



**Personal
CellSpot™**

T-Mobile®

4G LTE CellSpot® Quick Start Guide

You now have a powerful, simple way to create your own personal T-Mobile 4G LTE mini-tower in your home or small business office. It can provide full bars indoor 4G LTE coverage, more dependable voice calls and more consistent data speeds.



To watch the step-by-step setup video or download the latest quick start guide, scan the QR code or visit <http://www.T-Mobile.com/4GLTECellSpotSetup>

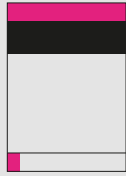


Attention: Important Information

This device must be installed at your registered address with T-Mobile. Failure to maintain this address could affect your ability to contact emergency services and result in device deactivation. Visit <https://my.t-mobile.com> or call CARE at *611 from your handset or 1-800-937-8997 to update the device use address.

Don't install this device in a location where there is already strong T-Mobile network coverage.

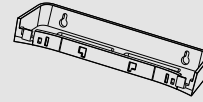
What's Inside



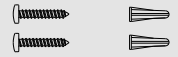
Quick Start Guide
(This document)



4G LTE CellSpot Device



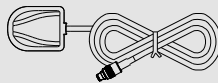
Stand/Wall Mount



Wall Mounting Kit
(2 Cheese Screws and
2 Wall Anchors)



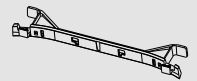
AC Power Adaptor



GPS Antenna & Cable (15 ft)



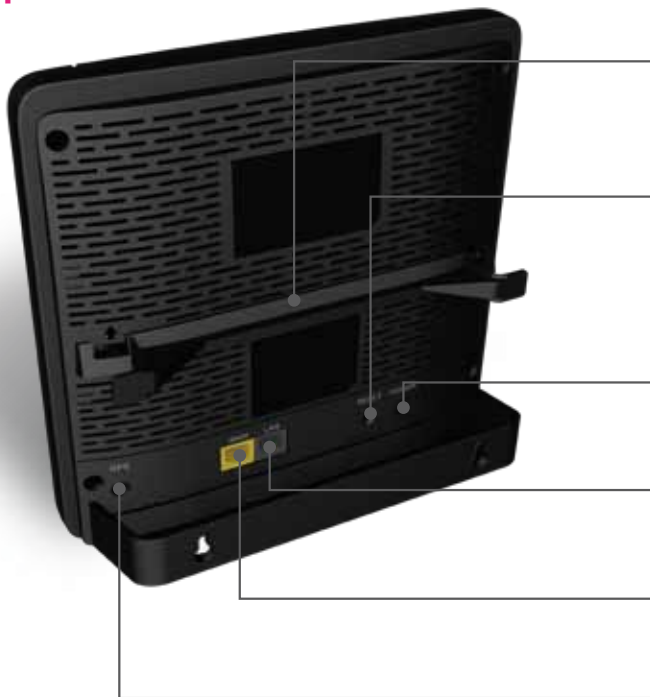
Ethernet Cable



GPS Cable Bracket

Getting to know your 4G LTE CellSpot®

CellSpot Device in Stand



GPS Cable Bracket

(Wrap GPS antenna cable here after installation is complete. Leave GPS cable plugged in)

Reset

1. Press and hold for 5 seconds for reboot
2. Press and hold for 30 seconds for factory setting reset and software update

Power

(Power on when AC Adaptor is plugged in)

Grey LAN Port

(Connect to other devices if needed)

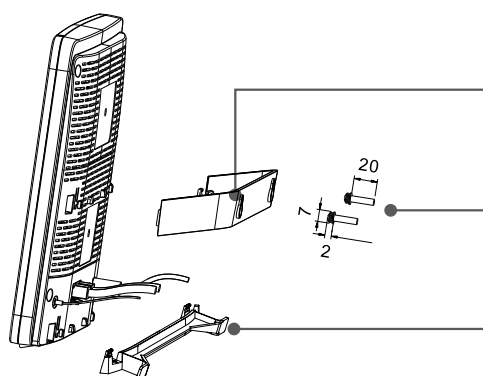
Yellow WAN Port

(Connect to Wi-Fi router or Wi-Fi cable modem router)

Round GPS Port

(Connect to GPS Antenna & Cable)

CellSpot Device with Wall Mount



Stand/Wall Mount

Wall Mounting Kit

GPS Cable Bracket

Quick Setup

1 Connect your CellSpot to the Internet

Connect the yellow Ethernet cable from the “WAN” yellow port on your CellSpot to an available Ethernet port on your Wi-Fi router or Wi-Fi cable modem router.

To reduce device setup time, stop using high Internet bandwidth consuming applications, such as video streaming, during CellSpot device setup process.

Recommend a minimum Internet speed of 2 Mbps download and 500 Kpbs upload for reliable product performance.

2 Connect GPS antenna to the CellSpot

Connect the GPS antenna cable to the GPS port. Position the antenna as close to a window as possible.


Device can still proceed through setup without GPS antenna connection. However, GPS antenna connection helps reduce device setup time and improves device location accuracy.

3 Power on your 4G LTE CellSpot

Connect the power cable to the CellSpot power port, then plug in your AC power adaptor into the power outlet.

Install the device stand or wall mount after all cable connections are complete. This helps ensure the device has sufficient ventilation.

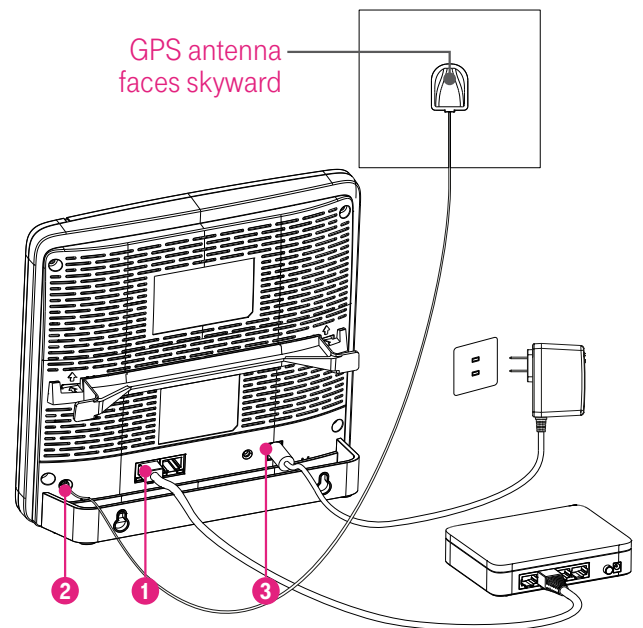
4 Let your CellSpot set up

After you power on your CellSpot, the CellSpot will go through a self-installation process. During this process, the power LED will be in flashing green  as the device downloads the latest software and performs device location verification. It can take **up to 2 hours** to complete the device setup. Your CellSpot may restart a couple of times during this process.

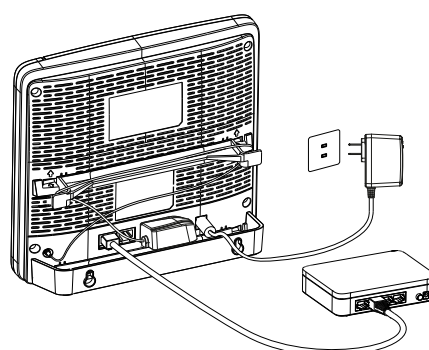
- **Power** (Solid Green): Power on. Device self testing and update complete.
- **Internet** (Solid Green): Successful internet connection complete.
- **Status** (Solid Green): Successful T-Mobile network connection complete.
- **GPS** (Solid Green Optional): GPS position locked if GPS signal is present. Device can still proceed through setup without GPS signal lock and operate normally.
- **3G/4G** (Solid Green): Device is ready to provide 3G/4G service. When there is 3G/4G traffic in progress, 3G/4G LED will be flashing green.
- **4G LTE** (Solid Green): Device is ready to provide 4G LTE service. When there is 4G LTE traffic in progress, 4G LTE LED will be flashing green.

After device setup is complete, you can wrap the GPS antenna and cable to the GPS cable bracket. Device will continue to work if GPS antenna is removed.






























Last Step: Turn off Wi-Fi Calling on your phone if you have it on. You should see full bars signal on your handset. Enjoy more dependable voice calls and more reliable high speed data connection.



4



Common Troubleshooting Procedures

Issue Description and Resolution	Power	Internet	Status	GPS	3G/4G	4G LTE
Device has a hardware issue. Contact T-Mobile for resolution.	 Solid Orange	 Solid Orange	 Solid Orange	 Solid Orange	 Solid Orange	 Solid Orange
Device unable to capture GPS signal. Without GPS signal lock, device is still able to proceed through setup and operate normally. You may receive SMS or email notification from T-Mobile to verify your device use address for emergency 911 call safety.	Any	Any	Any	 Flashing Green	Any	Any
Device connection issue with the Wi-Fi router or Wi-Fi cable modem router. Check Wi-Fi router or Wi-Fi cable modem router connection. Flashing green light above 4G LTE CellSpot WAN port means good Internet connection and traffic in progress.	 Flashing Green	 Solid Orange	Off	Any	Off	Off
Device is unable to reach T-Mobile network. Check with Internet Service Provider on network settings. Ensure ports UDP 500, UDP 4500 and UDP 123 are opened. Check your internet connectivity.	 Flashing Green	 Flashing Orange	Off	Any	Off	Off
Unable to activate the device with T-Mobile network. Contact T-Mobile for resolution.	 Flashing Green	 Solid Green	 Solid or Flashing Orange	Any	Off	Off
3G, 4G, 4G LTE service is not available. Device may not be used in T-Mobile market or remote disabled by T-Mobile. Contact T-Mobile for resolution.	 Solid Green	 Solid Green	 Solid or Flashing Green	Any	Off	Off
Device has reached maximum number of 8 active voice and data connections for each technology. Attempt to call again after existing calls are terminated.	 Solid Green	 Solid Green	 Flashing Green	Any	 Flashing Green	 Flashing Green
The device is overheated. Move device to a cooler location. Make sure device stand or wall mount is installed for sufficient ventilation.	 Flashing Orange	 Flashing Orange	 Flashing Orange	 Flashing Orange	 Flashing Orange	 Flashing Orange
Device self installation exceeds 2 hours. Restart upstream devices such as modem, Wi-Fi router or Wi-Fi cable modem router. Once upstream devices are stable, install 4G LTE CellSpot again. Check your Internet connectivity and check with your Internet Service Provider if ports UDP 500, UDP 4500 and UDP 123 are open.	 Flashing Green > 2 Hours	Off	Off	Off	Off	Off

Have More Questions?

For additional information about T-Mobile 4G LTE CellSpot, go to <http://www.t-mobile.com/4GLTECellSpot>
Call T-Mobile customer service at *611 from your handset or 1-800-937-8997.

Deposit, qualifying wireless service, compatible phone & broadband Internet connection required. May require plan change. All data, messaging and other services billed according to your regular rate plan and other pricing. Non-return fee applied if device is not returned; damage fee may apply. **Current location address required for device use.** See T-Mobile.com for details and restrictions **including important 9-1-1 limitations.** T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. Cellspot is a registered trademark, and the Personal Cellspot design is a trademark, of T-Mobile USA, Inc. © 2015 T-Mobile USA, Inc. **Property of T-Mobile USA, Inc. Not For Resale.** TCS525167.1_1015 SKU: TCS5251671