

Coolpad Surf

User Guide



[UG template version 16a]

[Sprint_Coolpad_Surf_ug_en_041919]

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Introduction

The following topics describe the basics of using this guide and your new mobile hotspot.

About the User Guide

Thank you for purchasing your new Coolpad Surf. The following topics explain how best to use this guide to get the most out of your mobile hotspot.

Before Using Your Mobile Hotspot

Read the Quick Start Guide that was packaged with your mobile hotspot thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Descriptions in the User Guide

Note that most descriptions in this guide are based on your mobile hotspot's setup at the time of purchase. Some operation descriptions may be simplified.

Other Notations

In the user guide, the mobile hotspot may be referred to either as "mobile hotspot" or "device".

Set Up Your Mobile Hotspot

The following topics give you all the information you need to set up your mobile hotspot and wireless service the first time.

Parts and Functions

These topics illustrate your mobile hotspot's primary parts and key functions.

Mobile Hotspot Layout

The following illustration outlines your mobile hotspot's primary external features and keys.



Part	Description
Power key	Hold the Power key for 3 seconds to power the device on/off.
WPS key	Hold the WPS key for 3 seconds to activate the WPS function. Once activated, the Wi-Fi LED indicator will flash every two seconds. If the network is not accessed within 2 minutes, the device will automatically exit WPS (Wi-Fi Protected Setup) mode.
LED indicators	Display network signal, Wi-Fi, battery charge and mobile data status.
USB port	Use the USB port to charge your device via the USB cable.

Reset	Hold both the Power key and the WPS key simultaneously for 15 seconds. All LED indicators will flash green 4 times to indicate that the device has been reset to factory default settings.
Reboot	Hold the Power key for 10 seconds to restart your device.
Network indicator 	Displays your current network status. Green light indicates good network connection; yellow light indicates poor network connection; red light indicates no network connection, no SIM card, or no service.
Wi-Fi indicator 	Indicates when Wi-Fi is connected.
Battery indicator 	Displays your current battery status. Solid green light indicates the battery level is 40%-100%, solid yellow light indicates the battery level is 16%-39%, and solid red light indicates the battery level is less than 15%; when the device is charging, the indicator will flash red when the battery level is below 15%, will flash yellow when the battery level is 16%-39%, and will flash green when the battery level is 40%-100%.
Data indicator 	Displays when your device is communicating with mobile data network.

CAUTION! Inserting an accessory into the incorrect jack may damage the mobile hotspot.

Battery Use

The following topics explain how to insert and remove your mobile hotspot's battery.

Battery Cautions

Storage: Avoid storing or leaving battery with no charge remaining. Battery may become unusable. Charge once every six months before storing or leaving unused for a long period.

Bulges: Depending on use, bulges may appear near end of battery life. This does not affect safety.

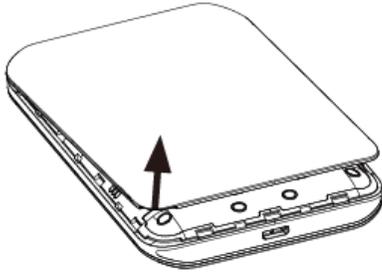
Replacing Battery: The battery is a consumable item. It needs to be replaced if operating time shortens noticeably. Purchase a new battery.

Cleaning: Clean soiled terminals between battery and mobile hotspot with a clean, dry cotton swab. Soiled terminals can result in a poor connection and prevent charging, etc.

Insert the Battery

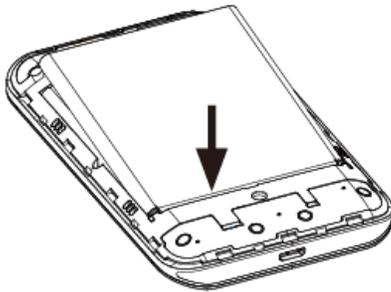
Follow these instructions to insert your mobile hotspot's battery safely and properly.

1. Remove the battery cover.



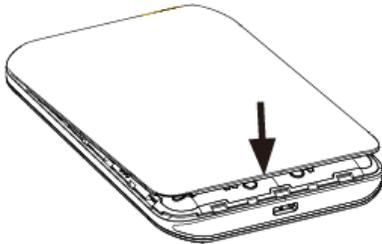
- Lift gently in the direction shown.

2. Insert the battery.



- Align the contacts of the battery with the contacts in the mobile hotspot.

3. Attach the battery cover.

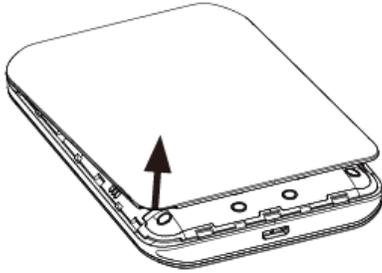


- Make sure all the tabs are secure and there are no gaps around the cover.

Remove the Battery

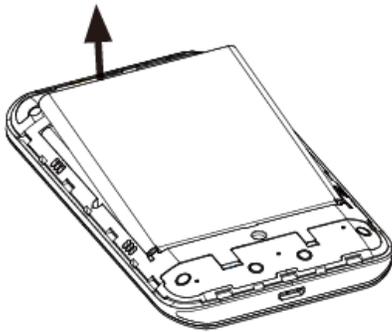
Follow these instructions to remove your mobile hotspot's battery. Always power the mobile hotspot off before removing the battery.

1. Remove the battery cover.



- Lift gently in the direction shown.

2. Remove the battery.



- Lift upward gently as shown.

Charge the Battery

Follow these instructions to charge your mobile hotspot's battery using either the included AC adapter or via a USB connection on your computer.

Charge Using the AC Adapter

1. Plug the USB connector into the USB port of your mobile hotspot.
2. Plug the other end of the USB cable into the AC adapter.
3. Plug the AC adapter into an electrical outlet.
4. After charging, disconnect the mobile hotspot from the charger.
 - Unplug the AC adapter from the outlet, and remove the USB cable from the mobile hotspot and the AC adapter.

Charge Using a PC Connection

Before using a PC connection to charge your mobile hotspot, ensure that the computer is turned on. Depending on the type of connection, your mobile hotspot's battery may not charge.

1. Insert the small end of the USB cord into the USB port of your mobile hotspot.
2. Insert the large end of the USB cord into an external USB port on your computer.
3. After charging, remove the USB cable from both the mobile hotspot and the computer.

SIM Card

The SIM card is an IC card. Your mobile hotspot's SIM card is preinstalled and should only be accessed if directed by a customer service representative.

Handling a SIM Card

Keep the following in mind when handling a SIM card.

- You are responsible for any damage caused by inserting the SIM card in another-brand IC card reader, etc. Your carrier is not responsible in such a case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage SIM card.
- See instructions included with SIM card for handling.
- The SIM card is the property of your carrier.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the SIM card to your carrier when canceling subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- Always follow emergency procedures to suspend service if your SIM card or mobile hotspot (SIM card inserted) is lost or stolen. For details, contact Customer Service.
- Always power off the mobile hotspot before inserting/removing the SIM card.

Insert SIM Card

Follow these instructions to insert a SIM card. Remember to power off your mobile hotspot before inserting a SIM card.

Note: Your mobile hotspot's SIM card is preinstalled. These instructions are for reference only.

1. Remove the battery cover. (See [Remove the Battery.](#))
2. Insert the SIM card.
 - Insert gently with gold IC chip facing downward.

3. Replace the battery cover. (See [Insert the Battery.](#))
 - Make sure all the tabs are secure and there are no gaps around the cover.

Turn Your Mobile Hotspot On and Off

The instructions below explain how to turn your mobile hotspot on and off.

Turn Your Mobile Hotspot On

- Press and hold the **Power key** for 3 seconds.
- ❖ Your mobile hotspot will power on.

Turn Your Mobile Hotspot Off

- Press and hold the **Power key** for 3 seconds.
- ❖ Your mobile hotspot will power off.

Connect Your Wi-Fi Device to Your Mobile Hotspot

1. Power on your mobile hotspot.
2. On your computer or other Wi-Fi enabled device, search for available Wi-Fi networks and select network name (SSID) located on label on back panel of your mobile hotspot.

Note: Wi-Fi name (SSID) and Wi-Fi Password are located on the label inside the back cover of the device.

- From a Windows computer: Left-click **Wireless Network Connection** on the task bar to view available networks. Choose the SSID from the list of available networks.
 - From a Mac computer: Select **System Preferences > Network**. Choose the SSID from the list of available networks.
 - From an iOS device: Go to **Settings > Wi-Fi**. Choose the SSID from the list of available networks.
 - From an Android device: Go to **Settings > Wi-Fi**. Choose the SSID from the list of available networks.
3. Enter the password located on label on back panel and click **OK**.

Use the WPS

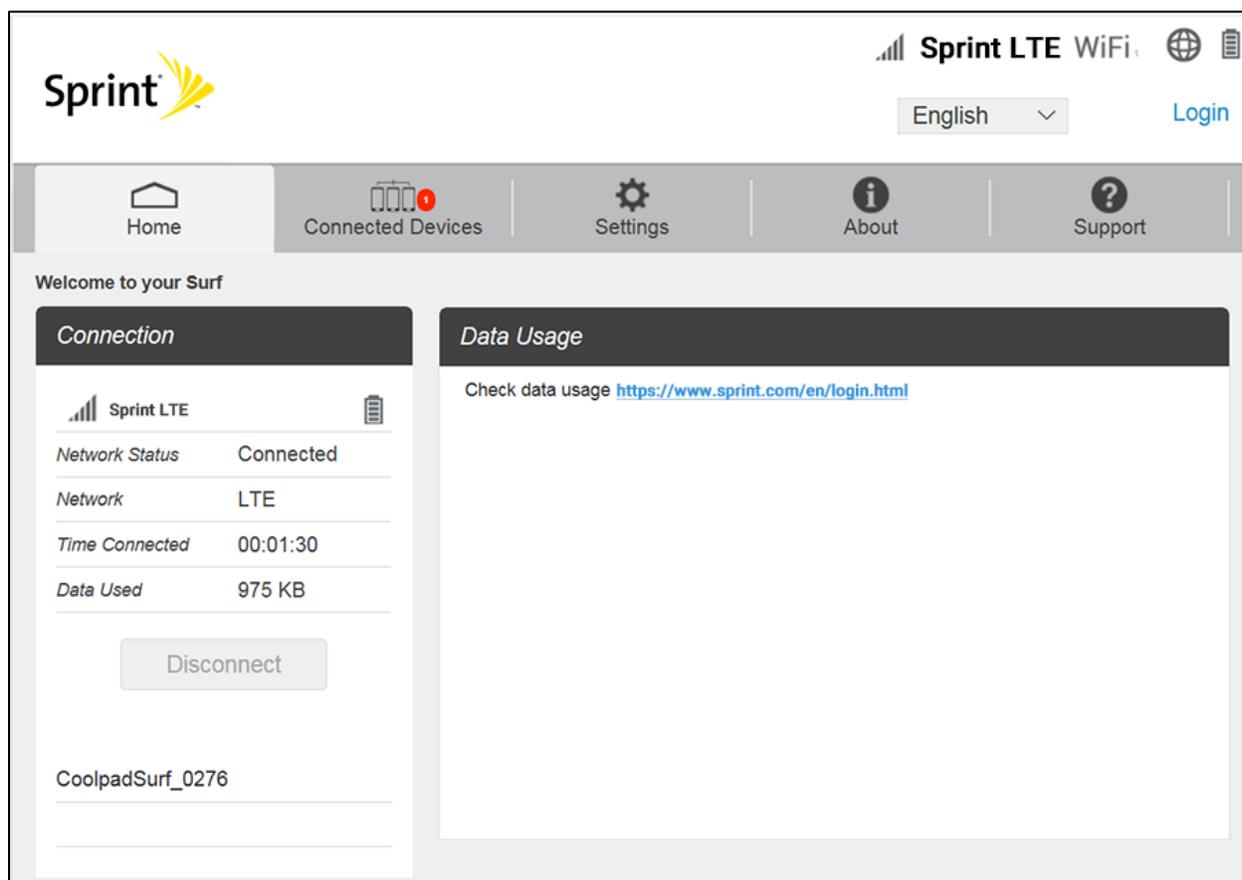
If your Wi-Fi device supports WPS, you do not have to input the password manually after a WPS connection has been established. Please follow the following steps:

1. Power on your Mobile Hotspot and enable the Wi-Fi function from the device you would like to connect.

2. Press and hold the WPS key on your device for 3 seconds to start the Wi-Fi Protected Setup authentication process.
3. Enable the WPS function on your Wi-Fi device in order to respond to this authentication process.
4. Follow the system prompts on your Wi-Fi device to finish the connection.
5. If no Wi-Fi device is connected within 2 minutes, the WPS function will automatically turn off.

Manage Your Mobile Hotspot

You can access your Mobile Hotspot device information using an Internet browser or by connecting the device to a computer via the USB cable.



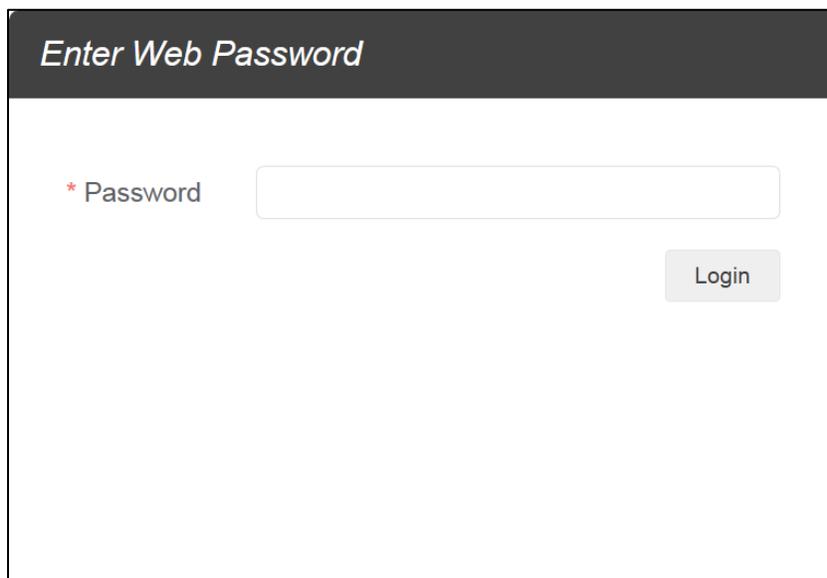
Access Mobile Hotspot Using a Browser

1. Connect to your hotspot device through Wi-Fi using the network connection software on your computer. Provide the Wi-Fi network password, if requested.
2. Open a browser and enter **http://mobile.hotspot** or **http://192.168.128.1** in the address bar. The Coolpad Surf Mobile Hotspot Web User Interface screen will appear.
3. Click **Login** on the top right of the Web UI screen. The login screen will appear.
4. Enter your Password in the field provided. The default password is "admin".
5. Click **Login**. If you entered the correct password, the Web User Interface screen appears again.

Access Mobile Hotspot Using USB Cable

1. Connect your Coolpad Surf Mobile Hotspot to the computer with the USB cable.
2. Power on your device.
3. The computer operating system detects and recognizes new hardware and finishes the installation automatically.
4. Open a browser and enter **http://mobile.hotspot** or **http://192.168.128.1** in the address bar. The Coolpad Surf Mobile Hotspot Web User Interface screen will appear.
5. Click **Login** on the top right of the Web UI screen. The login screen will appear.
6. Enter your Password in the field provided. The default password is "admin".
7. Click **Login**. If you entered the correct password, the Web User Interface screen appears again.

Note: Windows (32 bit & 64 bit) 7/8/8.1/10, Mac OS X 10.6 to 10.11 supported.



Enter Web Password

* Password

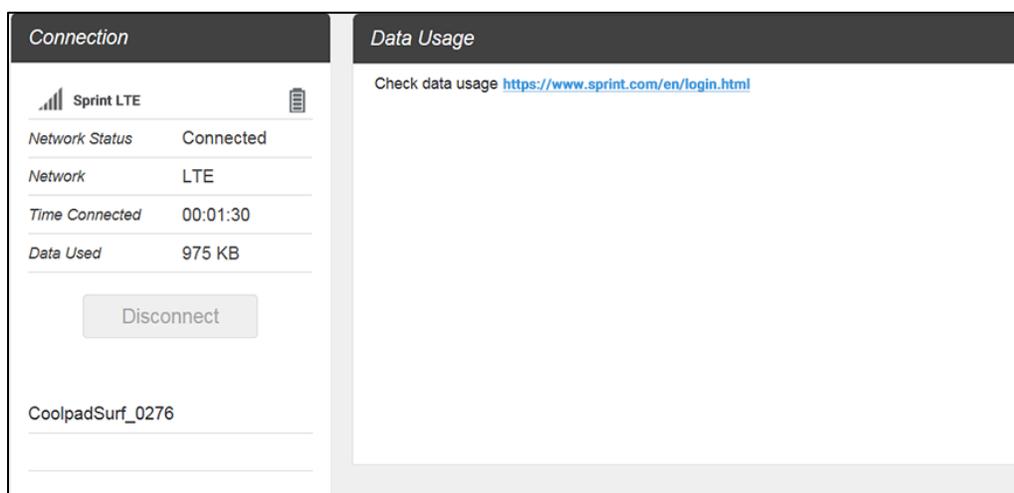
Login

Web UI Configuration

Home

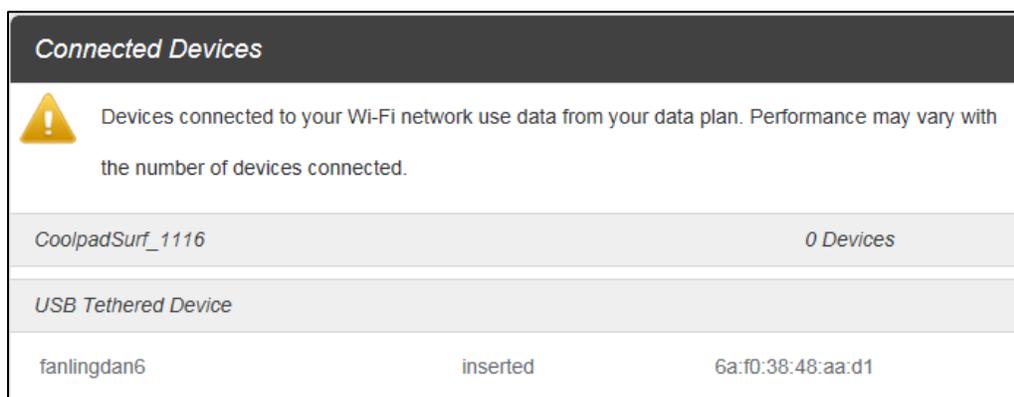
On the Web User Interface screen, click **Home** to enter the Home screen. Here you can view network status, network name, time connected, data used, etc.

- **Connection:** Displays network status, network name, time connected, data used, and more. Click **Connect/Disconnect** to connect/disconnect the Internet.
- **Data Usage:** Click the website to check data usage in details.



Connected Devices

On the Web User Interface screen, click **Connected Devices** to enter the Connected Devices screen. Here you can view details of connected device(s), including host name and MAC address, and you can change the mobile hotspot's access status.

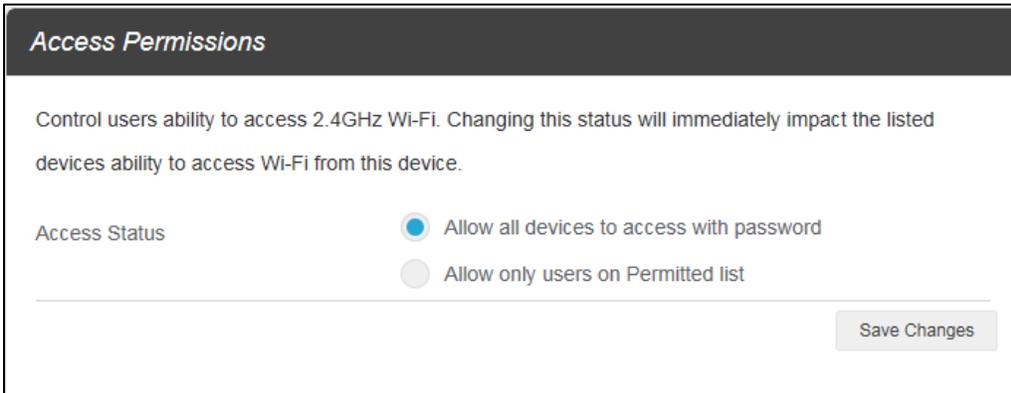


Change Mobile Hotspot's Access Status

When the **Access Status "Allow all devices to access with password"** is selected, users will be allowed to access to network via use of correct password. When the **Access Status "Allow only users on Permitted list"** is selected, only users that have been granted access by adding a user's MAC address will be able to connect to the network.

1. Log into the Web User Interface.
2. Go to **Connected Devices > Access Permissions**. The **Access Status "Allow all devices to access with password"** is selected by default. Any user who inputs the correct password can access the network.
3. Select **"Allow only users on Permitted list"** and click **Add**.
4. Enter the device name and the MAC address, and click **Apply** to add a user to the Permitted Device List.
5. Click **Save Changes**.

Note: If you remove a user from the Permitted Device List, such user will no longer be allowed to connect to the network. Click **Delete** to remove.



Access Permissions

Control users ability to access 2.4GHz Wi-Fi. Changing this status will immediately impact the listed devices ability to access Wi-Fi from this device.

Access Status

Allow all devices to access with password

Allow only users on Permitted list

Save Changes

Access Permissions

Control users ability to access 2.4GHz Wi-Fi. Changing this status will immediately impact the listed devices ability to access Wi-Fi from this device.

Access Status

- Allow all devices to access with password
- Allow only users on Permitted list

Permitted Device List

Add

Save Changes

Settings

On the Web User Interface screen, click **Settings** to enter the Settings screen. Here you can view and change Wi-Fi settings, mobile network settings, device settings and advanced router settings.

Wi-Fi

Basic: Manage the basic Wi-Fi settings to personalize the Wi-Fi name, password, authentication method, maximum number of devices connected, and more.

Wi-Fi Basic Settings

Manage the basic Wi-Fi settings to personalize the Wi-Fi name, password, authentication method. If you are experiencing issues after modifying these settings, select the Wi-Fi Settings Reset at the bottom of this page.

CoolpadSurf_1116

* Wi-Fi Name Also known as SSID.

OFF allows Wi-Fi Name to be broadcast.

Hide SSID ON OFF

Authentication Method

Encryption Method

* Wi-Fi Password 8-63 ASCII characters.

Show Password

Encryption

Wi-Fi Isolation ON OFF

Maximum Connections

Select the maximum number of devices allowed to connect to the hotspot.

Maximum Connections

Wi-Fi Settings reset

This operation will return all the Wi-Fi Basic and Advanced Settings to the default values.

Advanced: Manage the advanced Wi-Fi settings to personalize the TCP NAT timer, UDP NAT timer, 802.11 mode, frequency bandwidth, Wi-Fi channel, WPS, and more.

Wi-Fi Advanced Settings

These advanced settings should only be changed by advanced users.

TCP NAT Timer: 60

UDP NAT Timer: 30

CoolpadSurf_1116

802.11 Mode: 802.11b/g/n

Frequency Bandwidth: 20MHz/40MHz

Wi-Fi Channel: Auto

Save Changes

WPS

SSID: CoolpadSurf_1116

WPS: PBC PIN

Apply

Change Mobile Hotspot Network Name (SSID)

1. Access <http://mobile.hotspot> or <http://192.168.128.1>.
2. Click **Settings** in the navigation area.
3. Select the **Wi-Fi** tab and click **Basic**.
4. Enter a new name in the **Wi-Fi Name (SSID)** field.
5. Click **On** or **Off** checkbox for **Hide SSID** to disable or enable broadcasting the hotspot's Network Name (SSID).
6. Click **Save Changes**.

Change Mobile Hotspot Wi-Fi Password

1. Access <http://mobile.hotspot> or <http://192.168.128.1>.
2. Click **Settings** in the navigation area.

3. Select the **Wi-Fi** tab and click **Basic**.
4. Select **WPA2-PSK** for the **Authentication Method**.
5. Enter a new password in the **Wi-Fi Password** field.
6. Click **Save Changes**.

WPS

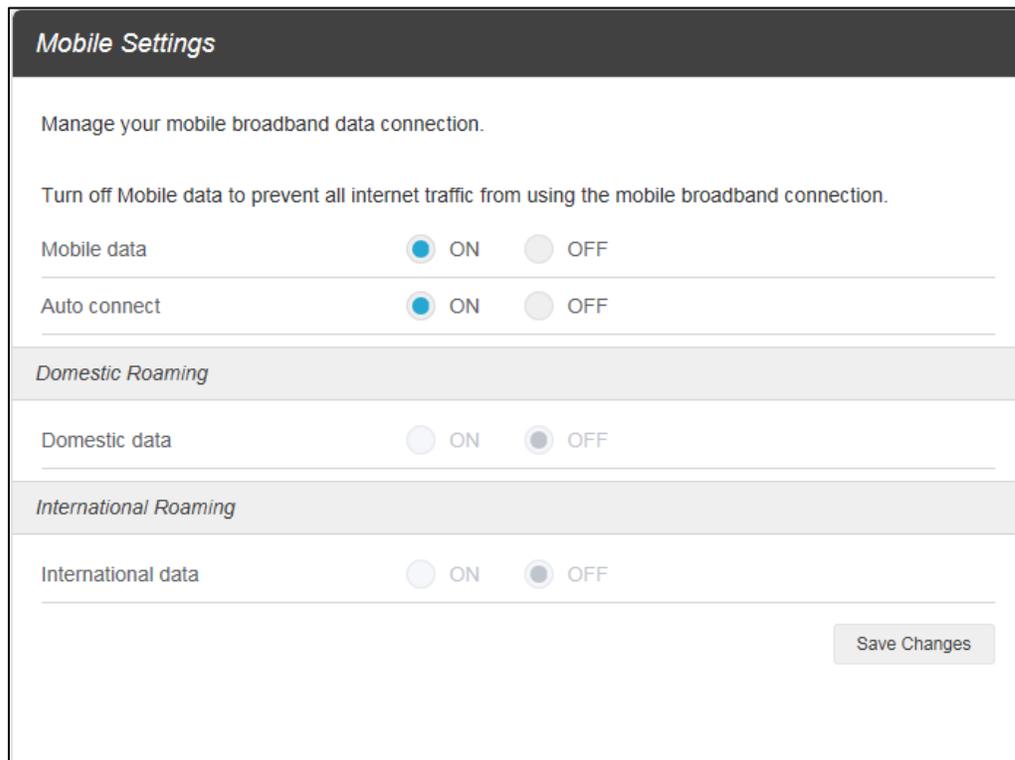
You can enable Wi-Fi Protected Setup (WPS) by PIN (PIN code) or PBC (push-button) mode. If your client device supports WPS, there's no need to enter the password manually when WPS is available.

- **PIN:** Enter the PIN that is generated by the wireless access client.
- **PBC:** Select PBC or press the WPS button on the device.

Note: If there is no client connected to the Hotspot within two minutes, WPS will be deactivated.

Mobile Network

Mobile Settings: Manage your mobile broadband data connection, domestic roaming and international roaming setting.



Mobile Settings

Manage your mobile broadband data connection.

Turn off Mobile data to prevent all internet traffic from using the mobile broadband connection.

Mobile data ON OFF

Auto connect ON OFF

Domestic Roaming

Domestic data ON OFF

International Roaming

International data ON OFF

Save Changes

APN: Set the Access Point Name (APN) including profile, PDP type, profile name, APN, authentication, user name and password.

The screenshot shows a web interface for configuring APN. At the top, there is a dark header with the text "APN". Below the header is a table with the following columns: Active, Profile Name, APN, User Name, Password, PDP Type, Authentication, and Action. The table contains one row with a radio button in the "Active" column and the text "internet" in the "Profile Name" column. Below the table is a horizontal scroll bar with left and right arrows. Under the scroll bar is an "Add" button. At the bottom right of the interface is a "Save Changes" button.

Advanced: Reset your device to factory defaults, reset provisioning parameters, view and edit your data profile information.

The screenshot shows a web interface for advanced settings. At the top, there is a dark header with the text "Advanced". Below the header is a warning message: "These operations should only be performed when instructed by customer care." The interface is divided into three sections, each with a title and a description, and a button at the bottom right of each section. The first section is titled "Factory Reset" and contains the text: "This will reset the modem to the factory default values. The MSL (Master Subsidy Lock) code is required to perform a reset." The button is labeled "Factory Reset". The second section is titled "Clear Programming" and contains the text: "Warning! This will reset the provisioning parameters to Factory default. Would you like to continue?" The button is labeled "Renew Device". The third section is titled "Data Profile" and contains the text: "View and Edit your Data Profile information. The MSL (Master Subsidy Lock) code is required to edit the existing configuration." The button is labeled "Data Profile".

Device

Sleep Mode: Enter the sleep mode when no devices are connected after a specific time.

Sleep Mode

Allow the device to go to standby mode when no devices are connected.

Timeout on battery

Account Management: Change the mobile hotspot admin password.

Account Management

Change Password

You can change the password for this Web Interface.

* Current Password:

* New Password: Input at least 6 characters.

* Confirm New Password:

Software Update: Update profile and firmware, as well as unlock SIM card.

<i>Software Update</i>
<i>Update Profile</i>
Refreshes the Data Profile information.
Update Profile
<i>Update Firmware</i>
Click "Update Firmware" to update your firmware.
Update Firmware
<i>SIM Card Unlock</i>
The SIM card must be unlocked to use another carrier's SIM card
SIM Card Unlock

Backup and Restore: Back up your device settings and preferences to your computer. Reset your device to its factory default settings.

Backup and Restore

Backup your device settings and preferences to your computer.

Download Backup

Download a copy of your device settings so you can restore it later.

Backup now

Restore from backup

Upload settings from a previously saved backup file.

Select File

Restore now

Restore device to factory defaults

Restores your device to its factory default settings.

Restore factory defaults

Connection History: Displays the connection history including profile name, start time, end time, duration, uploaded data and downloaded data.

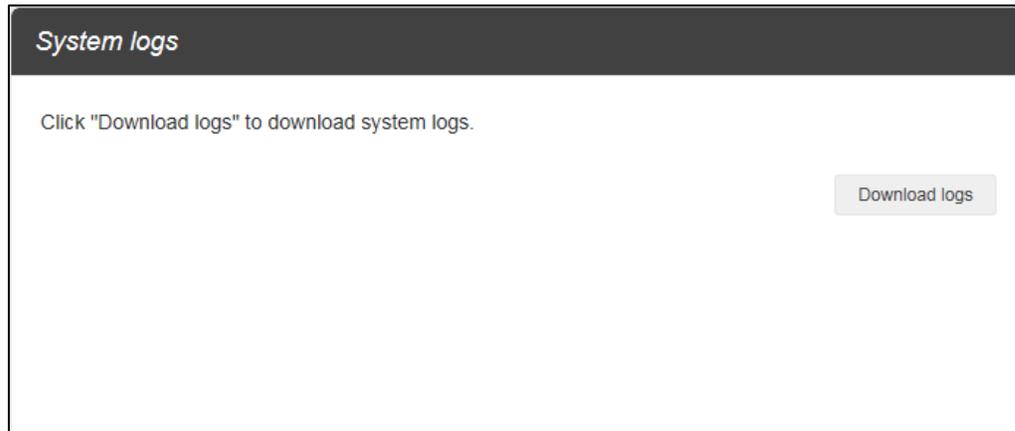
Connection History

This table is a reference for data traffic.

Profile Name	Start Time	End Time	Duration	Uploaded Data	Downloaded Data
--------------	------------	----------	----------	---------------	-----------------

Clear History

System Logs: Download system logs.



Change Mobile Hotspot Admin Password

1. Access <http://mobile.hotspot> or <http://192.168.128.1>.
2. Click **Settings** in the navigation area.
3. Select the **Device** tab and click **Account Management**.
4. Follow steps under **Account Management** to update your Password.
5. Click **Save Changes**. If everything is entered correctly, the **Success** message will appear indicating the password was successfully changed.

Update Software Version

Check the software version currently installed on your mobile hotspot.

1. Access <http://mobile.hotspot> or <http://192.168.128.1>.
2. Within the Web User Interface, go to **About > Firmware > Firmware Version** to view which software version is currently installed on your device.

Update your mobile hotspot to the most up-to-date software version.

1. Access <http://mobile.hotspot> or <http://192.168.128.1>.
2. Within the Web User Interface, go to **Settings > Device > Software Updates**.
3. Click **Update Firmware** to update.

Note: Do not remove the battery during software updating. This may cause the software update to fail.

Restore Factory Defaults

1. Access <http://mobile.hotspot> or <http://192.168.128.1>.

2. Click **Settings** in the navigation area.
3. Select the **Device** tab and click **Backup and Restore**.
4. Click **Restore factory defaults**.
5. Click **Yes** to confirm. The parameters will be reset to factory defaults and the device will be restarted.

Advanced Router

LAN Settings: Manage your mobile broadband data connection.

LAN Settings

Manage your mobile broadband data connection.

Please confirm the connection is disconnected before editing.

LAN

* IP Address	192.168.	<input type="text" value="128"/>	.	<input type="text" value="1"/>
* Subnet Mask	<input type="text" value="255.255.255.0"/>			
VPN passthrough	<input checked="" type="radio"/>	ON	<input type="radio"/>	OFF
DHCP Server	<input checked="" type="radio"/>	ON	<input type="radio"/>	OFF
* Start IP	192.168.	<input type="text" value="128"/>	.	<input type="text" value="100"/>
* End IP	192.168.	<input type="text" value="128"/>	.	<input type="text" value="200"/>
DHCP Lease Time	<input type="text" value="12"/>	<input type="text" value=""/>	hour(s)	

DNS Mode

Your device automatically selects a Domain Name Server (DNS) or you can manually select one.

DNS Manual Mode	<input type="radio"/>	ON	<input checked="" type="radio"/>	OFF
-----------------	-----------------------	----	----------------------------------	-----

Firewall: Enable firewall to protect your network from viruses, worms and malicious activities on the Internet. Enable portmapping to enable external computers to access WWW, FTP or other services provided by the LAN.

Firewall

IP address filter function and WAN port ping reply function are only available when firewall is enabled.

Firewall Switch ON OFF

IP Address Filtering ON OFF

Portmapping ON OFF

Customization: Enable UPnP to allow device-to-device networking. Enable Out of Service Notification to get a notification when network is out of service.

Customization

UPnP

UPnP allows device-to-device networking. It is a distributed, open architecture protocol based on established standards such as the internet Protocol Suite (TCP/IP), HTTP, XML and SOAP.

UPnP Setting ON OFF

Out of Service Notification

When network is out of service and cannot access the internet, there will be a notification on the web

Notification Setting ON OFF

Save Changes

About

On the Web User Interface screen, click **About** to enter the About screen. Here you can view MEID, ICCID, IMEI, firmware version, IP address, Wi-Fi name, Wi-Fi password, device model, battery status, and more.

- **Connection:** Displays phone number, MEID, ICCID, IMEI, IMEI SV, and IMSI.
- **Firmware:** Displays firmware version, firmware build date, and web app version.
- **WWAN Info:** Displays provision status, activation date, refurbish date, IP address, IPv6 address, LTE APN NI, and lifetime total transferred.

- **Wi-Fi Details:** Displays Wi-Fi details, including MAC address, Wi-Fi name, Wi-Fi password, hide SSID, authentication, encryption, and Wi-Fi devices.
- **Device:** Displays device details, including device model, manager, manufacturer, hardware revision, battery charger status, and battery status.

Connection	Firmware	WWAN Info
<p>My Number:</p> <p>MEID: 86769504000111</p> <p>ICCID: 89312530000019143579</p> <p>IMEI: 867695040001116</p> <p>IMEI SV: 1</p> <p>IMS: 3125300019144970</p>	<p>Firmware Version: 2.0.243.P0.190329.cp332A</p> <p>Firmware Build Date: Mar 29, 2019 17:23:00</p> <p>Web App Version: WEBUI_V2.2_5976b9e</p>	<p>Provision Status: Inactivated</p> <p>Activation Date:</p> <p>Refurbish Date:</p> <p>IP Address: 88.213.97.127</p> <p>IPv6 Address:</p> <p>LTE APN NI: gjgkjhkhkj</p> <p>Lifetime Total Transferred: 0</p>

Wi-Fi Details	Device
<p>2.4GHz</p> <p>MAC Address: 78:36:90:BF:54:09</p> <p>Name: CoolpadSurf_1116</p> <p>Password: 40001116</p> <p>Hide SSID: OFF</p> <p>Authentication: WPA-PSK</p> <p>Encryption: AES</p> <p>Wi-Fi Devices: 0</p>	<p>Model: cp332A</p> <p>Manager: http://mobile.hotspot</p> <p>Manufacturer: Coolpad</p> <p>Hardware Revision: P1</p> <p>Battery Charger Status: Charging</p> <p>Battery Status: 93%</p>

You can also click **Debug** button on the lower right of the About screen to view detail diagnostic information about your device.

LTE Engineering IMS: 3125300019144970 State: Idle PLMN ID: 46011 PLMN Name: CT Serving Cell: 240 Band: 5 UL Channel: 20452 DL Channel: 2452 RSRP: RSRQ: RS-SINR: Tx Pwr: IP Address: 88.33.98.127 IPv6 Address: -- Last Error Code:	Technology Technology: Chipset: MDM9207 AMSS version: Post-CS 0.0.150.2 Device version: 2.0.243.P0.190329.cp332A Hardware Revision: P1	Data Status Technology: IP Address: 88.33.98.127 IPv6 Address: -- Last Error Code: Memory Memory Utilization: 26MB /66MB
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Support

On the Web User Interface screen, click **Support** to enter the Support screen. Here you can view support page, phone number, software version and copyright information.

Click the support website to find more information about your device.

Specifications

The following tables list your mobile hotspot's and battery's specifications.

Mobile Hotspot Specifications

Item	Description
Dimensions	4.25 inches x 2.60 inches x 0.59 inches
Antenna	Built-in
SIM Card	Nano SIM

Battery Specifications

Item	Description
Nominal Voltage	3.85V
Type	Lithium-ion
Rated Capacity	2600mAh

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