2022

ZTE MC801A – Indoor 5G Hub User Guide v5

Three Ireland

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Contents

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Objectives

The objective of this document is to provide the Care Team with an overview of the ZTE MC801A Indoor 5G Smart Hub Router, general setup, and troubleshooting guidelines.

1. Overview

ZTE MC801A Smart Hub is a 5G wireless router, working on the 5G, and 4G networks and compatible with WAN. You can connect your devices to it via network cables or Wi-Fi for data service.
The following figure shows the appearance of the device. It is only for your reference. The actual device may be different.
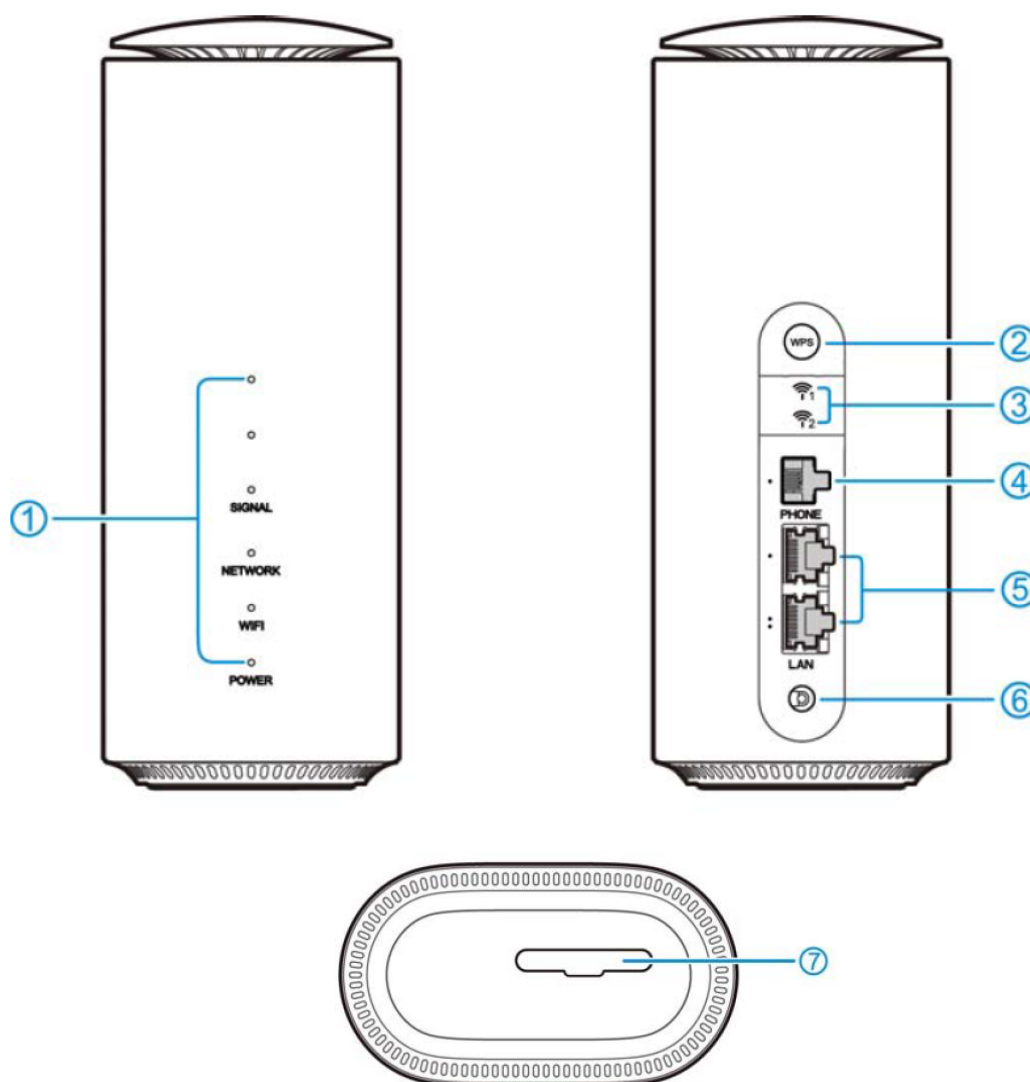
1	Indicator lights	Shows the status of the device, including signal, network, Wi-Fi, and power.
2	WPS button	• Press to activate the WPS function. • Press and hold for 10 seconds to power off. • Press and hold for about 3 seconds to power on.
3	External antenna ports*	Connect to external antennas for a better signal.
4	PHONE port	The phone port is disabled. Please do not use this

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		port to make voice calls.
5	LAN ports	Connect to WAN (public network) or clients.
6	Power port	Connect to the power adapter.
7	nano-SIM card slot and reset hole	• Insert your nano-SIM card. • Press and hold the reset hole for about 3 seconds to restore your device to the factory settings.

* External antenna is not included.

1.1 Inserting the SIM

To access the Internet through the cellular network from the Smart Hub, you need to install a valid nano-SIM card first.

1. Turn the Smart Hub to get access to the base. Open the slot cover.
2. Insert the nano-SIM card as shown.
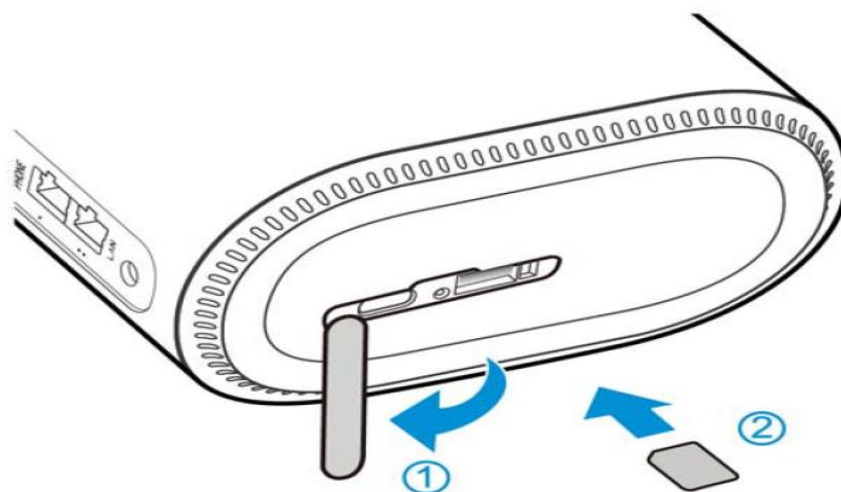
1.2 Powering On/Off Your Device

Connect the AC adapter/power cable from the Smart Hub to a wall power outlet. The device will turn on automatically.

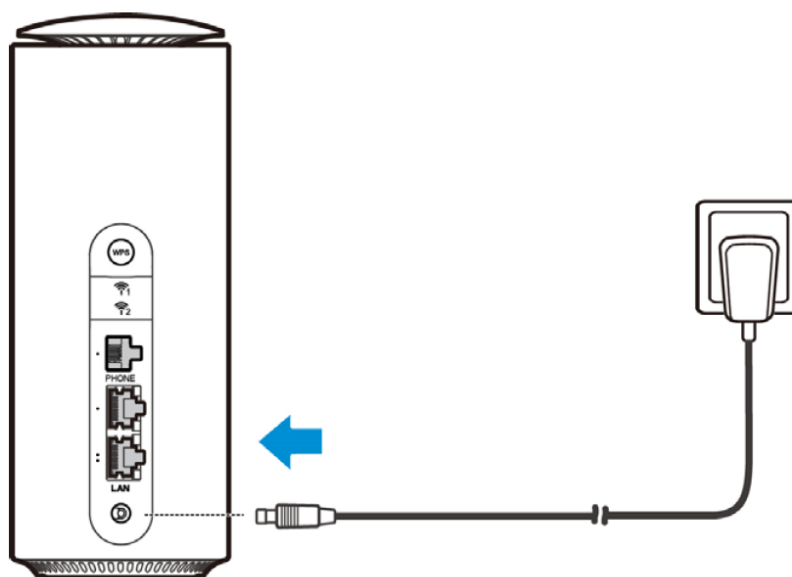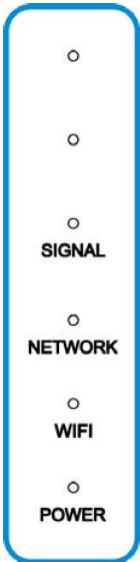To power off without disconnecting the cable or the adapter, press and hold the WPS button for 10 seconds. You can then press and hold the button for about 3 seconds to power on again.

1.3 Indicator Lights

When the Smart Hub is powered on, the following indicators may light up on the front of the device.

	SIGNAL (Three lights)	**On:** Three lights show the signal strength. More lights on means better signal. **Off:** There is no signal or no nano-SIM card inserted.
	NETWORK	**Red solid:** The Smart Hub is powered on but not registered to the mobile network. **Blue solid:** The Smart Hub is registered or connected to the 3G/4G mobile network. **White solid:** The Smart Hub is registered or connected to the 5G network.
	WIFI	**White solid:** Wi-Fi works normally. **White blinking:** WPS is activated. **Off:** Wi-Fi is off.
	POWER	**On:** The Smart Hub is powered on. **Off:** The Smart Hub is powered off.

2. Connecting to the Smart Hub

You have two options to connect to the Smart Hub from your client's devices, via Wi-Fi or a LAN cable. Once you are connected, test your connection by opening the 5G CPE web page.

2.1 Connecting via Wi-Fi

1. Find the default Wi-Fi name (SSID) and password on the sticker at the base of the Smart Hub.
2. On your Wi-Fi-enabled devices, turn Wi-Fi on and view the list of available Wi-Fi networks.
3. Choose the SSID from the sticker, enter the password, and select connect.
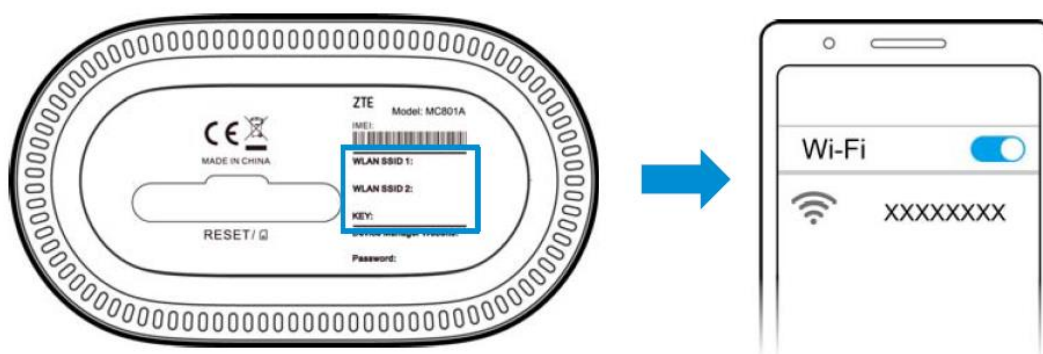
2.2 Connecting via a Network/LAN Cable

Connect one of the LAN ports on the Smart Hub and the LAN port on your computer/PC/Laptop or smart devices with a LAN cable.
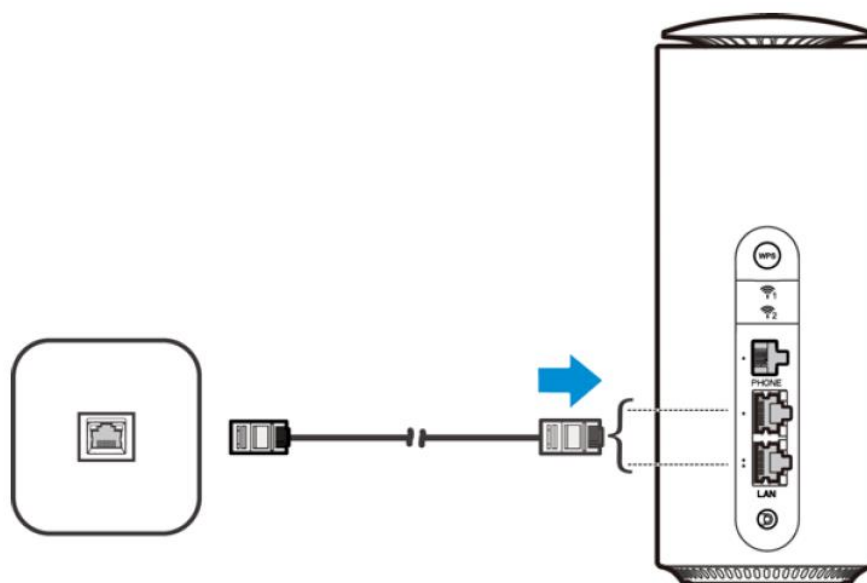
2.3 Accessing the 5G CPE Web Page

Visit the 5G CPE web page to configure the Smart Hub settings, such as passwords, and Wi-Fi SSID/Name.

1. View the sticker at the base of the Smart Hub to get the default URL to the web page and password. (Default URL: http://192.168.0.1/index.html#login)


2. Launch the Internet browser from a device connected to the Smart Hub and enter the URL in the address bar to load the login page as below, Enter the password and select **Login**.
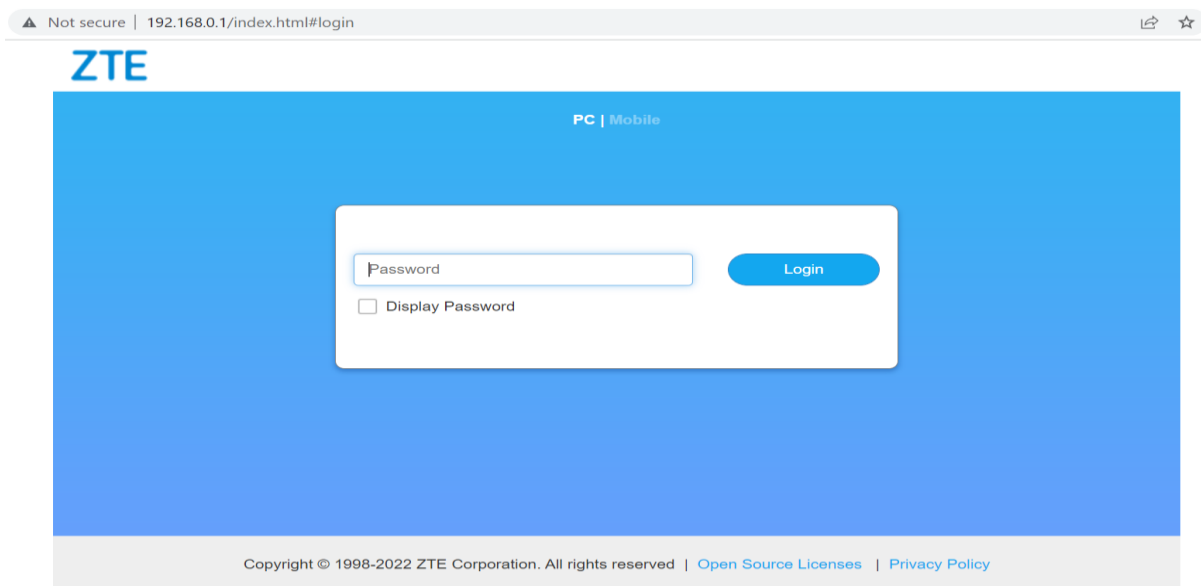
2.4 Best Placement in the Home

For the best connection from the Smart Hub to the cellular network:

- Place your Smart Hub in a central location close to a window where there is also a power source. Concrete walls and metal doors can reduce cellular signals from the tower. Placement in basements should be avoided.

- **Signal strength:** You can check the cellular signal strength by checking the signal indicators on the Smart Hub or after logging into the 5G CPE web page (http://192.168.0.1/index.html#login). If you do not have full network signal bars, try setting up the Smart Hub in another location of your home. You can also use the suggested position option from the web page and save the results.
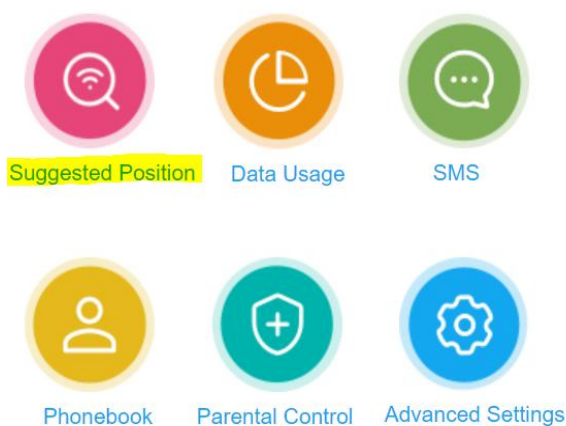
Suggested Position
Help you to detect network signal strength in your house and give you suggestions where to place your device.

Please move your device around to detect network signal strength and place it to a suggested position.

Detect Now

Detection Record

No.	Position		Detection time	Detection results	Operation
1	Hall Window	✏	2/21/2022	Great	Delete

For the best Wi-Fi connection between the Smart Hub and the clients:

- Minimize interference by trying to keep the following items no closer than 2~3 meters from your Smart Hub: Cordless telephone base stations, microwaves, baby monitors, Bluetooth devices, and wireless speaker systems.
- Avoid congestion since adding additional devices to your Wi-Fi network may reduce the speed for all devices on that network.
- Make sure you have a good Wi-Fi signal on your client's devices.

3. Troubleshooting Guide

3.1 Customer forgot the admin http://192.168.0.1/index.html#login page password

Resolution:

Resetting your modem will default to factory settings. If your device is reset any customized settings would need to be reconfigured

a. Request the customer to locate the reset button/hole
b. The reset hole is located on the bottom of the 5G Hub, under the protective panel/flap
c. Press the reset button/hole using a SIM ejector tool for 3 seconds
d. The indicator lights will turn off and the device will restore to factory setting in a few mins
e. Users can use the password printed on the bottom label of the device to log in
f. It is recommended to change the admin password

3.2 Change the WiFi SSID/Name: Name of the device to connect to (e.g. customer does not want Three_ZTE and wants to rename it to e.g. MyHouse)

Resolution:

Performing the below action will disconnect all connected devices to the WiFi. Customers have to manually reconnect the devices to the new WiFi Network Name.

a. Request the user to login to the Admin web page, and locate the **WiFi Settings** on the home page as below
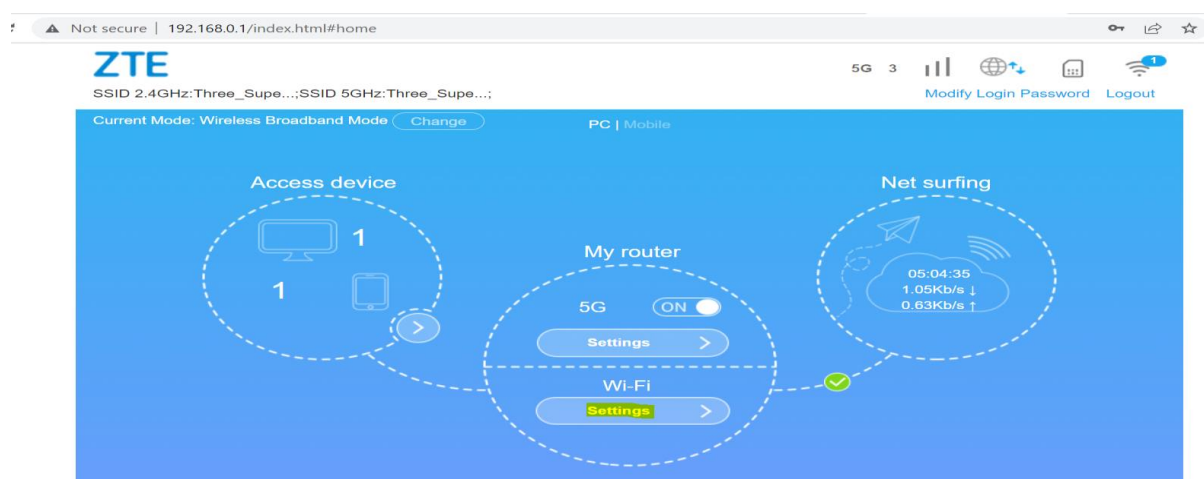
b. Click on the **WiFi Settings** and change the **Network Name(SSID)** and **Apply**
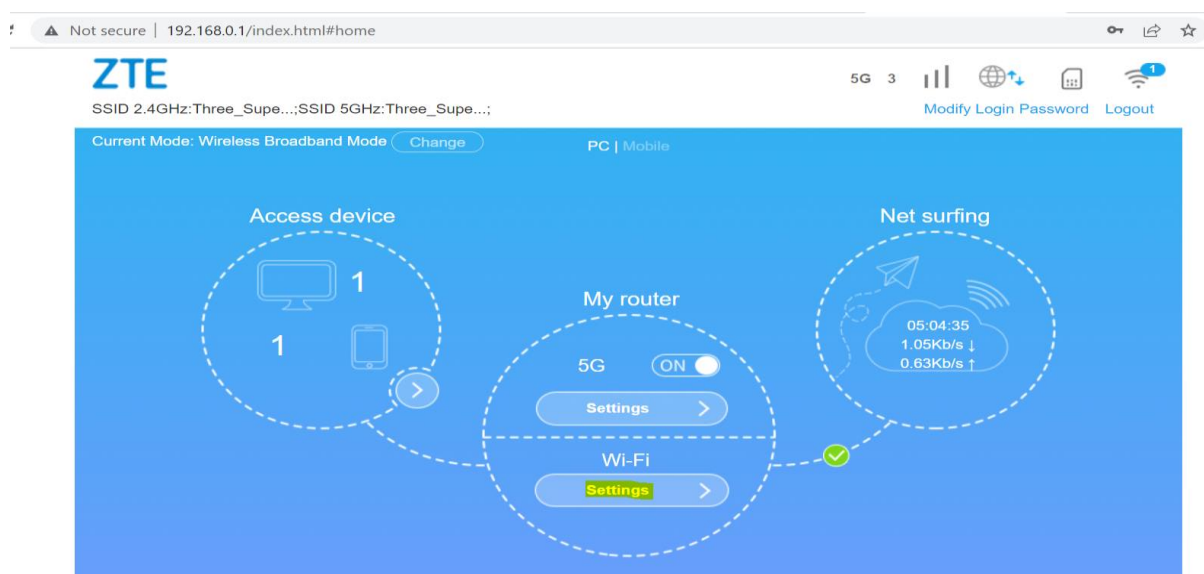
3.3 The customer forgot the WiFi Password/Key

Resolution:

Performing the below action will disconnect all connected devices to the WiFi. Customers have to manually reconnect the devices to the new WiFi Network using a new password.

a. Request the user to login to the Admin web page, and locate the **WiFi Settings** on the home page as below

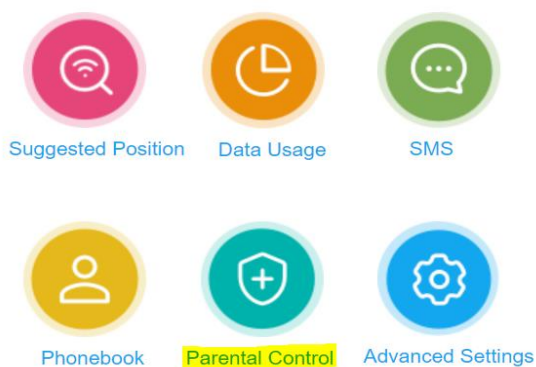b. Click on the **WiFi Settings** and change the WiFi **Password** and **Apply**

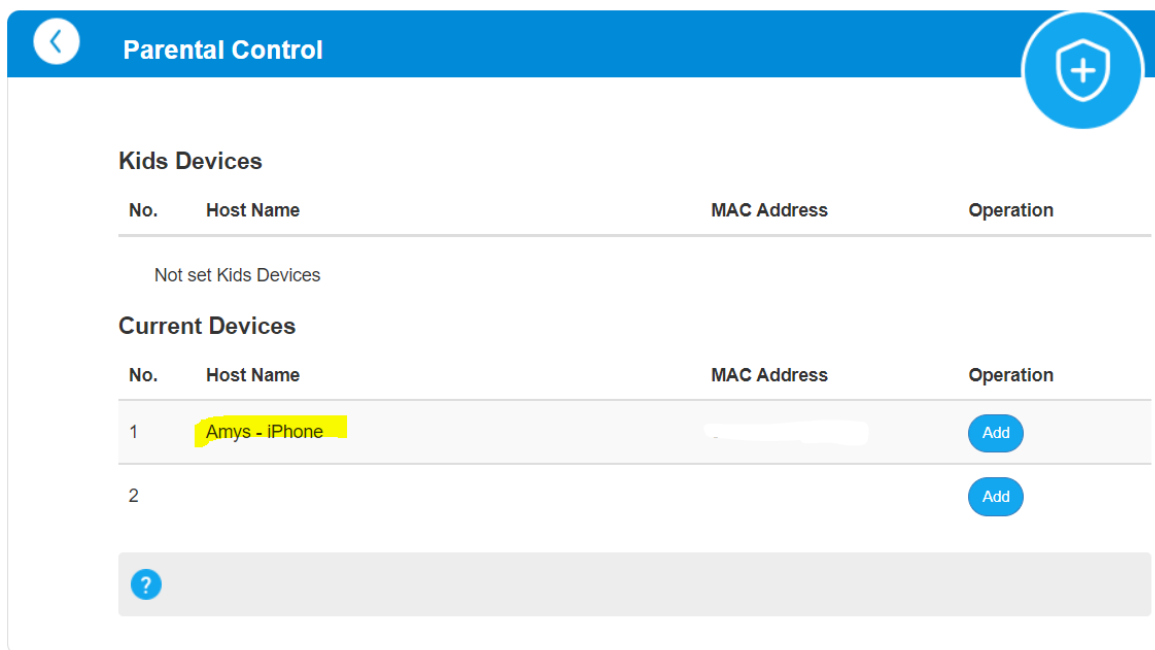c. The new WiFi password can be used to connect to the WiFi network

3.4 Parental Control: How to restrict a child from connecting to the network (so the parent can stop them from connecting to the internet at night)

Resolution:

a. Login to the admin UI
b. Locate the **Parental Control Settings** on the Home page

c. Open the **Parental Control Setting**

d. Click on **Add** button to add a relevant device for further configuration
e. The customer will notice the **Kids device** is added for further configuration

f. Click on **Manage**, and **Add New** button on the **Restricted Access Time Settings** page

g. Select the Days of the week and enter the restricted access time details and save

h. Add as many new time details to a single device
i. Click on **Remove** to remove the specific time window on the **Restricted Access Time** Page
j. Click on **Remove** to remove the device on the **Parental Control** Page

3.5 Provisioning or Setting up a Static IP

Note: Static IP addresses are only available for customers on specific business broadband plans.

By default, the modem dynamically assigns a local IP address to the devices you connect to your local network. You may need a static IP address for devices that will need to be accessed very reliably by other systems or devices on your network, such as a printer, data server, etc.

Steps:

a. Login to the Admin Web Page http://192.168.0.1/index.html#login
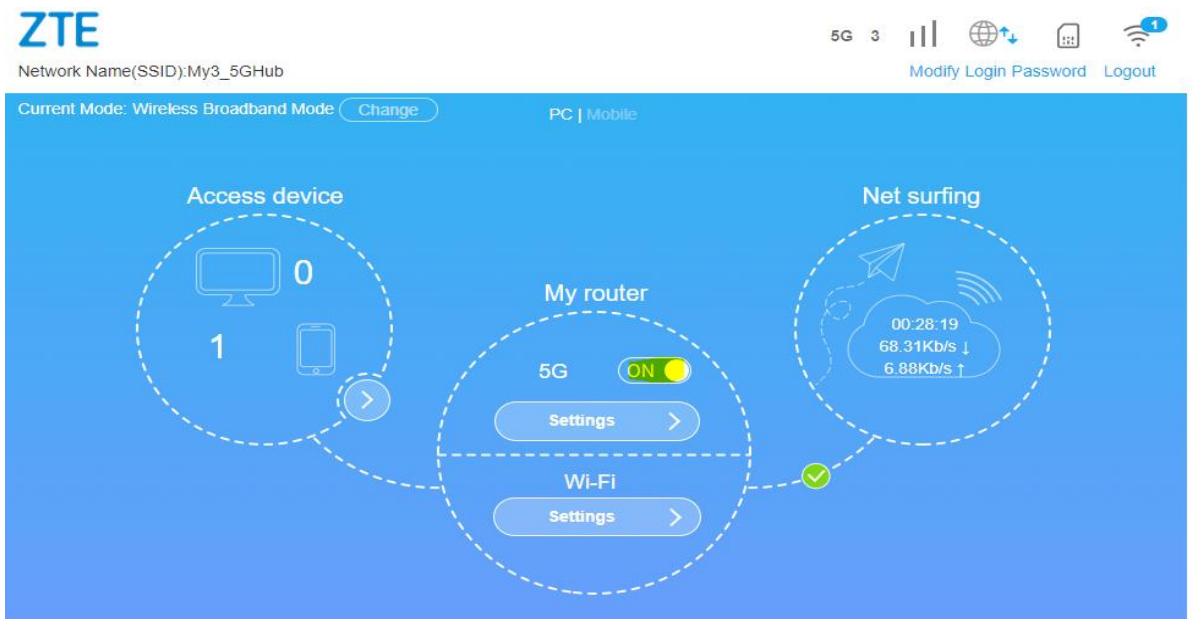b. Select **Settings**

c. Select **APN**

d. Click on **Manual → Add New**
    Set Below Parameters
    PDP Type: IPv4v6
    Profile Name: Static IP
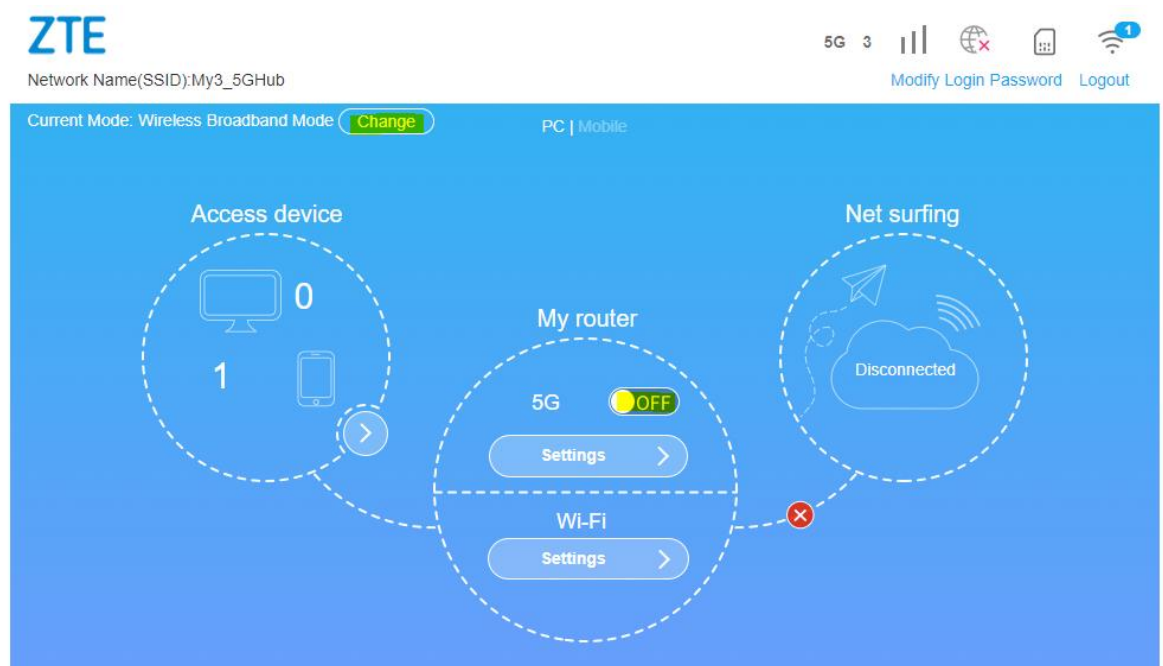   **APN:** open.internet.public.static
    Select **Apply**

Steps Static IP for Business Users with Private Static IP assigned:

a. Log in to the Admin Web Page http://192.168.0.1/index.html#home
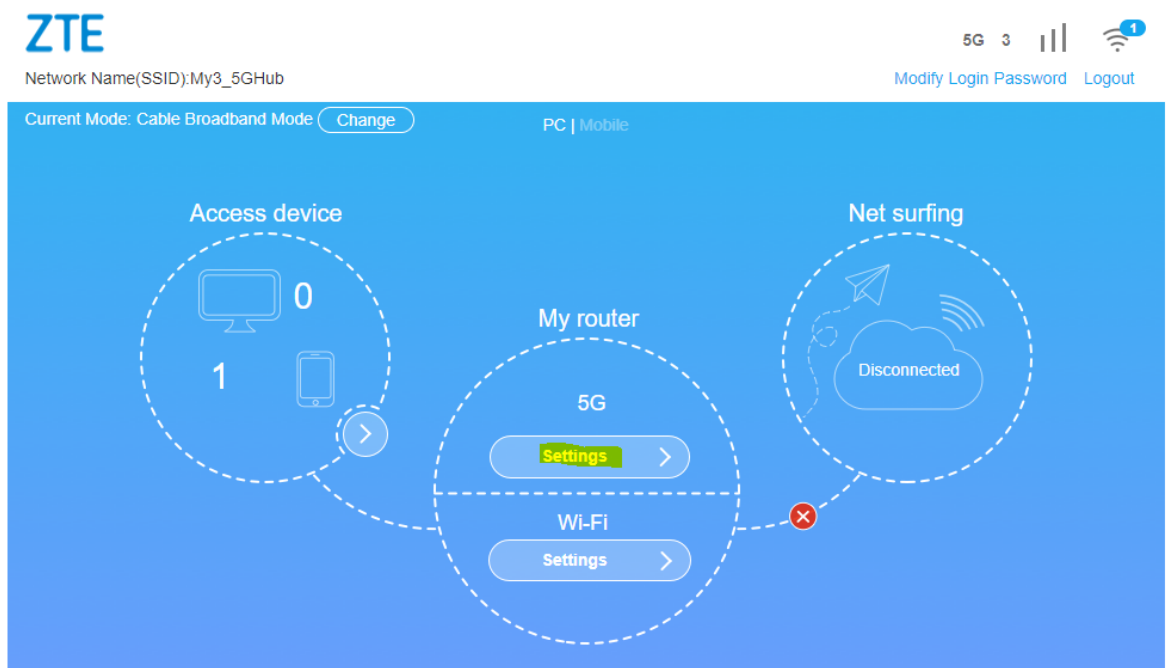b. Locate the 5G Toggle button under **My router**

e. Switch off the toggle and select the **Change** button (top left) → **Cable Broadband Mode**
Wait for the device to restart
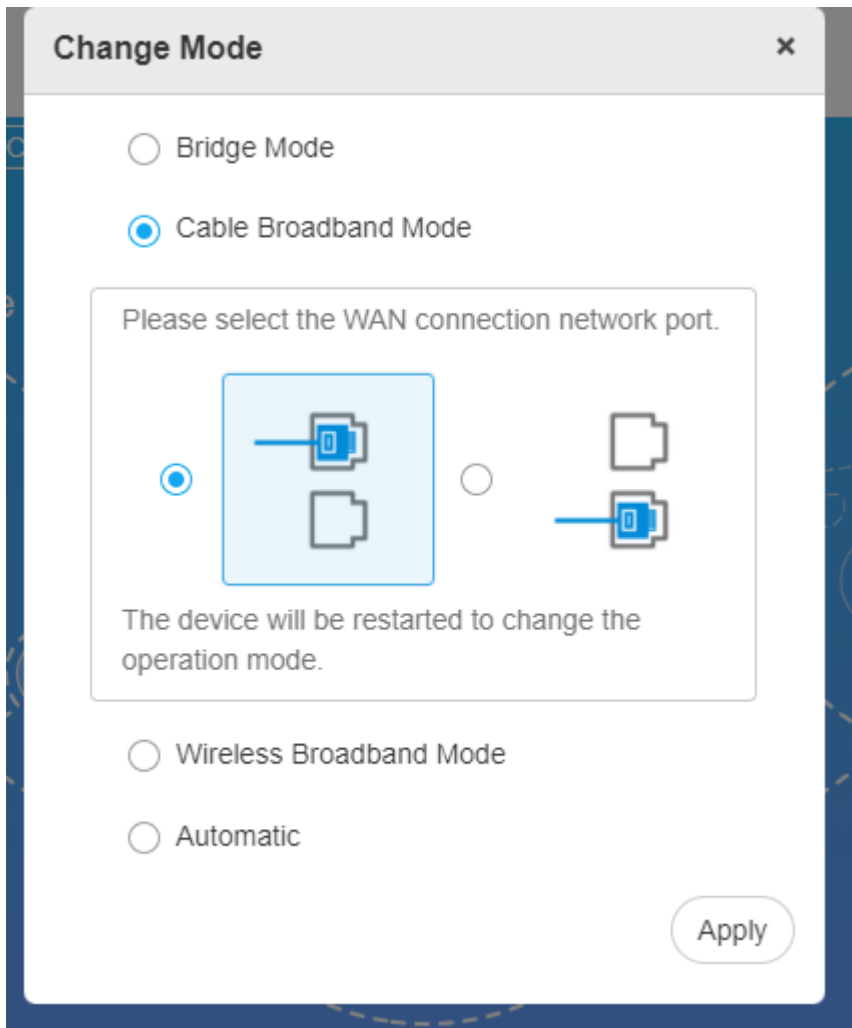
f.   Select **Settings** → **Static IP** from the drop-down list

g. Enter the Static IP details and **Appy**

3.6 Update Firmware

Updating the firmware will not change any customized settings.

Steps:

a. Log in to the Admin Web Page http://192.168.0.1/index.html#home
b. Locate the **Advanced Settings → Update → Check**
c. If the device prompts **New Firmware available,** please select apply
d. The device will download, install the latest firmware, and restarts the device
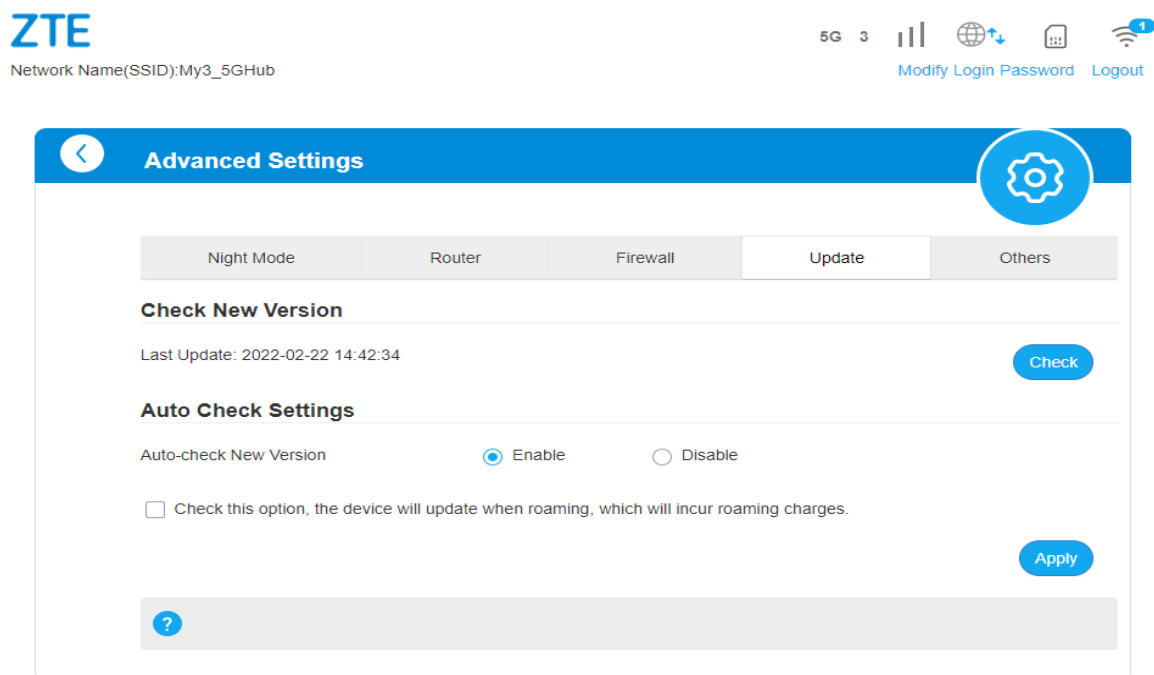
3.7 Diagnosis (Check if the device is working as expected)

Steps:

a. Log in to the Admin Webpage http://192.168.0.1/index.html#home
b. Locate the **Advanced Settings → Others → Diagnosis**

ZTE
Network Name(SSID):My3_5GHub

5G 3 ll ⊕⬆⬇ ⬚ 📶¹
Modify Login Password   Logout

Advanced Settings

Night Mode	Router	Firewall	Update	Others

Reset   >
Restart   >
PIN Management   >
SNTP   >
Network Information >
Diagnosis   >
Network Tools   >
Reboot Scheduling >
VPN Client   >
NAT   >
SIP ALG   >

c. Click on the **Diagnosis** button

ZTE
Network Name(SSID):My3_5GHub

5G 3 ll ⊕⬆⬇ ⬚ 📶¹
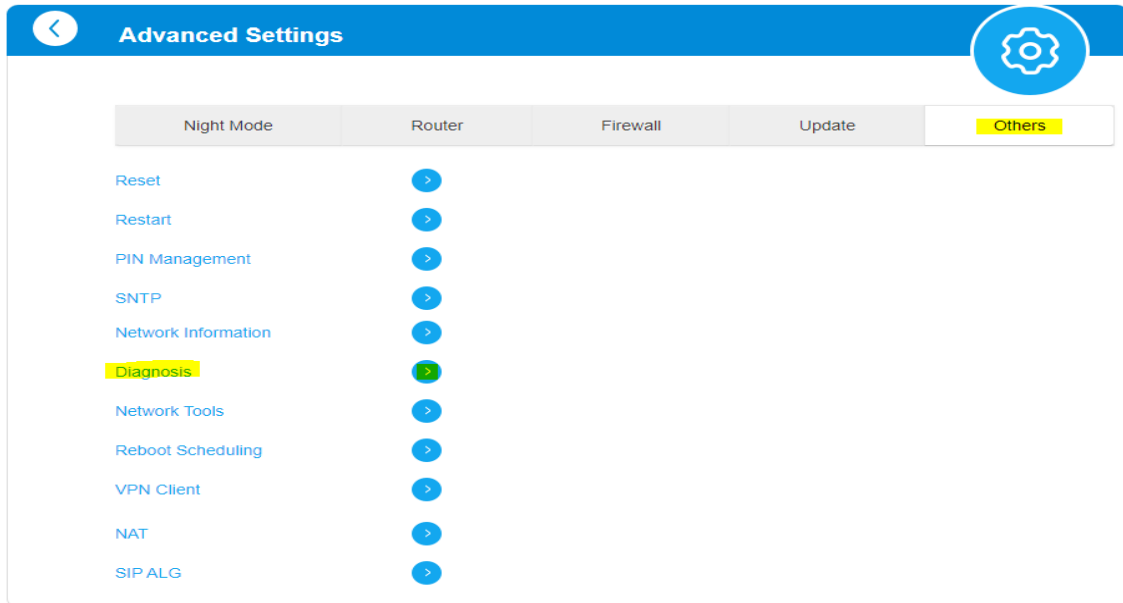Modify Login Password   Logout

Diagnosis

Diagnosis

Network   SIM Card Status is normal?

                 Network Register normal?

                 There is no networking failure?

                 Is DHCP Server open?

                 Is DNS from WAN normal?

Wi-Fi   Wi-Fi Switch is open?

                 2.4 GHz Main Wi-Fi Show SSID
                 is open?

                 5 GHz Main Wi-Fi Show SSID is
                 open?

Security   UPNP is closed?
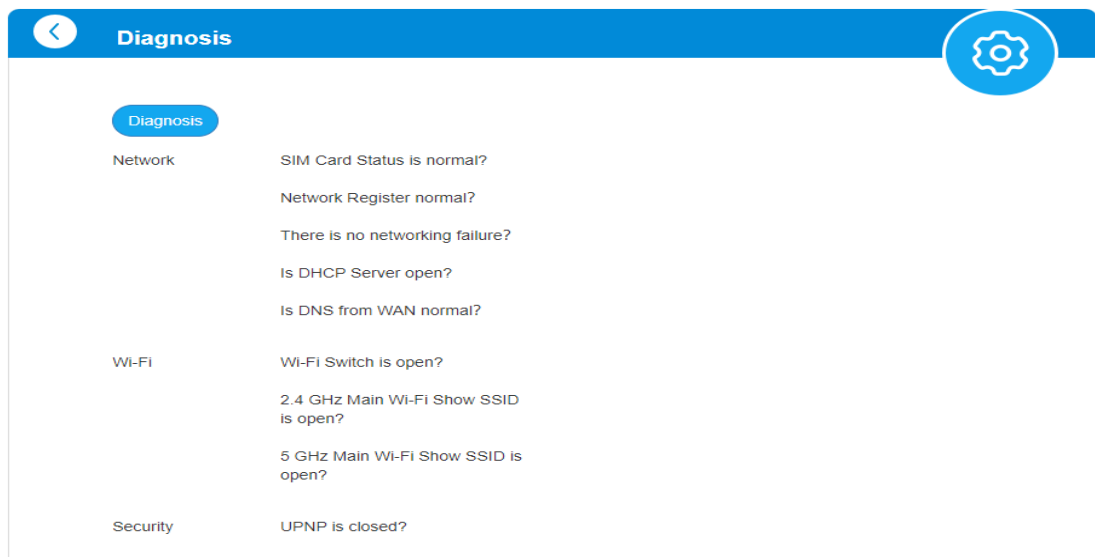
d. Confirm Green ticks appear against each item

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4. Troubleshooting – Additional Queries

4.1 Mobile and Desktop view of the dashboard?
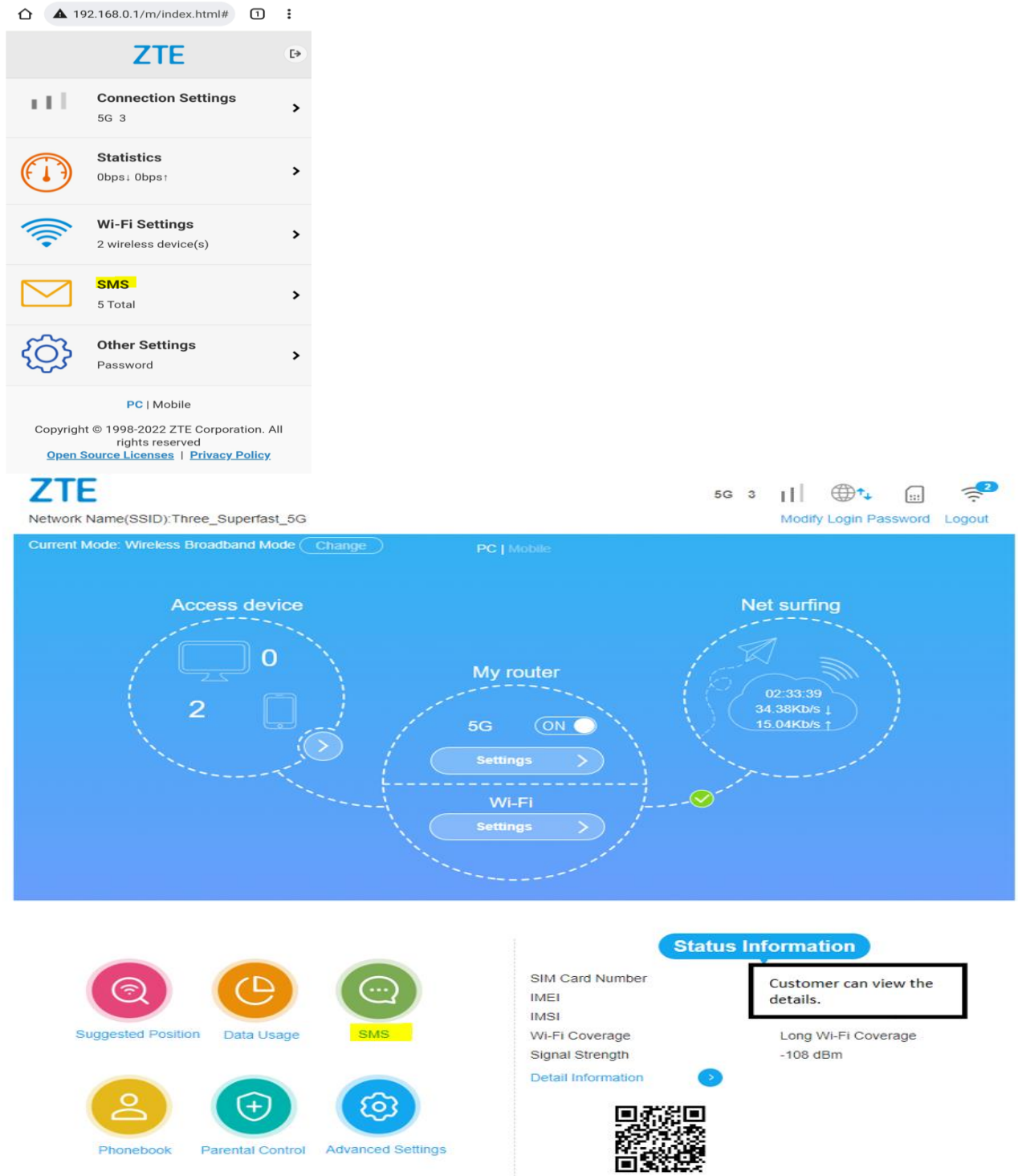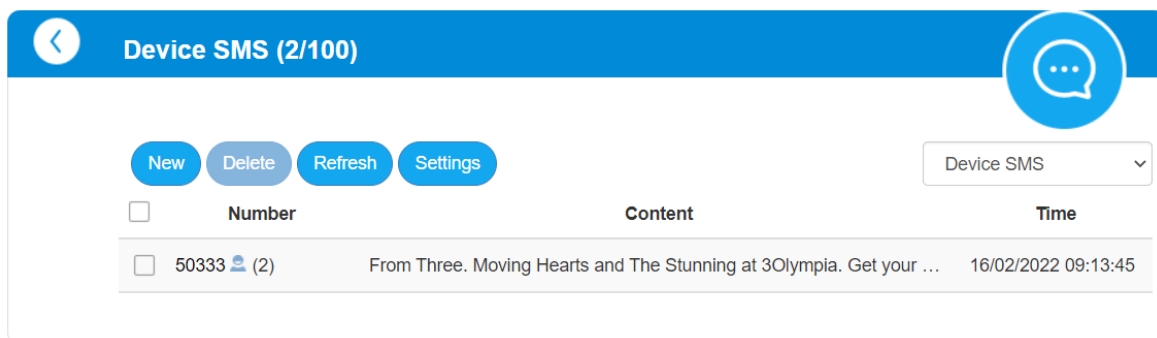
There are two different views.
The default view on the handset is the Mobile view.
The default view on PC/Laptop is PC View.

4.2 Can these hubs receive SMS and if so where do customers access these?

Customers can access SMS (send/receive) via the ZTE Admin UI.

4.3 What steps does a customer take if they have a "red light" – not registered on the Network.

Steps
Follow sections 1 and 2.
Check if the SIM was inserted properly, and the Device Status information is visible on the ZTE User/Admin Dashboard.
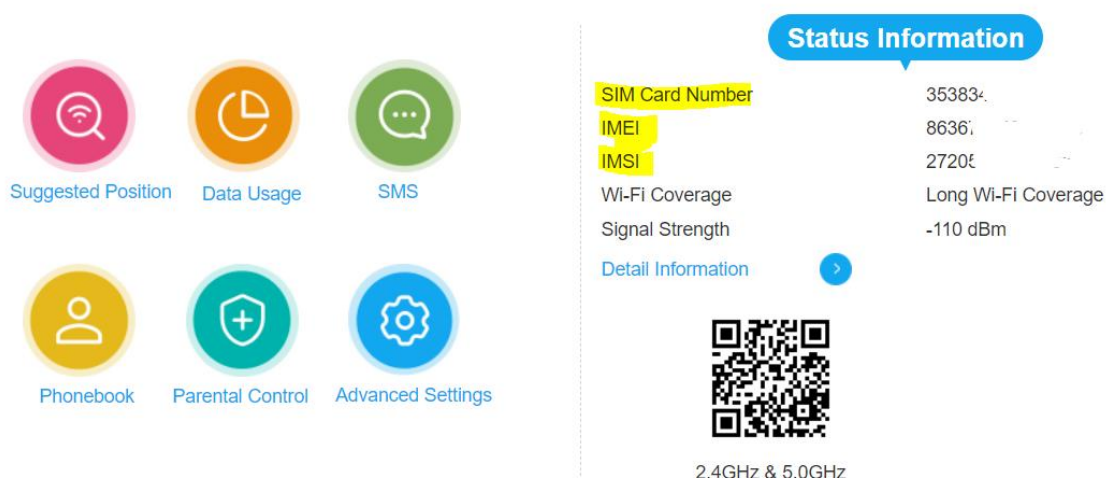
4.4 Does this hub pick up 3G signal? If so, how to toggle between 5G/4G/3G – useful when there is a 5G outage.

Steps
The device works on 5G and 4G.
Log in to Admin UI
Switch off the network toggle switch
Click on **Settings**
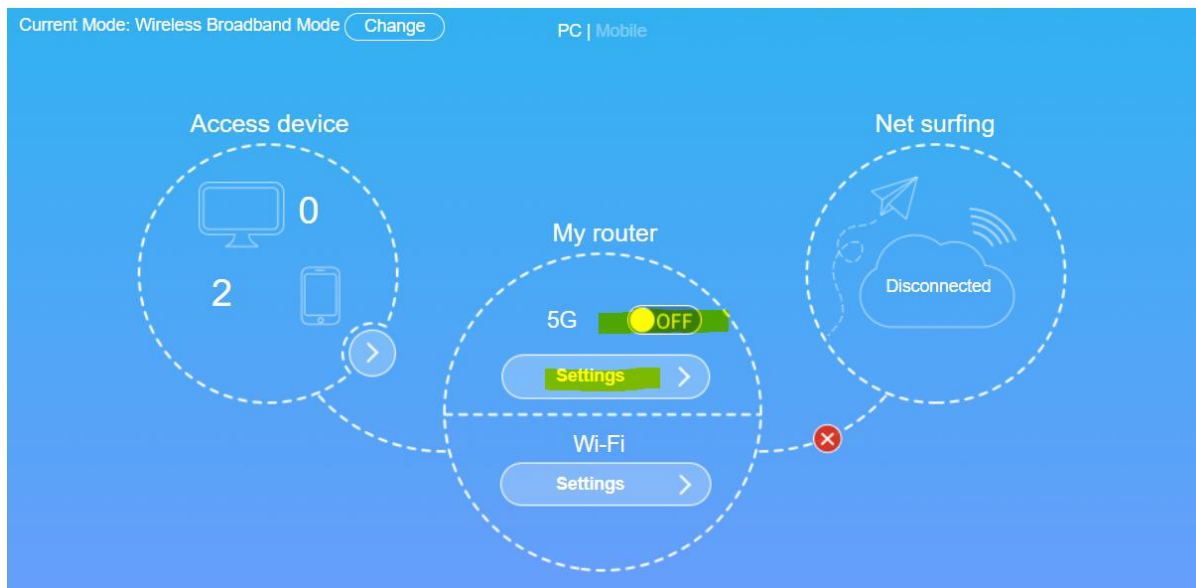
Select **Network Selection**
Select desired option and **Apply**
Switch on the Network Toggle on the Admin home screen
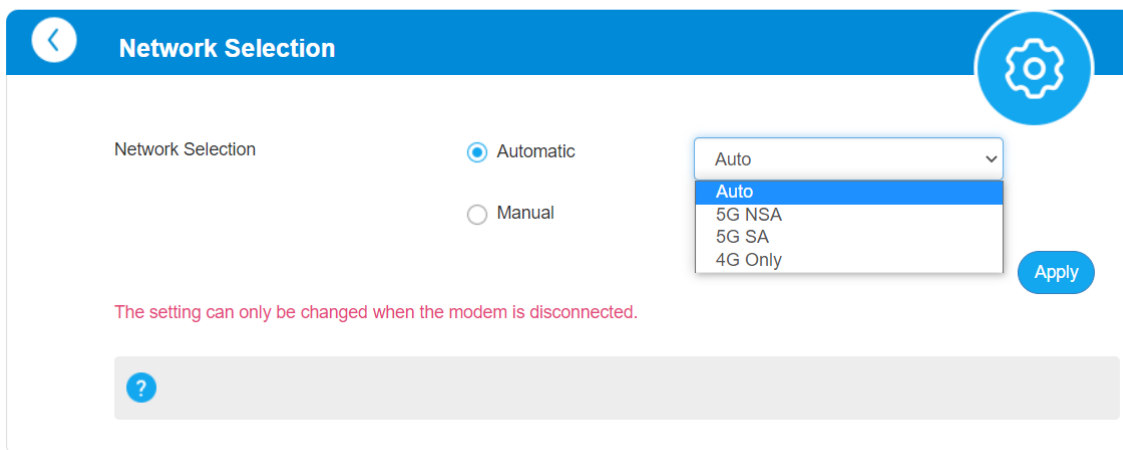
4.5 While we refer customers to My3 to check data usage, however, with FUP cap lifted, My3 isn't ideal for checking how much data is being used. So where is data usage found on the user dashboard?

Steps
Log in to Admin UI
Select Data Usage
Enable, enter Data Plan details (say 100 or 750 GB) and **Apply**

Suggested Position   Data Usage   SMS

Phonebook   Parental Control   Advanced Settings
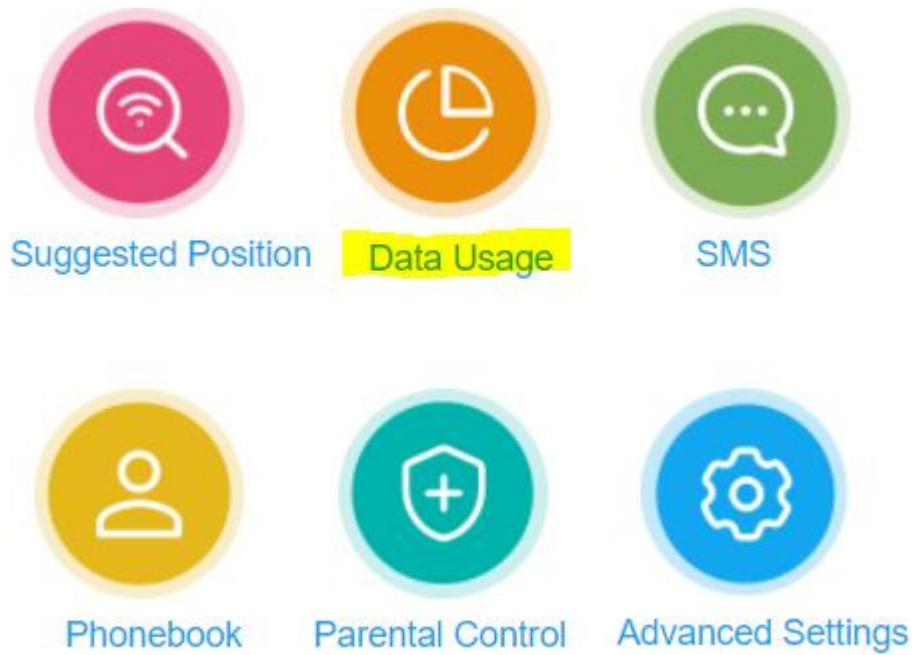
Data Management
You can create statistic plan, query used and left statistic

Data Usage Settings

Used: 11.3GB / 100GB   88.7GB of remaining

*Data usage is approximate only. For actual usage, please refer to your network operator.

Data Usage Settings

Data Management	⦿ Enable	○ Disable
Traffic Clear	⦿ Enable	○ Disable
Clear Date *	1 (1-31)	
Data Type	⦿ Data	○ Time
Data Used *	11.3 GB	
Data Plan *	100 GB	When reached 90 %, 90GB to remind me.

Apply

?

4.6 For adding the kids device, it shows Mac address, straight away as a customer, I'd think Mac book, so how does a customer identify device names to be added?

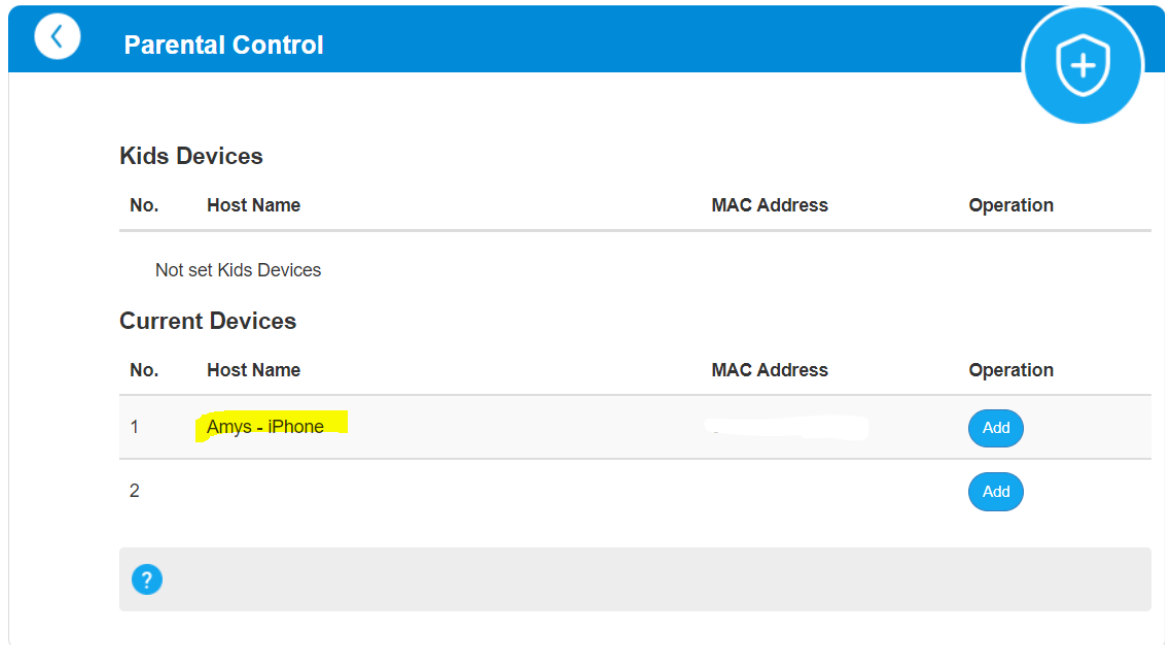The Admin UI will display the correct device name.
The device name is taken from the About Phone/PC details of the device.

Parental Control

Kids Devices

No.	Host Name	MAC Address	Operation
	Not set Kids Devices		

Current Devices

No.	Host Name	MAC Address	Operation
1	Amys - iPhone	-	Add
2			Add

4.7 Set separate WiFi Network names (SSID) – 2.4GHz and 5GHz

Steps
Log in to the UI http://192.168.0.1/index.html#login
Select Settings (Wi-Fi)
Single SSID → Disable → Apply

Wi-Fi Settings
Set up wireless hotspot so that your mobile phone or laptop could access network via it

Wi-Fi Switch	● Enable	○ Disable
Single SSID	○ Enable	● Disable

If enabled, the device will merge 2.4GHz band SSID and 5GHz band SSID, and automatically select the frequency band that provides a faster speed.

Apply
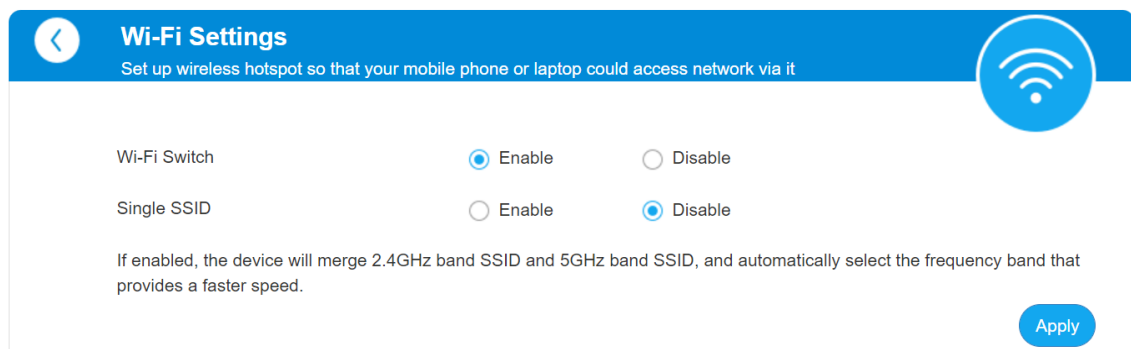
Users will see two separate SSIDs or Network name

2.4GHz Basic Settings

Network Name(SSID) *   Three_WiFi

☑ Broadcast SSID

5.0GHz Basic Settings
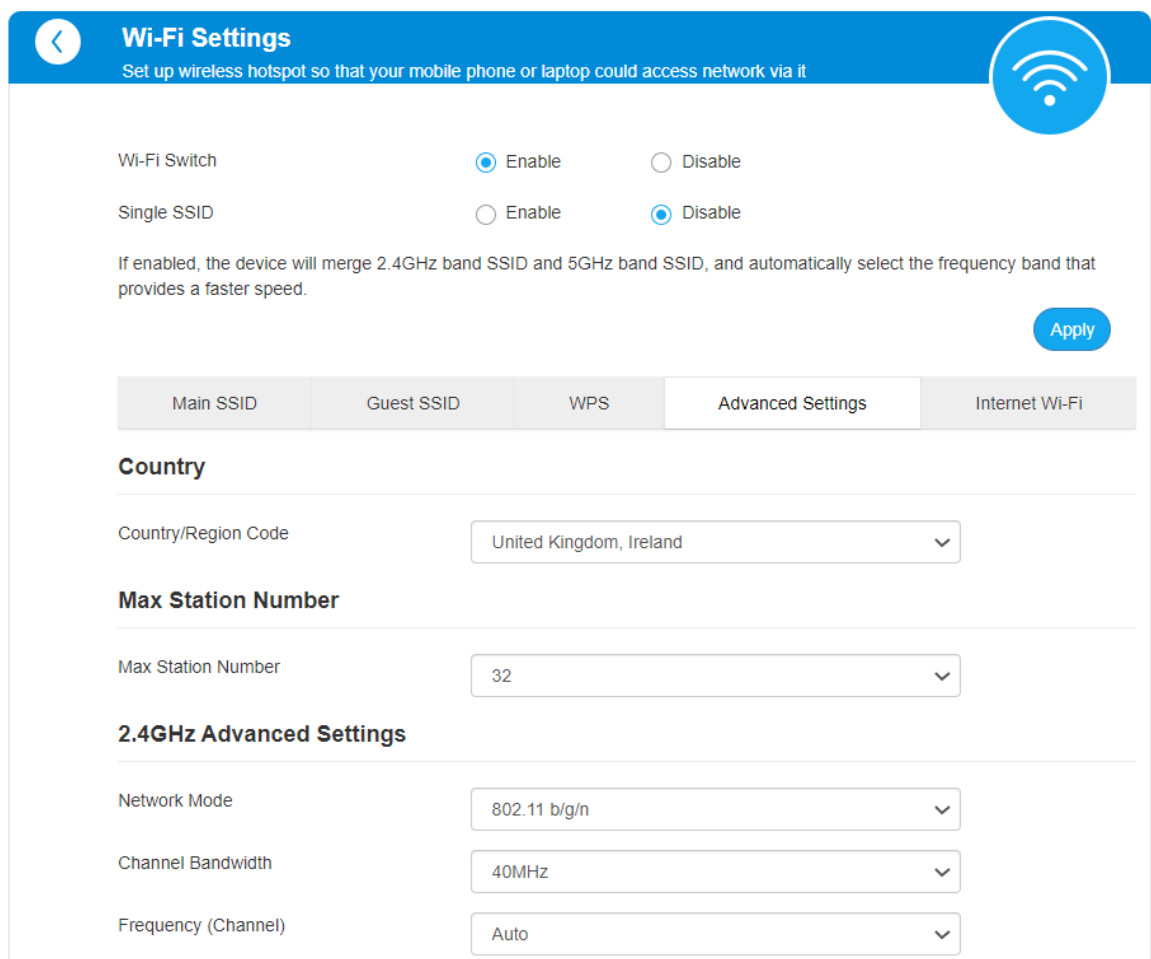
Network Name(SSID) *

ThreeWiFi_5GHz

☑ Broadcast SSID

4.8 Disable Wi-Fi 6 mode

Steps

Log in to the UI
Wi-Fi Settings → Advanced Settings → 2.4GHz Advanced Settings → Network Mode →
Select 802.11 b/g/n from the dropdown → Apply

Wi-Fi Settings
Set up wireless hotspot so that your mobile phone or laptop could access network via it

| Wi-Fi Switch | ⦿ Enable | ◯ Disable |
| Single SSID | ◯ Enable | ⦿ Disable |

If enabled, the device will merge 2.4GHz band SSID and 5GHz band SSID, and automatically select the frequency band that provides a faster speed.

Apply

| Main SSID | Guest SSID | WPS | Advanced Settings | Internet Wi-Fi |

Country

Country/Region Code | United Kingdom, Ireland ⌄

Max Station Number

Max Station Number | 32 ⌄

2.4GHz Advanced Settings

Network Mode | 802.11 b/g/n ⌄

Channel Bandwidth | 40MHz ⌄

Frequency (Channel) | Auto ⌄

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