



Cricket BGW-830 Gateway User Manual

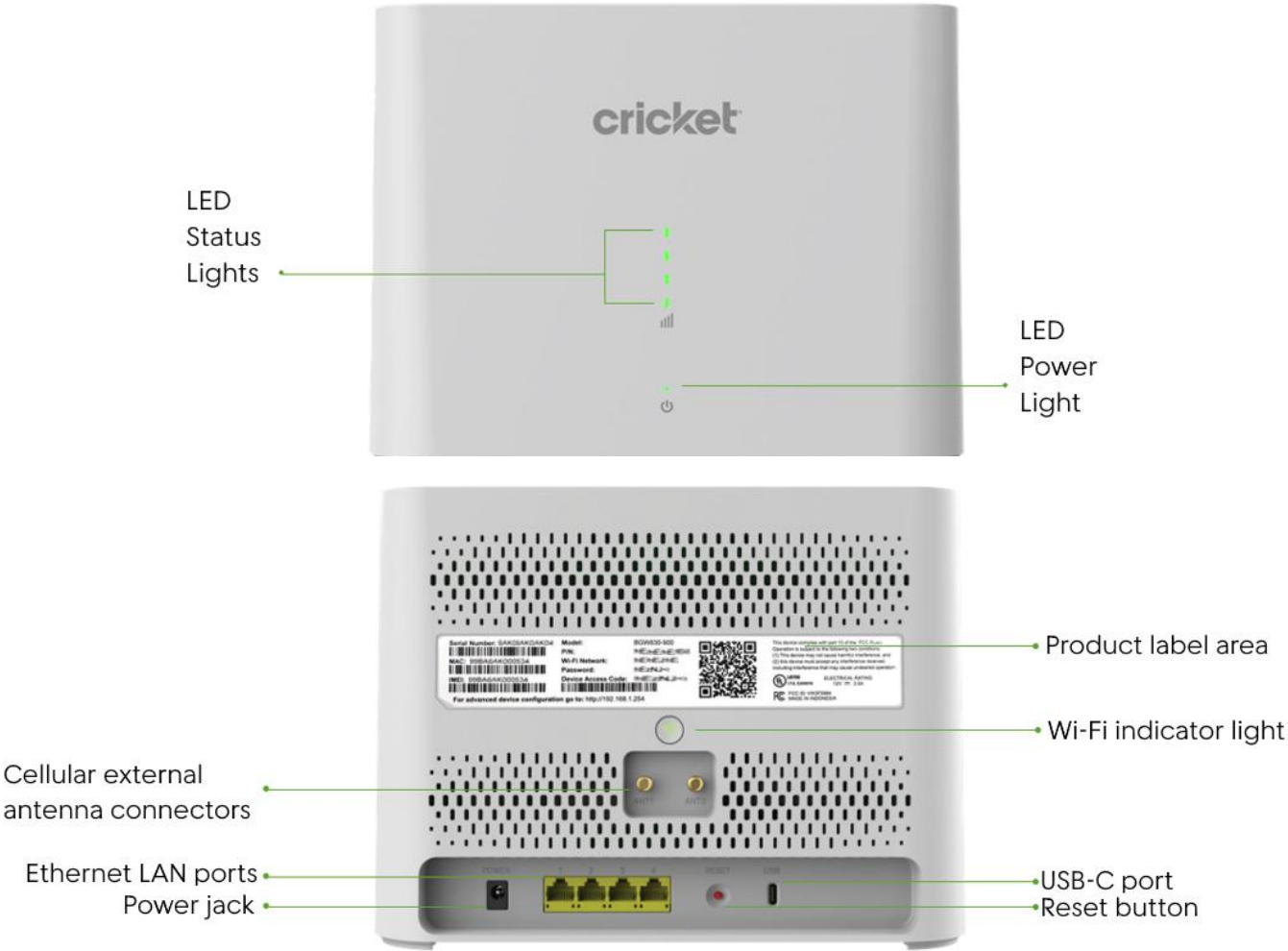


Contents

- Getting started 4**
 - Introduction 5
 - About the user guide 5
 - Before using your Cricket Gateway 5
 - Descriptions and illustrations in the user guide 5
 - Setting up your Cricket Gateway 6
 - Powering up and getting connected 6
 - Verify cellular network signal status 7
 - Status lights—front 8
 - Status lights—back 9
 - LED status lights 10
 - Connecting your devices 15
- Basic operations 16**
 - Cricket Gateway web UI menu and functionality 17
 - Customizing your settings and checking status 18
 - Find Wi-Fi Info 20
 - Change Wi-Fi name 21
 - Change Wi-Fi password 21
 - Manage Wi-Fi security 22
 - Turning Wi-Fi on and off 23

- Enabling guest Wi-Fi 24
- Speed test 25
- Factory reset 26
- Advanced settings 27
- Hide network name for main Wi-Fi 27
- MAC address filtering..... 28
- Firewall functionality..... 29
- FAQs, technical specifications, troubleshooting 30**
 - Common issues..... 31
 - Specifications 33
- Regulatory agency identification, safety precautions, and
warranty information..... 34**
 - FCC regulations 35
 - Radio Frequency Interference Statement Note..... 36
 - Disposal and recycling 37
 - Safety precautions 38
 - Warranty duration and exclusions..... 39

Cricket Gateway (Cricket BGW830)



Getting started

This section will provide an overview of the Cricket Gateway (Cricket BGW830), help you set it up, and get you started with basic operations.

Introduction

Thank you for purchasing your new Cricket Gateway.

About the user guide

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

Before using your Cricket Gateway

Be sure to thoroughly read the Safety Information Guide that came with your Cricket Gateway.

Descriptions and illustrations in the user guide

Descriptions in this guide are based on the Cricket Gateway default factory settings. Please note that screenshots and illustrations in this guide have been simplified for clarity and may appear slightly different from the labels, user interfaces, and graphics on your Cricket Gateway. The content is the same.



Setting up your Cricket Gateway

The following instructions give you all the information you need to set up your Cricket Gateway for the first time.

Placing your Cricket Gateway

Find a spot for your Cricket Gateway that has the strongest signal available. To do this, you'll need to use the signal locator tool on a cellular device. Download the myCricket Internet app:

- Go to <https://www.cricketwireless.com/internet-app>
- Scan the QR code

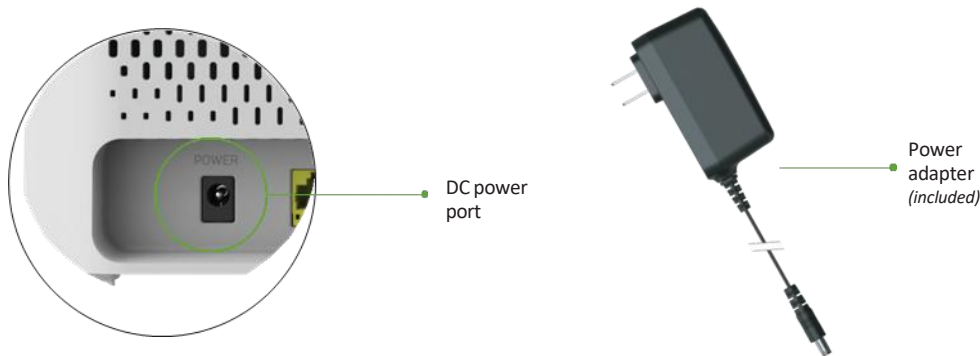
Once you're there, follow the prompts.



Powering up and getting connected

Plug in the Cricket Gateway

Using the power adapter (included), plug in the Cricket Gateway by inserting the connector at the end of the power cable into the DC power port. Then plug the power adapter into your electrical outlet.



After plugging in the Cricket Gateway, the Power LED will turn on first. The remaining LED status lights will then illuminate as the Gateway starts up and establishes its connections.

During startup:

The Power LED turns on.

The network status LEDs initialize.

The Ethernet connection is established (if connected).

The Wi-Fi network becomes available.

Startup typically takes 3 to 5 minutes.

Verify cellular network signal status

After the Cricket Gateway has finished starting up, verify that it is receiving a cellular network signal.

The 5G or 4G LED will be solid green when the Gateway is connected to the cellular network and receiving a strong signal. If the signal is weak or unavailable, move the Cricket Gateway closer to a window, exterior wall, or another location with better cellular coverage.

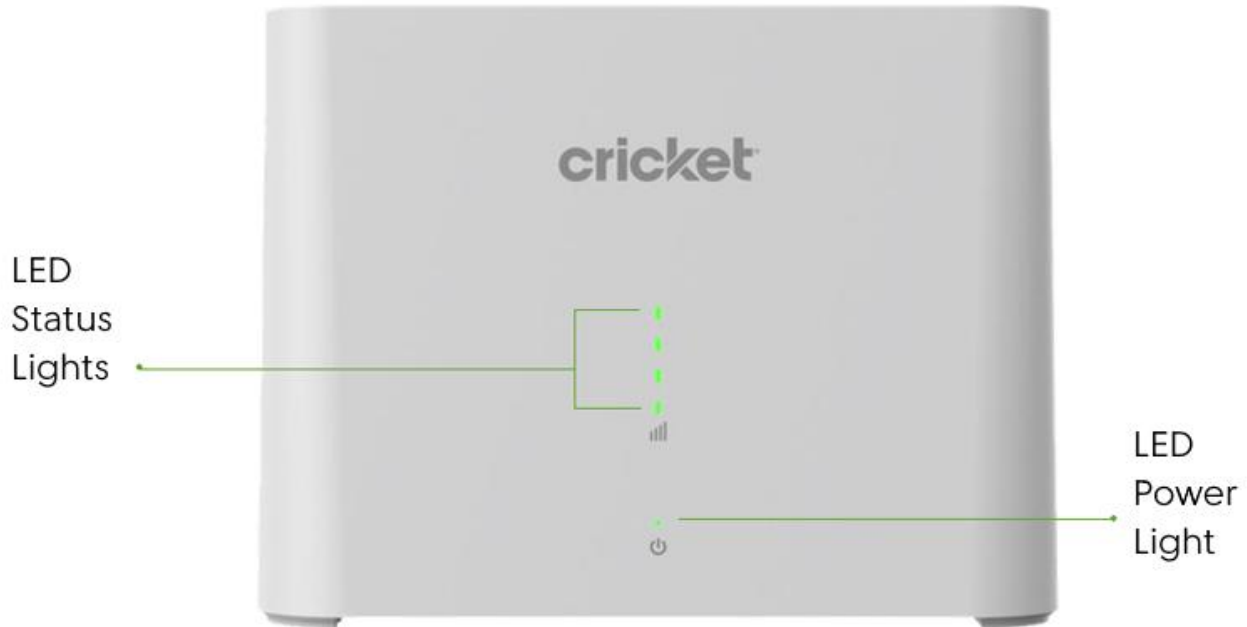


Status lights—front

The front of your Cricket Gateway has five lights: one power indicator and four signal indicators.

Power light

- Green (solid): Your Cricket Gateway has power.
- Red (solid): Your Cricket Gateway has an error. Check the LED status lights to find the error code (see instructions on pages 13 - 14) and call Customer Care at **800.274.2538**



Status lights—back

The Wi-Fi button light indicates the status of your Wi-Fi. You'll find it on the back of the Cricket Gateway.

- Green means Wi-Fi is turned on.
- No light means Wi-Fi is turned off (wired devices will still be connected).



LED status lights

The status lights located on the front of the device and the Wi-Fi button light on the back indicate the status of the Cricket Gateway functions.



You have a **poor signal**. The Cricket Gateway status lights will show one green LED. You will need to move the Cricket Gateway to a better location

(e.g., closer to a window or an exterior wall, up high, away from other electronics) where you get three or four green LEDs.



You have an **OK signal**. The Cricket Gateway status lights will show two green LEDs. You will need to move the Cricket Gateway to a better location

(e.g., closer to a window or an exterior wall, up high, away from other electronics) where you get three or four green LEDs.



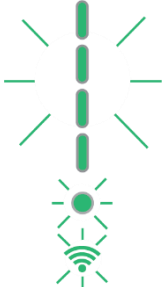
You have a **great signal**. The Cricket Gateway status lights will show three or four green LEDs. You can **activate** the Cricket Gateway with this signal strength or higher.



You have the **best signal**. The Cricket Gateway status lights will show three or four green LEDs. You can **activate** the Cricket Gateway with this signal strength.

Cricket Gateway LEDs	Color	Meaning
	Off Off Off Off Solid green Solid green	Your Cricket Gateway is starting up
	Chasing amber LEDs Blinking green Blinking green	As your Cricket Gateway powers up or resets, the power indicator light will come on. The LEDs above the power light will turn solid green once the device has connected via the best signal it can find. Please stand by.

Cricket Gateway LEDs	Color	Meaning
----------------------	-------	---------

	Solid green Solid green Solid green Solid green Solid green Solid green	If you have no Wi-Fi signal, but all the LEDs are green, the Cricket Gateway is performing an update. Please stand by for three minutes. If the Wi-Fi signal remains inactive, you will need to restart the device.
	Blinking green Blinking green Blinking green Blinking green Blinking green Blinking green	Your Cricket Gateway is going through a factory reset. Please wait until it starts back up.
	Solid green Solid green Solid green Solid green Solid green Off	Wi-Fi is off.
Cricket Gateway LEDs	Color	Meaning



- Blinking orange
- Off
- Off
- Off
- Solid green
- Solid red

E004. No IP address from network.



- Blinking orange
- Blinking orange
- Off
- Off
- Blinking green
- Solid red

E400. SIM error.



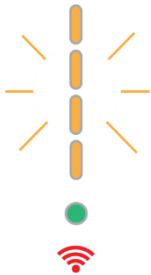
- Blinking orange
- Blinking orange
- Blinking orange
- Off
- Solid green
- Solid red

E403. Wireless 5G/LTE authentication failure.

Cricket Gateway LEDs

Color

Meaning



- Blinking orange
- Blinking orange
- Blinking orange
- Blinking orange
- Solid green
- Solid red

E013. DNS down.



- Off
- Off
- Off
- Off
- Blinking green
- Solid red

E405. Wireless 5G/LTE connection not detected.



- Off
- Off
- Off
- Off
- Solid green
- Solid green

E009. High temp warning.
If this occurs but the device is not restarting or has not recently been moved, this could indicate the device may be overheating. Try unplugging the device to allow it to cool or relocate it away from any heat or sunlight.

Connecting your devices

You can connect your devices to the Cricket Gateway via Wi-Fi or Ethernet.



Basic operations

Here is a basic guide to the Cricket Gateway web UI menu and functionality

Main menu	Device	Broadband	Home Network	Firewall	Diagnostics
Sublist	Status Device list System info Access code Remote access Restart device	Status Configure Mobility status	Status Configure IPv6 Wi-Fi MAC filtering Subnets & DHCP IP allocation	Status Packet filter NAT Firewall advanced	Troubleshooting Speed test Logs Update Resets Event notifications NAT table Backup & restore
Purpose	View status, view devices connected, change web UI access code, restart device.	View status Configure APNs Unlock SIM	Customize your Wi-Fi settings for your main and guest networks. View statistics, status, and current parameter settings.	View and configure your security settings including your firewall, and NAT.	Test your Cricket Gateway to ensure it is functioning at its optimal performance level.

Customizing your Cricket Gateway settings and checking status

To customize your Cricket Gateway settings (e.g., change the network name and password) and check the status of your device, use the web user interface (web UI).

Web UI login

1. Use your preferred browser to access the web UI at <http://192.168.1.254>.
2. Enter your device access code, which can be found on the back of the device below the Wi-Fi network name and password.
3. Select **Continue**, and it will take you to the Cricket Gateway web UI.

Note: The default device access code (admin) can be changed by accessing the web UI. If the access code was changed and forgotten, utilizing the default access code will allow access into the web UI.



Access Code Required

The page you requested is protected. You must enter the Device Access Code in order to continue.

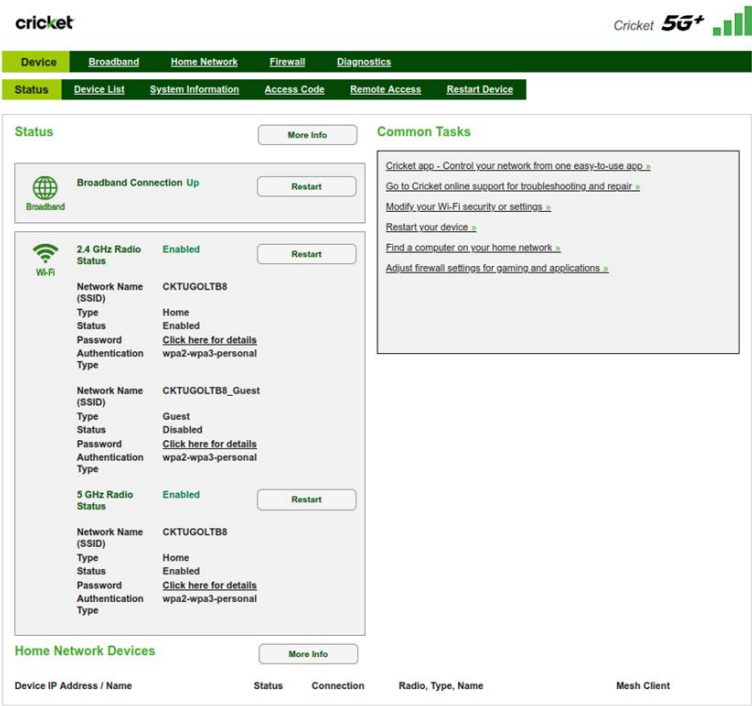
The Default Access Code is printed on the side or bottom of your BGW830-900 device, but you can change it.

Device Access Code

[Forgot your Access Code?](#)



Use the dashboard to view your Cricket Gateway status and manage settings.



For example, for device access code modifications, you would do the following:

1. On the web UI, select **Device**.
2. This will bring up a sublist that supports:
 - Status
 - Device list
 - System info
 - Access code
 - Remote access
 - Restart device
3. Within **Access Code** you will find the ability to customize your access code.

Find Wi-Fi info

Get your Wi-Fi name and password in two simple ways:

- Look for a sticker with your Wi-Fi name and password on the back of the Cricket Gateway.
- QR code: Use your mobile device to automatically connect devices to your Cricket Gateway.
 - » If you customize your password, this QR code will not work.

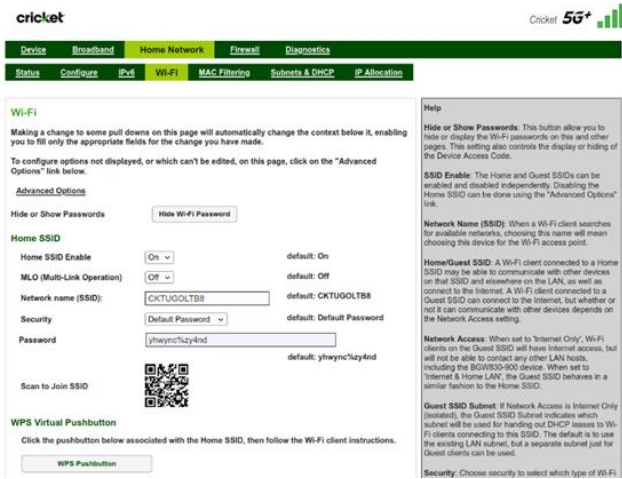


Change Wi-Fi name

- 1.Sign in to the CricketGateway web UI at <http://192.168.1.254>.
- 2.Scroll to the **Home Network** and choose **Wi-Fi from the sub-list**.
- 3.Scroll to Home SSID (this is your main Wi-Fi network name). You will see the default name to the right of **Network Name**.
- 4.Enter your desired main Wi-Fi network name.

Change Wi-Fi password

- 1.Locate **Home SSID** password within the **Home SSID** section (this is your Main Wi-Fi account).
- 2.The device will have the default password showing.Enter your new password, which must be 8 - 63 characters and include a combination of uppercase letters, lowercase letters, numbers, and special characters that can be one of the following: # % + = ? .
- 3.**Note:** Ensure you have both the new Wi-Fi name and password recorderd will be locked out if you don't have your new login info.
- 4.Confirm the new name and password by scrolling down and selecting **Save**.
- 5.New screen will pop up, select **Confirm**.
- 6.This will take you out of the device.You will now need to log in again using the new Wi-Fi name and password.



Once you finish making changes, reconnect your Wi-Fi devices with the updated network information.

This reset will also boot you off the web UI. To make any further network adjustments—such as managing Wi-Fi network security, changing guest Wi-Fi password, or any other features you would configure on the web UI—you will have to log back in at <http://192.168.1.254>.



cricket

Cricket 5G+

Device Broadband Home Network Firewall Diagnostic

Status Configure IPv4 Wi-Fi MAC Filtering Subnets & DHCP IP Allocation

Wi-Fi

Making a change to some pull downs on this page will automatically change the context below it, enabling you to fill only the appropriate fields for the change you have made.

To configure options not displayed, or which can't be edited, on this page, click on the "Advanced Options" link below.

[Advanced Options](#)

Hide or Show Passwords

Home SSID

Home SSID Enable default: On

MLO (Multi-Link Operation) default: Off

Network name (SSID): default: CKTUGOLTB8

Security default: Default Password

Password default: yhwync%zy4nd

Scan to Join SSID

WPS Virtual Pushbutton

Click the pushbutton below associated with the Home SSID, then follow the Wi-Fi client instructions.

Help

Hide or Show Passwords: This button allow you to hide or display the Wi-Fi passwords on this and other pages. This setting also controls the display or hiding of the Device Access Code.

SSID Enable: The Home and Guest SSIDs can be enabled and disabled independently. Disabling the Home SSID can be done using the "Advanced Options" link.

Network Name (SSID): When a Wi-Fi client searches for available networks, choosing this name will mean choosing this device for the Wi-Fi access point.

Home/Guest SSID: A Wi-Fi client connected to a Home SSID may be able to communicate with other devices on that SSID and elsewhere on the LAN, as well as connect to the Internet. A Wi-Fi client connected to a Guest SSID can connect to the Internet, but whether or not it can communicate with other devices depends on the Network Access setting.

Network Access: When set to 'Internet Only', Wi-Fi clients on the Guest SSID will have Internet access, but will not be able to contact any other LAN hosts, including the BGW830-900 device. When set to 'Internet & Home LAN', the Guest SSID behaves in a similar fashion to the Home SSID.

Guest SSID Subnet: If Network Access is Internet Only (isolated), the Guest SSID Subnet indicates which subnet will be used for handing out DHCP leases to Wi-Fi clients connecting to this SSID. The default is to use the existing LAN subnet, but a separate subnet just for Guest clients can be used.

Security: Choose security to select which type of Wi-Fi

Manage Wi-Fi security

Your Cricket Gateway comes with the security **On**. If it was turned off here's how to turn it back on. You can modify both the **Home SSID** and the **Guest SSID** at the same time if you choose.

1. Go to your Cricket Gateway web UI: <http://192.168.1.254>
2. Enter the **Device Access Code** on your hub.
3. Select **Home Network**, then **Wi-Fi**.
4. Select **Advanced Options** which is underlined at the top of this page.
5. Do the following for both the 2.4 GHz and 5 GHz Wi-Fi Configuration sections:
6. To use the default password, select **WPA – Default Password** from the **Security** options.
7. Select **Save**.
8. Make sure you save the Wi-Fi name and password as your device will reboot at this time.

Turning Wi-Fi on and off

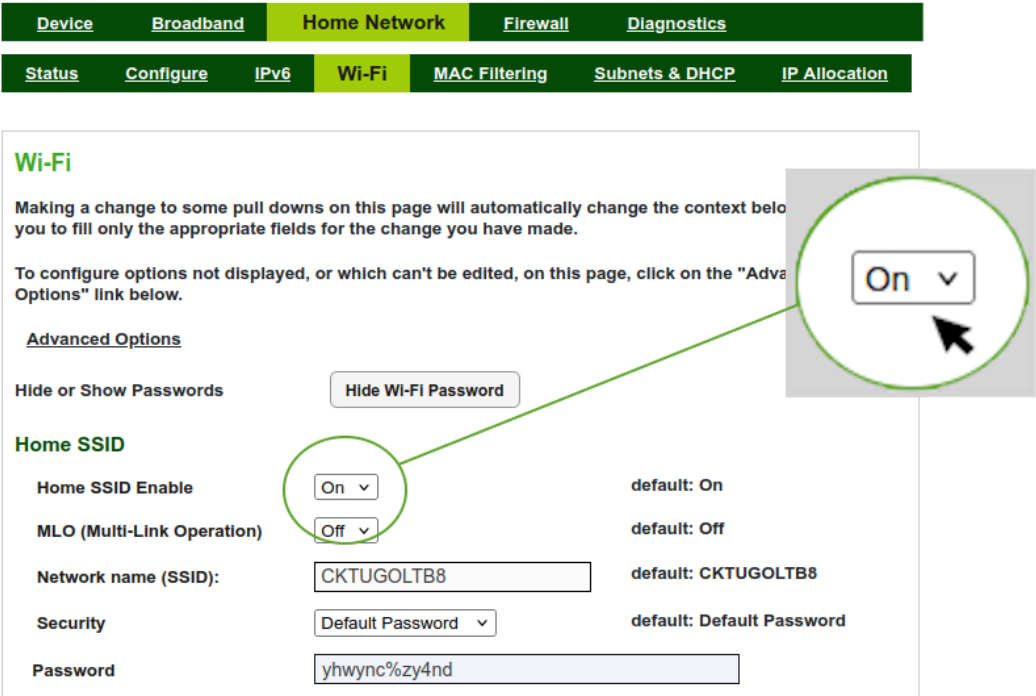
You can manage your Wi-Fi networks through the web UI.

To turn Wi-Fi off completely, set the Home SSID Enable option to Off in the drop-down menu.

Turning off Wi-Fi disconnects all wireless devices from the Cricket Gateway.

Devices connected by Ethernet are not affected.

You can also turn individual Wi-Fi networks, such as the Guest Network, on or off without affecting the main network.



Enabling guest Wi-Fi

Your Cricket Gateway comes with the guest SSID (Wi-Fi) disabled. To enable this connection please do the following:

- 1. Go to Home Network and Wi-Fi on the sublist.
- 2. Towards the middle of this screen, you will see **Guest SSID Enable** with “Off” currently in the box. Click on the box and you will have an on/off option to select.
- 3. Scroll to the **Guest Network Name** and you will see the existing default guest network name inside the box. Modify this name for your guest Wi-Fi. This is what will show up to your users of this Wi-Fi connection.
- 4. To change the default password for the **Guest SSID (Wi-Fi)** look at the next row below **Guest Network Name** and you will see the password with the default guest password showing. Enter your new password, which must be 8 - 63 characters and include a combination of uppercase letters, lowercase letters, numbers, and special characters that can be one of the following: % + = ? .

Guest SSID

Guest SSID Enable

On ▾

default: Off

Network Access

Internet Only ▾

default: Internet Only

Guest SSID Subnet

192.168.253.0/24

default: 253

Guest Network Name

CKTUGOLTB8_Guest

default: ATTFFD9TB8_Guest

Password

pass1A.pass2A.pass3A.pass4A

default: pass1A.pass2A.pass3A.pass4A

Scan to Join SSID

Save...

Cancel

Restore Default

Speed test

The speed test is available in the **Diagnostics** section of the web UI.

Select **Run Speed Test** to view performance results, including the test time, status, download and upload throughput (Mbps), overhead, and average latency.

Cricket **5G+**

DeviceBroadbandHome NetworkFirewallDiagnostics

TroubleshootSpeed TestLogsUpdateResetsEvent NotificationsNAT Table

Speed Test

WARNING: During this Speed Test, services that are using the network (e.g., web browsers, video) may have their performance impacted. In addition, the results of this Speed Test will be lower when these services are in use during the test.

Run Speed Test

Help

This Speed Test measures the speed between the Cricket network and your BGW830-900 device. It does NOT measure the speed between your BGW830-900 and your home devices (e.g., PC, laptop, tablet, smartphone).

Upstream: Direction of travel from BGW830-900 to Speed Test Server.

Downstream: Direction of travel from Speed Test Server to BGW830-900.

Test Completion Time: Run time of each Speed Test.

Status: Completion status of each Speed Test.

Throughput: Maximum physical throughput at almost zero packet loss . It includes protocol overhead. As such, the results indicate the maximum capacity of the link between the device and the Speed Test server.

Average Latency: The round-trip delay of the packets sent (in milliseconds).

Overhead: The Overhead transmitted in addition to the payload (in kbps).

Factory reset

Reset your device to original factory settings.

- **Warning: Performing a factory reset will restore the original factory settings, and any customer configurations on the device will be lost.**

The factory reset can be found on the web UI. From the **Diagnostics** section, select **Resets**. Once enabled, it takes approximately 3 - 5 minutes for your device to power off and all the configurations to return to the original factory device settings. **Note:** This will permanently delete all configuration changes since the system was installed.

Cricket **5G+**

DeviceBroadbandHome NetworkFirewallDiagnostics

TroubleshootSpeed TestLogsUpdateResetsEvent NotificationsNAT Table

Resets

Resetting IP will refresh the broadband IP address.

Reset IP

Resetting your connection will re-establish your broadband connection.

Reset Connection

Restarting your device will disconnect all users and restart all device subsystems, retaining existing configuration settings.

Restart

Configuration Resets

WARNING: During the reset of Wi-Fi Configuration any associated Wi-Fi devices may be impacted.

Reset Wi-Fi Config

Resetting Firewall Configuration will return your settings for Firewall to the factory default.

Reset Firewall Config

WARNING: Resetting your device to factory default settings will permanently delete all configuration changes since the system was installed.

Reset Device...

Help

Reset IP: When the IP is reset, the DHCP lease of the WAN connection is renewed. Internet users will be disconnected temporarily. Device settings and LAN-side use are unaffected.

Reset Connection: When the connection is reset, it is only the Internet connection (WAN) that is disconnected, then reconnected. Device settings and LAN-side use are unaffected.

Restart: When the device is restarted, your existing configuration settings will not change, but all users connected to the device or to the Internet will be disconnected.

Reset Wi-Fi Config: Change the Wi-Fi settings back to that of the factory default. No other user changes are affected.

Reset Firewall Config: Change the Firewall settings back to that of the factory default. No other user changes are affected.

Reset Device: When the device is reset, all configuration changes you have made will be deleted and settings will be returned to factory defaults. In addition, a restart will occur, so all users connected to the device or to the Internet will be disconnected.

Advanced settings

Hide network name for home Wi-Fi

Important: Before proceeding with this process, be sure to store your Wi-Fi network name and password in a safe location. You'll have to manually enter them after your network name is hidden. Then, choose your equipment type to get detailed instructions.

Go to your Cricket Gateway web UI.

1. Select **Home Network**, then **Wi-Fi**.
2. Enter the **Device Access Code** on your Cricket Gateway.
3. Select **Home Network**, then **Wi-Fi**.
4. Select **Continue**.
5. Choose **Advanced Options** in the **Wi-Fi** section.
6. Scroll to the **2.4GHz Radio** or **5.0GHz Radio** section.
7. Keep scrolling to the **Home SSID** or **Guest SSID**.
8. Next to **Hide Network Name**, choose **On** from the dropdown.
9. Select **Save**.
10. This will hide the Wi-Fi network name from being broadcast locally.

MAC address filtering

By enabling this feature, you can limit Wi-Fi access to your device to a select group of Wi-Fi clients based on their unique Ethernet (MAC) address. This makes your connections more secure. When you turn on MAC address filtering, only devices that you select can connect to your network.

Note: Make sure you have the MAC address for each device you want to access your Wi-Fi network. Every device will have its own process to find its MAC address. Check your service documentation or manufacturer's website for detailed instructions.

1. Go to the Cricket Gateway web UI: 192.168.1.254
2. Enter the **Device Access Code**.
3. Select **Home Network**, then **MAC Filtering**.
4. Go to the **MAC Filtering section** and select **Enabled** for the radio you want to turn on MAC filtering.
5. In **MAC Filter Entry**, either:
 - Select your devices' **MAC addresses**.
 - Enter the **MAC address** in the **Manual Entry** field (repeat as needed).
6. Choose **Add**.
7. Select **Save**.

Firewall functionality

This interface allows a customer to enable packet filter, NAT default service, and advanced firewall settings. Each of these functions will have a direct impact on the connectivity of your device. Do not make changes to these pages unless instructed by your service provider or security specialist.

- **Packet Filtering:** Allows customers to set up a packet filter to either pass (forward) or drop packets if they match the criteria in this rule.
- **NAT:** Allows users to have services forwarded directly from the internet to a particular device.
- **Firewall Advanced:** Modify ICMP echo requests, reflexive ACL when IPv6 is enabled, SIP ALG understands the SIP protocol used by specific applications.

cricket

Cricket 5G+

Device

Broadband

Home Network

Firewall

Diagnostics

Status

Packet Filter

NAT/Gaming

IP Passthrough

Firewall Advanced

Security Options

Parental Control

Firewall Advanced

Making a change to some pulldowns on this page will automatically change the context below it, enabling you to fill only the appropriate fields for the change you have made.

Drop Incoming ICMP Echo requests to LAN

Off

Drop Incoming ICMP Echo requests to Device LAN address

On

Drop Incoming ICMP Echo requests to Device WAN address

On

Reflexive ACL

On

SIP ALG

Off

Save

Cancel

Restore Defaults

Help

Drop Incoming ICMP Echo requests to LAN:

This setting is primarily intended for the Public Subnet (IPv4 hosts). If enabled, all echo requests coming from the Internet to LAN-side devices will be dropped.

Drop Incoming ICMP Echo requests to Device LAN address:

This setting is primarily intended for the IPv6 address of the Device. If enabled, all echo requests coming from the Internet to LAN-side addresses of the BGW830-900 will be dropped.

Drop Incoming ICMP Echo requests to Device WAN address:

If enabled, all echo requests coming from the Internet to WAN-side IPv4 and IPv6 addresses of the BGW830-900, will be dropped.

Reflexive ACL:

When IPv6 is enabled, you can enable Reflexive Access Control Lists to deny inbound IPv6 traffic unless this traffic results from returning outgoing packets (except as configured through firewall rules).

SIP ALG:

This feature understands the SIP protocol used by the specific applications and does a protocol packet-inspection of traffic through it. A NAT router with a built-in SIP ALG can re-write information within the SIP messages (SIP headers and SDP body) making signaling and audio traffic between the client behind NAT and the SIP endpoint possible.

Restore Defaults:

Restore the Firewall configurations and Packet Filters to default state by clicking this button.

FAQs, technical specifications, troubleshooting

Common issues

Troubleshooting

Check the solutions below for common issues you may experience with your Cricket Gateway.

Problem: My device can't connect to the Cricket Gateway Wi-Fi network.

Solution:

- Make sure Wi-Fi is enabled on your device.
- Confirm that the Wi-Fi LED on the Cricket Gateway is solid green.
- If the Wi-Fi LED is red, restart the Cricket Gateway by powering it off and back on.
- Check whether your device has been added to the Blocked Devices list.

Problem: A web page is loading slowly or won't load at all.

Solution:

- Check the signal strength using the 4G and 5G LED indicators on the Cricket Gateway. If the Gateway is not receiving a cellular signal, all four main LEDs will be off and the Power LED will be red.

For a stronger signal, try:

- Connecting an external antenna.
- Moving the Cricket Gateway to an area with better cellular coverage, such as:
 - Near a window
 - Close to an exterior wall
 - On a higher shelf or location.

Problem: I forgot my web UI admin password.

Solution:

- If you have not changed the default password, you can find it on the label located on the back of the Cricket Gateway. You can also perform a factory reset to restore the default password. For instructions, see Factory Reset on page 27.

Need More Help?

If you need additional assistance:

- **Call 800-274-2538**

● Visit the Cricket Device Support Page

Cricket **5G+**

DeviceBroadbandHome NetworkFirewallDiagnostics

TroubleshootSpeed TestLogsUpdateResetsEvent NotificationsNAT Table

Troubleshoot

Running this test will help locate problems with your Internet Connection.

Ethernet	-	Details
IP	-	Details
DNS	-	Details

Run Full Diagnostics

Help

This "Multi-layer" diagnostic examines the functionality of the device from the physical connections to the application traffic being sent by users through the device. This sequence of tests takes approximately one minute to generate results. Each test generates one of the following result codes:

- **Pass:** The test was successful.
- **Fail:** The test was unsuccessful.
- **Skipped:** The test was not performed because a pre-requisite test failed or the test is not appropriate.

Specifications

The following table lists your Cricket Gateway specifications.

Specifications	Description
Model	Cricket Gateway—BGW8300-900
Cellular	Qualcomm® X72-0, quadcore A55 2.0GHz
Frequency bands	B2, B5, B12, B14, B29, B66 . Support for n2, n5, n14, n66, n77 (3.7-3.98GHz and 3.45-3.55GHz)
Wi-Fi	Wi-Fi 7 dual band 2.4/5GHz 4x4/4x4 (160MHz)
Dimensions	263mm (W) x 192mm (H) x 72mm (D)
Weight	950g (approx.)
Antenna	Two (2) external SMA for third party cellular antenna
Operating temperature	0 °C - 41.7 °C (32 °F – 106 °F)
Humidity	5% to 95% humidity
Ports	Four (4) Gigabit Ethernet LAN ports, One (1) USB-C port
Power output	External power supply 3.5 A 100/240VAC, 12V

Band external antenna max gain limit (dBi)

- B/n2 : 3.4
 - B/n5 : 2.8
- B12 : 1
 - B/n14 : 1.9
- B/n66 : 3.6
 - N77 : 2.8

Use the product in the environment as specified: Air temperature between 0°C (32° F) and +41.7°C (106° F).Relative humidity between 20% and 90%.

Altitude: 2743 meters (9000 feet) maximum.

Regulatory agency identification, safety precautions, and warranty information

FCC regulations

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

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

Modifications

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

FCC ID: VW3F5984

FCC responsible party:

Sagemcom Broadband SAS

4 Allee des Messageries, Bois-Colombes, France 92270

+33157613899

Radio Frequency Interference Statement Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

FCC regulations restrict the operation of this device to indoor use only. The operation of this device is prohibited on oil platforms, cars, trains, boats, and aircraft.

FCC Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This device produces radio frequency energy in the 700 MHz, 800 MHz, 1.7 GHz, 1.8 GHz, 2.4GHz, 3.4 GHz to 3.9 GHz and 5 GHz spectrum. The antenna must be positioned to keep a minimum distance of 20 cm from the radiating element to any nearby person.

Disposal and recycling

Do not dispose of the Cricket Gateway in a household garbage bin. This product must be taken to specific collection places or sites. You can learn more about how to recycle your device by visiting the CTIA website at: [CTIA - How to Recycle Your Mobile Device](#).

Safety precautions

When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons including the following:

1. Do not use this product near water and avoid contact with moisture. For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool. Care should be taken so that liquids are not spilled on this equipment.
2. This equipment is for indoor use only, do not place or install in an outdoor location.
3. Place the equipment on a firm, solid surface, at least 20 cm away from any other items. If you place the equipment on something unsteady, the equipment may fall and be damaged. If you place the equipment on a soft surface, such as a rug, sofa, or cushion, the vents on the equipment may be blocked, causing the equipment to overheat.
4. Never insert objects into the vents of this equipment as this can result in the risk of electrical shock or fire.
5. The Equipment may require electrical power from your premises to operate, which you are responsible for providing. Cricket will not provide an initial gateway battery backup unit or an initial backup battery. Any backup battery solution is your responsibility. You may choose to purchase battery backup for your Equipment from third party manufacturers or retailers.
6. As the power adapter is the only way to connect to the electrical network, the product must be installed near an easily accessed power outlet.
7. This equipment should only be operated with the type of power supply (Voltage and Current) indicated on the marking label, the one provided with the Cricket Gateway. The socket-outlet should be easily accessible.
8. Do not overload wall outlets or extension cords. Doing so can result in the risk of fire or electrical shock.
9. Avoid blocking any vent openings or exhaust exits on this equipment. Do not place equipment in a built-in installation such as a cabinet that may impede the flow of air through the ventilation openings. Do not place anything on top of the product.
10. The equipment should be situated away from heat sources such as radiators, heat registers, stoves, or other heat-producing appliances and equipment.
11. Care should be taken to ensure that the power cord is routed, so it is not likely to be walked on or pinched by items placed upon or next to it. Check the power cords regularly. If you find any damage, replace the power supply immediately.
12. Unplug this equipment before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning only.
13. This equipment is not user serviceable and is to be serviced by qualified personnel only. Do not disassemble this equipment. If service is required, disconnect all power from the equipment and consult qualified service personnel.
14. To disconnect this equipment from AC power, unplug the power supply from the AC wall socket.
15. The 4G/5Gnr wireless module has an internal antenna. For optimum performance with minimum power consumption, do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the 4G/5Gnr wireless module to operate at a higher power level than needed.
16. External antennas are not provided with the product. If an outdoor antenna is used, the equipment must be installed by a qualified technician and it is recommended that coaxial cable shielding be earthed, in accordance with national safety regulations for cable distribution networks. External antennas must be compatible with radio-frequency bands of 700MHz, 800MHz, 1.7GHz, 1.8GHz, 1.9GHz, 2.1GHz and 3.3GHz to 4.2GHz.

Warranty duration

The product may consist of several parts, which may have separate warranty periods, to the extent permitted by local laws. The “Warranty Period” (as defined in the table below) takes effect on the date of purchase of the product (as indicated on the proof of purchase) or date of product delivery and activation (if required), whichever is later.

1. Warranty period (see below) Cricket Warranty 12 Months / 1 Year.

Warranty period for repaired or replaced parts:

- Subject to special provisions of local laws in force, the repair or replacement of a product does not, under any circumstances whatsoever, extend the original warranty period of the product concerned. However, the repaired or replaced parts are guaranteed in the same manner and for the same defect for a period of ninety days after delivery of the repaired product, even if their initial warranty period has expired. Proof of purchase required.

3. Implementation of the Warranty

- If your product is faulty under normal conditions of use and maintenance, in order to benefit from the present warranty, please contact the Returns Center at **800.274.2538** for assistance. The customer support center will then provide you with instructions on how to return the product for support under warranty. For more information, please visit cricketwireless.com/warranty.

Warranty exclusions

1. Cosmetic defects in the Deliverables caused by wear and tear, including: Defects caused by abnormal or negligent use, or any use by third parties other than third parties acting for Supplier, including:
 - failure to respect the Specifications or the instructions for installation and use.
 - collision, impact, lightning, fire, vandalism, act of malice, water damage of any type or contact with various liquids, excessive dust or any harmful agent, unsuitable electrical voltage, etc.; or
 - physical damage, or damage resulting from connection to a non-compatible third-party accessory
 - or peripheral device or any accessories not qualified by the Supplier.
2. The opening, unauthorized disassembly, modification being carried out or repair of the product by the end user or by persons or by service providers not approved by Manufacturer and/or with spare parts not approved by Manufacturer. Use of the product with accessories, peripherals and other Defects associated with the use or connection of the product to equipment or software not approved by Manufacturer.
3. Use of the product with accessories, peripherals and other Defects associated with the use or connection of the product to equipment or software not approved by Manufacturer. Some defects may be caused by viruses due to unauthorized access by yourself or by a third-party service, computer systems, other accounts or networks. This unauthorized access may take place through hacking, misappropriation of passwords or various other means.
4. Defects and damage due to the exposure of the product to humidity, extreme temperatures, corrosion, oxidation, or to any spillage of food or liquids, chemicals and generally any substance likely to alter the product.
5. Any failure of embedded services and applications that have not been developed by Manufacturer and whose functioning is the exclusive responsibility of their designers.

6. Installation and use of the product in a manner that does not comply with the technical or security standards of regulations in force in the country where it's installed or used.
7. Modification, alteration, degradation or illegibility of the serial number of the product.
8. Absence of proof of purchase. Upon expiration of the warranty period or upon an exclusion of warranty, Manufacturer may, at its discretion, provide a quote for the repair and offer to provide support for the product, at your cost. The Manufacturer contacts and after-sales service details are subject to change.