for Device and Network, listing a device with ID 25-03-0184-03 and network LTE.
- Settings:** Includes mobile network (ON), port filtering (OFF), GPS (OFF), and software update status (No update applied).
- Help:** This section is highlighted with a red box and contains the following links:
  - Overview
  - Status
  - Tools
  - Search for Features
  - Device Support Page & User Guide
  - Generate Map

At the bottom, the Orbic 5G logo and copyright information (© 2024 All rights reserved.) are displayed.

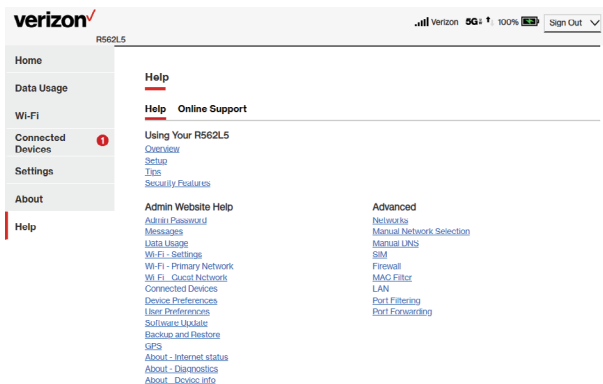
To view more detailed help information, select from the Home page Help panel (or select Help from the Web UI side menu).

The Help page includes two tabs:

- Help
- Online Support

## Help tab

This page provides links to help topics for every page of the Admin Web UI and general topics useful for getting started with your Hotspot.



## Online Support tab

Use the Online Support tab for useful links and support information.

- Home
- Data Usage
- Wi-Fi
- Connected Devices 1
- Settings
- About

Help

Help

Help Online Support

Quick Links

[My Verizon Wireless](#)

[Coverage Map](#)

[Trio Planner](#)

Self-Service Support

[Community Forums](#)

[Device Support Page & User Guide](#)

Customer Care

Verizon Customer Care:

1.800.922.0204



# Advanced Settings

---

The Advanced Settings pages on the Hotspot Admin Web UI are intended for users with technical expertise in the area of telecommunication and networking.

**WARNING!** Changing the Advanced settings may be harmful to the stability, performance, and security of the Hotspot.

## Using Advanced Settings

When you select the **Advanced** tab on the Settings page, a warning message appears. If you click Continue, the Cellular tab of the Advanced page appears.

The Advanced page includes eight tabs:

- Cellular
- Manual DNS
- SIM
- Firewall
- MAC Filter
- LAN
- Port Filtering
- Port Forwarding

## Cellular tab

In most configurations, the Hotspot is used with a dynamic IP and SIM and the Access Point Name (APN) is available from the network, for example: VZWINTERNET.

The screenshot shows the Verizon mobile app interface. At the top, the Verizon logo is on the left, and the status bar shows signal strength, Verizon carrier, 5G service, 100% battery, and a 'Sign Out' button. A navigation menu on the left includes Home, Data Usage, Wi-Fi, Connected Devices (with a red notification icon), Settings (highlighted), About, and Help. The main content area is titled 'Settings' and has a sub-header 'Cellular Network Technology'. Below this, there are tabs for 'Preferences', 'Software Update', 'Backup and Restore', 'GPS', and 'Advanced' (which is selected). Under the 'Advanced' tab, there are sub-tabs: 'Cellular', 'Manual DNS', 'SIM', 'Firewall', 'MAC Filter', 'LAN', 'Port Filtering', and 'Port Forwarding'. The 'Cellular' sub-tab is active. It contains two toggle switches: 'Allow device to connect to the mobile network while roaming' (set to 'Off') and 'Enable automatic network selection' (set to 'On'). Below these is a 'Select Network Manually' button. The 'APN Settings' section shows the APN value 'VZWINTERNET' in a text field. A caution message states: 'Caution: Changing the APN may cause loss of data connectivity.' Below this is a 'Reset Changes' button. At the bottom of the screen, the 'orbic 5G' logo is on the left, and the copyright notice '© 2024 All rights reserved.' and the website 'orbic.us' are on the right.

## Cellular Network Technology

- **Allow device to connect to the mobile network while roaming:** Use the ON/OFF slider when necessary to turn international and domestic roaming on or off as needed. Additional data charges may apply when roaming.
- **Enable automatic network selection:** When the ON/OFF slider is ON, your Hotspot automatically selects the best 5G/LTE/UMTS available network and you cannot use the Select Network Manually button.

**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 prefer network.

## APN Settings

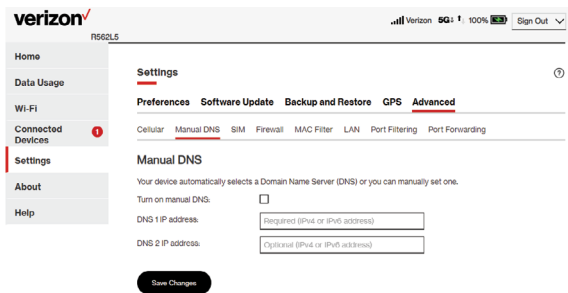
**APN:** Enter the APN for your private network.

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

Click **Save Changes**.

## Manual DNS tab

The Hotspot automatically selects a Domain Name Server (DNS). This tab allows you to manually assign up to two DNS IP addresses.



## Manual DNS

- **Turn on manual DNS:** Check this box to manually select a DNS.
- **DNS 1 IP address:** Enter the IP address for the primary DNS. This address is required to use the Manual DNS feature.
- **DNS 2 IP address:** Enter the IP address for the secondary (backup) DNS. This address is optional and may be left blank if desired.
- Click **Save Changes**.



## SIM tab

The SIM card in your Hotspot can be locked using a PIN. If the SIM card is locked, you must enter the PIN before connecting to the mobile network. Once entered, the PIN is remembered until the next shutdown. You may also need to provide the existing PIN to change a SIM. The default PIN is available from your service provider.

Use this page to unlock your SIM or enter a SIM PIN.

The screenshot shows the Verizon mobile hotspot settings interface. At the top, the Verizon logo and signal strength are visible. The left sidebar contains navigation options: Home, Data Usage, Wi-Fi, Connected Devices (with a red notification icon), Settings (highlighted), About, and Help. The main content area is titled 'Settings' and has sub-tabs for Preferences, Software Update, Backup and Restore, GPS, and Advanced (selected). Under 'Advanced', there are sub-tabs for Cellular, Manual DNS, SIM (selected), Firewall, MAC Filter, LAN, Port Filtering, and Port Forwarding. The 'SIM Settings' section includes a warning: 'For additional security, the SIM card can be locked with a PIN code. When locked, the PIN code must be entered before the device will connect to the Internet.' Below this, there are two toggle switches: 'SIM PIN Lock' (set to ON) and 'SIM Status' (set to Ready). A 'Desired Action' dropdown menu is set to 'Turn off PIN Lock'. There is an empty 'Current PIN' input field. A message states '3 attempts remain until your SIM is permanently locked.' A note at the bottom reads: 'Note: Entering an incorrect PIN too often will PUK lock your SIM and you will be unable to use the device. You will need to contact your carrier's customer support to unlock the SIM.' A 'Save Changes' button is located at the bottom.

## SIM Settings

**SIM PIN Lock:** Indicates whether the PIN lock feature is in use. If On, the PIN lock has been turned on, and the SIM PIN must be entered to connect to the mobile network. If Off, the PIN lock feature is not turned on and the SIM PIN is not required.

**SIM Status:** The current status of the SIM card. Possible states include:

- **Ready:** No SIM PIN is needed.
- **PIN Locked:** SIM PIN must be entered before you can use

the mobile network.

- **PUK Locked:** PUK (personal unblocking key) for the SIM must be entered in order to continue.

The PUK can be obtained from your service provider.

- **Unlocked:** SIM PIN was needed, but has already been entered.
- **No SIM:** No SIM is detected. Check that the SIM is inserted correctly.
- **SIM Error:** SIM is detected, but is not responding as expected and cannot be used.

**Desired Actions:** The actions available depend on the SIM status. Possible operations include:

- **PIN Lock:** If the SIM is currently PIN locked, you are prompted to enter the PIN.

**NOTE:** If an incorrect PIN is entered too many times, the SIM becomes PUK locked. A counter indicates how many incorrect entries will cause PUK lock. Once PUK locked, the PUK must be obtained from your service provider.

- **PUK Lock:** If the SIM is currently PUK locked, the only operation possible is to enter the PUK.

**NOTE:** If an incorrect PUK is entered too many times, the SIM becomes permanently unusable. You will need to obtain a new SIM. A counter indicates how many entry attempts remain.

- **Turn on PIN Lock:** Sets the SIM so that entry of a PIN is required upon startup to connect to the mobile network. To perform this operation, you must enter the current PIN.
- **Turn off PIN Lock:** Turns off a PIN lock that was previously turned on so that entry of a PIN is no longer required to connect to the mobile network. To perform this operation,

you must enter the current PIN.

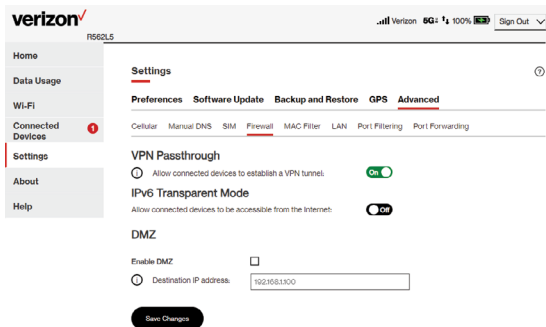
**Current PIN:** Enter the current PIN.

**NOTE:** For a Verizon Wireless SIM, the new PIN is 4 digits. The default SIM PIN is available from your service provider.

Click **Save Changes**.

## Firewall tab

The Hotspot firewall determines which internet traffic is allowed to pass between the Hotspot and connected devices and protects your connected devices from malicious incoming traffic from the internet. The firewall cannot be turned off. Use the Firewall tab to adjust the general security level of the firewall, designate a specific device to receive all traffic, and set up specific firewall rules.



## VPN Passthrough

**Allow connected devices to establish a VPN tunnel:** To use the VPN Passthrough, ensure the ON/OFF slider is ON. This allows you to establish a VPN tunnel while using your Hotspot.

## DMZ

**NOTE:** When IP Passthrough is turned on, DMZ capabilities are set through the connected host routing system and settings in this section are not available.

DMZ allows the connected device specified as the DMZ IP address (Destination IP address) to receive all traffic that would otherwise be blocked by the firewall.

**NOTE:** Allowing DMZ may assist some troublesome network applications to function properly, but the DMZ device should have its own firewall to protect itself against malicious traffic.

**Enable DMZ:** Check this box to allow DMZ.

**Destination IP address:** Enter the IP address of the connected device you wish to become the DMZ device (the DMZ destination).

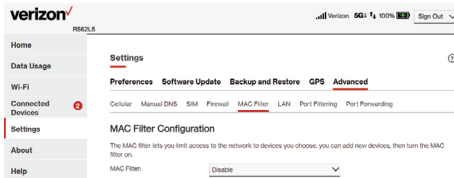
**NOTE:** You can check the IP address of each connected device on the Connected Devices screen.

Click **Save Changes**.

## MAC Filter tab

The MAC filter allows only selected devices to access the Hotspot primary Wi-Fi network. By default, MAC filter is turned OFF.

Use this tab to turn the MAC Filter ON and specify device access.



MAC Filter:

- Disable
- Whitelist
- Blacklist

MAC Filter:

Whitelist

Add New Device

Save Changes

## MAC Filter Configuration

The MAC filter is Disabled by default. Select **Whitelist** or **Blacklist** from the list, click Add New Device to add device(s) and click **Save Changes**.

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

## LAN tab

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

The screenshot shows the Verizon mobile settings interface. The left sidebar contains navigation options: Home, Data Usage, Wi-Fi, Connected Devices, Settings, About, and Help. The main content area is titled 'Settings' and includes tabs for Preferences, Software Update, Backup and Restore, GPS, and Advanced. The 'LAN' tab is selected, showing the following configuration options:

- IP Passthrough:** A section with a description and a 'Turn on IP Passthrough' checkbox (unchecked). Below it, the 'IP/FI interface' is set to 'Ethernet' and the 'MAC Address' field is empty.
- IPv4:** A section with fields for 'IP Address' (192.168.1.1), 'Subnet Mask' (255.255.255.0), 'Turn on DHCP Server' (checked), 'DHCP Lease Time' (1440 minutes), 'Start DHCP Address Range at' (192.168.1.2), and 'End DHCP Address Range at' (192.168.1.254). A 'Refresh IP Addresses' button is located below these fields.
- IPv6:** A section with 'Turn on IPv6' checked and 'Link Local Address' set to fe80::d994:50ff:fe42:643a. A 'Save Changes' button is at the bottom.

The bottom of the screen features the 'orbic 5G' logo and the copyright notice '© 2024 All rights reserved.' with the version number '10753016'.

## IP Passthrough

IP Passthrough (IPPT) enables the first device detected on the specified interface to obtain the IP address assigned by the mobile network. IPPT allows you to enable a one-to-one connection to a host routing system.

**NOTE:** When IP Passthrough is on, devices on other interfaces function normally.

However, when IPPT is enabled, the following capabilities are set through the host routing system and Web UI settings are not available:

- Port Forwarding
- Port Filtering
- DMZ (Firewall)
- **Turn on IP Passthrough:** Check the box to enable IP Passthrough.
- **IPPT Interface:** Select the interface used by the network device you wish to become the IP Passthrough device.
- **Hostname:** When enabling IPPT on the USB interface, enter the hostname of the device connected for IP Passthrough. This is the only USB-connected device that can obtain the IP address assigned to the mobile network. You can view the hostname on the Home or Connected Devices page.
- **MAC Address:** When enabling IPPT on the Ethernet interface, enter the MAC address of the device connected for IP Passthrough. This is the only Ethernet-connected device that can obtain the IP address assigned to the mobile network.

## IPv4

- **IP Address:** The IP address for your Hotspot, as seen from the local network. Normally, you can use the default value.

- **Subnet Mask:** The subnet mask network setting for the Hotspot. The default value 255.255.255.0 is standard for small (class "C") networks. If you change the LAN IP Address, make sure to use the correct Subnet Mask for the IP address range of the LAN IP address.
- **Turn on DHCP Server:** This checkbox turns the DHCP Server feature on or off. This should be left checked. The DHCP server allocates an IP address to each connected device.  
**NOTE:** If the DHCP Server is turned off, each connected device must be assigned a fixed IP address.
- **DHCP Lease Time:** The number of minutes in which connected devices must renew the IP address assigned to them by the DHCP server. Normally, this can be left at the default value, but if you have special requirements, you can change this value.
- **Start DHCP Address Range at:** The start of the IP address range used by the DHCP server. If the IP is set on the client device, use an IP address outside of this DHCP range; if the IP address is set using an IP reservation, it will usually be inside this range.  
**NOTE:** Only expert users should change this setting.
- **End DHCP Address Range at:** The end of the IP address range used by the DHCP server. If the IP is set on the client device, use an IP address outside of this DHCP range; if the IP address is set using an IP reservation, it will usually be inside this range.  
**NOTE:** Only expert users should change this setting.
- **Reserved IP Addresses:** Use this button to set up reserved IP addresses. Reserved IP addresses ensure that a connected device will always be allocated the same IP Address.

## IPv6

- **Turn on IPv6:** Check this box if any of your connected devices support IPv6. This enables IPv6 connected devices to make IPv6 connections to the internet.
- **Link-Local Address:** The Link-Local IPv6 address if the connected device supports IPv6. Click **Save Changes** to activate and save new settings.

## Port Filtering tab

Port Filtering allows you to block outgoing internet connections and permit only selected applications to access the internet. Traffic is identified by port numbers. Some applications are pre-defined. You can define additional applications if you know the details of the traffic used and generated by the applications.

**NOTE:** You can also view the current Port Filtering setting (ON/OFF) in the Settings panel on the Web UI Home page. When IP Passthrough is turned on, port filtering capabilities are set through the connected host routing system and settings on this page are not available.

verizon

Home

Data Usage

Wi-Fi

Connected Devices

Settings

About

Help

Settings

Preferences Software Update Backup and Restore GPS **Advanced**

Cellular Manual DNS SRM Firewall MAC Filter LAN **Port Filtering** Port Forwarding

### Port Filtering Configuration

If Port Filtering is on, only traffic from selected applications can access the internet.  
Note: DNS is always allowed.

Port Filtering: **ON**

### Applications

Select which applications can access the internet.

- Email (POP3, IMAP, SMTP)
- FTP
- HTTP
- HTTPS
- Telnet

### Custom Applications

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

[Add Custom Application](#) [Save Changes](#)

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## Port Filtering Configuration

**Port Filtering:** To turn on port filtering, move the ON/OFF slider to ON. To turn off port filtering, so that any application can connect to the internet, move the slider to OFF.

### Applications

Select the applications you want to be able to access the internet and click **Save Changes**.

The following table provides port numbers and protocol information for each port filtering application listed.

Application Name	Port	TCP*	STCP*	UDP*
Email				
POP3	110	Yes	No	Assigned
IMAP	143	Yes	No	Assigned
SMTP	25	Yes	No	Assigned
FTP control (command)	21	Yes	Yes	Assigned
FTP data transfer	20	Yes	Yes	Assigned
HTTP	80	Yes	Yes	Assigned
HTTPS	443	Yes	Yes	Assigned
Telnet	23	Yes	No	Assigned

\***Yes** indicates the protocol is standardized for the port number.

**No** indicates the protocol is not standardized for the port number.

**Assigned** indicates the port number is assigned by IANA (Internet Assigned Numbers Authority) for protocol use, but may not be standardized.

### Custom Applications

You can define up to 32 custom applications.

**Add Custom Application:** Use this button to add a new row to the custom application list.

## Custom Applications

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

On	App Name	Start Port	End Port	Protocol	Delete
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	TCP <input type="text"/>	<input type="checkbox"/>

- **On:** Check this box if you want the new application to be able to access the internet.
  - **App Name:** Enter a name for the custom application.
  - **Start Port:** Enter the beginning of the range of port numbers used by outgoing traffic for the custom application being added.
  - **End Port:** Enter the end of the range of port numbers used by the application.
- NOTE:** If the application uses a single port instead of a range, type the same value for both the Start Port and the End Port.
- **Protocol:** Select the protocol used by the port range from the drop-down list (TCP, UDP, or both).
  - **Delete:** Check this box to delete a custom application. **NOTE:** Click on the Port Filtering tab again to remove deleted custom applications from view on the screen.

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

## Port Forwarding tab

Port Forwarding allows incoming traffic from the internet to be forwarded to a particular device connected to your Wi-Fi network. Normally, the built-in firewall blocks incoming traffic from the internet. Port forwarding allows internet users to access any

server you are running on your computer, such as a Web, FTP, or Email server. For some online games, port forwarding must be used in order for the games to function correctly.

**Important:** Port forwarding creates a security risk and should not be turned on unless it is required.

Some mobile networks provide you with an IP address on their own network rather than an internet IP address. In this case, Port Forwarding cannot be used, because internet users cannot reach your IP address.

The screenshot shows the Verizon mobile settings interface. At the top, the Verizon logo is on the left, and the status bar shows 'Verizon 5G+', '100%' battery, and a 'Sign Out' button. A left-hand navigation menu includes 'Home', 'Data Usage', 'Wi-Fi', 'Connected Devices' (with a red '2' notification), 'Settings' (highlighted), 'About', and 'Help'. The main content area is titled 'Settings' and includes sub-sections for 'Preferences', 'Software Update', 'Backup and Restore', 'GPS', and 'Advanced' (which is selected). Under 'Advanced', there are links for 'Cellular', 'Manual DNS', 'SIM', 'Firewall', 'MAC Filter', 'LAN', 'Port Filtering', and 'Port Forwarding' (which is selected). The 'Port Forwarding Configuration' section has a sub-header and a description: 'Port forwarding sends specific incoming traffic to a connected device. The connected device is specified using its IP address.' Below this is a toggle switch for 'Port forwarding' which is currently turned 'On'. A table follows with two columns: 'Application' and 'Application IP address'. The table lists several protocols with checkboxes and corresponding input fields: DNS, FTP, HTTP/HTTPS, NNTP, POP3/POP3S, SMTP/Secure SMTP, SNMP, Telnet, and TFTP. At the bottom of the configuration section is a 'Custom Applications' section with a description: 'You can define your own applications, and then turn them on or off as needed. To define an application, you need to know the incoming ports used by the application.' Below this are two buttons: 'Add Custom Application' and 'Save Changes'.

verizon

RS62L5

Verizon 5G+ 100% Sign Out

Home

Data Usage

Wi-Fi

Connected Devices 2

Settings

About

Help

Settings

Preferences Software Update Backup and Restore GPS **Advanced**

Cellular Manual DNS SIM Firewall MAC Filter LAN Port Filtering **Port Forwarding**

### Port Forwarding Configuration

Port forwarding sends specific incoming traffic to a connected device. The connected device is specified using its IP address.

Port forwarding **On**

Application	Application IP address
<input type="checkbox"/> DNS	<input type="text"/>
<input type="checkbox"/> FTP	<input type="text"/>
<input type="checkbox"/> HTTP/HTTPS	<input type="text"/>
<input type="checkbox"/> NNTP	<input type="text"/>
<input type="checkbox"/> POP3/POP3S	<input type="text"/>
<input type="checkbox"/> SMTP/Secure SMTP	<input type="text"/>
<input type="checkbox"/> SNMP	<input type="text"/>
<input type="checkbox"/> Telnet	<input type="text"/>
<input type="checkbox"/> TFTP	<input type="text"/>

### Custom Applications

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

Add Custom Application Save Changes

orbic 5G

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**NOTE:** When IP Passthrough is turned on, port forwarding capabilities are set through the connected host routing system and settings on this page are not available.

## Port Forwarding Configuration

**Port forwarding:** To turn on port forwarding, move the ON/OFF slider to ON. To turn off port forwarding, so that no inbound traffic is forwarded to a LAN client, move the slider to OFF.

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

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 for the application.

Click **Save Changes**.

The following table provides port numbers and protocol information for each port forwarding application listed.

Application Name	Port	TCP*	STCP*	UDP*
DNS	53	Yes	No	Yes
FTP control (command)	21	Yes	Yes	Assigned
FTP data transfer	20	Yes	Yes	Assigned
HTTP	80	Yes	Yes	Assigned
HTTPS	443	Yes	Yes	Assigned
NNTP	119	Yes	No	Assigned
POP3	110	Yes	No	Assigned
POP3S	995	Yes	No	Yes
SMTP	25	Yes	No	Assigned
SecureSMTP	465	Yes	No	No
SNMP	161	Assigned	No	Yes
Telnet	23	Yes	No	Assigned
TFTP	69	Assigned	No	Yes

\***Yes** indicates the protocol is standardized for the port number.

**No** indicates the protocol is standardized for the port number.

**Assigned** indicates the port number is assigned by IANA (Internet Assigned Numbers Authority) for protocol use, but may not be standardized.

## Custom Applications

You can add up to 32 custom applications. Once defined, these applications can be turned on and off the same way as pre-defined applications.

**Add Custom Application:** Use this button to add a new row to the custom applications list.

### Custom Applications

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

On	App Name	IP Address	Port Type	Port Numbers		Protocol	Delete
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Translat <input type="text"/>	Ext <input type="text"/>	Int <input type="text"/>	TCP <input type="text"/>	<input type="checkbox"/>

Add Custom Application

Save Changes

- **On:** Check this box if you want the application to be able to access the internet (enabling port forwarding).
- **App Name:** Enter a name for the custom application.
- **IP Address:** 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.
- **Port Type:** Select Range or Translate from the drop-down list.
- **Port Numbers:** 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.

- **Protocol:** Select the protocol used by the port range from the drop-down list (TCP, UDP, or both).
- **Delete:** Check this box to delete a custom application.  
**NOTE:** Click on the Port Forwarding tab again to remove deleted custom applications from view on the screen.

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

# Troubleshooting

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The Hotspot is a highly reliable product. Most problems are caused by one of these issues:

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

## First troubleshooting steps

- Make sure you are using the Hotspot in the correct geographic region.
- Ensure that your wireless coverage extends to your current location.
- Ensure you have an active data plan.
- For Hotspot optimum radio performance, DO NOT place yoCces.

**Important:** Before contacting support, be sure to restart both your connected device and your Hotspot, and ensure that your SIM card is inserted correctly.

## Common problems and solutions

The solutions in this section can help solve many common problems encountered while using the Hotspot.

### **Q1. My Hotspot powered off without pressing the Power button**

This may occur under any of the following circumstances:

- Pressing the Reset button or Restore Factory Settings on the touchscreen or Admin Web UI

- Hotspot automatically restarting after configuration changes
- Switching profiles
- Restoring the configuration settings
- Battery depletion

To restore power, follow these steps:

1. Manually press and hold the Hotspot Power button for three seconds to turn it back on.
2. If the battery is depleted, charge the Hotspot with the wall charger.

## **Q2. 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.
- For Hotspot optimum radio performance, DO NOT place your Hotspot on metal surfaces.

## **Q3. My Hotspot has no power/touchscreen doesn't display when I press the Power button**

- Make sure the battery is properly seated in the device.
- Check that the battery is fully charged.

## **Q4. I forgot my Wi-Fi password**

Tap **Wi-Fi Name/Password** to see your Wi-Fi name (SSID) and Wi-Fi password.




## Q5. I forgot my Hotspot Admin Web UI password

- Your default Hotspot Admin Web UI password is the same as your Wi-Fi password. However, you are prompted to set a new password upon initial sign in.

**NOTE:** If you reset your Hotspot to factory settings, use the default password.

- Once you have set an Admin password, click the down arrow next to **Sign Out** in the top-right corner of any Web UI page and click **Change Password**, then select **Forgot Admin password?** and answer the displayed security question. The current Admin password is displayed. Alternately, you can view the Admin password on the Hotspot touchscreen by tapping **Help > Web UI** or **Menu > Help > Web UI**.

## Q6. I cannot connect a device to my Hotspot

- **On your Hotspot:** Make sure the Network Signal Strength indicator  displays at least one bar and that the type of network is displayed on the Home screen (for example, 5G).
- **On the device you want to connect:** Make sure Wi-Fi is turned on. The Hotspot will broadcast its own wireless network and name. Open the list of available Wi-Fi networks. Select the Hotspot primary or guest network and enter the password.

**NOTE:** You can find the primary network name and password by tapping Wi-Fi Name/Password on your Hotspot ● ● ● swiipe left to see the guest network name and password.

Once connected to the internet, the Hotspot Home screen displays the connected device.

## Q7. I see other networks, but not the network name for my Hotspot

The default multi-mode settings on your Hotspot work for most

Wi-Fi clients, however, some older devices require that you set one of the Wi-Fi bands to support older BGN standards:

1. Access the Hotspot Admin Web UI. Tether your device to the Hotspot with the USB-C cable.
2. On the Hotspot touchscreen, select **Access Internet (USB & Wi-Fi)** and click **OK**. Open any web browser and go to <http://my.mobilehotspot> or <http://192.168.1.1>.

**NOTE:** If you have another device that can connect to your Hotspot, you can use it to access the Admin Web UI.

3. Navigate to **Wi-Fi > Settings**. Under **2.4GHz Band Settings**, use the drop-down to change the 802.11 mode to **802.11 bgnax**.

**NOTE:** This allows older devices to connect on the 2.4 GHz band, but leaves the 5GHz band in multi-mode to allow newer devices the fastest available connection.

4. Click **Save Changes**. Your network name should be visible on all devices.

## **Q8. I see the network name, but can not connect a device to my Hotspot**

Tap **Wi-Fi Name/Password** on the Hotspot Home screen to make sure you are using the correct Wi-Fi password. Swipe left to view the guest network credentials if you are connecting to the guest network.

The default network security settings on your Hotspot work for most Wi-Fi clients, however, some older devices may not have access. If you are entering the correct password and still unable to connect, change the network security setting to **WPA/WPA2 Mixed Mode**:


1. Access the Hotspot Admin Web UI by tethering the device to the Hotspot with the USB-C cable. On the Hotspot

touchscreen, select **Access Internet (USB & Wi-Fi)** and click **OK**. Open any web browser and go to <http://my.mobilehotspot> or <http://192.168.1.1>.

**NOTE:** If you have another device that can connect to your Hotspot, you can use it to access the Admin Web UI.

2. Navigate to **Wi-Fi > Primary Network**. In the **Security** drop-down, select **WPA/WPA2 Mixed Mode**.
3. Click **Save Change**. Your all devices should be able to connect.

### Q9. I want to see how many devices are connected

- **On the Hotspot touchscreen:** Look below the **Connected Devices** icon  on the Home screen for the number of connected devices. Tap the icon for details on the connected devices.
- **On the Hotspot Admin Web UI:** The **Connected Devices** panel on the Home page lists the number of connected devices to the right of **Connected Devices**. Click **>** in the bottom-right corner of the panel for details on connected devices.

### Q10. I want to see the firmware (software) version installed on my Hotspot


- **On the Hotspot touchscreen:** Tap **Menu** and then swipe up and tap **Software Update**.
- **On the Hotspot Admin Web UI:** Click **>** in the bottom-right corner of the Settings panel and select the Software Updates tab.

**NOTE:** Software updates are delivered to the Hotspot automatically over the mobile network.

### Q11. I want to see the phone number for my Hotspot

- **On the Hotspot touchscreen:** Tap **Menu** and then swipe up and tap **About**. Your Hotspot phone number is listed as **Mobile Device Number**.
- **On the Hotspot Admin Web UI:** Click > in the bottom-right corner of the **About** panel and select the **Diagnostics** tab. Your Hotspot phone number is listed as **Mobile number (MDN)**.

## Q12. I want to see the battery level of my Hotspot

- **On the Hotspot touchscreen:** You can view the battery icon and percentage  on the top right of the Home screen.
- **On the Hotspot Admin Web UI:** You can view the battery icon and percentage on the top right of the Home page.

## Q13. I want to turn my Hotspot off

- Press and hold the Power button on the Hotspot for three seconds until you see the Power Off screen. Then select **Shutdown** and tap **OK**.

# Product Specifications

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## General

<b>Model Name</b>	Orbic Speed X 5G
<b>Model Number</b>	R562L5
<b>Weight</b>	220g
<b>Dimensions</b>	146mm x 79mm x 19mm
<b>Ports</b>	USB-C Port – charging, tethering, charging of other external devices 1 Gbps RJ45 Ethernet port - tethering
<b>SIM</b>	Pre-installed 5G 4FF Nano SIM
<b>Chipset</b>	Qualcomm® Snapdragon™ SDX62
<b>Display</b>	2.4” Touchscreen, Power Indicator LED
<b>Languages</b>	English, Spanish

## Environmental

<b>Operating temperature</b>	0° C to 40° C
<b>Storage temperature</b>	-20° C to 60° C
<b>Battery charging temperature</b>	0° C to 40° C
<b>Relative humidity</b>	The device shall be fully operational up to a maximum of 95% relative humidity (non-condensing).
<b>Electrostatic discharge</b>	The device shall be able to withstand the following ESD: 8kV contact / 15kV air discharge.

## Power

<b>Charging</b>	18W PD3.0 charger USB 3.0, type C to C cable
<b>Time for full charge</b>	3 hours (power off)
<b>Battery</b>	5000 mAh Li-Ion battery (Included)

## Network connectivity\*

5G Nationwide and 5G Ultra Wideband

4G Cat 20

3G HSPA+/UMTS

2x2 MIMO 5G Ultra Wideband

4x4 MIMO 5G Nationwide

4x4 MIMO LTE

## Bands supported

5G Nationwide: n2, n5, n66

5G Ultra Wideband: n77, n260, n261

4G: B2, B4, B5, B12, B13, B48, B66

Global & roaming network:

LTE: B3, B7, B20, B28

UMTS: B1, B2, B5, B8

## Wi-Fi

Wi-Fi: 802.11 a/ac/b/g/n/ax (2.4GHz/5.0GHz)

2x2 MIMO

Supports up to 32 Wi-Fi enabled devices

Real simultaneous dual-band Wi-Fi

Primary and guest Wi-Fi networks

## **Software**

Systems supported

Windows® 10 or higher

Mac OS® X 10.10 or higher

Linux® Version 5.4.226 or Higher

\*Data plan required. Coverage subject to network availability.

# Safety Hazards

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## FCC Statement

### FCC ID: 2ABGH-R562L5

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits of 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/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.

## **RF Exposure Information**

This 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. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 10 mm during normal operation

**CAUTION:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

# Battery Disposal

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## Statement:

1. Do not disassemble or open crush, bend or deform, puncture or shred.
2. Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
3. Only use the battery for the system for which it is specified
4. Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
5. Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
6. Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard. Only authorized service providers shall replace battery. (If the battery is non-user replaceable).
7. Promptly dispose of used batteries in accordance with local regulations
8. Battery usage by children should be supervised.
9. Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
10. Improper battery use may result in a fire, explosion or other hazard.

11. Do not replace an embedded battery pack. Improper replacement may present a risk of fire, explosion, leakage or other hazard. Contact the manufacturer for replacement instructions.
12. The structure has a specific card slot, can identify the special battery, other batteries can not be loaded.

There is an ID pin on the terminal of the appliance, which can be detected by the internal circuit whether it is dedicated.

For those host devices that utilize a USB port as a charging source, the host device's user manual shall include a statement that the phone shall only be connected to CTIA Certification certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program..

# Support and more

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From your computer or any connected device, visit

<https://www.verizon.com/support/>



Customer service

**Call 800.922.0204**

**X(Twitter)@VZWsupport**



Download a user Guide from

[https://sua-verizonspeedx5g.s3.amazonaws.com/User\\_Guide/User\\_Guide.pdf](https://sua-verizonspeedx5g.s3.amazonaws.com/User_Guide/User_Guide.pdf)

**Important:** Before contacting Support, be sure to restart both your computer and your Hotspot, and ensure that your SIM card is inserted correctly.



V3