



 **XCOM** GLOBAL

Unlimited aXcess Plan

MiFi Hotspot
Connection & Configuration



Please be sure to turn off data roaming on WiFi-enabled mobile phones. Failure to do so may result in international roaming charges incurred with your US carrier.

APN

Copyright © 2010 XCom Global, Inc.
All rights reserved

www.xcomglobal.com
info@xcomglobal.com

5910 Pacific Center Blvd, Ste 320
San Diego, CA 92121
858.222.8242 | Toll-free 877.520.8242

For technical support call:
Toll free in the US +1 877-520-8242
Internationally 01 858-222-8242

Vers. 2.2

Index

1 Your MiFi Hotspot

What do the lights mean? Where do the plugs go?
Can I connect now? Is this thing on?

3 PC Connect

Connect to the MiFi using a PC computer

7 Mac Connect

Connect to the MiFi using a Mac computer

10 Extended Connect

Troubleshooting your quick startup connection

12 Securing Your MiFi Hotspot

How to password-protect your MiFi Hotspot

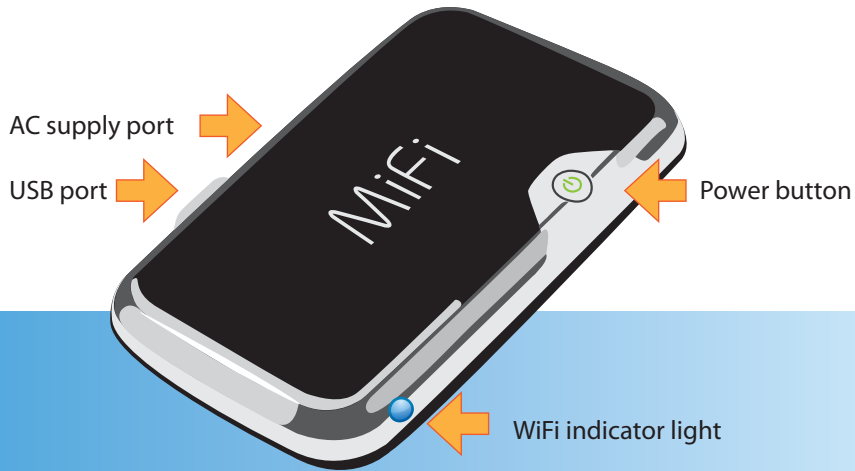
14 Configuration

What to do when nothing seems to be working











28 FAQ

1




Your MiFi Hotspot



What the power button colors mean:

-  Red Flashing: Low battery
-  Red Solid: Device error! Please restart MiFi
-  Amber Flashing: Battery charging
-  Amber Solid: Battery fully charged
-  Green Flashing: GPRS/EDGE service is available
-  Green Solid: Connected via GPRS/EDGE
-  Blue Flashing: WCDMA service is available
-  Blue Solid: Connected via WCDMA.
-  Violet Flashing: HSPA service is available
-  Violet Solid: Connected via HSPA

What the WiFi indicator light states mean:

-  Off (No light): Device is off or plugged into USB port
-  Flashing: On and connected
-  Solid: On with no users connected

- 3** From the **Start Menu**, browse to **Connect To** then select **Wireless Network Connection**



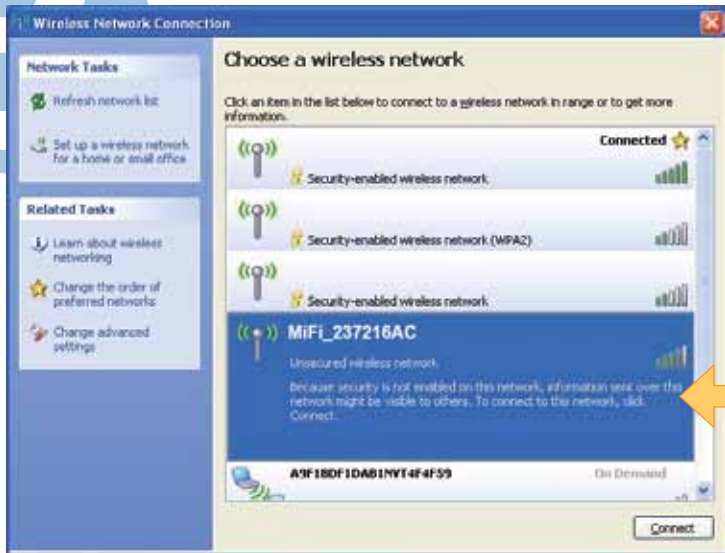
From the **General** tab click the **View Wireless Networks** button

4

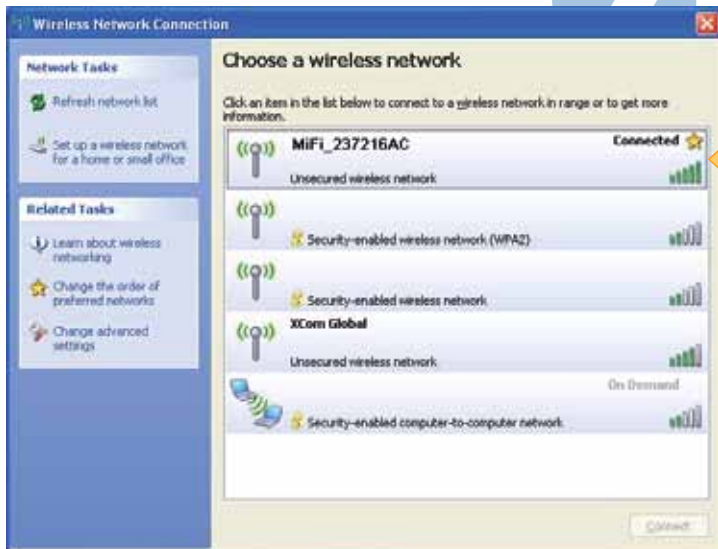


5

Select the **MiFi** network (should be with MiFi_2372XXX)

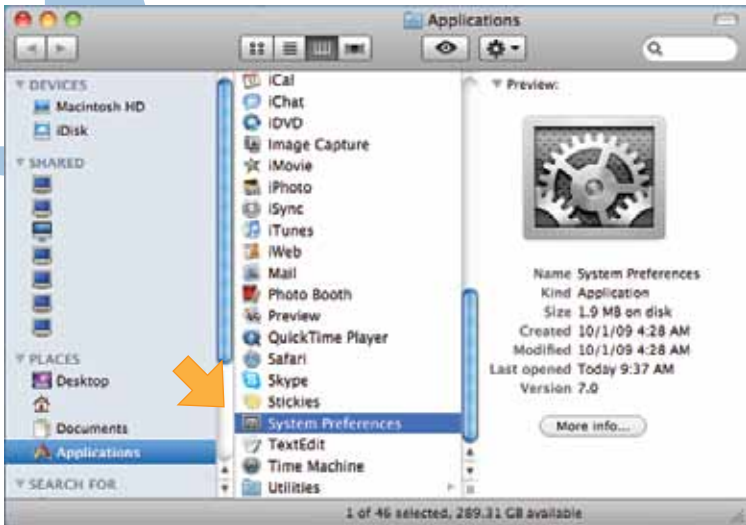


The connection will resolve in moments and you're finished!
If you cannot load your home page, proceed to
Extended Connect on page 10



7

From **Applications** open **System Preferences**



MacConnect

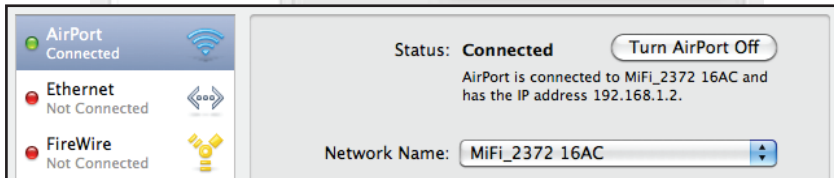
Within **System Preferences** select **Network**
from **Internet & Wireless**

8



9

Select **AirPort** then select the **MiFi** network (should be with MiFi_2372XXX) from the dropdown



The connection will resolve in moments and you're finished!
If you cannot load a web page, proceed to **Extend Connect** on page 10

If you need to verify your connection, open a web browser. If the below web page does not automatically pop up, enter **192.168.1.1** (or **www.mifi**) in the URL address field of the web browser window then log in by entering **admin** in the upper right field



microSD Files Add to Favorites

AT&T HSUPA Disconnected

Home

Internet Connection			
Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

WiFi			
Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2372XXX	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

11

Click the **Connect** button and give the system a moment to resolve a connection.



[Help](#) | [Logout](#)

Home WiFi Internet Router System

AT&T HSUPA Disconnected

Home

Internet Connection

Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

Connect

WiFi

Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2372XXX	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

Securing Your MiFi Hotspot 12



Help | Logout

The screenshot shows the management interface for a MiFi hotspot. At the top, there is a navigation bar with tabs for Home, WiFi, Internet, Router, and System. To the right of the tabs, it displays signal strength, "AT&T HSPA", and "Disconnected". Below the navigation bar, a dropdown menu is open under the "WiFi" tab, with a yellow arrow pointing to the "Profiles" option. The menu items are: Status, Profiles, MAC Filter, Settings, Received, Transmitted, and Corrected Time. Below the menu, there is a table with network statistics and a "Connect" button.

Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

[Connect](#)

1. Follow the **Pc Connect** or **Mac Connect** steps in this User Guide to make sure the MiFi Hotspot is powered on and connected to the appropriate network
2. On Page 10, **complete Step 1 ONLY** and log in to the MiFi Hotspot manager
3. From the home page toolbar select **WiFi** and then select **Profiles**
4. On the **WiFi Profiles** page locate the **Profile** drop down and select **Secure**
5. Click the green **Edit WiFi Profiles** button to the right
6. Locate the **Security** drop down and select **WPA/WPA2 Mixed Mode**

13 Securing Your MiFi Hotspot

7. A **Network Key** input field will reveal and here is where the 8 character, alphanumeric password of your choice should be entered.
8. After the password has been entered, click the green **Apply** button in the lower right corner, then click **Return to Profile List** in the upper right
9. Back at the *WiFi Profiles* page, just like in **number 4** above, from the **Profile** drop down, select **Secure**. Once you do so, the system may boot you out and force you to restart your connection using your new password.

Configuration



This MiFi is preconfigured. DO NOT proceed unless you have completed the Connect Steps on the previous pages and still cannot connect with a web browser.

If you are still having difficulties establishing a connection please follow these steps for **Configuring Your MiFi Hotspot**

- 15** Make certain the MiFi is powered on and wait for the power button to blink blue, green or violet. Then wait for the blue WiFi indicator light to come on.



Power button

On your computer, connect to the **MiFi_2372XXX** wireless network*

WiFi indicator

*

PC: Start Menu/Control Panel/Network Connections/View Available Wireless Networks/Connect to Wireless Network: Available Networks/MiFi_2372xxx

Mac: Applications/System Preferences/Internet & Wireless: Network/AirPort: Network Name/MiFi_2372xxx

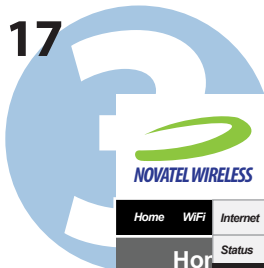
Open a web browser. If the below web page does not automatically pop up, enter **192.168.1.1** (or **www.mifi**) in the URL address field of the web browser window then log in by entering **admin** in the upper right field

A screenshot of the web interface for a Novatel MiFi device. The top status bar shows "microSD Files Add to Favorites", signal strength, "AT&T HSUPA", "Disconnected", and a battery icon. The main content area is titled "Home" and contains two sections: "Internet Connection" and "WiFi".

Internet Connection			
Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

WiFi			
Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2372xxx	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

17



From the **Internet** menubar select **Profiles**

Help | Logout

Home WiFi **Internet** Router System

AT&T HSPA Disconnected

[Status](#)
[Profiles](#)
[SIM](#)
[Diagnostics](#)
[Settings](#)

Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

[Connect](#)

WiFi

Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2371 xxx	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

Novatel Wireless MiFi 2372

powered by **MiFi**™

Select **Edit Internet Profile** and enter a new Profile name



Help | Logout

Home WiFi Internet Router System AT&T HSPA Disconnected

Internet Profiles

Set Internet Profile

Profile	Profile 1	Edit Internet Profile
APN	orange.fr	
Username		
Authentication Type	None	
DNS	Auto	

[Apply](#) [Cancel](#)

An orange arrow points upwards from the bottom of the form towards the "Edit Internet Profile" button.

19

Confirm the APN is correct by referencing the list of APN's included in this package and edit if needed. Click **Apply** to commit the change.



[Help](#) | [Logout](#)





Home WiFi Internet Router System AT&T HSUPA Disconnected

Internet Profiles

Edit Internet Profile

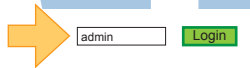
Profile	XCom Global	Return
APN	orange.fr	
Username		
Password		
Authentication Type	None	
<input type="checkbox"/> Static DNS		
DNS 1		(IP address)
DNS 2		(IP address)

Apply **Cancel**



Still can't get online? 20

Open a web browser and enter **192.168.1.1** in the URL address field of the web browser window then log in by entering **admin** in the upper right field



microSD Files Add to Favorites

AT&T HSPA Disconnected

Home

Internet Connection

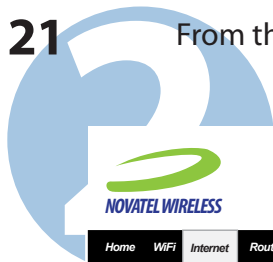
Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

WiFi

Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2372XXX	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

21

From the **Internet** menubar select **Settings**



Help | Logout

The screenshot shows the web interface of a Novatel Wireless MiFi 2372. At the top, there is a navigation bar with tabs for Home, WiFi, Internet, Router, and System. To the right of the tabs, there is a signal strength indicator, the text 'AT&T HSUPA', a 'Disconnected' status, and a battery icon. A dropdown menu is open under the 'Internet' tab, listing options: Status, Profiles, SIM, Diagnostics, Settings, and a 'Connect' button. A yellow arrow points to the 'Settings' option. Below the menu, there are two tables of network information.

Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

WiFi			
Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2372XXX	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

Within **Internet Settings** make sure that **Home and Roaming Networks** is selected in the **Auto-connect enable** menu then click **Apply**

22



Help | Logout

Home WiFi Internet Router System AT&T HSUPA Disconnected

Internet Settings

3G Modem

Auto-connect enable

- Never
- Home Network
- Home and Roaming networks**

Event Log enable

When the Internet is disconnected redirect web browsers to the MiFi

Network Selection

Network Technology

Apply **Cancel**

23

Select **Home** from the menubar and click the **Connect** button and allow a few moments for the connection to resolve



[Help](#) | [Logout](#)

Home WiFi Internet Router System AT&T HSUPA Disconnected

Home

Internet Connection

Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

Connect

WiFi

Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2372XXX	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

The **Connect** button should change to **Disconnect** and the menubar should reflect connectivity status.

24



Home WiFi Internet Router System

AT&T HSUPA Connected

Home

Internet Connection

Received	0.77 KB	IP Address	125.29.45.147
Transmitted	1.20 KB	Subnet Mask	255.255.255.255
Corrected Time	00:00:42		

Disconnect

WiFi

Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2371 xxx	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

25

Click **Apply** once more in the *Profiles* window to finalize edits



Help | Logout

Home WiFi Internet Router System

AT&T HSUPA Disconnected

Internet Profiles

Set Internet Profile

Profile	MiFi_2372xxx	Edit Internet Profile
APN	orange.fr	
Username		
Authentication Type	None	
DNS	Auto	

[Apply](#) [Cancel](#)

Novatel Wireless MiFi 2372

powered by **MiFi**™

Select **Home** from the menubar and click the **Connect** button.

26



Help | Logout

Home WiFi Internet Router System

AT&T HSUPA Disconnected

Home

Internet Connection

Received	0.00 KB	IP Address	0.0.0.0
Transmitted	0.00 KB	Subnet Mask	0.0.0.0
Corrected Time	00:00:00		

Connect

WiFi

Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2371 xxx	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

27 The **Connect** button should change to **Disconnect** and the menubar should reflect connectivity status.



The screenshot shows the web interface of a Novatel MiFi 2372 device. At the top, a navigation bar includes "Home", "WiFi", "Internet", "Router", and "System". To the right of the navigation bar, there are icons for signal strength, "AT&T HSUPA", and "Connected". A large orange arrow points down to the "Connected" status. Below the navigation bar, the "Home" section is displayed. Under "Internet Connection", there is a table showing data usage and network information. A green box highlights the "Disconnect" button, with an orange arrow pointing to it from the left. Below the "Internet Connection" section, the "WiFi" section is also visible, showing details for the current network.

Internet Connection			
Received	0.77 KB	IP Address	125.29.45.147
Transmitted	1.20 KB	Subnet Mask	255.255.255.255
Corrected Time	00:00:42		
Disconnect			

WiFi			
Profile	Open	IP Address	192.168.1.1
Network name (SSID)	MiFi_2371 xxx	Subnet Mask	255.255.255.0
Security	None		
Clients	1/5		

Why can't I see the blue WiFi light?

The blue WiFi light comes on when a WiFi signal is being broadcast. If the MiFi is powered off or plugged in via USB cable it will not broadcast a signal.

Why is the power button red (or pink)?

The battery needs a charge! Hook up the AC supply and you'll be back online in no time.

Why is the power button blinking green (or blue)?

A flashing (or blinking) blue, green or violet light means the MiFi is waiting for a signal to latch on to and broadcast from. Give it some time to find a connection and you'll be surfing the web in no time.

Is this thing secure?

When you receive your MiFi it is unsecured. If you'd like to create a password-protected hotspot please follow the instructions beginning on page 12.

Why can't more than one user connect?

If the MiFi is connected via USB it is not broadcasting a WiFi signal. Unplug it and give it a few moments to broadcast.



ATTENTION: The MiFi battery has a 4-hour active (web browsing, file uploading) life and a 10-hour standby life.