

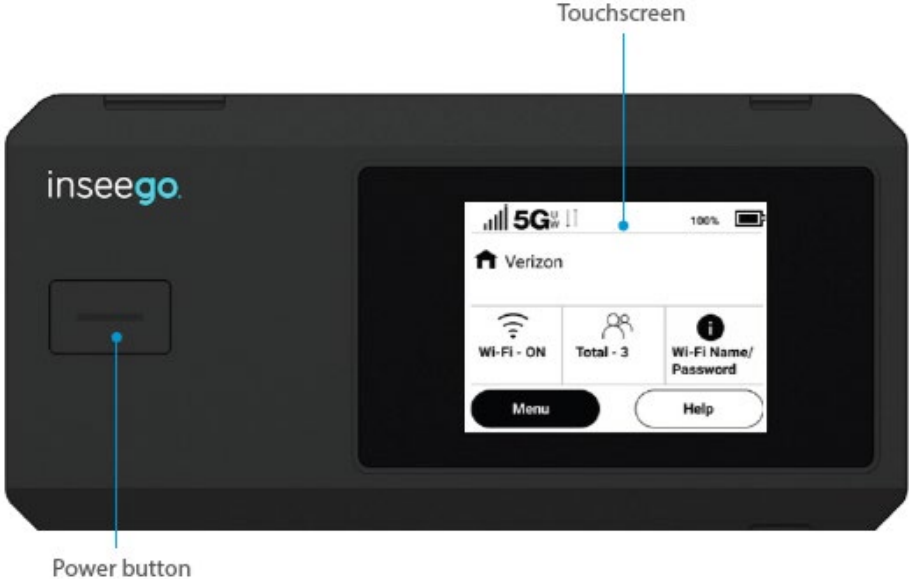
MiFi PRO M4

Mobile hotspot






















About your MiFi PRO M4

The Inseego MiFi PRO M4 is an enterprise-grade 5G mobile hotspot designed to ensure business continuity, strengthen security, and reduce operational risk, anywhere work happens. Built for business-critical use, it delivers secure, reliable, and centrally managed connectivity that helps maintain productivity, protect sensitive data, and support IT governance.



Status indicators and icons

	Home
	Network signal strength
	Data transferring between mobile network and MiFi
	Airplane mode
	Unread messages
	MiFi Wi-Fi network
	Connected devices
	Information
	Multiple screens
	Battery fully charged
	Battery critically low and MiFi will shut down unless charged
	MiFi connected to AC charger and charging
	MiFi connected to USB and charging
	MiFi in Battery Preservation Mode
	No SIM detected.
	SIM locked
	SIM error
	Ethernet port is activated.
	Ethernet port is deactivated.

Setting up your MiFi

NOTE: For optimal functionality of your MiFi, please use the pre-installed SIM card and battery.

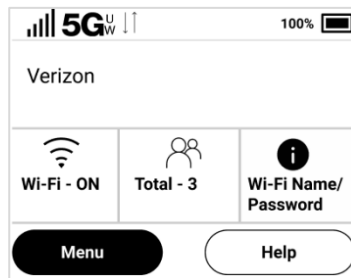
Step one: Turn your MiFi on/off

Important: Before you use your MiFi, charge the battery to ensure a full initial charge.

- **Turn on your MiFi:** Press and hold the power button for three seconds.
- **Wake your MiFi:** The touchscreen sleeps to reserve battery power. To wake it, press and release the power button.
- **Turn off your MiFi:** Press and hold the Power button for three seconds until you see the Powering Off screen, then select **Shutdown**.

Step two: Find your Wi-Fi name and password

- Tap **Wi-Fi Name/Password** on the Home screen.



The name and password for your MiFi primary network is shown. Swipe left to see the guest network credentials.

Step three: Connect to the internet

Any device with Wi-Fi capability can connect to your MiFi. You can also connect via USB or Ethernet.

NOTE: Wi-Fi and wired devices can connect simultaneously.

- On your Wi-Fi capable device, open the list of available Wi-Fi networks. Select the MiFi primary or guest network and enter the password.

Managing your MiFi

Setting up a guest network

Your MiFi PRO M4 has two Wi-Fi networks, primary and guest, and lets you connect up to 50 Wi-Fi capable devices. For added security, share your guest network instead of your primary network.

The guest network is off by default. You can turn it on from either the touchscreen or the admin web UI by assigning a band. On the touchscreen home page, click the **Wi-Fi icon** and select **Band Selection**. On the web UI, go to: **Network > Wi-Fi**.

Battery Preservation Mode

When your MiFi has charged for more than 16 hours straight, it enters Battery Preservation Mode and the battery level is maintained between 50% and 60%. This helps prevent overcharging and preserves the integrity of your battery.

You can disable Battery Preservation Mode on the touchscreen (**Menu > Settings**), or on the admin web UI (**Administration > Settings & Preferences**).

Monitoring and managing your MiFi

You can use the following options to monitor and manage your MiFi.

MiFi touchscreen

You can view and customize most MiFi settings directly on the MiFi touchscreen.

Inseego Mobile app™

The mobile app supports basic device monitoring and management. Scan the QR code to install from AppStore or Google Play.



Admin web UI

You can access basic and advanced MiFi settings using the admin web UI. On a computer or browser-supported device connected to your MiFi, open any web browser and go to <https://my.jetpack>, <https://my.mobilehotspot>, or <https://192.168.1.1>. To find the admin password, tap **Help > Admin Website** on the Home touchscreen.

Restoring factory settings

You can reset your Inseego MiFi to factory settings from the touchscreen, from the admin web UI, or using the reset button on the device.

CAUTION: Restoring your MiFi to factory settings resets the Wi-Fi name and password and admin password. This disconnects all devices connected to your Wi-Fi network.

To reset using the reset button:

- Make sure your MiFi is on.
- Remove the battery cover from the back of your MiFi.
- Insert an unfolded paper clip into the **Reset** hole and press until the MiFi screen shows **MiFi Resetting**.

Additional information

Inseego Mobile app requirements

Smartphone or device on iOS 13 or above, or Android 9.0 or above.

System requirements

Any device with Wi-Fi capability and an internet browser. The MiFi PRO M4 is compatible with all major operating systems and the latest versions of browsers.

Your wireless device and third-party services

Verizon is the mobile carrier associated with this wireless device, but many services and features offered through this device are provided by or in conjunction with third parties. Verizon is not responsible for your use of this device or any non-Verizon applications, services and products, including any personal information, you choose to use, submit or share with others. Specific third-party terms and conditions, terms of use and privacy policies apply. Please review carefully all applicable terms conditions and policies prior to using this wireless device and any associated application, product or service.

Support and more



Get help using your MiFi

From your computer, visit [verizon.com/Support](https://www.verizon.com/support).



Customer Service

- Call 800.922.0204
- X (Twitter) @VerizonSupport
- Facebook @Verizon



Download a User Guide from [verizon.com/Support](https://www.verizon.com/support).



My Verizon Mobile App

Manage your account, track your usage, edit account information, pay your bill and more.

More information

To access an online user guide or this guide, visit go.inseego.com/mifipro.

