User guide

orbic
SPEED™

RC400L Mobile Hotspot

verizon✓

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Overview

Congratulations on your purchase
of the Verizon Mobile Hotspot RC400L.

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

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

Package Contents

The Verizon Mobile Hotspot RC400L package includes:

- Orbic Speed RC400L
- 3000mAh Standard Lithium Ion Battery
- Pre-installed 4G LTE SIM Card
- Charger
- USB Cable
- Brochures

System Requirements

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

To use Wi-Fi mode, your computer or other device needs Wi-Fi capability
and Internet browser software.

Your Mobile Hotspot must have proper data service to function.

Mobile Hotspots Internet Connection

With LTE you can get the speed you require to work efficiently outside the home or office.
You can connect to the Internet, access your corporate intranet, check your email and download
attachments at speeds that are up to 10 times faster than 3G*.

4G Mobile Broadband with LTE*

- Download: typical download speeds up to 150 Mbps.
- Upload: typical upload speeds up to 50 Mbps.

*Actual speeds depend on network coverage and network load.

Wi-Fi 802.11a/b/g/n/ac

- 802.11a uses the 5.0 GHz frequency with speeds up to 150 Mbps.
- 802.11b uses the 2.4 GHz frequency with speeds up to 150 Mbps.

Caring for your Mobile Hotspot

Like any electronic device, the Mobile Hotspot must be handled with care
to ensure reliable operation. Orbic® recommends the following guidelines:

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

About your Mobile Hotspot

Size:112x65x17.5mm
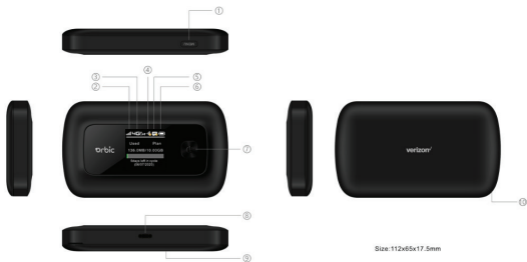
1. Menu button
2. Signal status icon
3. Network mode icon
4. Wi-Fi signal icon
5. Unread message icon
6. Battery icon
7. Power button
8. USB Type-C Port
9. Battery cover
10. Cutout to remove back cover

Status Indicators

DISPLAY ICON		DESCRIPTION
Black Screen		The Mobile Hotspot is powered off or in sleep mode. Tap the power button to wake up device if in sleep mode.
Network Signal Strength		Network Signal Strength Indicator. More bars indicate more signal strength.
Activity Indicator		Data is being transferred between the mobile network and your Mobile Hotspot.
Wi-Fi Indicator		Your Mobile Hotspot Wi-Fi network in turned ON.
Messages		You have unread messages.
Connected Devices		Shows the number of Wi-Fi devices connected to your Mobile Hotspot.
Battery Charge Indicator		The battery is fully charged.
Battery Charge Indicator		The battery is critically low and the Mobile Hotspot will shut down unless the battery is connected to the charger.
Battery AC Charging Indicator		Displays when the Mobile Hotspot is connected to the AC Charger.

Power Management

Charging Your Mobile Hotspot

IMPORTANT!
Before you use your Mobile Hotspot, be sure to charge the battery for at least three hours to ensure a full initial charge. When fully charged, the battery has up to 12 hours of life.

To charge the battery:

1. Connect the USB end of the charger into the charging port of the Mobile Hotspot.

2. Plug the other end of the wall charger into the appropriate electrical outlet.
   When the battery is fully charged, the battery icon will turn solid black.

Before using your Mobile Hotspot, read the battery safety information in the "Product Safety and Warranty Information" section of this guide.

CAUTION!
Use only batteries and chargers with your Mobile Hotspot that have been approved by Orbic® for optimal performance and safe operation.
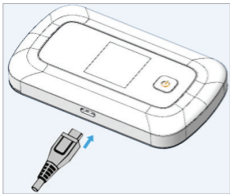
Replacing the Battery

To remove and replace the battery:

1 Insert your finger in the battery removal groove at the top edge of the battery cover, then 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 Mobile Hotspot and gently slide the battery into place.

Replacing the Battery (cont'd)

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

Battery Use

Handle and store batteries properly to avoid injury or damage. Most battery issues arise from improper handling of removable battery and, particularly, from the continued use of damaged batteries.

- Do not disassemble or open crush, bend or deform, puncture or shred.
- 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.
- Only use the battery for the system for which it is specified.
- 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.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- 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).
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the mobile hotspot or battery. If the mobile hotspot or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.
- The maximum operating temperature is 40°C.

Note: The battery shall only be serviced by the manufacturer.

Cleaning and Maintenance

The Product, the battery and the charger are not waterproof. Do not use them in places with high humidity like a bathroom and also avoid spilling any liquids on the Product, battery or charger. Use a soft cloth to clean the Product, the battery and the charger. Do not use alcohol, diluted liquid or benzene to clean the Product.

Disposal of Product and Batteries

Follow local regulations regarding disposal of mobile devices and batteries. In some areas, the disposal of these items in household or business trash may be prohibited. Please follow your local regulations and recycle Product if required Batteries must be recycled or disposed of properly.

CAUTION!

Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries in accordance with local regulations. Risk of fire and burns. Do not open, crush, heat above 60°C or incinerate. Follow manufacturer's instructions.

WARNING!

Always use only approved batteries and chargers with your Mobile Hotspot. The warranty does not cover damage caused by non-approved batteries and/or chargers.

IMPORTANT!

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

Replacing the 4G LTE SIM Card

Your SIM (Subscriber Identity Module) card is a small rectangular plastic card that stores your phone number and important information about your wireless service.

Your Mobile Hotspot comes with the SIM card already installed.

To remove the 4G LTE SIM card:

1 Remove cover using the cutout on the back cover.

2 Remove the battery.

3 Carefully slide the latch of the SIM tray to the right to take out the SIM card.

Place new SIM card into the slot and slide latch to the left to lock it in place.

CAUTION!

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

Turning your Mobile Hotspot On and Off

• To turn your Mobile Hotspot on, press and hold the **Power** button for 2 seconds

• To turn it off, press and hold the **Power** button for 3 seconds

• To wake the Mobile Hotspot display, press and release the **Power** button.
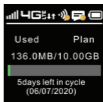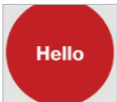
Setting Up Wi-Fi Connection

1. Press and hold the "power" button for 5 seconds until the welcome logo is displayed on the Screen, and Wi-Fi is on.

2. Use your terminal device to search for the wireless network connection with the Wi-Fi's SSID "Verizon-RC400L-XX" and click "Connect". Enter PASSWORD. The Password can be found by going to the 2.4GHz WIFI info or 5GHz WIFI Info screen. The password is displayed next to the lock icon.
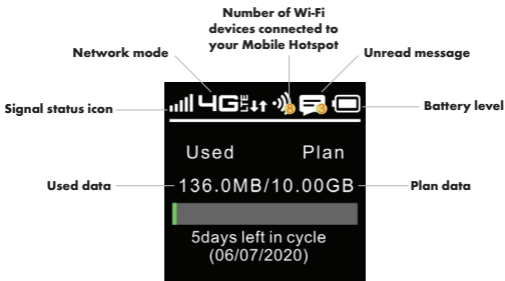

IMPORTANT!
Charge the battery completely before you connect your computer to your Mobile Hotspot.

Using your Mobile Hotspots

From the Mobile Hotspot, you can check your Mobile Hotspot's status, view your current data usage, see Wi-Fi and Connected Devices details, and more.
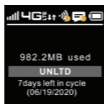
The Home Screen

The Home Screen lets you see what your Mobile Hotspot is doing at a glance:

Number of Wi-Fi devices connected to your Mobile Hotspot

Network mode

Unread message

Signal status icon

Battery level

Used   Plan
136.0MB/10.00GB

Used data

Plan data

5days left in cycle
(06/07/2020)

Mobile Hotspot Home Screen

If you have unlimited data:

982.2MB used
UNLTD
7days left in cycle
(06/19/2020)

Unlimited Data

At the top of the screen, you'll see status indicators for network signal strength .ıll, data traffic activity ↓↑, unread system messages , and battery .
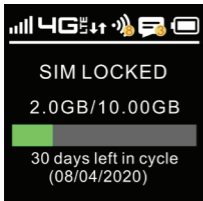
The Data Usage section shows how much of your monthly data you've used and how much time is left until the next billing cycle.

Using Your Mobile Hotspots (cont'd)

If you have a PIN lock on your SIM.

You need to unlock it by going to the web UI.

http://www.my.Jetpack or http://192.168.1.1 and enter your password to unlock it.


SIM Locked Screen

Menu

Press the Menu Button

Managing your Mobile Hotspot

You can manage your settings directly on the Mobile Hotspot's screen, or by using the website. In this chapter, we will show you what features you can manage on your Mobile Hotspot's screen. For website instructions, including features that can only be managed on the website, see page 23.

Device Info

To see your estimated data usage from the Menu, from the Home Screen tap **Menu** > **Device** > **Info**.

OK/Power

Select Device Info   *Display Device Info*
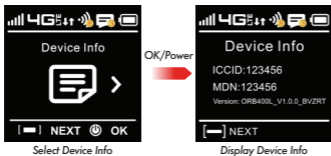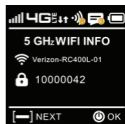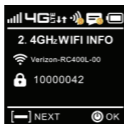
2.4 GHZ Wi-Fi & 5GHZ Info

1 Select **Menu** > **2.4 GHZ Wi-Fi Info**

2 Select **Menu** > **5 GHZ Wi-Fi Info**

- Guest Network Name
- Security Mode
- Wi-Fi Password
- Press "Ok"

OK/Power

Guest Network Name

Security Mode

Wi-Fi Password

2.4 GHZ Wi-Fi & 5GHZ Info (cont'd)

Device Settings

Press Power/OK to view next options.

Press Power/OK to highlight which Chanel you want to use (2.4GHz or 5GHz)
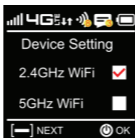
and press Power/Next to select.

Press Menu/Next to view Mobile Data status, press Power/OK to select Mobile Data ON/OFF.
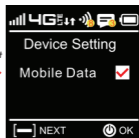
You can set this in two options:

- Mobil Data
- Data Roaming

Software Update

Allows you to view the current software version and to check available updates.
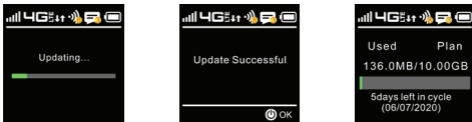
To check for a Software update:

1 Press Power/OK to display the current Software.

2 Press Power/OK to check for Software updates.

If an update is available, follow the prompts on your device.

Refer to the flow diagram that shows the pics of Software upgrade process and options.

Software Update Option
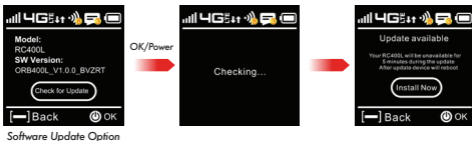
3 If the Software is up to date the following screens will show.
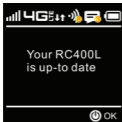
Wi-Fi Hotspot USB Options

You can tether a device by using the USB-data cable.

1 Press Power/OK to view USB tethering option.

2 Press Power/OK to select/unselect this option.

3 Press Menu/Next to return.

Select USB Options   *Select USB Tethering*

Managing your Mobile Hotspot using the Website UI

Logging Into The Device Management Website

1 Make sure your device is connected to the Orbic Speed via Wi-Fi.

2 Open the browser, and enter http://192.168.1.1 or http://www.my.Jetpack in the address bar.
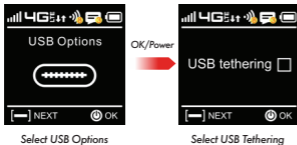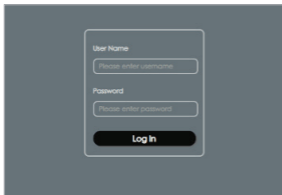
Enter username and password and click "Login".
You have the ability to modify the password and user name and configuration.

Note: The default username is **admin**; the default password is the same as the Wi-Fi password.
See **Setting up Wi-Fi Connection**.

User Login

1 Enter the correct information in the username and password boxes
and click login to successfully log in to the website.

2 However, if you enter incorrect information five times in a row, you will be restricted
from logging in, and you will have to wait five minutes before logging in again.

3 After successful login, you can enter the settings to change the username and password.

Logout

Click the logout in the upper right corner, and a prompt box will pop up.

Click OK to successfully exit the system and return to the login interface.

You need to enter the username and password again to enter the system.
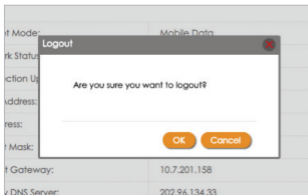
The Mobile Hotspot Website UI Home Screen

The Home page allows you to quickly access commonly used links and all available menu options for your Mobile Hotspot. The Internet Info is displays the key information of your device.

Internet Mode:	Mobile Data
Network Status:	Connected
Connection Uptime:	7 Mins
MAC Address:	58:02:77:14:F9:7C
IP Address:	10.23.179.194
Subnet Mask:	255.255.255.252
Default Gateway:	10.23.179.193
Primary DNS Server:	202.96.134.33
Secondary DNS Server:	202.96.128.166
IPv6 Address:	240e:ff:b34a:f4b4:a322:abd3:b3d3:7bfa
IPv6 Primary DNS Server:	240e:1f:1::1
IPv6 Secondary DNS Server:	240e:1f:1::33

Wi-Fi Status Information

From this screen you can view settings of the Wi-Fi network for both the 2.4 and 5 GHz channels.

Wi-Fi 2.4G	
Status:	Enabled
Wi-Fi Name(SSID):	Verizon-RC400L-CD
Password:	41423407
Wi-Fi 5G	
Status:	Disabled
Wi-Fi Name(SSID):	Verizon-RC400L-CE
Password:	41423407

Clients Listing

From this screen you can view all connected devices both tethered and by Wi-Fi to the Mobile Hotspot.

index	hostname	MAC	IP
1	LAPTOP-JTSNOOC9	aa:17:93:9d:f5:d8	192.168.1.162
2	Unknown	40:a1:08:dc:ad:4b	192.168.1.104

Messages

Displays all mobile originated SMS messages sent to the device MDN.

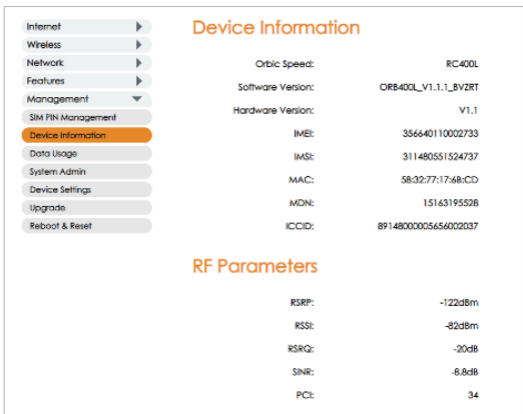| InBox(1/1)			Delete Refresh
	Sender	Content	Date
☐	+12247161840	What time should I pick you up?	2020-06-21 22:09:08
			◄◄ ◄ ► ►► 1/1 Page: [ ] Go

Web UI Settings

Device Information

Settings > Management > Device Information

When you open the settings tab the default is to display the basic device information.

Internet ▶	**Device Information**
Wireless ▶	
Network ▶	Orbic Speed: RC400L
Features ▶	Software Version: ORB400L_V1.1.1_BVZRT
Management ▼	Hardware Version: V1.1
SIM PIN Management	IMEI: 356640110002733
Device Information	IMSI: 311480551524737
Data Usage	MAC: 58:32:77:17:6B:CD
System Admin	MDN: 1516319552B
Device Settings	ICCID: 89148000005656002037
Upgrade	
Reboot & Reset	**RF Parameters**
	RSRP: -122dBm
	RSSI: -82dBm
	RSRQ: -20dB
	SINR: -8.8dB
	PCI: 34

Mobile Connections

Settings > Internet > Mobile Connections

This screen provides information and options regarding your internet connection.

Any changes you make, remember to click the "Apply" button for them to take effect.

Internet ▼	
Mobile Connection	
Wireless	▶
Network	▶
Features	▶
Management	▶

Mobile Connection

Mobile Data:	On
Data Roaming:	Enable
Carrier Name:	Verizon (Default)
Authentication Type:	None
APN:	vzwinternet
User Name:	
Password:	
IP Type:	IPV4V6
MCC:	311
MNC:	480
GID1:	bae0000000000000
APN Type:	Default
Bear:	4G

Apply   **Delete**   **+ New Profile**

Network Mode:	4G
Network Operator:	Auto Select

Apply

WLAN Settings

Wireless > **WLAN Settings**

This screen provides you to change settings that apply to the Wi-Fi network like hide the password displayed on the device, or stopping the broadcast of the SSID. Settings are applied individually to both bands, 2.4 GHz and 5 GHz. Remember to click "Apply" for the settings to take effect. You can change the Wi-Fi password from this screen by entering the new password in the setting box and must be done for each band individually"

WLAN MAC Filtering

Wireless > WLAN MAC Filtering

This screen lets you select the ability to enable Whitelist or Blacklist devices to add.

Remember to click "Apply" for the settings to take effect.

Internet	▶	**WLAN MAC Filter**	
Wireless	▶		
WLAN Settings		Status:	Disable ▼
WLAN MAC Filter			
Network	▶	- Disable will disable the WLAN MAC filter.	
Features	▶	- Whitelist will only allow devices with the selected WLAN MAC address to connect.	
Management	▶	- Blacklist will deny devices with the selected WLAN MAC address from connecting	
		MAC Address Option	
		Add	
			Apply

DHCP

Network > DHCP

This screen provides the ability to enable DHP specific settings to apply to your device.

Remember to click "Apply" for the settings to take effect.

Internet	▶	**DHCP**	
Wireless	▶		
Network	▼	DHCP server:	Enable ▼
DHCP		IP address:	192. 168. 1 . 1
DNS Settings		DHCP IP range:	100 to 200
Features	▶		192.168.1.100 to 192.168.1.200
Management	▶	DHCP lease time:	86400 seconds
			Apply

DNS Settings

Network > DNS Settings

This screen lets you view and modify your DNS address and apply Filtering.
Remember to click "Apply" for the settings to take effect.

Internet	▶
Wireless	▶
Network	▼
DHCP	
DNS Settings	
Features	▶
Management	▶

DNS Settings

DNS:	Disable
Primary DNS:	198.224.154.135
Secondary DNS:	198.224.152.119

Apply

Filter Settings

DNS Filter:	Disable

Apply

Firewall

Features > Firewall

This screen lets you control key firewall settings. IP filtering and Port filtering need to be enabled here first before applying changes in other tabs. Remember to click "Apply" for the settings to take effect.

Internet	▶
Wireless	▶
Network	▶
Features	▼
Firewall	
IP Filter	
Port Filter	
Port Forwarding	
DMZ Settings	
Management	▶

Firewall

Firewall:	Enable
IP Filter:	Disable
Port Filter:	Disable

Apply

IP Filtering

Features > IP Filtering

This screen allows you to define IP addresses to be filtered. IP filtering must be enabled from the Firewall settings first in order to apply this feature to Blacklist or Whitelist devices. Remember to click "Apply" for the settings to take effect.

Port Filter

Features > **Port Filter**

This screen allows you to define what type of ports to be applied. Port filtering must be enabled from the Firewall settings first in order to apply this feature to Blacklist or Whitelist devices.
Remember to click "Apply" for the settings to take effect.

Port Forwarding

This screen allows management and customization the IP address to send and receive from the LAN and internet sides of your connections. Remember to click "Apply" for the settings to take effect.

DMZ Settings

The screen allows management of the DMZ settings by enabling this feature and setting the desired IP address. Remember to click "Apply" for the settings to take effect.

SIM PIN Management

Management > SIM PIN Management

This screen allows you to manage the SIM PIN feature.

Remember to click "Apply" for the settings to take effect.

Internet ▶	**SIM PIN Management**
Wireless ▶	
Network ▶	PIN operation: Enable ▼
Features ▶	PIN code:
Management ▼	Remaining attempts: 3
SIM PIN Management	
Device Information	
Data Usage	Apply
System Admin	
Device Settings	
Upgrade	
Reboot & Reset	

Data Usage

Management > Data Usage

This screen allows you to view your data use information.

If you are on an unlimited plan, unlimited will be displayed.

Internet ▶	**Data Usage**
Wireless ▶	
Network ▶	Monthly Data Plan: 10.00GB
Features ▶	Total Data Usage: 10.01GB
Management ▼	Last day in billing cycle: 2020-7-11 11:39:55
SIM PIN Management	
Device Information	
Data Usage	
System Admin	
Device Settings	
Upgrade	
Reboot & Reset	

System Admin

Management > System Admin

This screen allows you to change your username and password.
Remember to click "Apply" for the settings to take effect.

Internet	▶
Wireless	▶
Network	▶
Features	▶
Management	▼
SIM PIN Management	
Device Information	
Data Usage	
System Admin	
Device Settings	
Upgrade	
Reboot & Reset	

Username

Current Username:

New Username:

Current Password:

Apply

Password

Current Password:

New Password:

Confirm Password:
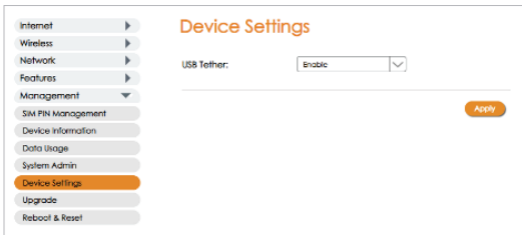
Apply

Device Settings

Management > Device Settings

This screen allows you to disable the ability of the mobile hotspot to support tethered devices to it.

This function can be managed from the Mobile Hotspot menu as well.

Remember to click "Apply" for the settings to take effect.
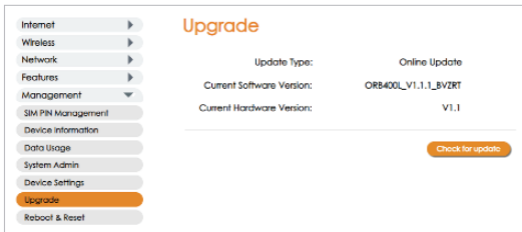
Upgrade

Management > **Upgrade**

This screen allows you to check for software and hardware version as well are to get the latest software update if one is available. This function can be managed from the Mobile Hotspot menu as well.

		Upgrade	
Internet	▶		
Wireless	▶		
Network	▶	Update Type:	Online Update
Features	▶	Current Software Version:	ORB400L_V1.1.1_BVZRT
Management	▼	Current Hardware Version:	V1.1
SIM PIN Management			
Device Information			Check for update
Data Usage			
System Admin			
Device Settings			
Upgrade			
Reboot & Reset			

Reboot & Reset

Management > **Reboot & Reset**

This screen allows you to remotely reboot the mobile hotspot and perform a reset that will restore the original factory settings to the device. This function can also be performed on Mobile Hotspot by pressing the power key to power down and then power up the device and by using the reset button under the battery cover.

Common Problems and Solutions

The following are some common problems and solutions.

My Mobile Hotspot just powered off without my pressing the power button. Why?

This may occur under any of the following circumstances.

- Pressing the Master Reset button on the device or performing a reset from the Web UI
- Mobile Hotspot automatically restarting after a new software was updated
- Switching various profile settings in the Web UI
- Battery depletion

To restore battery power, follow these steps.

1. Manually press and hold the power button to turn it back on.

2. If the battery is depleted, charge the Mobile Hotspot with the wall charger.

How do I reset the Mobile Hotspot back to factory settings?

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

1. Locate the reset button by removing the battery door.

2. Press and hold the reset button with your finger or use the tip of a pencil or pen. Hold down until the display shows "Resetting" about 5 seconds.

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

You can also reset the device back to the factory settings through the Web UI

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

1 Connect your PC or other device to the Mobile HotSpot and bring up the Web UI (http://www.my.Jetpack or http://192.168.1.1). You must be connected to the Mobile Hotspot either by tethered data cable or by WiFi connection.

Go to Settings > **Management** > **Reboot & Reset**

2 The Backup and Restore page has a **Restore to Factory Defaults** button. This button resets all Access Point and Router settings to their factory default values. All existing settings are lost.

No service is available.

- Check how many signal bars you have. If less than 2 try to reorient your device.
  If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.
- You are outside your coverage area, or there may be a problem with your account. Check with your network operator.

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

- Make sure the battery is properly seated in the device.
- Make sure the battery is fully charged. Plug in the AC charger for at least 1 hours.

I forgot my Wi-Fi Password.

- On the device press the menu button until the 2.4GHz WIFI INFO or 5GHz WIFI INFO screen is displayed . The password is displayed next to the Lock icon.

You can also view the password from the WEB UI by selecting **Settings** > **WLAN Settings**. The password is listed (you may have to click on the eye lid icon to view) it. Also displayed here is your Wi-Fi Name (SSID) and other useful WiFi settings. Settings are defined for both 2.4 GHz and 5GHz separately.

Common Problems and Solutions (cont'd)

I forgot my Mobile Hotspot Admin website Password.

• Your Mobile Hotspot Admin website Password is the same as your Wi-Fi Password.

I cannot connect to my Mobile Hotspot.

• Make sure the Network Signal Strength indicator displays at least one bar
  and that the type of network is displayed on the Mobile Hotspot Home screen.

• Make sure your Windows Wi-Fi is turned on the device you want to connect.
  (Refer to your computer's **Help** if you need assistance.)

1 Open your wireless network connection list:

The Speed Mobile Hotspot SSID will be listed as "Verizon-RC400L-XX"

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

MAC: Pull down list from AirPort icon.

2 WINDOWS: Click **Connect**.

MAC: Select the network name.

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

How do I disconnect from the network?

From the Mobile Hotspot device:

• Press the **Menu** button until **Device Settings** screen is displayed. Press **Next/Menu** button
  again to get the next screen. You can then turn off Mobile data by checking or unchecking
  the box by selecting the **OK/Pwr** button again. Press the **Next/Menu** button to exit out.

From the WEB UI:

• You can turn mobile data off from the WEB UI by selecting
  Settings > **Internet** > **Mobile Connections** > **Mobile Data** then select **Off**.

How can I find out how many users are connected to my Mobile Hotspot?

From the Device:

- From the Home Screen the number of connected devices is displayed in a yellow circle next to the Wi-Fi Signal icon at the top of the display.
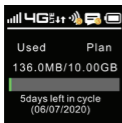
From the Mobile Hotspot WEB UI website:

- Select the **Clients** icon from the home page. The devices connected by Wi-Fi and tethered is displayed showing name, MAC address and IP address.

How do I check the firmware version installed on my Mobile Hotspot?

From the Device:

- Press the **Menu** button until the **Software Update screen** is displayed. Press **OK/Pwr** button and the software version is displayed. From here you can check for Updates by pressing the OK/Pwr button again and following the menu to perform an update if available.
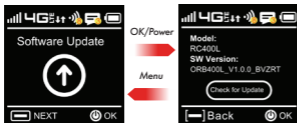
From the WEB UI Website:

- From the home screen select **Settings** > **Upgrade**. The current software and hardware version are displayed.

Common Problems and Solutions (cont'd)

How do I check the battery level of my Mobile Hotspot?

- Check the battery icon on the status bar on the Hotspot Home screen.
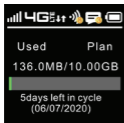
How do I turn off my Mobile Hotspot?

- Press and hold the Power button for 5 seconds until the display shows **Powering Off**.

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

- When the display is off (sleep mode) press the **Pwr** or the **Menu** button briefly to wake it up.

Product Specifications

General

Name	Orbic Speed Mobile Hotspot
Model	RC400L
Approvals	FCC (US)
Weight	162 g / 5.71 oz
Dimensions	112 x 65 x 17.6 mm, 4.41 x 2.56 x 0.69 in
Wireless Network	LTE, UMTS
Wireless Network – Wi-Fi Mode	Real simultaneous Dual Band 802.11 b/g/n/ac, 2.4 GHz/5.0 GHz
Display	1.4 in LCD
Default SSID	Verizon-RC400L-XX
Battery • Size • Time required for full charge • Usage	 3000 mAh Li-Ion 3 hours (when not in use) Up to 24 hours
Chip Set	QUALCOMM® MDM9207
Interface Type	Type C USB Port for charging and data
Memory	RAM = 512MB, FLASH = 256M

Technology/Bands

Technology	LTE, UMTS
Band Designation	CAT 4 LTE
Bands	LTE Bands: B2/B4/B5/B13/B66 UMTS Bands: B2/B4/B5/B8

Environmental

Operating Temperature:	-10° C to 55° C (14°F to 131° F)
Storage Temperature:	-30° C to 70° C (-22° F to 158° F)
Battery Charging	0° C to 40° C (32° F to 104° F)
Relative Humidity	The device shall be fully operational up to a maximum of 93% relative humidity (non-condensing).
Drop:	The device accessories (battery and charger) shall withstand drop from 1.5m onto hard surface (stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or marks.
	The housing will withstand drop from 1.25m onto hard surface (stone, concrete, metal) without mechanical, electrical, or functional damage, except for slight scratches or marks.
Electrostatic Discharge	The device shall be able to withstand the following ESD: 8kV contact / 15kV air discharge.
Vibration Stability:	The device shall be able to withstand the following vibration profile: 10-2000 Hz, 1.5G acceleration, 3 axes.

Wireless Communications

IMPORTANT!
Due to the transmission and reception properties of wireless communications, data occasionally can be lost or delayed.

This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment where you operate the modem might adversely affect communications.

Variations in radio signal strength are referred to as fading. Fading is caused by several different factors including signal reflection, the ionosphere, and interference from other radio channels.

ORBIC® or its partners will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received with the Mobile Hotspot device, or failure of the RC400L device to transmit or receive such data.

Safety Hazards

Do not operate the Mobile Hotspot in an environment that might be susceptible to radio interference resulting in danger, specifically:

AREAS WHERE PROHIBITED BY THE LAW

Follow any special rules and regulations and obey all signs and notices. Always turn off the host device when instructed to do so, or when you suspect that it might cause interference or danger.

WHERE EXPLOSIVE ATMOSPHERES MIGHT BE PRESENT

Do not operate your device in any area where a potentially explosive atmosphere might exist. Sparks in such areas could cause an explosion or fi e resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Users are advised not to operate the device while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off our vehicle engine.

NEAR MEDICAL AND LIFE SUPPORT EQUIPMENT

Do not operate your device in any area where medical equipment, life support equipment, or near any equipment that might be susceptible to any form of radio interference. In such areas, the host communications device must be turned off. The device can transmit signals that could interfere with this equipment.

ON AN AIRCRAFT, EITHER ON THE GROUND OR AIRBORNE

In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the modem is turned off prior to boarding aircraft in order to comply with these regulations. The modem can transmit signals that could interfere with various onboard systems and controls.

WHILE OPERATING A VEHICLE

The driver or operator of any vehicle should not operate a wireless data device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some countries, operating such communications devices while in control of a vehicle is an offense.

ELECTROSTATIC DISCHARGE (ESD)

Electrical and electronic devices are sensitive to electrostatic discharge (ESD). Macintosh native connection software might attempt to reinitialize the device should a substantial electrostatic discharge reset the device. If the software is not operational after an ESD occurrence, then restart your computer.

FCC SAR Warning

This model mobile hotspot meets the government's requirements for exposure to radio waves.

This mobile hotspot is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commissioner of the U.S. Government: The exposure standard for wireless mobile hotspots employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the mobile hotspot transmitting at its highest certified power level in all tested frequency bands. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons regardless of age and health.

The FCC has granted an Equipment Authorization for this model mobile hotspot with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model mobile hotspot is on file with the FCC and can be found under the Display Grant section of https://www.fcc.gov/oet/fccid after searching on: FCC ID: 2ABGH-RC400L or at http://www.orbic.us/

FCC Statement

This Product complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This Product may not cause harmful interference, and

(2) This Product must accept any interference received, including interfererence that may cause undesired operation.

NOTE 1:

This Product 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 Product generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interfererence to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this Product does cause harmful interference to radio or television reception, which can be determined by turning the Product 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 the receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

NOTE 2:

Orbic or the manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to the Product. Such modifications could void the user's authority to operate the equipment.

Data transmission is always initiated by software, which is then passed down through the MAC, through the digital and analog baseband, and finally to the RF chip. Several special packets are initiated by the MAC. These are the only ways the digital baseband portion will turn on the RF transmitter, which it then turns off a the end of the packet. Therefore, the transmitter will be on only while one of the aforementioned packets is being transmitted. In other words, this device automatically discontinues transmission in case of either absence of information to transmit or operational failure.

User guide

orbic®
SPEED™

RC400L Mobile Hotspot

verizon√