

# FG2000e Quick Start Guide Table of Contents

English

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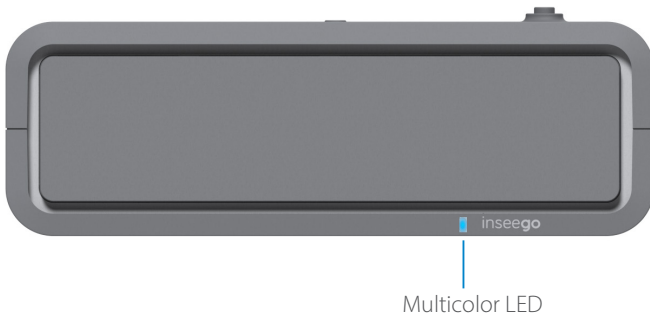
Español






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This guide provides instructions for setting up, connecting, and configuring your 5G Indoor Router FG2000e.

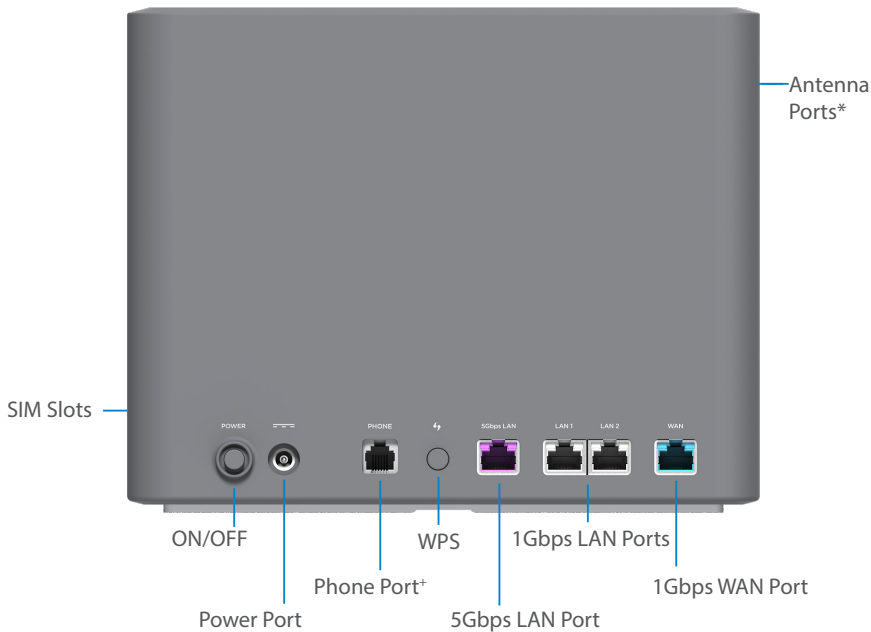
## Top View



LED Color	Operation	Meaning
Blue	 Solid Blinking	Strong 5G connection (3 – 5 bars) Weak 5G connection (1 – 2 bars)
Green	 Solid Blinking	Strong 4G connection (3 – 5 bars) Weak 4G connection (1 – 2 bars)
White	 Solid Blinking	Internet is available only on Ethernet WAN Factory reset
Yellow	 Solid	Software update is in progress
Red	 Solid Blinking	Router is booting up No service, SIM error, or locked SIM card

English

## Back View



\*For external 3.4-5GHz antennas supporting high sub-6 bands

<sup>+</sup>Optional feature

## Setting Up Your FG2000e

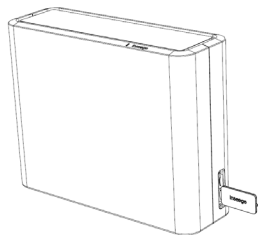
### Step **One:** Install SIM Cards and Batteries

- Remove the cover from the SIM slots on the right side of the device.
- Use the provided SIM tool to insert a Nano 4FF SIM card into the appropriate SIM slot and reattach the cover.

**NOTE:** If necessary, remove the SIM from its protective sleeve, being careful not to touch the gold-colored contact points. Insert the SIM card notch first, with the contact points facing the back of the device.



This device supports only Nano SIM cards.



- On the bottom of the device, slide the battery cover to the left and insert a fingernail at the edge to lift it out of place.
- Insert three AA batteries and replace the cover.
- Press the Power button to turn the FG2000e on for the next step.

### Step **Two:** Identify a Location for your FG2000e

- Scan the QR code to download the Inseego Mobile App from AppStore or Google Play, or visit <https://inseego.com/inseego-connect-get-app> to download the App.
- Follow instructions within the Inseego Mobile App to connect to the FG2000e and perform a location survey to identify the ideal location for your FG2000e.



**NOTE:** Make sure to place your FG2000e on a sturdy surface.

### Step **Three: Power on the FG2000e**

- Attach the power cord to the charger (power cord comes in two pieces).
- Plug the power cord into the router power port and plug the power adapter into an AC wall outlet.
- Press the Power button on the device to turn it on. The indicator LED turns on while the FG2000e powers on. Once the unit is fully on, the LED turns solid blue, indicating a strong 5G connection.

**WARNING:** Be sure to use the power adapter that came with your device to avoid damage that may void the warranty.

## Connecting to a **Wireless Device**

To wirelessly connect a Wi-Fi-capable device (such as a PC, laptop, tablet, or phone) to your 5G Indoor Router for the first time:

1. Make sure the 5G Indoor Router is powered on and the indicator LED is blue, green, or white.
2. On the device you want to connect to the Internet, open the Wi-Fi settings or application and in the displayed list of available networks, find the **Primary Wi-Fi** network name printed on the bottom of your 5G Indoor Router.
3. Click **Connect** or otherwise select the network name.
4. When prompted, enter the **Primary Wi-Fi password** printed on the bottom of the FG2000e. You can change the default name or password to something easier to remember (see “Monitoring and Managing Your 5G Indoor Router”).

Your Wi-Fi-capable device is now connected to the Internet.

**NOTE:** For information on connecting devices with WPS, see the User Guide available online at [https://www.inseego.com/download/FG2000e\\_user\\_guide.pdf](https://www.inseego.com/download/FG2000e_user_guide.pdf).

## Monitoring and Managing Your 5G Indoor Router

You can use multiple options to monitor and manage your 5G Indoor Router:

**Inseego Mobile App** - Use the same mobile app you used to install your FG2000e to perform basic device monitoring and management.

**FG2000e Admin Web UI** - Access the Web UI at <http://192.168.1.1> for a full set of device management features.

**Inseego Connect** - Go to [connect.inseego.com](http://connect.inseego.com) to sign up for a free Inseego Connect account, which provides the fullest experience for monitoring and managing FG2000e devices from anywhere in the world with access to a web browser.

**NOTE:** The initial Admin Web UI and Wi-Fi passwords are printed on the label of your device. It is strongly recommended to change your passwords before using your 5G Indoor Router.

## Restoring Factory Settings

To restore factory settings, follow these steps:

1. Verify that your 5G Indoor Router is powered on.
2. On the bottom of your router, slide the battery cover to the left and insert a fingernail at the edge to lift it out of place. Find the master RESET opening in the compartment.
3. Place the RESET end of the provided SIM tool (or one end of an unfolded paper clip) into the RESET opening and press down for approximately five seconds until the device resets.



**NOTE:** When performing the factory reset, any changes made to settings will be lost.

# Inseego Mobile App Requirements

Smartphone or device on iOS 13 or above, or Android 9.0 or above.

## System Requirements

Any device with Wi-Fi capability and an Internet browser. The FG2000e is compatible with all major operating systems and the latest versions of browsers.

## Support and More

### More information

To access a User Guide, go to **[https://www.inseego.com/download/FG2000e\\_user\\_guide.pdf](https://www.inseego.com/download/FG2000e_user_guide.pdf)**.

Or, from the FG2000e Web UI, select **Help > Customer Support > User Guide**.

### Customer Service and Troubleshooting

Please reach out to your reseller.

**WARNING:** DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE ROUTER IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT INSEEGO TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

