

## Sprint Mobile Hotspot MiFi™ 2200 by Novatel Wireless

### Troubleshooting Guide

***If you are experiencing any issues with your MiFi 2200, please complete or validate the following before reviewing the rest of this guide:***

A. If you are sure this **device has been set-up on your Sprint account**, then you are ready to configure and activate your MiFi 2200. If not sure, please follow these steps to validate:

- Log on to you account at [www.sprint.com](http://www.sprint.com) by entering your username and password.
- Confirm that the MiFi 2200 device is on your account with a Mobile Broadband connection plan.

If you don't see your device listed, you will need to contact Sprint Customer Service at 1-800-927-2199 (Business users) or 1-888-211-4727 (Personal users) to complete setting up the device on your account. Have the following available before calling:

- Your Sprint account information.
- The ESN number of your device (displayed on the back of the device and on the packaging).

B. The battery must be fully charged before using the MiFi 2200 for the first time. This will take at a minimum 2.5 hours. After the initial use and set-up, you may use with the battery alone or with the battery and the AC power.

C. Check to see if an update to the firmware is available. All Updates are provided by Sprint with over the air as requested via the User Interface.

Perform a Firmware Update from the Web UI (<http://192.168.1.1/>): WWAN > Configuration and Press "Update Firmware"

- If no updates are available the User Interface will report "No updates available".
- It critical to allow the MiFi 2200 time to download and update the firmware, turning off the device during this process may cause permanent damage to the unit.
- Follow the new device start up procedure or restore your backup file as noted in item 3 above.
- If your signal strength or battery level is too low the unit will not allow an attempt to update firmware. Charging the device and utilizing the wall charger is recommended.

D. Check to see if there is an update to the PRL. All Updates are provided by Sprint with over the air as requested via the User Interface.

- Perform a PRL Update:
  - **WWAN > Configuration > PRL Update**
  - The unit will disconnect from the 3G Network and download the current PRL
  - The action will always load the current PRL posted on the Sprint network regardless of PRL on the device. If you have the latest PRL it will be refreshed with the server version.

***If you are unable to resolve your issue using the Troubleshooting steps below, then please contact Sprint Customer Service at 1-888-788-4727(Business users) or 1-888-211-4727 (Personal users) for assistance.***

**1. User is not sure how to configure their MiFi 2200 the first time**

To connect to the MiFi 2200 you must first find the MiFi 2200 SSID using a connection manager such as Windows® Zero Config or Intel PROSet®, and then make a wireless network connection. The default SSID will contain the words "Sprint MiFi 2200" in the title and the last 3 characters are the last the digits of the units MAC address (printed on label under the battery)

Please refer to your specific computer or Wi-Fi enabled device manufacturer documentation for specific details on how to connect to Wi-Fi, this procedure differs between manufacturers. The Standard OS procedures follow:

**Windows XP:**

- **Start > Connect To > Wireless Network Connection** – Wireless Network Connection Status Pop-up appears.
- Press "**View Wireless Networks**" button and select the SSID with "MiFi" in the title.
  - If your PC uses another utility a message will state that Windows cannot configure the wireless connection. Refer to you PC documentation

**Windows Vista:**

- **Start > Connect To – Show Wireless** – available wireless networks are displayed.
- Select the SSID with "MiFi" in the title
  - If your PC uses another utility a message will state that Windows cannot configure the wireless connection. Refer to you PC documentation.

**MAC OS 10.4+:**

- Double click on the wireless network **Airport** icon
- Airport should be turned On.
- After searching is complete select the SSID with "MiFi" in the title.

**2. User can not see their SSID for the device or MiFi in My Networks list.**

User should wait a few minutes and refresh their networks list; it may take a few seconds for your computer to recognize the device.

**3. User changed previously their interface logon password and has forgotten the password**

With the unit powered on carefully insert a paper clip in the pin hole on the back of the unit adjacent to the batter cover, push and hold the pin down for at least 5 seconds until the LEDs blink off and on twice. The unit will power up with the default configuration which is Open access until the Setup Wizard is ran or the configuration backup file is restored via the Web user interface (<http://192.168.1.1/>) > **Advanced Option > Config File.**

#### 4. User just completed a firmware upgrade and does not see their SSID

Firmware upgrades overwrite the Wi-Fi configuration information on the device with the device updated defaults.

- Connect to the MiFi 2200
  - Please see steps listed in 1 on how to connect to the default SSID
- Utilize the MiFi 2200 configuration backup and restore function to save and reload your Wi-Fi settings from the user interface (<http://192.168.1.1/>)
  - Cancel the Setup Wizard and log into the user interface home page
  - Navigate to the Advanced > Config page
    - “**Download File**” prior to the firmware update and for backup
    - “**Upload File**” to load your previous defaults
- If user did not save the Wi-Fi configuration prior to the Firmware Update or device reset, then utilize the Setup Wizard when logging into the device.

#### 5. User is unable to connect or receives an error when trying to connect to the Sprint Mobile Broadband Network.

Several conditions may block connection to the Sprint Mobile Broadband network and can easily be rectified.

- **Another Network is Active on their computer**

Make sure the LAN connection is not active by disabling or disconnecting the LAN Ethernet cable.
- **Insufficient Signal Strength**

Check the signal strength in the MiFi-2200 User Interface. If the signal is low please move to another location with better coverage. This error sometimes results in **error code 668** (no signal) which can be viewed in the **WWAN > Diagnostics** page of the User Interface. Coverage maps are available from Sprint at <http://www.sprint.com/coverage>.
- **Account not Activated**
  - If the User Interface web client (<http://192.168.1.1/>) displays a message that the device is not activated, user may start an activation session through the menu: **WWAN > Configuration > Activate Device**.
  - Once activated click the will connect automatically if 3G-Auto Connect is enabled. (**Advanced > Advanced Options > 3G Auto Connect [check]**). Otherwise push the connect button on the WWAN > Diagnostics page to connect to the Sprint Broadband Network.
- **Unable to Connect or have lost connection and Power Indicator is not Green**
  - A Blue power LED indicates the unit is Roaming.
  - A Red blinking power LED indicates that the power is critically low.
    - Utilize the wall charger to charge the battery
    - The power indicator will be solid Amber while the battery is charging, you can use the device while it's charging

- An Amber blinking LED indicates a modem error
  - This error may occur in challenging RF environments due to multiple Wi-Fi services being available or other network error. Follow the steps below to regain service:
    - Power the unit off and on, Green or solid Amber LED (on charger) indicates the unit is normal.
    - Power the unit off, remove battery and power back on. Green or solid Amber LED (on charger) indicates the unit is normal.
    - If problem persists move to another location and repeat the previous steps

The table below summarizes of Power and Service Indicator LEDs. Please see the User Guide for more information.

### POWER Indicator

LED Color	Meaning
LED not lit	No Power to Modem
LED BLUE - Solid	Modem is Powered on and Roaming
LED GREEN - Solid	Modem is powered on and fully charged
LED GREEN - glowing	Modem is in hibernate
LED RED - blinking	Modem Battery is Critically Low.
LED AMBER - solid	Modem Battery is Charging
LED AMBER - blinking	Modem Error, see Troubleshooting

### Service Indicator

LED Color	Meaning
LED not lit	No Power to Modem
LED GREEN - Solid	Modem is powered but not transmitting or receiving
LED GREEN - slow blinking	Modem is powered on but there is no service
LED GREEN - intermittent blinking	Modem transmitting/receiving data; blinking rate proportional to data speed

- **Unable to Connect while Roaming**
  - Please verify that your Sprint Account is active and working on the Sprint Mobile Broadband Network.
  - Sprint roaming information may be found at [www.sprint.com](http://www.sprint.com)

### 6. User is connected to Wi-Fi, but not able to browse web pages

This is usually due to the browser or PC configurations, some possible resolutions are listed here:

- **Incorrectly configured Internet Browser**
  - Internet Explorer: Go to **Tools > Internet Options – Connections Tab** and press the **“Never dial a connection”** radio button if it is not already selected. Press the Settings button and make sure the **“Use a proxy server for this connection”** is not checked.

- Mozilla Firefox: Go to **Tools > Options > Advanced – Network Tab** and press the “**Direct connection to the Internet**” radio button if it is not already selected.

*Please refer to browser Help information for the latest information for these and other browsers as set up is subject to change at any time.*

- **Firewall or Internet Security preventing proper operation**  
Try to disable any applications that may be restricting your access to the Internet, such as Windows Firewall, Anti-Virus software, etc. If the problem is resolved by this action, contact the software manufacturer for assistance configuring the software to allow for the desired connection.
- **Another Network is Active**  
Please make sure the LAN connection and/or WI-FI connection is not active by disabling or disconnecting the LAN Ethernet cable.
- **The Billing Account is not Activated**
  - Follow steps listed in item 1.
  - User is not sure how to check to see if GPS is working in a given location?
  - Use the MiFi 2200 Web User Interface to check GPS and use location based services
  - Log on to UI at <http://192.168.1.1/> and select the **GPS** tab
    - Check Enable GPS and click “Apply”
    - Accept ALL privacy consents with check boxes
    - Test GPS with a GPS Local Search
    - *The GPS Status box will display the GPS fix information (searching, acquired w/details or not acquired)*
    - *If a fix is not available move to a location with better coverage*

**7. I just completed a firmware upgrade, the device reset and I waited 5 minutes but my PC did not auto-connect to Wi-Fi.**

When the MiFi 2200 performs a firmware upgrade the device is power cycled to initialize on the new firmware and will therefore lose its Wi-Fi connections. If you device doesn't auto connect it may be due to the default Wi-Fi parameters being reset in the upgrade or the PC Wi-Fi Network connection behavior.

- It is critical to allow the MiFi 2200 time to download and update the firmware completely; turning off the device during this process may cause permanent damage to the unit.
- Follow the new device start up procedure to find the SSID with MiFi in the title or restore your backup file. Please refer to item 3 above for more detail.

**8. I have a device that doesn't connect to the MiFi 2200 via Wi-Fi?**

Currently the Nintendo DS is the only known Wi-Fi enabled device that does not to connect to the MiFi2200 due to low Wi-Fi data rate of the devices. This issue has been fixed will be corrected in the next firmware update

**9. How Do I set up the device for Sprint Data Link service?**

The Data Link credentials can be set manually for permanent storage on the device

- Data Link Credentials and MSL must be provided by your IT department
- Navigate to **WWAN > Diagnostics** page and press “**Manual Program Device**”
  - Access the pop-up with MSL and enter the credentials supplied.
- The device will reset and reconnect to the Data Link VPN service.

To restore the Sprint Vision account (use device w/out Data Link)

- Navigate to the **WWAN > Configuration** page and press "**Activate Device**"
- Follow the instructions and your Sprint Vision credentials will be loaded on device
- The device will reset and reconnect to the standard Sprint data network services

#### **10. How do I know if I am roaming?**

The MiFi-2200 power button will turn Blue if the unit is roaming.

- The unit may lose connection with the Sprint signal for various reasons
    - Low signal strength
    - Moved out of range
    - Temporary network issue, etc
  - Power cycle the unit (i.e., turn off then on) to see there is a Sprint signal it can reconnect to
    - The power button will be Green when on the Sprint network
- Sprint roaming information is available at [www.Sprint.com](http://www.Sprint.com)

#### **11. Can I connect the MiFi 2200 to my computer with a USB cable?**

- The MiFi 2200 does not ship with a USB cable
- When tethered via USB, the MiFi 2200 will not function as a hotspot. In this mode the MiFi 2200 can be utilized as a Sprint Broadband USB modem only.
- Customers who wish to use the MiFi 2200 as a USB modem may purchase a USB cable from the Sprint store.
  - The device is not currently supported by the Sprint SmartView<sup>SM</sup> client
  - The device is set up to auto-install the Novatel drivers required when tethered via USB to Mac or Windows based laptop computers.

#### **12. Why did my SSID change when I changed my security profile?**

The MiFi 2200 supports three different modes to allow the user to switch between them easily.

- Open – No Security and the default mode upon activation. E.g., SSID: "Sprint MiFi 2200 A7F"
- Secure – User selected security level and network key. E.g., SSID: "Sprint MiFi 2200 A7F Secure"
- Temporary Hotspot – A configuration that can be set-up to share the MiFi 2200 on a temporary basis with other clients. E.g., SSID: "Sprint MiFi 2200 A7F Temp"

*Please go to the online MiFi 2200 Browser Interface User Guide for more instructions. This UG can be found at: [www.sprint.com/support](http://www.sprint.com/support) on this device's landing page.*

#### **13. Why is my MiFi 2200 warm to the touch?**

The MiFi 2200 has two radios inside: the Sprint Mobile Broadband radio and the Wi-Fi radio.

- In fringe areas of low 3G coverage, the transmit power will be at the max and therefore generate more heat.
- The device has been environmentally tested and approved by the FCC.

#### **14. I have an 802.11a wireless card. Will it work with MiFi?**

No, MiFi is limited to 802.11 b/g (2.4GHz) band at this time.