

Overview

Sky5G is a 5G/4G LTE customer premises equipment (CPE) router designed to deliver reliable broadband and enterprise-grade Wi-Fi 7. It is built with SkyMirr's MuLCAT® antenna technology and is positioned for challenging environments such as rural areas, high-density urban locations, and mission-critical deployments.

This FAQ combines everyday "how do I…" guidance and product information. If your service provider or organization has specific policies (SIM activation, allowed bands, security settings, or remote management), follow those policies first.

Product Basics

1. What is Sky5G?

Sky5G is a 5G NR / 4G LTE Sub-6 wireless CPE/router that provides cellular WAN connectivity and local networking over Wi-Fi and Ethernet.

2. What kinds of environments is Sky5G designed for?

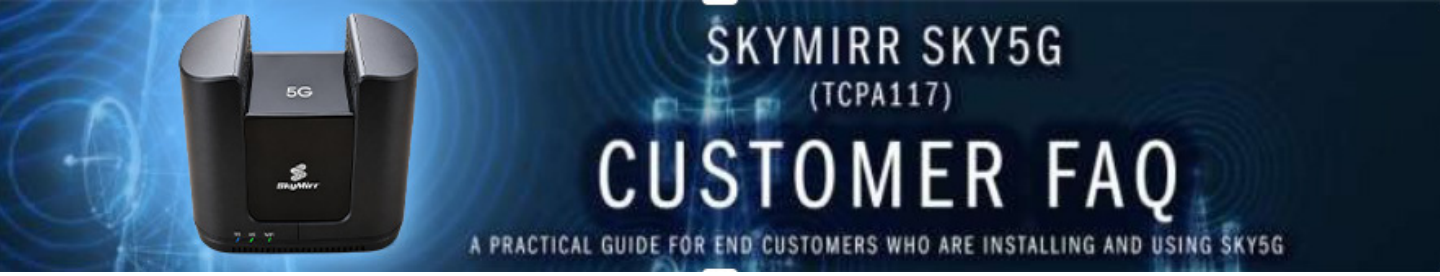
Sky5G is designed to perform in environments where connectivity can be unpredictable, including rural areas with weak signal, dense urban locations with congestion, and sites that need dependable backup or temporary connectivity.

3. Is Sky5G certified for T-Mobileand T-Priority?

Sky5G is Certified for T-Mobile and AT&T 5G networks, with T-Mobile T-Priority approval. Choose and activate a compatible data-only SIM plan directly with your preferred carrier. SIM and cellular service are purchased separately. Confirm plan eligibility with your carrier.

4. What is MuLCAT® and why does it matter?

MuLCAT® (Multi-Layer Coupling Controlled Antenna Technology) is SkyMirr's antenna design that improves real-world RF performance including extended reach from cell towers and improved throughput compared to conventional CPE designs.



First-time setup

5. How do I activate my T-Mobile service?

Sky5G is certified for T-Mobile's nationwide 5G network. For consumers, ask T-Mobile about its 100GB Data Plan 2.0; for businesses, ask about the Business 100GB Hotspot plan. Both offer 100GB of high-speed data for approximately $50/month. Contact T-Mobile at 1-800-937-8997 to confirm plan compatibility and activate your data-only SIM.

6. How do I activate my AT&T service?

Sky5G is certified for AT&T's 5G network. Consumers can ask about AT&T Data Connect 50GB ($55/month) or 100GB ($90/month) plans. Businesses can explore AT&T Wireless Broadband plans with unlimited data and different speed tiers. Contact AT&T to confirm Sky5G eligibility and activate a compatible data-only SIM.

7. What are the first steps to get Sky5G online?

To get started, you should power off the device, insert a compatible Nano SIM (if required by your plan), connect the power adapter, and then connect to Sky5G using Wi-Fi or Ethernet. Once connected, you can open the Web interface to confirm SIM status and signal strength.

8. How do I insert the SIM card correctly?

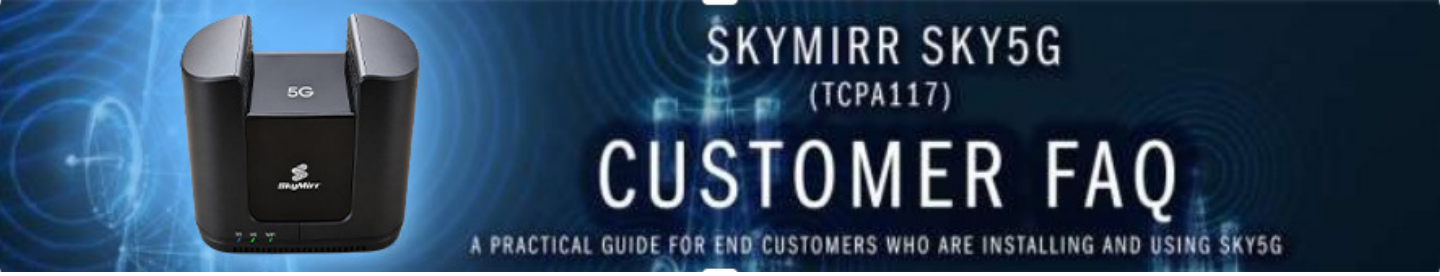
You should power off Sky5G before inserting the SIM card. You should insert the SIM with the copper contacts facing down, and then push it fully into the slot. A SIM card ejector tool may be needed to push it in firmly until it clicks. After inserting a SIM card, if you can’t connect to the mobile network, please reboot the Sky5G.

9. How do I power on Sky5G?

You can power on Sky5G by connecting the included power adapter and switching the unit on as instructed by your QuickStart guide.

10. What do the front LEDs mean?

Sky5G uses LED indicators to show device status. The Mood (Power) LED is white. The 5G NR LED is blue when connected to 5G. The 4G LTE LED is blue when connected to LTE. The Wi-Fi LED is green when Wi-Fi is active.



Connecting Devices (Wi-Fiand Ethernet)

11. What are the default Wi-Fi network names (SSIDs) and password?

The default SSID of Sky5G is SkyMirr-WiFi7. The default Wi-Fi password is “1234567890.” For security, you should change the Wi-Fi password during setup. The guest Wi-Fi is disabled by default. Users can enable the guest Wi-Fi for 2.4 G/5 G/6 G separately.

12. Which Wi-Fi bands does Sky5G support?

Sky5G supports 2.4 GHz, 5 GHz, and 6 GHz Wi-Fi bands and supports Wi-Fi7 (IEEE 802.11be).

13. How many devices can connect to Sky5G?

SkyMirr materials describe support for more than 500 devices, and the quick start information lists up to 245 devices per band (up to 735 devices total across bands). Actual capacity depends on your network configuration, traffic patterns, and client device capabilities.

14. Does Sky5G have Ethernet ports?

Yes. Sky5G supports one Ethernet WAN (RJ-45) port and one Ethernet LAN (RJ-45) port.

15. Can I use the guest Wi-Fi network?

Yes. Sky5G supports a guest network, and the default SSID pattern includes a guest network name. You can enable and manage guest settings in the Web UI.

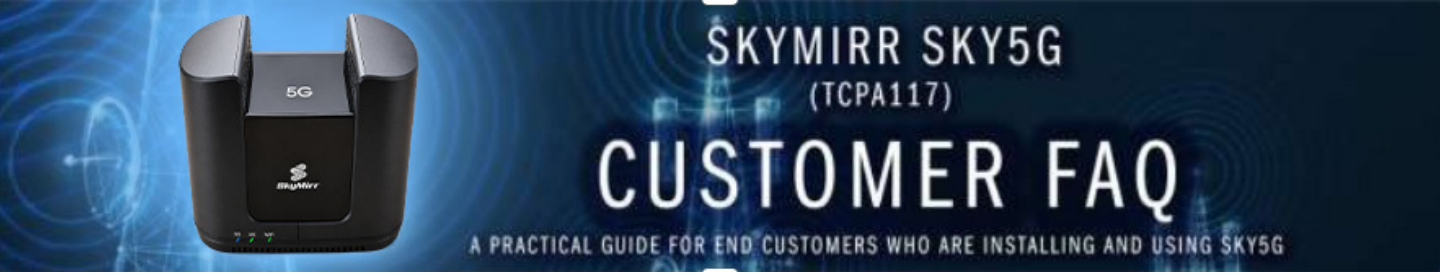
Managing Sky5G in the Web UI

16. How do I open the Web UI?

You can open the Web UI by entering “https://192.168.1.1” in your browser while connected to Sky5G’s network.

17. What is the default Web UI username and password?

The default Web UI username is “admin.” The default password is the last eight characters of the device MAC address. For example, if the MAC address is 00:1A:2B:3C:4D:5E, the default password is 2B3C4D5E.



18. Where do I find the MAC address?

You can find the MAC address on the product label, typically on the bottom or back of the device.

19. Should I change the default admin password?

Yes. You should change the default admin password as part of initial setup to help protect your network and device settings.

Status, Monitoring, and Diagnostics

20. What information is shown on the Status page?

The Status page displays carrier network information (such as APN, IMEI, ICCID, MDN, and uptime), signal strength (dBm value, quality, and bars), data usage (limits, used data, reset day, and a usage gauge), and local network details (Wi-Fi SSID, password, and connected devices).

21. Can I monitor signal strength and quality?

Yes. Sky5G provides signal monitoring and can display signal indicators such as RSRP and other signal-quality values, depending on configuration.

22. Can Sky5G show which devices are connected?

Yes. Sky5G can show connected devices, including by Wi-Fi band, through its dashboard interface.

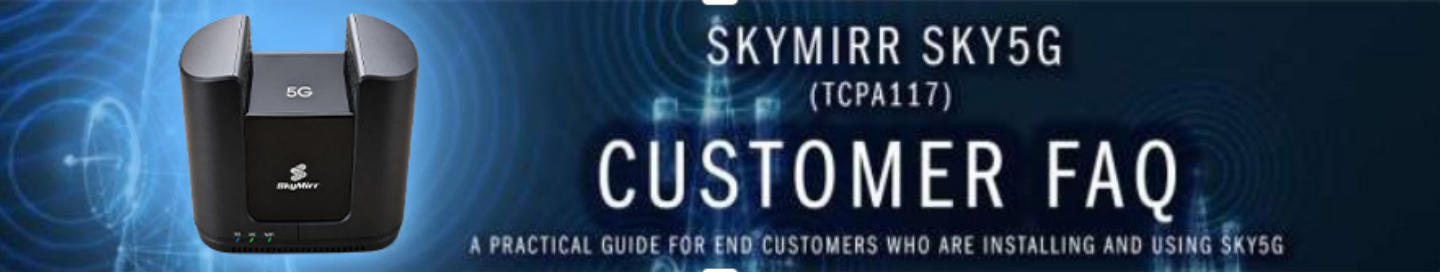
Performance and Expectations

23. What speeds should I expect?

Sky5G supports peak 5G download speeds up to 3.4 Gbps. Your real-world speeds will vary based on coverage, signal strength, network congestion, plan limitations, Wi-Fi conditions, and device placement.

24. Why might my speeds be lower than expected?

Your speeds may be lower due to weak cellular signal, congestion on the carrier network, interference or distance on Wi-Fi, or plan provisioning limits. You can often improve performance by moving the router to a higher location near a window, using Ethernet for high-priority devices, and confirming your plan settings with your carrier.



25. Can Sky5G be used as primary internet or as failover?

Yes. Sky5G is positioned for primary connectivity where fixed internet is limited, and it can also be used as a failover connection to maintain continuity when a primary link goes down.

Security and Network Controls

26. What Wi-Fi security does Sky5G support?

Sky5G supports WPA3 and includes options such as MAC address access control.

27. Does Sky5G have a firewall?

Yes. Sky5G supports firewall features such as stateful packet inspection (SPI) and access control lists (ACL), as well as MAC and URL filtering.

28. Can I block specific applications or content?

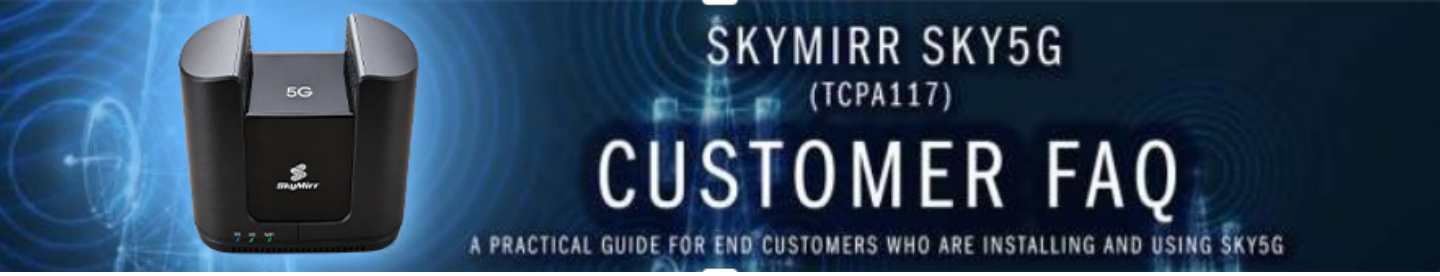
Sky5G supports application blocking capabilities (for example, blocking a specific streaming application) as part of the device's security features.

29. Does Sky5G support VPNs?

Sky5G supports the transmission and reception of VPN traffic between connected devices and external VPN networks.

30. How can I improve the security of my CPE?

Change default login credentials, enable WPA3 encryption for Wi-Fi, disable remote management if not needed, and enable the built-in firewall.



Remote Management And Updates

31. How are firmware updates handled?

Sky5G supports automatic firmware updates in a stipulated time of the day. Firmware upgrades are also available through the SkyMirr website, allowing users to upgrade their device firmware when updates are available. If your device is managed by an organization, updates may be scheduled and controlled centrally.

32. Does Sky5G support zero-touch provisioning?

Customers need to configure it manually.

Hardware, Ports, and Physical Specifications

33. What are the basic hardware specifications?

Sky5G supports quad-core ARM-A73 CPU (2.2 GHz), DDR4 2 GB memory, and 256 MB flash storage.

34. What are the physical dimensions and operating temperature?

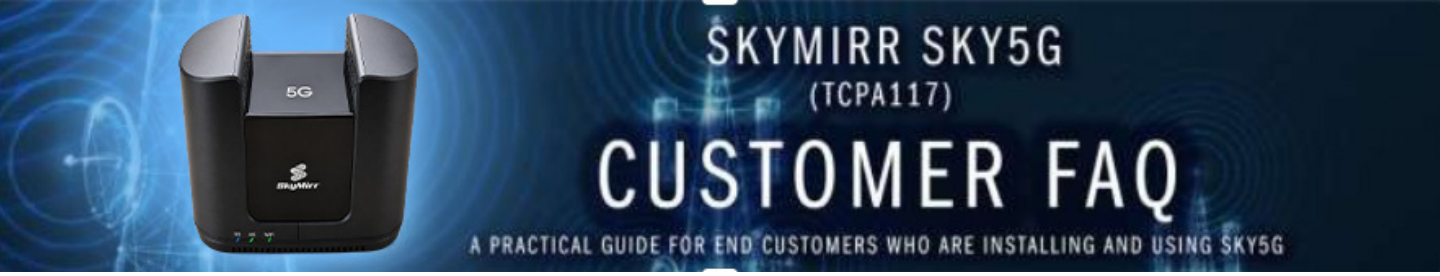
Sky5G has dimensions of 177 × 184 × 120 mm (W×H×D) and an operating temperature range of 0°C to 50°C.

35. Does Sky5G include USB?

Sky5G supports a USB connection for debugging purposes. The device includes an RJ45 ethernet cable.

36. What SIM type does Sky5G use?

Sky5G uses a Nano USIM (4FF).



Cellular Compatibility and Bands

37. Which cellular bands does Sky5G support?

The TCPA117 datasheet lists support for a broad range of 5G NR Sub-6 bands (including n1, n2, n3, n5, n7, n8, n12, n13, n14, n18, n20, n25, n26, n28, n29, n30, n38, n40, n41, n48, n66, n70, n71, n75, n76, n77, n78, and n79) and a broad range of LTE bands (including B1, B2, B3, B4, B5, B7, B8, B12, B13, B14, B17, B18, B19, B20, B25, B26, B28, B29, B30, B32, B34, B38, B39, B40, B41, B42, B43, B48, B66, and B71). Availability on a specific carrier still depends on certification, provisioning, and local network deployment.

38. Do I need to activate the SIM before Sky5G will work?

Yes. In most cases, your SIM must be activated and provisioned by your carrier or reseller. If you insert an inactive SIM, Sky5G may show “Disconnected” status or limited service. After inserting a SIM card, if you can't connect to the mobile network, please reboot the Sky5G.

Troubleshooting

39. I cannot reach the Web UI. What should I do?

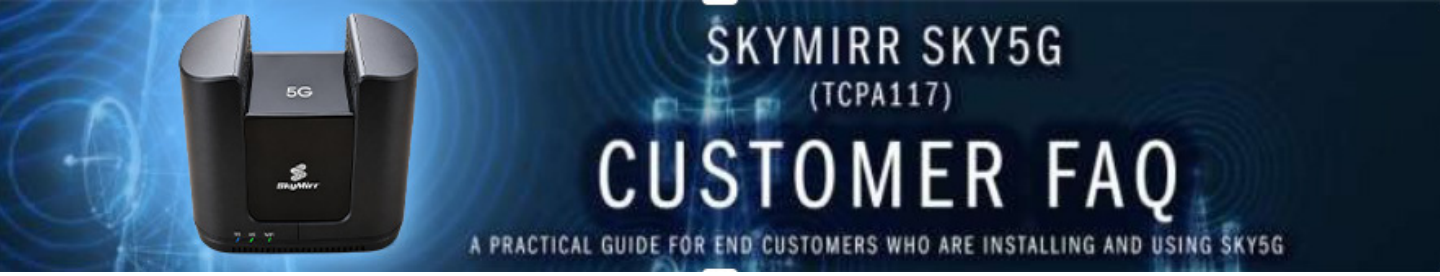
You should confirm that your device is connected to Sky5G’s Wi-Fi or Ethernet network, and then enter “https://192.168.1.1” in your browser. If it still does not load, you can clear your browser cache, or restart Sky5G.

40. My SIM is inserted but I am not getting cellular service. What should I do?

You should confirm the SIM is fully inserted (it should click into place), confirm it is activated, and check the Status page for APN and signal values. If the APN is not correct for your carrier, contact your carrier/reseller for the correct settings.

41. Wi-Fi works, but internet access is not working. What should I do?

You should check the Status page for cellular connection state and signal strength. If the device is disconnected, you may need to move the unit for better signal, verify the SIM is provisioned, or confirm that your plan has active data service.



42. What placement tips improve performance?

You should place Sky5G in an open area, ideally higher up and near a window, away from thick concrete walls and large metal objects. If you are in a weak-signal area, you can test several locations and use the Status page signal readings to choose the best spot.

Warranty and Service

43. What is the standard warranty period?

SkyMirr supports a one-year warranty period from the purchase date, covering free repair when the device is used under normal conditions.

44. What types of issues are typically not covered under free repair

The warranty does not cover damages resulting from the following:

- Improper use or mishandling
- Natural disasters (including fire, earthquake, flood, or lightning)
- Disassembly or repair performed by a non-authorized service provider
- Failure to provide the required warranty certificate

Quick Specification Snapshot

Category	Sky5G TCPA117 (high-level)
Cellular WAN	5G NR / 4G LTE Sub-6; 3GPP Release 16; 4×4 MIMO; multi-carrier component; up to 100 MHz bandwidth (per datasheet).
Wi-Fi	Wi-Fi 7 (IEEE 802.11be), 2.4/5/6 GHz; MU-MIMO; 320 MHz channel support on 6 GHz (per datasheet).
Ethernet	WAN and LAN ports; solution brief highlights 2.5 Gbps LAN/WAN capability (port speeds depend on configuration).
Capacity	Up to 512 simultaneously connected devices (solution brief/datasheet); quick start guide also notes up to 245 devices per band.
Security	WPA3; firewall features including SPI/ACL; MAC and URL filtering (per quick start guide and datasheet).
Management	Local dashboard (GUI); remote management options including TR-069 and JSON-based remote control (per solution brief/datasheet).
Reliability	Dual firmware images and auto-recovery / automatic updates (per solution brief/datasheet).