ZTE MU5001 5G Modem

Let's go

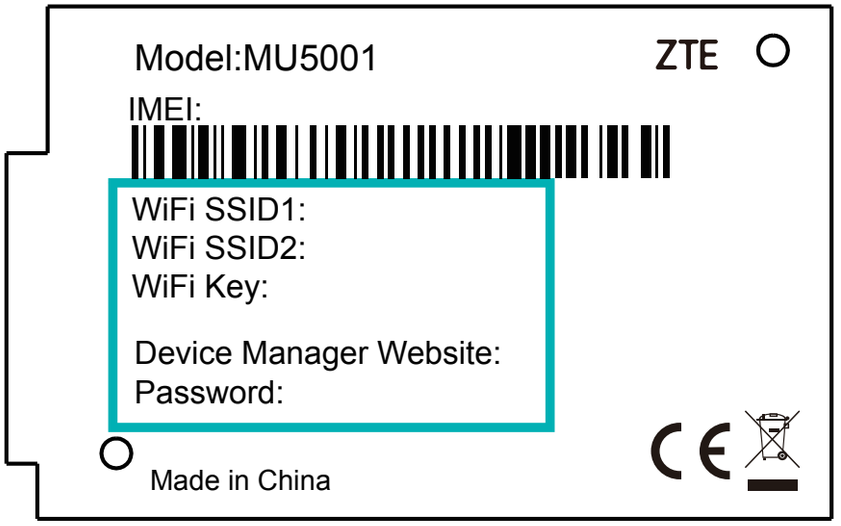
Getting started
with your device

yes OPTUS

1. Prepare

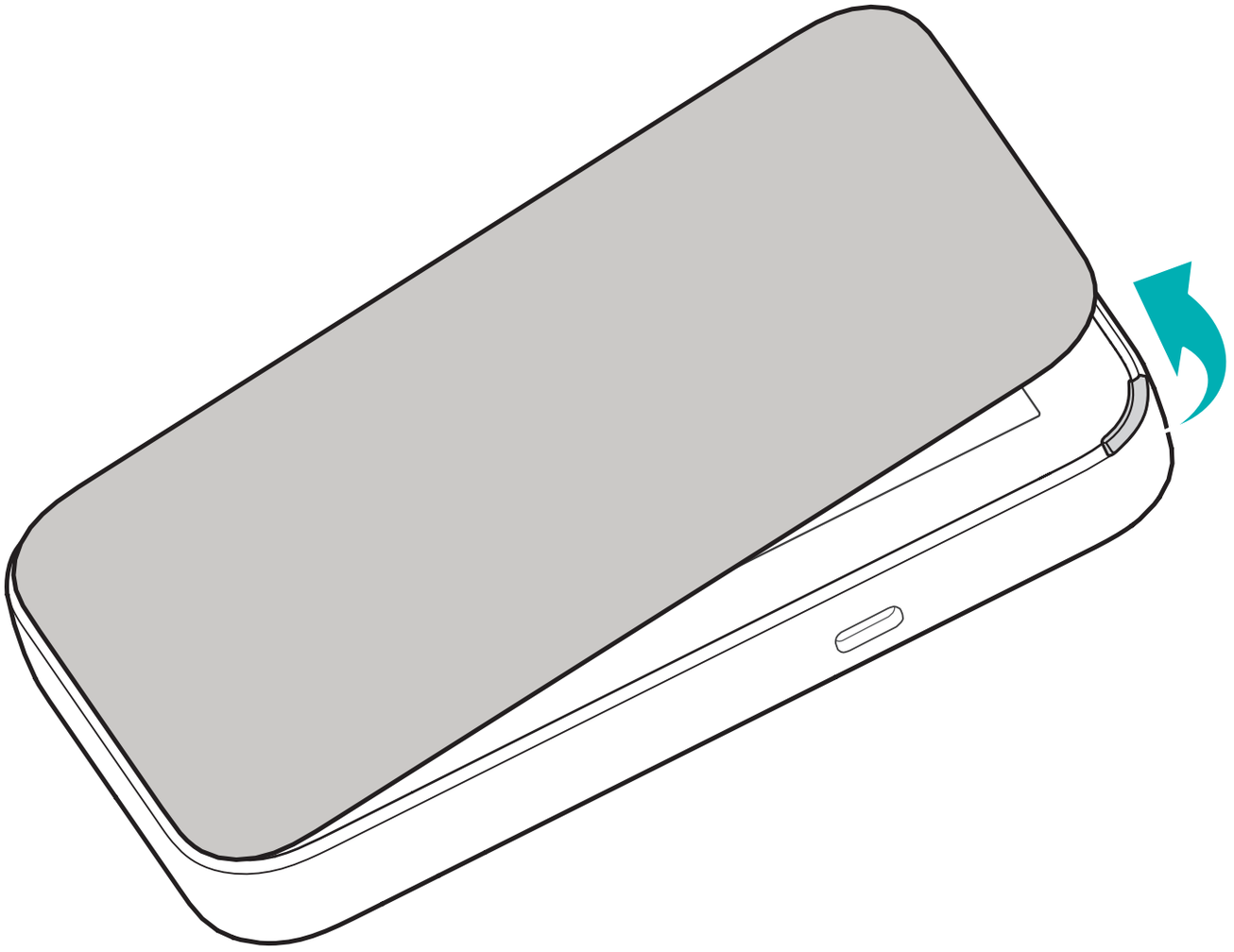
- A valid nano-SIM card.

- Open the back cover and view the label in the battery slot to get the default information. The following figure is for reference only.

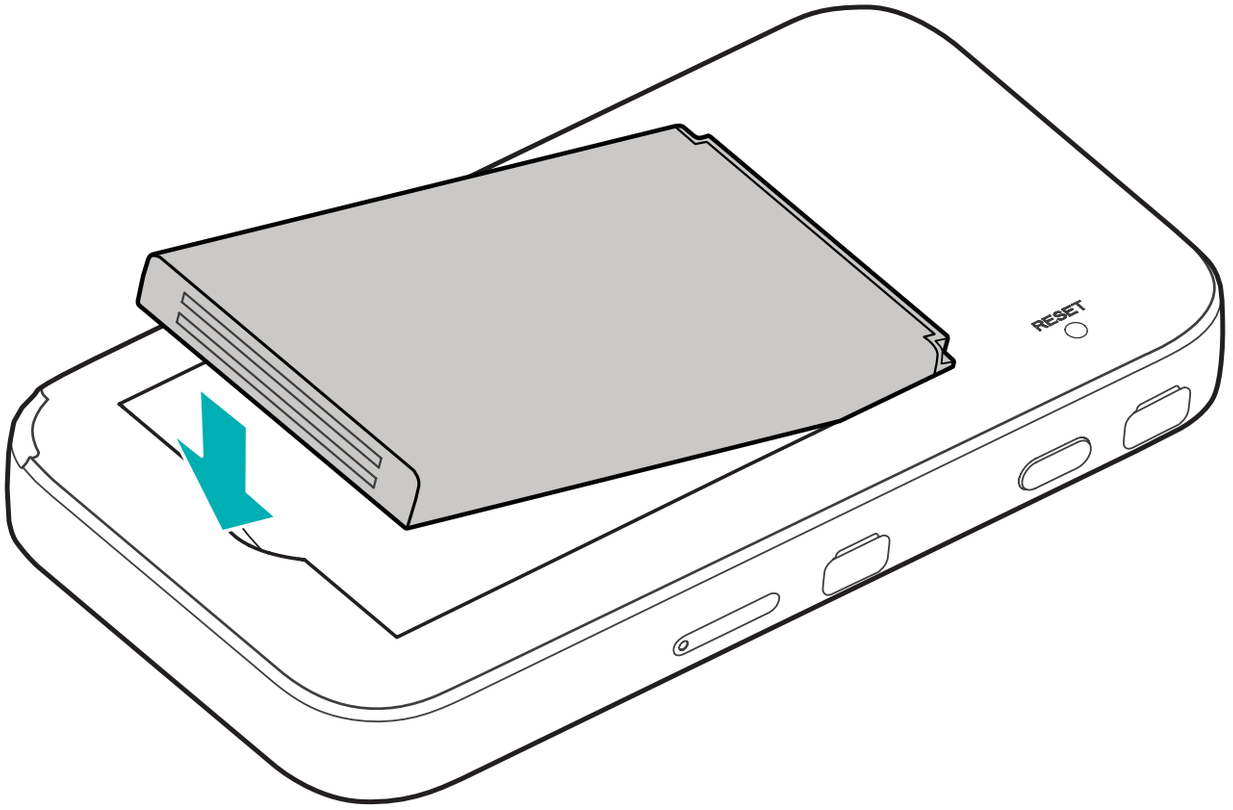


2. Install the Battery

1. Open the back cover.



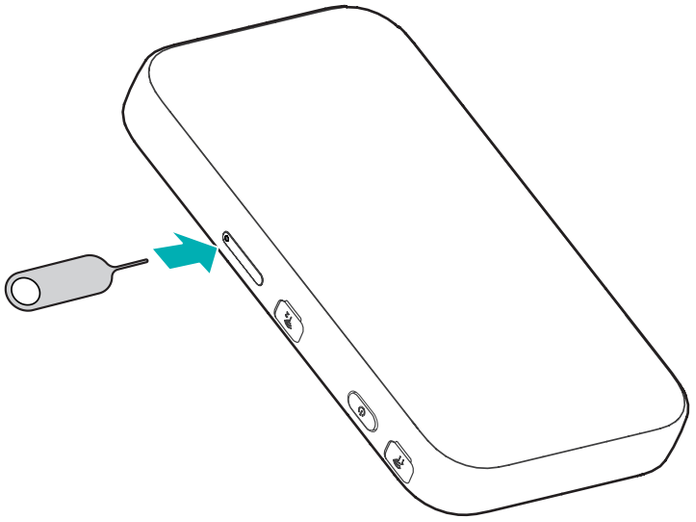
2. Insert the battery.



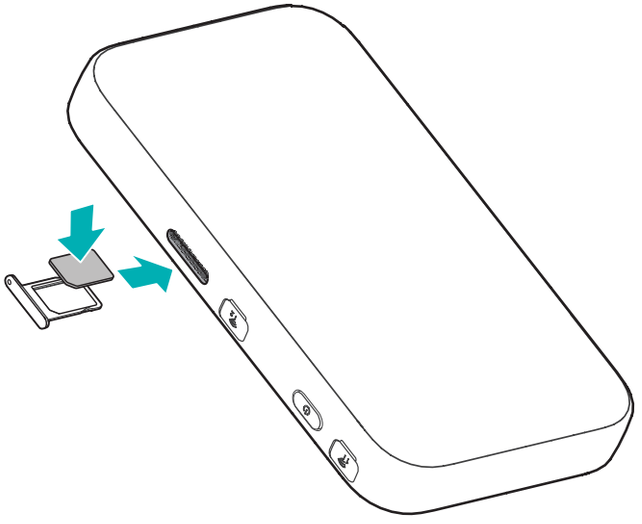
3. Put the cover back.

3. Insert the nano-SIM Card

1. Insert the tip of the tray eject tool into the hole.

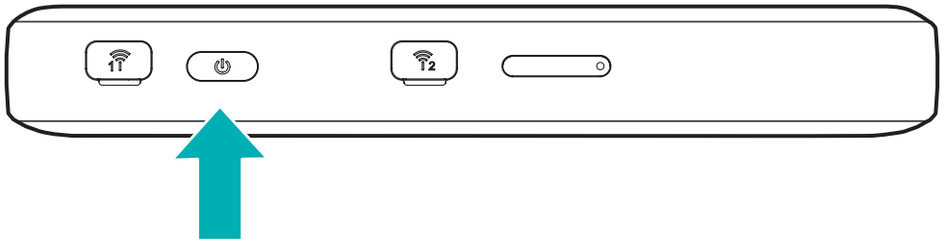


2. Pull out the card tray and place the nano-SIM card on the tray, as shown. Carefully slide the tray back into place.



4. Start your Device

Press and hold the power button until the screen lights up and then the device will connect to the Internet automatically.

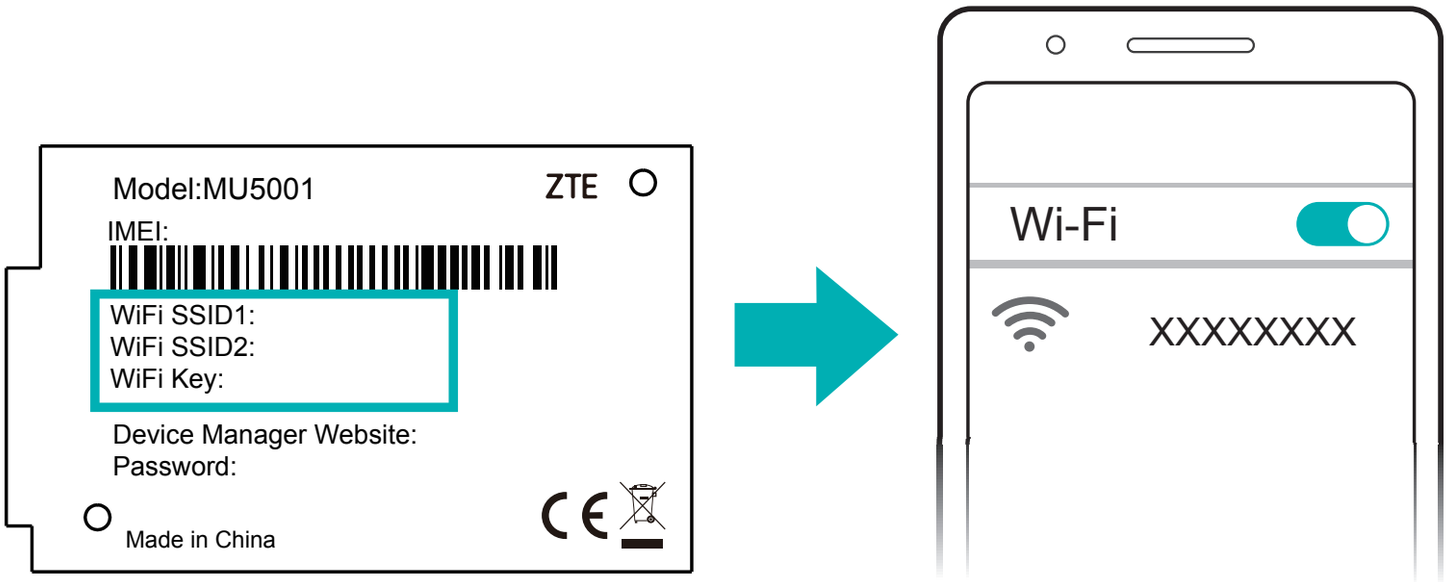


NOTE:

If the battery is extremely low, you may be unable to power on the device. Please charge your device first.

5. Access the Internet

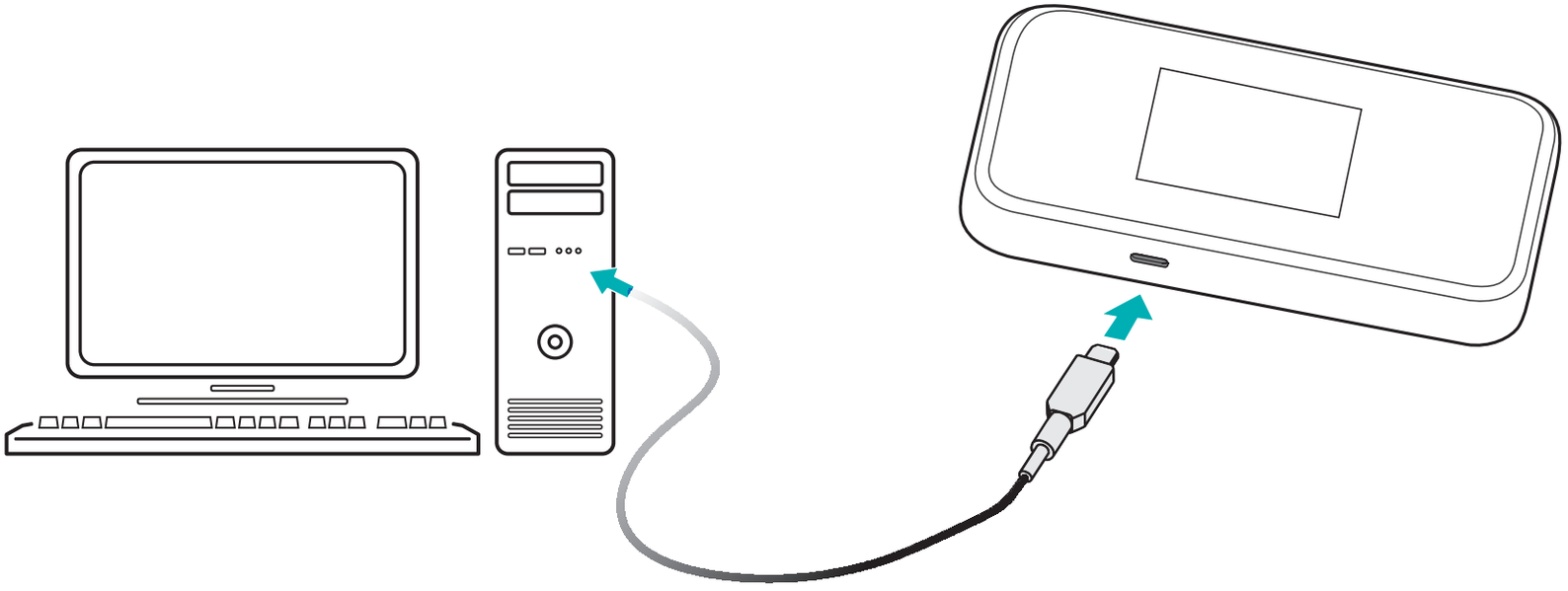
- **WiFi:** The default WiFi SSID and password can be found on the device label. Connect to the WiFi network with your mobile device and then access the Internet.



NOTE:

You can touch the screen to view the default WiFi SSID and password.

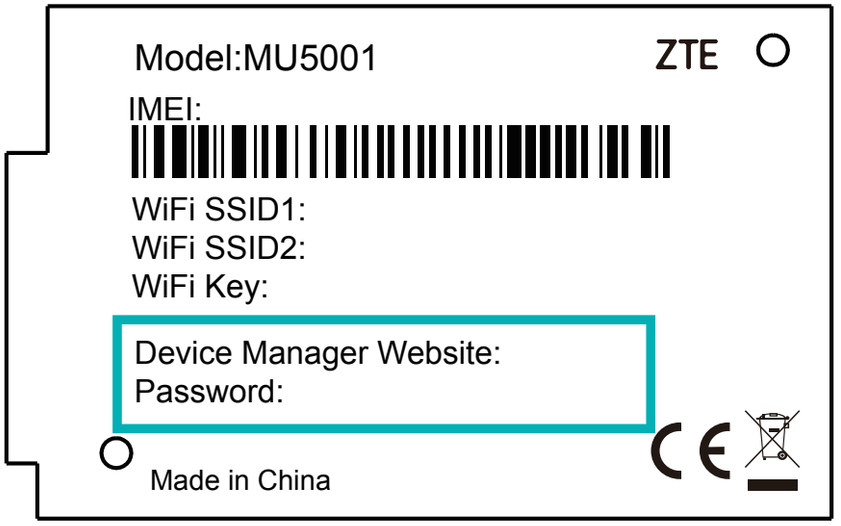
- **USB Type-C cable:** Connect to your computer via USB port and then access the Internet.



6. Change Your Device Settings

You can change the device settings by logging into the 5G Mobile Hotspot configuration web page.

1. View the label on your device to get the default **Device Manager Website** IP address and **Password**.

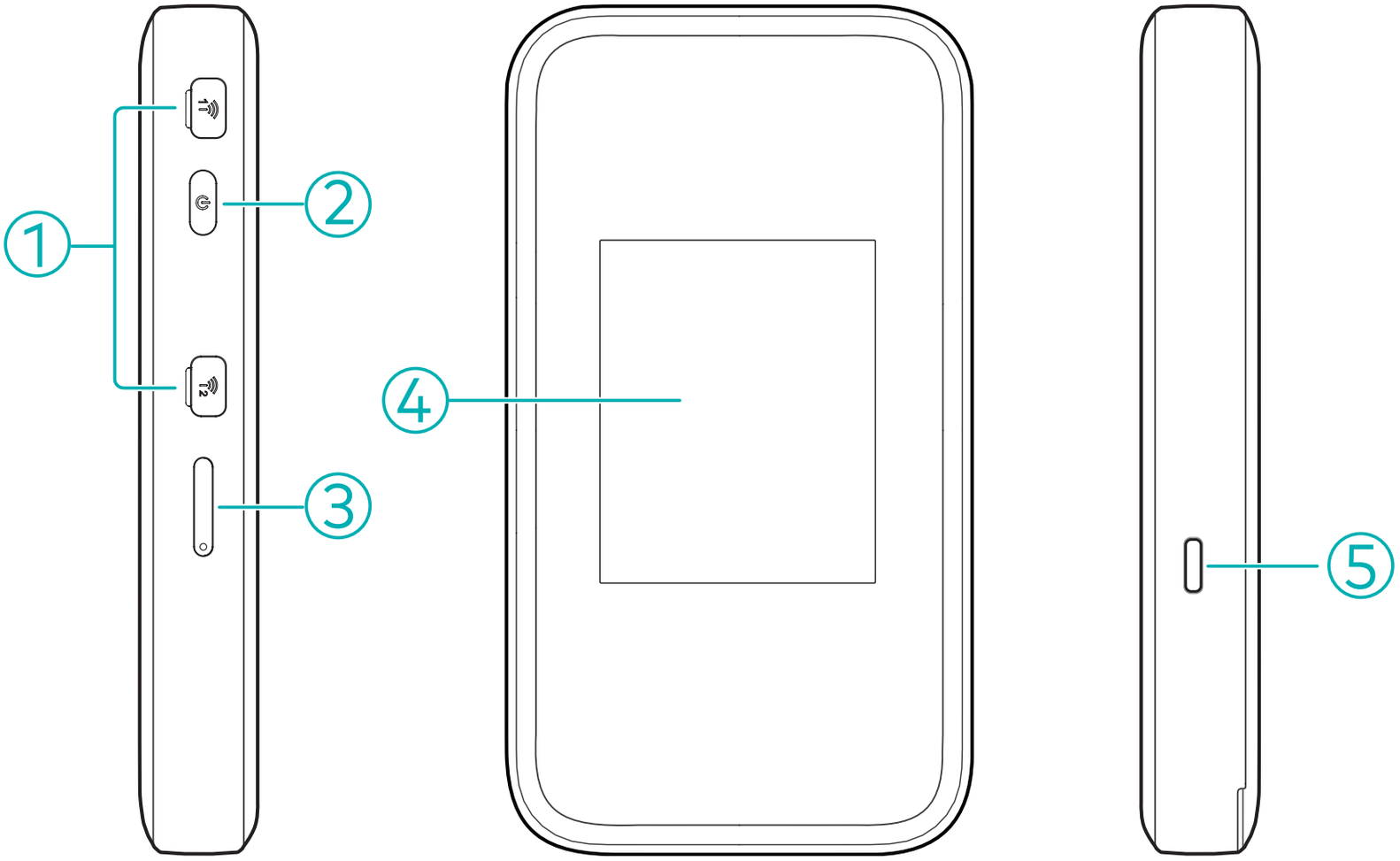


2. Launch your Internet browser. Enter the **Device Manager Website** IP address in the address bar.
3. Input the **Password** and then click **Login**.
4. After the 5G Mobile Hotspot configuration web page is opened, you can change the default settings.

NOTE:

You can also change some settings by touching the screen.

Touch Screen Icons and Interfaces



1.	External antenna connector	Connect the antenna if necessary
2.	Power button	Press and hold for about 2 seconds to power on your device
3.	nano-SIM card tray	Insert your nano-SIM card
4.	Touch screen icons	Description
		Network signal strength
	5G/4G	Network type
		New SMS
		Battery power level
		Settings: Touch to configure the device settings
		WiFi: Touch to configure the WiFi settings
		Show the number of connected users
		Connected with your computer via a network cable
		Connected with your computer via a USB Type-C cable
5.	Charging/USB Type-C jack	Charge the device or connect to the USB port of a computer

Troubleshooting

Problem	Recommended Action
The connection between your device and a PC through a USB cable cannot be established automatically.	If the driver of your device is abnormal, reinstall the software. You need to uninstall the software first.
The connection between your device and a client through WiFi cannot be established.	• Ensure that the WiFi function is enabled. • Refresh the network list and select the correct SSID. • Check the IP address, and ensure that your client can automatically obtain an IP address. • Enter the correct network key (WiFi password) when you connect the client to your device.

Problem	Recommended Action
The client connected to the device but cannot access the Internet.	• Ensure that your nano-SIM card is available. • Change the location and find a place with a good signal. • Check the settings of the WAN connection mode. • Contact Optus and confirm your APN settings.
The 5G Mobile Hotspot configuration page cannot be visited.	• Enter the correct address. Please view the label on your device to get the default Device Manager Website IP address. • Use only one network adapter in your PC. • Do not use any proxy server.

Getting More Help

You can get help by:

- Phone **133 937**
- Visit **optus.com.au/contact**

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Warning and Notice

To the User

- If inadequately shielded, some electronic devices, for example, the electronic system of vehicles, may be affected by the electromagnetic interference caused by the device. Consult the manufacturers of such devices before using the device if necessary.
- Operating the device may interfere with medical instruments such as hearing aids and pacemakers. Always keep the device more than 20 centimetres away from such medical instruments when your device is powered on. Power off the device if necessary. Consult a physician or the manufacturers of medical instruments before using the device if necessary.
- Be aware of the usage limitation when using the device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Power off the device if necessary.
- Do not use electronic transmission devices in aircraft, at petrol stations or in hospitals. Observe and obey all warning signs, and power off the device in these conditions.
- Do not touch the inner antenna area unless necessary. Otherwise the performance of the device may be affected.

- Do not use the device in an enclosed environment or where heat dissipation is poor. Prolonged work in such space may cause excessive heat and raise ambient temperature, which may lead to automatic shutdown of the device for your safety. In the case of such an event, cool the device in a well ventilated place before turning on for normal use.
- Keep the device out of the reach of small children. The device may cause an injury if used as a toy.
- When the device is operating, do not touch the metallic parts. Failing to do so may cause burns.
- Use original accessories or accessories that are authorised. Using any unauthorised accessories may affect the performance of the device and violate the related national regulations about telecom terminals.
- Avoid using the device near or inside metallic constructions or establishments that can emit electromagnetic waves, because signal reception may be affected.
- The device is not waterproof. Keep the device dry and store it in a shady and cool place.
- Do not use the device immediately after a sudden temperature change, because dew may be generated inside and outside the device. Do not use it until it becomes dry.
- Handle the device carefully. Do not drop, bend or strike it. Otherwise the device may be damaged.

- Only qualified personnel can dismantle and repair the device.
- A humidity between 5% and 95% is recommended.
- Do not connect the charger while using the device for a long period. Failing to do so will trigger the protection mechanism of the battery, and the battery will not be charged. If you want to charge the battery, please reconnect the charger.
- Do not connect the charger while using the device for a long period or use the device and battery in non-operating temperature. Failing to do so will shorten battery life or cause battery swelling or leakage. If the battery shows signs of swelling or leakage, please stop use immediately.

Battery Safety

- Using Optus-unapproved or incompatible battery, charger or power adapter may damage your device, shorten its lifespan or cause a fire, explosion or other hazards.
- The recommended operating temperatures are 0 °C to 35 °C and the storage temperatures are -20 °C to +45 °C. Extreme temperatures can damage the device and reduce the charging capacity and lifespan of your device and battery.
- Do not place the device or the battery in or near heating equipment, such as microwave ovens, stoves or radiators. Keep the device and the battery away from excessive heat and direct sunlight. If not, the device or the battery may overheat and cause explosion or fire.

- Please disconnect the charger when the battery is fully charged. Overcharging may shorten the battery life.
- Do not short-circuit the battery, as this can cause excessive heat and fire.
- Do not throw the battery into a fire to avoid explosion.
- Do not disassemble, squeeze or puncture the battery, as this can cause explosion or fire.
- When not using the battery for a long period, please charge the battery about half then remove the battery from your device and store it in a cool dry place.
- If the battery damages or shows signs of swelling or leakage, please stop use immediately and contact Optus or Optus authorised service provider for replacement.
- Return the worn-out battery to the provider or put it in the designated recycle place. Do not put it in household waste.
- There is a risk of explosion if the wrong battery model is replaced.

WARNING!

If the battery is broken, you should avoid contact with the contents inside. If they contaminate the skin, immediately rinse with plenty of water and seek medical help when necessary.

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