

T Mobile™

User Guide

**FAST 5688W
5G Gateway**



Release 1.0

Manufacturer	SAGEMCOM Broadband SAS
Import from	SAGEMCOM USA LLC 14651 North Dallas Parkway, Suite 900 Dallas, Texas 75254
Distributor	T-Mobile, Inc.

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Safety Guidelines

Follow these recommendations to protect yourself and the Product from harm:

- This equipment is for indoor use only. Do not place or install in an outdoor location and make sure all the connections are indoors.
- Use the Product only in upright position as shown in the Quick Start Guide
- Place the equipment on a firm, solid surface, at least 31 cm away from any other items. If you place the equipment on something unsteady, the equipment may fall and be damaged. If you place the equipment on a soft surface, such as a rug, sofa, or cushion, the vents on the equipment may be blocked, causing the equipment to overheat.
- The equipment should be situated away from heat sources such as radiators, heat registers, stoves, or other heat producing appliances and equipment.
- The equipment should be situated out of direct sunlight. Prolonged exposure to direct sunlight can cause damage to the device. Refer to the environmental conditions at the bottom of this section for the gateway's operating temperature ranges.
- Do not use this product near water and avoid contact with moisture. For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool. Care should be taken so that liquids are not spilled on this equipment.
- Do not touch the Product or its power adapter or cord with wet hands
- Avoid blocking any vent openings or exhaust exits on this equipment. Do not place equipment in a built-in installation such as a cabinet that may impede the flow of air through the ventilation openings. Do not place anything on top of the product.
- Unplug this equipment before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning only.
- Never insert objects into the vents of this equipment as this can result in the risk of electrical shock or fire.
- Do not open or try to open the Product. Opening or removing covers can expose you to dangerous high voltage points or other risks.
- If the T-Mobile 5G Gateway experiences issues after suspected damage, contact care at 1-844-275-9310.
- As the power adapter is the only way to connect to the electrical network, the product must be installed near an easily accessed power outlet.
- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed
- This equipment should only be operated with the type of power supply (Voltage and Current) indicated on the marking label and provided with the Gateway.
- Do not overload wall outlets or extension cords. Doing so can result in the risk of fire or electrical shock.
- Care should be taken to ensure that the power cord is routed, so it is not likely to be walked on or pinched by items placed upon or next to it. Check the power cords regularly. If you find any damage, replace the power supply immediately.
- This equipment is not user serviceable and is to be serviced by qualified personnel only. Do not open or disassemble this equipment. If service is required, disconnect all power from the equipment and consult qualified service personnel.
- Connect the Product power adapter or cord to the right supply voltage (120 VAC in USA)
- To disconnect this equipment from AC power, unplug the power supply from the AC wall socket.
- Use the product in the environment specified as below:
 - Air temperature between 0°C (32 F) and +50°C (122 F).
 - Relative humidity between 20% and 90%.
 - Altitude: 2743 meters (9000 feet) maximum

Introduction

This document explains how to operate the T-Mobile 5G Gateway at home using visual cues to achieve the best placement and performance.

NOTE

This document is a supplement to the Quick Start Guide and T-Mobile Internet mobile app. Use the Quick Start Guide to get up and running quickly.

The contents of this guide are subject to change without notice.

Getting to Know Your T-Mobile 5G Gateway

You will find the following items in the box:

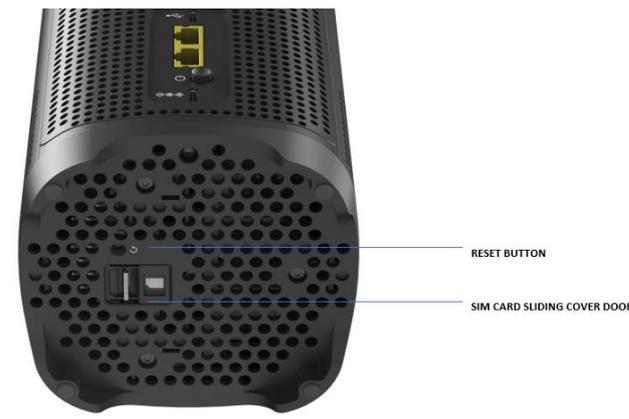
- Gateway
- Power adapter
- Quick Start Guide
- T-Mobile Terms and Conditions
- Safety and Regulatory Notice

The gateway offers 4G/LTE or 5G/NR WAN mobile network connectivity. It functions as the connection point between the WAN outside your home and the LAN inside your home.

Physical Interfaces

The gateway's physical interfaces include those shown in the diagram.





Setting up the T-Mobile 5G Gateway

Recommended Setup: Use the Mobile App

Using the Quick Start Guide and the T-Mobile Internet mobile app provides the easiest setup experience. The T-Mobile Internet mobile app can be downloaded from either Google Play or the Apple App Store.

NOTE

The first time you access your gateway, the “How to navigate this interface” displays on the LCD panel. Select “OK” to continue the start up.

Download and install T-Mobile Internet mobile app using your smart phone, then the Mobile app establishes communication and connects to the gateway.

Manual Setup: Identify an Ideal Location

You will start by identifying the ideal location for your gateway — that location will meet the following criteria:

- Near a window where the signal strength is strongest
- In an open space away from:
 - Walls or obstructions
 - Heat sources such as radiators, heat registers, stoves, or other heat producing appliances
 - Heavy-duty appliances or electronics such as microwave ovens and baby monitors
 - Metal fixtures, enclosures, cabinets, reinforced concrete, or pipes
- Near a power outlet
- On an upper floor of the home or at least 6 feet off the floor

Connecting Power to the T-Mobile 5G Gateway

- Place the gateway on a flat surface, such as a tabletop or similar; close to a window and near an electrical outlet
- Minimize the number of obstructions as much as possible
- Connect the gateway's USB Type-C power cable to its Power port, then plug the other end of the power cable into a grounded

electrical outlet.

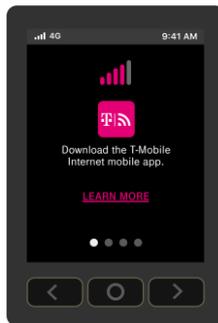
- Please use only the power adapter provided with your Gateway. The USB Type-C power cable must be capable of supporting 100–240V (volts) AC adapter 50–60Hz frequency and 2.5A of current at DC 15V



Starting the T-Mobile 5G Gateway

After the gateway is connected to a power source, press the Power button on the gateway rear panel. The LCD screen displays an animated T-Mobile logo that indicates the gateway is starting up.

If this is your first time installing the gateway, you will be instructed to download the mobile app.



Four small dots displayed on the LCD panel indicates available screens. Take a moment to browse these screens to see what information is available. For more information about the LCD screen display, refer to the section "Understanding the LCD" on page 14.

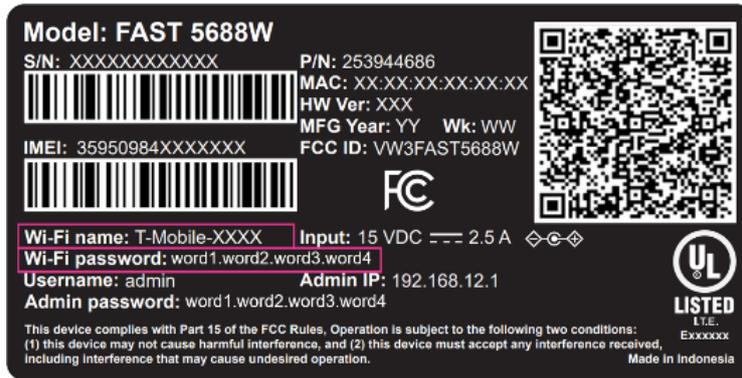
The startup sequence is complete when the LCD shows:

- Connection
- Devices
- Messages
- Language

Connecting Devices

Connecting Wi-Fi Devices

Connect your wireless devices to your network using the Wi-Fi SSID (Wi-Fi name) and Wi-Fi Key (Wi-Fi password), which are found on the gateway's rear panel. Here is an example of the label:



Connecting Ethernet Devices

The gateway has two (2) Ethernet LAN ports. Use an Ethernet cable to connect devices that don't have Wi-Fi adapters or capabilities.

Viewing Connected Devices



The Devices LCD screen on the front of the gateway shows the number of devices currently connected to the network by way of either Wi-Fi or Ethernet.

To navigate to the “**Devices**” screen, press the right arrow from the “**Connection**” screen.

Accessing Your Web GUI (Graphical User Interface)

NOTE

You can configure the gateway and any connected client devices via the T-Mobile Internet mobile app on a smartphone.

Ensure the Local Area Connection setting on your PC, laptop, smart phone, or tablet is configured to obtain an IP address automatically.

On your device, open a web browser, and enter <http://192.168.12.1>

NOTE

If you are unable to access the GUI at the above address, please contact customer support.

Home Screen

You should now see the dashboard screen, which provides network connection status and information about the gateway.

Home English

Connection status

Devices — Wi-Fi gateway — Internet

Connection quality

Excellent
Very Good
 Good
 Weak
 Poor

Gateway

Firmware version	SGi000016
UI version	v1.0.1
Serial Number	DM2201959000011
Running Time	7d 21h 7m 23s

Mobile app

From setup to monitoring and parental controls, you'll love how easy it is to use the T-Mobile Internet app. Download today.
[Learn more](#)

Scan with phone to download app

Questions? Our [Support](#) team is here for you

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The Home screen contains five sections: internet connection status, connection quality of cellular signal strength, gateway information and the QR code of Mobile app.

- Connection status: shows network status of the connected devices, the gateway, and the cellular network connection
- Connection quality: cellular signal strength is represented by number of bars
- Gateway information
 - Firmware version: variable
 - UI version: variable
 - Serial number: variable
 - Running time: how long it has been since the gateway's last reset/power-cycle
- T-Mobile Internet mobile app:
 - Scan the QR code with your smartphone to download the T-Mobile Internet mobile app, for the recommended setup experience.

Language Selection

From the GUI's top-right corner of the screen, select your preferred language, English or Spanish, from the dropdown menu for user interface language.

Support Page

You need help with your T-Mobile Internet service? Visit our Frequently Asked Questions section or ask a question in our Community Forum.

Need more T-Mobile support? Simply call the number related to your service, we're here to help.

Support English

Contact us or review our FAQs to get the help you need.

Frequently asked questions

Have questions about T-Mobile Internet?
[Check out FAQ's](#)

Ask a specific question

Ask a question in our community forum or share your knowledge with other customers
[Visit the T-Mobile Community Forum](#)

Contact customer care

Need more T-Mobile support? We're a team of real people, dedicated to your account, and here to help.

Home
[1-844-275-9310](#)

Business
[1-844-371-1373](#)

Metro
[1-888-8METRO8](#)

Questions? Our **Support** team is here for you

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Replacing the SIM Card

The gateway comes with a pre-installed SIM card. This SIM card can be replaced by following the below steps below.

Before replacing the SIM card, please read carefully the following safety information:



Danger 1: Hazardous electrical voltages and currents can cause serious physical harm or death. Always use insulated tools and follow proper safety precautions when connecting or disconnecting power circuits.

Danger 2: Ensure the gateway's power supply is unplugged from the power strip or wall outlet before proceeding.



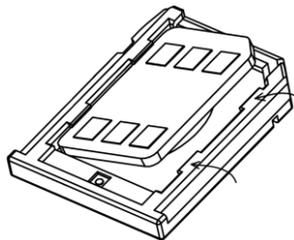
Caution: Keep indoor devices out of direct sunlight. Prolonged exposure to direct sunlight can damage the device. Access the SIM card from the bottom of the gateway.

Refer to the section “Technical Specifications” for the gateway’s operating temperature ranges

1. Power off the gateway by removing the power cable from the gateway and from the electrical outlet
2. Use the finger slide open the SIM door



3. The SIM card socket supports push-in and push-out installation
4. With the SIM door open, press on the pre-installed SIM tray and release.
5. The spring-loaded mechanism will eject the SIM tray
6. Carefully remove the pre-installed SIM tray
7. Remove the original SIM card from the tray.
8. Press the new SIM card onto the tray until it snaps into place



9. Insert and press the SIM tray with the new SIM card into the slot



10. Be sure the SIM tray clicks into place to ensure that it is properly installed

11. Slide the cover of the SIM card slot back into its closed position

Resetting the T-Mobile 5G Gateway

Resetting the T-Mobile 5G Gateway to factory default deletes all configuration changes made since setup.

Using the Reset Port

You can reset the gateway using a paperclip and the Reset port, which is located on the device's bottom.

1. Press-and-hold a paperclip in the Reset port for 5 seconds



2. Withdraw the paperclip. LCD shows:
 - Factory reset in progress
 - T-Mobile animated logo
 - Power up animation
3. On the LCD, press **OK** on the LCD panel and you will see the **Connection** screen

Troubleshooting

No Signal

This LCD alert indicates there is no network signal, which could mean local cellular equipment is down for any number of reasons, or the gateway may need to be re-positioned.

If the connection does not improve in a reasonable amount of time, you can contact T-Mobile customer service or refer to the section "Manual Setup: Identify an Ideal Location".

Prevent Overheating

Make sure that obstacles never obstruct airflow vents on the top or bottom of the gateway's enclosure. Allow at least 100mm/4in clearance on all sides of the enclosure. Ensure the gateway is at least 3 feet from baseboard heaters.

T-Mobile 5G Gateway Does Not Start

If the gateway does not start up, verify the provided power cord is connected to an outlet. If the gateway is connected to an outlet and power still does not start, contact T-Mobile technical support.

Poor Internet Experience

If you feel your overall internet experience is poor, try repositioning the gateway; refer to the section "Manual Setup: Identify an Ideal Location".

Forget Your Admin Password?

If you configure a custom admin password and forget it, use the password reset function found within the T-Mobile Internet mobile app to reset the password to factory default.

Understanding the LCD

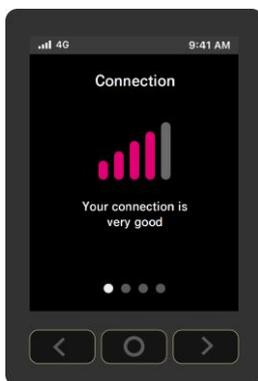
The gateway's LCD is located on front of the device. The LCD serves as a dashboard where you can quickly obtain information of the following types:

- Connection
- Devices
- Language Settings
- Messages

Press left or right arrow (< or >) on the LCD panel with your finger to move between screens. The position of the illuminated dot on the bottom of the screen indicates where you are in the screen sequence.

The **Connection** screen is the first displayed after a successful startup sequence.

Connection

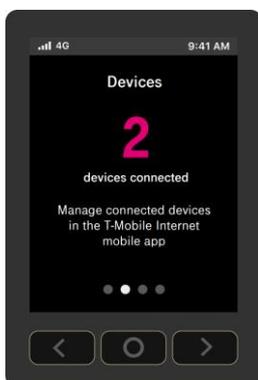


Like your phone, the gateway displays up to five bars on its **Connection** screen, indicating signal strength.

The number of bars you see represents the strength of the gateway's current connection to the cellular network.

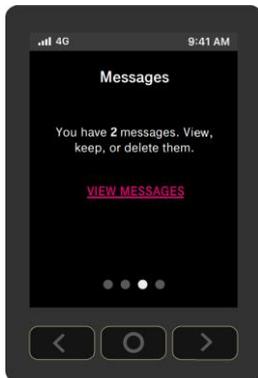
An **X** indicates the gateway is not connected to the cellular network.

Devices



The **Devices** screen indicates how many devices are currently connected to the gateway. This is true for both wireless and wired devices.

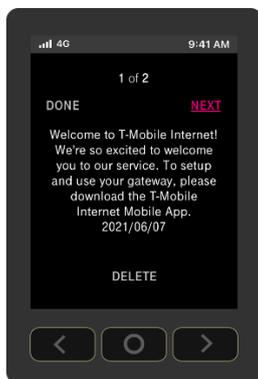
Messages



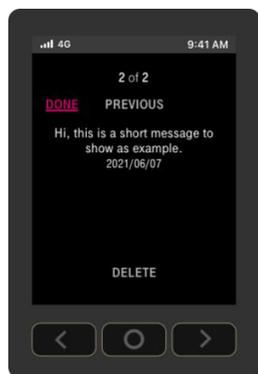
These messages may come from the T-Mobile network and may provide outage information or other important updates. The **Messages** screen allows you to view the message contents by pressing < and > to scroll between messages.

To delete a message:

1. Press **O** (OK) on the panel to select **VIEW MESSAGES** and view unread messages
2. Select **NEXT** and read next message



3. Select **DONE** when you have read all messages



4. Select **DELETE** to delete a message



5. When prompted a message of asking you to confirm deletion, select **YES** to confirm



Language Settings

The gateway supports both English and Spanish on its LCD. You may change the language by doing:

1. From the Language screen, select **CHANGE**



2. From the Language screen, choose **English** or **Español**



3. Press **O** (OK) on the panel to set the language

Technical Specifications

Dimensions	215 (H) x 125 (W) x 125 (D) mm
Weight w/power adapter	1.3 kg 2.866 lbs
Operating environment	0 to 50 °C 32 to 122 °F
IoT	Bluetooth 5.0
Power adapter	AC
Power input	100 – 240V, 2.5A @ DC 15V, 50/60Hz
Theoretical power consumption	36 W
Wi-Fi connectivity	11ax 4x4 2.4GHz 11ax 4x4 5GHz
Security	WPA2/WPA3
Buttons	Power Button Reset (recessed switch) Arrow Keys (Left & Right) Enter (OK)
Display	TFT LCD Non-Touch Panel 2.4-Inch 240x320 Resolution
Mobile Band	5G NR: n25, n41, n66, n71, n77 4G LTE: B2, B4, B5, B12, B26, B41, B46, B66, B71
Physical Interfaces	2 x Gigabit Ethernet LAN ports (Yellow) SIM Card Socket (4FF Only) USB Type C x 1 (Regular Power Source) USB Type C x 1 (Data and other USB Port Purpose)

Terms and Conditions

t-mobile.com/responsibility/legal/terms-and-conditions

Privacy Policy

t-mobile.com/privacy-center/our-practices/privacy-policy

Customer Support

24/7 Tech Support Line: 1-844-275-9310

Metro Support Line: 1-888-8Metro8