

Introduction

A **ZTE pocket WiFi device** is a portable wireless hotspot that lets you share a mobile data connection with multiple devices. With an **MTC Namibia SIM card** inside, this device can provide internet access on the go – perfect for use in vehicles, so passengers can enjoy WiFi during travel. In this manual, we'll guide you through setting up the device, configuring the WiFi, understanding MTC's data packages, and troubleshooting common issues. The instructions are written in simple steps, ideal for users who may not be tech-savvy.

What's Included

When you unpack your ZTE pocket WiFi (MiFi) device, verify that you have the following items:

- **ZTE Pocket WiFi Device** – The main unit that broadcasts the WiFi signal.
- **Rechargeable Battery** – Usually pre-installed or separate in the box (provides power for portable use).
- **MTC Namibia SIM Card** – A SIM card for connecting to MTC's mobile network (may come pre-inserted or in the package).
- **USB Charging Cable and Power Adapter** – Used to charge the device's battery (the adapter may plug into a wall outlet or car charger).
- **Quick Start Guide / User Manual** – Basic instructions from the manufacturer (and safety information).

Ensure all items are present. If anything is missing, contact your supplier before proceeding with setup.

Setup Guide

1. Inserting the MTC Namibia SIM Card

Before powering on the device, insert the SIM card:

1. **Power Off:** Make sure the pocket WiFi device is turned off (if it was on).
2. **Open SIM Slot:** Locate the SIM card slot. This often requires removing the back cover or opening a small SIM card cover. Gently lift or slide open the SIM card cover as shown in the device's quick start guide

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3. **Insert SIM:** Take the MTC SIM card (ensure it's a **micro-SIM or nano-SIM** as required by the device – adaptors may be needed if it's a smaller size). Align the SIM card with the slot (metal chip side facing the device's contacts) and slide it in until it's firmly in place

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. It should fit without forcing.

4. **Replace Cover:** Close the SIM card slot cover or reattach the back cover securely.

Tip: If your device's battery is removable and not yet inserted, now is a good time to insert the battery as well (align the battery contacts and snap it in, then replace the back cover). Always insert or remove the SIM only when the device is powered off to avoid damage.

2. Charging the Device

Before first use, it's recommended to fully charge the pocket WiFi device's battery:

- **Connect to Power:** Plug the provided USB cable into the device's charging port and connect the other end to the supplied wall adapter (then plug into an outlet) or a USB power source (like a computer or car charger).
- **Initial Charge:** Let the device charge for about 2 hours or more on the first charge

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. The indicator lights or screen on the device may show the battery status – usually a solid green light means a high or full charge, while red indicates a low battery

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- **Charging Indicators:** While charging, you might see a blinking light. For example, a **green blinking LED** often means the battery is charging and above a certain level, whereas **red** would mean the battery is very low

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. Wait until the battery is sufficiently charged (green solid if available) before heavy use.

You can use the device while it's charging, but for the first time it's best to let it charge fully to condition the battery. Unplug the charger once done.

3. Powering On the WiFi Device

Now that the SIM is inserted and battery charged, let's turn on the device:

- **Power Button:** Locate the **Power** key on your ZTE pocket WiFi (usually on the side or top). Press and hold the power button for about **2 seconds** until you see the lights turn on or the screen boot up

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. You may see all indicator lights flash briefly as the device starts up.

- **Boot Up:** Give the device a moment (usually 30 seconds to a minute) to search for the MTC mobile network. The **network indicator** light should turn on – often blue or green – showing it has signal. For example, a blue light might indicate 4G/3G connectivity on some models

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- **Check Signal:** Ensure the device is in an area with MTC network coverage. If you're inside a vehicle, you may get better signal near a window. A stronger signal (more bars or a solid indicator) will provide better internet speeds.

If the device has an LCD screen, it will display icons for signal strength, battery, WiFi, etc. If it only has LEDs, refer to the legend in the quick guide for what each light means (e.g., one light for power/battery, one for WiFi, one for network). Once the network light shows a connection (not blinking red or off), you're ready to connect devices to the WiFi.

4. Connecting to the WiFi Network

Your ZTE device now creates a WiFi hotspot that you can connect your phone, tablet, or laptop to:

- **Find the Network Name (SSID):** Using a WiFi-enabled device (phone, laptop, etc.), scan for available WiFi networks. You should see a network that corresponds to your pocket WiFi. By default, it might be a name like "ZTE_Hotspot_***" or similar. The exact **SSID** (network name) is usually printed on a label on the device or under the battery. Check the device's label for "WiFi Name (SSID)"

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- **Find the WiFi Password:** On the same label or in the package, there will be a default WiFi password (sometimes called "WiFi Key"). It's often a mix of letters/numbers. For security, ZTE devices come with a unique default password – refer to the device's label to get the default WiFi password

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- **Connect:** On your phone or laptop, select the device's WiFi network name. When prompted for the password, enter the default WiFi password exactly as shown (it is case-sensitive). Then join the network.
- **Confirmation:** After a few seconds, your device should indicate it's connected. You now have internet access through the pocket WiFi. You can connect multiple devices (most ZTE mobile hotspots support around 10 devices at once) – just share the SSID and password with passengers as needed.

Note: It's wise to keep the default WiFi password safe. You can change the WiFi name or password later in the device's settings (explained in the next section), but for initial setup using the defaults is simplest.

5. Accessing the Device's Web Interface (Admin Dashboard)

Though not strictly required for basic use, you may want to access the device's web management page to customize settings (like changing the WiFi name/password, or checking data usage and signal info). Here's how:

- **Connect to WiFi:** Make sure your phone or computer is connected to the pocket WiFi's network (from the previous step).

- **Open Browser:** Launch a web browser (Chrome, Firefox, etc.) on that device. In the address bar, type the device’s default gateway address: **http://192.168.0.1** (this is the default IP for ZTE hotspots) and press Enter

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- *Tip:* Some ZTE devices also allow using a URL like **http://ufi.ztedevice.com** instead of the numeric address

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. If one doesn’t work, try the other.

- **Login Page:** You should see the ZTE admin login page. It will ask for a **password** (and in some cases a username). By default, the admin username might be “admin” and the default password could be something like “admin” or a unique code. Check the device’s label or documentation for the admin login password

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. On many ZTE units, the admin password is the same as the WiFi password or a specific number printed on the device.

- **Enter Credentials:** Input the username and password (or just password if only one field is present) and log in. If you’ve entered the correct info, you’ll see the admin interface, which shows status info and settings.
- **Basic Configuration:** Within the interface, you can see information like signal strength, connection status, battery level, and connected devices. You may also navigate to settings to:
 - Change the WiFi **SSID** (network name) and password to something you prefer (under WiFi Settings)

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. For example, you could name the network “MyCarWiFi” and set a new password. (If you do change these, reconnect your devices using the new credentials.)

- Check or configure the **APN** (Access Point Name). For MTC Namibia, the APN should be set to “**internet**” (with username and password blank)

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. Usually the SIM will auto-configure this, but if you have connectivity issues, ensure the APN is correct.

- View data usage statistics, SMS messages (if any), or adjust advanced settings.

For most users, you won’t need to change much beyond maybe the WiFi name/password. If unsure, you can leave all settings at default – the device should work out-of-the-box with the MTC SIM. Remember to **log out** of the interface when done (for security).

Data Packages

Your MTC SIM card can be loaded with various prepaid bundles. Two common packages used in this setup are “**Aweh Jo Data 30**” for the WiFi device and “**Aweh Yo Data 20**” for the phone SIM. These are part of MTC’s “Aweh” family of combo plans, offering data (and often some calling/SMS benefits) for a fixed validity period. Below is an explanation of each and how to manage them:

- **Aweh Jo Data 30 (WiFi Device Plan):** This is a **30-day validity** data bundle ideal for use in the pocket WiFi device. It provides a large allotment of data suitable for a month of internet usage on multiple devices. For example, the Aweh Yo Data 30 package (similar in name) offers about **18 GB of data valid for 30 days**, plus some voice minutes (around 300 minutes)

namibia-forum.ch

. The “30” in the name indicates the 30-day duration. With this plan active on your WiFi’s SIM, you can enjoy internet in your vehicle for an entire month without worrying about daily renewals. (Any included voice/SMS in this plan are generally not utilized by the WiFi device, but they come as part of the bundle.) This package is great for heavy data users or for long trips – make sure to renew monthly if continuous service is needed.

- **Aweh Yo Data 20 (Phone SIM Plan):** This package is used on your phone’s SIM card and has a different allowance and validity (the naming “20” could refer to a different tier or validity than the 30-day package). Typically, phone Aweh packages with smaller numbers are shorter-term. *Aweh Yo Data 20* likely has a **weekly** validity (for example, 7 days), providing a moderate amount of data for phone use, along with some talk time and SMS. For instance, MTC’s Aweh bundles often include combos of data plus minutes/SMS – e.g., one of the mid-tier Aweh plans gives **2 GB data, 60 minutes, and 70 SMS for about N\$39**, usually valid for a week

[instagram.com](https://www.instagram.com)

. The exact allowance for “20” may be around 1–2 GB of data plus some minutes/SMS, with validity around 7 days (if it’s a weekly plan) or possibly 20 days if it’s a special 20-day offer (check MTC’s latest info). In practice, this plan on your phone lets you make calls, use mobile data, and text for the duration of the bundle without using airtime. It’s cost-effective for keeping your smartphone connected. Just remember to renew or top up once it expires to continue using data on the phone.

Checking Balance and Data Expiry: Both the WiFi device’s SIM and your phone SIM have USSD codes and tools to monitor usage:

- On your phone (with the MTC SIM), you can dial ***682#** to check your remaining bundle balance and expiry date. A menu or message will pop up showing how much data is left and when the package expires

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. This is a quick way to ensure you have data remaining on *Aweh* bundles. (If *682# doesn’t directly show the info, follow the prompts for “Balance Enquiry” or similar.)

- You can also dial ***682#** from a phone to purchase or manage data bundles (it will list options including buying Aweh packages or checking balances).
- If the SIM is in the pocket WiFi and not easily placed in a phone for USSD, you have other options: the device’s web interface often shows data usage, but it may not know the expiry. Instead, you can temporarily put the SIM into a phone to dial the code, or use the **MyMTC Namibia** app or MTC’s online self-service. MTC’s app (available on smartphones) can display your active bundles and balances once you register your number.

- Alternatively, send an SMS or use MTC's web portal if available for balance inquiries. (For example, some MTC SIMs allow texting a code to a service number for balance info – check MTC guidelines if needed.)

Always keep an eye on the expiry date – once the 7 days or 30 days pass, unused data might fall away and standard rates apply if not renewed. It's best to renew the package before it expires to continue using data seamlessly.

Troubleshooting Guide

If you encounter issues with your ZTE pocket WiFi or the internet connection, use this guide to resolve common problems:

- **No WiFi Network Detected (Cannot find the SSID):** If your phone/laptop doesn't see the WiFi name, first check that the pocket WiFi device is **powered on** (lights or screen should be on). If it's on but no SSID, the WiFi broadcast might be off. Log in to the web interface via a direct connection and ensure WiFi is enabled. Also, make sure you are within range (it usually covers about 10-15 meters). Restarting the device can also re-broadcast the SSID. In rare cases, a factory reset (see below) may be needed to restore the default WiFi settings if they were changed.
- **Connected to WiFi but No Internet:** This is often a SIM or network issue. Check the device's **network indicator**: is it showing signal bars or a 3G/4G indicator? If the network light is off or red, the device isn't connecting to MTC's network. Possible causes:
 - The SIM card isn't active or isn't registered on the network. Ensure the SIM is properly inserted (try reinserting it) and that it's an active SIM (new SIMs must be registered/activated by MTC).
 - No data bundle: The **Aweh data package might have expired or been used up**. Dial *682# on a phone with that SIM to see if you still have data

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. If not, you'll need to recharge or subscribe to a new bundle.

- SIM PIN lock: Some SIM cards have a PIN code by default (for security). If the device's SIM requires a PIN, the pocket WiFi might not connect until the PIN is entered. You can insert the SIM in a phone, enter the PIN (default is often 0000 or 1234 for new SIMs) and disable the SIM PIN in the phone's settings, then put it back in the WiFi device.
- APN not configured: The Access Point Name should be "internet" for MTC

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. The device usually sets this automatically via the SIM, but if it was changed, log in to the web interface and check under network settings that APN = internet (no username/password).

- **Weak or Intermittent Signal:** If the connection is slow or drops often, it might be due to weak cellular coverage:
 - **Change location:** If you're in a vehicle, try placing the hotspot near a window or on the dashboard where it can catch a stronger signal. In remote areas, MTC's 4G/3G signal may be weak; the device might fall back to a slower 2G connection or lose connection. Moving to a higher elevation or less obstructed area can help.
 - **External factors:** Weather or being inside a metal vehicle can slightly degrade signal. Also ensure the device's antenna area (internal) isn't obstructed by other electronics.
 - **Network type:** Some devices allow locking to 3G or 4G. If 4G signal is weak, you could log in and set the network to 3G only, which might be more stable (and vice versa).

- **Forgot WiFi Password or Changed Settings and Can't Connect:** If you changed the WiFi password and forgot it (or some settings misconfiguration is preventing connection), you can **reset the device to factory settings**. There is usually a small **reset hole** (pin-sized) on the device (often near the SIM slot or on the bottom). Using a paperclip or pin, press and hold the reset button for about **5–10 seconds** until the device restarts

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. This will restore the default settings – including the default WiFi SSID and password (as printed on the label) and default admin password. After a reset, you'll need to reconnect using the original WiFi credentials. (*Note: Resetting erases any custom settings, so use it as a last resort.*)

- **Device Won't Turn On / Freezes:** If the pocket WiFi doesn't respond to the power button or seems stuck:
 - Make sure the battery is charged. Plug it into power for a few minutes and try again.
 - If it's frozen, perform a force reboot: press and hold the power button for ~10 seconds to force a shutdown

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. Then press power again for 2 seconds to restart it.

- If it still won't turn on, remove the battery (if removable) for a moment, then reinsert and try again.
- **SIM Card Not Detected:** If the device shows a "SIM error" or no SIM:
 - Power off and re-insert the SIM, making sure it clicks in place and the contacts are clean.
 - Try the SIM in a phone to ensure the SIM itself isn't faulty. If the phone doesn't detect it either, the SIM might need replacement. If the phone does detect it, the hotspot device's SIM slot could be the issue – consult support.
- **Still No Luck – Contacting Support:** If you have tried the above and the WiFi device is still not providing internet, you might need to get help from MTC or the device provider. You can contact **MTC Customer Support** for SIM and network-related assistance. From an MTC phone, dial **130** (toll-free) to reach the Customer Contact Centre

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. If you only have a non-MTC phone, call **081 130** for support. Explain that you're using a pocket WiFi and describe the issue; they can check if your SIM is active, your data bundle status, or if there are network outages in your area. For device-specific problems (like a hardware fault), if the device was provided by a third party (e.g., the rental company or retailer), you may contact them for a device replacement or further troubleshooting.

Keep this guide in your vehicle so you can reference these troubleshooting tips whenever the WiFi or SIM isn't working as expected. Most issues can be solved by checking the SIM/data or simply restarting the unit.

Usage Tips

To get the best performance and longevity from your ZTE pocket WiFi and MTC service, consider the following tips:

- **Optimizing Battery Life:** The device's battery will typically last several hours of continuous use. To extend battery life, turn off the pocket WiFi when it's not needed (e.g., overnight or when the vehicle is parked for long periods). You can also lower power usage by disconnecting devices that aren't actively using the internet. If your device has a "Power Save" or auto-sleep setting, enable it –

this will make the device sleep when no devices are connected. Also, avoid leaving the hotspot in direct sunlight or a hot car interior, as high temperatures can degrade the battery.

- **Managing Connected Devices:** While the pocket WiFi can support many devices (often 10 or more simultaneously), performance is shared. If too many users are streaming or downloading at once, the speed will slow down for everyone. For smoother performance, limit the number of devices or heavy internet activities at the same time. For example, if you notice the internet is slow, check if someone might be downloading large files or updates. You can disconnect devices not in use (the admin interface can sometimes show and let you kick off devices if needed). Keeping the user count reasonable ensures a better experience, especially if the data connection isn't very strong.
- **Understand Coverage Areas:** MTC Namibia has widespread coverage in cities and along major roads (with 3G/4G LTE service in many areas), but in very remote regions or deep rural areas, you might only get 2G (EDGE) or no signal at all. Plan your internet use accordingly. If you know you'll travel through a network shadow area, don't rely on continuous connectivity for critical tasks. Generally, within Windhoek and other towns you'll have good coverage, whereas out in national parks or distant rural roads the signal may drop. You can check MTC's coverage maps online for an idea of service in different regions.
- **Secure Your WiFi:** Since this hotspot is used in a vehicle, make sure your WiFi network is secured to prevent strangers from connecting when you're in public places. Use a strong password (the default is usually strong, but if you set a custom one, keep it complex). It's also good to change the admin interface password from the default, so only you can alter settings. This prevents any potential misuse if someone knows the common defaults.
- **Keep an Eye on Data Usage:** Especially with multiple people using the WiFi, the data can be used up faster than expected. Regularly check the remaining data (via *682# or the admin page) so you're not caught off guard. If you run low, you can top-up with another Aweh package or buy a data bundle before it runs out. Managing usage (like avoiding high-definition video streaming unless necessary) can make the 18 GB (in the 30-day plan) last the whole month. On the phone SIM, avoid large updates or cloud backups on mobile data unless you're comfortable with the data used.
- **Vehicle Placement and Safety:** Find a secure place in the vehicle to keep the device. It should be well-ventilated (so it doesn't overheat) and secured (so it doesn't become a projectile if you brake suddenly). Many users keep it in a glove compartment or center console when not actively using it, and bring it out or mount it on the dash when needing better reception. Also, use the car charger if available to keep it powered on long drives – the USB can often plug into a car USB port or adapter.

By following these tips, you'll ensure a steady and reliable mobile internet experience throughout Namibia. Enjoy your travels with the convenience of on-board WiFi, and stay connected with your MTC SIM plans wherever you go!