Contents

A	AT&T register issue & APN Settings	2
	How to get your APN	2
	Auto Setup failed	2
	Use the QMI protocol	2
	Use PPPD dial	3
	Use the QCM protocol	4
	AT&T Puerto Rico APN Settings for Android	5
	AT&T Puerto Rico APN Settings for iPhone	6
	AT&T Puerto Rico Blackberry APN	6
	Windows Phone	7
	WiFi Dongle Settings	7
	General SIM card issues	8
	Q1: SIM card not detected	8
	Q2: SIM card not registered	8
	How to get your APN	9
	Q3: Auto Setup failed	9
	Use the QMI protocol	10
	Use PPPD dial	10
	Use the QCM protocol	11
	Q4: Data throughput is low	12
	Q5: EP06 cannot work at 4G+	15

AT&T register issue & APN Settings

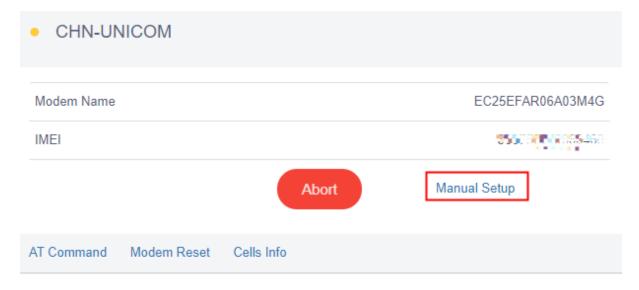
If you cannot register the AT&T SIM card, please check you APN and change the APN setting and try again.

How to get your APN

Different types of SIM cards may have different APN settings, so you can check with your local operator for the correct APN settings.

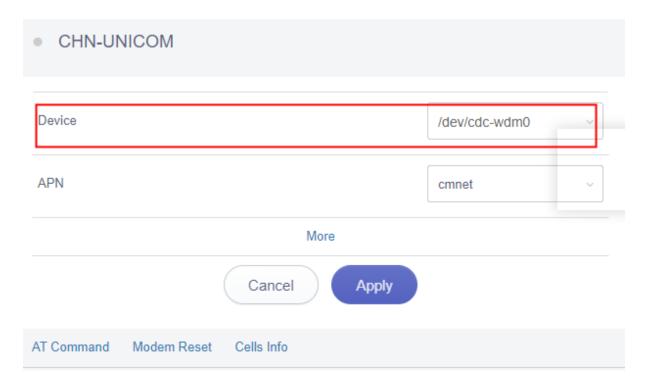
Auto Setup failed

Auto Setup will try all the possible methods to build a connection. In case Auto Setup fails to connect, please try manually setting and selecting the appropriate connection protocol.



Use the QMI protocol

Select device as /dev/cdc-wdmX and fill in the correct APN.

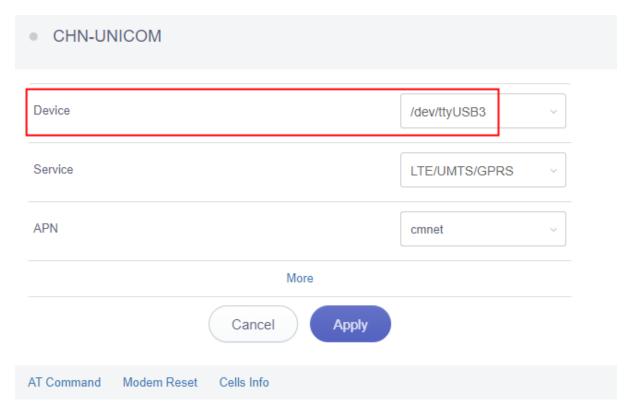


Use PPPD dial

Select device as /dev/ttyUSBX and fill in the correct APN. X is a number, and in general, select the port with the largest value.

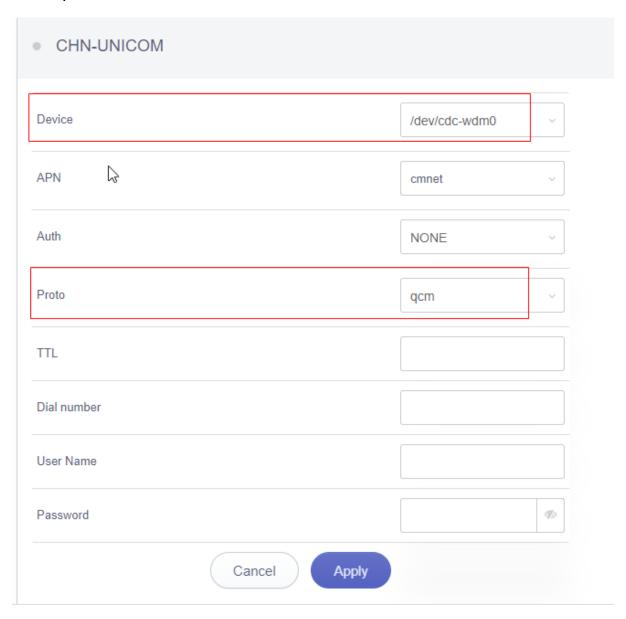
For MIFI,E750,X750,X300B, select ttyUSB3.

For XE300 and AP1300, select ttyUSB4.



Use the QCM protocol

QCM protocol is supported in versions after 3.200. Please select device as /dev/cdc-wdmX, fill in the correct [APN] settings, and then click More to select protocol as QCM



AT&T Puerto Rico APN Settings for Android

AT&T Puerto Rico and United States Virgin Islands 4G LTE 3G Internet MMS APN Settings for Android Samsung Galaxy S8 S7 S6 Note Tab HTC iPhone 7Plus 7S 6S 5S 4S iPad Blackberry Windows Phone

In your Android Smart Phone Go to – Settings -> More -> Cellular/MObile Network -> Access point Names -> + (to add)

Name AT&T Puerto Rico	
APN phone	
Proxy Not set	
Port Not set	
Username Not set	
Password Not set	
Server Not set	
MMSC http://mmsc.mobile.att.net	
MMS Proxy proxy.mobile.att.net	
MMS Port	
MCC (Keep default)	
MNC (Keep default)	
Authentication type Not set	
APN Type default, supl, mms	
APN Protocol	
APN roaming protocol	
APN enable/disable	
Bearer	
MVNO type	
MVNO value	

Name : AT&T Puerto Rico APN : **pta (or) phone** Proxy : Not Set

Port: Not Set Username: Not Set Password: Not Set Server: Not Set

MMSC: http://mmsc.mobile.att.net MMS Proxy: proxy.mobile.att.net

MMS Port: 80 MCC: 310 MNC: 280

Authentication Type : Not Set APN type : **default,supl,mms**

APN protocol: Ipv4

APN roaming protocol: Ipv4

Enable/disable APN: APN Enabled

Bearer: Unspecified MVNO type: None MVNO Value: Not set

AT&T Puerto Rico APN Settings for iPhone

In your Apple iPhone go to $Settings \rightarrow Cellular \rightarrow Cellular Data Network \rightarrow APN$ and enter the following details

Cellular Data:

APN: pta (or) phone Username: Blank Password: Blank LTE Setup(Optional):

APN: Blank
Username: Blank

Password: Blank **MMS**:

APN: **pta** (**or**) **phone** Username: blank Password: blank

MMSC: http://mmsc.mobile.att.net MMS Proxy: proxy.mobile.att.net:80 MMS Message Size: 1048576

MMS UA Prof URL: blank

AT&T Puerto Rico Blackberry APN

Internet APN:

Tap Settings -> Network Connections -> Mobile Network -> APN

Access Point Name (APN): pta (or) phone

Username : Blank Password : Blank

Windows Phone

In your Windows Phone Go to Settings -> Network & Wireless -> Cellular & SIM Settings -> Add Internet APN

INTERNET APN

Profile Name:

APN: **pta** (**or**) **phone** User name: Blank Password: Blank

Type of Sing-in-info: None

IP Type :Ipv4

Proxy server (URL): Blank

Proxy Port : Blank

WiFi Dongle Settings

Profile Name: Internet APN: **pta** (**or**) **phone** Access number: *99# User name: Blank Password: Blank

General SIM card issues

Q1: SIM card not detected

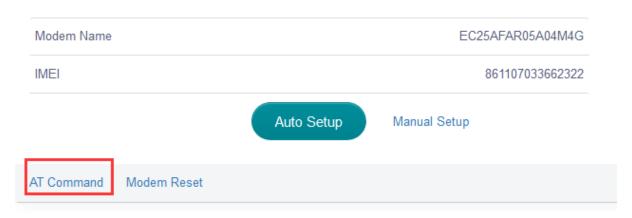
The SIM card does not support hot plug and play. Make sure that you have inserted the SIM card before powering the 4G router on.

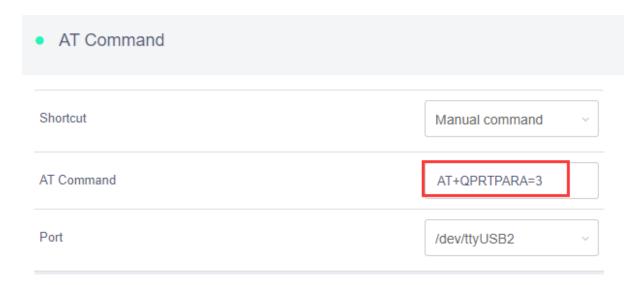
This prompt indicates that there is a problem with the contact between SIM card and card slot. You can try the following methods:

- 1. If you inserted the SIM card after the router is powered on, reboot the 4G router or perform a "Modem Reset" from the Router's UI.
- 2. Check that you have inserted the SIM card in the correct direction.
- 3. Add a piece of paper to the non-contact surface of SIM card inside of the SIM slot so that the SIM card is contacting well inside the slot.
- 4. Try another SIM card.
- 5. Check whether the SIM card slot is damaged and contact customer service through the purchase platform.

Q2: SIM card not registered

 Enter the AT instruction page and execute the command AT+QPRTPARA=3





Wait for about 30 seconds to check whether the device is registered with the network.

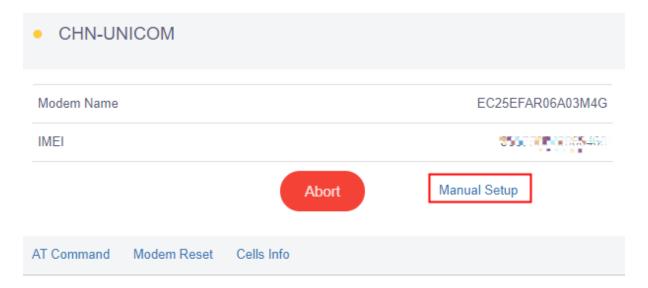
- Some SIM cards need to fill in the correct APN to register the network. In this case, please ignore the prompt information on the page, enter the manual setting page and fill in the correct APN, and click apply.
- 2. Some SIM cards needs to fill a correct PIN code to register the network. In this case, please choose set up manually, choose ttyUSB3 and input your pin code. Please note: QMI mode does not work with a PIN code.

How to get your APN

Different types of SIM cards may have different APN settings, so you can check with your local operator for the correct APN settings.

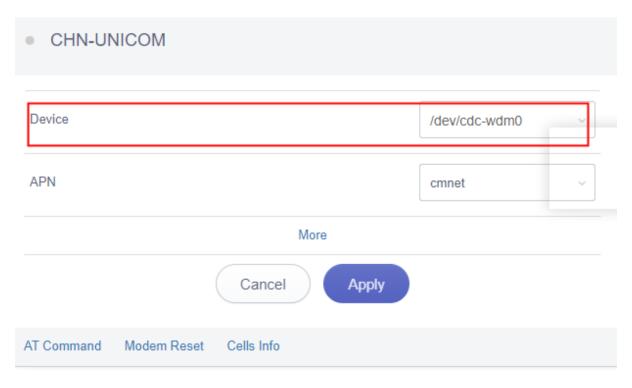
Q3: Auto Setup failed

Auto Setup will try all the possible methods to build a connection. In case Auto Setup fails to connect, please try manually setting and selecting the appropriate connection protocol.



Use the QMI protocol

Select device as /dev/cdc-wdmX and fill in the correct APN.

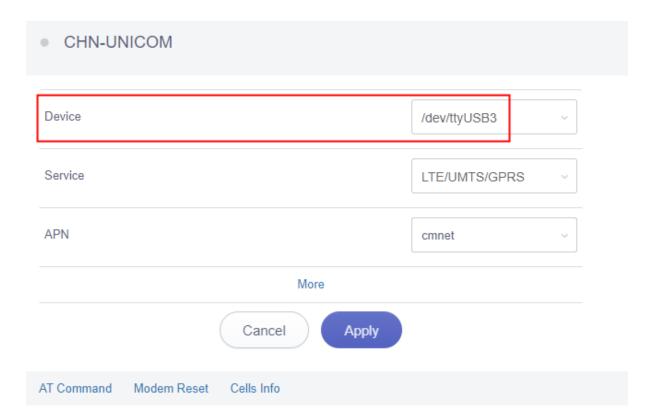


Use PPPD dial

Select device as /dev/ttyUSBX and fill in the correct APN. X is a number, and in general, select the port with the largest value.

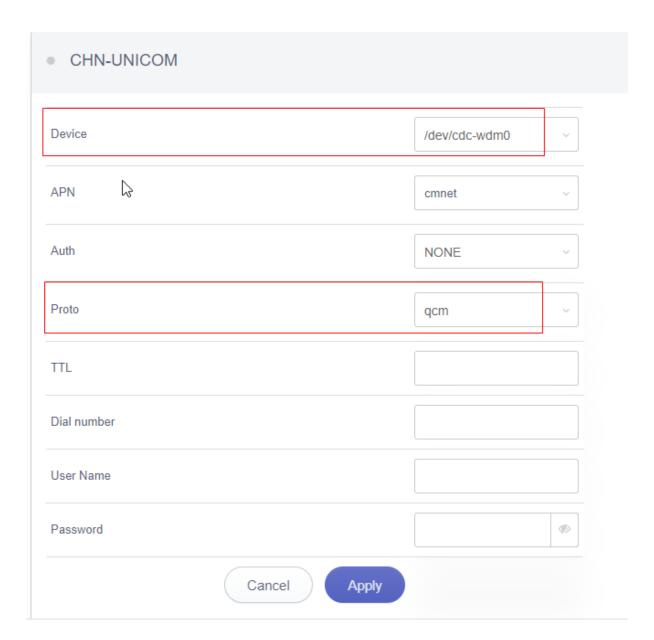
For MIFI,E750,X750,X300B, select ttyUSB3.

For XE300 and AP1300, select ttyUSB4.



Use the QCM protocol

QCM protocol is supported in versions after 3.200. Please select device as /dev/cdc-wdmX, fill in the correct [APN] settings, and then click More to select protocol as QCM



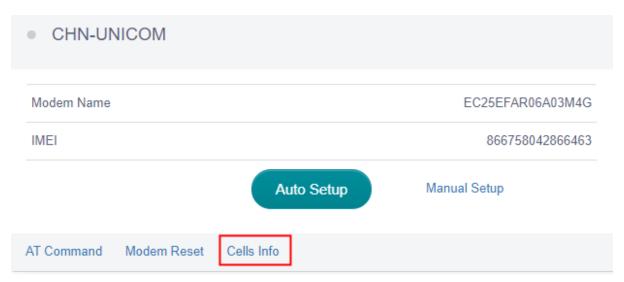
Q4: Data throughput is low

If you have successfully set up the 4G router but the data throughput is low, for example, when testing with speedtest.net, here is what you can try to dragonize the problem.

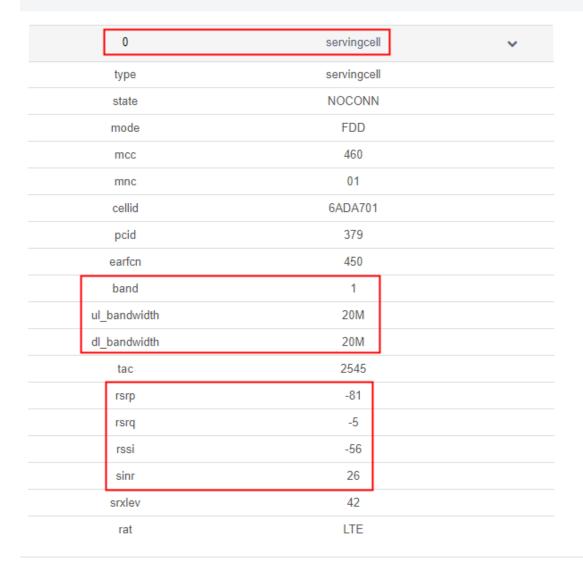
Please note: generally the 4G router cannot beat your smartphone in speed test. This is because the modern smartphone uses a different design which is equipped with much higher grade of modems. For example, Samsung S10 has a Cat 20 modem and iPhone 11 has a Cat 19 modem. They are 6 times faster in specs than a Cat 6 Quectel EP06 modem.

- 1. Try to use **QMI** or **QCM** protocol instead of using ttyUSB mode.
- 2. Ask your carrier to make sure the <u>APN</u>Settings are correct. Some carriers use different APNs which may yield different speed.

3. The signal may not be good. Click Cell Info to check the signal-related parameters, such as RSSI, RSRP, RSRQ,SINR, etc. Please refer to the wiki for parameter range determination. If the device's signal is poor, try moving the device to another location and check that the antenna is properly connected.



Cells Info



Bandwidth also affects the rate. For example, when routers were working on Band5, the band5 supported only 10M bandwidth at most, and routers acquired a lower rate.

In LTE mode, the bandwidth of each band is as follows, which is a parameter that 3GPP has already defined, so there is no way to change it.

Table 5.6.1-1: E-UTRA channel bandwidth

E-UTRA Band	1.4 MHz	3 MHz	5 MHz	10 MHz	15 MHz	20 MHz
1			Yes	Yes	Yes	Yes
2	Yes	Yes	Yes	Yes	Yes[1]	Yes[1]
3	Yes	Yes	Yes	Yes	Yes[1]	Yes[1]
4	Yes	Yes	Yes	Yes	Yes	Yes
5	Yes	Yes	Yes	Yes ^[1]		
6			Yes	Yes ^[1]		
7			Yes	Yes	Yes	Yes ^[1]
8	Yes	Yes	Yes	Yes ^[1]		
9			Yes	Yes	Yes ^[1]	Yes ^[1]
10			Yes	Yes	Yes	Yes
11			Yes	Yes[1]		
12	Yes	Yes	Yes ^[1]	Yes ^[1]		
13			Yes ^[1]	Yes ^[1]		
14			Yes ^[1]	Yes ^[1]		
			VIII	V 1		
17			Yes ^[1]	Yes ^[1]	N 1	
18			Yes	Yes ^[1]	Yes ^[1]	
19			Yes	Yes ^[1]	Yes ^[1]	VIII
20			Yes	Yes[1]	Yes[1]	Yes[1]
21			Yes	Yes[1]	Yes[1]	
23	Yes	Yes	Yes	Yes		
24			Yes	Yes		
25	Yes	Yes	Yes	Yes	Yes ^[1]	Yes ^[1]
33			Yes	Yes	Yes	Yes
34			Yes	Yes	Yes	100
35	Yes	Yes	Yes	Yes	Yes	Yes
36	Yes	Yes	Yes	Yes	Yes	Yes
37	100	103	Yes	Yes	Yes	Yes
38			Yes	Yes	Yes	Yes
39			Yes	Yes	Yes	Yes
40			Yes	Yes	Yes	Yes
41			Yes	Yes	Yes	Yes
42			Yes	Yes	Yes	Yes
43			Yes	Yes	Yes	Yes

NOTE 1: bandwidth for which a relaxation of the specified UE receiver sensitivity requirement (Clause 7.3) is allowed.

Q5: EP06 cannot work at 4G+

Some customers may encounter the situation that the mobile phone can work in 4G+ mode, but the router using EP06 cannot work in 4G+ mode. This may be because the band support of EP06 is different from that of mobile phone.

For EP06-E, the following band combinations are supported

```
B1+B1/B5/B8/B20/B28;
B3+B3/B5/B7/B8/B20/B28;
B7+B5/B7/B8/B20/B28;
B20+B32<sup>②</sup>;
B38+B38;
B40+B40;
B41+B41
```

For EP06-A, the following band combinations are supported

```
B2+B2/B5/B12/B13/B29<sup>②</sup>;

B4+B4/B5/B12/B13/B29<sup>②</sup>;

B7+B5/B7/B12/B26;

B25+B5/B12/B25/B26;

B30+B5/B12/B29<sup>②</sup>;

B66+B5/B12/B13/B29<sup>②</sup>/B66
```