

RG350 Mobile Hotspot

User Guide



Welcome

This booklet helps you get started with your new Franklin Wireless RG350 Mobile Hotspot.

For more help getting up and running with your new device, please contact Franklin Wireless.

Visit the Franklin Wireless website for ongoing support and resources. There you'll find user guides, tutorials, and more to help you get the most out of your device.

Note: Available applications and services are subject to change at any time.

Your RG350 Mobile Hotspot



See below for details on everything you will find in the box for your RG350.

- ✓ RG350 Mobile Hotspot
- ✓ Rechargeable Battery
- ✓ USB C type Charger
- ✓ Get Started Guide

Get Started

The following topics give you all the information you need to set up your device and wireless service the first time.

Parts and Functions

Learn your device's primary parts and functions.

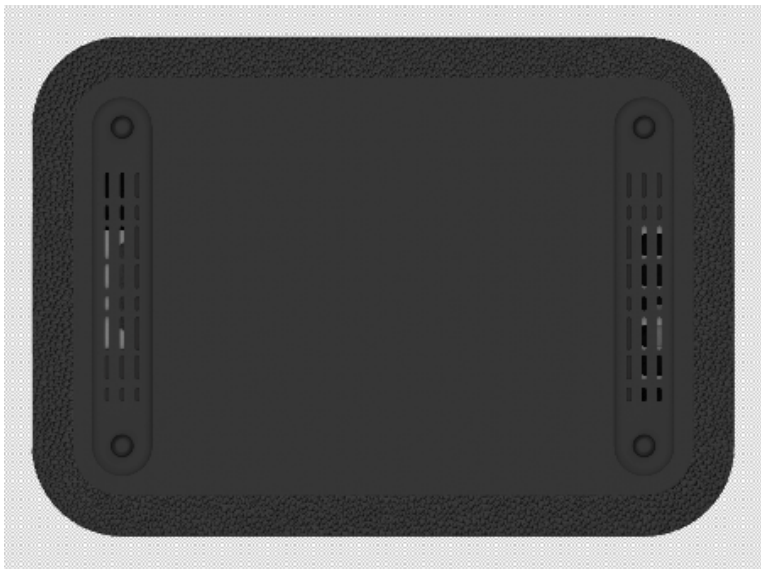
- Device Layout

The following illustration outlines your device's primary external features and buttons.

<TOP>



<Bottom>



Part	Description
Display	View device status and information
SIM card slot	Install the SIM card.
AC Charging USB Type-C port	Connect the USB Type-C cable for charging.
Battery cover	Remove the battery cover to remove or insert the battery or SIM card.
Settings Reset button	Press to reset your device to its default settings.
Power (Menu) button	Long press to toggle power on or off. Short press to navigate device information

- SIM Card

The SIM card is an IC card containing your device's phone number and other customer information.

Note: Your device's SIM card is preinstalled.

- Handling a SIM Card

Keep the following in mind when handling a SIM card.

- Customer is responsible for any damage caused by inserting the SIM card in another-brand IC card reader, etc. The company is not responsible in such case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage the SIM card.
- See instructions included with the SIM card for handling.
- The SIM card is the property of the company.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the SIM card to the company when cancelling subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on the SIM card. The company is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM card or device (SIM card inserted) is lost or stolen. For details, contact Customer Service.

- Always power off the mobile broadband device before inserting or removing the SIM card.

- **Insert or Remove a SIM Card**

Follow these instructions to insert or remove a SIM card. Remember to power off your device before inserting or removing a SIM card.

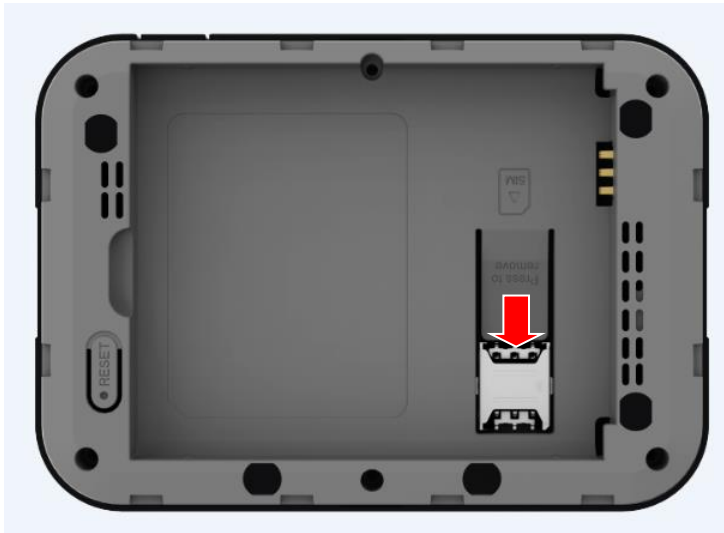
Note: Your device's SIM card is preinstalled. These instructions are for reference only.

1. Press and hold the **Power** key to turn off the device before inserting or removing the SIM card.

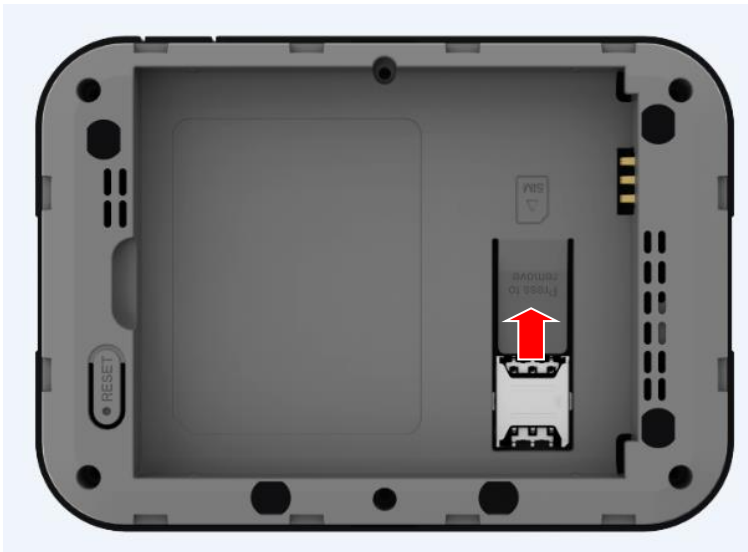


2. Remove the battery cover and Insert the SIM card gently with gold IC chip facing downward

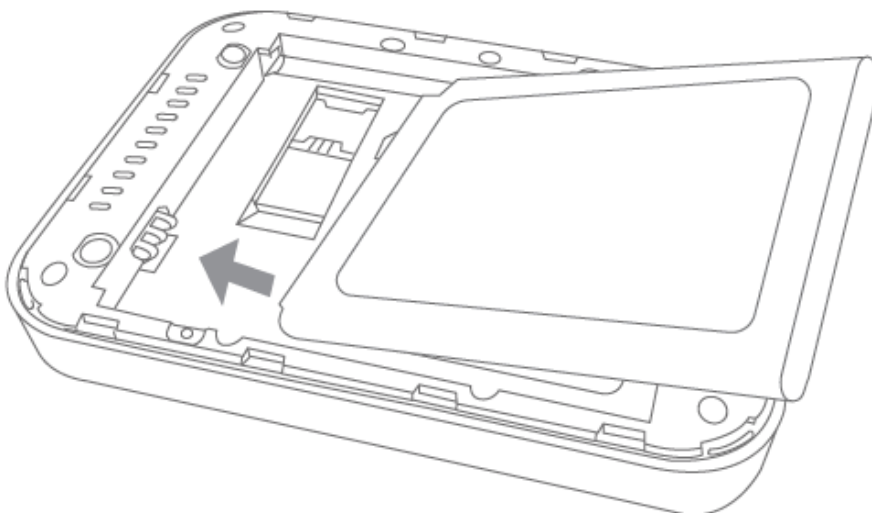




3. Remove the SIM card by gently pressing down and sliding outwards.

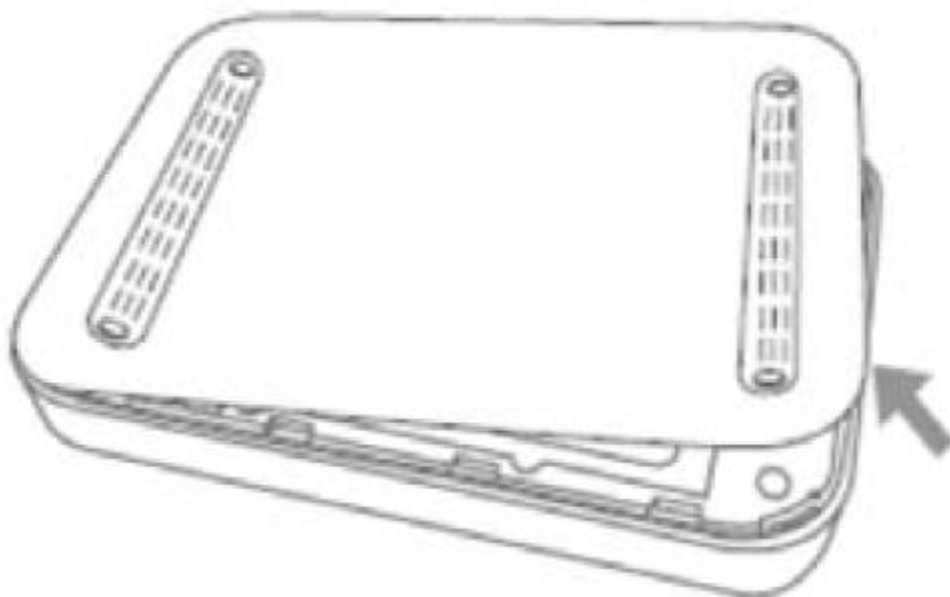


4. Insert the Battery.



- Align the contacts of the battery with the contacts in the device.

5. Attach the battery cover.



Charge the Battery

Follow these instructions to charge your device's battery using the included AC adapter.

⚠ Battery Charging Cautions

Charging Conditions: Under low temperatures charging performance decreases. Charge your device in temperatures between 0°C – 50°C. Do not charge in places where there is high humidity. USB charging may be unavailable depending on Wi-Fi router temperature.

Use Supplied Accessories: Always use the supplied AC adapter.

Precaution for Extended Use: Your device may become hot when used for a long time or while charging, especially in high temperatures. Prolonged contact with skin may cause low-temperature burn injuries.

The RG350 and AC Adapter Becoming Warm or Hot: Your device and the AC adapter may become warm while charging. This is not a malfunction. However, stop using them immediately if they become extremely hot; this could indicate a malfunction.

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

⚠ Mise en garde

RISQUE D'EXPLOSION SI LA PILE EST REMPLACÉE PAR UN TYPE INCORRECT. JETER LES PILES USÉES SELON LES INSTRUCTIONS

Charge Using the AC Adapter

Use the supplied AC adapter.

Plug the AC adapter into an electrical outlet.

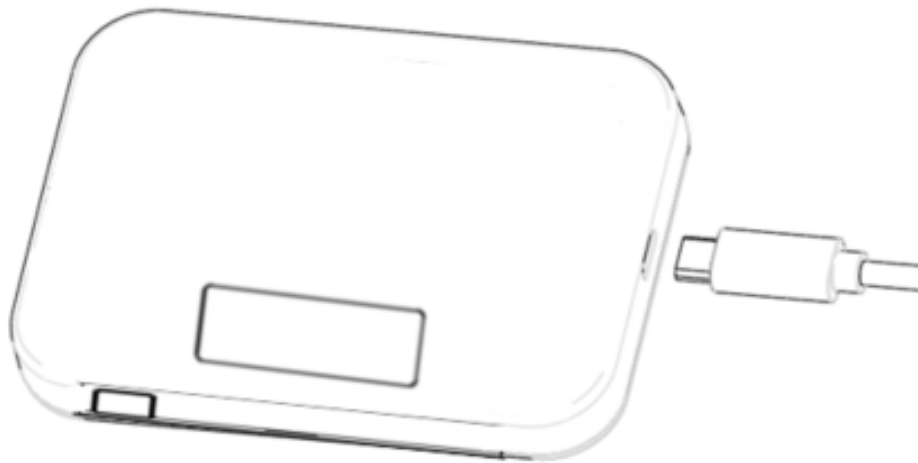
Device is powered on (Charging status), LED of power button is green and blinking, LCD screen shows device network and charging status.

Device is powered on (Fully charged), LED of power button is green and solid, LCD screen shows device network and fully charged icon.

Device is powered off (Charging status), LED of power button is green and blinking, LCD screen shows charging status.

Device is powered on (Fully charged), LED of power button is green and solid, LCD screen shows fully charged icon.

After charging, disconnect the device from the charger.



Unplug the AC adapter from the outlet, and remove the **Type-C** connector from the device.

! The socket-outlet shall be installed near the equipment and shall be easily accessible.

Turn Your Device On and Off

The instructions below explain how to turn your device on and off, or to restart your device if it cannot be powered on and off using the **Power** button ..

- Turn Your Device On

Long press the power button for 2s and the device will display "Welcome"

- Turn Your Device Off

Press and hold the **Power** button until the device displays "Goodbye"

Your device will power off

Restart Your Device

If your device will not turn on or off using the Power button, remove and re-insert the battery (see the section "[Insert the Battery](#)"), then press and hold the power button again.

Note: Restarting your device does not reset the device settings.

Set Up Your Hotspot

- Insert the Battery

Remove the back cover using the thumb catch on the bottom edge of the hotspot.

Align the battery's contacts with those inside the battery compartment and gently press down until the battery is seated.

Replace the back cover.

- Charge the Battery

Insert the small end of the USB cable into the **Type C** charging port on the right side of the hotspot.

Plug the charging adapter into a standard AC power outlet.

- Get Ready

Make sure you are in an area covered by your service provider.

Make sure the device you are trying to connect to your Hotspot has its Wi-Fi (wireless network connection) mode turned on.

Make sure you activated your Hotspot on your account with your service provider.

Hotspot **LCD** Screen

- Power Up the hotspot

To turn your Hotspot on or off, press and hold the **Power Button** on the front of the device for at least two seconds.

- Main Screens

Your hotspot has a series of screens that let you view device information and system alerts.

Press the Power Button (Navigation Key) to cycle through the following:

Signal strength/Battery Status

WIFI Name

WIFI Password

Settings



Connect to Your Hotspot

- Connect a Device to Your Hotspot via Wi-Fi

Turn on your hotspot and your Wi-Fi- enabled device.

Open the Wi-Fi application or controls on the computer or Wi-Fi-enabled device that you want to connect to your Hotspot.

Find your Hotspot's Wi-Fi name and, enter your password to connect to the Internet.

Note: Your Wi-Fi name (SSID) and password appear on the Hotspot **LCD** display.

The service described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work all devices. Contact your service provider for more details.

Hotspot Manager

Access, monitor, and customize your device settings using the Hotspot Manager.

- Log In to the Hotspot Manager

Open a browser on a computer connected to your Hotspot.

Navigate **to** <http://mobile.hotspot> or <http://192.168.10.1>

Click **Log In**.

Enter your password and click **Log in**. You'll be taken to the Hotspot Manager home page.

Note: The default Admin password for logging in to the Hotspot Manager is “admin”. It is recommended that you change the password as soon as possible.

AT&T

Welcome to your RG350 Mobile Hotspot

English

Log out

Home Messages Settings About Support

Connection

Network Status Disconnected

Network No Service

Time Connected

Data Used 296.49 MB

Connect

Main Wi-Fi

No Connected Device

Guest Wi-Fi

No Connected Device

Data Usage

296.49 MB Used

Reset

Data usage calculation is based on the local device usage. Therefore, data usage might be different from billing system provided by the operator.

You can reset usage or change usage meter from [settings page](#).

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Connected Devices

View devices that are connected to your Hotspot's Main or Guest Wi-Fi networks and configure access permissions.

- Set Permissions

Log in to the Hotspot Manager.

Click the Settings tab.

Click on "Advanced Router" and use "MAC Filtering" from the drop-down menu to restrict access.



Welcome to your RG350 Mobile Hotspot

English

Log out



Home



Messages



Settings



About



Support

Wi-Fi

Mobile Network

Device

Advanced Router

LAN Settings

DNS Mode

MAC Filtering

Firewall IPv4

Firewall IPv6

Wi-Fi MAC Filtering

Wi-Fi MAC Filtering

☒ OFF (Allow all devices to access with Password)

☐ ON (Allow only users on permitted list)

Save Changes

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Hotspot Settings

Configure your Hotspot's Wi-Fi, Mobile Network, Device, and Advanced Router settings.

- Configure Devices Settings

Log in to the Hotspot Manager.

Click the Settings tab.

Click Device and Use the drop down menu to configure the following:

Preferences: Change your Hotspot's display timeout.

Data Usage:Change traffic usage Settings.

Web Interface: Change your password to log in to the Hotspot Manager.

Software Update: View and update software for your Hotspot.

Backup and Restore: Used to back up and restore configuration Settings of the device.

System Logs:Used to obtain device running logs.

The screenshot displays the AT&T Mobile Hotspot Manager web interface. At the top, the AT&T logo is on the left, and a welcome message "Welcome to your RG350 Mobile Hotspot" is in the center. On the right, there are icons for signal strength and battery, a language dropdown set to "English", and a "Log out" link. Below the header is a navigation bar with icons for Home, Messages, Settings, About, and Support. A left sidebar menu lists various settings: Wi-Fi, Mobile Network, Device, Preferences (highlighted in blue), Data Usage, Web Interface, Software Update, Backup and Restore, System Logs, and Advanced Router. The main content area is titled "Preferences" and is divided into three sections: "Display", "Power Indicator LED", and "Charging". The "Display" section includes a "Device Display Timeout" dropdown set to "30 seconds" and a description: "The device display goes off if there's no more button press during this timeout period to save battery power. When the display is off, the white light on the top of the device blinks indicating the device is on." The "Power Indicator LED" section has a "Web Admin page information on the device display" toggle set to "ON" and a "Power Indicator LED" toggle also set to "ON", with a description: "The setting controls if the white light (LED) illuminates below the device display, indicating the device is powered on." The "Charging" section features a "Smart Charging Enable" toggle set to "ON". A "Save Changes" button is located at the bottom right of the settings area. At the very bottom of the page, a copyright notice reads: "©2024 AT&T Intellectual Property. All rights reserved."

Network Settings

Adjust your hotspot's Mobile Settings, APN, SIM settings.

- Configure Network Settings

Log in to the Hotspot Manager.


Click the **Settings** tab.

Click **Mobile Network Settings** and use the drop data menu to configure the following:

Mobile Settings: Manage your mobile broadband data connection and roaming settings.

APN: View and edit APN settings.

SIM: Enable a PIN lock for the SIM card.



Welcome to your RG350 Mobile Hotspot

English

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Wi-Fi

Mobile Network

Mobile Settings

APN

SIM

Device

Advanced Router

Mobile Settings

Manage your mobile broadband data connection

Cellular Data

☒ ON ☐ OFF

Selecting OFF disconnects all radio connection to the network

Manage Connection Mode You Prefer

Auto Connect

☒ ON ☐ OFF

Automatically connect to the network when power on

Connection Mode

Automatic

Manage Connection Type You Prefer

Connection Type

WiFi + USB

Select connection type to the

Manage Time of Day Access

Time of Day Access

☐ ON ☒ OFF

Select Time of Day Access

Roaming

International Roaming

☐ ON ☒ OFF

International roaming charges may apply

Save Changes

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Guest Networks

Create a separate Guest Wi-Fi network that you can share with temporary users.

- Set Up a Guest Network

Log in to the Hotspot Manager.

Click the **Settings** tab.

Using the drop down menu, select **Wi-Fi > Basic**

Next to Multi SSID, select **ON**.

Under **Guest Wi-Fi**, enter a new WI-Fi name and password and adjust additional network settings as desired.



Welcome to your RG350 Mobile Hotspot

English

[Log out](#)

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Wi-Fi

Basic

Advanced

Connected Devices

Mobile Network

Device

Advanced Router

Wi-Fi Basic Settings

Multi SSID ☒ ON ☐ OFF

Multi SSID Isolation ☒ ON ☐ OFF

Main Wi-Fi

Wi-Fi Name

Wi-Fi Password

Wi-Fi Band ☒ 2.4GHz ☐ 5GHz

Privacy Separator ☐ ON ☒ OFF

SSID Stealth ☐ ON ☒ OFF

Authentication Method

Encryption Method

Display Wi-Fi Name and Password ☒ ON ☐ OFF

Guest Wi-Fi

☐ Allow guest Wi-Fi users to access the web interface.

Wi-Fi Name

Wi-Fi Password

Wi-Fi Band ☐ 2.4GHz ☒ 5GHz

Privacy Separator ☐ ON ☒ OFF

SSID Stealth ☐ ON ☒ OFF

Authentication Method

Reset Your Hotspot

You may want or need to clear your account information, reset user settings, or reset your device to its factory default settings.

- Reset Wi-Fi Settings Only

Log in the Hotspot Manager.

Click the **Settings** tab.

Using the drop down menu, select **Wi-Fi > Basic**.

Under **Wi-Fi Settings Reset**, click **Reset**.

- Restore All User Settings to Factory Defaults

Log in to the Hotspot Manager.

Click the **Settings** tab.

Using the drop down menu, select **Device > Backup and Restore**.

Scroll down and click **Restore Factory Defaults**.

Note: If you've forgotten your Hotspot Manager password, you'll need to perform a RTN Reset (See below).

- Reset Your Device and Restore All Settings (RTN Reset)

Remove the battery cover.

Press and hold the Reset button until you see the "Factory Reset Restarting..." message on the LCD Screen.

Note: The Hotspot must be powered on when pressing the Reset button.

Important Safety Information

This booklet contains important operational and safety information that will help you safely use your hotspot. Failure to read and follow the information provided in this booklet may result in serious bodily injury, death, or property damage.

General Precautions

There are several simple guidelines to operating your hotspot properly and maintaining safe, satisfactory service.

- Avoid exposing your hotspot and accessories to rain or liquid spills. If your hotspot does get wet, immediately turn the power off and remove the battery.
- Do not expose your hotspot to direct sunlight for extended periods of time (such as on the dashboard of a car).
- Although your hotspot is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- Any changes or modifications to your hotspot not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

Note: For the best care of your device, only an authorized personnel of your service provider should service your hotspot and accessories. Failure to do so may be dangerous and void your warranty.

Caring for the Battery

- Protecting Your Battery

The guidelines listed below help you get the most out of your battery's performance.

- Recently there have been some public reports of wireless hotspot batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Your service provider may or may not be aware of similar problems with their hotspots resulting from the proper use of batteries and accessories approved by your service provider or the manufacturer of your hotspot. Use only your service provider-approved or manufacturer-approved batteries and accessories found at their stores or through your hotspot's manufacturer, or call your service provider to order. They may also be available at your service provider's website. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.
- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don't attempt to disassemble or short-circuit the Battery.

- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
 - Less than one month: -4° F to 122° F (-20° C to 50° C)
 - less than three months: -4° F to 104° F (-20° C to 40° C)
 - less than 1 year: -4° F to 68° F (-20° C to 20° C)
- Disposal of Lithium Ion (Li-Ion) Batteries
 - Do not handle a damaged or leaking Li-Ion battery as you can be burned.
 - For safe disposal options of your Li-Ion batteries, contact your nearest service provider's authorized service center.
 - *Special Note:* Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Safety and Notices

The following topics address important safety precautions, general notes, and required RF exposure information for your mobile broadband device.

Safety Precautions

The following topics outline important safety precautions that must be observed when using your device.

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices are used in a normal manner with a well-constructed network, your device should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Franklin Wireless accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using your device, or for failure of your device to transmit or receive such data.

Safety and Hazards

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device **MUST BE POWERED OFF**. Your device can transmit signals that could interfere with this equipment.

Do not operate your device in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, your device **MUST BE POWERED OFF**. When operating, your device can transmit signals that could interfere with various onboard systems.

Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground. Your device may be used at this time if allowed by airlines.

The driver or operator of any vehicle should not operate the 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 jurisdictions, operating such communications devices while in control of a vehicle is an offense.

Proper Battery Use and Disposal

Follow these guidelines to ensure safe and responsible battery use.

- Do not open, disassemble, puncture, crush, bend, or shred.
- Do not expose to water or other liquids, fire, explosion, or other hazards.

- Use the original RG350 battery supplied with your device.
- If using with a charger, use only the AC charger supplied with your device.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with your device.
- Follow local regulations when disposing of a used battery.
- Avoid dropping your device or the battery. If dropped and you suspect damage, take it to a service center for inspection.
- Battery usage by children should be supervised.

Note: Improper battery use may result in a fire, explosion, or other hazard.

Regulatory Statements

FCC Equipment Authorization ID: XHG-RG350

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.

SAR Information

The exposure standard for your device uses a unit of measurement called the Specific Absorption Rate ("SAR").

SAR is the unit of measurement for the amount of RF energy absorbed by the body when using a mobile device. Although the SAR is determined at the highest certified power level, the actual SAR value of the device while in operation can be well below the level reported to the FCC. This is due to a variety of factors including its proximity to a base station, the design of the device and other factors. What is important to remember is that each device meets strict Federal Government guidelines. Variations in SARs do not represent a variation in safety. All devices must meet the federal standard, which incorporates a substantial margin of safety. SAR values at or below the federal standard of 1.6 watts/kg (W/kg) are considered safe for use by the public. This product meets current FCC Radio Frequency Exposure Guidelines.

Additional details at FCC website:

www.fcc.gov/oet/ea

Body-Worn Operation

Please note this important safety information regarding radio frequency (RF) radiation exposure and near-body operation. To ensure compliance with RF exposure guidelines, the device must be used at least 10 mm from your body. Failure to observe this warning could result in RF exposure exceeding the applicable guideline limits.

This equipment 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.

FCC CAUTION: Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Franklin Wireless.

Product Certifications and Declaration of Conformity

Product certifications and Declarations of conformity documentation may be consulted at Franklin Wireless, 9707 Waples Street, Suite 150, San Diego CA 92121, U.S.A, <https://www.franklinwireless.com>
