



CLEAR SPOT 4G+ USER GUIDE

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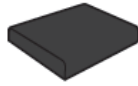
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Set It Up

What's in the Box?



CLEAR Spot 4G+ Personal Hotspot



Battery



Wall Charger

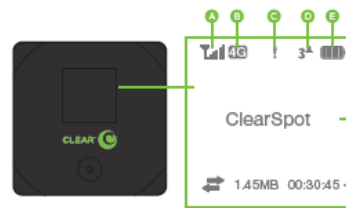
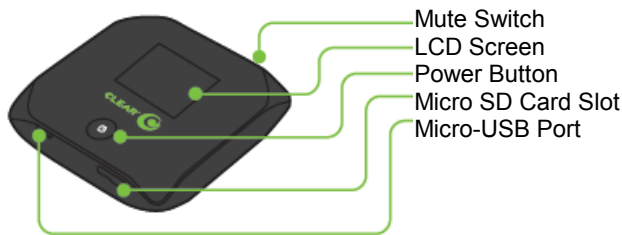


Micro-USB Cable



Quick Start Guide

Important Buttons / LCD Screen Indicators / Features



- A. Signal Strength
- B. 4G/3G Status
- C. Alerts
- D. Number of Connected Users
- E. Battery Status
- F. Name / Message Area
- G. Amount of Data Transferred / Connection Duration

- The **Power Button** turns the CLEAR Spot 4G+ (CLEAR Spot) on and off.
- Use the **Micro-USB Port** with the Wall Charger or to connect the CLEAR Spot to your computer.
- The **Mute Switch** is used to turn on and off sounds (such as alerts) from the CLEAR Spot. The mute switch is located on the side of the CLEAR Spot.
- Your CLEAR Spot supports Micro SD Cards – up to 16GB (sold separately) for file sharing and transfer or storage. The **Micro SD Card Slot** is located on the side of the CLEAR Spot. Your computer recognizes the Micro SD Card as a removable storage device. Store the files on a Micro SD Card and insert the Micro SD Card into the Micro SD Card Slot.
- The **LCD Screen** displays important information about the CLEAR Spot.

Use with Care

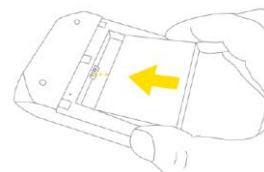
- Position the CLEAR Spot on a clean, flat, secure surface, and do not drop the CLEAR Spot.
- Keep the CLEAR Spot away from other devices that produce electromagnetic waves.
- Keep the CLEAR Spot out of direct sunlight.
- Do not throw or dismantle the CLEAR Spot.
- Keep the CLEAR Spot and battery cool.
- Keep pets and children from playing with the CLEAR Spot.
- Do not immerse the CLEAR Spot or the battery in water or other liquid.
- Make sure your hands are dry before handling the CLEAR Spot or any of the included items
- Don't apply adhesives to the CLEAR Spot. They may cause the CLEAR Spot to overheat and may alter the antenna's performance.
- Don't operate the CLEAR Spot while driving.

Set It Up (continued)

Insert and Charge the Battery

The battery comes partially charged, so you can use your CLEAR Spot right away.

Remove the battery cover, slide in the battery so the pins align, and replace the battery cover.



The CLEAR Spot battery is easy to charge.

To use the Wall Charger, plug the small end of the Micro-USB Cable (USB Cable) into the CLEAR Spot, plug the large end into the Wall Charger, and plug the Wall Charger into an electrical outlet.



To charge the CLEAR Spot battery through your computer, plug the small end of the USB Cable into the CLEAR Spot, and plug the large end into an available USB Port on your computer.




You can use the CLEAR Spot while charging the battery.

When the battery is fully charged, you'll see four bars on the LCD screen.


It takes approximately three hours to fully charge a battery that has no charge.

The LCD screen displays icons, depending on the battery charge level. The chart below illustrates the icons, as well as the descriptions of the different battery conditions.


Icon Description


 The battery charge level is critical and the battery should be charged immediately. When this happens, the CLEAR Spot automatically will turn off.

 No battery is in the CLEAR Spot. The CLEAR Spot is connected to the Wall Charger.

 The CLEAR Spot is connected via the USB Cable. The battery is either charging or not inserted.

 The battery is low.

 Four bars indicate the battery is fully charged.

When charging, the LCD screen shows  and, if the CLEAR Spot is off, displays a message "Charging... xx% complete."

Set It Up (continued)

Turn It On

We recommend you use a laptop to set up your CLEAR Spot.

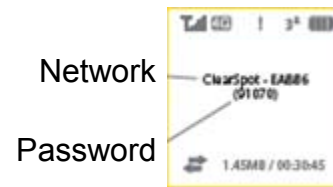
With the battery in your CLEAR Spot, press and hold the Power Button for two to three seconds, to turn it on.



The CLEAR Spot automatically will activate and the LCD screen briefly will display “Activation Complete.”

Connect your wi-fi-enabled device to the CLEAR Spot wi-fi network

The CLEAR Spot wi-fi network name and network key (password) are displayed on the LCD screen. If the LCD screen is blank, briefly press the Power Button to wake up the screen.



On your laptop or wi-fi-enabled device (device), view the list of available wireless networks. Select the Clear Spot wi-fi network and when prompted, enter the password. Your device will display a message indicating it has connected to your CLEAR Spot wi-fi network.

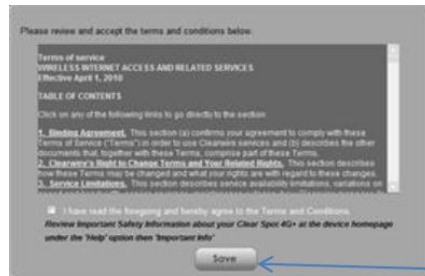
When indoors, place the CLEAR Spot near a window or outside wall to receive the best signal. The CLEAR Spot wi-fi network range is 100 – 150 feet, so you don't have to be next to the CLEAR Spot to connect your device.

If you're connected to the internet, click [here](#) to login to your CLEAR online account, and to use the CLEAR network diagnostics tool to help optimize the CLEAR 4G signal. If you're not connected to the internet, enter https://www.clear.com/my_account/signin.php in your web browser when you are connected to the internet.

Set It Up (continued)

Connect to the Internet

The first time you connect to the internet, you'll see a page where you will be asked to review the CLEAR Terms of Service.



Once you accept them, your browser will display a welcome page. Click “The Internet” option.



If you activated your CLEAR Spot in 4G, you'll be directed to a webpage to review your rate plan information and set up your CLEAR online account.

If you activated your CLEAR Spot in 3G, you'll go straight to the internet and won't see these options until you connect in 4G. You can, however, enter the following URL to view your rate plan information and set up your CLEAR online account, in 3G.

Enter: https://www.clear.com/my_account/signin.php.

Or, you can wait until the first time you're in 4G, when you'll be prompted to view your rate plan and set up your CLEAR online account.



Congrats! You're ready for INTERNET AWESOMENESS!

Set It Up (continued)

Share your CLEAR Spot

It's easy to share your CLEAR Spot with up to five devices at the same time.

Give your colleagues and friends your CLEAR Spot network name and password.



Make sure the devices with which you desire to share are within range of your CLEAR Spot – usually within 100 - 150 feet.

If you are sharing the CLEAR Spot wi-fi network with other devices and you turn off the CLEAR Spot, the other devices won't be able to access the internet using the CLEAR Spot wi-fi network.

If you changed the CLEAR Spot wi-fi network name and password, you easily can reset them.

Instructions are in the Quick Tips / Resetting your Administrator Password section of the CLEAR 4G+ Online User Guide. Click [here](#) to learn more.

You also can use the CLEAR Spot Home Page to change the wi-fi network name and password. Click [here](#) to learn more.

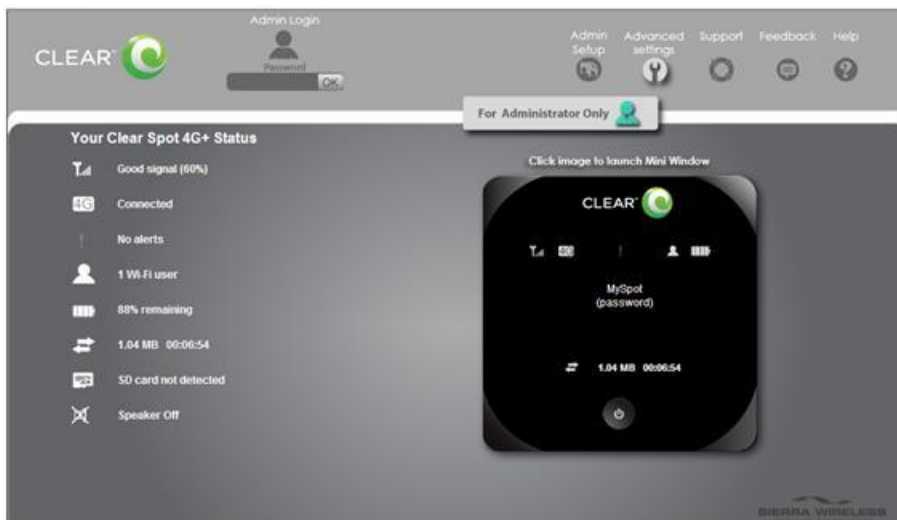
Manage your CLEAR Spot

CLEAR Spot Home Page Overview

It's easy to manage your CLEAR Spot.

With the CLEAR Spot Home Page, you can:

- Change the CLEAR Spot network name and password.
- Change settings, such as network signal range, security settings, and number of connected devices.
- View data usage.
- View signal strength and battery charge level.
- View connection time and the amount of data transmitted.
- View and upgrade the CLEAR Spot firmware.
- And more!



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

When you're using your CLEAR Spot, enter <http://clearspot> in your web browser to open the CLEAR Spot Home Page.

To login to the CLEAR Spot Home Page, you need to enter a Password, which is factory pre-set to "admin." When you're logging in, you can choose "remember me" (or Automatic Login), so that each time you open the CLEAR Spot Home Page, it remembers your login credential and the page will open without prompting you to enter your password. You don't need to login to access and view the CLEAR Spot Home Page. However, in order to change settings, you must login.

Links to most of the screens (tabs / windows) appear on the CLEAR Spot Home Page. Just hover your mouse over the links (on the left side of the screen) to see a preview of the information available on the screen, or click on the links (on the top right of the screen).

We recommend bookmarking the CLEAR Spot Home Page for easy access.

If you're connected to the internet, click [here](#) to view an online demo of the CLEAR Spot Home Page. If you printed this document or are not connected to the internet, enter the following URL in your web browser when you are connected to the internet. Enter:

<https://empower-dev.clearwire.com/images/images/stories/flash/Clear%20Spot%204G+%20Personal%20Hotspot%20Simulator.swf>

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Signal Information


This window displays helpful information about the CLEAR Spot signal strength.


To open the Signal Information window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

At the top of the window, a graphic icon uses bars to indicate the signal strength: the more bars, the stronger the signal.


 Means the CLEAR Spot is receiving an excellent signal.

 Means the CLEAR Spot is receiving a weak signal.

 Means the CLEAR Spot is not receiving a signal.

This window displays the active network type (4G or 3G) with a text description as well as the signal status, represented as a percentage, for example "Excellent signal (100%)" or "Good signal (60%)."

Other information (such as RSSI, Ec/Io, and CINR – which are described later in the CLEAR Spot Online User Guide) is displayed in the window, but the most important information are the type of network to which the CLEAR Spot is connected and the signal strength.

On the bottom of the window, the text reads, "Experiencing Poor Signal?" Double click  to open a new window that provides tips on improving signal strength. When indoors, place the CLEAR Spot near a window or outside wall to receive your best signal.

When you're finished viewing this window, click "Close" and you'll see the CLEAR Spot Home Page.

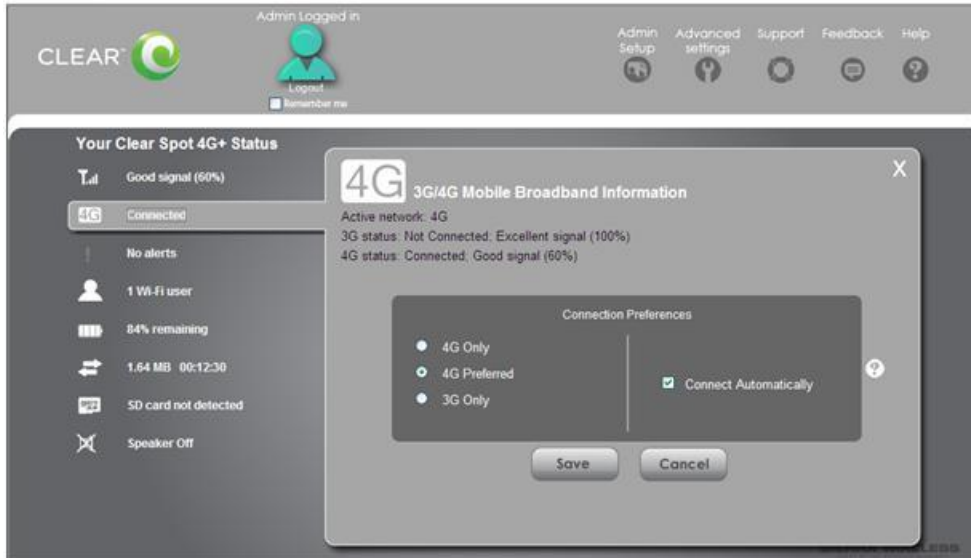
Note: The Signal Information link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Connected

Use this window to view and change the CLEAR Spot's connection preferences.

To open the Connected window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

Note: To change your connection preferences, you must be logged in to the CLEAR Spot Home Page.

You can choose:

- **4G Only:** Not recommended – connection can be established only to 4G.
- **4G Preferred:** This is the recommended setting – the CLEAR Spot automatically will search first for the CLEAR 4G signal. If a CLEAR 4G signal is not available, the CLEAR Spot will search for an available 3G signal
- **3G Only:** Not recommended – connection can be established only to 3G.
- **Connect Automatically:** Select to connect automatically to the network when the CLEAR Spot is turned on, or upon loss of network connection.

When you're ready to set your connection preferences, click "Save" and you'll see the CLEAR Spot Home Page.

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

The window also displays the active network type, signal status, and signal strength (similar to the information that is displayed in the Signal Strength window); however, the primary purpose is for you to view and change your CLEAR Spot connection preferences.

Note: The Connected link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

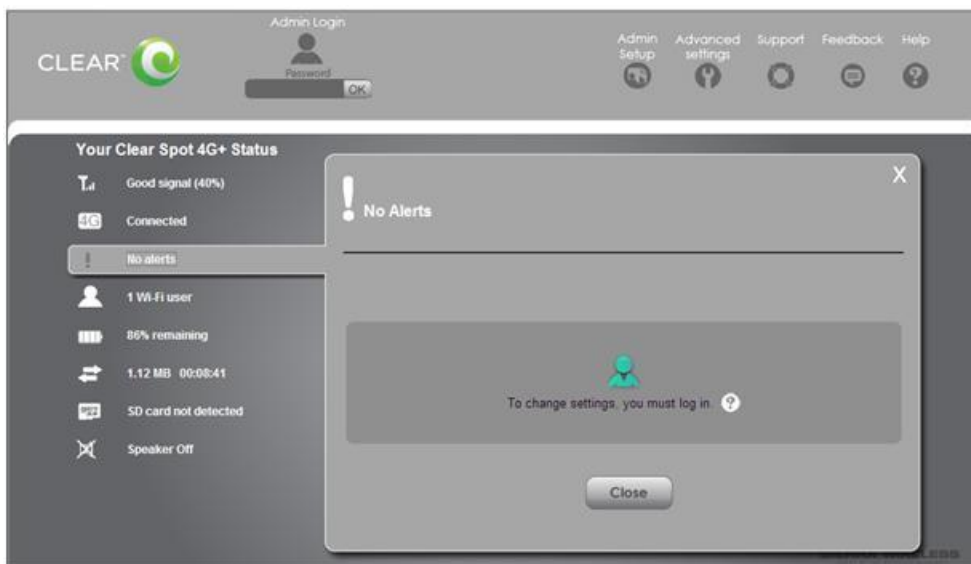
CLEAR Spot Home Page / Alerts

The alerts icon (on the CLEAR Spot LCD screen) indicates whether there are system events (or alerts) that require your attention. New alerts are received when the CLEAR Spot is turned on.

System event alerts include several types of events, for example: critical battery charge level, critical temperate, software update available, network update available, Micro SD Card error, routing hardware settings reset, and device start-up failure.

If more than one alert is available, the higher priority alerts open first. When you close an alert, the next one opens. You also can use the < and > buttons (at the top of the alert window) to view other alerts.

To open the Alerts window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

Note: To view and read alerts, you must be logged in to the CLEAR Spot Home Page.

The instructions and options shown in the alert window vary depending on the alert event. Please read and follow the alert instructions carefully.

When you're finished viewing this window, click "Close" and you'll see the CLEAR Spot Home Page.

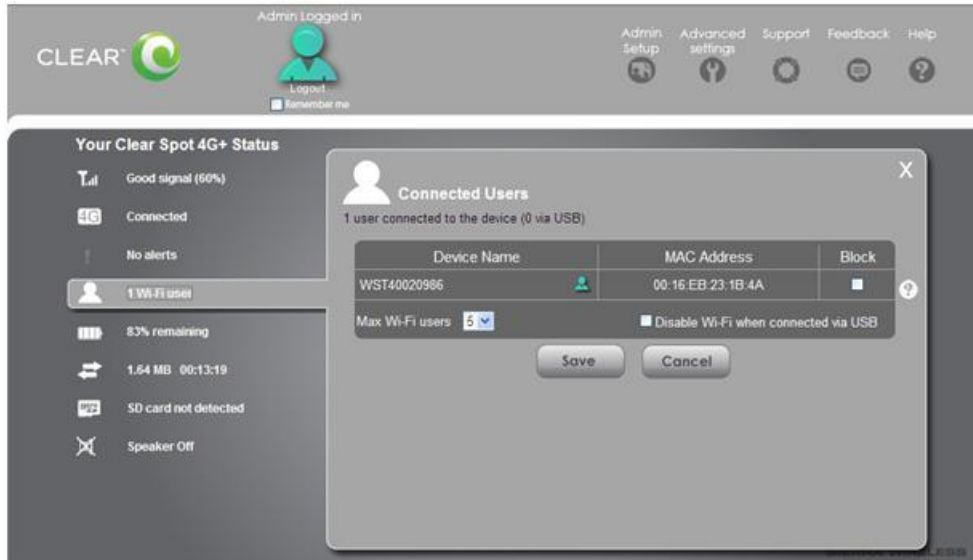
Note: The Alerts link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Wi-Fi Users

This window lets you view the number of devices connected to your CLEAR Spot wi-fi network.

To open the Wi-Fi Users window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **View the MAC Address:** Each device has a unique MAC Address (assigned by the manufacturer). On Windows® PCs, the MAC Address is called the “physical address.” On Mac® computers, the MAC Address is called the “Ethernet ID.”
- **Block the Device:** Check the box if you desire to block a device from accessing your CLEAR Spot wi-fi network in the future. You may desire to use the blocking feature if:
 - You don't recognize a listed device.
 - You need to transfer a lot of data and you desire to ensure you have a fast connection.

Additionally, you can change the number of devices that can connect to your CLEAR Spot wi-fi network at the same time. Select 1-5 from the drop-down box. Fewer devices connected to the CLEAR Spot can improve performance.

If you desire to connect the CLEAR Spot directly to your computer, via the USB Cable, use this screen to change the “Disable wi-fi when connected via USB” setting. If the setting is enabled, only the computer connected via the USB Cable will be able to use the CLEAR Spot. Click [here](#) to learn more about connecting your CLEAR Spot to your computer, via the USB Cable.

Note: To change the number or to block devices, you must be logged in to the CLEAR Spot Home Page.

When you're ready to save your settings, click “Save” and you'll see the CLEAR Spot Home Page.

If you don't desire to make any changes, click “Cancel” and you'll see the CLEAR Spot Home Page.

Note: The Wi-Fi Users link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Battery

To open the Battery window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

This window displays the battery charge level, represented as the %of battery charge remaining.

In this window, you can change the CLEAR Spot wi-fi signal range settings to improve battery life.

Note: To change battery settings, you must be logged in to the CLEAR Spot Home Page.

If you're using the CLEAR Spot battery or the CLEAR Spot is connected to a computer via USB Cable, you can:

- Change the Wi-Fi Performance Setting for “better battery life” or “longer wi-fi range”.
 - “Better battery life” means the CLEAR Spot wi-fi signal range is shorter, using less battery charge.
 - “Longer wi-fi range” means the CLEAR Spot wi-fi signal range is longer, using more battery charge.
- Set the standby timer to automatically turn off the CLEAR Spot, if there is no activity on the CLEAR Spot in the selected time – select the number of minutes from the drop-down box.
 - If you don't desire to set a standby time setting, select “Disabled”.

If the CLEAR Spot is AC-Powered (or connected to the Wall Charger), you can:

- Change the wi-fi performance settings to longer or shorter wi-fi range depending, on the proximity to the CLEAR Spot of the devices you desire to connect to the CLEAR Spot wi-fi network.
- Since the CLEAR Spot is connected to the Wall Charger, there won't be any battery drain, regardless of which setting is selected.
- Set the standby timer to automatically turn off the CLEAR Spot, if there is no activity on the CLEAR Spot in the selected time – select the number of minutes from the drop-down box.
 - If you don't desire to set a standby time setting, select “Disabled”.

When you're ready to set your battery settings, click “Save” and you'll see the CLEAR Spot Home Page.


If you don't desire to make any changes, click “Cancel” and you'll see the CLEAR Spot Home Page.

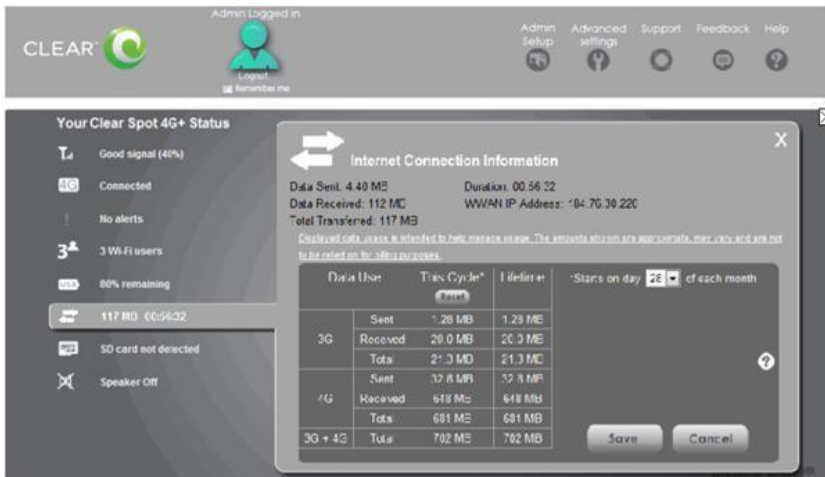
Note: The Battery link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Internet Connection Information

This window displays Internet Connection information.

To open the Internet Connection Information window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

You can view:

- **Data Sent:** View data sent in 3G and 4G for the current period (this cycle) and lifetime of the CLEAR Spot.
- **Data Received:** View data received in 3G and 4G for the current period (this cycle) and lifetime of the CLEAR Spot.
- **Total Transmitted:** View the total data sent / transmitted in 3G and 4G and the combined total data transmitted for the current period (this cycle) and the lifetime of the CLEAR Spot.
- **Duration:** This shows the connection time (for the current connection session).
- **CLEAR Spot IP Address:** This shows the IP Address of the CLEAR Spot.

You also can change the day of the month you desire this cycle (the current billing period) to begin. Choose the day from the drop-down box.

Note: Data usage amounts are approximate and should not be used for billing purposes. For daily updated data usage amounts, login to your CLEAR online account at https://www.clear.com/my_account/signin.php.

Note: To change the billing cycle start date, you must be logged in to the CLEAR Spot Home Page.

If you've changed the day you desire the billing cycle to start, click "Save" and you'll see the CLEAR Spot Home Page.

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Internet Connection Information link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Micro SD Card

Your CLEAR Spot supports Micro SD Cards – up to 16GB (sold separately) for file (such as documents or music) sharing and transfer or storage. Your computer recognizes the Micro SD Card as a removable storage device. Store the files on a Micro SD Card and insert the Micro SD Card into the Micro SD Card Slot, which is located on the side of the CLEAR Spot.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

To open the Micro SD Card window, click the  graphic icon on the CLEAR Spot Home Page.

Before you can share any data stored on the Micro SD Card, you need to enable the card, setup access to and name the slot / folder, and inform others how they can access the Micro SD Card.

Note: To enable the Micro SD Card and to make changes in this window, you must be logged in to the CLEAR Spot Home Page.

Click the box next to “Enable SD Card.”

Set up the Username and Password Security Setting required to access the Micro SD Card.

- If you choose “**Administrator Only**”, the username is “admin” and the password is your CLEAR Spot Administrator password.
- If you choose “**Administrator + Guest**”, you need to set the guest username and guest password by entering them in the text boxes on the screen. The Administrator username is “admin”, and the password is your CLEAR Spot Administrator password.

When you're ready to enable your Micro SD Card and save your Username and Password Security Settings, click “Save”.

If you don't desire to make any changes, click “Cancel” and you'll see the CLEAR Spot Home Page.

Note: The Micro SD Card link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Micro SD Card (continued)

Follow the instructions below to access the Micro SD Card (inserted in your CLEAR Spot) from your computer.

Windows:

In Windows Explorer or Internet Explorer®, type <\\ClearSpot\\shared>.

-Or-

Start > Run > <\\ClearSpot\\shared>.

Mac:

1. In Finder, select Go > Connect to Server.
2. Type smb://ClearSpot/shared.
3. In Finder, double click the shared drive.

Linux:

Open the file browser and type smb://ClearSpot/shared in the address bar.

-Or-

Open the run menu (Alt+F2) and type smb://ClearSpot/shared.

If you've enabled security, you must give the guest username and password to the users with whom you desire to share the data stored on the CLEAR Spot.

Manage your CLEAR Spot (continued)



CLEAR Spot Home Page / Sounds

To open the Sounds window, click the  graphic icon on the CLEAR Spot Home Page.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

The window displays:

- Status of the CLEAR Spot speaker:  means the speaker is on and  means the speaker is off.
- Check the boxes to enable or disable sounds for the following events:
 - **Internet connected:** When the CLEAR Spot connects to the internet.
 - **Internet disconnected:** When the CLEAR Spot disconnects from the internet.
 - **Low battery:** This can be useful as a reminder to charge the CLEAR Spot battery.
 - **System alerts:** When you hear the CLEAR Spot beep, you then can use the LCD screen or the Alerts window to get information about the alert.
 - **wi-fi user has joined:** Useful, for example to detect an unwelcome wi-fi user, if you're the only one using the CLEAR Spot, or you've not enabled security settings.
 - **wi-fi user has left:** Indicates when a user of the CLEAR Spot wi-fi network has left.
 - **Last user has left:** Indicates the last user of the CLEAR Spot wi-fi network has disconnected.

Note: To change the Sounds settings, you must be logged in to the CLEAR Spot Home Page.

If you desire to mute (or disable) all sounds, you can use the Mute switch on the side of the CLEAR Spot. This overrides all enabled settings on the Sounds Window of the CLEAR Spot Home Page.

If you've enabled sounds through the CLEAR Spot Home Page, but there are no sounds when an event occurs, check the position of the Mute switch.

When you're ready to set your Sounds Settings, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

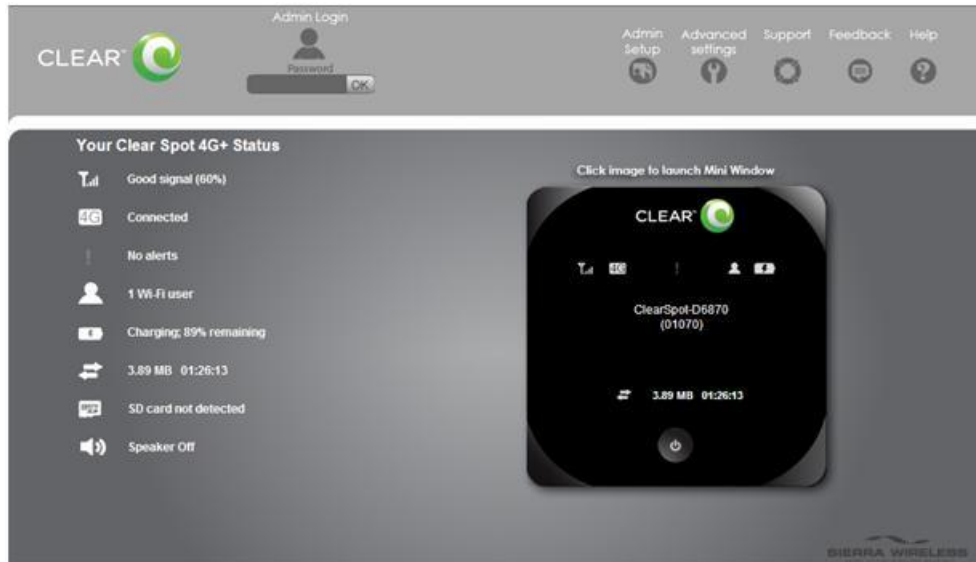
Note: The Sounds link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Admin Login

In order to set up or make any changes to your CLEAR Spot, you need to login in to the CLEAR Spot Home Page.

On the top of the page, you'll see "Admin Login". Enter your "Administrator" password (which is set to "Admin") in the text box and click "OK".



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

Note: The Admin Login icon appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Admin Setup

Upon a successful Administrator login, you'll see the Admin Setup window.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

In the Admin Setup window, you can:

- Change the Administrator password (which can be 1-20 characters long).
- Change the CLEAR Spot wi-fi network name (SSID).
- Set up the wi-fi security used by your CLEAR Spot (check your computer's or wi-fi enabled device's user manual to see what types of security are supported). You can select from:
 - **None:** No security password is required to access the CLEAR Spot wi-fi network – not recommended since anyone may access your CLEAR Spot wi-fi network, use your internet connection, and contribute toward your data usage amounts (for which you would be responsible).
 - **WEP- 64 Bit:** Low security – works with older and newer wi-fi enabled devices. Recommended only if any of your devices don't support WPA or WPA2.
 - **WPA-Personal:** A strong security standard, supported by most wi-fi-enabled devices.
 - **WPA2-Personal:** A stronger, newer security standard – limited to newer wi-fi devices.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Admin Setup (continued)

- If you don't see the wi-fi security type you want to use, click "More Options" and you'll see an expanded list of options, including:
 - **None:** No security password is required to access the CLEAR Spot wi-fi network – not recommended since anyone may access your CLEAR Spot wi-fi network, use your internet connection, and contribute toward your data usage amounts (for which you would be responsible).
 - **WEP 64 Bit-Shared:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
 - **WEP 128 Bit-Shared:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
 - **WEP 64 Bit-Open:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Open WEP uses the key for encryption, but not for authentication.
 - **WEP 128 Bit-Open:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Open WEP uses the key for encryption, but not for authentication.
 - **WPA Personal-TKIP:** A strong security standard, supported by most wi-fi devices.
 - **WPA Personal-TKIP/AES:** A strong security standard, supported by most wi-fi devices.
 - **WPA2 Personal-AES:** A stronger, newer security standard. Limited to newer wi-fi devices.
 - **WPA2 Personal-TKIP/AES:** A stronger, newer security standard, but limited to newer wi-fi devices.
 - **WPA/WPA-2 Personal (recommended setting):** wi-fi devices that use either WPA or WPA2 can connect to the CLEAR Spot. Supported by most wi-fi devices.
- Change the CLEAR Spot wi-fi network password.
- Change the setting so the wi-fi network password is displayed on the CLEAR Spot LCD screen.

Note: To make any changes, you must be logged in to the CLEAR Spot Home Page.

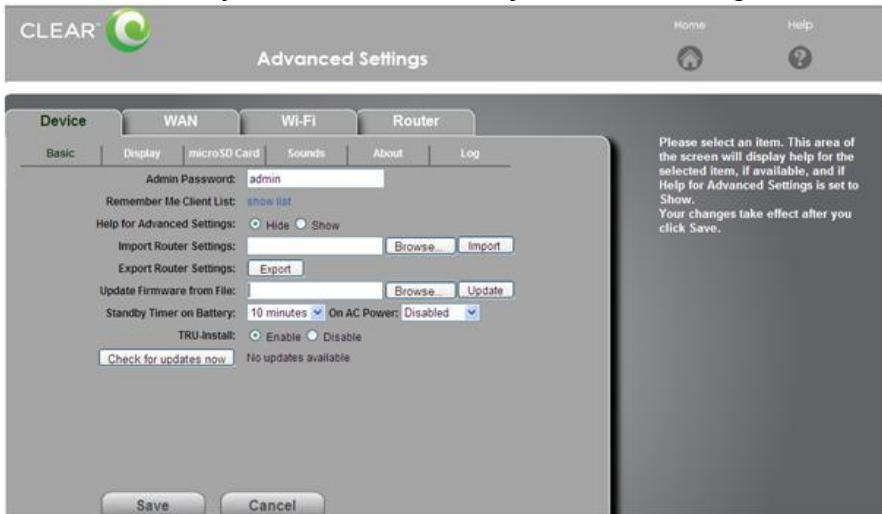
When you're ready to change the password and security settings, click "Submit".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / Basic

In this window, you can view and adjust basic settings.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Admin Password:** View and /or change the Admin Password to login to the CLEAR Spot Home Page.
- **Remember Me Client List:** View a list of computers / devices set to automatically log in when connecting to the CLEAR Spot wi-fi network.
- **Help for Advanced Settings:** Contextual help is available for many of the windows within the CLEAR Spot Home Page. Use this to enable or disable contextual help pages.
- **Import Router Settings:** Restore (load) the saved configuration settings.
- **Export Router Settings:** Export the configuration settings to a text file.
- **Upgrade the Firmware from File:** Updating the firmware helps to keep the CLEAR Spot performing optimally and may add features and functionality. When new firmware versions are available, they automatically are pushed to the CLEAR Spot. However, if you desire to manually update the firmware, this is where you can.
- **Standby Timer on Battery or USB and On AC Power:** Set the standby timer to automatically turn the CLEAR Spot off, if there is no activity on the CLEAR Spot in the selected time – select the number of minutes from the drop-down box. This setting is for when the CLEAR Spot is using the battery or connected via USB Cable, to help conserve the battery charge. Additionally, enable or disable the Standby Timer when the CLEAR Spot is connected to AC Power. If disabled, the CLEAR Spot will stay on until it is manually turned off.
- **TRU Install:** TRU-Install is a feature that installs the necessary drivers the first time you connect the CLEAR Spot to your Windows or Mac computer through the USB Cable. Use this screen to enable or disable this.
- **Check for Updates automatically and Check for Updates Now:** Check to see if updates are available for the CLEAR Spot. If no updates are available, this is indicated on the window.

When you're ready to change the basic settings, click "Save".

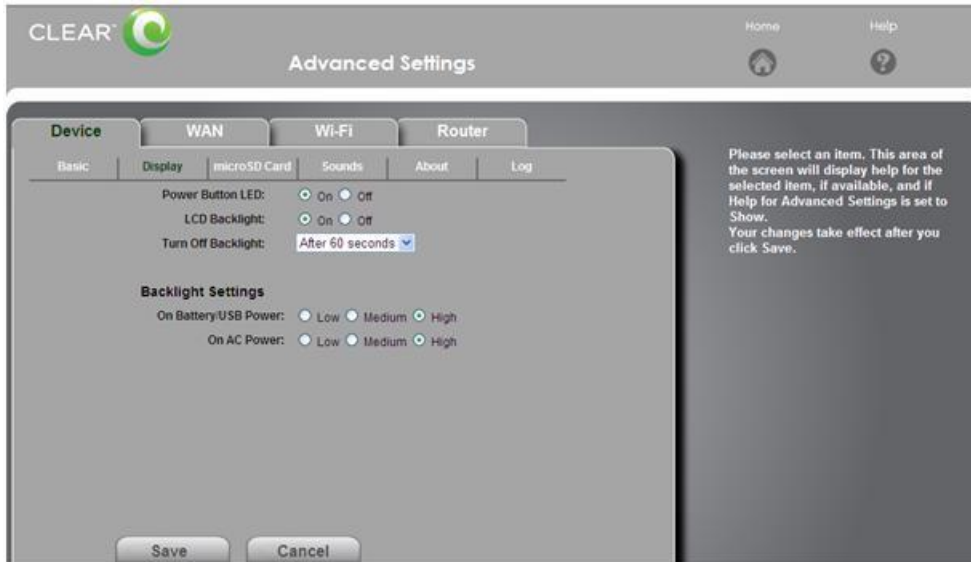
If you don't desire to make any settings changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / Display

In this window, you can view and adjust settings for the Power Button, LCD screen, and backlight settings. Changing the settings helps conserve the battery charge.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Power Button LED:** Turn the Power Button light on or off.
- **LCD Backlight:** Turn the LCD Screen backlight on or off.
- **Turn Off Backlight:** Choose a time interval (from the drop-down list) for how soon the LCD screen goes dormant (or to sleep). When the LCD Screen is dormant (or asleep), briefly press the Power Button to wake up the LCD Screen.

Backlight Settings:

- **On Battery USB Power:** Choose the backlight setting (Low, Medium, or High) to use when the CLEAR Spot is using battery power or connected via USB Cable.
- **On AC Power:** Choose the backlight setting (Low, Medium, or High) to use when the CLEAR Spot is connected to the Wall Charger.

Note: To make any changes, you must be logged in to the CLEAR Spot Home Page.

When you're ready to set your display settings, click "Save".

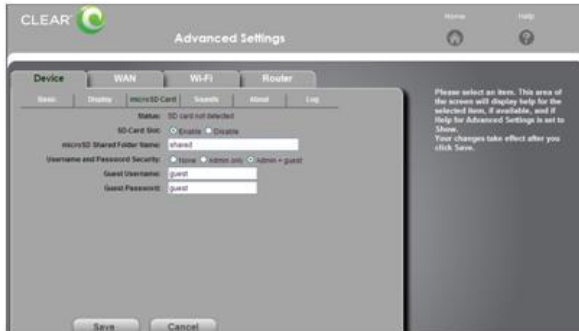
If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / Micro SD Card

Your CLEAR Spot supports Micro SD Cards – up to 16GB (sold separately) for file (such as documents or music) sharing and transfer or storage. The Micro SD Card slot is located on the side of the CLEAR Spot. Your computer recognizes the Micro SD Card as a removable storage device. Store the files on a Micro SD Card and insert the Micro SD Card into the Micro SD Card slot.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

In this window, you can view and adjust settings for the Micro SD Card:

- **Status:** View the status of the Micro SD Card.
- **SD-Card Slot:** Enable or disable the SD Card slot.
- **Micro SD Shared Folder Name:** You can view and change the name (can be a combination of up to 32 letters, numbers, and spaces) of the folder as which that the Micro SD Card shows up (in the file browser program); the default folder name is “shared.”
- **Username and Password Security:** You need to set up the Username and Password Security Setting required to access the Micro SD Card.
 - **None:** not recommended.
 - **Admin Only:** Guests sharing your CLEAR Spot will not be able to access information stored on the Micro SD Card in the CLEAR Spot. The Username is “admin” and the password is your CLEAR Spot Administrator Password.
 - **Admin + Guest:** Allows users of the CLEAR Spot to access information on the Micro SD Card, if they know the Guest Username and Password. You need to set the Guest Username and Guest Password by entering them in the text boxes on the screen.
- **Guest Username:** This is needed to access the Micro SD Card slot. The default Guest Username is “guest”.
- **Guest Password:** This is needed to access the Micro SD Card slot. The default Guest Password is “guest”.

Note: If your Micro SD Card has not been formatted, or is in a format your computer does not recognize, you may be prompted to format the Micro SD Card. The formatting procedure erases all the data on the Micro SD Card, after which the files CANNOT be retrieved. To prevent the loss of important data, please check the contents before you format the Micro SD Card.

Note: To enable the Micro SD Card Slot / change settings, you must be logged in to the CLEAR Spot Home Page.

When you're ready to enable the Micro SD Card slot and save the settings, click “Save”.

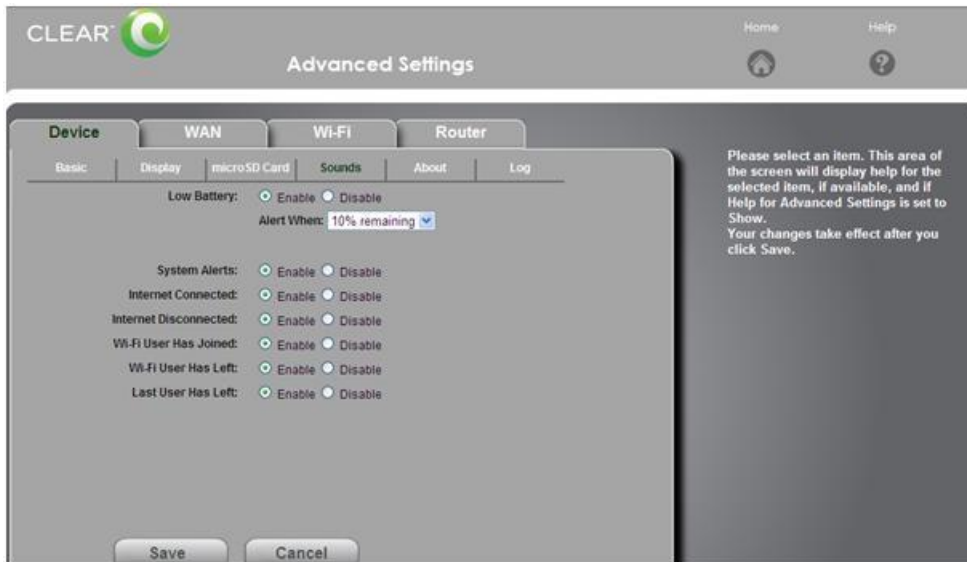
If you don't desire to make any changes, click “Cancel” and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / Sounds

In this window, you can enable or disable sounds for different types of events.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Low Battery:** Enable or disable the sound when the battery is low, as well as select the percentage of battery charge remaining to be alerted.
- **System Alerts:** Enable or disable the sound when system alerts are received.
- **Internet Connected:** Enable or disable the sound when the CLEAR Spot connects to the internet.
- **Internet Disconnected:** Enable or disable the sound when the CLEAR Spot disconnects from the internet.
- **Wi-Fi User Has Joined:** Enable or disable the sound when a device connects to the CLEAR Spot.
- **Wi-Fi User Has Left:** Enable or disable the sound when a device disconnects from the CLEAR Spot.
- **Last User Has Left:** Enable or disable the sound when the last device disconnects from the CLEAR Spot.

Note: To change any Sounds settings, you must be logged in to the CLEAR Spot Home Page.

When you're ready to change the Sounds settings, click "Save".

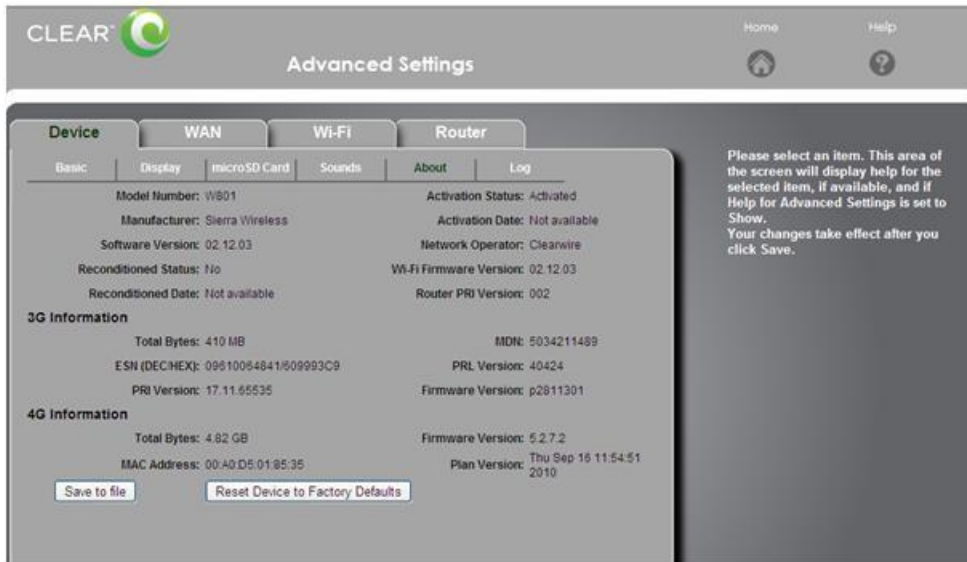
If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / About

This window displays information about your CLEAR Spot such as software, firmware, and hardware versions, MAC ID, and more.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Model Number:** Displays the CLEAR Spot model number.
- **Manufacturer:** Displays “Sierra Wireless,” the company that manufactured the CLEAR Spot.
- **Software Version:** Displays the software version for the routing hardware of the CLEAR Spot.
- **Reconditioned Status:** If the CLEAR Spot has been reconditioned (refurbished), it will be indicated.
- **Reconditioned Date:** If the CLEAR Spot has been reconditioned (refurbished), the recondition date will be displayed.
- **Activation Status:** Displays the activation status of the CLEAR Spot.
- **Activation Date:** Displays the activation date, if available, of the CLEAR Spot.
- **Network Operator:** Displays “Clearwire,” the wireless carrier with whom the CLEAR Spot is activated.
- **Wi-Fi Firmware Version:** Displays the version number of the software that runs the wi-fi chipset.
- **Router PRI Version:** Displays the PRI (Product Release Instructions) version for the CLEAR Spot routing hardware.
- **3G Information:**
 - **Total Bytes:** Displays the total number of bytes transferred by the CLEAR Spot, in 3G.
 - **ESN (DEC/HEX):** The ESN (Electronic Serial Number) is the unique first-generation serial number assigned to the CLEAR Spot.
 - **MDN:** The Mobile Directory Number – a 10-digit phone number.
 - **PRL Version:** The PRL (Preferred Roaming List) is an account configuration item, which controls the radio channels and network carrier used when the CLEAR Spot is connected to 3G.
 - **Firmware Version:** Shows the current firmware version of the 3G component of the CLEAR Spot. Updating the firmware helps to keep the CLEAR Spot performing optimally and may add features and functionality.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / About (continued)

- **4G Information:**
 - **Total Bytes:** Displays the total number of bytes transferred by the CLEAR Spot, in 4G.
 - **MAC Address:** A MAC Address (ID) is a unique serial number burned into devices that identifies them on a network.
 - **Firmware Version:** Shows the current firmware version of the 4G component of the CLEAR Spot. Updating the firmware helps to keep the CLEAR Spot performing optimally and may add features and functionality.
 - **Plan Version:** Identifies your service plan type.

The window also has buttons to:

- **Save to file:** Allows you to save the information to a text file.
- **Reset Device to Factory Defaults:** If you have forgotten your Administrative Password, you can reset the CLEAR Spot to the factory default settings. When you do this, this also resets the CLEAR Spot wi-fi network name and password, as well as other settings, to the factory default settings.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Device / Log

Logs are a great way to find out what your CLEAR Spot is doing and where it might be having problems.

This window allows you to change the CLEAR Spot's logging rules.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Verbose System Event Logging:** Enable logging of system events.
- **Connect/Disconnect:** Enable logging of devices that connect / disconnect from the CLEAR Spot.
- **Time Acquisition Method:** Time information is stored in the connection history log and system events log.
 - **3G:** Time information is obtained from the 3G network.
 - **NTP:** The CLEAR Spot's clock is synchronized to a Network Time Protocol server on the internet.
- **Export and Clear Logs:** Clear the logs or export them to text files.

When you're ready to set your CLEAR Spot logging rules, click "Save".

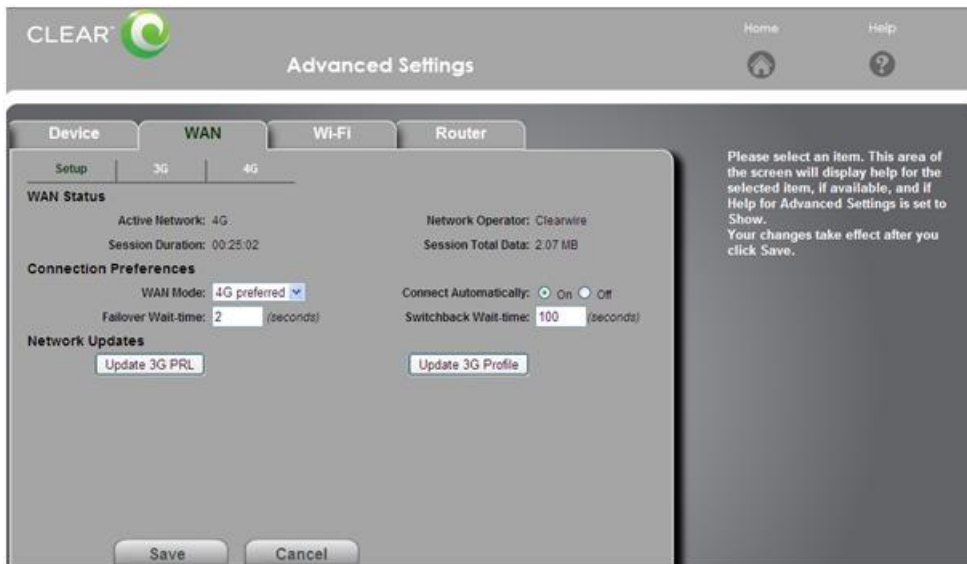
If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / WAN / Setup

This window provides access to the WAN (Wide Area Network) setup information and settings.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

You can view or adjust these settings, or perform the following actions:

WAN Status:

- **Active Network:** The network type (4G, 3G, or none) to which the CLEAR Spot is currently connected.
- **Network Operator:** Displays "Clearwire," the carrier with whom the CLEAR Spot is activated.
- **Session Duration:** The length of time (for the current session) the CLEAR Spot has been connected to the network.
- **Session Total Data:** The amount of data transferred by the CLEAR Spot for the current session.

Connection Preferences:

- **WAN Mode:** Select the WAN Mode preference.
 - **4G Only:** Not recommended – connection can be established only to 4G.
 - **4G Preferred:** This is the recommended setting – the CLEAR Spot automatically will search first for the CLEAR 4G signal. If a CLEAR 4G signal is not available, the CLEAR Spot will search for an available 3G signal.
 - **3G Only:** Not recommended – connection can be established only to 3G.
- **Connect Automatically:** To automatically connect to the network when the CLEAR Spot is turned on, or upon loss of network connection, select Connect Automatically.
- **Failover wait time:** Use this setting to determine the length of time between when the CLEAR Spot loses the connection with the preferred network, and when the CLEAR Spot attempts to connect to the other network (not available if WAN mode is "3G only" or "4G only").
- **Switchback wait time:** Use this setting to determine the length of time the CLEAR Spot should wait -- when the less-preferred network is connected and the preferred network becomes available -- before switching to the preferred network (not available if WAN mode is "3G only" or "4G only").

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / WAN / Setup (continued)

Network Updates:

- **Update 3G PRL:** Check whether an updated PRL (Preferred Roaming List) is available. The PRL is set by Clearwire, and controls the radio channels and network carrier used by the CLEAR Spot.
- **Update 3G Profile:** If you updated the 3G PRL, you also need to update the 3G Profile.

Note: To change any WAN Status settings, you must be logged in to the CLEAR Spot Home Page.

When you're ready to set your WAN Status settings, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / WAN / 3G

This window displays information about CLEAR Spot's 3G connection status.

The screenshot shows the CLEAR Spot Advanced Settings interface. At the top, there's a header with the CLEAR logo and navigation links for Home and Help. Below this, there are tabs for Device, WAN (selected), Wi-Fi, and Router. Under the WAN tab, there are sub-tabs for Setup, 3G (selected), and 4G. The main content area shows the 3G connection status as 'Not Connected'. Below this, a table displays 3G coverage information:

Coverage Type	RSSI	Ec/Io
3G 1x	-61dBm	-4
3G EVDO	-57dBm	-1

Below the table, several fields are listed: MDN: 5034211489, SID: 4195, MSID: 5033095492, NAI: 5034211489@clearwire-wmx.net, and PRL Version: 40424. At the bottom, there's a 'Load 3G PRL' section with a text input field and 'Browse' and 'Upload' buttons. A help message on the right side of the screen reads: 'Please select an item. This area of the screen will display help for the selected item, if available, and if Help for Advanced Settings is set to Show. Your changes take effect after you click Save.'

If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Connection Status:** Indicates whether or not the CLEAR Spot is connected to 3G.
- **Service Type:** Displays the type of 3G coverage available.
 - **Coverage Type:** Displays the 3G coverage type.
 - **RSSI:** Reflects the signal strength of the network.
 - **Ec/Io:** Is a dimension ratio of the average power of a channel (typically the pilot channel) to the total signal power.
- **MDN:** Mobile Directory Number, a 10-digit phone number, assigned to the CLEAR Spot.
- **SID:** The System ID identifies your home network area.
- **MSID:** Mobile Station ID is used as an identifier on the network.
- **NAI:** Network Access Identifier, is used for accessing the 3G network.
- **PRL Version:** The PRL (Preferred Roaming List) is set by Clearwire and controls the radio channels and network carriers used by the CLEAR Spot.
- **Load 3G PRL:** Update the 3G PRL.
- **Upload:** Upload the 3G PRL data.

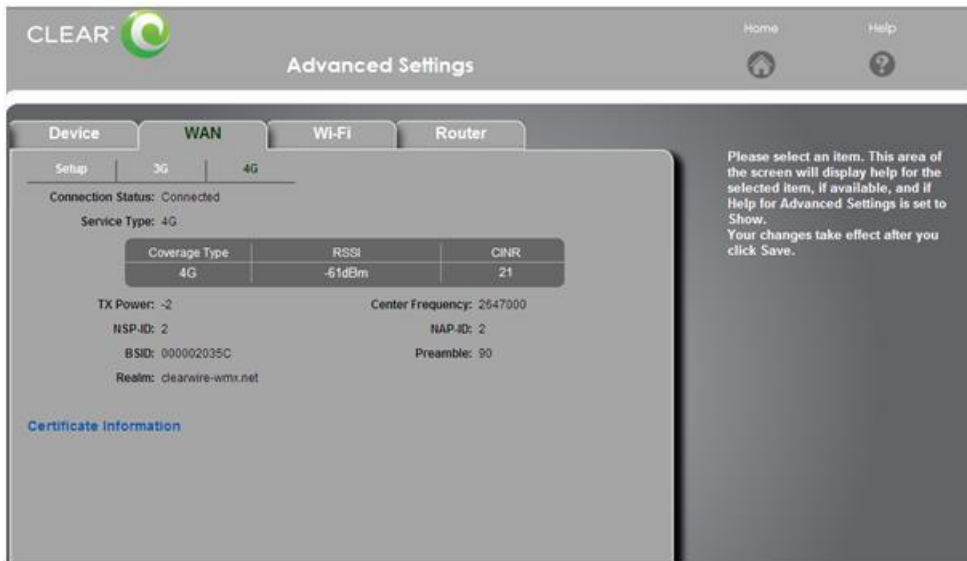
Note: To change any settings, you must be logged in to the CLEAR Spot Home Page.

Note: The Advanced Settings link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / WAN / 4G

This window displays information about the CLEAR Spot's 4G WAN connection status.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Connection Status:** Indicates whether or not the CLEAR Spot is connected to 4G.
- **Service Type:** Displays the type of 4G coverage available as well as other information.
 - **RSSI:** Reflects the signal strength of the network.
 - **CINR:** CINR stands for Carrier to Interference-plus-Noise Ratio, and is a measurement of the signal effectiveness.
- **Tx Power:** Transmitter power – a higher number is better.
- **Center Frequency:** Frequency of the 4G channel used for data connection / transfer.
- **NSP-ID:** 4G Network Service Provider ID.
- **NAP-ID:** 4G Network Access Provider ID.
- **BSID:** Base Station ID.
- **Preamble:** Preamble ID of the current base station to which the CLEAR Spot is connected.
- **Realm:** Login address used for 4G service.
- **Certificate Information:** Displays CLEAR Spot security information.

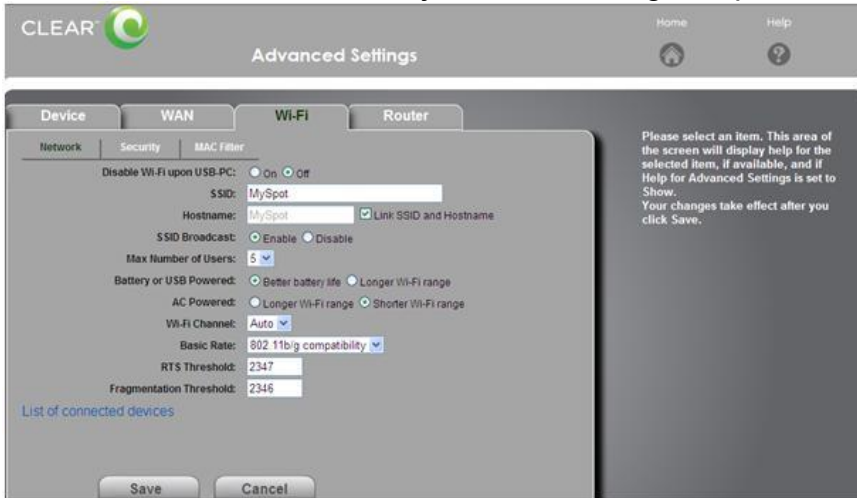
Note: To change any settings, you must be logged in to the CLEAR Spot Home Page.

Note: The Advanced Settings link appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Wi-Fi / Network

Use this window to view or adjust these settings, or perform the following actions:



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Disable Wi-Fi upon USB-PC:** Only the computer that is connected to the CLEAR Spot via a Micro USB Cable can use the CLEAR Spot – click [here](#) to learn more about using your CLEAR Spot via a Micro USB Cable.
- **SSID:** The CLEAR Spot wi-fi network name.
- **Hostname:** The host name is, in essence, the name you're giving the CLEAR Spot. In most cases, it is easiest to link the CLEAR Spot wi-fi network name (SSID) and the Hostname. Check the box to do this.
- **SSID Broadcast:** When enabled (or turned on), the CLEAR Spot wi-fi network name is broadcast and appears in the list of available wireless networks. For increased security, disable this. Others can still connect to your CLEAR Spot wi-fi network, but they will need to manually enter the network name in the SSID text box.
- **Max Number of Users:** Set the number of devices (users) that can connect to your CLEAR Spot wi-fi network at the same time. Select 1-5 from the drop-down box. Fewer devices connected to the CLEAR Spot can improve performance.
- **Battery or USB Powered:** Change the settings for when the CLEAR Spot is using the CLEAR Spot battery or connected to a computer via a USB Cable.
 - "Better battery life" means the CLEAR Spot wi-fi signal range is shorter, using less battery.
 - "Longer wi-fi range" means the CLEAR Spot wi-fi signal range is longer, using more battery.
- **AC Powered:** Change the settings for when the CLEAR Spot is connected to a Wall Charger.
 - Change the wi-fi performance settings to longer wi-fi range or shorter wi-fi range depending on the proximity to the CLEAR Spot of the devices connecting to the CLEAR Spot wi-fi network.
 - Since the CLEAR Spot is connected to the Wall Charger, there won't be any battery drain, regardless of which setting is selected.
- **Wi-Fi Channel:** The active channel used by the CLEAR Spot. If your CLEAR Spot is experiencing performance issues (possibly caused by other nearby wi-fi networks using the same channel), try a different wi-fi channel.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Wi-Fi / Network (continued)

- **Basic Rate:** Type of wireless devices connected to your network. If you're certain that all of the wi-fi devices used with your device support 802.11g, then select 802.11g only (this ensures faster Wi-Fi speeds); otherwise, select 802.11b/g compatibility.
- **RTS Threshold:** Specifies the smallest packet size, in bytes, for which RTS/CTS (Request to Send/Clear to Send) handshaking is used. The recommended value is 2347. Change this value only if you're experiencing inconsistent data flow. Make only minor changes to this value.
- **Fragmentation Threshold:** Specifies the largest allowable size, in bytes, for a packet. If a packet is larger than the threshold amount, the packet is fragmented into multiple packets before it is transmitted. To prevent poor network performance, it is recommended to keep this value as large as possible (up to 2345).

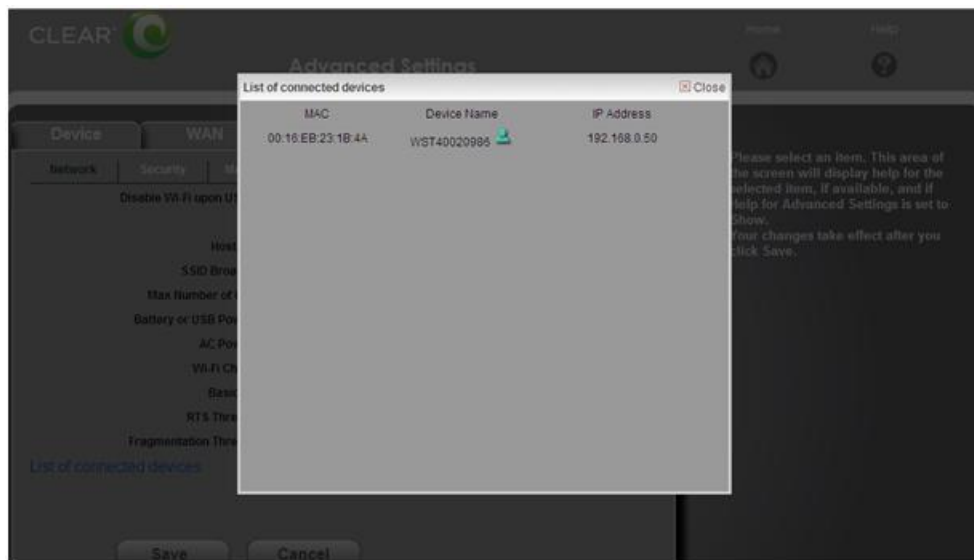
Note: to change any settings, you must be logged in to the CLEAR Spot Home Page.

When you're ready to set your wi-fi network settings, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

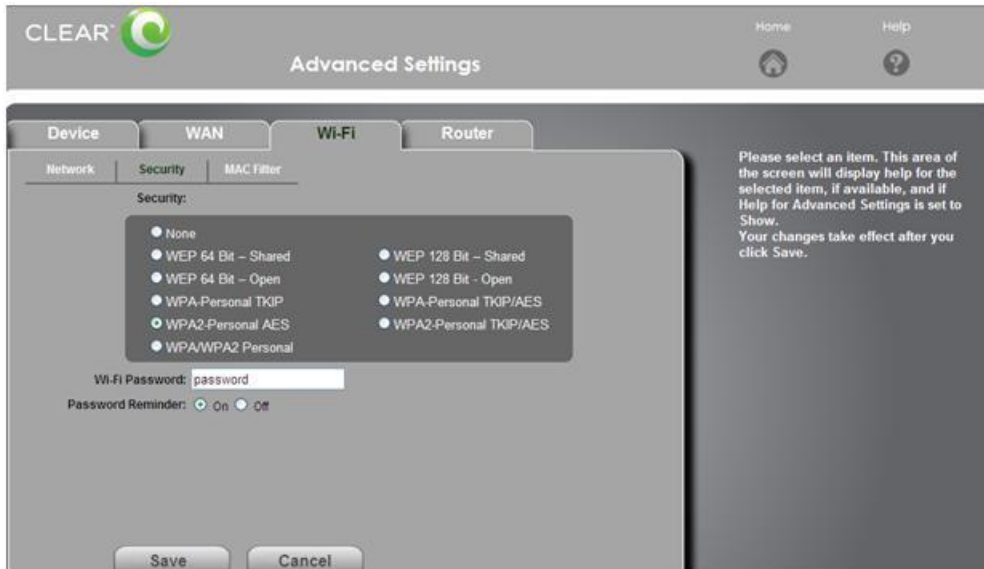
- **List of connected devices:** Opens a window that shows devices that are connected to the Clear Spot. You'll see the MAC Address, the device name, and the IP Address of the connected device.



Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Wi-Fi /Security

Use this window to view and change the wi-fi security settings.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Wi-Fi Security Type:**

- **None:** No security password is required to access the CLEAR Spot wi-fi network – not recommended since anyone may access your CLEAR Spot wi-fi network, use your internet connection, and contribute toward your data usage amounts (for which you would be responsible).
- **WEP 64 Bit-Shared:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
- **WEP 64 Bit-Open:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Open WEP uses the key for encryption, but not for authentication.
- **WEP 128 Bit-Shared:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
- **WEP 128 Bit-Open:** Low security. Works with older and newer wi-fi devices. Recommended only if any of your devices don't support WPA or WPA2. Open WEP uses the key for encryption, but not for authentication.
- **WPA Personal-TKIP:** A strong security standard, supported by most wi-fi devices.
- **WPA Personal-TKIP/AES:** A strong security standard, supported by most wi-fi devices.
- **WPA2 Personal-AES:** A stronger, newer security standard. Limited to newer wi-fi devices.
- **WPA2 Personal-TKIP/AES:** A stronger, newer security standard, but limited to newer wi-fi devices.

- **WPA/WPA-2 Personal (recommended setting):** wi-fi devices that use either WPA or WPA2 can connect to the CLEAR Spot. Supported by most wi-fi devices.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Wi-Fi /Security (continued)

- **Wi-Fi password:** If wi-fi security is enabled, a wi-fi password is required to connect to the CLEAR Spot wi-fi network. The wi-fi password is displayed here. You can change the wi-fi password on the Advanced Settings / Wi-Fi / Security window.
- **Password Reminder:** When “On”, the wi-fi password is displayed on the CLEAR Spot LCD screen. If you don’t desire the wi-fi password displayed on the CLEAR Spot LCD screen, select “Off”.

Note: To change any settings, you must be logged in to the CLEAR Spot Home Page.

When you’re ready to set your wi-fi security settings, click “Save”.

If you don’t desire to make any changes, click “Cancel” and you’ll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Wi-Fi / MAC Filter

Warning: This window includes settings that could negatively impact the performance of the CLEAR Spot, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

The MAC (Media Access Control) filter is used to grant devices access to your CLEAR Spot wi-fi network. MAC filtering increases the security of your CLEAR Spot wi-fi network and can prevent unauthorized devices from connecting to it. Access is based on the MAC address of each device.

Choose from:

- **No filtering:** All devices are allowed to access the CLEAR Spot wi-fi network. In most cases, this setting is used, since you can prevent devices from accessing your CLEAR Spot wi-fi network by setting wi-fi security and not sharing the wi-fi password with people you don't desire to use your CLEAR Spot wi-fi network.
- **Allow all in list:** Only devices that are in the list are allowed to access the CLEAR Spot wi-fi network.
- **Block all in list:** All devices are allowed to access the CLEAR Spot wi-fi network, unless they're in the list.

If you have enabled the wi-fi password setting, devices will still need to provide the wi-fi password to access the CLEAR Spot wi-fi network.

When you're ready to set your MAC filtering settings, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

- **List of connected devices:** Opens a window that shows devices that are connected to the Clear Spot. Click "Add" if you desire to add a device, and enter the MAC Address and Name, for example "Dad's computer."



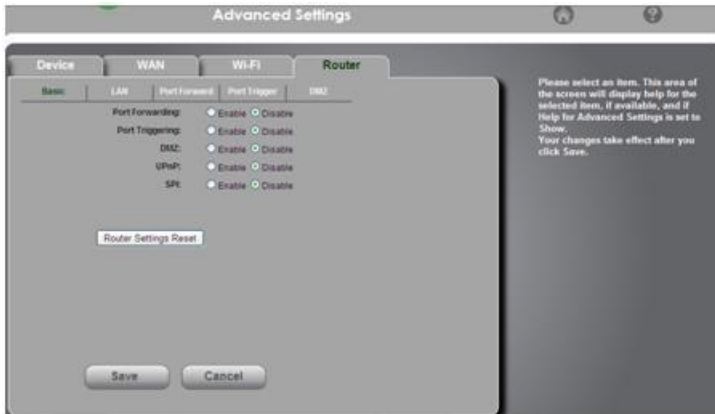
If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings/ Router / Basic

Warning: This window includes settings that could negatively impact the performance of the CLEAR Spot, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

Use this window to enable / disable the routing hardware component of the CLEAR Spot.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Port Forwarding:** Normally, incoming traffic (from the internet) is blocked. Port forwarding means you forward incoming traffic to specific ports/devices (through their local IP address) on your CLEAR Spot wi-fi network. One example is to configure port forwarding so you can access your Remote Desktop from the internet (by specifying the WAN (public) IP Address the computer is using. Another example is to allow internet users to access a Web, FTP, or email server or gaming application hosted by your computer.
- **Port Triggering:** Some applications require multiple ports open for communication, many of which may be initiated by a computer on the WAN. Examples include video conferencing, VoIP (internet telephony) and internet gaming. With port triggering, the device monitors outgoing data on specific port numbers (trigger ports). The device keeps track of the IP Address of the devices that send data on these trigger ports, so when incoming traffic (on the forward ports) arrives, the device sends the incoming data to the same device.
- **DMZ:** A DMZ is a "Demilitarized Zone" between a secure internal network and an unsecured network such as the internet. Usually devices or computers that require less restrictive settings are placed in a DMZ. Configuring this option requires the IP Address of the host.
- **UPnP:** Universal Plug and Play provides simple and robust connectivity among consumer electronics, intelligent appliances, and mobile devices from many different manufacturers.
- **SPI:** Stateful Packet Inspection, also known as dynamic packet filtering, helps to prevent cyber-attacks by validating that the traffic passing through a session conforms to the protocol used by the type of session. Packets that don't conform are rejected.
- **Router Settings Reset:** Reset the router settings to the factory default settings.

Note: To make any changes, you must be logged in to the CLEAR Spot Home Page.

When you're ready to set your basic router settings, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

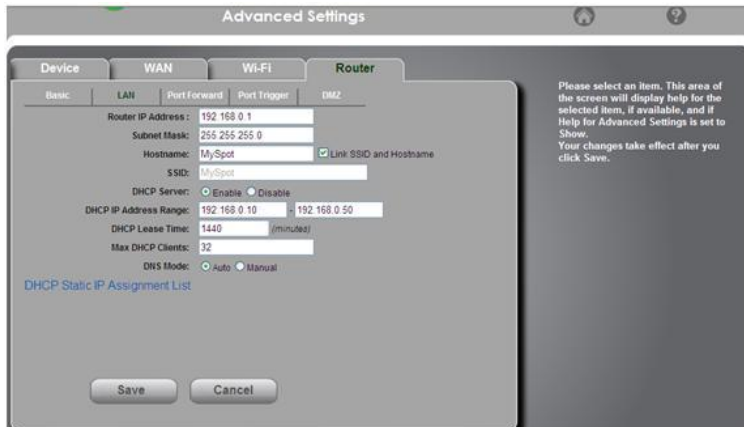
Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings/ Router / LAN

Warning: This window includes settings that could negatively impact the performance of the CLEAR Spot, if set incorrectly. These settings should be modified only by advanced users or if directed by CLEAR Customer Care.

Use this window to view and change Network Address Settings of the CLEAR Spot.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

Network Address Settings

- **Router IP Address:** Allows you to view / modify the Internet Protocol (IP) Address used to locate and access your Clear Spot network. You may desire to change the IP Address to integrate the CLEAR Spot into an existing wireless network or to help secure the network.
- **Subnet Mask:** Allows you to view / modify the Subnet Mask address, if necessary. The subnet mask is used to subdivide the network.
- **Hostname:** The host name is, in essence, the name you're giving the CLEAR Spot. In most cases, it is easiest to link the CLEAR Spot wi-fi network name (SSID) and the Hostname. Check the box to do this.
- **SSID:** The CLEAR Spot wi-fi network name.
- **DHCP Server:** Dynamic Host Configuration Protocol (DHCP) is used to automatically assign IP Addresses and configuration information to Wi-Fi clients, greatly simplifying network setup.
- **DHCP IP Address Range:** You may configure the range of IP Addresses you want the CLEAR Spot to allow to recognize the CLEAR Spot network name.
- **DHCP Lease Time:** Set the time that a computer remains connected to the gateway using its current assigned IP address. At the end of this time, the DHCP server renews the lease or assigns the computer a new IP address.
- **Max DHCP Clients:** The number of DHCP addresses that can be assigned and active at the same time. It's recommended you set this to a number greater than the number of wi-fi users.
- **DNS Mode:** Specifies how the DNS servers are obtained. Select "Auto" or "Manual".

Note: To make changes, you must be logged in to the CLEAR Spot Home Page.

When you're ready to set your basic router settings, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings/ Router / LAN

DHCP Static IP Assignment List: Dynamic Host Configuration Protocol (DHCP) is used to automatically assign IP Addresses and configuration information to wi-fi clients, thereby greatly simplifying network setup. If you desire, you may configure the IP Addresses that the CLEAR Spot will allow to recognize the CLEAR Spot wi-fi network.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

Note: To make changes, you must be logged in to the CLEAR Spot Home Page.

When you're ready to save your DHCP Static IP Assignment List, click "Save".

If you don't desire to make any changes, click "Cancel" and you'll see the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Router / Port Forward

Warning: This window includes settings that could negatively impact the performance of the CLEAR Spot, if set incorrectly. It should be used only by advanced users or if directed by CLEAR Customer Care.

Use this window to enable / disable Port Forwarding.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Port Forwarding:** Normally, incoming traffic (from the internet) is blocked. Port forwarding means you forward incoming traffic to specific ports and devices (through their local IP address) on your CLEAR Spot wi-fi network. For example, you can configure port forwarding so you can access your Remote Desktop from the internet (by specifying the WAN (public) IP Address the computer is using). Another example is to allow internet users to access a Web, FTP, or email server or gaming or internet application hosted by your computer.

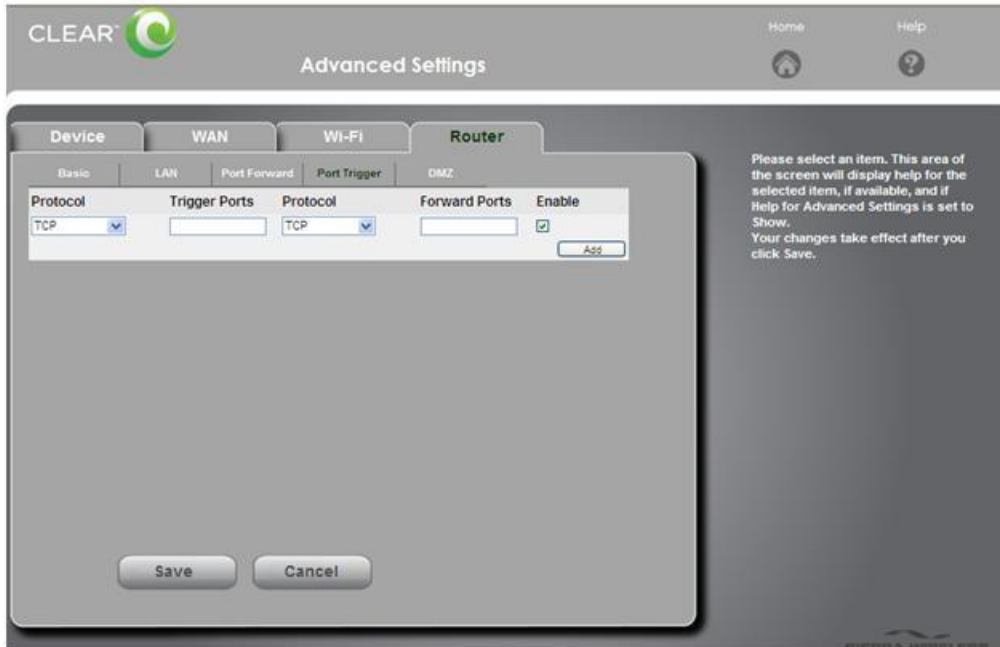
Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Router / Port Trigger

Warning: This window includes settings that could negatively impact the performance of the CLEAR Spot, if set incorrectly. It should be used only by advanced users or if directed by CLEAR Customer Care.

Use this window to enable / disable Port Triggering.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

- **Port Triggering:** Some applications require multiple ports be open for communication, many of which may be initiated by a computer on the WAN. Examples include video conferencing, VoIP (internet telephony) and internet gaming. With port triggering, the device monitors outgoing data on specific port numbers (trigger ports). The device keeps track of the IP Address of the devices that send data on these trigger ports, so when incoming traffic (on the forward ports) arrives, the device sends the incoming data to the same device.

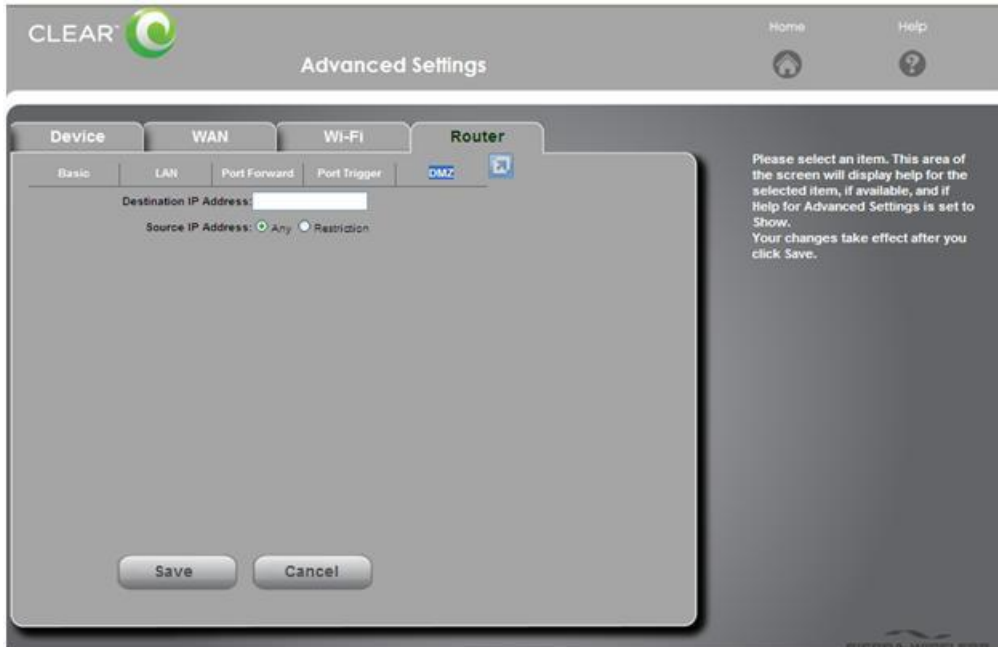
Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Advanced Settings / Router / DMZ

Warning: This window includes settings that could negatively impact the performance of the CLEAR Spot, if set incorrectly. It should be used only by advanced users or if directed by CLEAR Customer Care.

Use this window to enable / disable DMZ Hosting.



If you're using your CLEAR Spot and are connected to the internet, click [here](#) to open the CLEAR Spot Home Page.

DMZ: A DMZ is a "Demilitarized Zone" between a secure internal network and an unsecured network such as the internet. Usually devices or computers that require less restrictive settings are placed in a DMZ. Configuring this option requires the IP Address of the host.

Note: The Advanced Settings Tab appears on every window of the CLEAR Spot Home Page.

Manage your CLEAR Spot (continued)

CLEAR Spot Home Page / Support

If you are connected to the internet, clicking “Support” (on the top right side of the CLEAR Spot Home Page) will open a new web browser (or window) and you’ll see the CLEAR online support page.

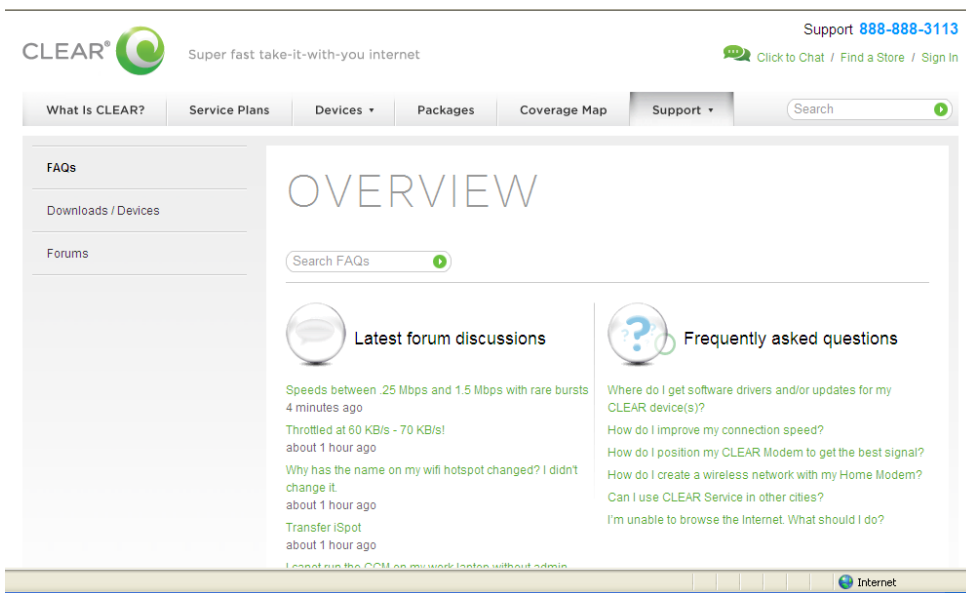
A variety of resources are available on this page:

- Forum Discussions
- Frequently Asked Questions
- Live Chat Support
- Downloads available for your CLEAR Spot
- Login to your CLEAR online account

Note: The Support link appears on every window of the CLEAR Spot Home Page.

If you’ve printed this document and / or are not connected to the internet, you can access the Support Page by entering <http://www.clear.com/support> in your web browser when you have internet access.

Note: The Support Page screenshot below is mean to be illustrative. Design and content are subject to change.



Manage your CLEAR Spot (continued)

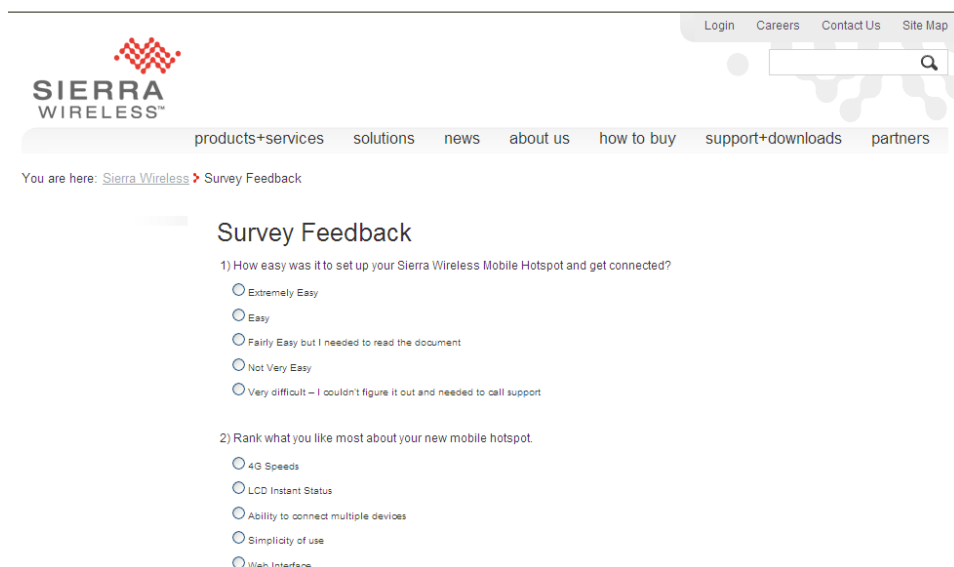
CLEAR Spot Home Page / Feedback

If you are connected to the internet, clicking “Feedback” (on the top right side of the CLEAR Spot Home Page) will open a new web browser (or window), where you’ll be able to provide feedback on your CLEAR Spot.

If you’ve printed this document and / or are not connected to the internet, you can access the Support Page by entering <http://www.sierrawireless.com/mobilehotspots/feedback/default.aspx> in your web browser when you have internet access.

Note: The Feedback link appears on every window of the CLEAR Spot Home Page.

Note: The screenshot below is mean to be illustrative. Design and content are subject to change.



The screenshot shows the Sierra Wireless website header with the logo and navigation links: Login, Careers, Contact Us, Site Map. Below the header is a search bar and a navigation menu with links: products+services, solutions, news, about us, how to buy, support+downloads, partners. The breadcrumb trail reads: You are here: [Sierra Wireless](#) > Survey Feedback. The main content area is titled "Survey Feedback" and contains two questions. Question 1 asks "How easy was it to set up your Sierra Wireless Mobile Hotspot and get connected?" with five radio button options: Extremely Easy, Easy, Fairly Easy but I needed to read the document, Not Very Easy, and Very difficult – I couldn't figure it out and needed to call support. Question 2 asks "Rank what you like most about your new mobile hotspot." with five radio button options: 4G Speeds, LCD Instant Status, Ability to connect multiple devices, Simplicity of use, and Web Interface.

SIERRA WIRELESS™

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products+services solutions news about us how to buy support+downloads partners

You are here: [Sierra Wireless](#) > Survey Feedback

Survey Feedback

1) How easy was it to set up your Sierra Wireless Mobile Hotspot and get connected?

☐ Extremely Easy

☐ Easy

☐ Fairly Easy but I needed to read the document

☐ Not Very Easy

☐ Very difficult – I couldn't figure it out and needed to call support

2) Rank what you like most about your new mobile hotspot.

☐ 4G Speeds

☐ LCD Instant Status

☐ Ability to connect multiple devices

☐ Simplicity of use

☐ Web Interface

Manage Your CLEAR Spot (continued)

CLEAR Spot Home Page / Help

The Help Window is context-sensitive and displays helpful tips that are relevant to the window you are viewing.

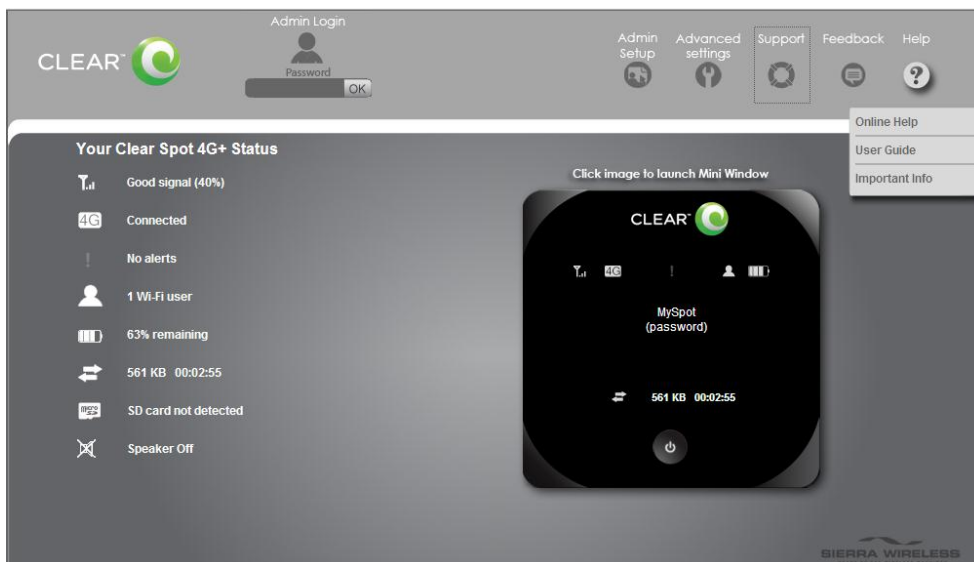
You can choose:

Online Help: View and read the contextual help pages.

User Guide: View and download the CLEAR Spot User Guide.

Important Information: Opens a window that displays regulatory information, safety information, and other important disclosures.

Note: The Help link appears on every window of the CLEAR Spot Home Page.



Additional Use Case Information

Using the CLEAR Spot via USB

For additional convenience, you can use the USB Cable to connect the CLEAR Spot to a compatible (Windows 7, Windows Vista®, Windows XP, or Mac (OS X 10.4 x or higher based) computer (also known as tethering) when:

- You need to charge the CLEAR Spot battery, but you don't desire to use the Wall Charger, or it is not available.
- The computer you're using doesn't have wi-fi capability.
- You desire to block others from using your CLEAR Spot wi-fi network.



To connect the CLEAR Spot to your computer:

- Insert the large end of the USB Cable to an available USB port on your computer.
- Insert the smaller end of the USB Cable into the USB Port on the side of the CLEAR Spot.

When using your computer connected to the CLEAR Spot, via the USB Cable, you also can use the CLEAR Spot wi-fi network, to share with up to five other devices. You can, however, choose to disable the CLEAR Spot wi-fi network when the CLEAR Spot is connected to a computer, via the micro USB Cable. Disabling wi-fi when connected via USB Cable can be set in the CLEAR Spot Home Page:

- Home Page > Wi-Fi Users.
- Home Page > Advanced Settings > Wi-Fi > Network.

While the CLEAR Spot is connected to your computer, via the USB Cable, the CLEAR Spot battery is being charged.

In order to use your CLEAR Spot connected to your computer, via the USB Cable, you must first download the required drivers. We recommend using the TRU-Install feature, which makes the installation process easy. By factory default, TRU-Install is enabled. An installation CD is not required.

If you desire to change the setting, you can:

- Ensure you're logged in to the CLEAR Spot Home Page.
- Click Advanced Settings > Device > Basic.
- Select a value (Enabled or Disabled) for TRU-Install.

Quick Tips

Extend the CLEAR Spot Battery Life

- Use the CLEAR Spot Home Page to decrease the wi-fi network range:
 - Home Page > Battery.
 - Home Page > Wi-Fi Users.
- Use the CLEAR Spot Home Page to change the backlight settings and standby settings:
 - Home Page > Battery.
 - Home Page > Advanced Settings > Device > Basic.
 - Home Page > Advanced Settings > Device > Display.
- Use the Clear Spot Home Page to limit the number of Wi-Fi users:
 - Home Page > Wi-Fi Users.
 - Home Page > Advanced Settings > Wi-Fi / Network.

Maximize security of the CLEAR Spot

- Use the CLEAR Spot Home Page to set security:
 - Home Page > Admin Setup.
 - Home Page > Advanced Settings / Wi-Fi / Security.
- Use the CLEAR Spot Home Page to block devices from your CLEAR Spot:
 - Home Page > Wi-Fi Users.
 - Home Page > Advanced Settings / Wi-Fi / MAC Filter.
- Use the CLEAR Spot Home Page to set guest access to the Micro SD Card:
 - Home Page > Micro SD Card.
 - Home Page > Advanced Settings > Device > Micro SD Card.
- Use the highest level of Wi-Fi security your wi-fi-enabled devices support – check your wi-fi-enabled device's user manual for instructions.

Ensure your devices recognize your CLEAR Spot

It's easy to share your CLEAR Spot with up to five devices at the same time. Make sure you are using the correct CLEAR Spot wi-fi network name and password. They can be found on the CLEAR Spot LCD screen. If the LCD screen is blank, briefly press the Power button, and the CLEAR Spot wi-fi network name and password will be displayed.

- Give your friends and colleagues your CLEAR Spot wi-fi network name and password.
- Make sure the devices with which you are trying to share are within range of your CLEAR Spot – usually 100-150 feet.
- Make sure you have not “disabled” the SSID Broadcast setting. If you set “SSID Broadcast” to disable, other users will not see your CLEAR Spot in the list of available wireless networks.
- Make sure the devices they are trying to connect to your CLEAR Spot are not blocked.
- If you are sharing the CLEAR Spot wi-fi network with other users and you turn the CLEAR Spot off, the devices won't be able to access the internet.

Quick Tips (continued)

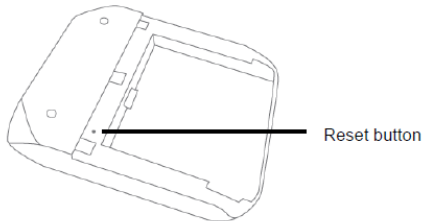
Facilitating your ability to browse the internet

- First, verify that your CLEAR Spot is receiving a signal.
- The CLEAR Spot displays the network type and signal strength.
- Use the CLEAR Spot Home Page (Home Page > Connected) to make sure your “Connection Preferences” are set correctly. You can choose:
 - **4G Only:** Not recommended – connection can be established only to 4G.
 - **4G Preferred:** This is the recommend setting – the CLEAR Spot automatically will search first for the CLEAR 4G signal. If a CLEAR 4G signal is not available, the CLEAR Spot will search for an available 3G signal.
 - **3G Only:** Not recommended – connection can be established only to 3G.
 - **Connect Automatically:** To connect automatically to the network when the CLEAR Spot is turned on, or upon loss of network connection, select Connect Automatically.

Resetting your Administrator Password

If you changed your Administrator Password, and have forgotten it, it's easy to reset to the default factory settings:

- Remove the back panel (battery cover) of the CLEAR Spot.
- Locate the small hole (approximately 1 mm in diameter) below and to the right of the battery compartment.



- Insert a sturdy thin object (for example, a paper clip) and hold for 5 seconds.
- Follow the instructions on the LCD screen.

Note: When you reset the CLEAR Spot to the default settings, this also resets the wi-fi network name (SSID) and password, as well as other settings.

Important Message from CLEAR

- If your browser is stuck on a message from CLEAR, follow the on-screen instructions to view the message and provide any requested information.
- If your account is past due, click the option to make a payment. You also can make a payment through our automated payment system by calling 888-888-3113 and selecting option 2.

Other Information

Accessories

- There are a variety of accessories available for the CLEAR Spot, including replacement batteries, Micro-USB Cables, Wall Chargers, and a Car Charger.



Battery

Wall Charger

Micro-USB Cable

Car Charger

- Visit any CLEAR Retail Store nationwide to learn more and to purchase the accessories you need.

Technical Specifications

- **Dimensions:** 3.15" x 3.15" x .59"
- **Weight:** 4.5 oz
- **Compatibility:** Works with any wi-fi-enabled device
- **Radio Standards:**
 - **Wi-Fi:** 802.11b and 802.11g
 - **WiMAX:** 802.16e-2005
- **Wi-Fi Security:**
 - WEP (Open and Shared)
 - WEP-64
 - WEP-128
 - WPA-Personal TKIP & AES (Pre-Shared Key or WPA-PSK)
 - WPA2-Personal TKIP & AES CCMP (WPA2-PSK)
 - WPA+WPA2-Personal (WPA+WPS2-PSK)
- **Advanced Networking:**
 - Port Forwarding
 - Port Triggering
 - DMZ Support
 - MAC Filtering
- **Battery Information:** 1830 mAH
- **Usage Time:** Up to three hours of continuous use*
- **Wi-Fi Network Range:** Up to 150 feet

*Actual usage time which user experiences between battery charges may vary and is not guaranteed.

Still need help?

FAQs and Live Chat Support

- If you have questions about your CLEAR Spot, please access the FAQs and live chat support at www.clear.com/support.

Telephone Support

- If you still have questions, please call us at 877-956-4056. We provide automated telephone support 24/7 and live telephone support between 9am and 10pm, local time, seven days a week.

Questions about your bill?

- When you set up your CLEAR online account, you provided CLEAR with a credit card number to which CLEAR automatically may bill your charges. However, if you desire to view your bill or to change the credit card to which your CLEAR charges are billed, it's easy to do so. If you're connected to the internet, just click [here](#) to login to your CLEAR online account. If you're not connected to the internet, enter https://www.clear.com/my_account/signin.php in your web browser when you are connected to the internet.

Important Information Document

- Please read the separate "Important Information" document included with your CLEAR Spot for regulatory information, safety information, and other important disclosures.

Warranty Information

- See Section 6(d) of our Terms of Service (at <http://www.clear.com/legal/terms>) for warranty details.

Legal Disclosures

- CLEAR coverage areas limited. Actual CLEAR network performance may vary and is not guaranteed. See Device, Support, and other pages at www.clear.com for additional information. CLEAR, the CLEAR logo and CLEAR Spot are trademarks or registered trademarks of Clearwire Communications LLC. Other company, product, and brand names and trademarks are the property of their respective owners. ©2011 Clear Wireless LLC. All rights reserved.