**Q1.** I cannot log in to its Web UI. What should I do?

* Verify that your terminal device (notebook, smart phone, iPad, etc.) is connecting to 4G185.
* Clear the cookies and caches of the browser you launch.
* Close all browsers and reopen one.
* Verify that your terminal device has obtained an IP address within the range of 192.168.0.2~192.168.0.253 (default).
* Verify that you’ve entered the correct login IP address 192.168.0.1 (default).

**Q2.** I cannot access the Internet. What should I do?

* Verify your USIM/SIM is prepaid and has enough balance.
* Verify your device is always in the valid range.
* Verify you input the correct pass phrase (WiFi key) when connecting to this mobile hotspot’s SSID (WiFi name).
* Verify that you input the default PIN code of SIM card if your service provider has provided you with a PIN code.
* Close firewall of your computer.

**Q3.** When the device is connected via the USB cable, the driver of this device isn’t installed automatically. What should I do?

* Restart your PC or notebook.
* Unplug the USB cable and plug it again.
* Click **Open folder to view files**, click the 4G MiFi driver setup program and then follow onscreen instructions to install the program.



* On your desktop, double click **Computer** (in Windows 7 OS), locate the CD driver and double click it to install the program.

