

# Easy Setup Guide - Inseego 5G



Setting up your Inseego MiFi X Pro 5G is quick and easy!

**Note:** Make sure your device is **powered off** before starting the set-up.

## What's Included?



Inseego MiFi X PRO 5G



USB 3.1 Gen 1, type A to C cable

## Step 1: Set up with the Inseego Mobile app

Scan the QR code to install the Inseego app from AppStore or Google Play.



Follow the in-app instructions to set up your device.

Use the app to configure and customize your device.

## Step 2: Install a SIM Card

Check if the SIM card was pre-installed by your service provider. If not, follow these steps to insert your SIM. Note: Make sure the device is turned off before inserting your SIM card. If the device is powered on, remove the plug before proceeding.

The MiFi X PRO 5G supports only Nano SIM cards. To prevent damage to the SIM slot, please select the correct SIM for this device.



- Insert a fingernail at the edge of the battery cover and lift and remove the battery cover. Set the cover aside.



- Remove the battery from the battery compartment.



- Lift the SIM access tab by placing a fingernail underneath the white arrow and lifting the tab up and to the right.



- If necessary, remove the SIM card from the outer card, being careful not to touch the gold-colored contacts.
- Slide the SIM card into the slot **notch first, with the contact points facing down**.



- Close the SIM access tab, place the battery in the battery compartment and replace the cover. The SIM card **MUST** remain in the SIM card slot when in use.

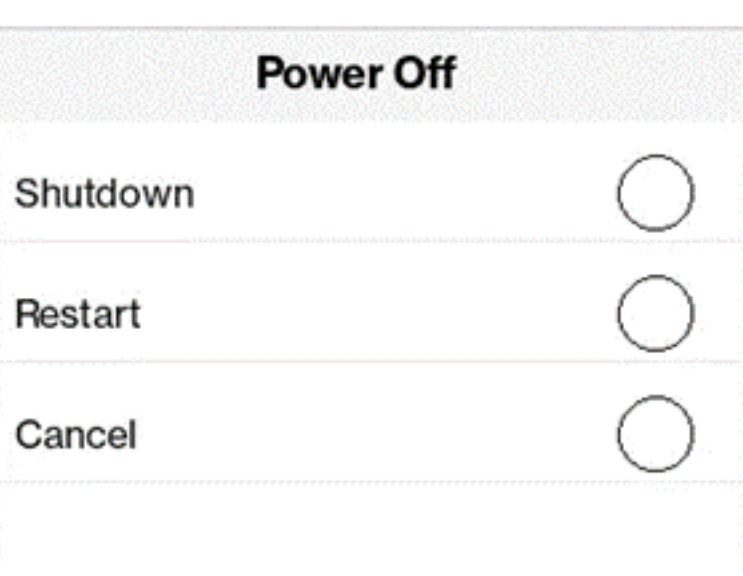
## Step 3: Power On

**Important:** Before you use your device, charge the battery for at least four hours to ensure a full initial charge.

- To turn your device on, press and hold the Power button for three seconds.



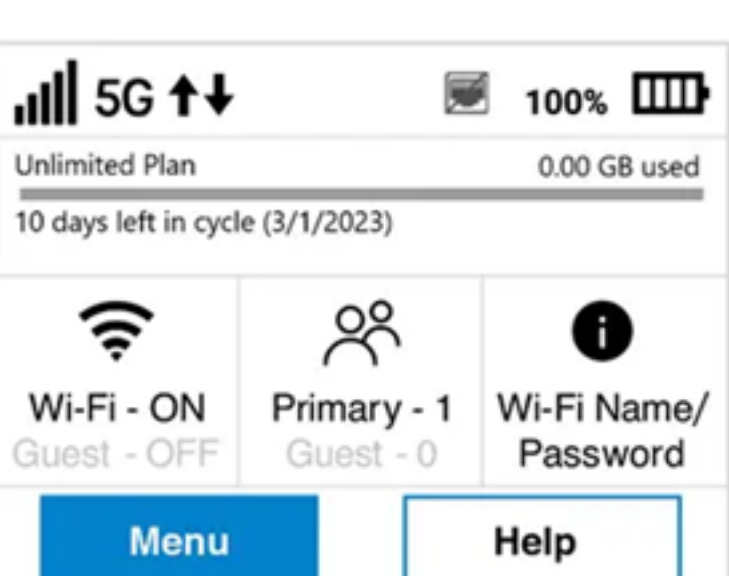
- To turn it off, press and hold the Power button for three seconds until you see the Powering Off screen. Then select **Shutdown** and select **OK**.



- Press and release the Power button to wake up the display.

## Step 4: Find the WiFi name and password

- After you turn on your device, the Home screen appears.



- Select **Wi-Fi Name/Password** on the Home screen.
- The information for your primary network will display. Swipe left to see the information for your guest network.

## Step 5: Connect to WiFi

- The device will broadcast its own wireless network and name.
- Turn on the device you want to connect.
- On the device, open the list of available WiFi networks.
- Select the MiFi primary or guest network and enter the password. Once connected to the internet, the MiFi Home screen displays the connected device.

## Step 6: Change WiFi network name and password

- Make sure your device is connected to the primary network. Open a web browser on your connected device and enter <http://my.mifi> or <http://192.168.1.1>
- Select **Sign In** in the upper right corner of the screen. You can view your Admin password on the Rogers touchscreen by tapping **Help > Admin Website**. Note: When you first get your MiFi X PRO 5G, this is the same as your primary network's password.
- Select the **WiFi** option.
- Select the Primary Network tab.
  - To change your WiFi network name, select the **Primary Network Name (SSID)** text box and enter the new WiFi name.
  - To change your WiFi password, select the **Password** text box and enter the new password.
- Select **Save Changes**. Once you save the changes, you'll be disconnected from your WiFi network. Connect again using the new network name and password.



# Hotspot 5G Transition- FAQs ✉

We're upgrading customers on 4G internet service to 5G. Eligible customers can also get a new 5G device at no extra cost.

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## What is Rogers 5G Home Internet?

Rogers 5G Home Internet delivers internet service over the Rogers mobile network - that's the same 5G network that connects Rogers mobile phones. The Rogers 5G Home Internet device then converts the wireless signal into a WiFi signal that is accessible by the devices you want to connect.

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## How do I know if I'm eligible to upgrade?

All eligible customers will receive an email from us with details for how to upgrade and claim your free device.

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## How do I claim my free 5G device?

You'll receive an email from us with a link to verify your mailing address. Once you've done this, we'll ship your new device and a new SIM to you at the address you've provided.

We'll send you an email confirmation once your device has shipped with information to track the status of your delivery. Once you receive it, [activate your new SIM](#) to start using your device.

Existing Hotspot customers will receive the new 5G Inseego device.

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## Will my 4G device continue to work?

Yes. Devices that are not 5G compatible will continue to work on our 4G network. Upgrade to the new 5G device we shipped to you, to get all the benefits of our 5G network.

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## I verified my address but didn't get an email confirmation or receive my device. What do I do?

[Contact us](#) and one of our Agents will be happy to help.

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## How do I access the 5G network? What if I'm outside a 5G coverage area?

You'll need your new 5G device, a 5G SIM and a 5G plan. Once you have these, your device will automatically connect to 5G anytime you're in a coverage area.

If you're outside a 5G coverage area, your device will continue to connect to our 4G or LTE networks (where available).

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## How will my unlimited data plan work?

Your new Rogers 5G and 4G internet service with no data overage include high-speed data up to the amount included in your service. Once you've reached the high-speed data allotment of your plan, you'll continue to have access to data services with no overage at a reduced speed of up to 512 kbps per second (for both upload and download) until the end of your current billing cycle. If you need access to more data, you can purchase a [Speed Pass](#) on rogers.com or through the MyRogers app to add more high-speed data to your plan.

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## Can I use my 5G Internet device to make voice calls or receive text messages?

No. Your 5G internet plan and device are data-only.

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## How will this impact my bill? Will there be a change to what I pay monthly?

There won't be an increase to how much you pay each month. You'll see a change to the name of your service on your monthly bill.

On the first bill you receive after the upgrade, you may see some prorated charges. For example, if this change happens while you are mid billing cycle, your bill will reflect adjustments from your old plan. You'll also see a partial monthly service fee (MSF).

Note: if you're currently financing a device, we'll automatically waive any device balance that is charged as a result of this change. Any applicable financing program promotion will expire and all other Rogers services on your account will stay the same.

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## Related Links

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