

# User Guide



AT&T Velocity® 2



Copyright © 2018 ZTE CORPORATION.

All rights reserved.

No part of this publication may be excerpted, reproduced, translated or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.

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

microSDXC is a trademark of SD-3C, LLC.

Version No. : V1.0

Edition Time: January 2018



# Contents

<b>Get Started</b> .....	1
Know Your Velocity 2.....	1
Manage Your Device and Settings .....	6
Connect to the Internet .....	9
Guest Wi-Fi® .....	13
<b>Use Your Velocity 2</b> .....	15
Security Credentials.....	15
View Your Data Usage .....	16
Manage Wi-Fi.....	17
Messages.....	22
File Sharing .....	23
Battery.....	27
Security.....	30
Configure International Data Roaming .....	34
View Details.....	34
Software Update .....	35
Replace the SIM Card .....	37
Reset Your Velocity 2.....	38
<b>Advanced Settings</b> .....	39
Set Wi-Fi Network Options .....	39
View Network Information .....	40
Enable Port Forwarding.....	40

Enable MAC/IP/Port Filtering .....	41
Enable DMZ.....	42
Enable VPN Passthrough .....	42
Configure APN Details .....	43
Set Router Options .....	44
<b>Troubleshooting</b> .....	45
<b>Specifications</b> .....	47
Mechanical Specifications.....	47
Supported RF Bands.....	47
<b>Health and Safety Information</b> .....	48
FCC Regulations.....	49
RF Exposure Information (SAR) .....	50
Distraction.....	51
Electrical Safety .....	53
Interference .....	53
<b>Warranty</b> .....	55
Limited Warranty.....	56
How to Get Warranty Service .....	57
Other Warranty Programs.....	57

# Get Started

This chapter provides an overview of the features of your AT&T Velocity 2 and instructions for setting up your mobile hotspot and connecting to the internet.

## *Know Your Velocity 2*

Your Velocity 2 enables you to create a Wi-Fi network anywhere there is cellular network coverage. You can use that network to connect your laptop and other Wi-Fi capable devices to your service provider's mobile broadband network, enabling them to connect to the internet. You can also provide wired internet access for a laptop by connecting it to your Velocity 2 using the USB Type-C™ cable.

Additional features include:

- **Touch screen LCD interface** – Configure basic Wi-Fi and display settings, view data usage details, view system and network provider messages, and more.
- **Wi-Fi Protected Setup (WPS)** – A fast, easy way to connect WPS-enabled devices to your Wi-Fi network.
- **Guest Wi-Fi** – Enable the Guest Wi-Fi network for temporary users, so you can reserve the Main Wi-Fi network for trusted devices.

## **Power On or Wake Your Velocity 2**

Press and hold the **Power button** for 2 seconds to power your Velocity 2 on or off. Press the **Power button** to wake up your Velocity 2 when the screen is inactive.



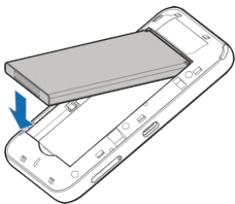
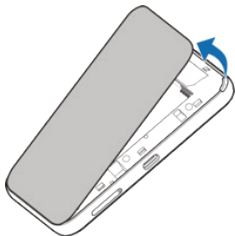
## Status Indicator Light

The color and behavior of the light indicates the device's current status regarding network connection, nano-SIM card, software updates, and more.

Color	Status	Meaning
Green	Blinking	New message notification Software update notification Data usage notification
	Solid	Battery fully charged
Red	Blinking	Low battery No SIM card SIM lock enabled SIM PIN/PUK enabled Searching for network No service Limited service
	Solid	Charging

## Install the Battery

1. Remove the back cover.
2. Insert the battery as shown. Align the contacts with the metal springs. Press the battery down into the case.
3. Replace the back cover.

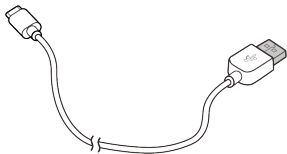


**Note:** The battery is precharged and ready to use. To recharge it, see *Recharge the Battery* on page 29.

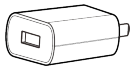


## Accessories

- **USB Type-C cable** – Connect to your Velocity 2 to recharge the battery or to provide a wired connection to your computer for internet access or file sharing.
- **Wall charger** – Connect to your Velocity 2 using the USB Type-C cable to recharge the battery or to provide power from a wall outlet.



USB Type-C cable



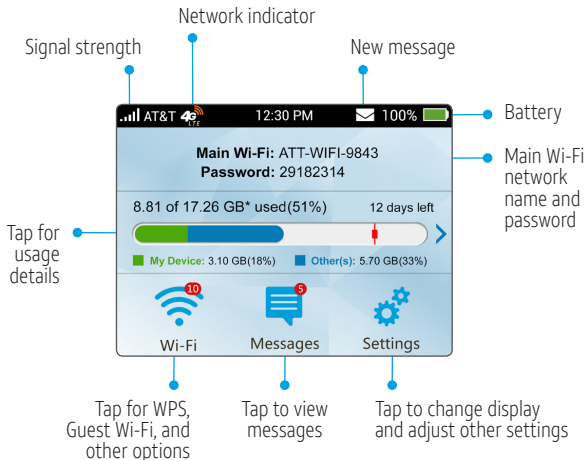
Wall charger

# Manage Your Device and Settings









There are two interface options for managing your Velocity 2 device and settings: the touch screen and the browser-based AT&T Wi-Fi Manager.

## Touch Screen

Icons on the touch screen's top row indicate the status of the mobile hotspot, and several screen elements can be tapped or swiped to configure Wi-Fi and device settings, view data usage details, and view carrier messages.



## Touch Screen: Home Screen Elements

Icon	Indication
	Network signal strength
	Network type
<b>Main Wi-Fi: Password:</b>	Network name and password. Wi-Fi capable devices can connect to the mobile hotspot using this information.
	New system or network provider message(s).
	Data usage for current billing period. Tap to view detailed information.
	Battery power level
	<b>Wi-Fi:</b> Number indicates currently connected devices. Tap to configure basic Wi-Fi settings.
	<b>Messages:</b> Number indicates unread system or network provider message(s). Tap to view message(s).
	<b>Settings:</b> Tap to configure basic device settings.

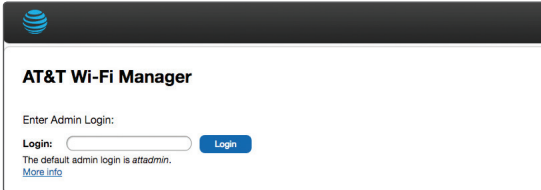
## AT&T Wi-Fi Manager


The AT&T Wi-Fi Manager is a browser-based user interface for configuring basic and advanced settings for your Velocity 2.

### *To use the AT&T Wi-Fi Manager:*

1. Open a browser on a connected device. In the address bar, enter **http://attwifimanager** or **http://192.168.1.1**.
2. Enter the login. (The default login is **attadmin**.)
3. Click **Login**.

**Note:** When you log in using the default “attadmin”, you will be prompted to create a new, unique login. Create a new login as soon as possible, and be sure to record it in a safe place. If you forget it, you will need to reset your Velocity 2 to factory default settings to restore the default login. (See *Reset Your Velocity 2* on page 38.)

A screenshot of the AT&T Wi-Fi Manager login interface. At the top left is the AT&T logo. Below it, the title "AT&T Wi-Fi Manager" is displayed. The main content area contains the text "Enter Admin Login:" followed by a text input field. To the right of the input field is a blue button labeled "Login". Below the input field, there is a note: "The default admin login is attadmin." with a blue link labeled "More info" underneath it.



### AT&T Wi-Fi Manager

Enter Admin Login:

Login:  [Login](#)

The default admin login is attadmin.  
[More info](#)

## Connect to the Internet

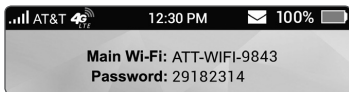
You can connect up to 10 wireless devices, such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames, to your mobile hotspot's Wi-Fi network(s). (See *Set Maximum Number of Connected Devices* on page 18 for instructions on setting connections for the Main Wi-Fi and Guest Wi-Fi networks.)

To connect a wireless device, you can manually enter the password, or you can use WPS to connect a WPS-enabled device without the need for a password. (See *Connect a WPS-Enabled Wireless Device* on page 10.)

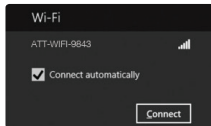
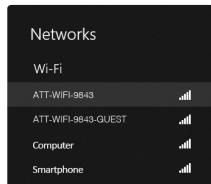
**Note:** You can also connect a single device directly to your Velocity 2 using the USB Type-C cable.

## Connect Wireless Devices to Your Mobile Hotspot

1. Power on your Velocity 2 by pressing and holding the **Power button** for 2 seconds, until the screen turns on.  
Your Velocity 2 will automatically search for and connect to your network provider's mobile broadband network.
2. Connect your computer or other wireless device(s) to your network. (Steps may vary by device.)
  - a) On the home screen of your Velocity 2, locate the Main Wi-Fi network name and password.



- b) On the wireless device you wish to connect, view the list of available Wi-Fi networks. Locate and select your hotspot's network name (e.g., ATT-WIFI-XXXX).
- c) Click **Connect** or **Join**.
- d) Input the password for the network. (Refer to the home screen of your Velocity 2 for this password.) If needed, select **Next**.



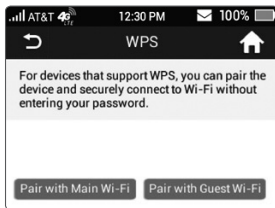
3. Launch your browser.

## Connect a WPS-Enabled Wireless Device

You can connect WPS-enabled devices to your mobile hotspot without the need to manually enter a password.

### *From your AT&T Velocity 2:*

1. Press and hold the **WPS button** on your Velocity 2.
2. On the touch screen, tap **Pair with Main Wi-Fi** or (if Guest Wi-Fi is enabled) **Pair with Guest Wi-Fi**.



3. On the wireless device you wish to connect, press the **WPS button**.
4. On the Velocity 2 touch screen, tap **OK**.

Your mobile hotspot and the wireless device will communicate and establish the connection.

**Note:** You can also initiate a WPS connection from the Velocity 2 touch screen without pressing the button. From the home screen, tap **Wi-Fi > Main Wi-Fi Network** or **Guest Wi-Fi Network > WPS > Pair with Main Wi-Fi** or **Pair with Guest Wi-Fi**.

#### *From the AT&T Wi-Fi Manager:*

1. On a connected device, log in to the AT&T Wi-Fi Manager.  
(See *AT&T Wi-Fi Manager* on page 8.)
2. Click **Settings** in the navigation menu.
3. Click **Wi-Fi > Basic**.
4. Under either **Main Wi-Fi Network** or (if Guest Wi-Fi is enabled) **Guest Wi-Fi SSID**, locate the **WPS Mode** section.
5. Choose a WPS connection method:
  - If the wireless device you want to connect has a WPS button, click **WPS Push Button**, and then within 2 minutes, press the wireless device's **WPS button**.
  - If the device you want to connect has a WPS PIN associated with it, click the **PIN** field and enter the device's PIN. Click **Enter WPS PIN**. Your mobile hotspot and the wireless device will communicate and establish the connection.

## Main Wi-Fi Network

Network Name (SSID) \*

Security Type

Password \*

Show password

Broadcast Network Name (SSID)  On  Off

Apply

WPS Mode

PIN \*

Enter WPS PIN

PBC

## Guest Wi-Fi SSID

Guest Wi-Fi  On  Off

Network Name (SSID) \*

Security Type

Password \*

Show password

Generate random password when enabled

Broadcast Network Name (SSID)  On  Off

Apply

WPS Mode

PIN \*

Enter WPS PIN

PBC



## Guest Wi-Fi

You can provide one-time access to your mobile hotspot with a second (Guest) network and password. You can enable the Guest Wi-Fi network on the Velocity 2 touch screen or on the AT&T Wi-Fi Manager.

**Note:** The Guest Wi-Fi network is turned off when your Velocity 2 is restarted.

### Enable Guest Wi-Fi

#### *On the touch screen:*

1. From the home screen, tap **Wi-Fi** > **Guest Wi-Fi Network** > **Turn On**.
2. Tap **OK**. The current (default) Guest Wi-Fi network name and password appear.
3. Now users can connect using the Guest Wi-Fi network name and password.



Tap to view Guest Wi-Fi network name and password

## On the AT&T Wi-Fi Manager:

1. Log in, and click **Home** in the navigation menu.
2. Click **Turn On Guest Wi-Fi**.
3. Now users can connect using the Guest Wi-Fi network name and password.

The screenshot displays the AT&T Wi-Fi Manager web interface. At the top, there is a navigation bar with the AT&T logo, signal strength, battery level (100%), and a Logout button. A left-hand navigation menu is visible, with 'Home' selected and highlighted in orange. The main content area is titled 'AT&T Wi-Fi Manager' and is divided into two sections: 'Main' and 'Guest'. The 'Main' section shows the Main Wi-Fi Name (ATT-WIFI-9843), Password (29182314), and Security (WPA2(AES)-PSK). It also indicates that 2 user(s) are connected and provides a 'Shutdown' button. The 'Guest' section shows the Guest Wi-Fi Name (ATT-WIFI-9843-GUEST), Password (19652672), and Security (WPA2(AES)-PSK). It indicates that 0 user(s) are connected and provides a 'Turn Off Guest Wi-Fi' button. Below these sections, there is a 'Main and Guest Wi-Fi Max Devices' section, which states that a total of 10 devices can connect. A dropdown menu is set to 10. Below this, there are two rows of controls: 'Main Wi-Fi' with a plus sign, a value of 8, and a minus sign; and 'Guest Wi-Fi' with a plus sign, a value of 2, and a minus sign. An 'Apply' button is located at the bottom right of this section.

AT&T Wi-Fi Manager

**Main**

Main Wi-Fi Name: ATT-WIFI-9843  
Password: 29182314  
Security: WPA2(AES)-PSK  
[Edit Main Wi-Fi](#)  
2 user(s) connected - [Block Users](#)  
[Shutdown](#)

**Guest**

Guest Wi-Fi Name: ATT-WIFI-9843-GUEST  
Password: 19652672  
Security: WPA2(AES)-PSK  
[Edit Guest Wi-Fi](#)  
0 user(s) connected - [Block Users](#)  
[Turn Off Guest Wi-Fi](#)

**Main and Guest Wi-Fi Max Devices:**  
A total of 10 devices can connect, split across Main and Guest Wi-Fi.

Max Wi-Fi

+ Main Wi-Fi 8 + Guest Wi-Fi 2 + [Apply](#)

## Use Your Velocity 2

This chapter describes the basics of using and managing your Velocity 2 and its Wi-Fi network(s). It includes instructions for using the touch screen and the browser-based AT&T Wi-Fi Manager.

### Security Credentials

Connecting to and managing your Velocity 2 and its Wi-Fi network(s) involves three different passwords:

- **Main Wi-Fi network password** – Enter this password when connecting a wireless device to your mobile hotspot's Main Wi-Fi network. The default password is unique to your Velocity 2. The current password for the Main Wi-Fi network appears on the Velocity 2 home screen. (The default password is also printed on a label on the back of your Velocity 2.)
- **Guest Wi-Fi network password** – When the Guest Wi-Fi network is enabled, temporary users can use this password to access it.

**Note:** To change the password for the Main Wi-Fi or Guest Wi-Fi network, see *Change Wi-Fi Network Name or Password* on page 30.

- **AT&T Wi-Fi Manager administrator login** – Use this password to access the AT&T Wi-Fi Manager through a web browser on a connected device. You must be logged in to the AT&T Wi-Fi Manager to use features and make changes to your mobile hotspot's settings.

The default administrator login is **attadmin**. The login can be changed. You will be prompted to change it when you log in using the default. The new login must be 4-32 characters. (See *Change AT&T Wi-Fi Manager Access Settings* on page 31.)

## View Your Data Usage

You can view estimates of your data plan usage on the Velocity 2 touch screen or the AT&T Wi-Fi Manager. *These estimates are not accurate for billing purposes.* The data counter resets automatically at the beginning of the next billing cycle.

You can view more detailed information on your data usage as follows.



### On the touch screen:

1. From the home screen, tap the **data usage bar**.
2. From the Data Usage menu, swipe up or down to view details on the following:
  - **Rollover Data** – Tap to view the amount of any available rollover data (unused plan data available for use in the next billing period).
  - **Data Alert** – The data usage point at which you will receive an alert notification. Tap to change this setting.
  - **My Device** – Estimated current data usage for your device.
  - **Other(s)** – Estimated current data usage for other device(s).
  - **Disclaimer** – Tap to view a disclaimer about data usage.
  - **Next Billing Date** – The date on which your billing cycle resets, and a statement on your data usage so far.

### ***On the AT&T Wi-Fi Manager:***

1. Log in, and click **Data Usage** in the navigation menu.
2. View data usage information, including the data usage estimate for your device and others, the date on which the billing cycle resets, and a statement on your data usage so far. This may include rollover data (unused plan data that can be used in the next billing period), if available.

You can also do the following:

- **Data Usage Disclaimer** – Click to view the disclaimer.
- **Data Alert is set at \_\_%** – Click the checkbox to turn the alert notification off or on, or enter a percentage in the text field to change the data usage point for the alert. Click **Apply**.

## ***Manage Wi-Fi***

### **View Connected Devices**

You can view a list of devices connected to your mobile hotspot on the Velocity 2 touch screen or on the AT&T Wi-Fi Manager.

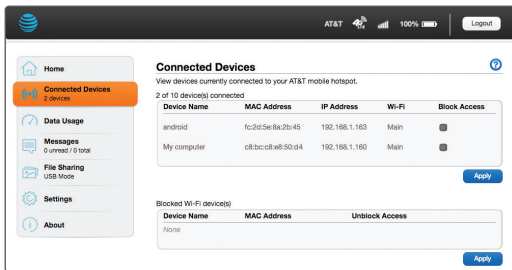
#### ***On the touch screen:***

1. From the home screen, tap **Wi-Fi**.
2. Tap **Connected Devices**. A list of devices connected to the Main Wi-Fi and Guest Wi-Fi networks appears.
3. To view the IP address and MAC address for a connected device, tap its name in the list.

#### ***On the AT&T Wi-Fi Manager:***

1. Log in, and click **Connected Devices** in the navigation menu.

2. View a list of currently connected devices, with each device's name, IP address, MAC address, and network (Main or Guest).



## Set Maximum Number of Connected Devices

You can connect up to 10 wireless devices to the mobile hotspot. These connections are shared between the mobile hotspot's Main and Guest Wi-Fi networks. You can change the total number of connections allowed. You can also change how many connections are available for the Main and Guest Wi-Fi networks. You can change these settings from the Velocity 2 touch screen or the AT&T Wi-Fi Manager.

### *On the touch screen:*

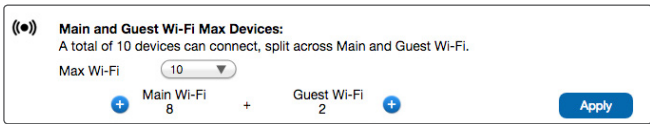
1. From the home screen, tap **Wi-Fi**.
2. Tap **Max Wi-Fi Devices**.
3. Beside **Max Wi-Fi**, tap **−** or **+** to set the maximum total number of Wi-Fi connections permitted. (You cannot permit more than 10 or fewer than one.)



4. Beside **Main** or **Guest** on the slider, tap **+** to increase the number of connections available for that network. This will decrease the number available for the other network.
5. Tap **Save**.

### *On the AT&T Wi-Fi Manager:*

1. Log in, and click **Home** in the navigation menu.
2. Under Main and Guest Wi-Fi Max Devices, use the **Max Wi-Fi** drop-down menu to adjust the maximum number of Wi-Fi connections.
3. Click **+** beside **Main Wi-Fi** or **Guest Wi-Fi** to increase the number of connections permitted for that network. This will decrease the number available for the other network.



4. Click **Apply**.

## Block Devices

You can block a device that is currently connected to your mobile hotspot. It will be disconnected, and it will not be able to connect again unless you choose to unblock it. Reasons that you may want to block a device include:

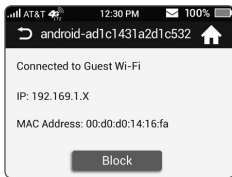
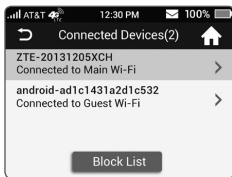
- Preventing overuse of your bandwidth and possible resulting overage charges on your plan.
- Temporarily restricting a child's internet access.

You can block devices from the Velocity 2 touch screen or the AT&T Wi-Fi Manager. To unblock a device, see *Unblock Devices* on page 21.

**Note:** Whenever you block or unblock a device, the Wi-Fi connection resets to activate the new settings. Any devices that were connected to the mobile hotspot will need to be reconnected.

### *On the touch screen:*

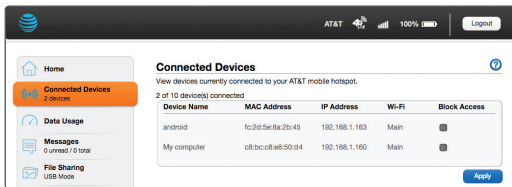
1. From the home screen, tap **Wi-Fi**.
2. Tap **Connected Devices**.
3. To block a listed device from connecting to your mobile hotspot, tap the device name.
4. Tap **Block**.
5. Tap **OK**. The mobile hotspot will reset, and the blocked device will not be able to reconnect to access the internet.





## On the AT&T Wi-Fi Manager:

1. Log in, and click **Connected Devices** in the navigation menu.
2. In the list of connected devices, locate the name of the device you want to block. Click the **Block Access** checkbox beside it.
3. Click **Apply** > **OK**.



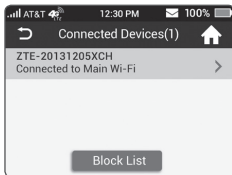
## Unblock Devices

You can unblock a device that you've previously blocked. This will allow it to connect to the mobile hotspot again. You can unblock devices from the Velocity 2 touch screen or the AT&T Wi-Fi Manager.

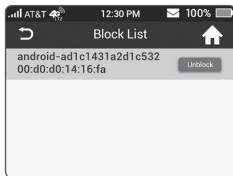
**Note:** Whenever you block or unblock a device, the Wi-Fi connection resets to activate the new settings. Any devices that were connected to the mobile hotspot will need to be reconnected.

## On the touch screen:

1. From the home screen, tap **Wi-Fi**.
2. Tap **Connected Devices**.
3. Tap **Block List**. (You may need to swipe up to find it.) A list of blocked devices appears.



4. Tap **Unblock** beside the name of the device you want to unblock.
5. Tap **OK**. The selected device will be able to connect to your mobile hotspot again.



### ***On the AT&T Wi-Fi Manager:***

1. Log in, and click **Connected Devices** in the navigation menu.
2. In the list of blocked devices, locate the name of the device you want to unblock. Click the **Unblock Access** checkbox beside it.
3. Click **Apply** > **OK**.



## ***Messages***

### **View or Delete Messages**

Your Velocity 2 can receive important messages from your mobile service provider; you cannot reply to these messages. You can read and delete these messages on the Velocity 2 touch screen or the AT&T Wi-Fi Manager.

### ***On the touch screen:***

1. From the home screen, tap **Messages**.

**Note:** The Messages icon shows the number of unread messages.

2. Tap any message to read the full text.
3. To delete the message, swipe up to reach the end of the message, and then tap **Delete** > **OK**.

### ***On the AT&T Wi-Fi Manager:***

1. Log in, and click **Messages** in the navigation menu.
2. Click a message to read it.
3. To delete a message, click the checkbox beside it, and then click **Delete**. To delete all messages on the page, click **Delete All**.

## ***File Sharing***

If a microSDXC card is inserted in your Velocity 2, you can share files on it via Wi-Fi or USB connection.

### **Share Files via Wi-Fi**

You can use a browser-based interface to view, download, or upload files when you share via Wi-Fi. These files can be accessed without entering the AT&T Wi-Fi Manager login.

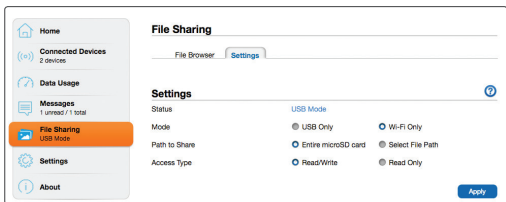
### ***On the touch screen:***

1. From the home screen, tap **Settings**.
2. Tap **File Sharing** > **Share Mode**.
3. Tap **Wi-Fi Only**.

You can now access files using the AT&T Wi-Fi Manager. To access files through a browser without logging in to AT&T Wi-Fi Manager, see *Use the File Browser* on page 24.

## On the AT&T Wi-Fi Manager:

1. Log in, and click **File Sharing** in the navigation menu.
2. Click the **Settings** tab.
3. Click **Wi-Fi Only** to set the sharing mode. You can manage the following options, if needed:
  - **Path to Share** – Permit access to data on the entire microSDXC card (**Entire microSD card**) or only to a file you designate (**Select File Path**).
  - **Access Type** – Permit files on the microSDXC card to be viewed only (**Read Only**) or both viewed and changed (**Read/Write**).



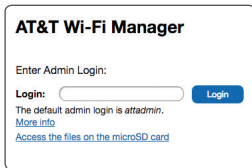
4. Click **Apply**.
5. Click the **File Browser** tab. From this screen, you can view, upload, and download files from the microSDXC card.

## Use the File Browser:

When Wi-Fi sharing is enabled, you can access files on the microSDXC card through a browser without logging in to the AT&T Wi-Fi Manager.

1. Open a browser window on a connected device.

2. Enter **http://attwifimanager** in the address field.
3. From the AT&T Wi-Fi Manager login screen, click **Access the files on the microSD card**.
4. Use the File Browser to view, upload, or download files on the microSDXC card.



## Share Files via USB

You can share files by connecting your Velocity 2 to a computer with the USB Type-C cable.

### *On the touch screen:*

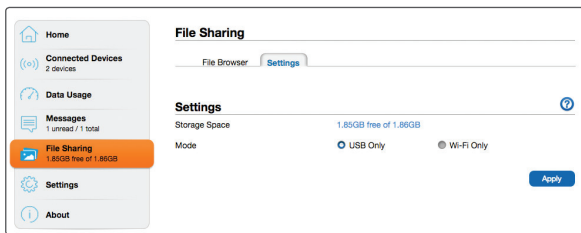
1. From the home screen, tap **Settings**.
2. Tap **File Sharing > Share Mode**.
3. Tap **USB Only**.
4. Connect your Velocity 2 to a computer with the USB Type-C cable.
5. Tap **OK** to continue. When you enable this function, Wi-Fi will be turned off.

You can now access files using your computer's file viewer.

**Note:** You cannot use the browser interface for sharing files via USB, only via Wi-Fi. See *Share Files via Wi-Fi* on page 23.

## On the AT&T Wi-Fi Manager:

1. Log in, and click **File Sharing** in the navigation menu.
2. Click the **Settings** tab.
3. Click **USB Only** to set the sharing mode.



4. Click **Apply**.
5. Connect your Velocity 2 to a computer with the USB Type-C cable.
6. Press and hold the touch screen to unlock your Velocity 2, and tap **OK** to continue. When you enable this function, Wi-Fi will be turned off.

You can now access files using your computer's file viewer.

**Note:** You cannot use the browser interface for sharing files via USB, only via Wi-Fi. See *Share Files via Wi-Fi* on page 23.

# Battery

## Extend Battery Life

The mobile hotspot is configured (by default) to optimize battery life. Battery life is affected by:

- Standby time
- Data throughput
- Mobile broadband signal strength (the better the signal, the longer the battery life)
- Wi-Fi range
- Touch screen brightness and timeout



There are several settings you can adjust to help extend the battery life of your Velocity 2.

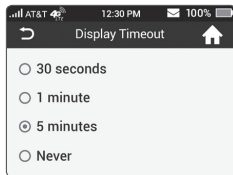
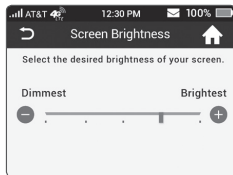
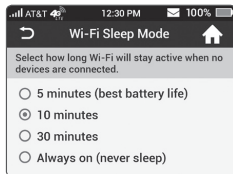
You can:

- Shorten the Wi-Fi range if the devices that regularly connect to your mobile hotspot are located near your Velocity 2.
- Reduce the wait time before your Velocity 2 enters Wi-Fi Sleep Mode (turns off Wi-Fi) when no devices are connected.
- Reduce the brightness of the touch screen.
- Reduce the Display Timeout, the wait time before the touch screen on your Velocity 2 goes dark after being used.

You can adjust Wi-Fi and display settings on the Velocity 2 touch screen. You can adjust Wi-Fi settings on the AT&T Wi-Fi Manager.

## On the touch screen:

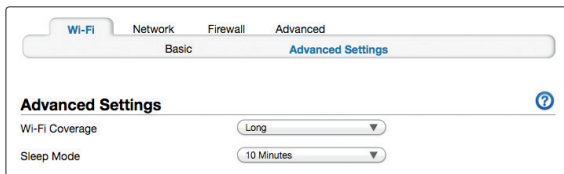
1. From the home screen, tap **Wi-Fi**.
2. Adjust these settings:
  - **Wi-Fi Sleep Mode** – Tap to select a shorter time period (**5 minutes** or **10 minutes**). The shorter the time, the longer the battery life.
  - **Wi-Fi Range** – Tap to select a shorter range (**Medium** or **Short**). The longer the range, the shorter the battery life.
3. From the home screen (tap  to return), tap **Settings** > **Display**.
4. Adjust these settings:
  - **Screen Brightness** – Tap  to reduce the brightness of the touch screen. The brighter the screen, the shorter the battery life.
  - **Display Timeout** – Tap to select a shorter time period (**30 seconds** or **1 minute**). The shorter the time, the longer the battery life.





## On the AT&T Wi-Fi Manager:

1. Log in, and click **Settings** in the navigation menu.
2. Click **Wi-Fi > Advanced Settings**.
3. Adjust these settings:
  - **Wi-Fi Coverage** – Click the drop-down menu and select **Short**.
  - **Sleep Mode** – Click the drop-down menu and select a shorter time period.

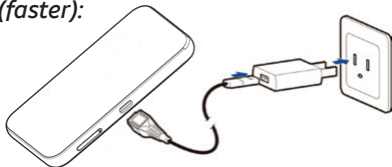


## Recharge the Battery

The battery is precharged. To recharge the battery, you can use a wall outlet (the faster option) or the USB port on a computer.


### *Recharge using a wall outlet (faster):*

1. Attach one end of the USB Type-C cable to your Velocity 2, and attach the other end to the wall charger (included).
2. Plug the wall charger into a wall outlet.



### ***Recharge using a USB port:***

1. Attach one end of the USB Type-C cable to your Velocity 2.
2. Connect the other end of the cable to the USB port on a computer.

When the battery is fully charged, the status indicator light on the Velocity 2 will be solid green, and the touch screen battery icon will appear full: .

## ***Security***

### **Change Wi-Fi Network Name or Password**

You can customize the network name and/or password for the Main or Guest Wi-Fi network(s) on the AT&T Wi-Fi Manager.

**Note:** When Guest Wi-Fi is enabled (see *Guest Wi-Fi* on page 13), the default Guest Wi-Fi network name is the same as the Main Wi-Fi network name with “-GUEST” added.

### ***On the AT&T Wi-Fi Manager:***

1. Log in.
2. From **Home**, click **Edit Main Wi-Fi** or **Edit Guest Wi-Fi**.  
*or*  
Click **Settings** in the navigation menu, and then click **Wi-Fi > Basic**.
3. Click the **Network Name (SSID)** field and enter a new name, and/or click the **Password** field and enter a new password.

**Main Wi-Fi Network**

Network Name (SSID) \*

Security Type

Password \*

Show password

Broadcast Network Name (SSID)  On  Off

[Apply](#)

**Guest Wi-Fi SSID**

Guest Wi-Fi  On  Off

Network Name (SSID) \*

Security Type

Password \*

Show password

Generate random password when enabled

Broadcast Network Name (SSID)  On  Off

[Apply](#)

4. Click **Apply**.

**Note:** When the network name or password is changed, all connected devices will be disconnected and will have to reconnect.

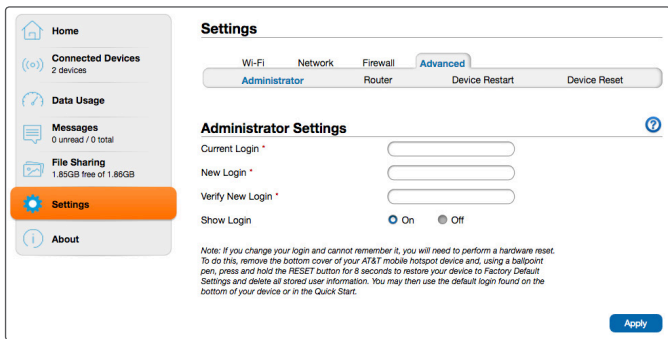
## Change AT&T Wi-Fi Manager Access Settings

You can customize the login (password) used to access the AT&T Wi-Fi Manager.

### *On the AT&T Wi-Fi Manager:*

1. Log in, and click **Settings** in the navigation menu.
2. Click **Advanced > Administrator**.
3. Enter the current login in the **Current Login** field.

4. Enter the desired new login in the **New Login** and **Verify New Login** fields. (The login must have at least 4 characters and no more than 32 characters.)



5. Click **Apply**.

**Note:** Record the new login in a safe place. If you forget it, you will need to restore the default login (attadmin) by resetting the device to factory default. (See *Reset Your Velocity 2* on page 38.)

## Change Wi-Fi Security Types

You can set the preferred type of Wi-Fi security for your mobile hotspot on the AT&T Wi-Fi Manager.

### ***On the AT&T Wi-Fi Manager:***

1. Log in, and click **Settings** in the navigation menu.
2. Click **Wi-Fi > Basic**.

3. Click the **Security Type** drop-down menu, and select the desired security type. (**WPA2(AES)-PSK** is recommended and should be used whenever possible.)
- **WPA2(AES)-PSK** – Recommended. Other users can access your mobile hotspot only if they enter the correct password.
  - **WPA-PSK/WPA2-PSK** – Other users can access your mobile hotspot only if they enter the correct password.
  - **OPEN** – Not recommended. Anyone can access your Wi-Fi network without a password, and you are responsible for charges incurred.

### Main Wi-Fi Network

Network Name (SSID) \*

**Security Type**

Password \*

Show password

Broadcast Network Name (SSID)  On  Off

[Apply](#)

### Guest Wi-Fi SSID

Guest Wi-Fi  On  Off

Network Name (SSID) \*

**Security Type**

Password \*

Show password

Generate random password when enabled

Broadcast Network Name (SSID)  On  Off

[Apply](#)

4. Click **Apply**.

5. Reconnect your Wi-Fi device(s) using the new password. See *Connect to the Internet* on page 9.

## **Configure International Data Roaming**

You can choose whether or not to allow the mobile hotspot to be used when roaming internationally.

**Note:** When enabled, international roaming data charges will apply.

### ***On the touch screen:***

1. From the home screen, tap **Settings**.
2. Tap **International Data Roaming**.
3. To enable or disable international roaming, tap the **International Data OFF/ON** toggle.

### ***On the AT&T Wi-Fi Manager:***

1. Log in, and click **Settings** in the navigation menu.
2. Click **Network > Connections**.
3. Beside **International Data**, click **On** or **Off**, as needed.
4. Click **Apply**.

## **View Details**

You can view details about your device, such as the wireless number, hardware version, and IMEI, on the Velocity 2 touch screen or the AT&T Wi-Fi Manager.

### ***On the touch screen:***

From the home screen, tap **Settings > About Your Device**.

## On the AT&T Wi-Fi Manager:

Log in, and click **About** in the navigation menu.

The screenshot shows the AT&T Wi-Fi Manager interface. At the top, there's a navigation bar with the AT&T logo, signal strength, battery level (100%), and a 'Logout' button. On the left, a navigation menu includes 'Home', 'Connected Devices' (2 devices), 'Data Usage', 'Messages' (0 unread / 0 total), 'File Sharing' (1.85GB free of 1.86GB), 'Settings', and 'About' (highlighted in orange). The main content area is titled 'About Your Mobile Hotspot' and lists various device and network details:

Wireless Number:	(555) 555-0101
Device ID:	ZV-12345678
WAN Connection Status:	<a href="#">Connected</a>
Wi-Fi Connection Status:	<a href="#">2 Connected device(s)</a>
Make/Model of Device:	MF985
Hardware Version:	MF985HVV1.1
Network Name:	AT&T
Network Technology:	LTE
APN:	broadband
Software/Firmware Version:	MF985V1.7
ICCID:	89014104279513357855
IMEI:	867358030000362
IMEI SV:	07
Signal Strength:	-111 dBm
Contact AT&T:	<a href="http://www.att.com/econtactus">http://www.att.com/econtactus</a> Call 1-800-331-0500 Abroad +1-916-843-4685

At the bottom, there is a copyright notice: © 2018 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

## Software Update

Software or firmware updates for your Velocity 2 may become available periodically. You will receive an alert when an update becomes available, and you can check for updates manually from the Velocity 2 touch screen.

Once an update becomes available, you can install it immediately or (if it is not a critical update) postpone installation for up to 12 hours. After 12 hours, the update installs automatically.

## Check for and Install an Update

### *On the touch screen:*

1. *If you have received an update alert:* You can choose to update now or to postpone. Go to step 4.

*If you want to check for updates manually:* From the home screen, tap **Settings**.

2. Tap **AT&T Software Update**.
3. Tap **Check for Updates**.
4. If an update is available, the software will be downloaded automatically. If the update is not critical, you have two options:
  - Tap **Reboot & install** to install the update immediately.  
*or*
  - Tap **Remind me later** to postpone the update. After 4 hours, an alert will appear reminding you that the update is available. You can postpone the update two more times (up to 12 hours total), after which you will only have the Reboot & install option.

**Note:** If the update is critical, you will only have the Reboot & install option.

5. Before you begin the update, plug in your Velocity 2 to a wall outlet using the USB Type-C cable and the wall charger. This ensures that your Velocity 2 will have power so that the update can be completed. If you received a low-battery warning, tap **Begin** after plugging in the device.



## Replace the SIM Card

Your Velocity 2 comes with the nano-SIM card preinstalled. If you need to replace the nano-SIM card, follow these steps:

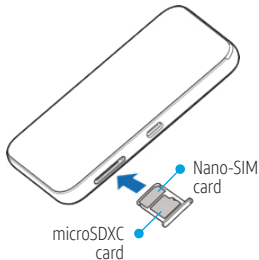
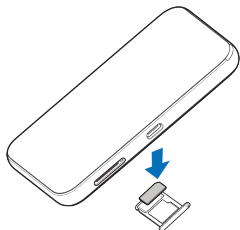
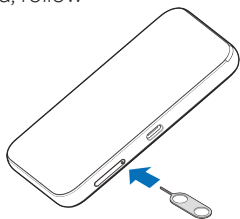
1. Power off your Velocity 2. Insert the tip of the tray eject tool into the hole next to the card tray.

2. Pull out the card tray. Remove the existing nano-SIM card (if present).

3. Insert the new nano-SIM card.

**Note:** You can also insert a microSDXC card (sold separately) in the card tray, as shown.

4. Carefully slide the tray back into place.



## Reset Your Velocity 2

You can reset your Velocity 2 to factory default settings. (You may need to do so to restore the default AT&T Wi-Fi Manager login if you have changed it and cannot remember the new one.)

### Notes:

- If you reset your Velocity 2 to factory settings, all of your customizations will be lost.
- When you reset your Velocity 2, any currently connected devices will be disconnected. They will have to be reconnected after the Velocity 2 restarts. If the Guest Wi-Fi network was in use, you will need to enable it again. (See *Guest Wi-Fi* on page 13.)

### On the touch screen:

1. From the home screen, tap **Settings**.
2. Tap **Factory Reset**.
3. Tap **Reset device** > **OK**.

### On the AT&T Wi-Fi Manager:

1. Log in, and click **Settings** in the navigation menu.
2. Click **Advanced** > **Device Reset**.
3. Click **Reset** > **OK**.

After the device has restarted, reconnect Wi-Fi devices.

# Advanced Settings

This chapter provides information on how to configure advanced settings for your Velocity 2, such as Wi-Fi network options, WAN and router settings, and more. You can manage these settings from the AT&T Wi-Fi Manager.

## Set Wi-Fi Network Options

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.
2. Click **Wi-Fi > Advanced Settings**.
3. Manage the following options, as needed:
  - **Wi-Fi Coverage** – Select the range of the Wi-Fi signal. Shorter coverage means devices must be closer to your Velocity 2 to connect, but it can increase battery life. Longer coverage means devices can connect when farther from your Velocity 2, but battery life will be decreased.
  - **Sleep Mode** – Select the length of time before Wi-Fi is turned off when no devices are connected. A shorter time period can increase battery life.
  - **Band Selection** – Select the Wi-Fi band range used for your network(s). The 2.4 GHz band uses less power and has a longer range than the 5 GHz band, but the 5 GHz band can provide higher speeds with less interference.
  - **Network Mode** – Select the WLAN protocol. The recommended mode depends on the Wi-Fi band. When using the 2.4 GHz band, select **802.11 b/g/n**. When using the 5 GHz band, select **802.11 a/n/ac**.

- **Channel Bandwidth** – Select a bandwidth option, if necessary (not recommended without prior experience). When using the 2.4 GHz band, select 20MHz or 20MHz/40MHz; when using the 5 GHz band, select 20 MHz, 20 MHz/40 MHz, or 20 MHz/40 MHz/80 MHz.
- **Country/Region Code** – Select the country in which your Velocity 2 is located.
- **Frequency (Channel)** – Select the frequency (channel) for your Wi-Fi network(s). The recommended option is **Automatic**, which will select the channel with the least potential interference.
- **AP Isolation** – Turn AP Isolation on or off. When on, AP Isolation prevents devices connected to the Main Wi-Fi network from sharing network resources. (AP Isolation is on permanently for the Guest Wi-Fi network.)

4. Click **Apply**.

## *View Network Information*

1. Log in to the AT&T Wi-Fi Manager, and click **About** in the navigation menu.
2. View detailed network information, such as the active network, connection status, and signal strength.

## *Enable Port Forwarding*

If your computer hosts a server, you can enable port forwarding so that other users can access the server.

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.

2. Click **Firewall > Port Forwarding**.
3. Beside **Port Forwarding Settings**, click **Enable**.
4. Click **Apply**. The Port Forwarding Settings options and Current Virtual Servers (port forwarding rules) list will appear. Incoming traffic will be forwarded to specific ports and devices on your network using their local IP addresses.
5. Identify the ports to forward by entering information in the following fields: **IP Address**, **Port Range**, **Protocol** (optional), and **Comment**.
6. Click **Apply**.

**Caution:** Port forwarding creates a security risk. When not required, port forwarding should be disabled.

## *Enable MAC/IP/Port Filtering*

You can enable or disable the MAC/IP/Port Filtering feature to block certain internet traffic. When this setting is enabled, you can choose whether traffic is accepted or dropped by default.

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.
2. Click **Firewall > MAC/IP/Port Filtering**.
3. Beside **MAC/IP/Port Filtering**, click **Enable**.
4. Click an option to set the **Default Policy**:
  - **Accepted** – Internet traffic is allowed by default. Only traffic from the selected applications will be blocked from accessing the internet. Traffic is identified by port numbers.

Some applications are predefined. You can define additional applications by clicking **Add Custom Application**, but you need to know details of the traffic used and generated by the applications you wish to define. In particular, you need to know the port numbers and the protocol (TCP, UDP) used by outgoing traffic.

- **Dropped** – Internet traffic is blocked by default. Only traffic from the selected predefined or custom applications is allowed to access the internet.

5. Click **Apply**.

## **Enable DMZ**

In a DMZ (demilitarized zone) network configuration, a computer runs outside the firewall in the DMZ. This computer intercepts incoming internet traffic, providing an extra layer of protection for the rest of the network.

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.
2. Click **Firewall > DMZ**.
3. Beside **DMZ Settings**, click **Enable**.
4. In the **DMZ IP Address** field, enter the IP address of the computer you want to use to screen incoming traffic.
5. Click **Apply**.

## **Enable VPN Passthrough**

Before devices connected to your mobile hotspot can connect to a Virtual Private Network (VPN), you must enable VPN Passthrough.

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.
2. Click **Advanced > Router**.
3. Beside **VPN Passthrough**, click **Enable**.
4. Click **Apply**.

## *Configure APN Details*

The Access Point Name (APN) is checked to determine the type of network connection to establish. Your mobile hotspot comes preconfigured with the APN for AT&T.

### **Add an APN for Another Network**

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.
2. Click **Network > APN**.
3. Beside **Mode**, click **Manual**.
4. Click **Add**.
5. Enter the **Profile Name** and **APN** (obtained from your carrier).
6. In the **Authentication** drop-down menu, select a mode: NONE (default), CHAP, or PAP.
7. Enter the **User Name** and **Password**, if these are required for the wireless network.
8. Click **Save**. (Or, to use the new entry as the default APN, click **Set Default > OK**.)

## Select an APN Entry to Use

1. From **Settings** > **Network** > **APN**, beside **Mode**, click **Manual**.
2. In the **Profile Selection** drop-down menu, select the entry for the APN you wish to use.
3. Click **Set Default** > **OK**.

## Remove an APN Entry

1. From **Settings** > **Network** > **APN**, beside **Mode**, click **Manual**.
2. In the **Profile Selection** drop-down menu, select the entry for the APN you wish to remove.
3. Click **Delete** > **OK**.

## Set Router Options

1. Log in to the AT&T Wi-Fi Manager, and click **Settings** in the navigation menu.
2. Click **Advanced** > **Router**.
3. Enter the desired information in each section.
4. Click **Apply**.

### Notes:

- You may need to reconnect to the wireless network after applying changes.
- When **DHCP Server** is set to **Enable**, it automatically assigns an IP address to each device on the network and manages their configuration information.



# Troubleshooting

Problem	Suggested Solution(s)
Cannot establish Wi-Fi connection between Velocity 2 and wireless device	<p>On the wireless device, refresh the Wi-Fi network list, and select the correct SSID (network name). The Main Wi-Fi network name appears on your Velocity 2 home screen.</p> <p>Enter the correct password for the network. The Main Wi-Fi network password appears on your Velocity 2 home screen.</p> <p>Check the IP address to ensure the wireless device can obtain an IP address automatically in the internet protocol (TCP/IP) properties. Follow these steps to configure the internet protocol for your Wi-Fi connection in Windows 7:</p> <ol style="list-style-type: none"><li>1. Right-click <b>Network</b> and select <b>Properties</b>.</li><li>2. Select <b>Change adapter settings</b>.</li><li>3. Right-click <b>Wireless Network Connection</b> and select <b>Properties</b>.</li><li>4. Select <b>Internet Protocol Version 4 (TCP/IPv4)</b>, and click <b>Properties</b>.</li><li>5. Select <b>Obtain an IP address automatically</b> and <b>Obtain DNS server address automatically</b>, and click <b>OK</b>.</li></ol>

Problem	Suggested Solution(s)
<p>Connected device cannot access the internet</p>	<p>Check that the nano-SIM card is correctly inserted in the Velocity 2.</p> <p>Move the Velocity 2 to a location with a better signal.</p> <p>Contact your service provider.</p>
<p>Cannot access the AT&amp;T Wi-Fi Manager</p>	<p>Enter the correct address. The default address is <a href="http://192.168.1.1">http://192.168.1.1</a> or <a href="http://attwifimanager">http://attwifimanager</a>.</p> <p>Only use one network adapter in your PC.</p> <p>Do not use any proxy server.</p>
<p>Password is incorrect / Forgot password</p>	<p>The Main Wi-Fi network password appears on your Velocity 2 home screen. The default password appears on a label on your Velocity 2. If the Guest Wi-Fi network is enabled, tap the arrow on your Velocity 2 home screen to see the Guest Wi-Fi password.</p> <p>If you have changed the password for the Main Wi-Fi and/or Guest Wi-Fi network(s) and have forgotten the new one, you must restore the factory default settings. See <i>Reset Your Velocity 2</i> on page 38.</p>

# Specifications

## *Mechanical Specifications*

Weight	4.55 oz.
Dimensions	4.54" (L) x 2.61" (W) x 0.61" (D)
Display	2.4" QVGA TFT LCD 240 x 320 pixels Capacitive touch screen
Memory	256 MB RAM 512 MB ROM Supports up to a 128 GB microSDXC card
Battery	3,000 mAh

## *Supported RF Bands*

<b>Technology</b>	<b>Bands</b>
LTE	2, 4, 5, 12, 29, 30, 66
UMTS/HSPA+	850/1700/1900

# Health and Safety Information

	Don't use at gas stations.
	Power off when asked to in hospitals and medical facilities.
	Small parts may cause choking.
	Avoid contact with anything magnetic.
	Avoid contact with liquids. Keep your device dry.
	Power off when near explosive materials or liquids.
	Don't rely on your device for emergency communications.
	Keep away from pacemakers and other electronic medical devices.
	Power off when asked to in aircrafts and airports.
	Don't dispose of your device in a fire.
	Avoid extreme temperatures.
	Don't take your device apart.
	Only use approved accessories.

## *FCC Regulations*

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

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to

operate the equipment. The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## ***RF Exposure Information (SAR)***

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 United States.

During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 10 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR.

### **The SAR limit set by the FCC is 1.6 W/kg.**

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

**FCC ID: SRQ-MF985.**

For this device, the highest reported SAR value for usage near the body is **1.41 W/kg**.

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

SAR compliance for body operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device at least 10 mm away from your body to ensure RF exposure level compliant with or lower than the reported level.

## ***Distraction***

### **Operating Machinery**

Full attention must be given to operating the machinery in order to reduce the risk of an accident.

### **Product Handling**

- You alone are responsible for how you use your device and any consequences of its use.
- You must always power off your device wherever the use of such device is prohibited. Use of your device is subject to safety measures designed to protect users and their environment.
- Always treat your device and its accessories with care and keep it in a clean and dust-free environment.
- Do not expose your device or its accessories to open flames or lit tobacco products.

- Do not expose your device or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your device or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your device or its accessories.
- Do not attempt to disassemble your device or its accessories. Only authorized personnel can do so.
- Please check local regulations for disposal of electronic products.

## **Small Children**

- Do not leave your device or its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the device.
- Your device contains small parts with sharp edges that may cause an injury or may become detached and create a choking hazard.

## **Demagnetization**

To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your device for a long time.

## **Power Supply**

Do not connect your device to the power supply or switch it on until instructed to do so in the installation instructions.



## Device Heating

Your device may become warm during charging and during normal use.

## *Electrical Safety*

### Accessories

- Use only approved accessories.
- Do not connect with incompatible products or accessories.
- Take care not to allow metal objects, such as coins or key rings, to contact or cause a short-circuit in the battery terminals.

### Faulty and Damaged Products

- Do not attempt to disassemble the device or its accessories.
- Only qualified personnel can service or repair the device or its accessories.
- If your device (or its accessories) has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

## *Interference*

### General Statement on Interference

Care must be taken when using the device in close proximity to personal medical devices, such as pacemakers and hearing aids.

## **Medical Devices**

Please consult your doctor and the device manufacturer to determine if operation of your device may interfere with your medical device.

## **Hospitals**

Power off your device when requested to do so in hospitals, clinics, or health care facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

## **Aircraft**

Power off your device whenever you are instructed to do so by airport or airline staff.

# Warranty

ZTE offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end user purchaser of the Product and provided that your purchase was made from a supplier authorized by the Seller. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This limited warranty is applicable only to end users in the United States.

1. This product or device is warranted for 12 (twelve) months from date of purchase.
2. For warranty service information, please call the ZTE service number: (877) 817-1759 (Toll Free). The manufacturer's website, <http://www.zteusa.com>, is also available for assistance.
3. This warranty only applies if the product has been used in accordance with the manufacturer's instructions under normal use and with reasonable care.
4. What this warranty does not cover:
  - a) Defects or damages resulting from the misuse of this product.
  - b) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture, dampness or corrosive environments, unauthorized modifications, unauthorized repair, neglect, rough handling,

abuse, accident, alteration, improper installation, incorrect voltage application, food or liquid spillage, acts of God.

- c) Normal wear and tear.
- d) If the Product has been opened, modified or repaired by anyone other than a warranty service center or if it is repaired using unauthorized spare parts.
- e) If the serial number or mobile accessory date code has been removed, erased, defaced, altered or is illegible in any way subject to sole judgment of ZTE.

## *Limited Warranty*

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST ZTE AND ZTE'S SOLE AND EXCLUSIVE LIABILITY IN RESPECT OF DEFECTS IN PRODUCT. HOWEVER, THIS LIMITED WARRANTY SHALL NOT EXCLUDE NOR LIMIT ANY OF YOUR LEGAL (STATUTORY) RIGHTS UNDER THE APPLICABLE NATIONAL LAWS.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ZTE DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF REVENUES OR LOSS OF ANTICIPATED PROFIT, INCREASED COSTS OR EXPENSES OR FOR ANY INDIRECT, OR SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE. TO THE EXTENT PERMITTED BY APPLICABLE LAW, ZTE'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. THE ABOVE LIMITATIONS SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CAUSED BY DEFECT OF PRODUCT IN MATERIAL, DESIGN AND WORKMANSHIP.

## *How to Get Warranty Service*

To obtain warranty service, please call (877) 817-1759. Please have the following information available when you send the device in for repair:

- A valid Proof of Purchase
- Return address
- Daytime phone number or fax number
- Model number
- IMEI number (Look for the 15-digit IMEI number behind the battery of the device.)
- Complete description of the problem
- Transportation prepaid

## *Other Warranty Programs*

You may have other warranty programs with your purchase, such as warranty exchange. If so, please refer to equipment package or the original point of sale.





