

Turbo Hotspot 3 User Guide (Lab & Consumer)

Getting Started

Meet your Hotspot

Familiarize yourself with the various screens, icons, and buttons to use your device.

- Navigation Key
- Power/Select Key
- USB Type-C Charging Port
- LCD Home Screen
- Battery back cover

Set Up Your Mobile Hotspot/SIM Insert

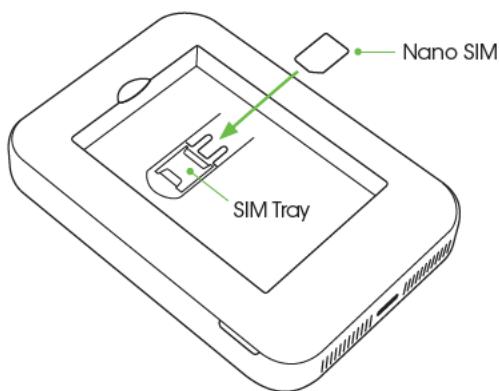
Set Up Your Mobile Hotspot

1. Remove back cover and take the battery out.
2. Remove the SIM card from the outer card.
3. Locate the SIM card slot. Hold SIM so that the cut corner is at the top and gold contacts are facing downward. Insert SIM by pressing down on the clip and sliding into the SIM slot.
4. Insert the battery. Install the back cover, the arrow on the back cover points downward and aligns to the notch.

Removing Your SIM Card

1. Remove back cover and take the battery out.
2. Locate the SIM card slot.
3. Push down on the plastic clip in front of the SIM card, while sliding the SIM card out of its slot.

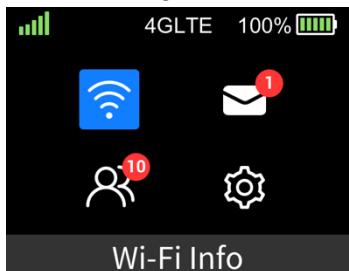
WARNING! To avoid any damage to your device, only use the standard Nano-SIM card provided.



Home Screen Layout

There are four different screens on this device. Use the Navigation and Power/Select Key to loop through them.

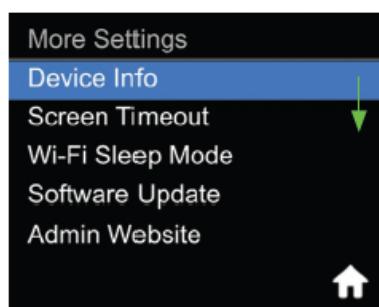
1. Wi-Fi Info



2. Messages >> CF to help recreate this screen

3. Connected Devices >> CF to help recreate this screen

4. More Settings



Button Navigation

Navigating and Selecting Menu Items

- Click the **Navigation Key** to move the highlight over to the next menu item.
- Click the **Power/Select Key** to select the desired menu item and enter into its page.
- To get back to the home screen, continue to click the **Navigation Key** until the blue highlight is over the Back Home Icon and then click **Power/Select Key** to go back the Home Screen.

Get to Know Your Hotspot

Navigation Key

When device is on:

1. Short-click: moves the highlight selection over to the next item on the screen.
2. Press & Hold for 3 seconds: activates WPS

Power/Select Key

When device is off:

Press & Hold for 3 seconds: Powers on the device

When device is on:

1. Press & Hold for 3 seconds: Powers off the device

2. When LCD is off, Short-click: Turns on the display
3. When LCD is on, Short-click: Selects the highlighted item

[Connecting to the Internet](#)

1. Turn on your mobile hotspot by pressing and holding the **Power/Select Key** for 3 seconds.
2. Open the Wi-Fi network manager on your computer, smartphone, tablet, or Wi-Fi enabled device.
3. Use the **Navigation Key** to select the “Wi-Fi Info” page. Find and select your mobile hotspot’s Wi-Fi network (SSID) named “Turbo_XXXX” for the 2.4GHz Wi-Fi network or “Turbo_5GHz_#####” for the 5GHz Wi-Fi network.
4. Connect by entering the password shown on your mobile hotspot’s display.
5. Open a web browser and visit your favorite website to confirm your connection.

Note: Wi-Fi network name and Wi-Fi network password can be changed in the online WebUI under Wi-Fi Basic Setting.

[WPS Connection](#)

Connect securely without having to manually input the Wi-Fi password (key).

Devices with a WPS Button (e.g., printer)

1. Bring the device within range of the hotspot and press the WPS button on the device.
2. Press and hold the **Navigation Key** for 3 seconds.
3. Successful Connection: “**WPS Success**” will display on the hotspot and the hotspot will automatically return to the home screen.
4. Failed Connection: “**WPS Fail**” will display on the hotspot and the hotspot will automatically return to the home screen.

Devices without a WPS button (e.g., laptop)

1. Bring the device within range of the hotspot, then open up the network settings on the device and select the hotspot SSID.
2. Press and hold the **Navigation Key** for 3 seconds.
3. The device will start getting the correct credentials and start connecting.
3. Successful Connection: “**WPS Success**” will display on the hotspot and the hotspot will automatically return to the home screen. Connection will also display on the device screen.
4. Failed Connection: “**WPS Fail**” will display on the hotspot and the hotspot will automatically return to the home screen.

[Connecting via Tethering](#)

You can also connect your Wi-Fi enabled device to the mobile hotspot using a USB-C cable instead of using the Wi-Fi network.

1. Make sure your mobile hotspot is on and has an active data connection.
2. Connect one end of the USB-C cable to the hotspot and the other end to your device.
3. Your device will detect a network connection via USB automatically.
4. Check your connection by visiting a website.

Charging the Hotspot

To charge, plug one end of the charger into an electrical outlet or a laptop and the other end into the device's USB-C port.

1. When device is powered on and charging, the battery icon will display a lightning symbol.
2. When device is powered off and charging, the charging animation will appear.

Note: It will take the hotspot up to **XX** hours to charge fully from 0% when using the wall charger and cable provided. Charging times may vary when using other 3rd-party chargers and accessories.

Online WebUI Manager

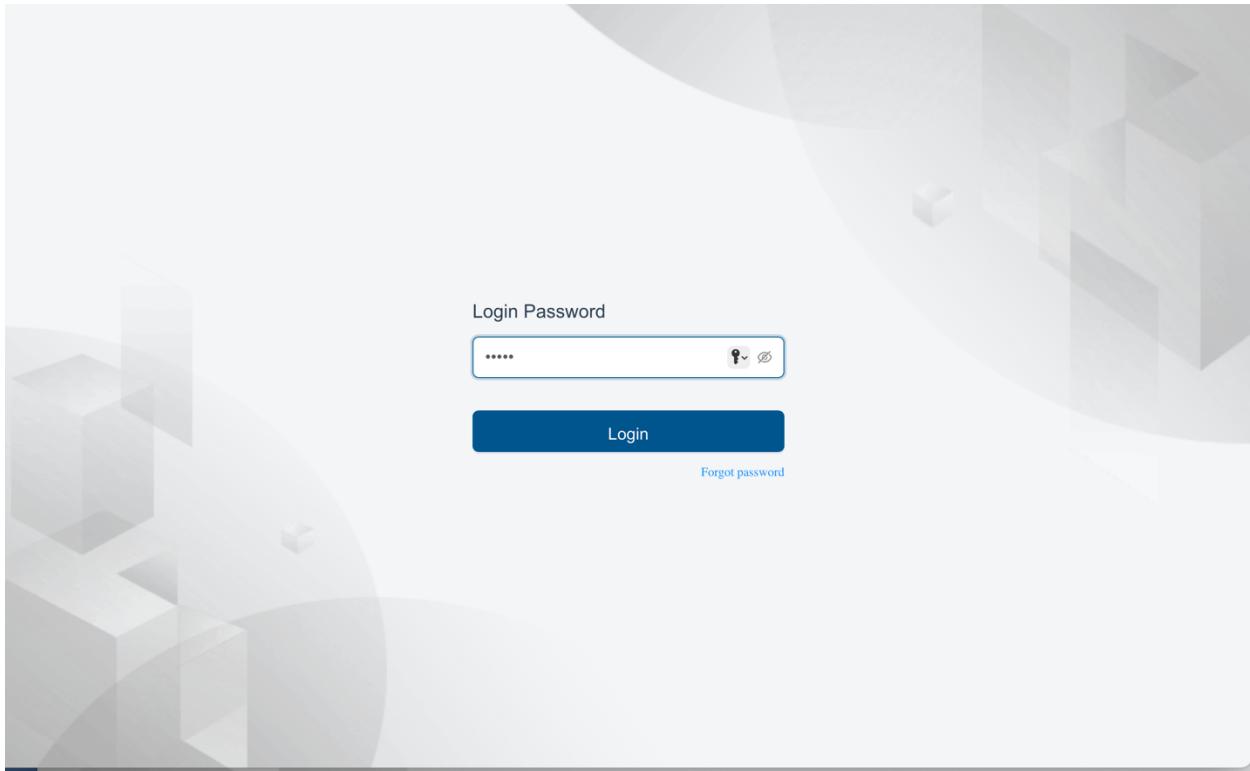
The Online WebUI Manager is a virtual dashboard to manage your mobile hotspot's settings, features and security controls.

Accessing the Online WebUI Manager

1. Open a web browser on a computer or Wi-Fi enabled device that is connected to the mobile hotspot's Wi-Fi network.
2. Enter <http://hotspot.webui> (or <http://192.168.1.1>) in the address bar of the browser.
3. Enter WebUI password and select Login.

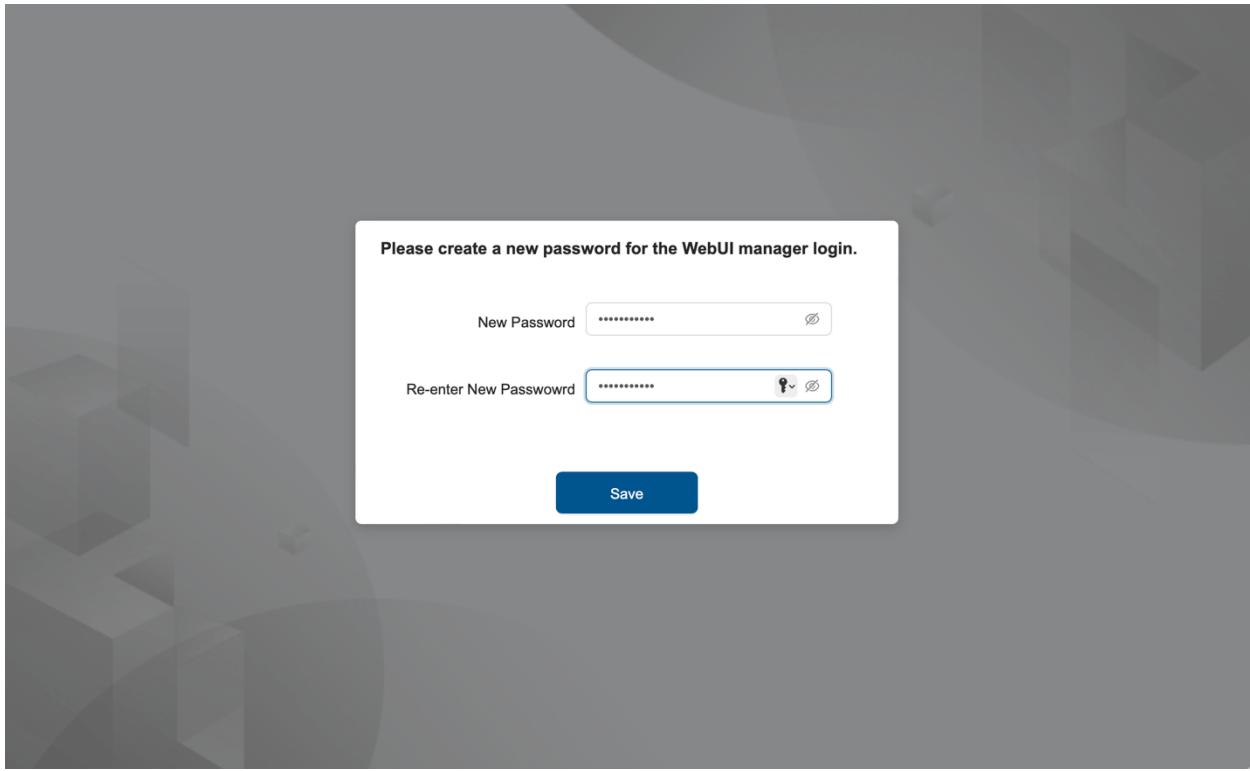
Note: A user has five attempts to input the correct password before initiating a lockout. The WebUI Manager can be accessed again after 15 minutes.

Login Screen



First Time Login

- The admin password for the online WebUI is "admin". You will need to create a new WebUI password the first time logging on using the "admin" password.
- A new password must have a minimum of 8 characters.
- Changing the WebUI password will disrupt the session. You will automatically be logged off and will need to re-enter the new password.
- After 10 minutes of inactivity in the WebUI Manager, the system will log out automatically.



Forgot Password

If the password is forgotten, the WebUI password can be reset to the default “admin” by performing a hard factory reset using the reset button under the battery cover.

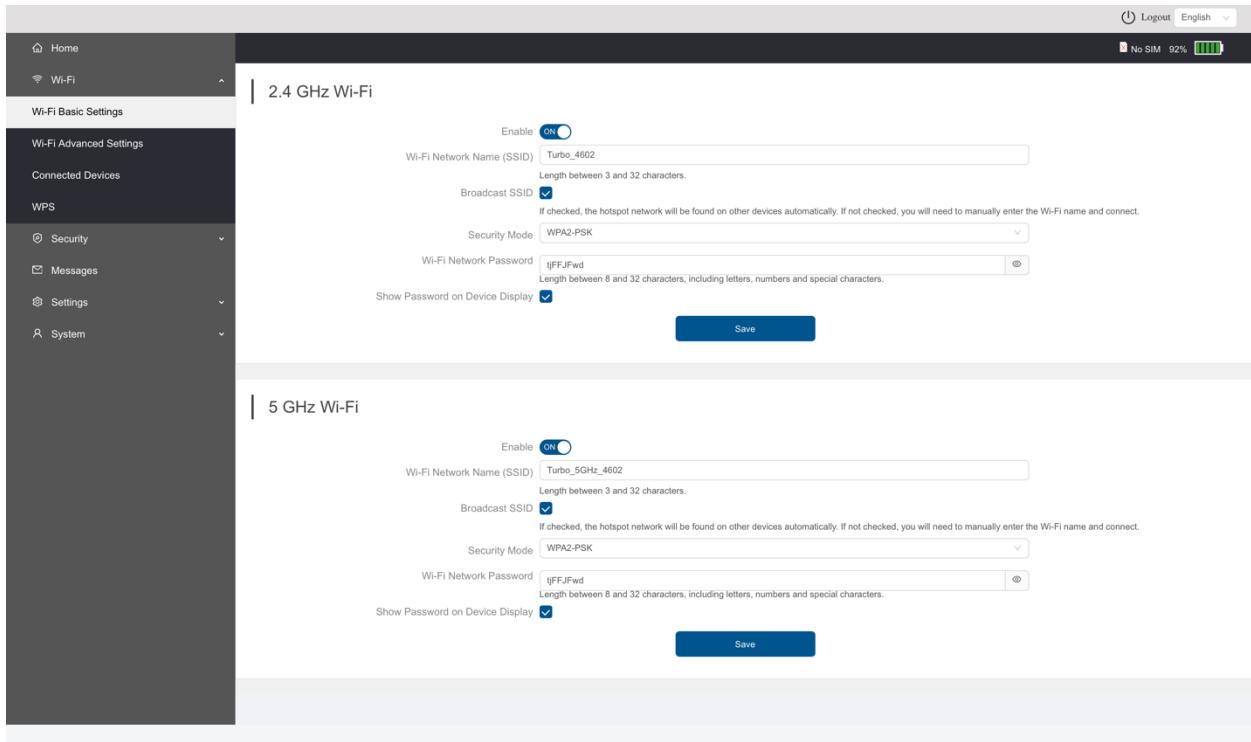
Online WebUI Manager: Managing Wi-Fi Settings

Once you’re logged in to the Online WebUI Manager you can adjust the following Wi-Fi settings.

Change Wi-Fi Network Name and Password

- Make sure the device is connected to the hotspot’s network.
- Open a browser on your device and go to the **Online WebUI Manager** (<http://hotspot.webui>).
- Go to the “Wi-Fi Basic Settings” Page (Under the Wi-Fi section on the navigation bar).
- Input new Wi-Fi Network Name and/or Wi-Fi Network Password in the corresponding network you want to change (2.4GHz or 5GHz networks).
- Hit **Save**.

Note: When you save a new network name and/ or password, the hotspot networks will restart and disconnect all current connections to the hotspot. The current WebUI session will also send. Reconnect to the hotspot using the newly saved credentials.



Show Password on Device Display

The "Show Password on Device Display" checkbox is enabled by default, showing the password on the device under the "Wi-Fi Info" screen. Uncheck this box to keep the password hidden on the Device Screen for added security.

Disable a Wi-Fi network

Both 2.4 and 5GHz networks are enabled by default. You can choose to enable only one and disable the other.

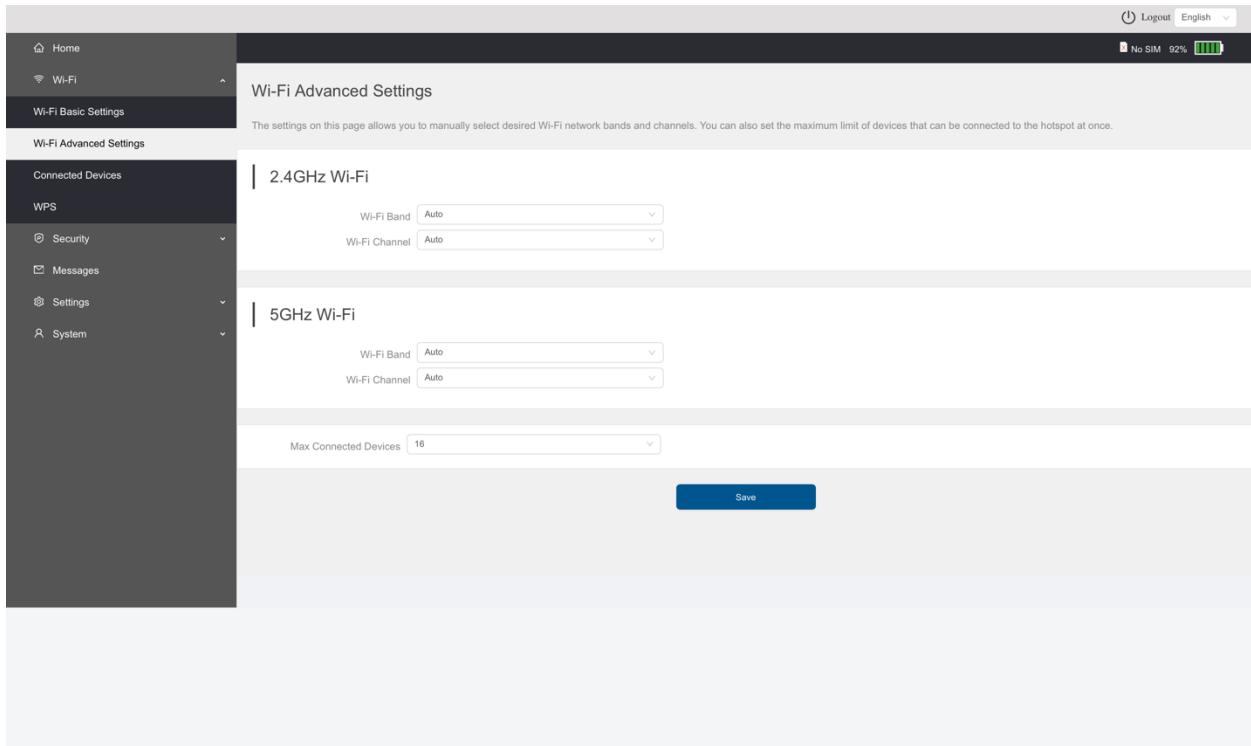
1. Select **Wi-Fi > Wi-Fi Basic Settings**.
2. Click the **Enable/Disable** switch under the network you would like to disable.

Note: Enabling or disabling either network while connected will cause a Wi-Fi reset on the hotspot and you will need to reestablish connection.

Change maximum connected devices

1. Go to **Wi-Fi > Wi-Fi Advanced Settings**.
2. Go to the drop-down menu under Max Connected Devices. Choose your preferred maximum number of devices allowed from 1-16.
3. Click **Save**.

Note: You will need to reconnect any connected Wi-Fi enabled devices to the hotspot upon updating the maximum number.



View all connected devices

1. Go to **Wi-Fi > Connected devices**.
2. All devices currently connected will be listed.

Note: Block any connected device by clicking on the x symbol next to the device. Unblock a device by clicking the checkmark symbol next to the device listed under Blocked Devices.

Connected Devices

Block	Device Name	Wi-Fi	IP Address	MAC Address
<input checked="" type="checkbox"/>	MI6X-HenglyS3	2.4GHz	192.168.1.105	DD:26:C1:BB:EE:BA
<input checked="" type="checkbox"/>	HUAWEI_Mate_10-48cb4eb9ef	5GHz	192.168.1.110	DD:26:C1:BB:DO:GR

Maximum of 16 devices can be connected to the hotspot at once. The limit can be adjusted in Wi-Fi Advanced Settings.

Blocked Devices

Unblock	Device Name	MAC Address
<input checked="" type="checkbox"/>	android-111	11:CC:C1:BB:DO:GR

LAN

Device Name	IP Address	MAC Address
xa-jw-zhounali	192.168.1.237	1e:ca:d7:dd:35:9b

Connect a device via WebUI WPS

Connect securely without having to manually input the Wi-Fi password (key). There are two ways to connect a device via WPS:

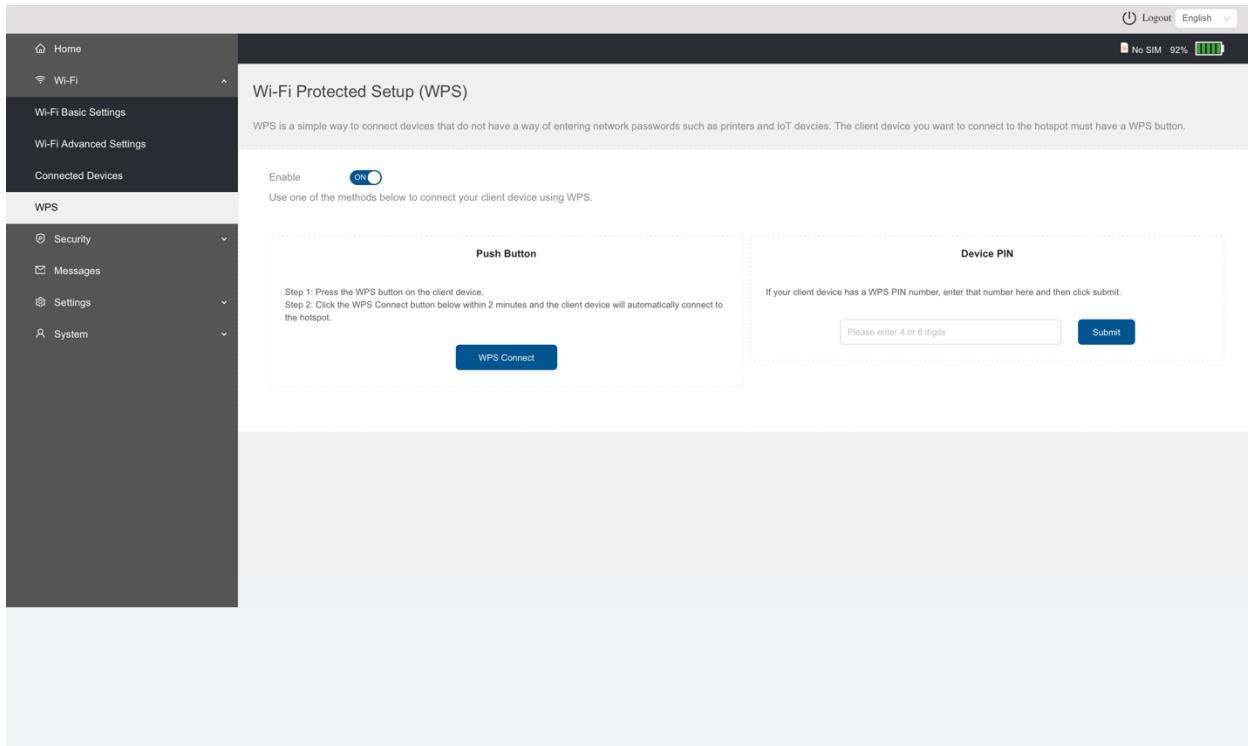
Push Button

1. Press the WPS button on the device you are trying to connect with (smartphone, printer, etc).
2. Press “WPS Connect” on the WebUI Manager.

Device Pin

1. If the device you are trying to connect with has a WPS PIN number, go to Wi-Fi setting on the device, open the WPS PIN page to obtain the PIN number.
2. Enter the PIN number in the WebUI and click “Submit”. You will see a confirmation on screen if connection was successful or if you need to try again.

Note: By default, WPS is enabled. You can disable by toggling the enable button to the “OFF” position.



Viewing messages on the Turbo Hotspot 3

The message icon on the Home Screen will indicate when a new message is received.

1. Navigate to the “New Messages” page to view a list of unread SMS messages sent to the hotspot.
2. Use the Navigation key to scroll and highlight a message. Text will auto-scroll horizontally to read the full message.
3. To view a message on a full page, highlight the desired message and click the Power/Select key to open.
4. For multi-page messages, use the Navigation key to highlight the Next Page icon. Click the Power/Select key to scroll to the next page to continue reading the message.
5. To return to the messages list, use the Navigation key to highlight the Go Back icon. Click the Power/Select key to return to New Messages.

Note: 5 messages are listed per page. A maximum of 50 messages can be saved on the device. Once a message has been opened, it will be considered “read” and will be removed from the New Message list. The message can still be accessed via WebUI Manager.

Reading Messages on the Online WebUI Manager

1. Navigate to the “Messages” page to view a list of unread SMS messages sent to the hotspot.
2. Click on the message in the list and the full message will display in a pop-up window.
3. Click “OK” to close the message window.
4. Click “Read All” to change all messages in “Unread” status to “Read”.
5. To delete a message, select the checkbox and click “Delete”.

Note: When maximum message are stored, new messages coming in will auto-delete the oldest read messages. Unread messages will be saved as priority over read messages.

NAVIGATION BAR

Messages

2 unread of 4 messages

Read	Messages	From	Received	
<input type="checkbox"/>	Unread	Dear users, thank you for your support...	+8613812345678	01/23/2023 16:17
<input type="checkbox"/>	Unread	Dear users, thank you for your support...	+8613812345678	01/23/2023 18:17
<input checked="" type="checkbox"/>	Read	Dear users, thank you for your support...	+8613812345678	01/23/2023 16:17
<input type="checkbox"/>	Read	Dear users, thank you for your support...	+8613812345678	01/23/2023 18:17

< 1 >

Delete

Read All

Online WebUI Manager: Adjusting Security Settings

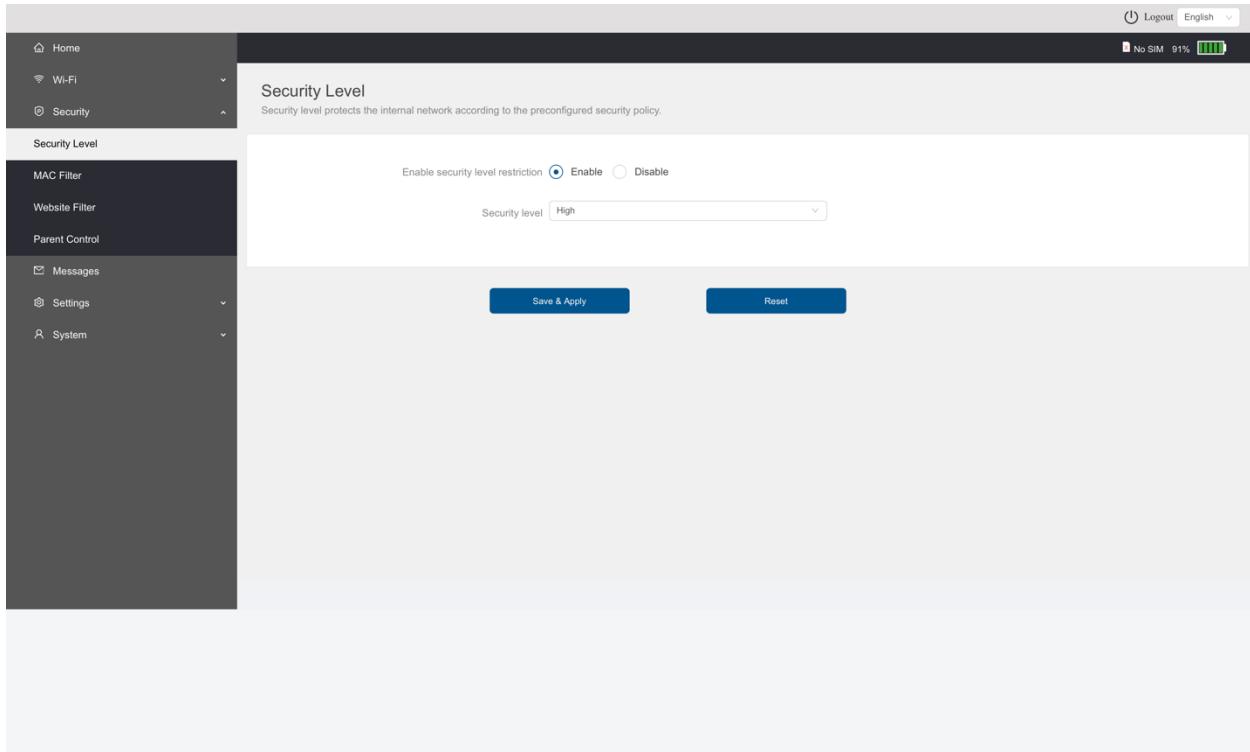
The Online WebUI Manager lets you set the limits for certain websites and block unwanted connections.

Security Level

Security level is enabled and set to “High” by default. When security is disabled, the security level settings are hidden.

1. Click the drop-down menu to choose between: High, Medium, Low, or Custom Security.
2. Click “Save & Apply” to successfully make changes.
3. Click “Reset” to reset security settings back to default.

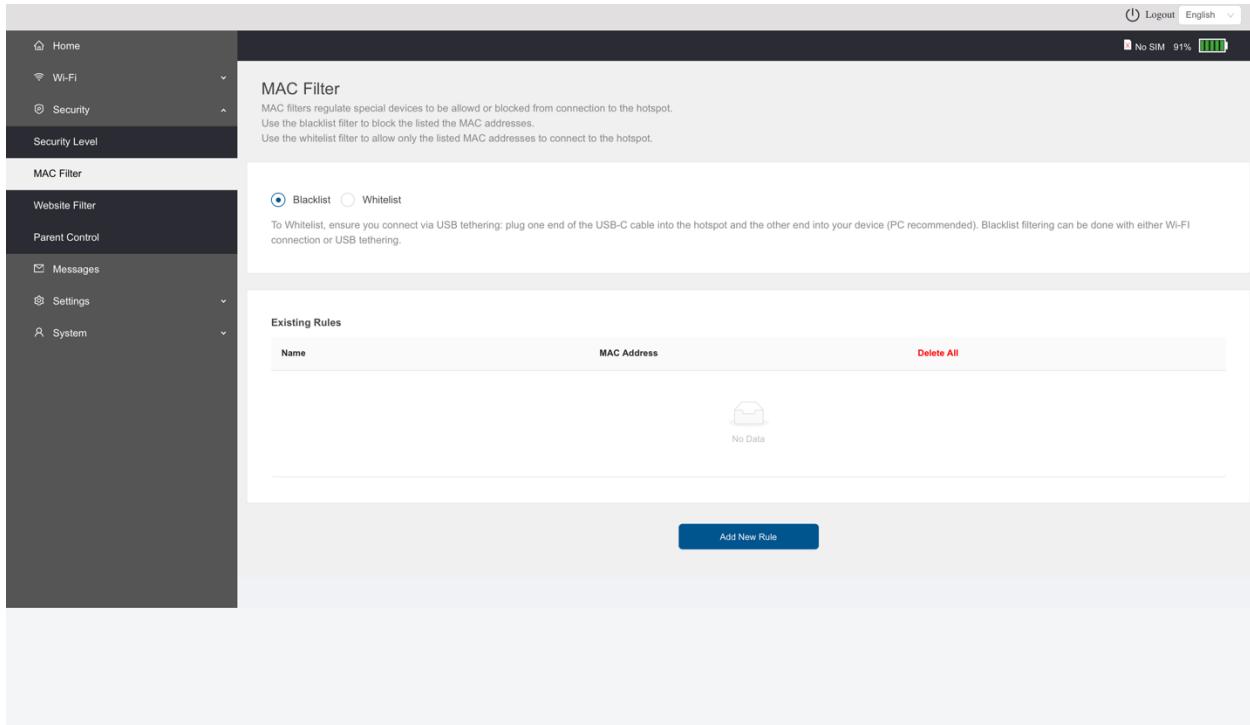
Note: When “Custom Security” is selected, the “Allowed traffic” boxes appear to select specified checkboxes.



Mac Filter

Regulate specific devices to be allowed (whitelisted) or blocked (blacklisted) from connecting to the hotspot.

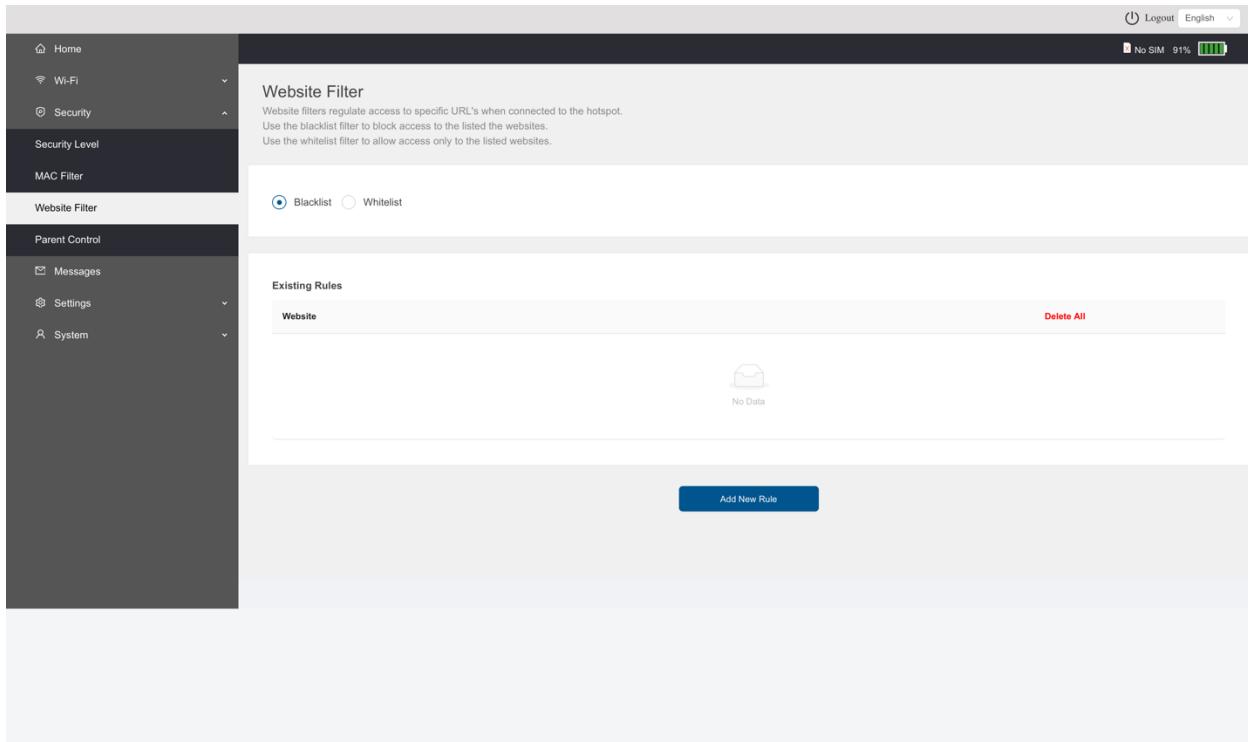
1. Choose Blacklist or Whitelist. A pop up will warn that switching to Whitelist mode will cause devices not listed to be removed from current Wi-Fi.
2. Click “Add New Rule” button to enter the MAC address you want to blacklist or whitelist. Click “Save”.
3. To clear a rule from the list, click the “Delete” trash icon. Click “Delete All” button to clear all the rules/devices from the list.



Website Filter

Regulate access to specific URLs when connected to the hotspot.

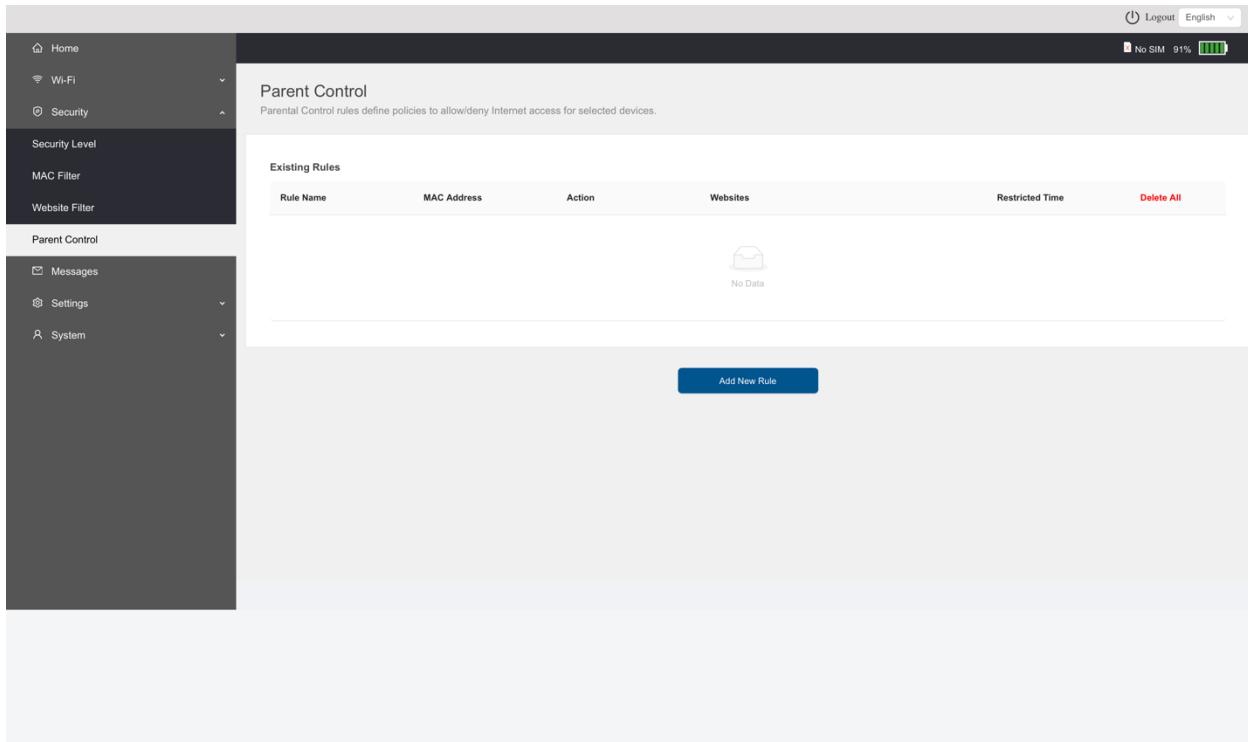
1. Choose Blacklist to block access to the listed websites or Whitelist to allow access only to the listed websites.
2. Click “Add New Rule” button to enter the URL you want to blacklist or whitelist. Click “Save”.
3. To clear a URL from the list, click the “Delete” trash icon. Click “Delete All” button to clear all the URLs from the list.



Parent Control

Limit the websites certain Wi-Fi enabled devices are able to connect to and the times they are allowed to connect.

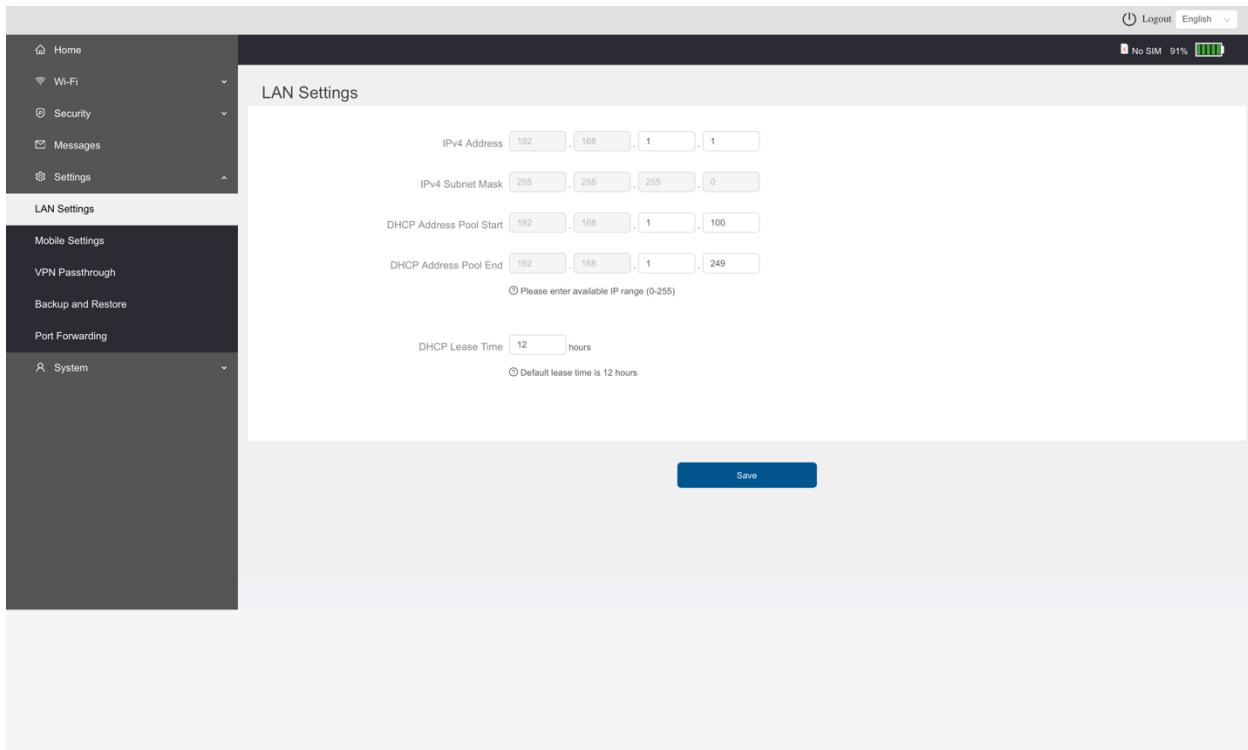
1. Click “Add New Rule” and create a name for the specific setting.
2. Choose Allow or Deny access option, then enter the applicable URL(s).
3. Multiple websites can be listed. Click “+Add Website” to add more.
4. Click the “Restricted Time” dropdown menu to set specific days for the rule to apply. Set the “Start Time” and “End Time” for the rule.
5. Click “Save”.
6. To clear a rule from the list, click the “Delete” trash icon. Click “Delete All” button to clear all the rules from the list.



Online WebUI Manager: Configuring Network Settings

LAN Settings

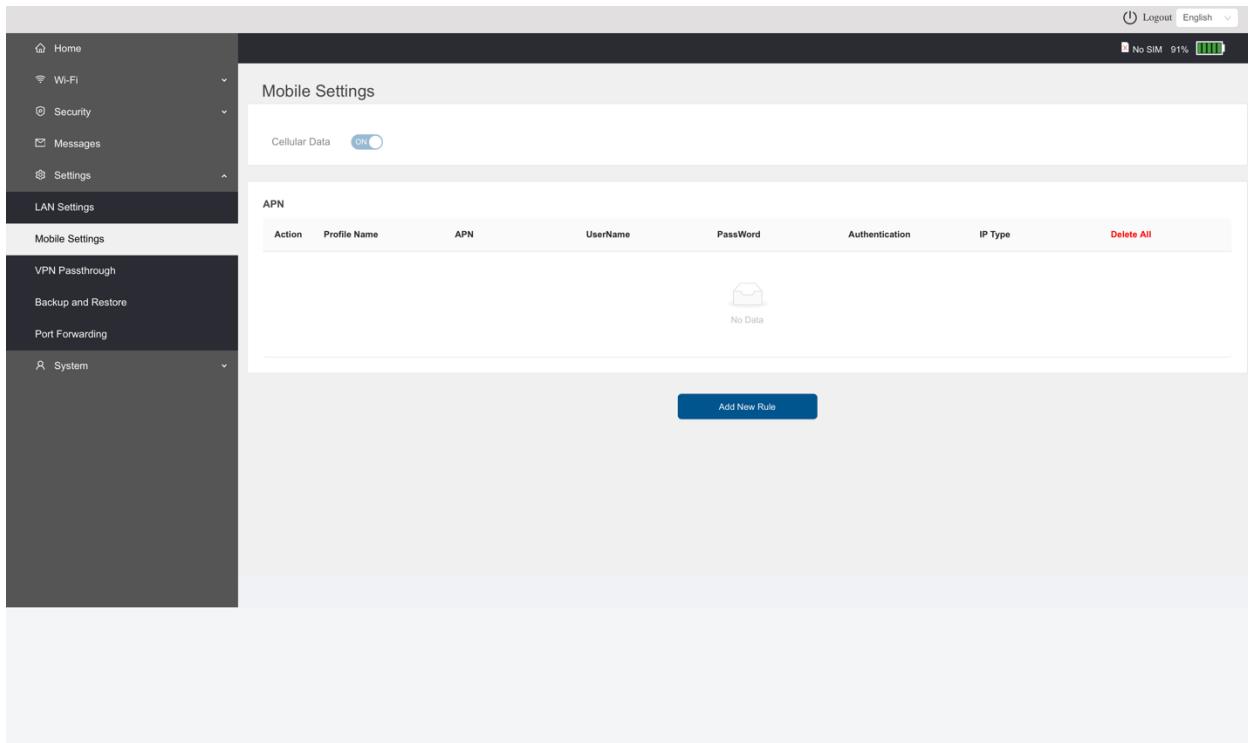
1. Manual LAN settings (IP, DHCP, etc.) can be configured through the Online WebUI Manager.
2. Select **Settings > LAN Settings**.
3. Configure settings by filling out the following fields: IPv4 Address, IPv4 Subnet Mask, DHCP Address Pool Start, DHCP Address Pool End, DHCP Lease Time.
4. Click **Save**.



Mobile Settings

Turn off Cellular Data to block all internet traffic on the mobile hotspot.

1. Select **Settings > Mobile Settings**.
2. Click the toggle switch under Cellular Data to switch on or off.
3. Confirm “OK” or “Cancel” in the pop-up window.



Access Point Name (APN) Settings

Your mobile hotspot comes pre-configured with the access point name (APN) for your network service provider. The mobile hotspot checks the APN to determine the type of network connection to establish.

1. Click “Add New Rule” button.
2. Enter the name of the APN profile, APN provided by the carrier, username and password.
3. Use the drop-down menu options to choose authentication and IP Type.

Add New Rule Fields

Profile Name

APN

Username

Password

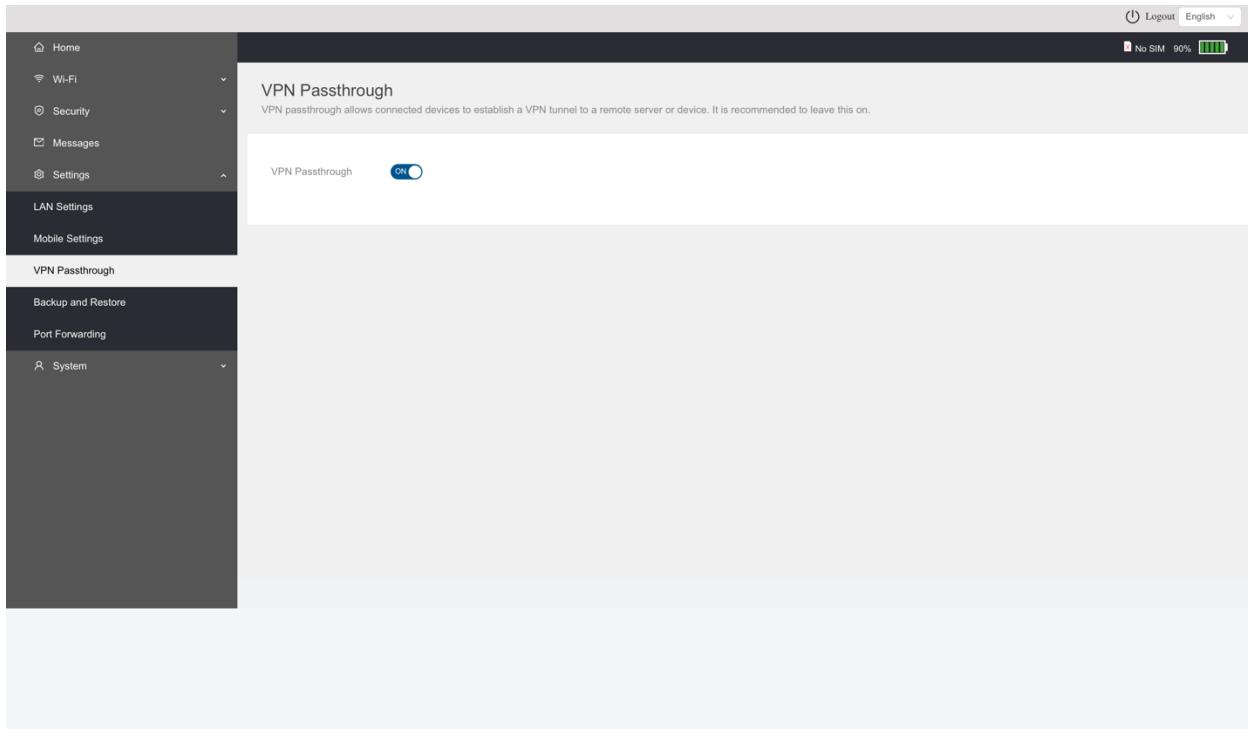
Authentication

IP Type

Enable VPN Passthrough

To connect to a corporate network using VPN, you must first enable VPN connections (passthrough).

1. Select **Settings > VPN Passthrough**.
2. Click the toggle switch ON to Enable or OFF to Disable.



Backup and Restore

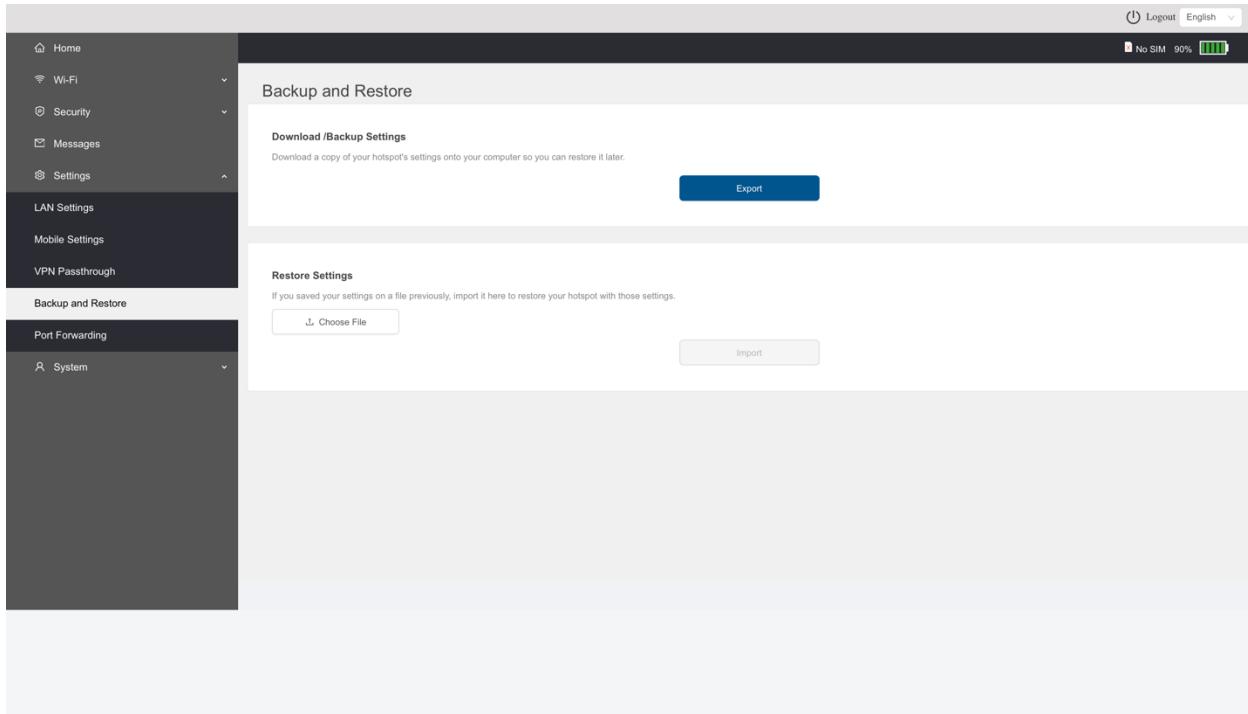
You can back up and restore mobile hotspot settings. Backing up and restoring are useful if you use more than one device and you want the same settings on all of your devices. You can also save your settings before resetting to factory defaults or changing the settings.

Backup settings

1. Select **Settings > Backup and Restore**.
2. Click **Export**.
3. The backup file will be saved to your hard drive.

Restore settings from a backup file

1. Select **Settings > Backup and Restore**.
2. Click **Choose File**.
3. Select the backup file from your hard drive.
4. Click **Import**.



Port Forwarding

Port forwarding allows remote computers on the Internet to connect to a specific computer or service within the private LAN. When enabled, incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.

Note: Port forwarding creates a security risk. When not required, it is recommended to keep it disabled.

1. Select **Settings > Port Forwarding**.

2. Click **Add New Rule**.

3. Fill out the following fields:

- For Name, use a meaningful name to identify the purpose of the forward rule.
- For Protocol, choose the protocol option to match forwarding rule. The options include TCP+UDP, TCP, UDP.
- For External Ports, enter the destination port (for example: 5060) or port range (for example: 5000-5050) on the incoming traffic from the external network.
- For Internal IP, enter the IP address of the internal host. Redirect matched incoming traffic to the specified internal host.
- For Internal Ports, enter the port code of the internal host. Redirect matched incoming traffic to the given port (for example: 5060) or port range (for example: 5000-5050) on the internal host.

4. When completed, click **Save**.

Add New Rule Fields

Name

Please input the name
② Use a meaningful name to identify the purpose of the forward rule.

Protocol ▼

External Ports

Please input the external ports
② Match the destination port(for example:5060) or port range (for example:5000-5050) on the incoming traffic from the external network.

Internal IP

Please input the internal IP
② Redirect matched incoming traffic to the specified internal host.

Internal Ports

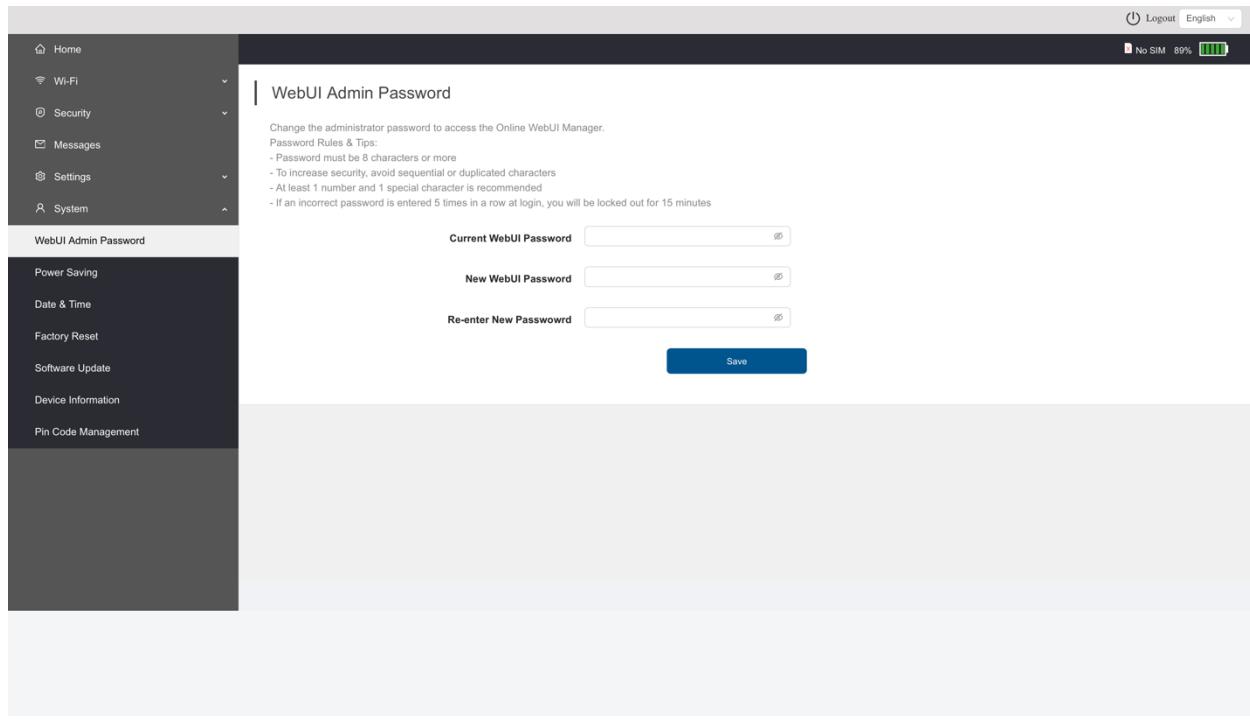
Please input the internal ports
② Redirect matched incoming traffic to the given port(for example:6000) or port range (for example:6000-6050) on the internal host.

Online WebUI Manager: Manage System Settings

WebUI Admin Password

Change the password to access the Online WebUI Manager.

1. Enter the current password.
2. Enter the new password, ensuring it has at least 8 characters, 1 number, and 1 special character.
3. Re-enter the password to confirm and click “Save”.



Power Saving

Set the screen time-out to a shorter period to reduce the amount of time the mobile hotspot waits before the screen turns blank.

1. Select **System > Power Saving**.
2. Select the length of time the device will wait before the screen turns blank in the Display Timeout drop-down menu.
3. Choose between 1, 3, 5, 10 minutes or Always on.
4. Click **Save**.

Note: The display timeout is defaulted to 1 minute.

Wi-Fi Sleep Mode

Set the Wi-Fi standby time to a shorter period to reduce the amount of time the mobile hotspot is inactive and turns off the network.

1. Select the length of time the device will wait before the screen turns blank in the Wi-Fi Standby drop-down menu.
2. Choose between 5, 15, 30, 60 minutes or Always on.
4. Click **Save**.

Note: The Wi-Fi standby time is defaulted to 15 minutes.

The screenshot shows the 'Power Saving' configuration page. The left sidebar is dark with white text, showing 'WebUI Admin Password' as the active section. The main content area has a light gray background. At the top, there are two dropdown menus: 'Screen Timeout' set to '3 minutes' and 'Wi-Fi Sleep Mode' set to '15 minutes'. Below these are two explanatory paragraphs. A blue 'Save' button is located at the bottom right of the main content area. The top right corner of the screen shows 'Logout English' and a battery icon indicating 89% charge.

Date & Time

View the date and time.

The screenshot shows the 'Date & Time' configuration page. The left sidebar is dark with white text, showing 'Power Saving' as the active section. The main content area has a light gray background. At the top, it displays 'Local Time' as 'Mon Oct 02 2023 20:27:28 GMT'. The top right corner of the screen shows 'Logout English' and a battery icon indicating 88% charge.

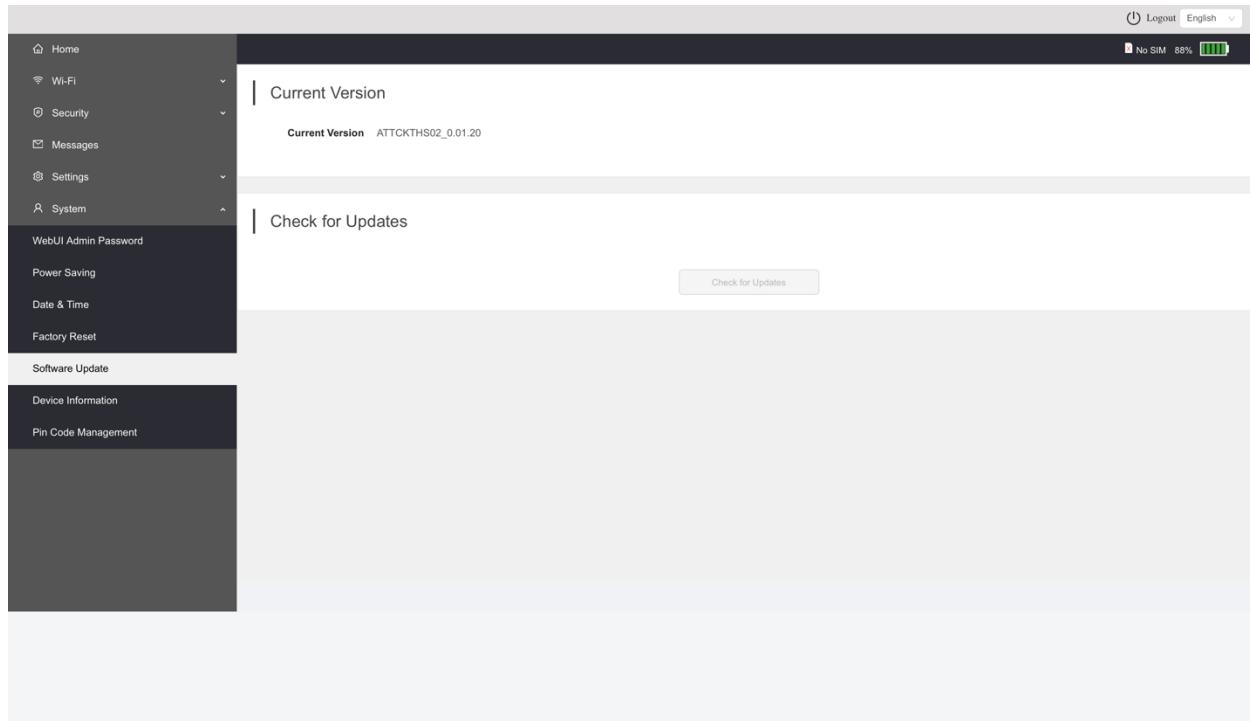
Software Update

You can check for new software updates through the Online WebUI Manager.

1. Select System > Software Update.

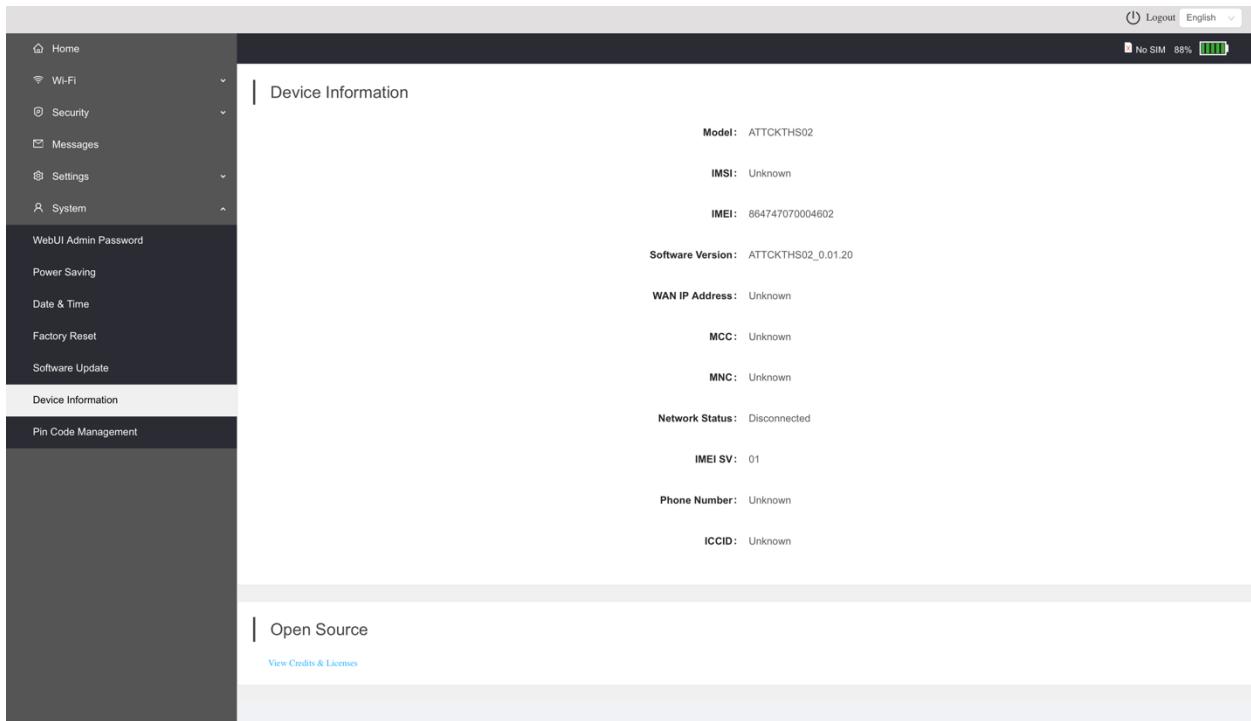
2. Click **Check for Updates**.
3. Wait a moment as the device searches for updates.
4. If there is an update, you will be prompted to activate the update on the Online WebUI Manager.

Note: The battery life must be over 30% to proceed with the software update.



Device Information

Device details such as Model, IMEI, SW version, IP address, Network status, and the phone number associated with your hotspot can be viewed on the Online WebUI Manager. Select **System > Device Information**.



PIN Code Management

PIN Code is disabled by default (recommended). To require a PIN each time the hotspot is turned on, toggle Pin Code Management ON. Once enabled, the correct PIN must be entered for validation. After 3 failed attempts, the user will need to input the PUK code to proceed.

Pin Code Management ON

Modify PIN Code

PIN Code

New PIN

Confirm PIN

Remaining Attempts: 3

Perform a Factory Reset

You can restore your mobile hotspot to default factory settings. It will reset all of the custom settings saved.

1. Select **System > Factory Reset**.

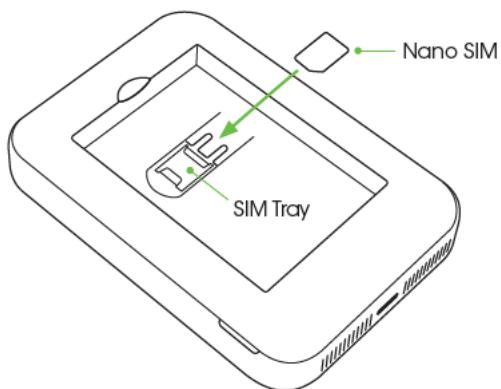
2. Click **Reset**.

3. Click **Confirm**.

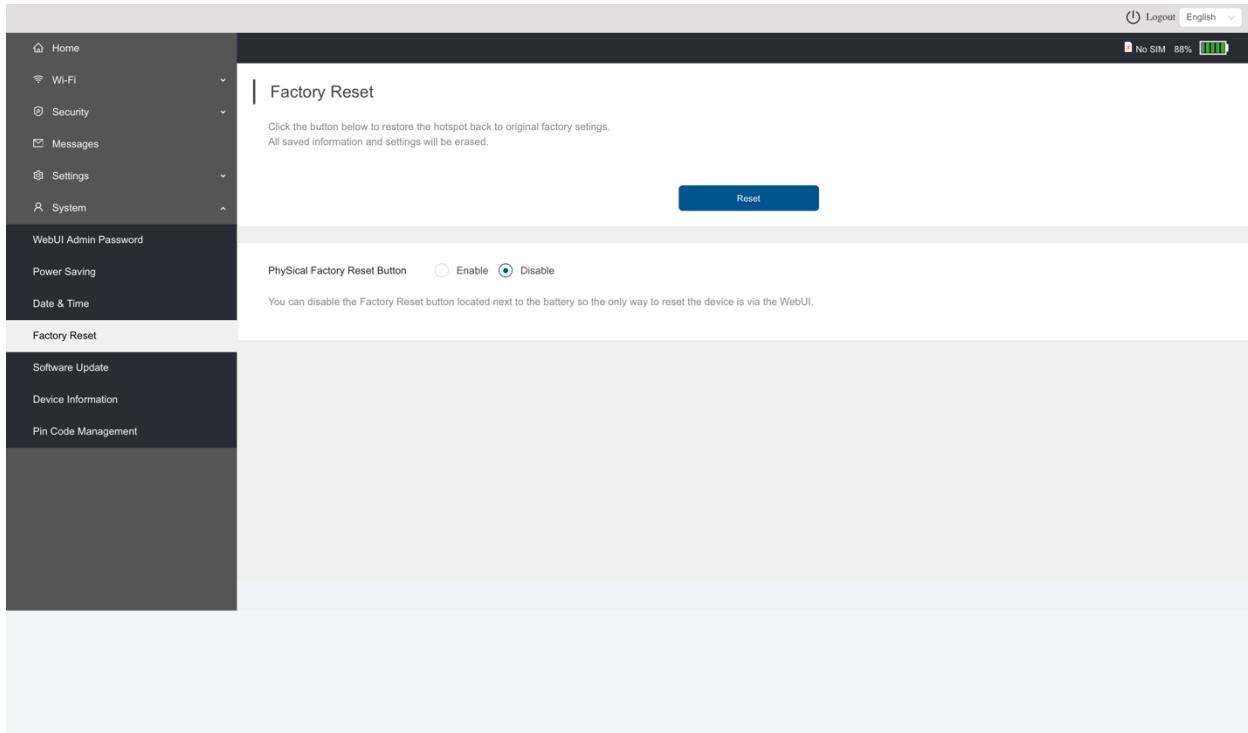
4. Wait a moment as the device is restored to the default settings.

5. You will need to re-connect to the device with its default Wi-Fi login credentials shown on the display. You can also manually perform a factory reset by inserting a paperclip (or a long, narrow object) into the reset pinhole located on the bottom of device and holding for 6 seconds. Remove the battery cover to access the Reset pinhole.

CF to create a diagram image (it's basically the same as this diagram of the bottom cover removed, but need to call out the reset pinhole)



Note: The Online WebUI Manager admin password will be restored to its default "admin" after a factory reset.



Troubleshooting

Check below for solutions to common problems you may experience.

Problem: The device cannot connect to the mobile hotspot.

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

- Restart the mobile hotspot.
- Restart the device you want to connect (laptop, smartphone, etc.).
- Confirm the Wi-Fi network name (SSID) and password (KEY) and establish a new connection to the mobile hotspot.

Problem: The device is connected to the mobile hotspot but cannot access the internet.

If your device has successfully connected to the mobile hotspot's Wi-Fi network but you cannot access the internet, try the following suggestions:

- Check the signal strength and network indicator on your device's display home screen and confirm the hotspot has network coverage in the area.
- Make sure your SIM card is active and properly installed. See **Insert SIM Card** section.
- Check to see if Cellular Data is enabled in the Online WebUI Manager. See **Mobile Settings** section.

Problem: Download and/or upload speeds are slow.

If you are experiencing a slow internet connection while connected to the mobile hotspot, try the following suggestions:

- Check the signal strength on your device's display home screen. A low signal strength can indicate a weak connection to the network in your area.
- Please make sure your device is in close range to the mobile hotspot to optimize the Wi-Fi connection.

Problem: Forgot the password to the Wi-Fi network.

The password to your Wi-Fi network can be easily found on your device's Home screen and Wi-Fi Info screen. If you need to change your Wi-Fi password, this can be done through the Online WebUI Manager. See **Change Wi-Fi Network Name and Password** section.

Problem: Forgot the password to the Online WebUI Manager. The default admin password to the Online WebUI Manager is "admin".

If you have changed your password and need to reset the password back to the default password, please perform a manual factory reset by inserting a paperclip (or a long, narrow object) into the reset pinhole located under the back cover and holding for 6 seconds.