Getcom.AI

Quick Start

Appearance

MENU

LCD screen

Power key

Type-C port

Installation

Remove the hot spot back cover by lifting the notch on the corner of the device.
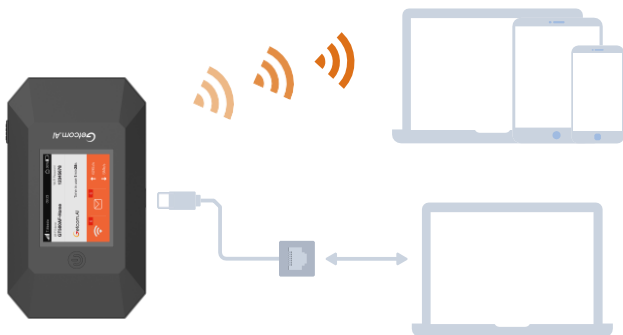If the battery is present, remove it.

Insert the Nano SIM card

Replace the hotspot cover.

Network connection

- You can view the current SSID (Wi-Fi network name) and Wi-Fi network key on the screen.
- We strongly recommend that you change the default SSID and Wi-Fi network key to keep your data secure.

Getcom.AI GT500AF Mobile

Explain

Support

Thank you for purchasing this Getcom.AI product. You can visit www.getcomai.com to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official Getcom.AI support resources.

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Note:

This guide briefly describes the appearance of the device and the steps for using it. For details about how to set the device and management parameters, see help information at www. getcomai.com

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Know Your Device

Your mobile hotspot enables you to create a Wi-Fi access point in any location with cellular network coverage. Use a Wi-Fi access point to connect your laptop and other Wi-Fi capable devices to your service provider's mobile broadband network and connect to the Internet.

Power Key

Use the Power key to wake the hotspot and to power the device on and off.

Table 1. Power key usage

Desired Result	Turn on the hotspot.
Turn on the hotspot.	Press and hold the Power key for three seconds.
Turn off the hotspot.	Press and hold the Power key for five seconds.
Wake up the Wi-Fi signal and screen.	Press and quickly release the Power key.

LCD Screen

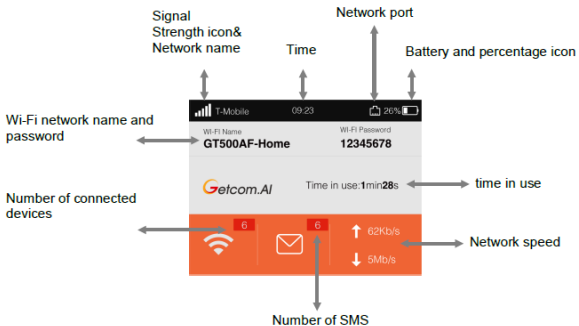The hotspot's LCD screen displays the following information:

- Wi-Fi name and password.
- Network signal icons. See Table X on page X for details.
- Equipment usage time
- Wi-Fi details (number of connected devices)
- Network provider message notification.

For advanced settings, use a Wi-Fi-enabled device to connect to the hotspot and then visit the hotspot web page at http://192.168.100.1

LCD Screen Elements

Connect your computer or other device to your Wi-Fi network:

- Make sure that Wi-Fi is enabled on your device and search for available Wi-Fi networks.
- Select the Wi-Fi name displayed on the hotspot LCD screen and connect to it.
- When prompted, enter your Wi-Fi password as it displays on the hotspot touch screen.

Signal Strength icon& Network name

Time

Network port

Battery and percentage icon

Wi-Fi network name and password

Number of connected devices

time in use

Network speed

Number of SMS

T-Mobile 09:23 26%

WI-FI Name
GT500AF-Home

WI-FI Password
12345678

Getcom.AI Time in use:1min28s

6

6

↑ 62Kb/s

↓ 5Mb/s

Personalise the Hotspot

To log in as an administrator:

You can personalise the hotspot and change its settings using the following methods: Web page. Use the hotspot web page to make more detailed settings changes than the basic settings changes offered on the touch screen.

Use a Wi-Fi-enabled device to connect to the hotspot and then use a browser to display the hotspot web page (http://192.168.100.1/). Log in as an administrator to make changes. The default administrator login password is admin. Best practice is to set a more secure password.

Click the Sign In button. The home page displays.

After you log in, you can access all of the features available on the touch screen plus advanced features. For example, you can do the following:

• Change the SSID, Wi-Fi passwords, password login, and Wi-Fi encryption settings.
• Select a custom Wi-Fi profile (dual-band Wi-Fi, guest Wi-Fi).
• Set auto connect options.
• View data usage.
• Change security settings and hotspot options.

Security Credentials

Two passwords are associated with the hotspot:

• **Wi-Fi Password .** Use this to connect your computer or other Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It displays on the main hotspot LCD screen. If the screen is blank (a power-saving feature), press and quickly release the Power key. The default Wi-Fi password is printed on a label under the battery.
• **Web page login Password .** Use this to log in to the hotspot web page as an administrator. You must log in as an administrator to use certain features and to make changes to your hotspot settings. The default password login password, password, is printed on a label under the battery. The password login password can be 8–20 characters.

Recharge the Battery

The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer. Recharging from a wall socket is faster than recharging from a USB port.

To recharge the battery from a wall socket:

Attach one end of the USB-C cable to the connector on the right on the mobile hotspot and attach the other end to the wall charger (included).

Plug the wall charger into a wall socket.
A lightning bolt appears on the Battery icon when the battery is charging (▯).
The Battery icon on the LCD screen indicates when the battery is fully charged (▮)

To recharge the battery from the USB port on your computer:

A lightning bolt appears on the Battery icon when the battery is charging (▯).
The Battery icon on the LCD screen indicates when the battery is fully charged (▮)

Frequently Asked Questions

This chapter provides answers for difficulties you might experience with your hotspot. The chapter covers the following topics:

- What can I do if I can't connect a device to the hotspot?
- What can I do if I can't access the Internet?
- Why isn't my battery charging?
- Why is the download or upload speed slow?
- What do I do if I forget my password login password?
- How do I turn the hotspot off?
- How do I find out how many users are connected to my hotspot's Wi-Fi networks?

What can I do if I can't connect a device to the hotspot?

If you are experiencing problems connecting to the hotspot, try the following suggestions:

- Turn off your device and take the battery out, wait 10 seconds, put the battery back in, and turn your device on.
- Restart your computer.
- Turn off or temporarily disable any security programs or firewalls.
- If possible, try using another computer or Wi-Fi device to connect to your hotspot. If you can, then the problem is with the device that cannot connect, not the hotspot.

What can I do if I can't access the Internet?

If you are connected to the hotspot but cannot connect to the Internet, try the following suggestions:

- Check the display status on the touch screen.
- Make sure that network coverage is available in your area.
- Make sure that your Nano SIM card is active and enabled with data services.
- Wait one to two minutes for the hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your hotspot off and on and restart your computer or Wi-Fi device.
- Check to see if you can access www.Google.com. If you cannot access www.Google.com, you might need to top up or recharge your pre-paid SIM card.

Why isn't my battery charging?

If you are in a low-coverage area, are transferring a lot of data, or left the hotspot in a hot location, the internal temperature of the hotspot can rise above 45°C. In these conditions, the battery cannot be charged due to safety limits with lithium-ion battery technology.

Check to ensure that the USB cable and the AC wall charger are connected securely and are working correctly.

Why is the download or upload speed slow?

Data transfer speed depends on signal strength and interfering radio sources like electrical generators or other hotspot Wi-Fi devices. Review the following possibilities:

- Check your signal strength and network type
- Check Wi-Fi interference by powering the hotspot off and on to find a better Wi-Fi channel.
- Switch the Wi-Fi channel from 2.4 GHz to 5 GHz.
- If the network signal is low, consider using external antennas or cradle the hotspot with built-in high-gain antennas.

How do I turn the hotspot off?

Press and hold the Power key for a few seconds.

How do I find out how many users are connected to my hotspot's Wi-Fi networks?

The number on the Wi-Fi icon on the hotspot's touch screen is the number of users (ordevices) connected to your Wi-Fi network. A list of connected devices appears in the hotspot Connected Devices section.

Limited Warranty

Getcom.AI provides a one year warranty service after purchase of this product. Within this year when the product stops working because of design defects, the product will be repaired or replaced. (replacement of the product is sole to the decision of Getcom.AI and only when the product is not physically damaged).

The following conditions are not covered under this limited warranty;

- Voltage mismatch
- Improper use due to not follow the instructions
- Repairs or changes made by unauthorized companies or people
- Product damage caused by the user
- Force majeure such as natural disasters and accidents

Please visit www.getcomai.com for detailed information about the warranty.

Note:

- In order to protect your legal rights and interests, please make sure to ask your point of sales for an invoice when purchasing any Getcom.AI product
- Please register your product at www.getcomai.com/service

Notice of content and ownership

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 radiated 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.
- ncrease 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.
- Caution: 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 meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. *Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the poser required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. SAR compliance has been established in the host product(s) (laptop computers), tested at 10mm separation distance to the human body, and tested with USB slot configurations including Horizontal-UP, Horizontal-Down, Vertical- Front, Vertical-Back. This device can be used in host product(s) with substantially similar physical dimensions, construction, and electrical and RF characteristics. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.