

H02 Orbic Speed Cellular Hotspot Setup Guide

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 02/08/2025

Summary

This document provides instructions for configuring a **Verizon Orbic Speed RC400L** cellular data hotspot for use in an AARP Foundation Tax-Aide computing environment. This hotspot should only be used when there are no other practical alternatives for obtaining internet access at a tax site. The Verizon Orbic Speed RC400L supports a maximum of 10 connected devices; however the practical limit for Chromebook connections at a Tax-Aide site is 6-8.

Setup of AARP-provided Hotspot

You will need an AARP Tax-Aide Chromebook to complete the setup of the hotspot. The Orbic Speed RC400L comes with a USB cable, charger, and Quick Setup Guide.

The user interface of the Orbic Speed RC400L is navigated via the *Power* and *Menu* buttons. The location of the *Power* and *Menu* buttons are shown in the Quick Setup Guide. In general, use the *Menu* button to go between screens and the *Power* button to select the screen.

The following is a summary of the detailed setup steps listed below in this document:

- Install Orbic Speed RC400L battery
- Power on the Orbic Speed RC400L and record default password
- Activate Orbic Speed RC400L
- Update Orbic Speed RC400L firmware
- Change Orbic Speed RC400L default settings to match State/District and NTSC standard

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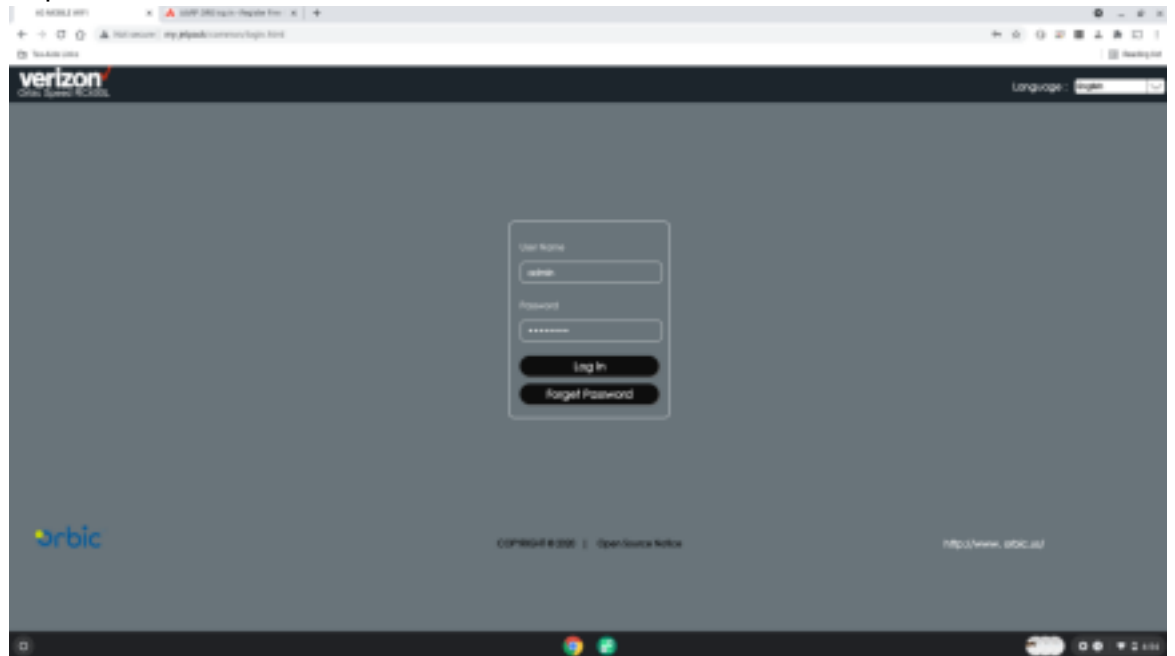
The steps to set up the Verizon Orbic Speed RC400L cellular data hotspot are as follows:

1. Install the battery included with the Orbic Speed RC400L. The instructions for installing the battery are included in the Quick Start Guide. Before using the Orbic Speed, ensure that the battery is fully charged. An icon on the display indicates the current level of charge.
2. Press and hold the **Power** button on the Orbic Speed RC400L until “**WELCOME**“ appears on the screen.
3. Use the **Menu** button to navigate to the 2.4GHz or 5GHz Wi-Fi Info screen. Press the **Power** button and make note of the password listed next to the lock icon. This password is for both the Orbic Speed RC400L Wi-Fi network connection and Device Administration.
4. Connect a Chromebook to the Orbic Speed RC400L network:
 - a. Open the list of available wireless networks by clicking the **Network** icon in the lower right corner of the screen.
 - b. Select the name of the Orbic Speed RC400L Wi-Fi network (“Verizon RC400L-xx”). Click **Connect**.
 - c. When prompted, enter the password you noted in step 3.
5. **(If Orbit Speed RC400L has been previously activated, skip to step 6.)**. Open a web browser on Chromebook and enter <http://my.jetpack> or <http://192.168.1.1> If the Orbic Speed RC400L has not been previously activated, you are presented with activation screens shown below. Follow step-by-step instructions. Activation
 - a. may take a few minutes. After activation reconnect to Orbic Speed RC400L network as in Step 4 above.

Verizon message: Click Continue to verify and connect your device.

JetPack Activation In Progress screen shows a message to wait 2 minutes and power cycle the device and then connect to the network. If you are still not able to connect then call 877-807-4646.

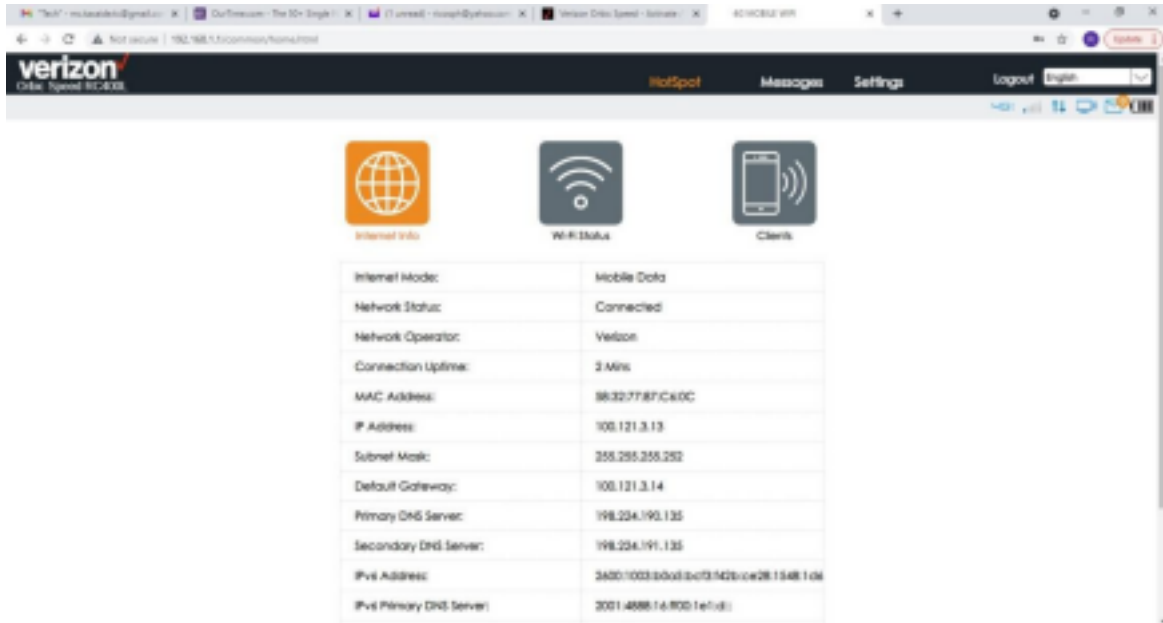
6. Open a web browser on Chromebook and enter <http://my.jetpack> or <http://192.168.1.1> Login with user “admin” and the password recorded in step 3.



7. From the Orbic Speed RC400L Main Menu screen, select **Settings**.

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- From the Settings screen, select **Upgrade**, click **Check for Update** and update firmware if required. When the update is complete, the Orbic Speed RC400L reboots.



- To change the Orbic Speed RC400L Wi-Fi network name (SSID) or password, do the following:
 - Open a web browser on a Chromebook and enter <http://my.jetpack> or <http://192.168.1.1>.
 - Login with user "admin" and the password recorded in step 3

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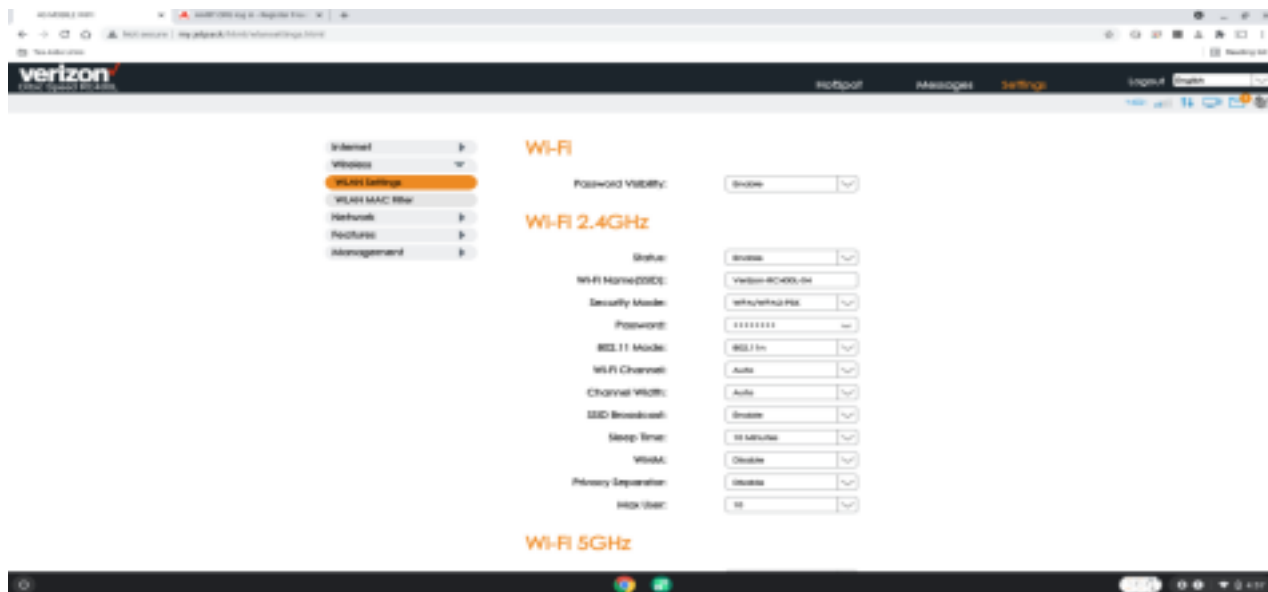
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c. Select **Settings > Wireless > WLAN Settings**.

d. This is the page where you can set the 2.4GHz band:

Note: The TaxAide Brother HL-L2370DW printer only operates on the 2.4GHz band. So you must provision the SSID on the 2.4GHz band for the TaxAide Chromebooks to connect to the printer. The 5GHz band does not need to be disabled since the Chromebook will connect to the hotspot using either band.

- **Wi-Fi Name (SSID).** If there is a standard network name used by State or district, it can be entered here to match configuration of routers and hotspots at other sites.
- **Wi-Fi password.** If there is a standard network password used by State or district, it can be entered here to match configuration of routers and hotspots at other sites. Remember a strong password of at least 10 or more characters should be used.



10. After making desired changes, click **Save Changes**. If you changed the Wi-Fi name or password, your connection to the Orbic Speed RC400L is lost. Use the new Wi-Fi name and password to reconnect to the hotspot.

11. To change the Orbic Speed RC400L IP address and DHCP address range to match the NTSC suggested range of addresses, do the following:

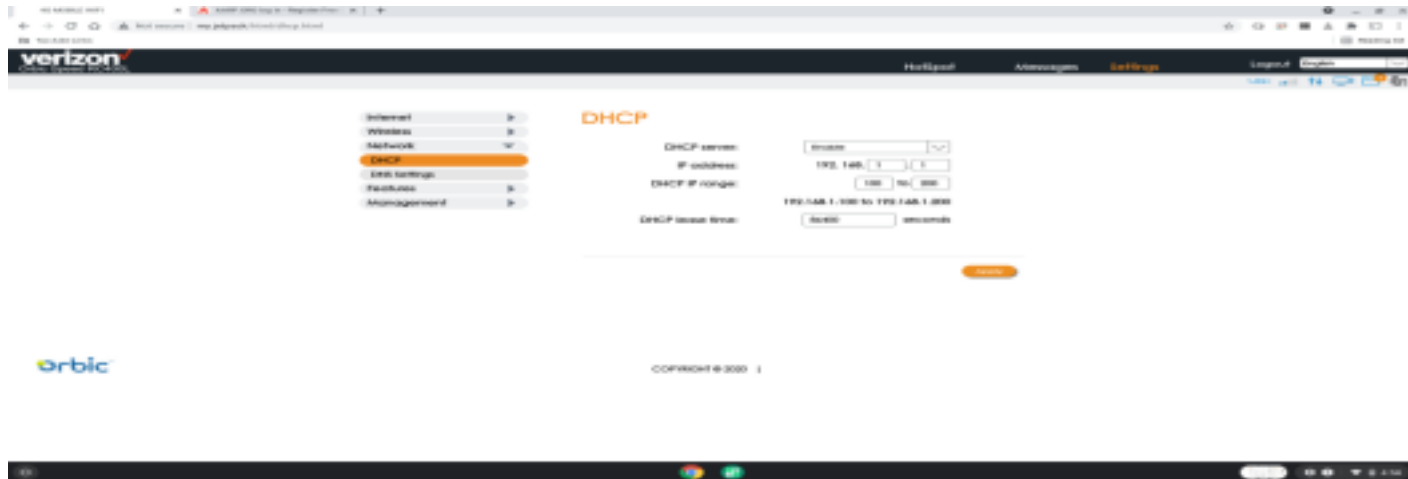
a. Open a web browser on a Chromebook and enter <http://my.jetpack> or <http://192.168.1.1>.

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- b. Login with user “admin” and the password recorded in step 3.
- c. Select **Settings** > **Network** > **DHCP**.
- d. Enter “192.168.234.1” in the IP Address field and “100 to 199” in the DHCP IP range field.



12. After making desired changes, click **Apply**. At this point, connection to the Orbic Speed RC400L is lost. Reconnect using the current password. The IP addresses match the NTSC suggested range of addresses.

[Orbic Speed Documentation Web Address](#)

Click on link above for Orbic Speed documentation page.

[Orbic Speed RC400L Device Information Screen](#)

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The screenshot shows a web browser window displaying the Verizon Orbic Speed RC400L management interface. The browser's address bar shows a non-secure connection to a local IP address. The page header includes the Verizon logo and navigation links for HotSpot, Messages, Settings, and Logout. A left-hand menu contains options like Internet, Wireless, Network, Features, Management, SIM PIN Management, Device Information (highlighted), Data Usage, System Admin, Device Settings, Upgrade, and Reboot & Reset.

Device Information

Orbic Speed:	RC400L
Software Version:	ORB400L_V1.2.1_BVDR1
Hardware Version:	V1.1
IMEI:	350281724648816
IMEI2:	311480618129028
MAC:	58:32:77:87:D8:04
MDN:	12029811153
ICCID:	89148000054421325348

RF Parameters

RSRP:	-113dBm
RSS:	-75dBm
RSRQ:	-20dB
SINR:	-25.0dB
PCI:	363

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IEMI	International Mobile Equipment Identity. A number to identify mobile device.
MAC	Media Access Control. Unique hardware address of a single network adapter.
MDN	Mobile Directory Number. The 10-digit telephone number.
RSSI	Received Signal Strength Indicator. A measurement of how well device can hear a signal.

Acceptable Wi-Fi Signal Strengths

Measured in dBm (decibels relative to a milliwatt)

Signal Strength	Level	Comment
-30 dBm	Amazing	Max achievable signal strength. The client can only be a few feet from the AP to achieve this. Not typical or desirable in the real world.
-67 dBm	Very Good	Minimum signal strength for applications that require very reliable, timely delivery of data packets.
-70 dBm	Okay	Minimum signal strength for reliable packet delivery.
-80 dBm	Not Good	Minimum signal strength for basic connectivity. Packet delivery may be unreliable.

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-90 dBm	Unusable	Approaching or drowning in the noise floor. Any functionality is highly unlikely.
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Revision History

Version #	Date	Initials	Comments
1	8/1/2022	JB	NTSC Reorganization/Standardization
2	10/26/2024	JB	Added CurrentDate routine to header and footers
3	2/3/2025	SC	Add note about using 2.4 Ghz since that is what is required for the Brother printer.