



Get Started



MOBILE HOTSPOT
R850



Welcome!

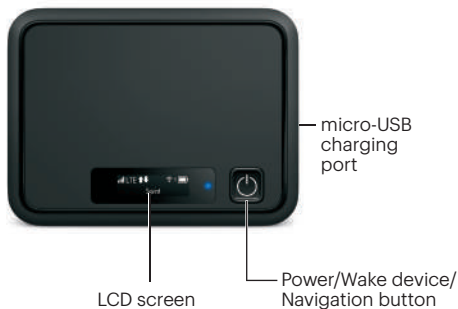
Thank you for choosing Sprint.
This booklet helps you get started
with Sprint and your new
R850 Mobile Hotspot.

ReadyNow – For more help in
getting up and running with your
new device, take advantage of
exclusive **Ready Now** resources at
sprint.com/readynow.

Visit **sprint.com/support** for ongoing
support and resources. There, you'll
find user guides, tutorials, and more
to help you get the most out of
your device.

Note: Available applications and services are subject
to change at any time.

Your R850 Mobile Hotspot

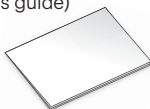


What's in the Box

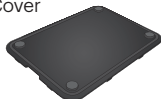
Battery



Get Started Guide
(This guide)



Battery
Cover



micro-USB
charger



Activate Your Hotspot

Before turning on your Hotspot:



If you purchased your Hotspot at a **Sprint Store**, it is probably activated and ready to use.



If you received your Hotspot in the mail, and it is for a **new Sprint account or a new line of service**, your Hotspot is designed to activate automatically when you first turn it on. To confirm your activation, launch a Web browser from a device connected to your Hotspot.



If you received your Hotspot in the mail and it is going to be activated on an **existing number (you're swapping devices)**, go to **sprint.com/activate** and follow the instructions. When you have finished, launch a Web browser from a device connected to your Hotspot to confirm your activation.

If your Hotspot is still not activated, visit **sprint.com/support** for assistance. If you do not have access to the Internet, call Sprint Customer Service at **1-888-211-4727**.

Set Up Your Hotspot

Insert the Battery

1. Remove the back cover using the thumb catch on the bottom edge of the hotspot.
2. Align the battery's contacts with those inside the battery compartment and gently press down until the battery is seated.
3. Replace the back cover.

Note: Your Hotspot comes with a nano-SIM card preinstalled. Do not remove the nano-SIM card.

Charge the Battery

1. Insert the small end of the USB cable into the micro-USB charging port on the right side of the hotspot.
2. Plug the charging adapter into a standard AC power outlet.

Get Ready

1. Make sure you are in an area covered by the Sprint network (not roaming).
2. Make sure the device you are trying to connect to your Hotspot has its Wi-Fi® (wireless network connection) mode turned on.
3. Make sure your Hotspot is set up on your Sprint account. (Sign on to your account at **sprint.com/mysprint** to verify.)

Hotspot LCD Screen

Power Up the Hotspot

To turn your Hotspot on or off, press and hold the **Power Button** on the front of the device for at least two seconds.

Main Screens

Your Hotspot has a series of screens that let you view device information and system alerts. Press the **Power Button** (Navigation Key) to cycle through the following:

- Signal strength/Battery Status
- WiFi Name
- WiFi Password
- Settings
- Admin Password
- Data Usage



Connect to Your Hotspot

Connect a Device to Your Hotspot via Wi-Fi

1. Turn on your Hotspot and your Wi-Fi-enabled device.
2. Open the Wi-Fi application or controls on the computer or Wi-Fi-enabled device that you want to connect to your Hotspot.
3. Find your Hotspot's Wi-Fi name and enter your password to connect to the Internet.

Note: Your Wi-Fi name (SSID) and password appear on the Hotspot LCD display.

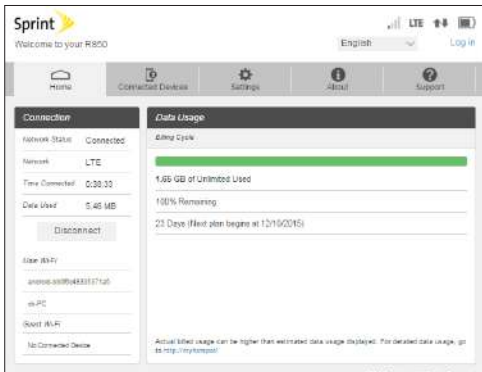
Hotspot Manager

Access, monitor, and customize your device settings using the Hotspot Manager.

Log In to the Hotspot Manager

1. Open a browser on a computer connected to your Hotspot.
2. Navigate to **<http://myhotspot>** or **<http://192.168.128.1>**.
3. Click **Log in**.
4. Enter your password and click **Login**. You'll be taken to the Hotspot Manager home page.

Note: The default Admin password for logging in to the Mobile Hotspot Manager is **password**. It is recommended that you change the password as soon as possible.

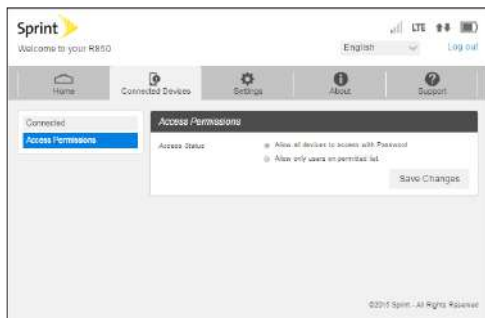


Connected Devices

View devices that are connected to your Hotspot's Main or Guest Wi-Fi networks and configure access permissions.

Set Permissions

1. Log in to the Hotspot Manager.
2. Click the **Connected Devices** tab.
3. Click **Access Permissions** from the left menu to restrict user access.

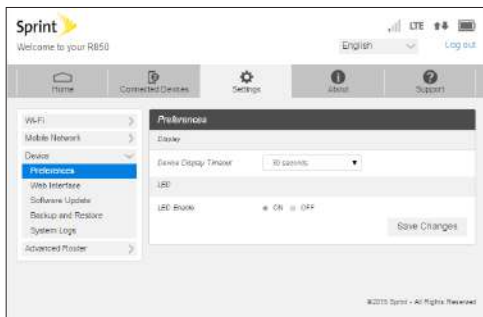


Hotspot Settings

Configure your Hotspot's Wi-Fi, Mobile Network, Device, and Advanced Router settings.

Configure Device Settings

1. Log in to the Hotspot Manager.
2. Click the **Settings** tab.
3. Click **Device** and use the drop down menu to configure the following:
 - **Preferences:** Change your Hotspot's display timeout.
 - **Web Interface:** Change your password to log in to the Hotspot Manager.
 - **Software update:** View and update software for your Hotspot.

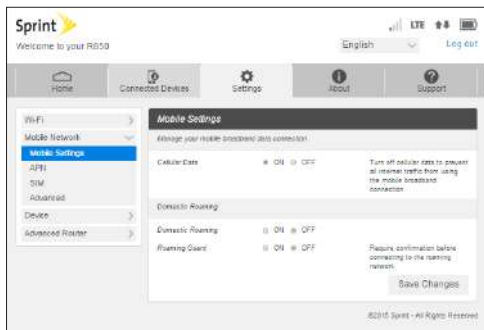


Network Settings

Adjust your Hotspot's Mobile Settings, APN, SIM, and Advanced device settings.

Configure Network Settings

1. Log in to the Hotspot Manager.
2. Click the **Settings** tab.
3. Click **Mobile Network** and use the drop down menu to configure the following:
 - **Mobile Settings:** Manage your mobile broadband data connection and roaming settings.
 - **APN:** View and edit APN settings.
 - **SIM:** Enable a PIN lock for the SIM card.
 - **Advanced:** Perform a factory reset, clear account information, and edit your data profile.



Guest Networks

Create a separate Guest Wi-Fi network that you can share with temporary users.

Set Up a Guest Network

1. Log in to the Hotspot Manager.
2. Click the **Settings** tab.
3. Using the drop down menu, select **Wi-Fi > Basic**.
4. Next to Multi SSID, select **ON**.
5. Under **Guest Wi-Fi**, enter a new Wi-Fi name and password and adjust additional network settings as desired.

The screenshot shows the Sprint Hotspot Manager interface. At the top, the Sprint logo and 'Welcome to your R850' are visible. The top navigation bar includes 'Home', 'Connected Devices', 'Settings', 'About', and 'Support'. The 'Settings' tab is selected. On the left, a sidebar menu shows 'Wi-Fi' selected, with sub-options: 'Basic', 'Advanced', 'Mobile Network', 'Device', and 'Advanced Router'. The main content area is titled 'Wi-Fi Basic Settings'. It includes a 'Multi SSID' toggle set to 'ON', an 'Any SSID Identifier' toggle set to 'ON', and a checkbox for 'Allow guest Wi-Fi users to access the web interface'. Below this is the 'Main Wi-Fi' section with fields for 'Wi-Fi Name' (Sprint-1234567890), 'Wi-Fi Password' (D1982356), 'Privacy Separator' (OFF), 'SSID Broadcast' (ON), 'Any Connecting Rejection' (ON), 'Authentication Method' (WPA/WPA2-PSK), and 'Encryption Method' (AES-TKIP). The 'Guest Wi-Fi' section is also visible, with identical settings for 'Wi-Fi Name', 'Wi-Fi Password', 'Privacy Separator', 'SSID Broadcast', 'Any Connecting Rejection', 'Authentication Method', and 'Encryption Method'.

Sprint
Welcome to your R850

English Log out

Home Connected Devices Settings About Support

Wi-Fi Basic Settings

Multi SSID ☒ ON ☐ OFF
Any SSID Identifier ☒ ON ☐ OFF
☐ Allow guest Wi-Fi users to access the web interface.

Main Wi-Fi

Wi-Fi Name Sprint-1234567890
Wi-Fi Password D1982356
Privacy Separator ☐ ON ☒ OFF
SSID Broadcast ☒ ON ☐ OFF
Any Connecting Rejection ☒ ON ☐ OFF
Authentication Method WPA/WPA2-PSK
Encryption Method AES-TKIP

Guest Wi-Fi

Wi-Fi Name Sprint-1234567890
Wi-Fi Password D1982356
Privacy Separator ☐ ON ☒ OFF
SSID Broadcast ☒ ON ☐ OFF
Any Connecting Rejection ☒ ON ☐ OFF
Authentication Method WPA/WPA2-PSK
Encryption Method AES-TKIP

Reset Your Hotspot

You may want or need to clear your account information, reset user settings, or reset your device to its factory default settings.

Reset Wi-Fi Settings Only

1. Log in to the Hotspot Manager.
2. Click the **Settings** tab.
3. Using the drop down menu, select **Wi-Fi > Basic**.
4. Under Wi-Fi Settings Reset, click **Reset**.

Restore All User Settings to Factory Defaults

1. Log in to the Hotspot Manager.
2. Click the **Settings** tab.
3. Using the drop down menu, select **Device > Backup and Restore**.
4. Scroll down and click **Restore Factory Defaults**.

Note: If you've forgotten your password to the Hotspot Manager, you'll need to perform an RTN Reset (see below).

Reset Your Device and Restore All Settings (RTN Reset)

1. Remove the battery cover.
2. Press and hold the **Reset button** until you see the "Factory Reset Restarting..." message on the LCD screen.

Note: The Hotspot must be powered on when pressing the Reset button.

Manage Your Account

Online: sprint.com/mysprint

- Make a payment, see your bills, enroll in online billing.
- Check data usage and account balance.
- See or modify the details of your Sprint service plan.
- Get detailed instructions and download content.

Customer Service

- Sprint Customer Service:
Dial **1-888-211-4727**
- Business Customer Service:
Dial **1-888-788-4727**

Help

- **User Guide** – View the comprehensive User Guide online at sprint.com/support.
- **Updates** – The first time you connect your Mobile Hotspot, from your Web browser go to the device's home page by entering <http://myhotspot>. Click the **Settings** tab. In the drop down menu, select **Device > Software Update**, and follow the onscreen instructions to update your device.
- **Web** – Go to sprint.com/support to access troubleshooting and other resources. For software updates, go to sprint.com/downloads.

Additional Support

- Log in to the Hotspot Manager and click the **Support** tab from the home page.

It's All Connected

Sprint is committed to your world, and we work hard to make sure it's taken care of.

Your guides and packaging are 100% recyclable, printed with vegetable inks, and are made with a minimum of 85% recycled paper.

We even make it easy (and rewarding) to recycle your old device – visit **sprint.com/buyback** for more info.

Check us out at **sprint.com/goodworks** to find out more.



The services described in this guide may require a subscription to a service plan and/or may incur additional charges. Not all services will work on all devices. See sprint.com/coverage for more details.

Important Privacy Message. This device is capable of determining its/your geographical location. For some applications and services you select, a device must be turned on and set to allow collection of location information in order to function.

Please be advised that if you use a third-party application, the application may collect your personal information or require Sprint to disclose your customer information, including location information (when applicable), to the application provider or some other third party. Sprint's policies do not apply to these third-party applications. Please carefully review the application's terms of use and/or the application provider's policies for more information about how the application will collect, access, use or disclose your information before using a third-party application. Terms of use and other policies usually are available on the application provider's website.

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