5G Internet Kit - Quick Start Guide

Contents

Carrying Case   CradlePoint Router   Power Adapter   Network Cable

Instructions

Step 1

Remove the CradlePoint router from the case. Position the antennas so that they are pointing up.

Step 2

Plug in the power adapter to a standard wall outlet or power strip (120V/2A/240W). Make sure the on/off power switch is in the on position (solid line).

Step 3

Wait 2 minutes as the router automatically selects the best 5G signal (choosing from Verizon, AT&T, and T-Mobile). Once connected to the Internet, the large horizontal LED light strip across the front of the router will display a solid white light.

Step 4

For Wireless (WiFi) Connections:
- If your smart phone or tablet supports QR codes, open the built-in camera app. Point the camera at the QR code printed on the CradlePoint router label. Tap the notification banner to join the network.
- Or, launch your device's WiFi utility. Select the network name listed on the label atop the router that ends with "-5G". Type in the password.
- If you are unable to see the router's wireless (WiFi) network name ending with " -5G", select the similar WiFi network name that ends with "-2.4G". Type in the password.
- If you are asked to enter a PIN, click the link to use a security key instead. You should now be able to surf the web.

For Hard-Wired Connections:
- Using cat5 or cat6 ethernet cables, you can connect up to 4 devices to the black LAN ports on the back of the router.
  (Note: Do not use the blue WAN port/SFP/SFP+/expansion ports unless instructed by TSI.)

Troubleshooting

- If you see the prompt "Type the 8-digit PIN from the router label":
  - For Windows 8 or newer operating systems: Click the link "Connect using security key instead" and then enter the password/security key printed on the top of the router.
  - For Windows 7 or older operating systems: Hit cancel 3 times.

- If you lose connectivity, first check to make sure everything is plugged in correctly. Next, unplug the router's power adapter, wait 20 seconds, then plug it back in. Wait 2 minutes for the router to initialize and connect to the Internet.

- Some cell phone and mobile broadband "dead zones" exist indoors. To help improve signal strength and speed, you may have to reposition the router away from an obstruction like a metal closet, wall or pillar.

- If you experience slow speeds (< 1 Mbps), please call us at (866)385-1504 x3. We can remotely toggle between Verizon, AT&T, and T-Mobile to find the best connection.

Returning Your 5G Internet Kit

To avoid late charges, we ask that you please return your 5G Internet Kit to a FedEx location no later than 1 business day after your rental.

1. Make sure all components are in the carrying case:
   a. CradlePoint router (with antennas folded flat)
   b. Power adapter
   c. Network cable
   d. Quick Start Guide

2. Put the carrying case in a sealed cardboard shipping box to prevent damage during shipping.

3. Place the prepaid FedEx Ground Return Shipping Label on the shipping box. If the return shipping label is missing, please contact us for a replacement.

4. Call FedEx at (800) 463-3339 to arrange for a FedEx Ground pickup or drop off at a FedEx location.
   Note: Although many hotels offer FedEx pickup services, we no longer recommend this option as returns have been delayed/lost with this method. You will be responsible for the package until it is scanned by FedEx Ground.
   Note #2: FedEx Express drivers cannot pick up FedEx Ground packages.

Return Shipping Address:
Trade Show Internet
24009 Ventura Blvd #104
Calabasas, CA 91302

Website: tradeshowinternet.com
Email: support@tradeshowinternet.com
Tech Support: (866) 385-1504 x3

Thank you for your business!