



Set up your MiFi (pocket Wi-Fi)

From the box to online, step by step, and how to keep your MiFi working well.

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A MiFi shares a SIM card's internet over Wi-Fi. This guide covers the MTN MF927U, MTN U10LS, OLAX MF982 and MF985, Telenet MF960V and EE 4GEE WiFi Mini.

Careful: one network only?

Some MiFis only work with one network's SIM. The EE 4GEE WiFi Mini was made for EE, a UK network, and may be locked to it. Ask us which networks yours works with. If the network light stays red, or the settings page asks for an unlock code, don't type any codes. Bring it to us.

Set it up

- 1 Put in the SIM.** Make sure the MiFi is off. *MTN MF927U:* push the eject tool into the small hole, pull out the tray, place the micro-SIM on it and slide it back. *Others:* follow the picture by the slot, or call us. If the slot is under the battery, put the SIM in before the battery. The SIM must be registered with your Ghana Card, or it can be blocked.
- 2 Charge it fully.** Charge it to full before first use, with the cable from the box. *MTN U10LS:* the battery is packed separately, so fit it first.
- 3 Switch it on.** Hold the power button until the lights come on (about 2 seconds on the MF927U).
- 4 Connect your phone.** Find the Wi-Fi name and password on the label (see "Your model at a glance"). On your phone, go to Settings, Wi-Fi, choose that name and type the password as printed.
- 5 Check it works.** Open any website. On the MF927U, a blue network light means 4G, green means 2G/3G and red means a problem.

Data bundles

Your MiFi uses its own SIM's bundle, not your phone's. Note that SIM's number (ask us if unsure).

- MTN:** to buy, use the myMTN app (Buy/Send, Data, pick the bundle, Others, then the MiFi's number) or dial *138# and choose Buy For Others. To check, open the myMTN app while connected to the MiFi, or enter *124# in the USSD (dial code) section of its settings page, if it has one.
- Telecel or AT:** use your network's app or bundle menu, or call us. AT's helpline is 100.

Look after the battery

- Don't leave it on the charger all day or overnight while you use it. That can stop it charging and shorten the battery's life. Unplug it once full.

- Keep it cool and in the open: not in a pocket or handbag, in direct sun or near a stove. The MF927U is made for 0–35°C.
- Storing it? Charge it to about half and keep it cool and dry.
- If the battery swells or leaks, stop using it and bring it to us. Never open the MF927U: its battery is built in.

Troubleshooting

- **Can't see the Wi-Fi name:** check the MiFi is on, then refresh your phone's Wi-Fi list.
- **Connected, but no internet:** check your bundle balance and that the SIM is in properly. Move near a window, then switch the MiFi off and on. Still stuck? Check the APN, the setting that tells the MiFi how to reach your network: see our APN guide at mopoku.com/downloads.
- **Red network light (MF927U, EE Mini):** no SIM, no signal, or the SIM isn't accepted. If it stays red with a registered SIM that has data, bring it to us. It may be locked to another network.
- **Frozen (MF927U):** hold the power button for about 10 seconds, then 2 seconds to start it again.

Your model at a glance

Careful: call us before any reset

A reset erases your changes, including any mobile data (APN) setting added by hand, so the internet may stop. On the MF927U and EE Mini it brings back the label's Wi-Fi name and password. EE Mini: first check the label's name matches the one your phone shows. If not, don't reset.

Model	Wi-Fi name and password	Settings page (type into your browser)	Factory reset
MTN MF927U	Label on the device	192.168.0.1 , password on the label	With a pin, press and hold inside the reset hole for 2 seconds
EE 4GEE WiFi Mini	Label under the battery cover, or the Keep Me card	192.168.1.1 ; call us for the password	With a pin, hold "R" (under the back cover) about 5 seconds, until it switches off
MTN U10LS, OLAX MF982 and MF985, Telenet MF960V	Label on the device (try under the back cover) or box	See the label, or call us	Call us first

Need help?

Call 024 125 5555 or 024 022 0000 · WhatsApp 024 125 5555

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Mon–Fri 8:00am–6:00pm · Sat 9:00am–4:00pm · Sun closed