

# Mega Connect

## Quick Start Guide



/01

# Let's get started.

### **Contents:**

Sonim MegaConnect

8000mAh Li-ion Battery

AC Adapter

USB-A to USB-C (3.0) cable

Quick Start Guide

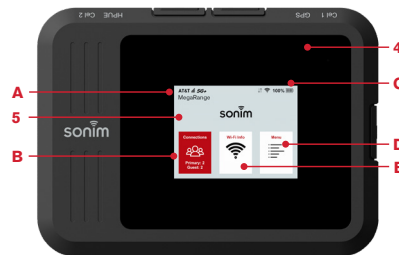
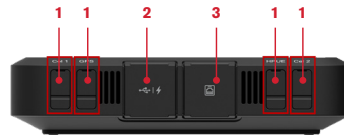
4FF SIM card

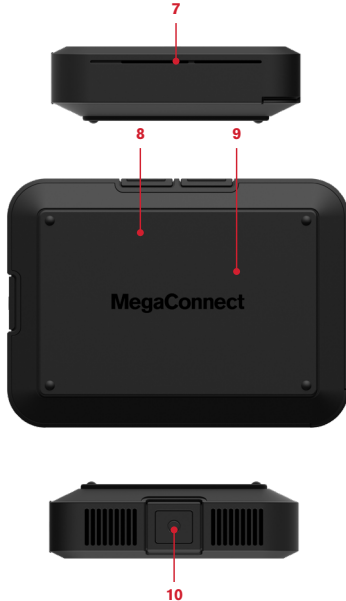
(Not included for all carriers)

1. External Antenna Ports (TS-9)
2. USB Type C
3. 2.5Gbps Ethernet Port (RJ45)
4. Status LED
5. Touchscreen Display
6. Battery cover opening (thumb catch)
7. Cooling Vents
8. Battery (under Battery Cover)
9. SIM Tray (under Battery)
10. Power Button

- A. Carrier Information\*
- B. Connected Devices List
- C. Battery Indicator
- D. Menu
- E. Wi-Fi Access Information

**\*Note:** When “MegaRange” is displayed, device is in High Power mode.





## Support

**Web:** [sonimtech.com](http://sonimtech.com)

**Email:** [support@sonimtech.com](mailto:support@sonimtech.com)

**Phone:** 1-833-697-6646

Monday–Friday: 9am–9pm ET,  
Saturday & Sunday: 9am–6pm ET

### Download a User Guide:

from [sonimtech.com](http://sonimtech.com) or call 1-833-MY-SONIM (1-833-697-6646)

### In the event of a device issue, please follow the steps below:

1. Contact Sonim Technologies via one of the Support options listed above.
2. Sonim will require you to provide a valid, original, proof of purchase issued to you by an authorised reseller, indicating the date of purchase and serial number of the device.
3. Where a genuine device fault is identified by our support team, you may be required to return your device to the original place of purchase for a replacement or refund as determined by Sonim.

## External antennas

The MegaConnect has external antenna ports to help improve performance. There are two cellular ports, one High Power port and one GPS port. More information on the usage of these ports can be found in the user guide at [sonimtech.com/support/device-support-guides#megaconnect](http://sonimtech.com/support/device-support-guides#megaconnect).

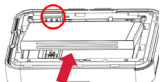
## How to insert a SIM

Only follow these steps if you need to insert a new SIM.



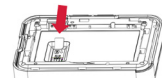
### Step 1

Remove the battery cover using the thumb catch on the back edge of the MegaConnect.



### Step 2

Remove the battery. Take note of the metallic battery contacts location.



### Step 3

Align the SIM as indicated on the diagram next to the SIM tray, then gently slide the SIM card into the slot with the gold metal contacts facing down.

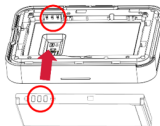
## Remove the plastic tab from battery contacts



Prior to first use, remove the battery cover using the thumb catch on the back edge of the MegaConnect, then remove the plastic tab on the battery.

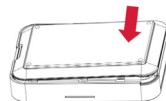
**Note:** The battery in your MegaConnect is not fully charged. We recommend charging the device with the inbox AC Adapter and USB 3.0 cable before use.

## How to insert the battery



### Step 1

Insert the battery flush into the cavity such that the three metallic contacts on the top of the battery are aligned with the metallic contacts within the battery compartment.



### Step 2

Close the battery cover. You will hear a click when the battery cover is properly sealed.

## Connect to your device

1. Press and hold the Power button until the Sonim logo appears on the screen (approximately 3 seconds).
2. Open the Wi-Fi settings on your laptop or Wi-Fi-enabled device that you want to connect to your MegaConnect.
3. Find your MegaConnect's Wi-Fi name (SSID). There are three Wi-Fi names (SSID), enter the password to connect any of the three SSIDs for the Internet access.

**Note:** The Wi-Fi names (SSIDs) and password appear on the MegaConnect's screen (under "Wi-Fi Info"). Swipe the page to display the various SSIDs.

## Maintaining the MegaConnect's IP53 rating

To maintain the IP53 rating against dust and water ingress, secure the protective flaps on all external ports (labelled 1, 2 and 3 on Page 3) and ensure that the battery cover fits securely.

**Note:** For the MegaConnect to support Internet access, your SIM must be activated.

## Device management

1. On your Wi-Fi device or laptop that is connected to your MegaConnect, type <https://mydevice.sonimhotspot.com> in the browser bar.
2. Enter the Username and Password. These can be found by navigating to Menu > Help > Admin Website on the MegaConnect.
3. Click Login. You can modify the user credentials if you require.

Information on how to change your Username and Password can be found in the user guide at [sonimtech.com/support/device-support-guides#megaconnect](http://sonimtech.com/support/device-support-guides#megaconnect)

## Charging

Use the charger and USB cable included in the box to charge the MegaConnect. For optimal charging, ensure that your alternate power adapter supports at least 30W.

Your MegaConnect can operate without a battery. For extended periods of continuous use while plugged in, battery removal is recommended.

Only use the charger and USB cable that came with your MegaConnect when operating without a battery.

## Disclaimer

### It's normal for your MegaConnect device to warm up during operation.

The device may become noticeably warmer when in MegaRange mode (indicated on your display), supporting multiple connected devices, or transferring data at high speeds. The vent holes (indicated on pages 3 and 4) on the side of the device can get hot, which means the cooling system is actively managing the device's temperature as designed. Always handle your device with care, especially when in MegaRange mode.

## Operating temperatures

The device is designed to work within the following ambient temperature ranges:

In MegaRange High Power mode: -20°C (-4°F) to 35°C (95°F).

In Standard Power mode: -20°C (-4°F) to 55°C (131°F).

## Important battery handling & safety information

This device is MIL-STD-810H and IP53 rated, meaning it is resistant to dust and can tolerate certain levels of water exposure. This means that the device will not be harmed by spraying water. These ratings are applicable only when the port covers are closed and the batter door is securely fastened. Prolonged exposure to spraying water can cause damage. Please refer to the User Guide for usage guidelines.

The standalone battery and charger are not water resistant. To avoid damage, keep the battery and charger away from liquid, fuels and chemicals. If the device gets wet, do not place the device in an oven, microwave or dryer, as this will damage the device and could cause a fire or explosion.

Only use the battery and charger approved by the manufacturer. Using other brands may cause battery leakage, overheating, explosion or even fire. Do not use the device where it might cause danger. Performance may vary by device and in real-world applications.

Additional safety information is available in the user guide which can be downloaded from **sonimtech.com** or by contacting customer support at the phone number provided in this document.

## Warranty

Sonim Technologies provides a 1-Year limited warranty on your MegaConnect device.

Please register within 30 days of purchase a **sonimtech.com/register** to receive product information and updates.

For more information related to the warranty, please contact your service provider.