

C801 4G Router

User Guide



Table of Contents

Introduction	1
Before You Begin.....	1
Compatible Operating Systems (OS)	1
Package Contents	2
Additional Information	2
Get Started.....	3
Parts and Functions.....	3
LED Light Indicators	5
Data Transfer Volume and Transfer Speed	5
SIM Card.....	5
Device Setup.....	7
Install and Remove the SIM card	7
Attach Antennas	8
Power Device On or Off.....	8
Restart Your Device.....	9
Wiring your C801	10
Wiring your device	10
Settings	12
Web UI Overview.....	12
Web UI Window	12
Home	12
Settings Tab.....	13
Connection Settings	13
OOB Settings	14
Remote Management.....	16
LAN Settings	17
Firewall Settings.....	18
4G LTE Settings.....	19
APN	20
SIM	21
Advanced	22
Preferences.....	23
Web Interface.....	23

Software Update	24
Backup and Restore.....	25
System Logs.....	26
About	27
Support Tab	28
Appendix	29
Troubleshooting	29
Specifications.....	30
Warranty and Service	32
Customer Service	32
Trademarks and Copyright Information	32
Safety and Notices	33
Safety Precautions.....	33
Important Notice.....	33
Safety and Hazards.....	33
FCC Compliance	33
RF Exposure Statement.....	34

Introduction

The following topics describe the basics of using this guide and your new broadband device.

Before You Begin

Thank you for purchasing your new C801 4G Router!

The following topics explain how best to use this guide to get the most out of your broadband device.

Before Using Your Device

Read Safety and Notices thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Guide Usage Notes

Note that most descriptions in this guide are based on your device's default settings at the time of purchase.

Screenshots and Key Labels

Screenshots and Key labels are provided for reference only. Actual windows, menus, etc. may differ in appearance.

Other Notations

In the user guide, the broadband device may be referred to either as "C801," "router," or "device".

Compatible Operating Systems (OS)

The table below outlines the compatible operating systems (OS) for your device. Use outside these environments may affect performance. Additional factors (hardware, connected peripherals, installed applications, etc.) may also affect performance.

- For computer support, OS version upgrade information, etc., see the corresponding manufacturer's product support documentation.
- The information for operating system (compatible OS) listed below is the current information for your device sold as of Jan.2018.

Item	Description
Compatible operating systems (OS)	Windows 7, 8, 10
	Mac OS 10.5 or later
	Android 2.1 or later

Item	Description
Compatible browsers	Chrome 36.0 or later Internet Explorer 8.0 or later Firefox 3.1 or later Safari 5.0 or later

Package Contents

See below for details on everything you will find in the box for your C801.

- C801 4G Router
- A pair of external antennas
- AC Adapter
- Get Started Guide
- Important Information Booklet

Additional Information

The following list describes additional information before you begin using your C801.

- Your broadband device accommodates software updates. Always use the latest software.
- Note that connection speeds may drop or connections may be disabled depending on line traffic or connection environments.

Get Started

The following topics give you all the information you need to set up your device and wireless service for the first time.

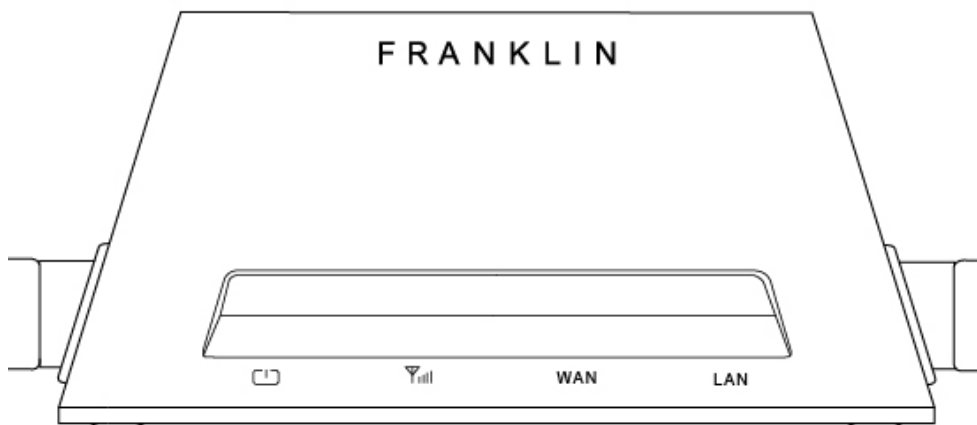
Parts and Functions

Learn your device's primary parts and functions.

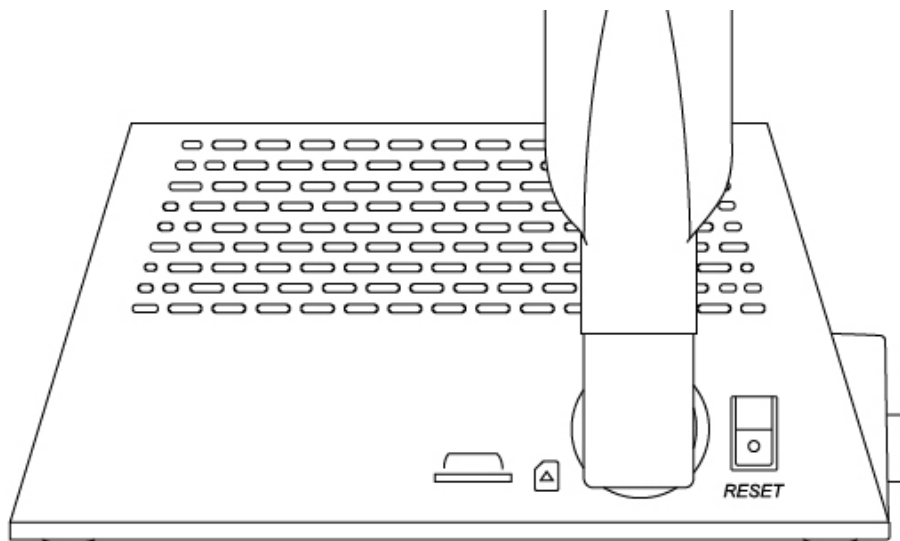
Device Layout

The following illustration outlines your device's primary external features and buttons.

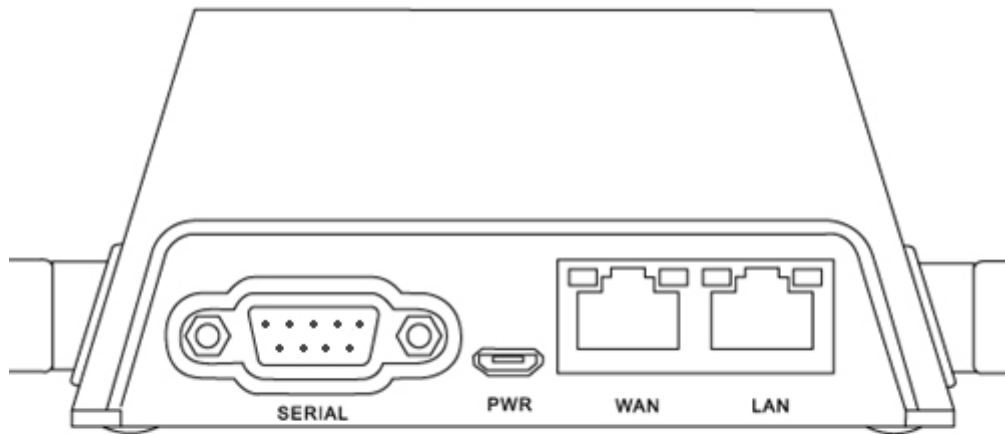
Frontal View



Side View





Rear View



Part	Description
SIM card slot	Install the SIM card.
Micro USB port	Power on device by plugging in micro USB to device and AC adapter end to power outlet
Reset button	Located on the side of device. Press and hold until all lights blink to power cycle your device. (Device must be On when pressing reset button.)
External antennas	Attach provided antennas to the sides of device for optimal speeds.
Serial port	Connect the serial cable to utilize the Out of Band Feature.
LAN port (PoE Compatible)	Connect one end of ethernet cable here and other end to desired device depending on your network.
WAN port (PoE Compatible)	Connect one end of ethernet cable here and other end to desired device depending on your network.
LED Light Indicators	Indicates the status and activity of your router.

LED Light Indicators

The LED Light Indicators on the front of the device will show the status of C801's power, signal strength, WAN activity, and LAN activity.

Icon	Description
	Green : Power On
	No Light : Power Off
	Red : No service
	Yellow : Moderate Service Area
	Green : Good Service Area
WAN	Green (Solid) : WAN connected. No data transmission.
	Green (Blink) : WAN connected. Data is being transferred.
	No Light : WAN not connected
LAN	Green : LAN connected
	No Light : LAN not connected

Data Transfer Volume and Transfer Speed

Wireless Mode	Maximum Downlink Speed	Typical Downlink Speed
4G/LTE	150 Mbps	50 Mbps

Note: Actual speeds depend on several factors, including network conditions.

SIM Card

The SIM card is an IC card containing your device's phone number and other customer information.

Note: Your device's SIM card is preinstalled.

Handling a SIM Card

Keep the following in mind when handling a SIM card.

- Customer is responsible for any damage caused by inserting the SIM card in another-brand IC card reader, etc. The company is not responsible in such case.
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.

- Avoid applying labels. May damage the SIM card.
- See instructions included with the SIM card for handling.
- The SIM card is the property of the company.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the SIM card to the company when cancelling subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- It is recommended that you keep a separate copy of information that is stored on the SIM card. The company is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM card or device (SIM card inserted) is lost or stolen. For details, contact Customer Service.
- Always power off the broadband device before inserting or removing the SIM card.

Device Setup

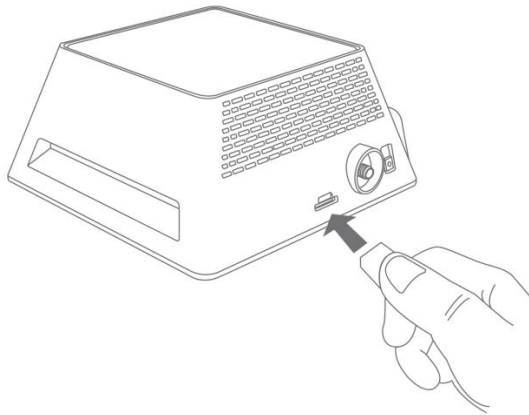
The following topics outline basic features and operations of your device.

Install and Remove the SIM card

Please make sure power is off when installing or removing the SIM card. Locate the SIM slot which is on the right side of the device and follow the steps below:

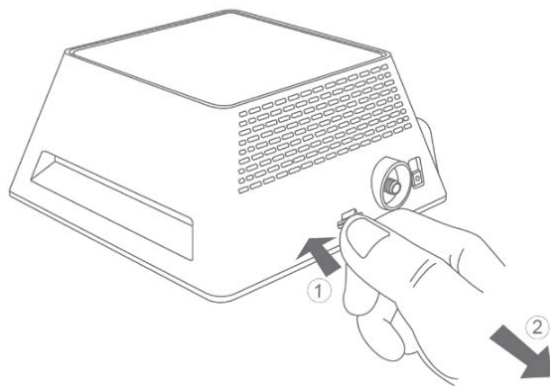
1) Install the SIM card

- a) Insert SIM card into SIM slot, notch end first and gold contacts facing down. (Refer to engraving next to the SIM slot)
- b) Gently insert the SIM into the slot until you hear a click.



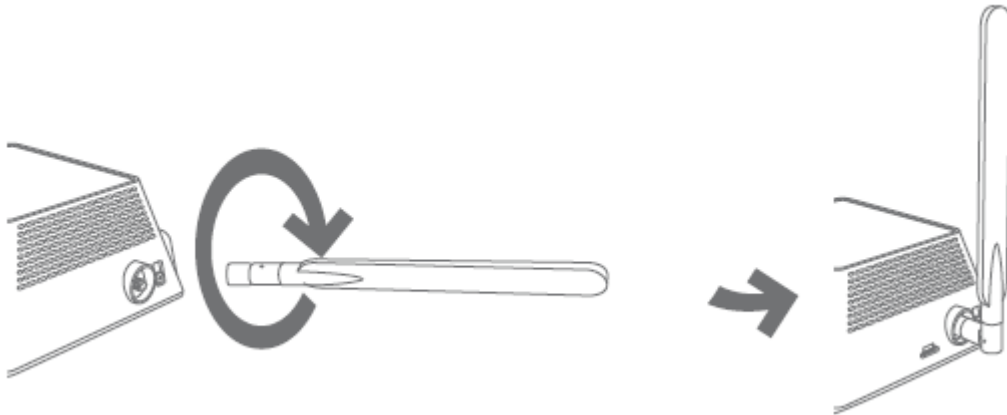
2) Remove the SIM card

- a) Gently push the SIM card until you hear a click.
- b) The SIM card will now be sticking out for you to remove.



Attach Antennas

- a) Align the antennas with the antenna posts which are located on the sides of the device.
- b) Twist the antennas on and make sure they are secure.
- c) You may carefully adjust the antenna to improve signal.

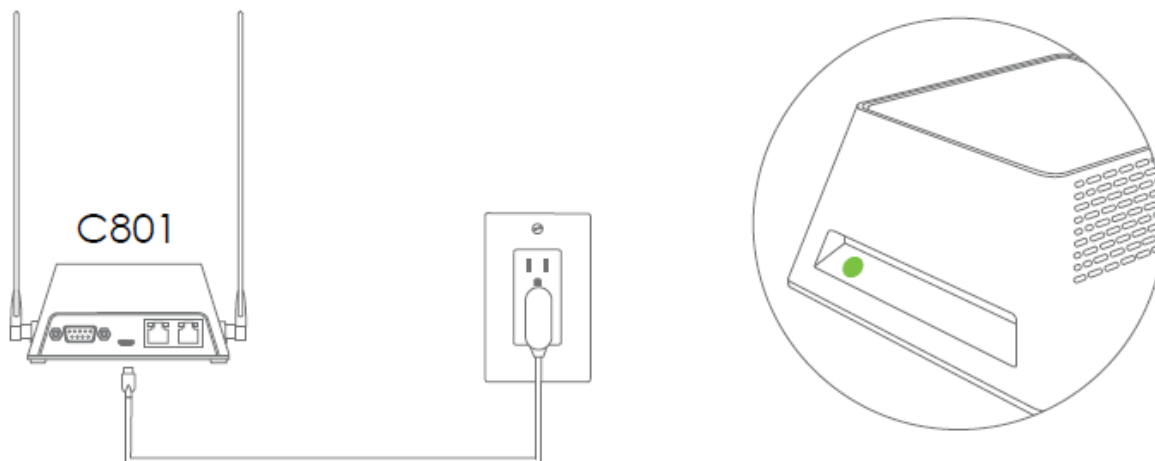


Power Device On or Off

1) Power your device on

Option 1: Using the included AC Adapter

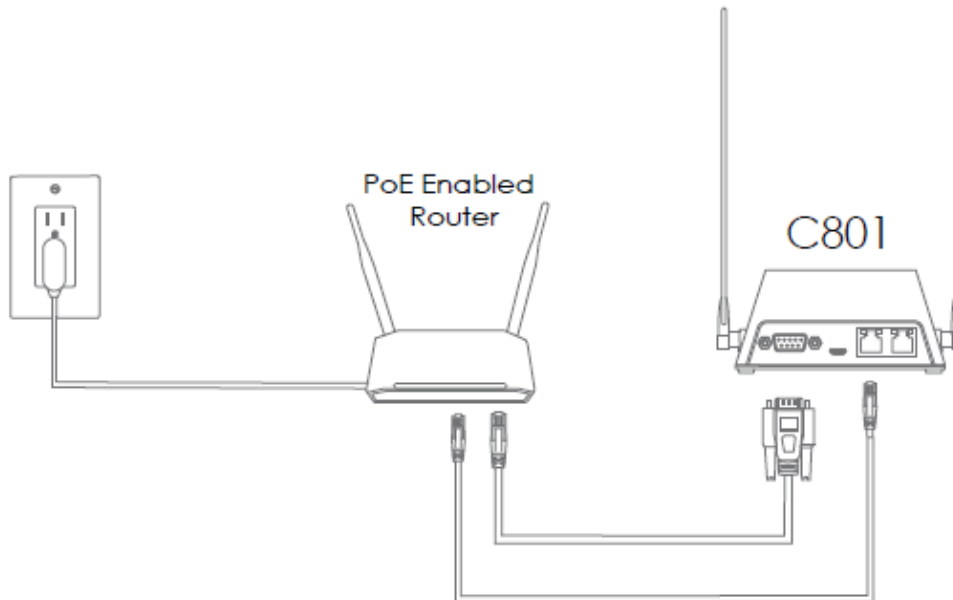
Plug in the AC Adapter to the power outlet and plug the micro USB end to the C801's micro USB port, which is located at the back of the device. Once connected, a green light will appear above the power icon.



Option 2: Use a PoE (Power over Ethernet) connection

Note: The C801 can be powered through Ethernet cable connected to a PoE power source such as PoE injector, PoE enabled router etc... When powered through Ethernet cable, you don't need to connect the AC adapter to C801.

Connect PoE powered Ethernet cable to either WAN or LAN port as needed for your network. Once powered On, a green light will appear above the power icon on the device.



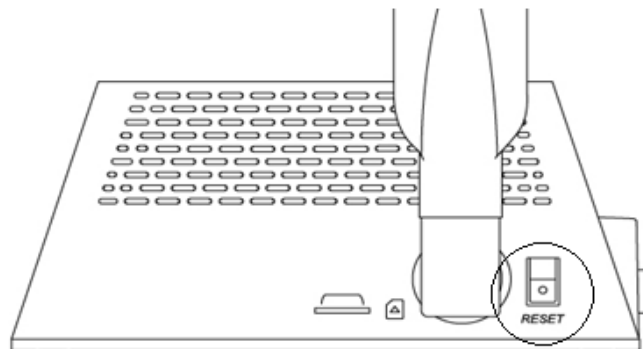
2) Power your device off

Your device will power off once AC adaptor or PoE connection is unplugged.

Restart Your Device

If you are experiencing problems with your device, try restarting your device by unplugging the power cord and plugging it in again after a few seconds.

Note: If you are still experiencing problems, locate the Reset button on the side of the device. Press and hold while device is On until the front LED lights start blinking to power cycle the device.



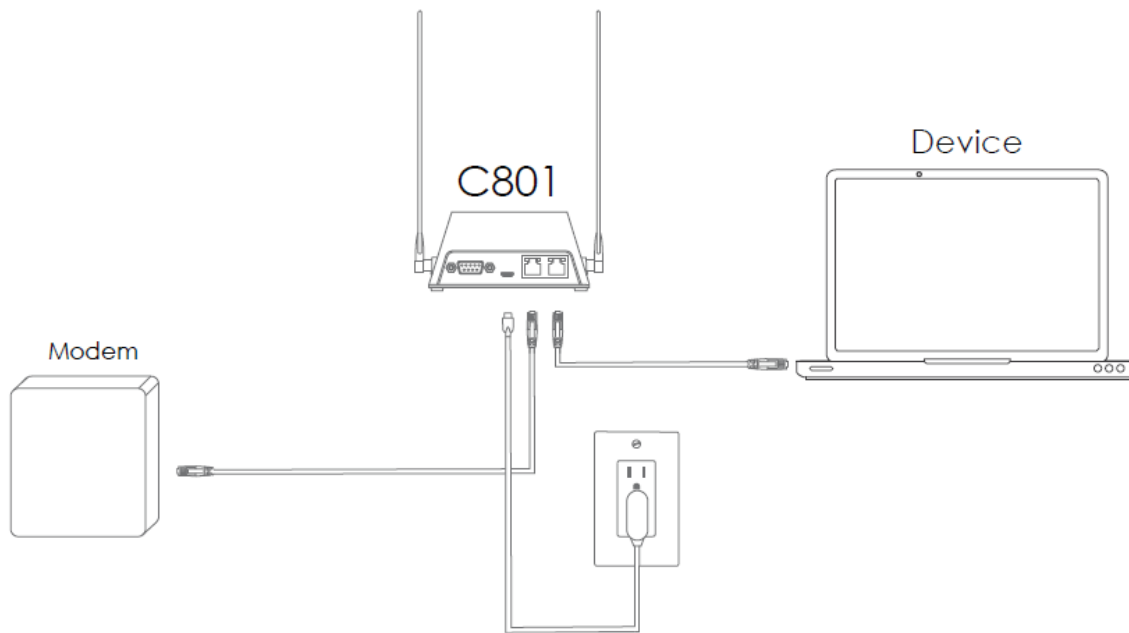
Wiring your C801

Note: Options below are setup instructions for basic use cases. Depending on desired use case or user's current network setup, setup may differ from options below.

Wiring your device

Option 1: Using your C801 as failover backup

Note: Ethernet cables are not included.



- Connect one end of the ethernet cable to the LAN port of your Modem that provides a connection to the internet.
- Then connect the other end to the WAN port of the C801.
- Using another Ethernet cable, connect one end of the cable to the LAN port of the C801, and connect the other end of the cable to device requiring failover backup.
- Next, access the Web UI, Log in and click the **Settings Tab**. (See Settings in this guide for access to [Web UI](#) and Log in information which is in the **Admin Log In** section under Settings.)
- While in **Settings**, click **Connection settings** menu on the left in the **Router** menu pane.
- Then set the **WAN Preference** to **Ethernet+LTE Backup** and click Save Changes.

Router
Connection Settings
OOB Settings
Remote Management
LAN Settings
Firewall Settings
4G LTE Network
Device

Connection Settings

Manage Connection Preference.

WAN Preference
Ethernet + LTE Backup

Ping Interval (seconds)
10

Ping Retry Count
5

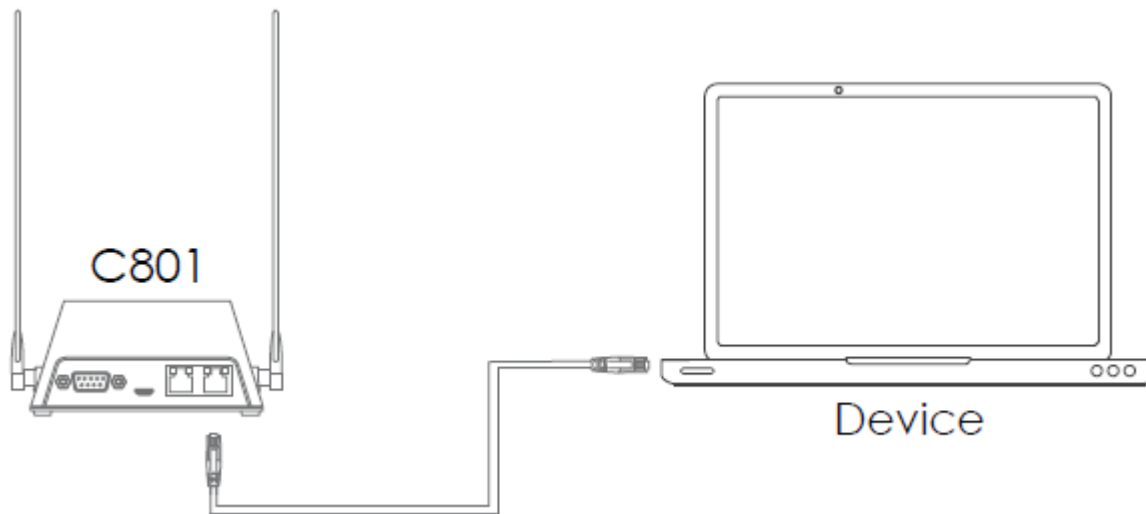
Response Host
☒ Default
☐ User Set

Save Changes

Option 2: Using your C801 as main connection to internet

Note: Ethernet cables are not included.

- Connect one end of the ethernet cable to C801's LAN port.
- Then connect the other end to device requiring internet connection.



- Next, access the Web UI, Log in and click the **Settings Tab**. (See Settings in this guide for access to [Web UI](#) and Log in information which is in the **Admin Log In** section under Settings.)

Router
Connection Settings
OOB Settings
Remote Management
LAN Settings
Firewall Settings
4G LTE Network
Device

Connection Settings

Manage Connection Preference.

WAN Preference
LTE Only

Save Changes

Settings

The following topics provide an overview of items you can change using the device **settings** menu accessed through the Web UI.

Web UI Overview

Use the device Web UI in a browser to check or change your C801 settings from a device connected to the C801.

Web UI Window

Explore the options available through the device's Web UI window.

1. Connect your C801 to an external device via a LAN connection.
2. Launch a browser and access the Web UI via <http://myrouter> or <http://192.168.128.1> .
 - ❖ The Web UI launches and displays the main window.

Home

Check current status of network connection and data usage on the Home page.

- From the Web UI, click the Home tab.

The screenshot displays the Franklin Wireless C801 Web UI. At the top, there's a header with the Franklin Wireless logo, a welcome message 'Welcome to your C801', a language dropdown set to 'English', and a 'Log out' link. Below the header is a navigation bar with four tabs: 'Home' (selected), 'Settings', 'About', and 'Support'. The main content area is divided into two columns. The left column has two sections: 'WAN' and 'LTE'. The 'WAN' section shows fields for 'Link' (with a status indicator), 'Connected Time', 'Response Time', and 'WAN IP'. The 'LTE' section shows fields for 'Link' (Connected), 'Network' (LTE), 'Signal' (with a bar graph), 'Connected Time' (0:08:23), and 'Data Used' (58.75 MB), with a 'Disconnect' button at the bottom. The right column has a 'Network status' section with a table showing 'Status' (Active), 'Current WAN Interface' (LTE), and 'WAN Preference' (LTE Only).

Network status	
Status	Active
Current WAN Interface	LTE
WAN Preference	LTE Only

Admin Log in

Accessing other menus from the home screen requires admin log in.

1. Click "Log in" on the upper right corner of the main screen to log in. (clicking other menu on the main screen will prompt the log in page as well.)

Enter Your Password

Password

Login Cancel

If too many incorrect passwords are tried, access will be suspended.

2. Enter the password and click "Login".

Note: The default password is "password." It's recommended to change the password for your security.

Settings Tab

Configure your device options, including **Router**, **Mobile Network** and **Device**.

Router

Connection Settings

Set the Connection Settings for your device.

1. From the Web UI, click **Settings>Router>Connection Settings** to display the manage connection preference parameters.

The screenshot shows the 'Connection Settings' page in the Router settings. The top navigation bar includes 'Home', 'Settings', 'About', and 'Support'. The left sidebar shows the 'Router' menu with 'Connection Settings' selected. The main content area is titled 'Connection Settings' and includes the subtitle 'Manage Connection Preference.' Below this, there are four settings: 'WAN Preference' (set to 'Ethernet + LTE Backup'), 'Ping Interval (seconds)' (set to 'Ethernet + LTE Backup'), 'Ping Retry Count' (set to 'Ethernet Only'), and 'Response Host' (set to 'LTE Only'). A 'Save Changes' button is located at the bottom right.

- **WAN Preference:** Select the preference for your wide access network connection.
 - **Ethernet + LTE Backup:** This setting will prioritize Ethernet connection as the main source of internet and failover to LTE when ethernet connection is lost. (Once the Ethernet connection is restored, the C801 will failback to Ethernet connection automatically)
 - **Ethernet Only:** This setting will only allow Ethernet connection as the primary source of internet.
 - **LTE Only:** This setting will only allow LTE as the primary source of internet.

Note: Items below only apply when **WAN Preference** is set to **Ethernet + LTE Backup** mode.

Depending on the settings below, ping packet is sent to the response host address through Ethernet interface.

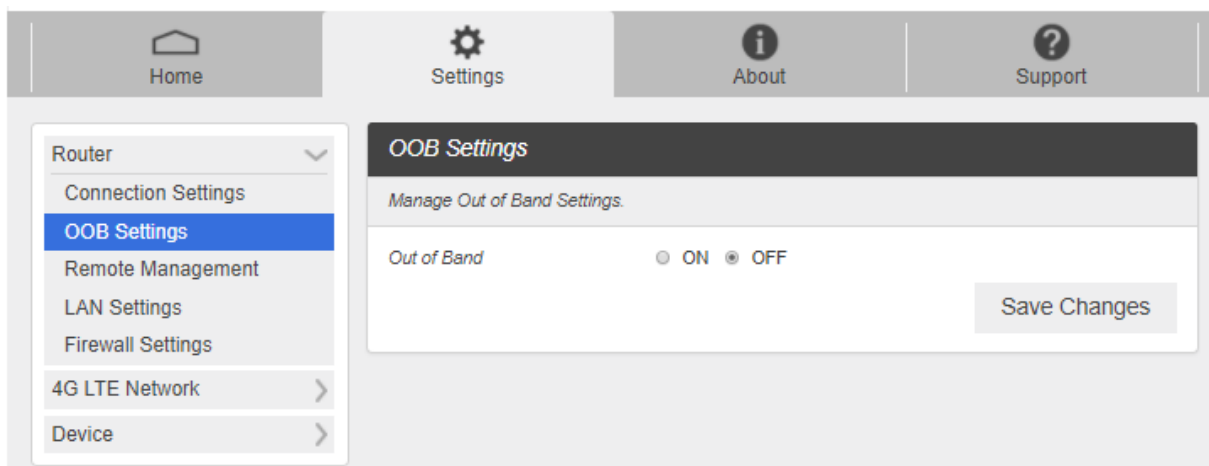
If ping is successful, connection will be made via ethernet. If not, device will failover to LTE connection.

- **Ping Interval (seconds):** Set how often the device is to ping in seconds.
- **Ping Retry Count:** Set the number of times the device should ping.
- **Response Host:** Set the host address.
 - Default: The default host address is set to 8.8.8.8
 - User Set: Set the desired host name / IP address

2. Click Save Changes to save your settings.

OOB Settings

1. From the Web UI, click **Settings>Router>OOB Settings** to display the device information shown in the following figure.



2. If ON is selected for OOB Setting, an extra menu will appear like below.

The screenshot shows a web interface for a router. At the top, there is a navigation bar with four tabs: 'Home' (with a house icon), 'Settings' (with a gear icon), 'About' (with an 'i' icon), and 'Support' (with a '?' icon). On the left side, there is a sidebar menu under the heading 'Router'. The menu items are: 'Connection Settings', 'OOB Settings' (which is highlighted with a blue background), 'Remote Management', 'LAN Settings', 'Firewall Settings', '4G LTE Network' (with a right-pointing arrow), and 'Device' (with a right-pointing arrow). The main content area is titled 'OOB Settings' and has a subtitle 'Manage Out of Band Settings.'. It contains several configuration options: 'Out of Band' with radio buttons for 'ON' (selected) and 'OFF'; 'Baud Rate (bps)' with a dropdown menu showing '9600'; 'Data bits' with a dropdown menu showing '8'; 'Stop bits' with a dropdown menu showing '1 bit'; and 'Parity' with a dropdown menu showing 'None'. At the bottom right of the main content area, there is a 'Save Changes' button.

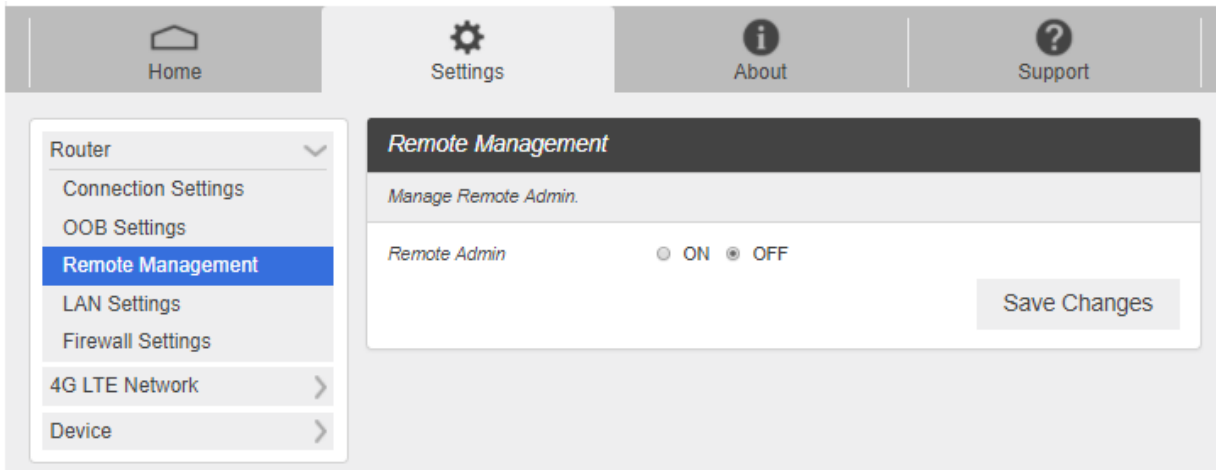
Please configure the Out of Band settings to match your router configuration. Your router should have the following information below.

- **Baud Rate(bps):** Input and output baud rate
- **Databit:** Character size mask
- **Stopbit:** stop bits. If enabled, send two stop bits, else one.
- **Parity:** parity bit. Odd,even, or None.

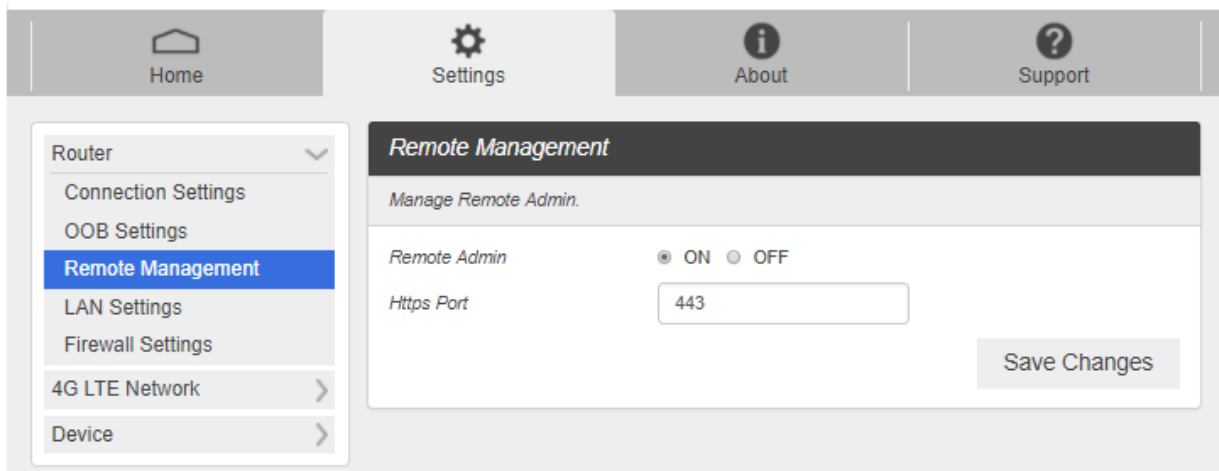
3. Click Save Changes to save your settings.

Remote Management

1. From the Web UI, click **Settings>Router>Remote Management** to display the device information shown in the following figure.



If ON is selected for Remote Management, user will be able to access the C801's webpage remotely via HTTPS. The standard port is 443.



2. Click **Save Changes** to save your settings.

LAN Settings

1. From the Web UI, click **Settings>Router>LAN Settings** to display the information shown in the following figure.

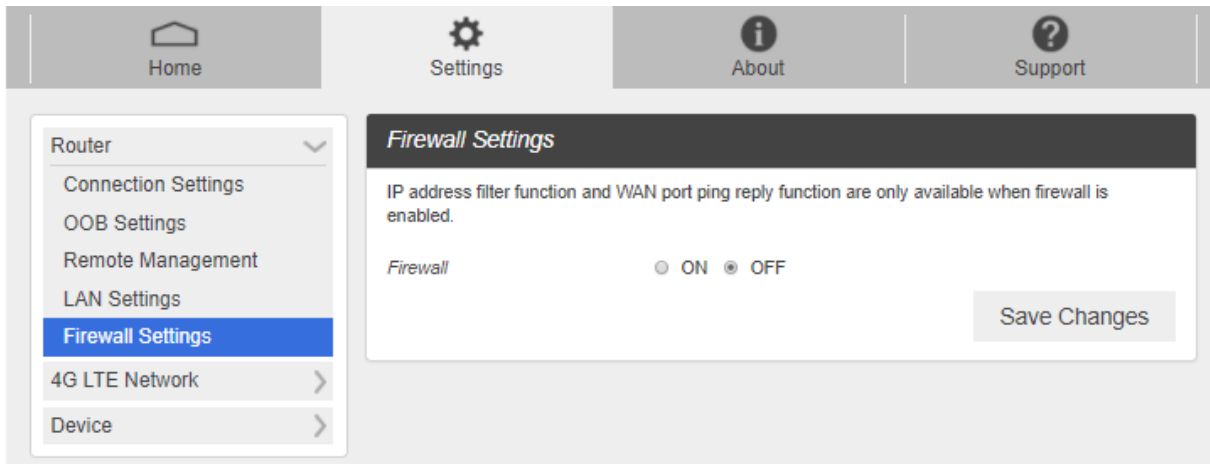
The screenshot displays the 'LAN Settings' page in a web interface. At the top, there are navigation tabs: Home, Settings, About, and Support. On the left, a sidebar menu shows 'Router' expanded with options like Connection Settings, OOB Settings, Remote Management, LAN Settings (highlighted), Firewall Settings, 4G LTE Network, and Device. The main content area is titled 'LAN Settings' and includes the instruction 'Manage your LAN Settings.' Below this, several settings are listed: IP Address (192.168.128.1), Subnet Mask (255.255.255.0), Network Access Identifier, VPN Passthrough (ON), IP Passthrough (OFF), DHCP Server (ON), DHCP IP Range (192.168.128.10 ~ 192.168.128.100), DHCP Lease Time (86400), DNS Manual Mode (OFF), and NAT Timeout (300). A 'Save Changes' button is located at the bottom right.

- **IP Address:** IP address for Web User Interface.
- **Subnet Mask:** Subnet mask for the IP address.
- **DHCP Server:** Enable or disable DHCP Server function.
- **DHCP IP Range:** Allocate begin and end IP address for IP Range.
- **DHCP Lease Time:** Define how long the leased IP address will be in use before expiration. A new IP address will be assigned after expiration.
- **DNS Manual Mode:** Turn DNS manual mode on or off.
- **NAT Timeout:** Set TCP NAT time.

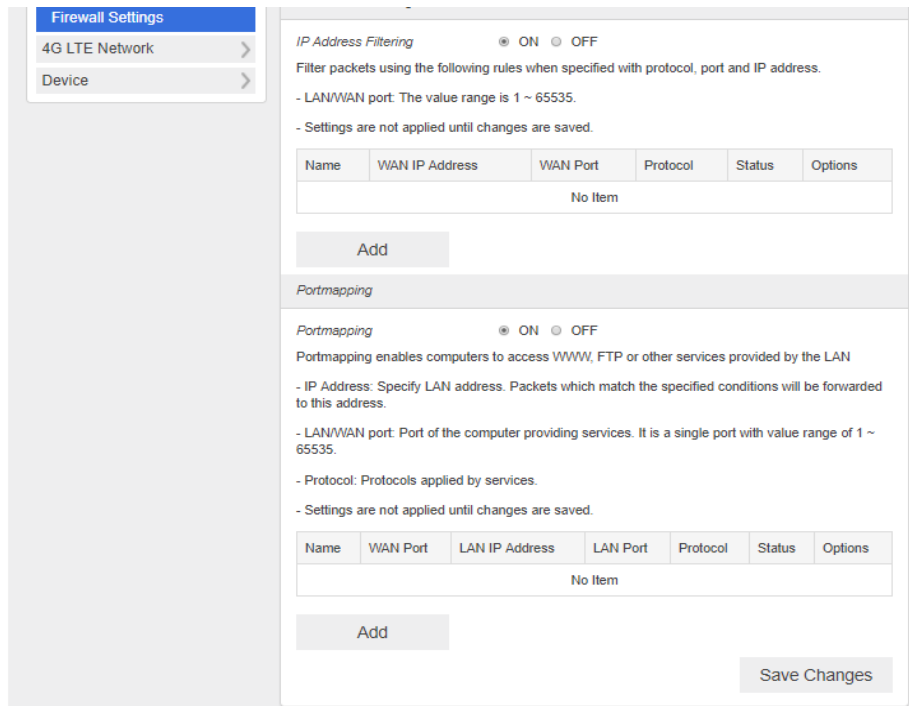
2. Click **Save Changes** to save your settings.

Firewall Settings

1. From the Web UI, click **Settings>Router>Firewall Settings**. The Settings page is shown in the following figure.



2. If ON is selected for Firewall, an extra menu will appear like below.



4G LTE Network

! 4G LTE Network Settings should only be used as directed by Customer Service personnel.

4G LTE Settings

1. From the Web UI, click **Settings>4G LTE Network>4G LTE Settings**. The 4G LTE Settings page is shown in the following figure.

4G LTE Settings

Manage your broadband data connection.

Data ☒ ON ☐ OFF Choose whether you want to use broadband connection by turning data ON or OFF.

Manage Connection Mode You Prefer

Auto Connect ☒ ON ☐ OFF Select auto-connection

Domestic Roaming

Domestic Roaming ☒ ON ☐ OFF

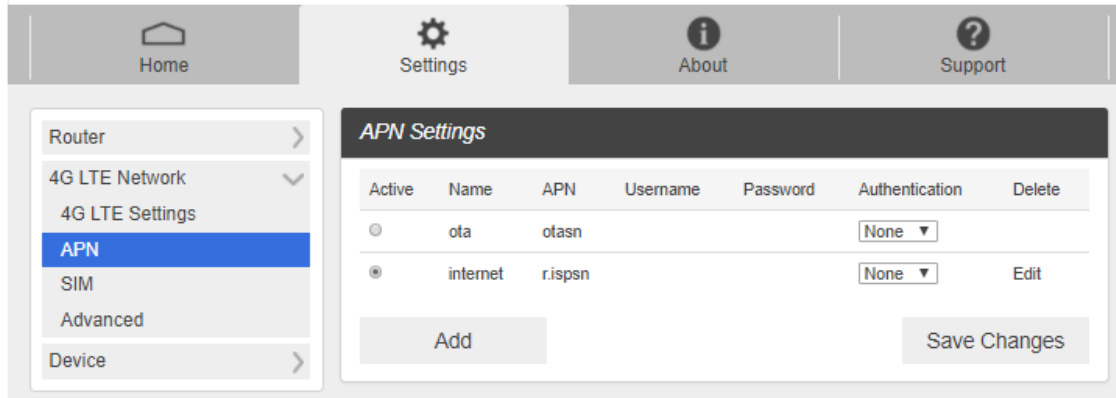
Roaming Guard ☐ ON ☒ OFF Require confirmation before connecting to the roaming network

Save Changes

2. **Data:** Turn Data on or off. Turn it off to prevent all Internet traffic from using the broadband connection.
3. **Auto Connect:** Turn the device on or off to automatically connect to the network.
4. **Domestic Roaming:** Turn on to allow C801 to connect to a roaming network.
5. **Roaming Guard:** Turn on to ask confirmation before roaming to another network.
6. Click **Save Changes** to save your settings.

APN

1. From the Web UI, click **Settings>4G LTE Network>APN**. The default APN parameters are shown in the following figure. You can use the default APN to connect to the Internet. You can also add new APNs.



- To add a new APN, follow the steps below:

- 1) Click **Add** to access the following page.

- 2) Enter the related parameters as described in the following table.

Parameters	Description
Name	Type the profile name.
APN	Type the APN string.
User name	User name is used to obtain authentication from the ISP when the connection is established.
Password	Password is used to obtain authentication from the ISP when the connection is established.
Authentication	Password Authentication Protocol (PAP) provides a simple method without encryption for the peer to establish its identity using a 2-way handshake. Challenge-Handshake Authentication Protocol (CHAP) is used to periodically verify the identity of the peer using a 3-way handshake.

- 3) Click **Save** to add the new APN.

Note: The default APN cannot be edited or deleted.

SIM

1. From the Web UI, click **Settings>4G LTE Network>SIM**. The SIM PIN lock is disabled by default. You can enable it by entering SIM PIN.

SIM

The SIM card inside your device can be locked using a PIN. If the SIM card is locked you must enter the PIN below before you are able to connect to the internet.

SIM Status Disabled

Desired Action Enable PIN ▼

Enter Current PIN

3 attempts remain until your sim is PUK locked.

Entering an incorrect PIN too many times will PUK lock your SIM and you will be unable to use this device. You will need to contact your service provider to unlock the SIM.

Save Changes

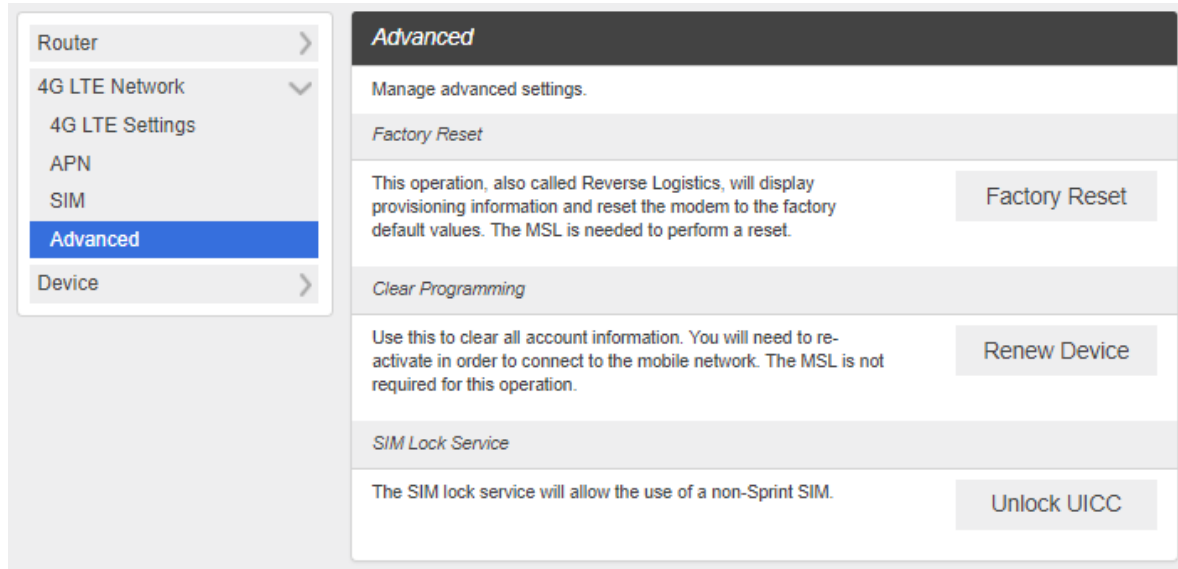
- Enter the SIM PIN and press “**Save Changes**”. The SIM Status will be changed to Enabled. Once the SIM PIN Lock is enabled, you need to enter the SIM PIN to connect to the broadband network each time you power on your C801.

Note: If you enter the wrong SIM PIN three times, your SIM will be disabled permanently until you enter the PUK code from your service provider. Please contact your Service Provider.

Advanced

! *Caution Advanced Settings should only be used as directed by Customer Service personnel. Certain advanced options will reset your device's connections and programming and will require reactivation.*

1. From the Web UI, click **Settings>4G LTE Network>Advanced** to configure the advanced settings.



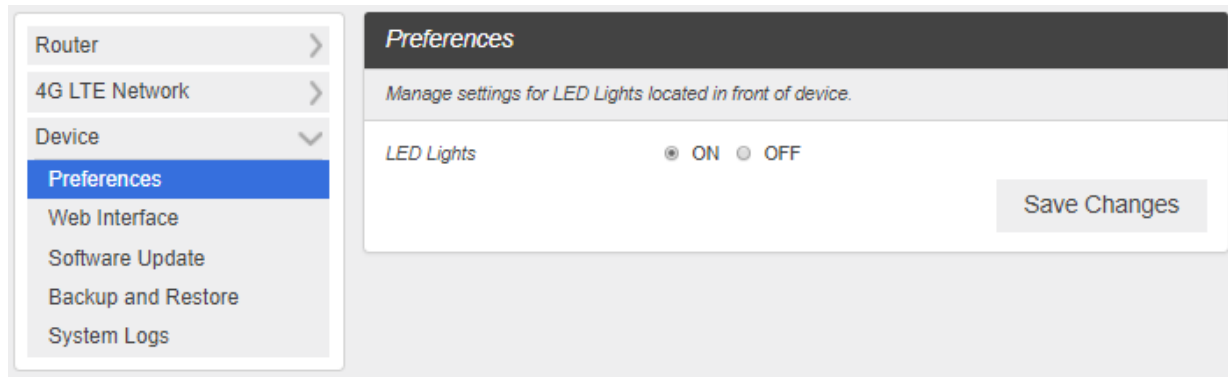
- **Factory Reset:** Click **Factory Reset** to reset the C801 to factory default value.
- **Clear Programming:** Click **Renew Device** to clear all account information.
- **SIM Lock Service:** Click **Unlock UICC** to allow the use of SIM from various service providers.

Device

- ❗ The Device settings menu lets you configure preferences, manage account password, update software, back up, restore and check system logs

Preferences

1. From the Web UI, click **Settings>Device>Preferences**. You can configure LED preferences on this page.

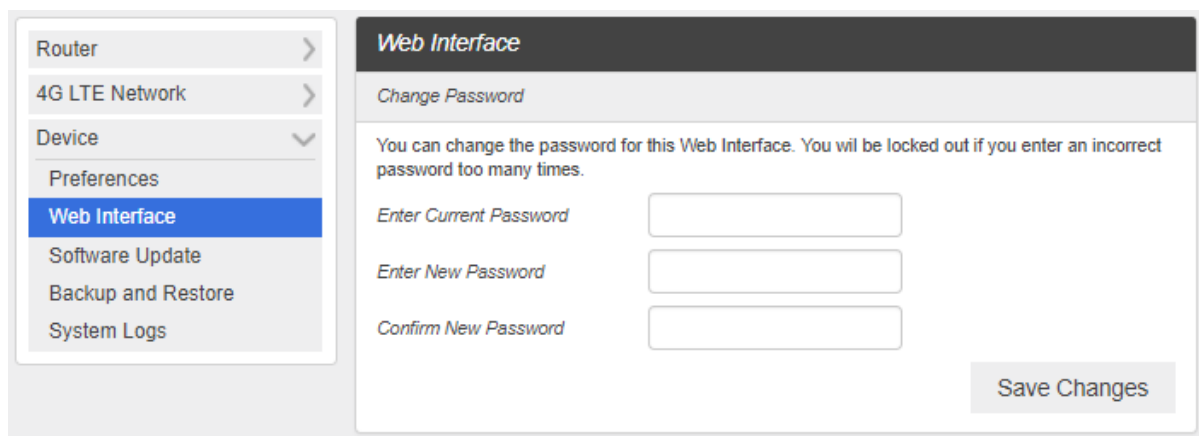


The screenshot shows the 'Preferences' page in the Web UI. On the left is a sidebar menu with options: Router, 4G LTE Network, Device (expanded), Preferences (selected), Web Interface, Software Update, Backup and Restore, and System Logs. The main content area has a dark header 'Preferences' and a subtitle 'Manage settings for LED Lights located in front of device.' Below this, there is a section for 'LED Lights' with two radio buttons: 'ON' (selected) and 'OFF'. A 'Save Changes' button is located at the bottom right of the main content area.

- **LED Lights:** If ON is selected, the LED indicators on your C801 will illuminate when the device is on. If OFF is selected, LEDs will never illuminate.
2. Click **Save Changes** to save your settings.

Web Interface

1. From the Web UI, click **Settings>Device>Web Interface**. You can manage your Web UI admin password on this page.



The screenshot shows the 'Web Interface' page in the Web UI. On the left is a sidebar menu with options: Router, 4G LTE Network, Device (expanded), Preferences, Web Interface (selected), Software Update, Backup and Restore, and System Logs. The main content area has a dark header 'Web Interface' and a subtitle 'Change Password'. Below this, there is a text block: 'You can change the password for this Web Interface. You will be locked out if you enter an incorrect password too many times.' There are three input fields labeled 'Enter Current Password', 'Enter New Password', and 'Confirm New Password'. A 'Save Changes' button is located at the bottom right of the main content area.

- **Change Password:** Allows changing password of Web UI Log in.
2. Click **Save Changes** to save your settings.

Software Update

1. From the Web UI, click **Settings>Device>Software Update**. You can update the software on this page.

Router >

4G LTE Network >

Device ▾

- Preferences
- Web Interface
- Software Update**
- Backup and Restore
- System Logs

Software Update

Auto Update ☒ ON ☐ OFF Apply

Firmware

Current Software Version C801.SP.31.216

Upload Software

Choose File No file chosen Upload Software

Device Updates

Select a service and press 'Update' button

- ☒ Update Data Profile
- ☐ Update PRL
- ☐ Update Firmware

Update

Update History

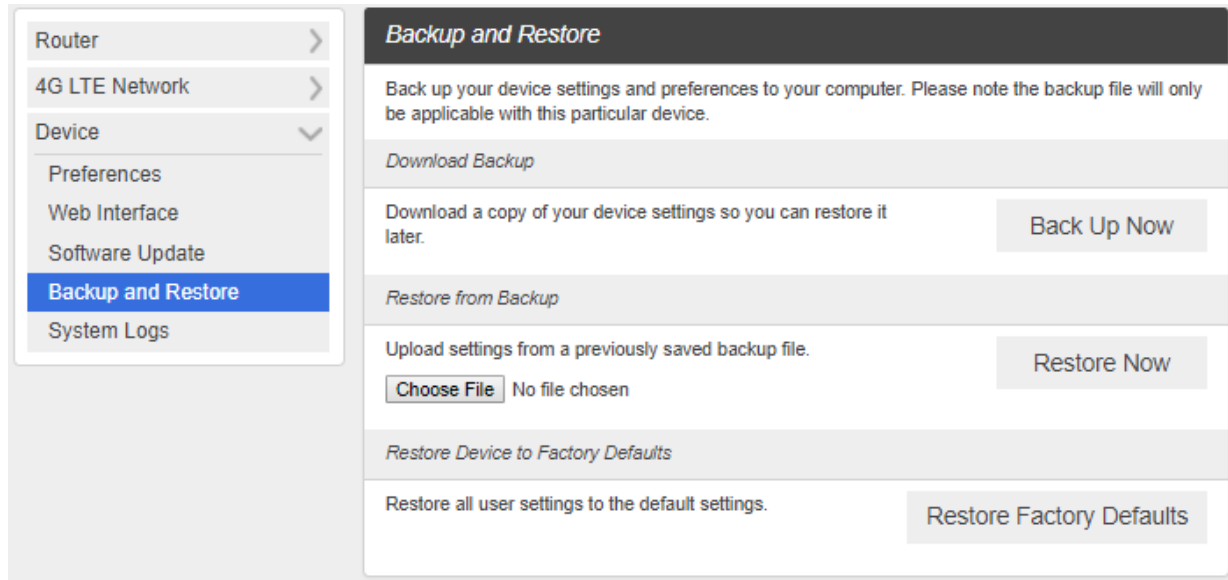
Date	Version
NO UPDATE HISTORY	

Read the onscreen options and choose the update you would like to initiate.

- **Auto Update:** If ON is selected, your C801 will check the latest software periodically and update if new software is available.
- **Update Software:** If you have a new software file provided by your service provider, you can select the file and update your C801 manually by pressing Update Software button.
- **Device Updates:** If you would like to check for new data profile, PRL, or Firmware, select desired option and press the Update button. Your C801 will check for the latest version. If available, the device will proceed to update.
- **Update History:** Displays the update history list.

Backup and Restore

1. From the Web UI, click **Settings>Device>Backup and Restore** to back up your device settings to your computer, restore settings from backup file, or restore your device to its factory default settings.



■ Backup Now

To back up your device settings to your computer, follow the steps below:

- 1) Click **Back Up Now**.
- 2) Click **Save** on the pop-up window.
- 3) Choose a location on your computer to save the backup file.
- 4) Click **Save**.

■ Restore Now

To restore from backup file, follow the steps below:

- 1) Click **Select File** to select the backup file from your computer.
- 2) Click **Restore now**

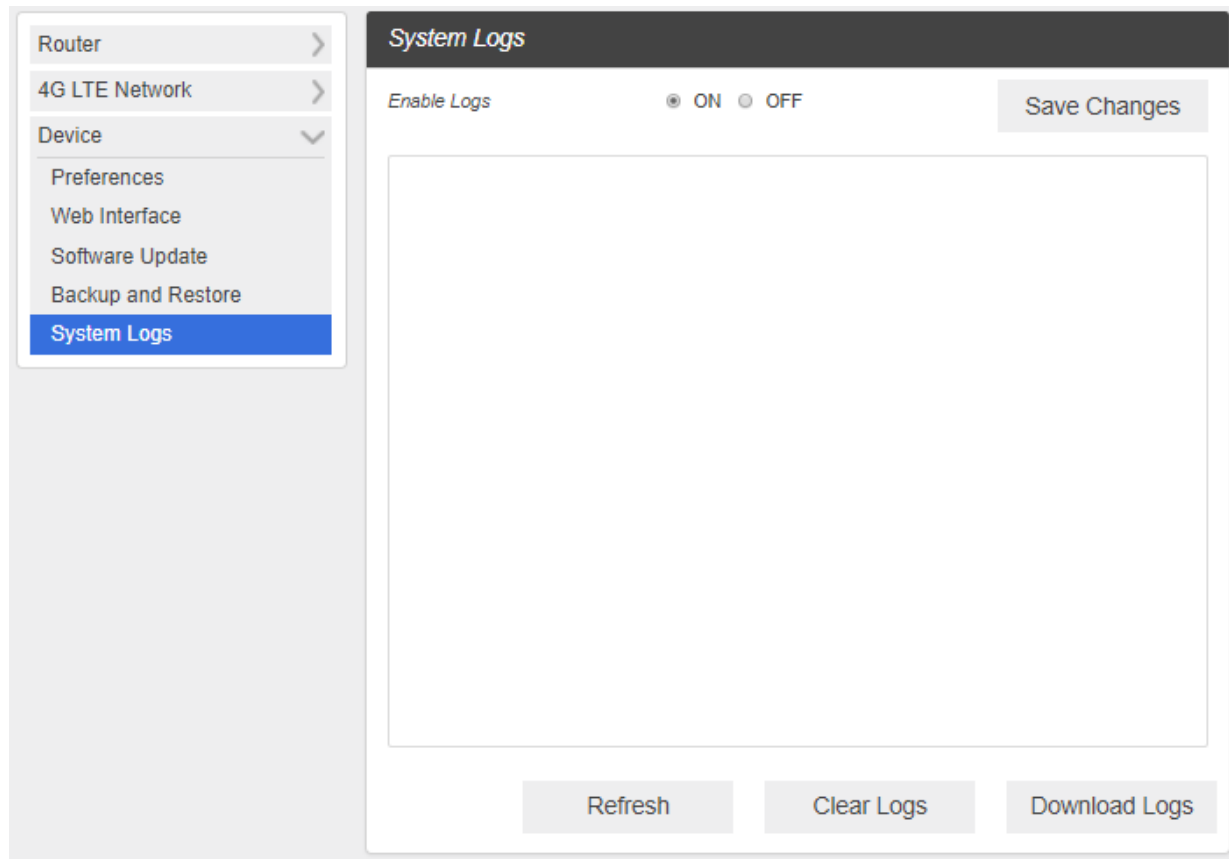
■ Restore to Factory Defaults

To restore your device to its factory default settings, follow the steps below:

- 1) Click **Restore factory defaults**.
- 2) Click **Yes** to confirm the command.

System Logs

1. From the Web UI, click **Settings>Device>System logs**, and then click **Download logs** to download the system logs displayed



Note: System logs are used for engineering purposes by your service provider. Keep it OFF during regular usage of your device.

About

Displays your device's connection information, firmware information, WWAN information, and device information.

1. From the Web UI main screen, Click the **About** tab to view the available information.

The screenshot shows the 'About' page of a web UI. The top navigation bar has four tabs: 'Home', 'Settings', 'About' (which is selected and highlighted), and 'Support'. The main content area is divided into four sections: 'Account', 'Device', 'Firmware', and 'WWAN Info'. The 'Account' section lists the following information: My Number (9132189552), MSID (9134840931), MEID (35924104322562), ICCID (89011202000000019056), IMSI (310120052147880), and IMEI (359241043225629). The 'Device' section lists: Model (Franklin C801), Manager (http://myrouter), and Hardware Revision (P1). The 'Firmware' section lists: Firmware Version (0.3.1.9), Build Date (Jan 24 2018), Web App Version (C801.SP.31.216), and Bootloader Version (0.54.76). The 'WWAN Info' section lists: Activation Date (01/16/2018 11:18:00), Refurbished (No), IP Address (184.254.11.219, 2600:1:b101:45bd:0:6b:ce53:d001), LTE APN (r.ispsn), and Lifetime Transferred (184.12 MB). Below the 'WWAN Info' section is a 'Save to File' button. At the bottom of the page, there is a 'Debug Info' section with the text 'View detailed diagnostic information about your device.' and a 'Debug' button.

Account	
My Number	9132189552
MSID	9134840931
MEID	35924104322562
ICCID	89011202000000019056
IMSI	310120052147880
IMEI	359241043225629

Device	
Model	Franklin C801
Manager	http://myrouter
Hardware Revision	P1

Firmware	
Firmware Version	0.3.1.9
Build Date	Jan 24 2018
Web App Version	C801.SP.31.216
Bootloader Version	0.54.76

WWAN Info	
Activation Date	01/16/2018 11:18:00
Refurbished	No
IP Address	184.254.11.219, 2600:1:b101:45bd:0:6b:ce53:d001
LTE APN	r.ispsn
Lifetime Transferred	184.12 MB

Save to File

Debug Info

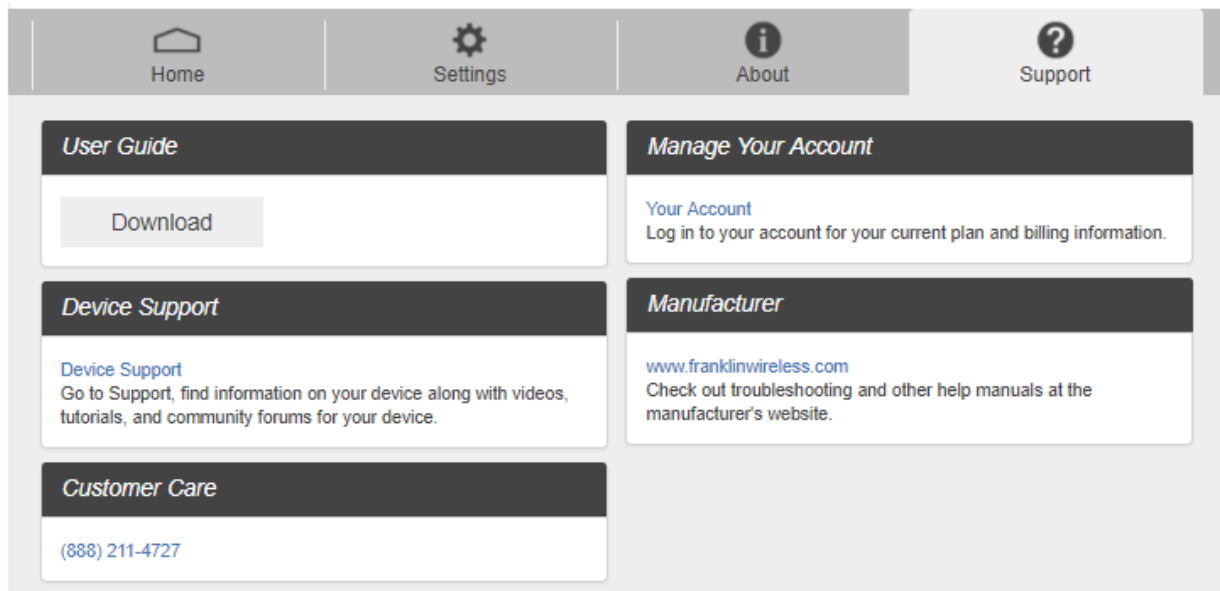
View detailed diagnostic information about your device.

Debug

Support Tab

Obtain support information on this interface.

1. From the Web UI main screen, click the **Support** tab to view the available options.



Appendix

The following topics cover items such as troubleshooting, device specifications, applicable warranty and service information, customer service contacts, and applicable trademark and copyright notices.

Troubleshooting

Check below for troubleshooting solutions for common device issues.

Issue: Internet connection fails.

Solution 1: Make sure that you are within the service area.

Solution 2: If signal reception is poor, move to where signal reception is good and then reconnect.

Solution 3: The access point might be busy depending on the time of day. Wait a little and then reconnect.

Solution 4: Activate the Web UI and make sure that network settings are correct

Issue: Transmission fails quickly.

Solution 1: Make sure that the broadband device is properly connected to the PC or other device.

Solution 2: Signal reception might be poor. Check transmission where signal reception is good.

Solution 3: Restart the broadband device.

Issue: Transmissions are slow.

Solution 1: Signal reception might be poor. Check transmission where signal reception is good.

Solution 2: Connection might be poor. Try again after a while.

Issue: Forgot PIN / Unknown PIN Unblocking Key (PUK) / SIM card is locked.

Solution: Contact Service Provider.

Issue: SIM card is not recognized.

Solution 1: Check whether the SIM card is properly installed. For details, see Insert or Remove a SIM Card.

Solution 2: Check the SIM card for damage.

Solution 3: Check the SIM card IC chip for scratches/corrosion.

Solution 4: Dirty SIM card (particularly IC chip) may prevent recognition. Clean gently with a soft cloth.

Solution 5: Contact Customer Service.

Issue: How do I return the broadband device to the default settings (reset)?

Solution 1: Use the Web UI to reset the device to default settings. For details, see Web UI Window.

Issue: An old phone number appears on the Web UI.

Solution: The Web UI may display an old phone number depending on subscription terms or cancellation method.

Issue: The broadband device operation is unstable.

Solution 1: Avoid extremely high/low temperatures, high humidity, direct sunlight, dusty areas, etc. Read "Safety Precautions" for use in a proper environment.

Solution 2: Avoid invalid software. Operation is unguaranteed for Internet connection, etc., using other-party software.

Issue: The connection suddenly failed.

Solution 1: The connection method may have been changed. Check connection mode on the broadband device Web UI.

Solution 2: Restart the broadband device.

Specifications

The following tables list the specifications for the broadband device, the AC charger, and the materials.

Broadband Device Specifications

Item	Description
Model name	C801 4G Router
Dimensions	104mm (L) x 104mm (W) x 49mm (H)
Weight	220g
Interface	Web UI
Power consumption	Normal state: 1.75 Watts Max state : 3.5 Watts
Operating system	Linux OS

Item	Description
Frequency	LTE B25 DL: 1930 ~ 1995 MHz UL:1850 ~ 1915 MHz LTE B26 DL: 859 ~ 894 MHz UL: 814 ~ 849 MHz LTE B41 DL: 2496 ~ 2690 MHz UL: 2496 ~ 2690 MHz
Compatible networks	LTE category 4
Communication speed	LTE category 4 DL : 150Mbps UP : 50Mbps

AC Charger Specifications

Item	Description
Rated input voltage	100-240Vac
Operating range	90-264Vac
Rated input frequency	50/60Hz +/- 3Hz
Nominal dc output voltage	+5.0V (±5%)
Rating load current	2.0A

Materials Specifications

Parts	Materials/Finishing
A cover	PC(White), Silk print
B cover	PC(Black), Silk print
A cover DECO	PC(Black)
Rubber feet	Silicon(Black)

Warranty and Service

The following topics outline your device's warranty and service information.

Warranty

Your device purchase includes Warranty.

- Confirm shop name and purchase date.
- Read contents of Warranty and keep it in a safe place.
- Check warranty period in the Warranty.

Services

Before submitting your device for repairs, contact Service Provider's Customer Service or General Information; be prepared to describe the problem in detail.

- During the warranty period, repairs will be made under the terms and conditions described in the Warranty.
- After the warranty period, repairs will be upon request; if said repairs can be made, you will be charged for them.

Customer Service

For broadband device or service information, call general information. For repairs, call your Service Provider's customer assistance.

Trademarks and Copyright Information

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Safety and Notices

The following topics address important safety precautions, general notes, and required RF exposure information for your broadband device.

Safety Precautions

The following topics outline important safety precautions that must be observed when using your device.

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices are used in a normal manner with a well-constructed network, your device should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Franklin Wireless accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using your device, or for failure of your device to transmit or receive such data.

Safety and Hazards

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device **MUST BE POWERED OFF**. Your device can transmit signals that could interfere with this equipment.

Do not operate your device in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, your device **MUST BE POWERED OFF**. When operating, your device can transmit signals that could interfere with various onboard systems.

Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground. Your device may be used at this time if allowed by airlines.

The driver or operator of any vehicle should not operate the device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

RF Exposure Statement

The antenna(s) must be installed such that a minimum separation distance of at least 20 cm is maintained between the radiator (antenna) and all persons at all times. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

