



**Franklin JeXtream® RG3100 5G**

# **User Guide**



**Powering Change**

[missiontelecom.org](http://missiontelecom.org)

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# 1

## *Getting Started*

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Overview  
Components  
Device Display  
Battery Management

## Overview

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Thank you for choosing JEXtream® RG3100 5G Mobile Hotspot!

With the RG3100 in hand, you can tap into the latest 5G and LTE networks for faster uploads and downloads and overall performance. It also allows you to connect up to 32 Wi-Fi-enabled devices at the same time - laptops, tablets, eReaders, Smartphones and more – so you can stay connected wherever you go.

## System Requirements

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- Compatible with all IEEE802.11b/g/n/ac/ax/be Wi-Fi enabled devices.
- Works with the latest versions of most browsers\*.

*\* We recommend using the latest version of your internet browser for the best experience with the RG3100 Web Admin Home Page (<http://mobile.hotspot>). Older browser versions may not display all features correctly or may function unpredictably.*

# Components



1. **Power Button** – Turn on / off the device.

	Operations	Actions
	Turn On	Press and hold the button until the display turns on.
	Turn Off	Press and hold the button until the display says 'Goodbye'.
	Display Wake-Up	Press the button once to wake up the display when it is off for power saving.

2. **Display** – View device information and menu.
3. **Power Indicator Light** – Blinks when the device is powered on.
4. **Navigation Button (Left)** – Press to go to the left menu item.
5. **Navigation Button (Enter)** – Press to confirm selection.
6. **Navigation Button (Right)** - Press to go to the right menu item.
7. **Ethernet Port** – Connect LAN cable to connect.
8. **USB-C Port** – Plug the charging cable into the USB-C port to recharge the battery.
9. **Battery Cover Notch** – Lift the notch to open the battery cover.
10. **Battery Cover** – The battery pack can be accessed by opening the battery cover.

# Device Display



- **Status Icon Bar**

Icons	Status
	Shows network signal strength.
	Shows network type the device is connected to.
	Appears when the device is actively sending/receiving data to/from the network.
	Shows the number of connected devices on the Wi-Fi network.
	Shows SIM status (no SIM found, SIM PIN locked, SIM error)
	Appears when the USB port is tethering data.
	Appears when the USB port is connected to an Ethernet adapter.
	Shows the battery status.

- **Wi-Fi Information:** Displays Main and Guest Wi-Fi Network Names and Passwords.
- **Notification Messages:** Displays notification and alert messages as available.
- **Device Menu:** Use the navigation buttons to navigate through the device menu icons.

Select the menu icon by navigating with the left and the right buttons, then press the enter button to open the menu.



Displays Wi-Fi network information.



Displays connected device information.



Displays data usage information.



Change device settings.



Displays device information.

## *Battery Management*

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Your mobile hotspot is equipped with a replaceable and rechargeable battery. The device can operate from its charged battery or while charging when plugged into a power source.

**NOTE:** Refrain from opening or disassembling the mobile hotspot and battery pack, as doing so could damage the product, cause personal injury, and will void the product warranty. Utilize only the designated charger to recharge the battery. A battery charging indicator will be displayed during the charging process.

**IMPORTANT!** Please use only the approved charger to charge your mobile hotspot. Improper handling of the charging port, as well as the use of an incompatible charger may cause damage to your device and will void the warranty.

**IMPORTANT!** Please DO NOT use your mobile hotspot for a prolonged period of time while the charger is charging or plugged into power. This can damage the battery and shorten its lifespan. When the battery is charged, disconnect the charger from power before continuing to use.

**IMPORTANT!** To mitigate battery degradation and potential safety hazards, avoid exposing the mobile hotspot and the battery to excessive temperatures for prolonged periods. Store the device in a cool, well-ventilated environment when not in use. Do not place the device on top of other devices or heat sources. Do not cover the device while in operation. Notably, the interior of a vehicle can reach extremely high temperatures. Therefore, it is imperative to refrain from leaving the mobile hotspot unattended in vehicles or in locations with elevated temperatures.

**CAUTION!** The RG3100 mobile hotspot is designed for portable use only and should not be utilized as a stationary device with a continuously connected power source. Please disconnect the charger when the battery is fully charged. Continuous charging can pose significant safety risks, including battery damage, swelling, rupture, and potential fire hazards.

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# 2

## ***Using Your RG3100 Mobile Hotspot***

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Accessing the Network  
Using Your RG3100 for the First Time  
Connecting to Your RG3100

## Accessing the Network

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Work effectively outside the home or office with the reliable broadband speed that 5G and LTE service provide. You can connect to the internet wirelessly at a speed fast enough to keep up to date on all your email correspondence, to download attachments, and to access your corporate intranet and many more.

If a SIM card is installed and service is activated, the mobile hotspot will automatically establish a connection to the optimal wireless network upon power-on

## Using Your RG3100 for the First Time

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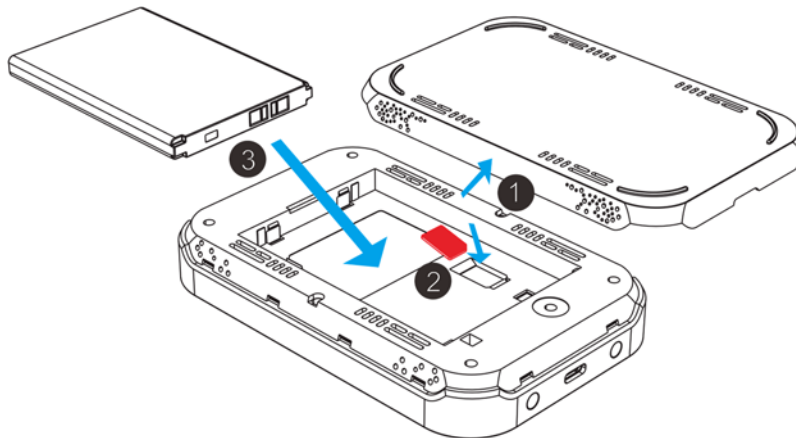
### System Requirements

Your computer, tablet, or other wireless devices need Wi-Fi capability and necessary software such as Internet browsers, email client. Your RG3100 mobile hotspot is compatible with most major operating systems and the latest versions of browsers.

### Installing the SIM Card

Your SIM (Subscriber Identity Module) card is a miniature rectangular plastic card containing vital information pertaining to your wireless service. If not already inserted, adhere to the following instructions for installation.

1. Remove the battery cover by lifting the notch on the cover, then take the battery out.
2. Slide your SIM card into the SIM card slot all the way with Wireless Carrier logo facing up.
3. Install the battery and put the battery cover back on.



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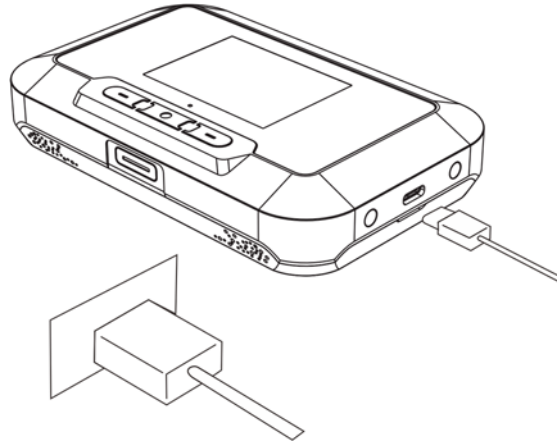
**IMPORTANT!** Do not bend or scratch your SIM card. Avoid exposing your SIM card to static electricity, water, or dirt. Whenever you insert or remove the SIM card, ensure your mobile hotspot is powered off and is not connected to any power source. Never use tools, knives, keys, or any type of object to force the door open or to remove the SIM card.

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## Charging the Battery

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Before using your mobile hotspot, ensure that the battery is fully charged. Be sure to use the charger that came with your mobile hotspot.



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**NOTE:** Your mobile hotspot is equipped with a replaceable rechargeable battery. When handling the battery or SIM card, please make sure the device is not connected to any power sources. Do not use any tools, sharp objects or any utensils when dealing with the battery. Doing so may cause damage that voids your warranty.

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- It normally takes 3~5 hours, depending on your power sources and device status to fully charge the battery.
- The battery discharges faster as more devices connect to your mobile hotspot.
- Battery life depends on the network, signal strength, temperature, features, and active connection time.
- When charging, keep your device near room temperature.
- Never leave the mobile hotspot unattended in high temperature such as inside a vehicle due to uncontrolled temperatures that may be outside the desired temperatures and damage your mobile hotspot.
- It is normal for batteries to gradually wear down and require longer charging time.

## Connecting to Your RG3100

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### Connecting via Wi-Fi

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Main and Guest Wi-Fi Names and Passwords can be found on the device display.

- 1 Open the Wi-Fi application or controls on your laptop or Wi-Fi capable device that you want to connect to your mobile hotspot.
- 2 Select the Wi-Fi name and enter the password when prompted.

Your RG3100 is a wireless mobile hotspot creating Wi-Fi local networks that allow up to 32 Wi-Fi connections to Wi-Fi capable devices around it.

## *Connecting via USB tethering*

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Connect your mobile hotspot to your computer with the USB cable provided. It will make data connection automatically.

**NOTE:** USB connectivity is enabled by default. If connection is not established, verify that USB connectivity is enabled within the device menu. Navigate to Menu > Settings > Connection Type

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## *Connecting via Ethernet*

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Connect your mobile hotspot to your computers with an Ethernet cable (not included). It will make data connection automatically.

**NOTE:** Ethernet connectivity is allowed only when the mobile hotspot is connected to a properly rated charger for safety reasons. It's recommended to use the charger provided in the box by the manufacturer. When the mobile hotspot is operating on the battery only, the Ethernet connection is disabled.

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# 3

## ***RG3100 Settings***

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Managing Your Mobile Hotspot

Web Admin Menu

Home

Messages

Settings

About

Support

# Managing Your Mobile Hotspot

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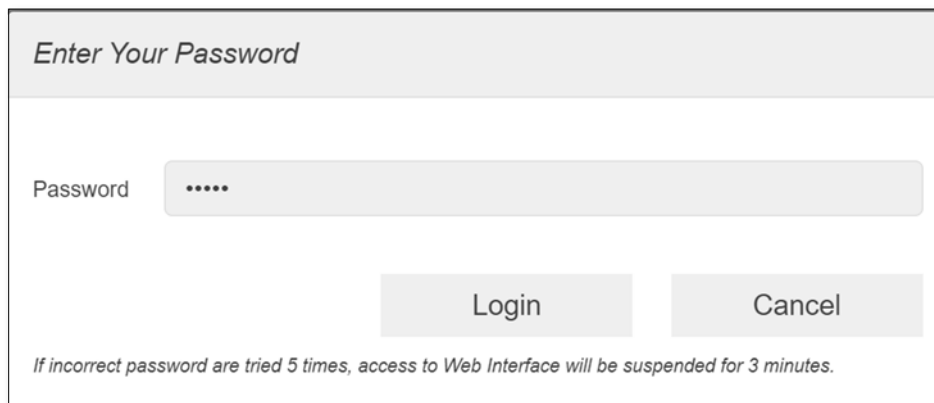
## Access **Web Admin** home page

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Once connection is set up between your devices and your RG3100 mobile hotspot, you can access the RG3100 Mobile Hotspot **Web Admin** home page from internet browsers on your device.

Access RG3100 Mobile Hotspot **Web Admin** home page.

- 1 Connect your device to RG3100 mobile hotspot.
- 2 Run a web browser on your device and open the Web Admin home page, <http://mobile.hotspot> (or <http://192.168.0.1> unless you have changed IP settings)
- 3 Click **Log in** and enter the password.



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**NOTE:** The default password is **admin**. On your first login using the default password, you will be directed to change the password. It is imperative to change the password on your first login to gain access the **Web Admin** page.

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## **Web Admin** Home Page Security

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Your mobile hotspot is factory-configured with security enabled. Upon your initial login using the default password, you will be prompted to change the password.

You can change the **Web Admin** password from the **Web Admin** home page at any time.

To change your **Web Admin** home page password:

- 1 Connect your device to your mobile hotspot.
- 2 Run an internet browser and open page <http://mobile.hotspot>
- 3 Go to **Settings > Device > Change password**.

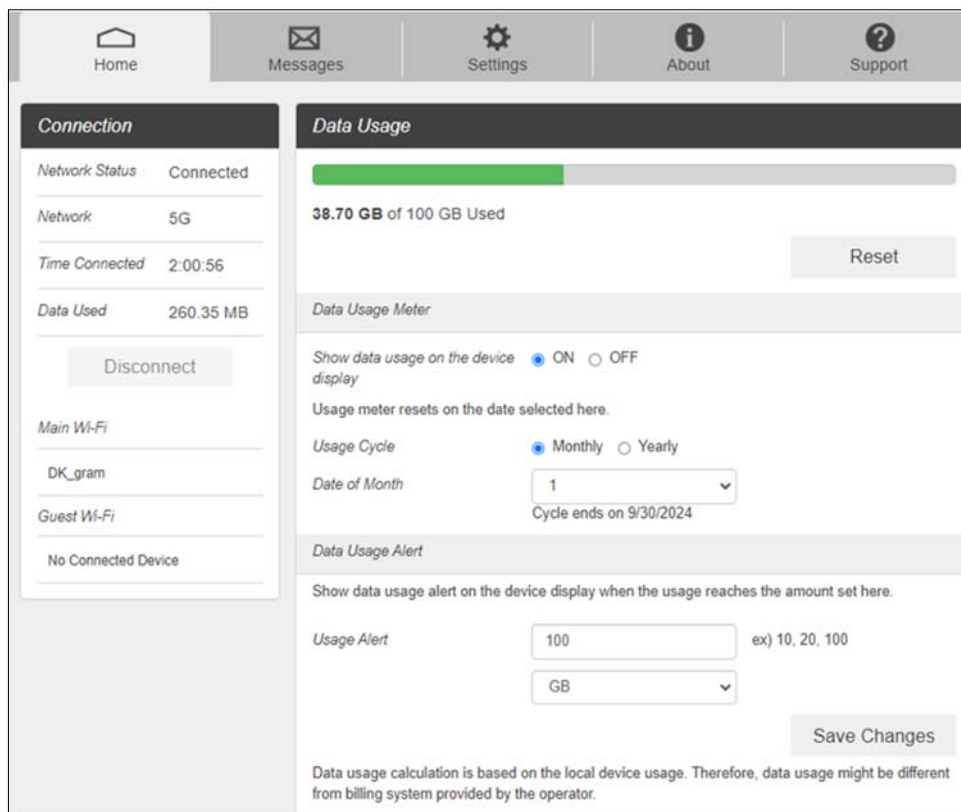
# Web Admin Menu

The **Web Admin** home page allows you to access the following menu.

- **Home**
- **Messages**
- **Settings**
- **About**
- **Support**

## Home

The home menu shows network connection status, data usage information and usage alert settings.



- **Disconnect** Click Disconnect to disconnect the Internet. If Auto Connection is set ON, this button is inactive.
- **Reset** Reset data usage meter.
- **Data Usage Meter**
  - **Show data usage on the device display** Select ON to show data usage meter on your device display.
  - **Usage Cycle** Select if the data usage meter resets monthly or yearly.
  - **Data of Month (Year)** Select the date when the data usage meter resets.

- **Usage Alert** Enter data usage amount and unit. You will see the alert message on your device display when data usage reaches the amount you set here.

## Messages

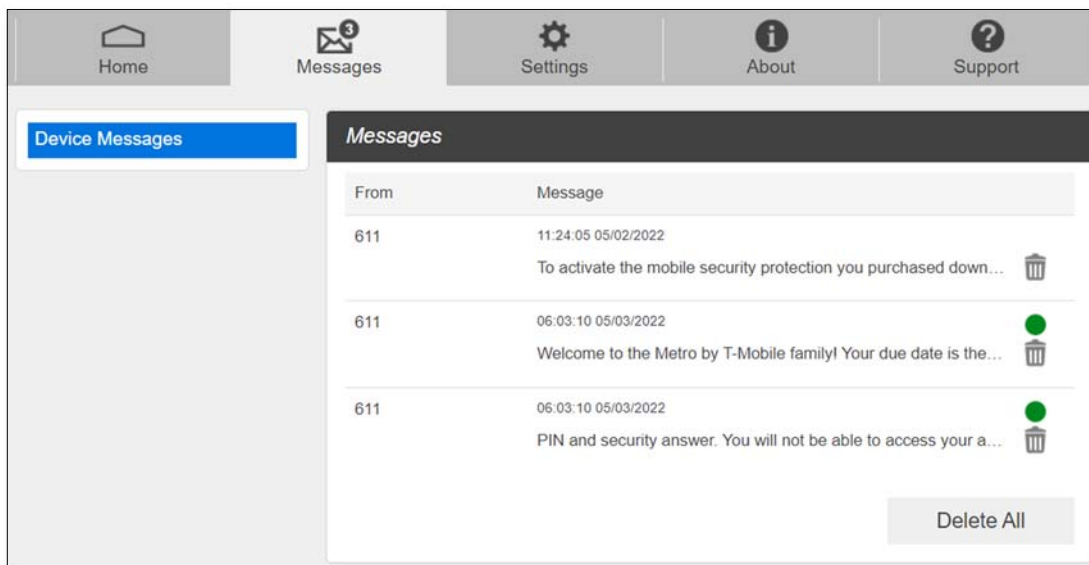
The **messages** page displays SMS messages sent to your device.

Click on the message to see the full message content.

The green dots on the trash bin icon tell you the message is new and has not been read.

To delete a selected message, click the trash bin icon.

To delete all messages, click **Delete All** button.



**NOTE:** Message service is not always available and depends on your service provider's policy for mobile hotspot.

## Settings

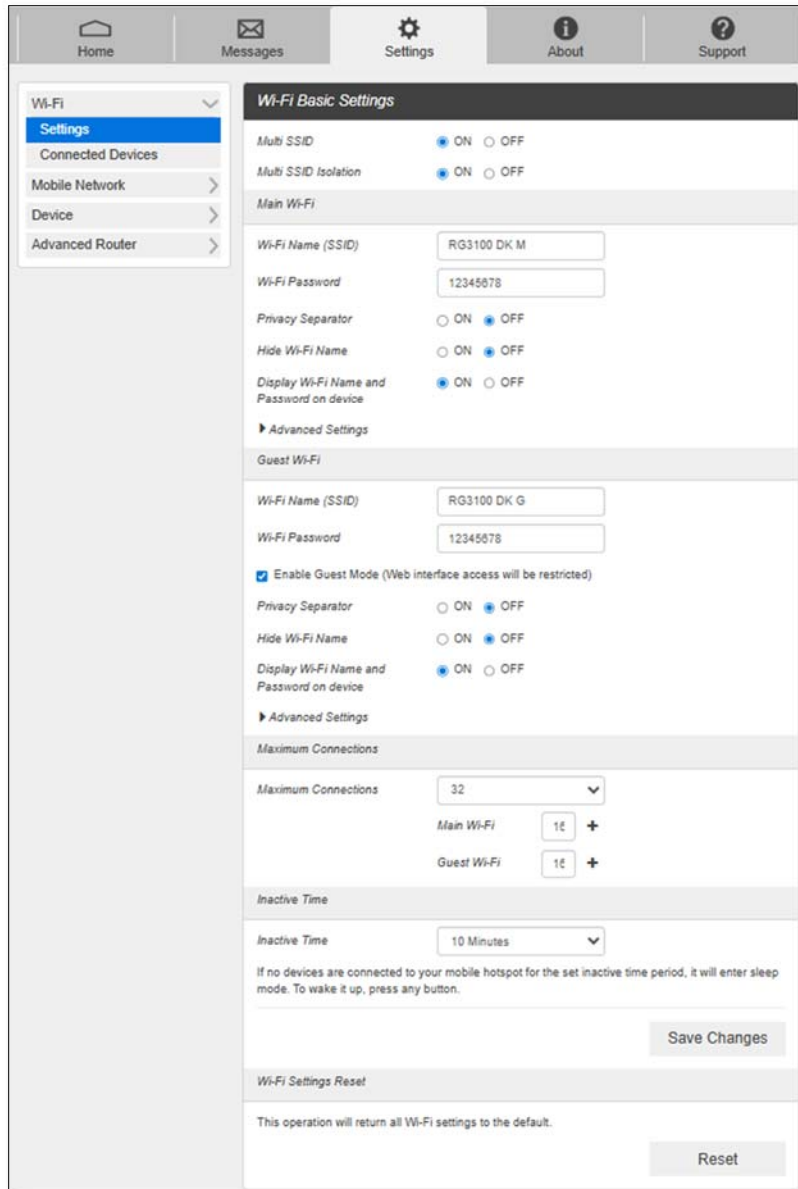
The **Settings** page has the following menu options.

- **Wi-Fi**
- **Mobile Network**
- **Device**
- **Advanced Router**

### Wi-Fi

The **Wi-Fi** menu allows you to inspect and modify current Wi-Fi network configurations.

- **Settings:** You can change Wi-Fi network settings.

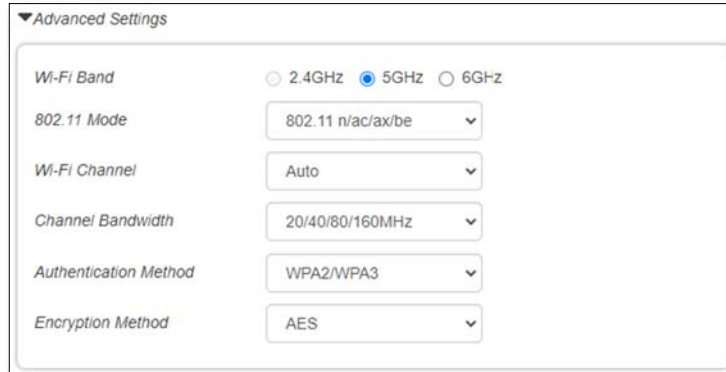


- **Multi SSID** Select **ON** to set up a separate Guest Wi-Fi network.
- **Multi SSID Isolation** Select **ON** to prevent your devices from communicating across the Main and Guest Wi-Fi networks.
- **Wi-Fi Name** Wi-Fi Service Set Identifier (SSID).
- **Wi-Fi Password** The password needs to be at least eight characters long.
- **Privacy Separator** Select **ON** to prevent your devices on the same Wi-Fi Name making Local Area Network communication.

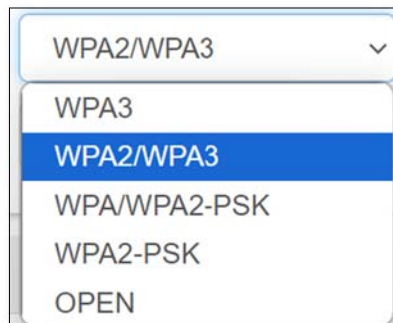
**NOTE:** if you connect WLAN printer to your RG3100, Privacy Separator should be OFF for your connected devices to send files to the printer.

- **Hide Wi-Fi Name** Select **ON** to stop the Wi-Fi name broadcasting. If this is set **ON**, you need to manually enter the Wi-Fi name to connect.

- **Display Wi-Fi Name and Password** Select **OFF** to remove the Wi-Fi Name and Password display on your mobile hotspot main screen.
- **Guest Wi-Fi** If Multi SSID is **ON**, Guest Wi-Fi menu appears. You can change Guest Wi-Fi settings.
- **Enable Guest Mode** If the box is checked, devices on the Guest Wi-Fi network are not allowed to access **the Web Admin** home page.
- **Advanced Settings** Click to change advanced Wi-Fi settings.



- Wi-Fi Band: Select 2.4GHz, 5GHz or 6GHz band of Wi-Fi spectrum.
- 802.11 Mode: Select 802.11 mode from the drop-down list.
- Wi-Fi Channel: Select a Wi-Fi channel from the drop-down list.
- Channel Bandwidth: Select channel bandwidth from the drop-down list.
- Authentication Method: Wi-Fi authentication method can be selected.



Mode	Description
WPA3	WPA3 is the latest, updated implementation of WPA2
WPA2/WPA3	Apply both the WPA2 and WPA3 scheme.
WPA/WPA2-PSK	Apply both the WPA-PSK and WPA2-PSK scheme.
WPA2-PSK	WPA-PSK is the securer version of WPA with implementation of the 802.11i standard.
OPEN	Authentication and encryption will not be performed. There are risks that private info will be intercepted or network will be used by unauthorized individuals.

- Encryption Method: Select an encryption method from the drop-down list.

- **Maximum Connections** Choose the maximum number of devices allowed to connect to your mobile hotspot simultaneously.
- **Inactive time** Your mobile hotspot will go to sleep if no devices are connected for set time here to save battery power.

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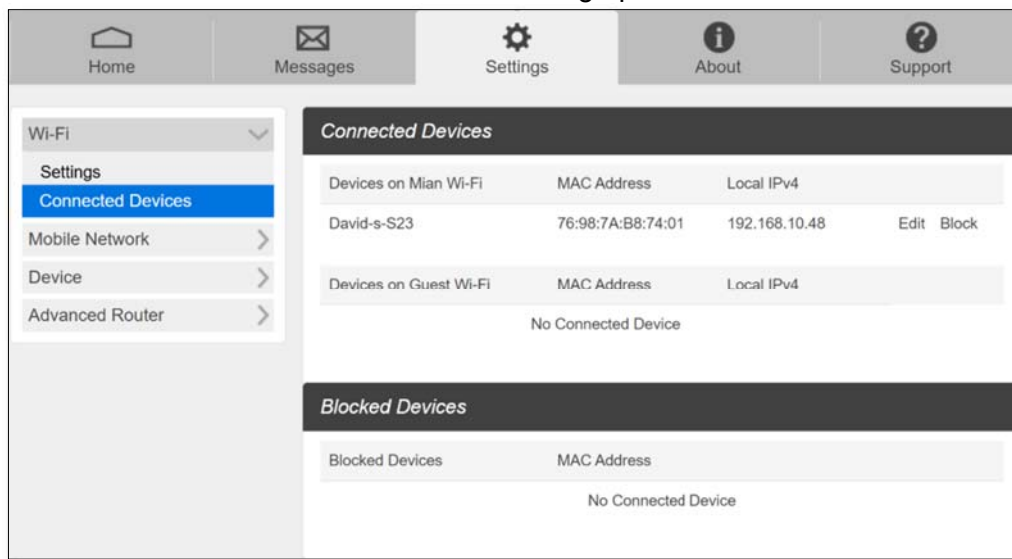
**NOTE:** Default Inactive Time is 10 minutes. If there is no connection to your mobile hotspot for 10 minutes, it goes to sleep mode. Press any button gently once to wake up your mobile hotspot to continue using.

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- **Wi-Fi Settings Reset** Click the **Reset** button to reset all Wi-Fi settings to the factory default.

- **Connected Devices**

The Connected Devices menu contains the following options:



- **Devices on Main/Guest Wi-Fi** The names of connected devices
- **MAC Address** MAC address is a unique identifier for each connected device.
- **Local IPv4** Assigned local IPv4 address

To edit device name:

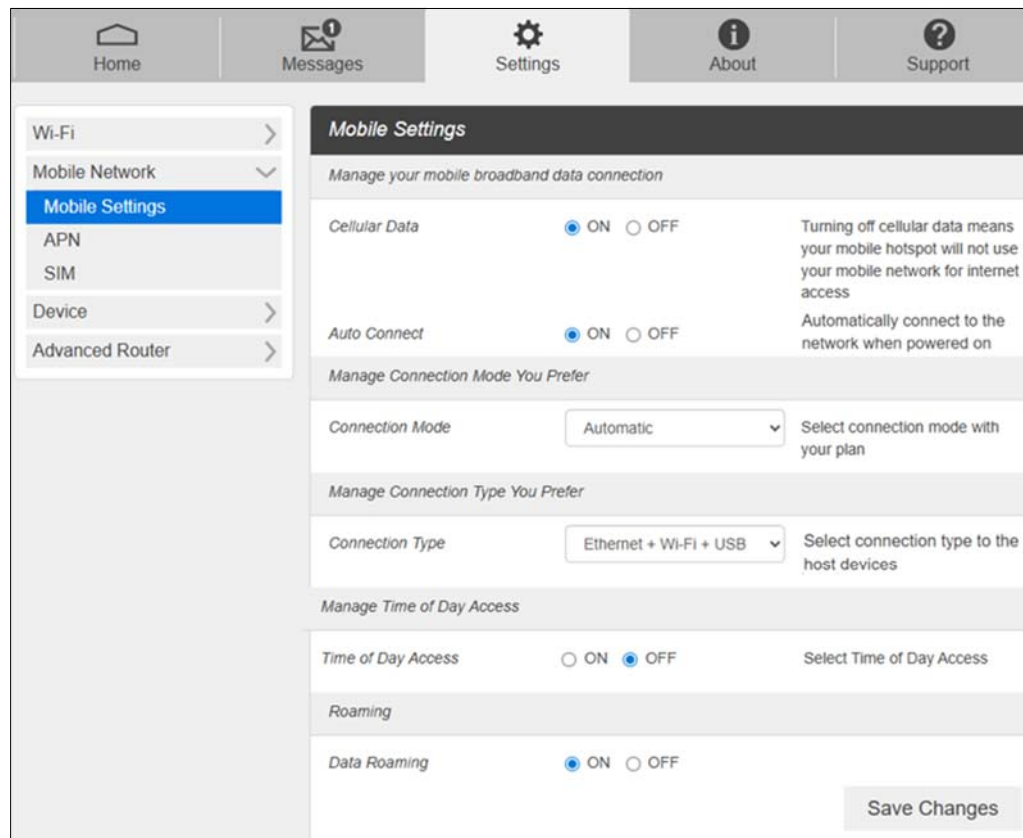
1. Click **Edit**.
2. Update the name of the device and click **OK**.

To block connection:

1. Press **Block** on the list.
2. The devices blocked will be listed on the **Blocked Devices**. The blocked devices will not be allowed to connect to your mobile hotspot Wi-Fi network.
3. To unblock the device, press **Unblock**.

## Mobile Network

Mobile Network menu helps you to manage your mobile network settings.

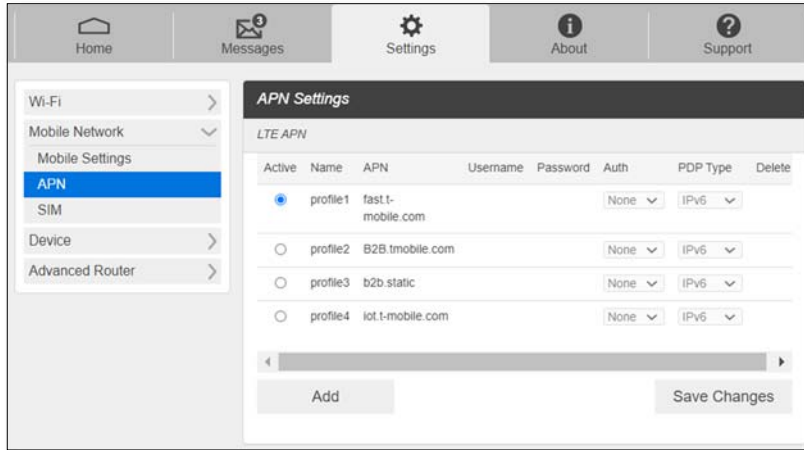


- **Mobile Settings**
  - **Cellular Data** Turning off cellular data means your mobile hotspot will not use your mobile network for internet access.
  - **Auto Connect** Select **ON** to make your device automatically connect to the network when it is powered on. If **OFF** is selected, you need to login to the **Web Admin** home page to connect to the network manually every time you power on your mobile hotspot.
  - **Connection Mode** Select cellular network mode your mobile hotspot will connect to.
  - **Connection Type** Select connection type between your devices and your mobile hotspot.
  - **Time of Day Access** You can set the time windows per day allowing data connection. Once set, your mobile hotspot will not allow data connection beside the time windows.
  - **International Roaming** Turn International Roaming **ON** or **OFF**.

**CAUTION!** Allowing international roaming could result in additional service charges. Please contact your service provider for more details.

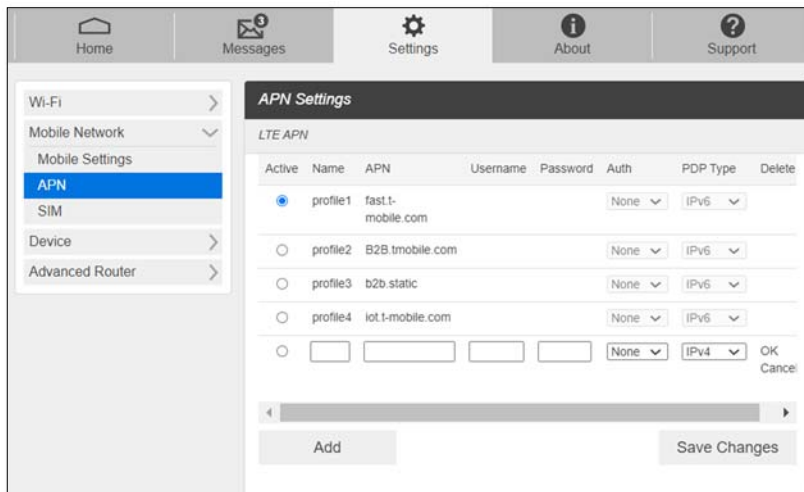
- **APN**

APN menu shows current APN settings. You can add new APNs.



To add a new APN,

1. Click **Add** to add a line for new APN information.



2. Enter the related parameters as described in the following table.

Parameters	Description
Name	Enter the APN profile name.
APN	Enter Access Point Name (APN) here. The Access Point Name (APN) is the name to set up a connection to the gateway between your service provider's cellular network and the public Internet.
Username	Username is used to obtain authentication from the ISP when the connection is established.
Password	Password is used to obtain authentication from the ISP when the connection is established.

Auth (Authentication)	Password Authentication Protocol (PAP) provides a simple method without encryption for the peer to establish its identity using a 2-way handshake. Challenge-Handshake Authentication Protocol (CHAP) is used to periodically verify the identity of the peer using a 3-way handshake.
PDP type	Select IP address type supported. IPv4, IPv6, IPv4v6

3. Click **OK** button once you complete the new APN information.
4. Click **Save Changes** to add the new APN.

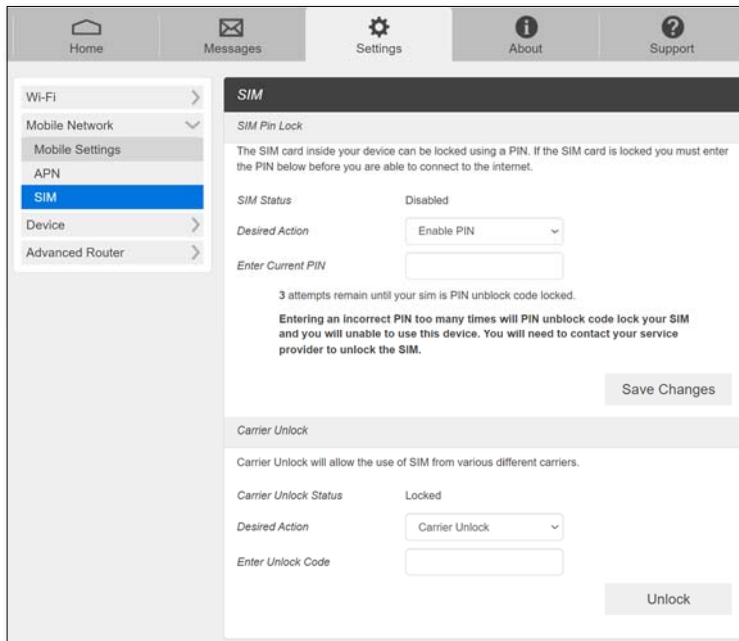
To select, edit, or delete APN

- To select APN to use, select the Active circle in front of the APN, then press **Save Changes**.
- To edit APN info, press **Edit**, change the settings, and then press **Save Changes**.
- To delete APN, press **Delete**.

**CAUTION!** Changing APN information could result in connection failure. Please contact your service provider before changing the APN.

- **SIM**

The **SIM** menu provides additional security by locking your SIM (Subscriber Identity Module) card with SIM PIN, or by locking / unlocking by your service provider.



- **SIM Pin Lock**

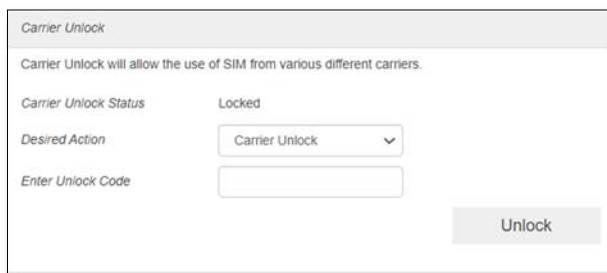
The SIM card inside your device can be locked with a PIN code for additional security. If locked, the PIN code must be entered before the mobile hotspot can connect to the Internet whenever you power on your device. You can also change the SIM PIN.

To enable SIM PIN lock, enter the SIM PIN and press **Save Changes**. The SIM Status will be changed to Enabled. Once the SIM PIN Lock is enabled, you need to enter SIM PIN to connect to the mobile broadband network each time you power on your mobile hotspot by logging in the **Web Admin** page.

**NOTE:** Contact your service provider for default SIM PIN code. If you enter the wrong SIM PIN three times, your SIM will be disabled permanently until you enter the PUK code from your service provider.

- **Carrier Unlock**

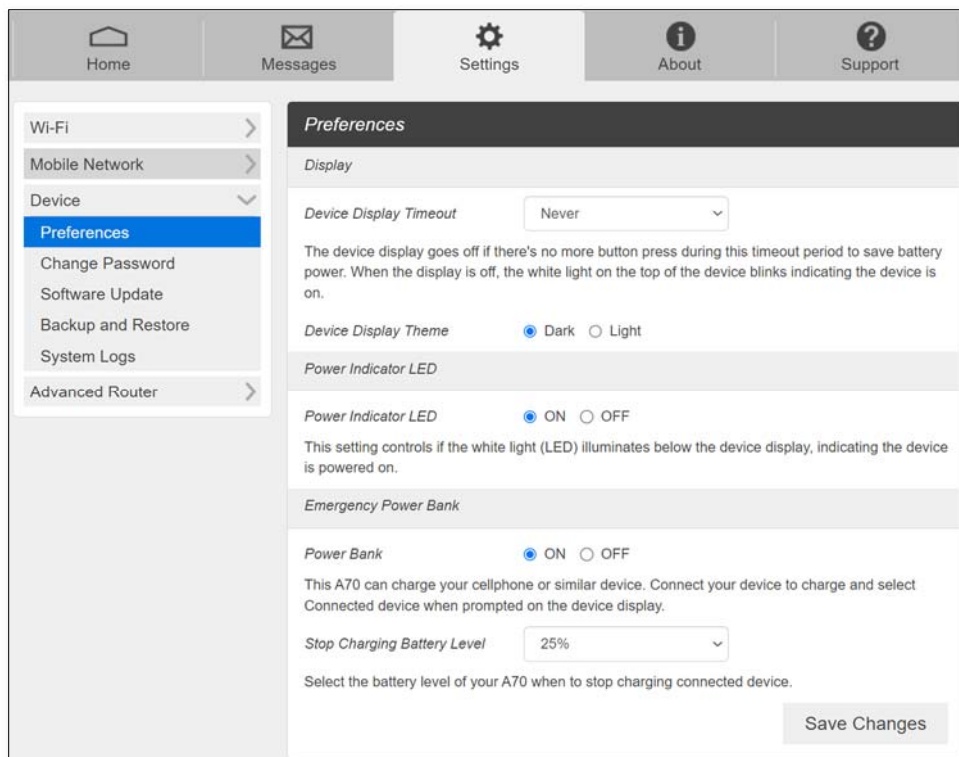
Your RG3100 mobile hotspot could be locked by default to be used with a SIM card from your wireless service provider only. To use a SIM from another wireless service provider, you need to unlock the carrier lock. Contact your service provider for carrier unlock code.



The image shows a web interface for 'Carrier Unlock'. At the top, it says 'Carrier Unlock will allow the use of SIM from various different carriers.' Below this, the 'Carrier Unlock Status' is set to 'Locked'. There is a 'Desired Action' dropdown menu currently showing 'Carrier Unlock'. Below that is a text input field labeled 'Enter Unlock Code'. At the bottom right, there is an 'Unlock' button.

## Device

- **Preferences**



The image shows the 'Preferences' section of a web interface. The top navigation bar includes 'Home', 'Messages', 'Settings', 'About', and 'Support'. The left sidebar has a menu with 'Wi-Fi', 'Mobile Network', 'Device', 'Preferences' (highlighted), 'Change Password', 'Software Update', 'Backup and Restore', 'System Logs', and 'Advanced Router'. The main content area is titled 'Preferences' and contains several sections: 'Display' with 'Device Display Timeout' set to 'Never' and 'Device Display Theme' set to 'Dark'; 'Power Indicator LED' with 'Power Indicator LED' set to 'ON'; 'Emergency Power Bank' with 'Power Bank' set to 'ON'; and 'Stop Charging Battery Level' set to '25%'. A 'Save Changes' button is located at the bottom right.

- **Device Display Timeout** Choose a timeout period from the dropdown menu. Your mobile hotspot's screen will turn off after this period of inactivity if no buttons are pressed.
- **Device Display Theme** Select your preferred device display theme: dark or light.
- **Power Indicator LED** This setting allows you to choose whether the white light (LED) flashes below the device display to indicate power. When the screen is off, the LED can be used to easily check if the device is still on.
- **Power Bank** If **ON** is selected, your mobile hotspot can function as a power bank to charge your phone or other compatible devices. Connect your device and select **Connected device** when prompted on the screen.
- **Stop Charging Battery Level** Choose the desired battery level for your mobile hotspot to stop charging the connected device.

- **Change Password**

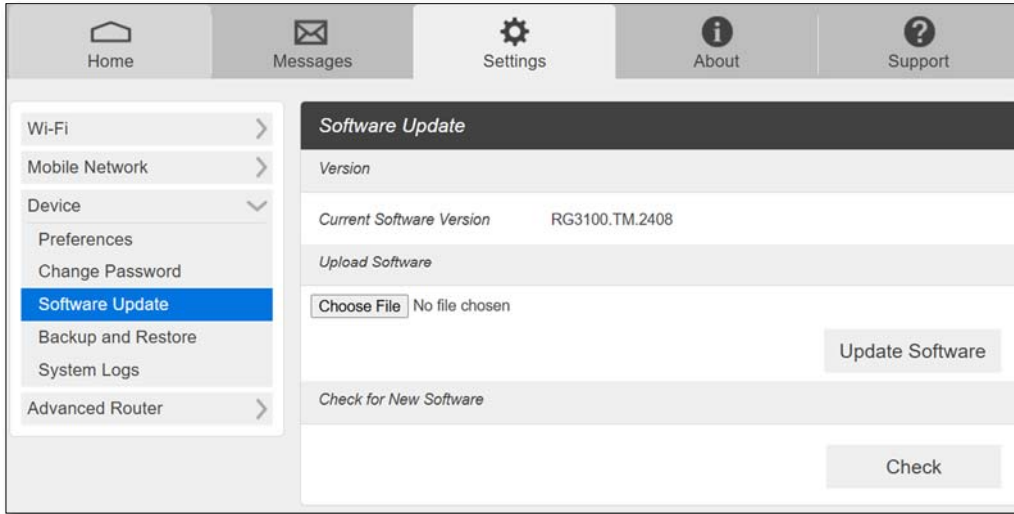
You can change your **Web Admin** home page login password on this page.

To change the password:

- Current Password: Enter the current password.
- New Password: Enter the new password.
- Confirm New Password: Enter the new password again.
- Click **Save Changes** to save your settings.

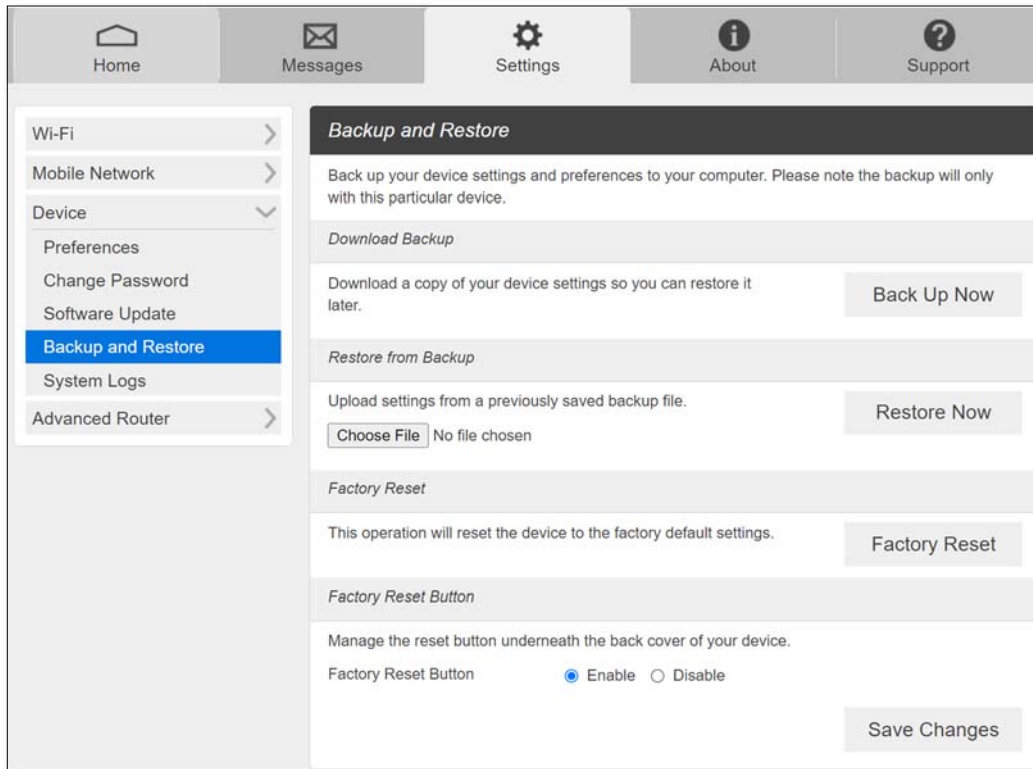
- **Software Update**

You can find the current software version and check for a new update available.



- **Manual Update** In case you have a new software file provided by your operator, select the file by pressing **Choose File**, then press **Upload Software** to update your device software.
- **Automatic Update** Click **Check** button. Message windows will pop up and guide you through the update process.

- **Backup and Restore**



To back up your device settings into a file to your computer, click **Back Up Now** button. The backup setting file (hotspot\_cfg.bin) will be created on the downloads folder of your device.

To restore the device setting from the backup file you made, follow the steps below:

- a. Click **Choose File** and select the backup file you saved.
- b. Click **Restore now**. Your mobile hotspot will restart.

- **Factory Reset**

To restore all your device settings to its factory default settings, press **Factory Reset** and press **OK** to confirm the command.

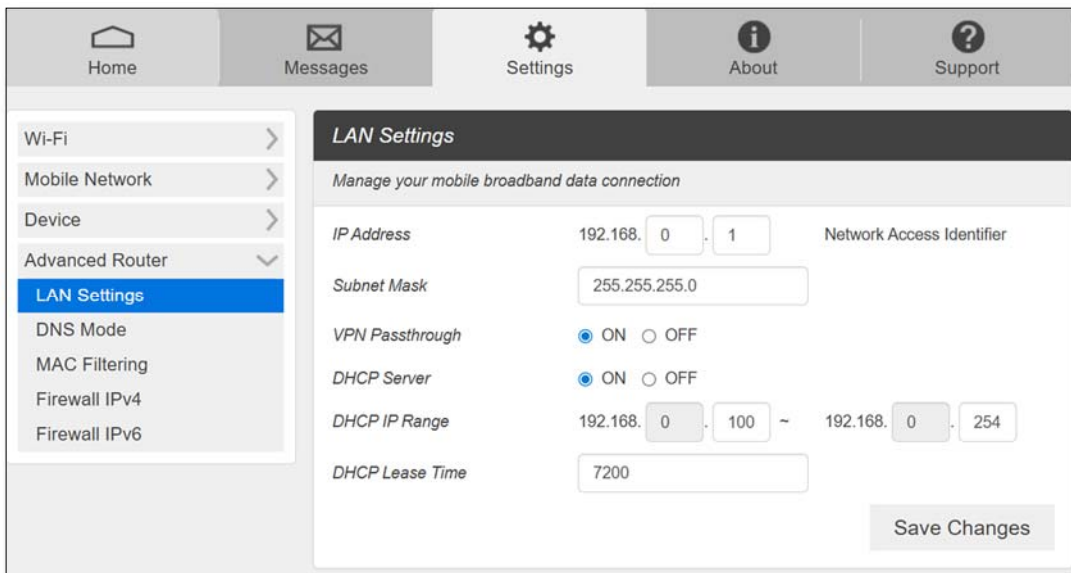
- **Factory Reset Button**

You can disable the physical factory reset button underneath the battery cover. If **Disable** is selected, pressing the button will not perform factory reset.

## Advanced Router

Configure LAN, Firewall, and other Router settings.

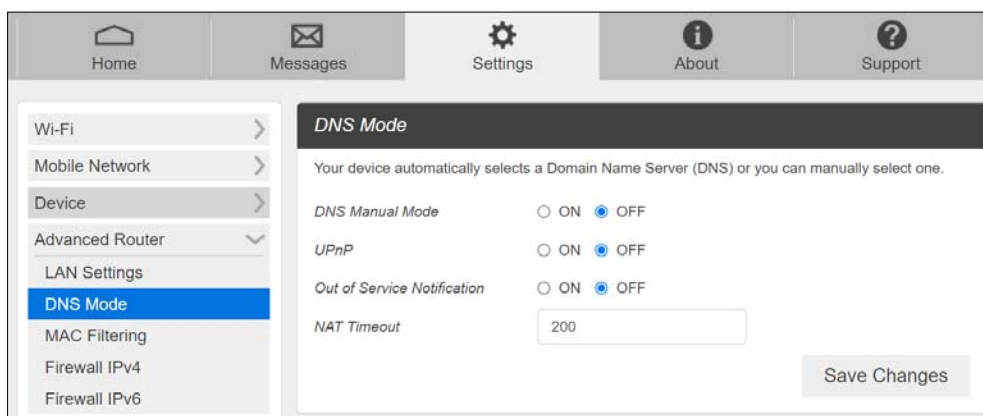
- **LAN Settings**



- **IP address** – The IP address for your Mobile Hotspot **Web Admin** page. This is also a default gateway IP of your device.
- **Subnet mask** – The Subnet mask network setting for your mobile hotspot. The default value 255.255.255.0 is standard for small (class “C”) networks.
- **VPN Passthrough** – When turned **ON**, this feature allows VPN clients on your connected device to connect through your mobile hotspot to remote VPN servers.

- **DHCP (Dynamic Host Configuration Protocol) server** – The **DHCP server** is **ON** by default. When turned **ON**, your mobile hotspot automatically assigns local IPs to the devices connected to your mobile hotspot. When turned **OFF**, you will need to set it up manually from the device you want to connect to your mobile hotspot.
- **DHCP IP Range** – Defines the local IP range that DHCP server assigns to connected devices.
- **DHCP Lease Time** - The period between when your connected device obtained its IP address from your mobile hotspot and the time when it expires. When the **DHCP lease time** expires, your connected device automatically releases IP address and asks your mobile hotspot to assign a new one.

- **DNS Mode**



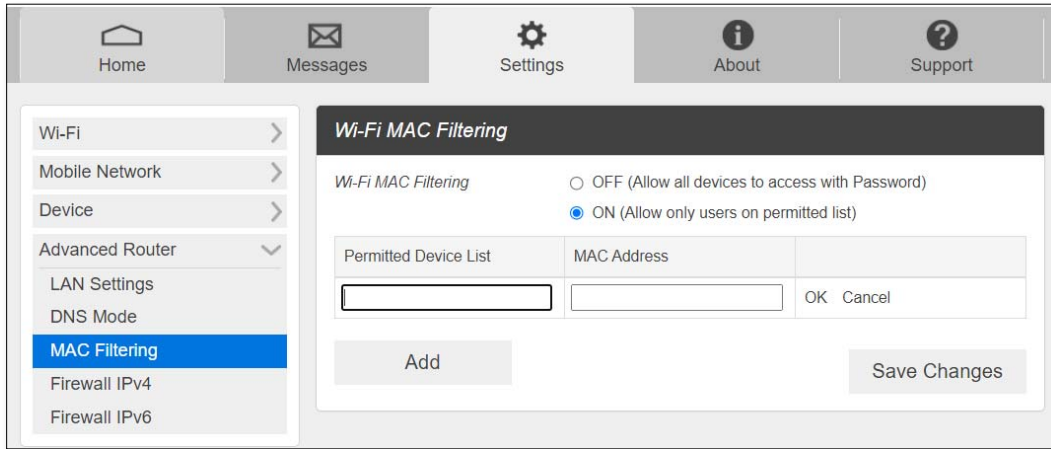
- **DNS Manual Mode** Your mobile hotspot uses Domain Name Servers (DNS) assigned by your network by default. The **DNS Manual Mode** option allows you to use your own DNS service if you have.

To manually set a Domain Name Server:

1. Click the **ON** button to enable **DNS Manual Mode**.
  2. Enter the IP address of the first DNS in the **DNS 1 IP address** field.
  3. Enter the IP address of the second DNS in the **DNS 2 IP address** field.
  4. Click **Save Changes** button.
- **UPnP** Universal Plug and Play (UPnP) is a network protocol that allows compliant devices to automatically set port forwarding rules for themselves. These devices can be personal computers, printers, security cameras, game consoles or mobile devices that communicate with each other and share data over your network.
  - **Out of Service Notification** Notify when DNS service is not working.
  - **NAT Timeout** NAT session timeout is the length of time that the router will keep that connection even if it is inactive. After that, the router will remove the entry and stop accepting the incoming traffic.

- **MAC Filtering**

MAC filtering allows only selected devices to access your mobile hotspot Wi-Fi network. By default, MAC filtering is turned **OFF**.



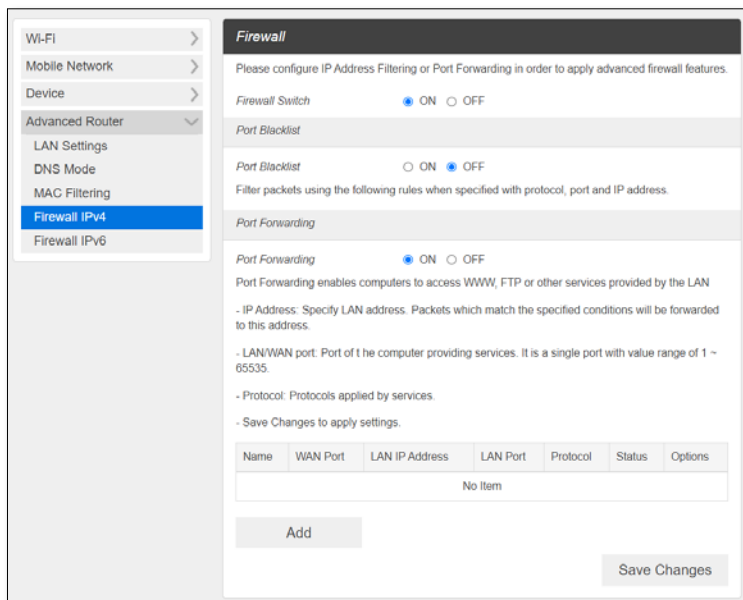
To enable MAC Filtering,

1. Select **ON**.
2. Press **Add** to add a line to enter device name and MAC address, then click OK. When entering MAC addresses, use “:” as the separators (for example, c2:b5:d7:27:fb:9b). To add more, press **Add** to add another line.
3. When completed adding devices, press **Save Changes**.

**NOTE:** If MAC filtering is on and at least one device is listed, only the listed devices can access your RG3100 Wi-Fi network. MAC filtering has no effect on devices connected via USB connection nor Ethernet connection.

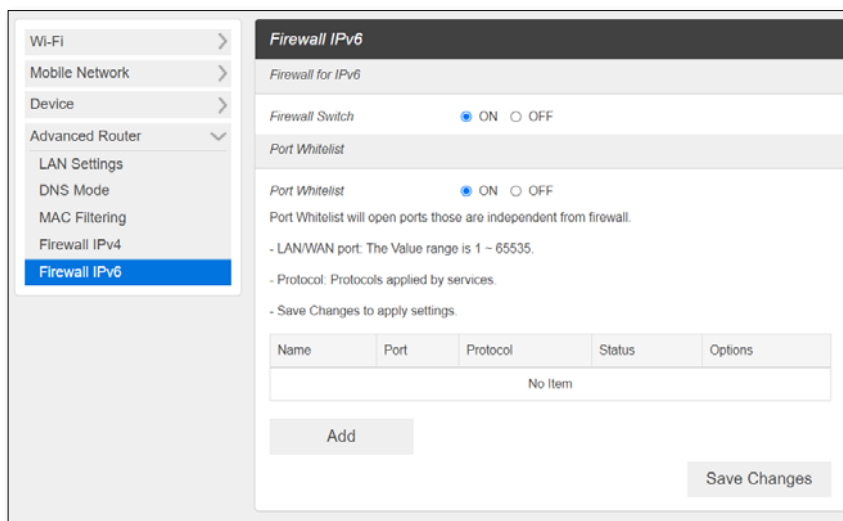
- **Firewall IPv4**

You can set up firewall rules to protect your network from viruses and malicious activity on the Internet.



- **Firewall Switch** To set up Port Blacklist or Port Forwarding, turn Firewall Switch **ON**. If Firewall Switch is **OFF**, both Port Blacklist and Port Forwarding settings are not active.
- **Port Blacklist** You can block outbound forward packets by setting up a rule in the blacklist. To set up the rule,
  1. Turn **ON** Port Blacklist.
  2. Press **Add** to create a line to setup a rule.
  3. Enter the name of the rule you want to set up.
  4. Enter the IP address of the site you want to restrict outbound forward packet.
  5. Enter Port number of the outbound forward packet.
  6. Select Protocol and Status **ON/OFF**: **ON** means the rule is in active. **OFF** means the rule is not active.
  7. Press **OK** to complete set up, then press **Save Changes**.
- **Port Forwarding** You can allow inbound packets for specific port number by setting up port forwarding rule. To set up Port Forwarding,
  1. Turn **ON** Port Forwarding.
  2. Press **Add** to create a line to set up a rule.
  3. Enter the name of the rule you want to set up.
  4. Enter WAN port number of allowed inbound forward packet.
  5. Enter LAN IP address your connected device that is assigned by your mobile hotspot.
  6. Enter LAN port number of allowed inbound forward packet.
  7. Select Protocol and Status **ON/OFF**: **ON** means the rule is in active. **OFF** means the rule is not active.
  8. Press **OK** to complete set up, then press **Save Changes**.

- **Firewall IPv6**



- **Firewall Switch** To set up Port Whitelist, turn Firewall Switch **ON**. If Firewall Switch is **OFF**, Port Whitelist settings are not active.
- **Port Whitelist** You can allow inbound forward packet of specific port number by setting up Port Whitelist. To set up Port Whitelist,
  1. Turn **ON** Port Whitelist.
  2. Press **Add** to create a line to set up a rule.
  3. Enter the name of the rule you want to create.
  4. Enter the port number you want to allow inbound forward packet.
  5. Select Protocol and Status **ON/OFF**: **ON** means the rule is in active. **OFF** means the rule is not active.
  6. Press **OK** to complete set up, then press **Save Changes**.

# About

View your device's connection information, firmware information, WWAN information, Wi-Fi details and other information.

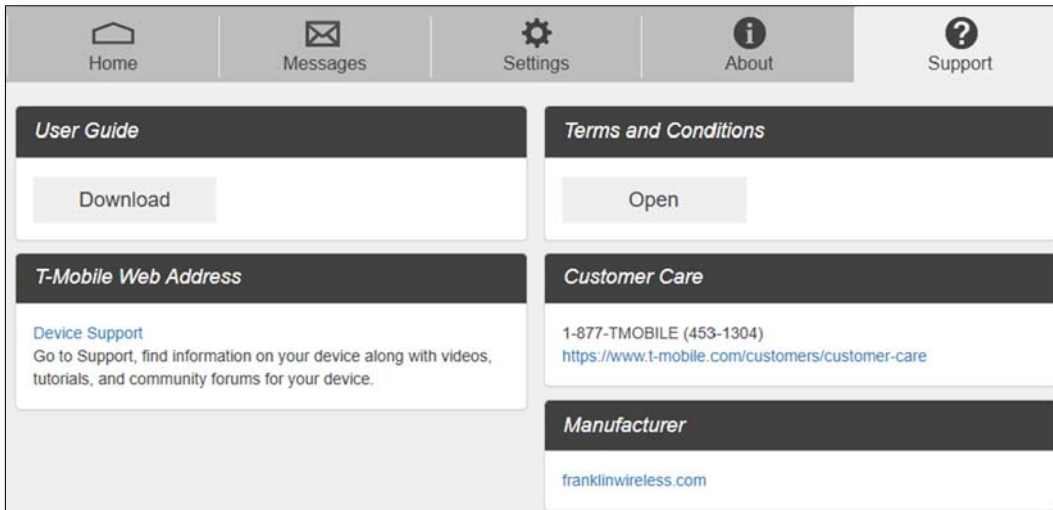
The screenshot displays the 'About' settings page with the following information:

- Account**
  - My Number: 14696616640
  - ICCID: 8901260664919112531F
  - IMSI: 310260661911253
  - IMEI: 352124930000221
- Device**
  - Model: RG3100
  - Manager: mobile.hotspot
  - Hardware Revision: P1
  - Power State: Online
  - Current Voltage: 4.113V
  - Battery Charge Level: 46%
  - Battery Status: Charging
- Wi-Fi Details**
  - Wi-Fi Name: RG3100 0221
  - Wi-Fi Password: 0d3817f6
  - MAC Address: F4:63:49:E9:0B:4D
  - Encryption: WPA2WPA3 AES
  - Wi-Fi Devices: 0
  - Max Wi-Fi Devices: 20
  - Broadcast Network Name: Show
- Firmware**
  - Software Version: RG3100.TM.1098
  - Modem Version: RG3100.TM.M1098
- WWAN Info**
  - IP Address: 192.0.0.2, 2607:fb90:73a7:88f6:98a:29b1:869b:bedf
  - Lifetime Transferred: 57.35 MB

Buttons: Home, Messages, Settings, About, Support, Save to File, Debug.

# Support

Obtain support information from the **Web Admin** page Support Tab.



# 4

## *Troubleshooting*

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Overview  
First Steps  
Common Problems and Solutions

## Overview

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The following tips can help solve many common problems encountered while using your Mobile Hotspot, RG3100.

## First Steps

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- 1 Make sure you are using your RG3100 in the correct geographic region (within coverage of your service provider).
- 2 Ensure that your wireless coverage extends to your current location by using the interactive Wireless Carrier's coverage map tool.
- 3 Ensure that you have an active service plan.
- 4 Restarting your computer and your RG3100 can resolve many issues.

**IMPORTANT!** Before contacting customer care, be sure to restart both your RG3100 and any host devices that are currently connected to your RG3100.

## Common Problems and Solutions

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### **RG3100 is just powered off without pressing the Power/Menu button. Why?**

This may occur under battery depletion or overheating from excessive usage for a long time. To restore power, manually press and hold the power button to turn on your RG3100. If the battery is depleted, charge the battery with the AC charger provided.

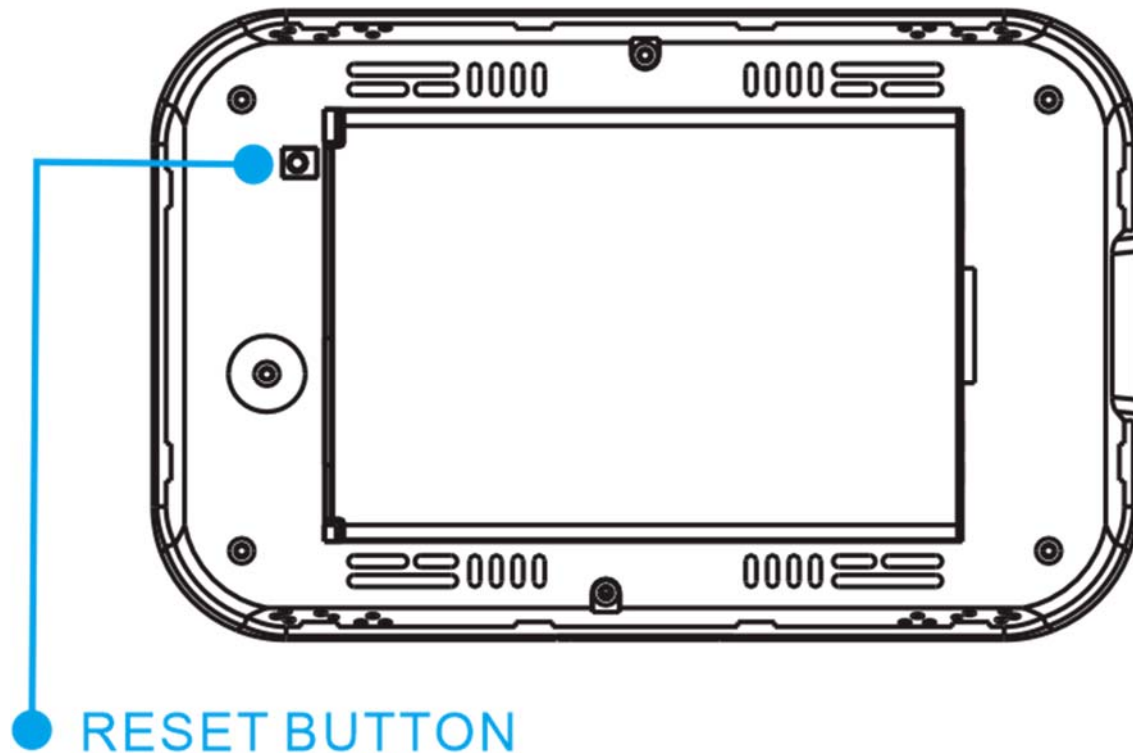
**IMPORTANT!** If the power button will not start your RG3100, please open the battery cover, take out the battery and re-install the battery after 5 seconds. Put the battery cover back and turn on the RG3100 by pressing the power button.

### **How do I perform Factory Reset?**

Using Web Admin Home page: Connect to your RG3100 and then open **Web Admin** home page (<http://mobile.hotspot>). Select **Settings > Device > Backup and Restore** and Click **Factory Reset**.

Using Mobile Hotspot Device Menu: Select **Settings** on the device menu, then go to Factory Reset menu. Select **OK** to perform Factory Reset.

Using the Factory Reset Button on the device: Remove the battery cover. Make sure the battery is installed and your RG3100 is powered on. Press down the reset button for 3 seconds and release. Then, your RG3100 will perform the reset and restart automatically.



**I cannot connect to Wi-Fi after changing my Wi-Fi password.**

Your Wi-Fi devices save the previously used Wi-Fi names associated with the passwords used to access the Wi-Fi name. When you change the Wi-Fi password only for your RG3100 and keep the same Wi-Fi Name, the devices try to connect to your RG3100 using the Wi-Fi name and previous Wi-Fi password saved, causing Wi-Fi authentication error. Perform “forget” first on the Wi-Fi name from your host devices.

**I cannot access the Web Admin, <http://mobile.hotspot>, or <http://192.168.0.1>**

Ensure that Wi-Fi connection is enabled on your device and that you have selected the correct Wi-Fi name (SSID) for your RG3100 connection. Also, make certain that you are entering the correct full URL address, <http://mobile.hotspot> or <http://192.168.0.1>.

If you changed the LAN IP settings from the **Web Admin, Settings > Advanced Router > LAN Settings** before, you need to use the IP address you changed to access the **Web Admin** page.

**I cannot log into Web Admin, <http://mobile.hotspot>**

Ensure that you are entering the correct **Web Admin** password to log in. The default **Web Admin** login password is **admin** unless you have previously changed. If you have forgotten your password, perform Factory Rest on your device (see How do I perform Factory Reset?).

# 5

## ***Regulatory Information***

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Regulatory Statements  
Safety Hazards

## Regulatory Statements

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### *FCC Equipment Authorization ID: XHG-RG3100*

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

#### **SAR Information**

The exposure standard for your device uses a unit of measurement called the Specific Absorption Rate (“SAR”).

SAR is the unit of measurement for the amount of RF energy absorbed by the body when using a mobile device. Although the SAR is determined at the highest certified power level, the actual SAR value of the device while in operation can be well below the level reported to the FCC. This is due to a variety of factors including its proximity to a base station, the design of the device and other factors. What is important to remember is that each device meets strict Federal Government guidelines. Variations in SARs do not represent a variation in safety. All devices must meet the federal standard, which incorporates a substantial margin of safety. SAR values at or below the federal standard of 1.6 watts/kg (W/kg) are considered safe for use by the public. This product meets the current FCC Radio Frequency Exposure Guidelines.

Additional details at FCC website:

[www.fcc.gov/oet/ea](http://www.fcc.gov/oet/ea)

### *Body-Worn Operation*

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Please note this important safety information regarding radio frequency (RF) radiation exposure and near-body operation. To ensure compliance with RF exposure guidelines, the device must be used at least 10 mm from your body. Failure to observe this warning could result in RF exposure exceeding the applicable guideline limits.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**FCC CAUTION:** Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

**NOTE:** The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Franklin Wireless.

## *Safety Hazards*

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### **Follow Safety Guidelines**

Always follow the applicable rules and regulations in the area in which you are using your device. Turn your device off in areas where its use is not allowed or when its use may cause interference or other problems.

### **Electronic Devices**

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, inadequately shielded electronic equipment may be affected by the RF signals generated by your device.

### **Medical and Life Support Equipment**

Do not use your device in healthcare facilities or where medical life support equipment is located as such equipment could be affected by your device's external RF signals.

### **Pacemakers**

- The Health Industry Manufacturers Association recommends that a minimum separation of six inches must be maintained between a device and a pacemaker in order to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers should always follow these guidelines:
- Always keep the device at least six inches away from a pacemaker when the device is turned on.
- Place your device on the opposite side of your body where your pacemaker is implanted in order to add extra distance between the pacemaker and your device.
- Avoid placing a device that is on next to a pacemaker (e.g., do not carry your device in a shirt or jacket pocket that is located directly over the pacemaker).
- If you are concerned or suspect for any reason that interference is taking place with your pacemaker, turn your device OFF immediately.

### **Hearing Devices**

When some wireless devices are used with certain hearing devices (including hearing aids and cochlear implants) users may detect a noise which may interfere with the effectiveness of the hearing device.

### **Use of Your Device while Operating a Vehicle**

Please consult the manufacturer of any electronic equipment that has been installed in your vehicle as RF signals may affect electronic systems in motor vehicles.

Please do not operate your device while driving a vehicle. This may cause a severe distraction, and, in some areas, it is against the law.

### **Use of Your Device on an Aircraft**

Using your device during flight may violate FAA regulations. Because your device may interfere with onboard electronic equipment, always follow the instructions of the airline personnel, and turn your device OFF when instructed to do so.

### **Blasting Areas**

In order to avoid interfering with blasting operations, your device should be turned OFF when in a blasting area or in an area with posted signs indicating that people in the area must turn off two-way radios. Please obey all signs and instructions when you are in and around a blasting area.

### **Proper Battery & Adapter Use and Disposal**

- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion, or another hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per CTIA Certification Requirements for Battery System Compliance to IEEE 1725. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or another hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or another hazard. Only authorized service providers shall replace the battery.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the battery. If the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or another hazard.
- The host device shall only be connected to CTIA certified adapters, products that bear the USB-IF logo or products that have completed the USB-IF compliance program.

## *Document Revision History*

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Revision: Rev. 1.1

Date: March 26, 2026

# 6

## *Glossary*

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## Glossary

Term	Definition
5G NR	5 <sup>th</sup> Generation New Radio
LTE	Long-Term Evolution
802.11(b/g/n/ac/ax/be)	A set of WLAN communication standards in the 2.4GHz frequency band, 5GHz frequency band and 6GHz frequency bands.
Bps	Bits per second
Broadband	High capacity, high-speed transmission channel with a wider bandwidth than conventional modem lines.
DHCP	Dynamic Host Configuration Protocol
DHCP Server	A server or service with a server that assigns IP addresses.
DNS	Domain Name System
Firmware	A computer program embedded in electronic devices. Firmware usually contains operating code for the device.
GB	Gigabyte
Hotspot	A Wi-Fi (802.11b/g/n/ac) access point or the area covered by an access point.
HTTP	Hyper Text Transfer Protocol
IMEI	International Mobile Equipment Identity
IMSI	International Mobile Subscriber Identity
IP	Internet Protocol
IP Type	The type of service provided over a network.
IP Address	The address of a device attached to an IP network.
ISP	Internet Service Provider
Kbps	Kilobits per second
LAN	Local Area Network
MAC Address	Media Access Control address
Mbps	Megabits per second
Network Operator	The vendor who provides your wireless access.
Port	A virtual data connection used by a program to exchange data.
Port Forwarding	A process that allows remote devices to connect to a specific computer within a private LAN.
Port Number	A 16-bit number used by the TCP and UDP protocols to direct traffic.
Protocol	A standard that allows connection, communication, and data transfer between computing endpoints.
Proxy	A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address.
Router	A device that directs traffic from one network to another.
SIM	Subscriber Identification Module
SSID	Service Set Identifier
TCP/IP	Transmission Control Protocol/Internet Protocol
USB	Universal Serial Bus
VPN	Virtual Private Network
WLAN	Wireless Local Area Network
WWAN	Wireless Wide Area Network



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