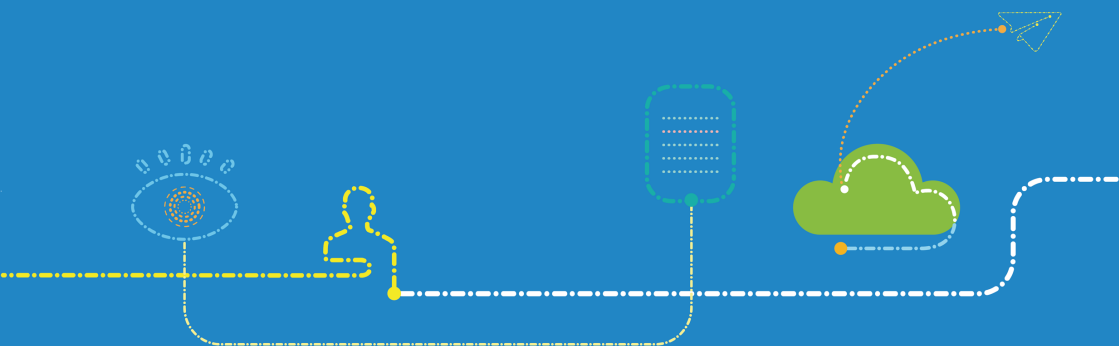


MC7010 5G Wireless Router

After-sales Service Manual (Level 1)

Version 1.0



ZTE

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Revision History

Revision No.	Revision Date	Revision Reason
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Edited by ZTE Terminal Business Division

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Contents

- 1. Product Summary 3**
 - 1.1 Attention.....3
 - 1.2 Product Overview.....3
 - 1.3 Standard Configuration3
 - 1.4 Specifications4
- 2. Function Test..... 5**
 - 2.1 NFF Test5
 - 2.2 Test Web UI6
- 3. Software Download..... 7**
 - 3.1 Preparations.....7
 - 3.2 Install Download Platform7
 - 3.3 Install Driver10
 - 3.4 Install Plug-in12
 - 3.5 Download Software13
- 4. Disassembly 16**
 - 4.1 Disassembly Tools16
 - 4.2 Exploded View17
 - 4.3 Disassembly Steps.....18
 - 4.4 Composing.....24
- 5. Principle and Mainboard 25**
 - 5.1 Principle Block Diagram.....25
 - 5.2 Basic Component Distribution.....26
- 6. Troubleshooting..... 28**
 - 6.1 Startup Fault.....28
 - 6.2 System Crashes / Automatically Powered Off28
 - 6.3 nano-SIM Card Unidentified.....29
 - 6.4 Download Fault.....30
 - 6.5 Abnormal Indicators.....30
 - 6.6 No Signal31
- 7. Contact Us 32**

1. Product Summary

1.1 Attention

Before performing any maintenance to the MC7010 device, you need to verify that the device is in a secure network.

1.2 Product Overview



NOTE:

The picture is for reference only. The actual product may be different.

1.3 Standard Configuration

No.	Name	Quantity
1	MC7010 wireless router	1
2	POE adapter	1
3	Short network cable	1
4	10-meter network cable	1
5	Wall bracket	1
6	Body bracket	1

7	Stainless steel hoop	1
8	Power adapter	1

1.4 Specifications

Category	Parameter	Specification
Physical parameters	Dimensions (Height × Width × Depth)	188.8 mm × 106.6 mm × 29 mm
	Weight	About 500 g
	Frequency bands	5G: n28/78 LTE: B1/3/7/8/20/28 UMTS: B1/8
Technical parameters	Chipsets	Qualcomm SDX55-0-AA
	Storage & memory	512 MB ROM + 512 MB RAM
	Interfaces	nano-SIM card, USB Type-C, RJ45
	USB version	USB 3.1
	Power supply	48V POE

2. Function Test

2.1 NFF Test

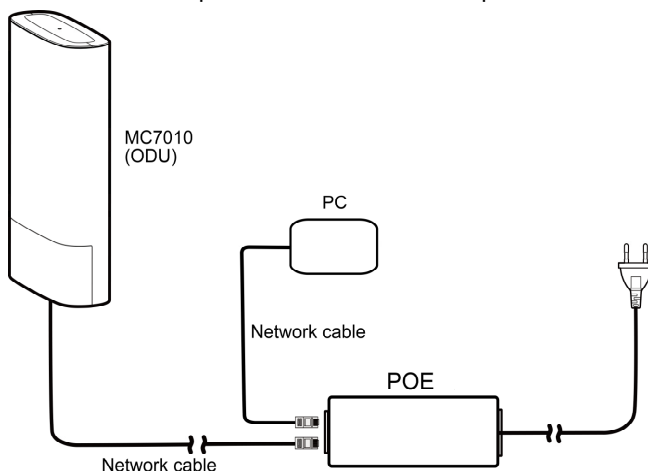
Test Flow Chart	Test Item	Test Method and Requirements	Test device
<pre>graph TD; Customer{{Customer}} -- PASS --> B1{Meet basic requirements}; B1 -- NG --> Customer; B1 -- PASS --> B2{Confirm failure recurrence}; B2 -- NG --> Customer; B2 -- PASS --> B3{Test the function}; B3 -- NG --> Customer; B3 -- PASS --> NFF([NFF]);</pre>	(1) Basic requirements	<ol style="list-style-type: none">1. The accessories are complete.2. The anti-dismantle tag is not damaged.3. The waterproof tag has no color changes.4. The device is not physically damaged.5. The device is still under warranty.	None
	(2) Failure recurrence	<ol style="list-style-type: none">1. Check whether the LED lights can be lit.2. Test the failures described by the customer, and confirm that the failures do not recur.	Test card, network cable, POE adapter
	(3) Function test	<ol style="list-style-type: none">1. Connect the device to the power source and the computer with the network cable and the POE adapter. Set the IP address of the computer.2. Test the web UI functions. Then perform the Internet connection test.	Test card, network cables, POE adapter, and computer
Summary	<p>Perform steps 1 to 3.</p> <ul style="list-style-type: none">• If any fault occurs at a step, terminate the test. And the device is faulty.• If no fault is found until the test is completed, NFF is determined.		

NOTE:

For the test items that are not included in steps 1 to 3, refer to the user manual of MC7010.

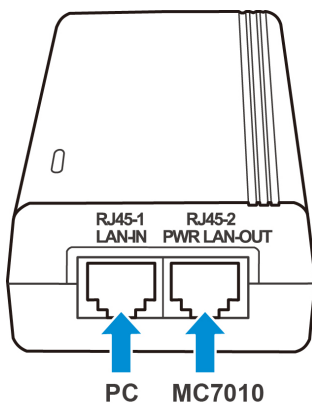
2.2 Test Web UI

1. Connect the MC7010 to the power source and the computer as shown below.



NOTES:

- You need to set the IP address as **Obtain an IP address automatically**. Or, you need to set the IP address as **192.168.0.x** (x: 2~255) manually.
- Connect the MC7010 to the **PWR LAN-OUT** port of the POE adapter and the PC to the **LAN-IN** port.



2. Open the web UI.
 - a) Open the browser and visit the address **192.168.254.1** to open the web UI.
 - b) Type the management password to log in to the web UI.

NOTE:

The default management password is **admin**.

3. Test the web UI functions.

NOTE:

A valid nano-SIM card needs to be installed to access the Internet.

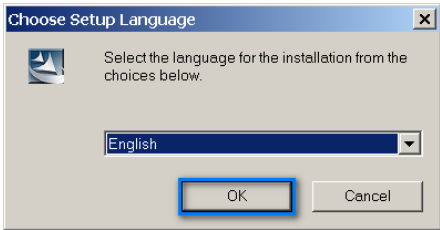
3. Software Download

3.1 Preparations

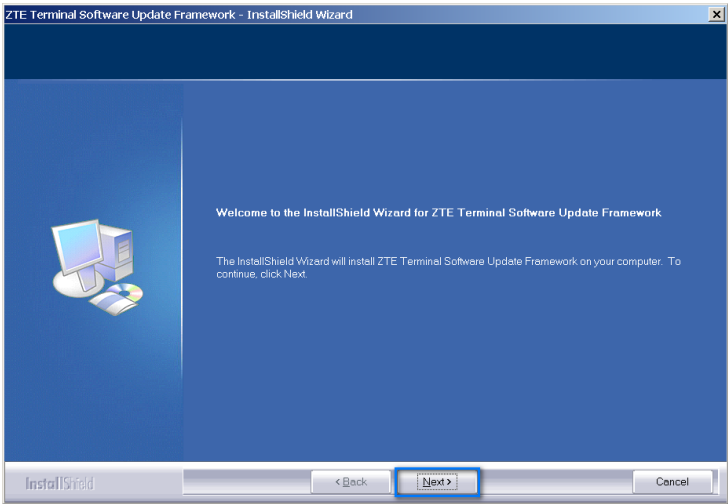
Type	Name	Description
Download platform	ZTSUFV1.0.1B10	The software versions are for reference only. Please use the latest versions for the software download.
Plug-in	SUF_DL_MC7010V1.00.00	
Driver	DRV_DC_ZTE_AS_SETUPV1.0.0B05	
Software	MC7010V1.0.0B01	

3.2 Install Download Platform

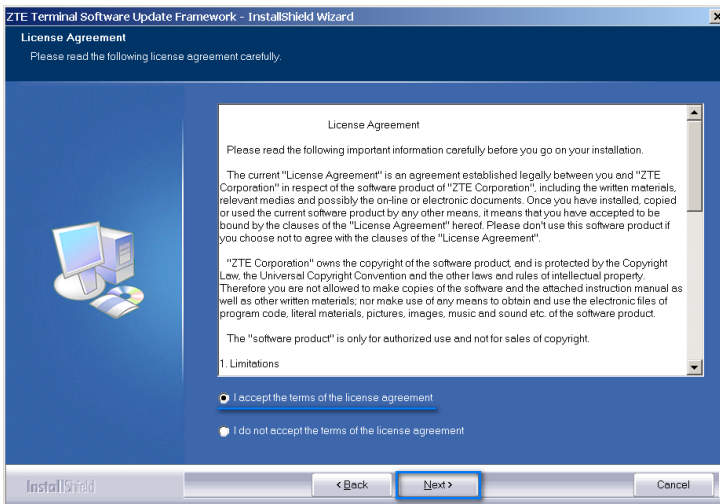
1. Unzip the download platform and double-click **Setup.exe** to start the installation.
2. Select the language for the platform and click **OK**.



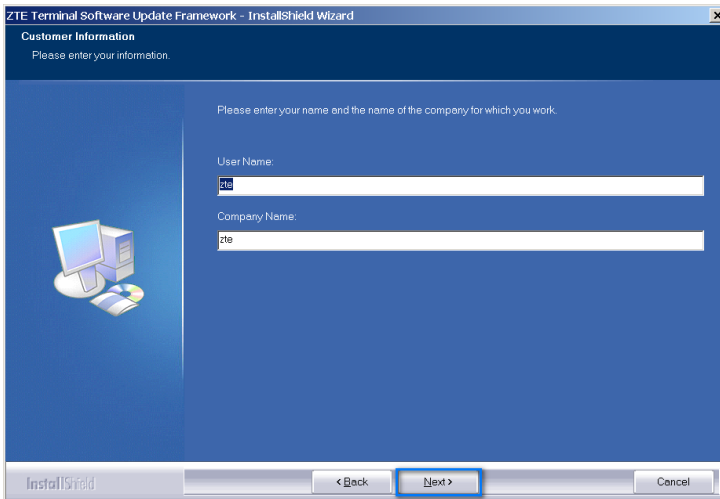
3. Click **Next**.



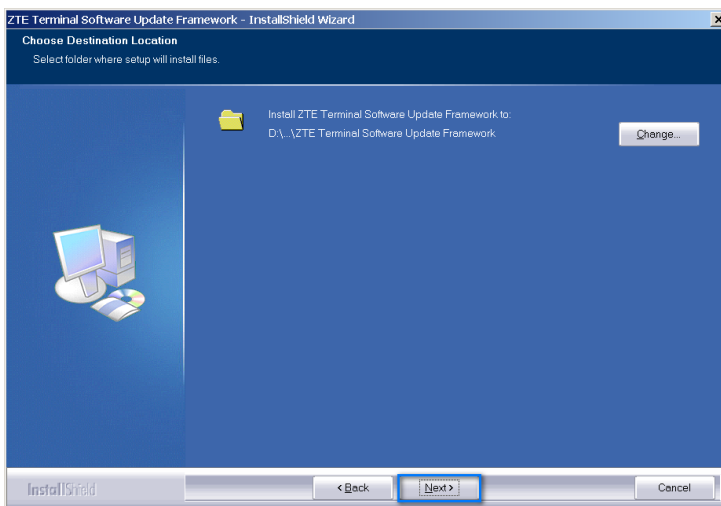
4. Accept the terms of the license agreement and click **Next**.



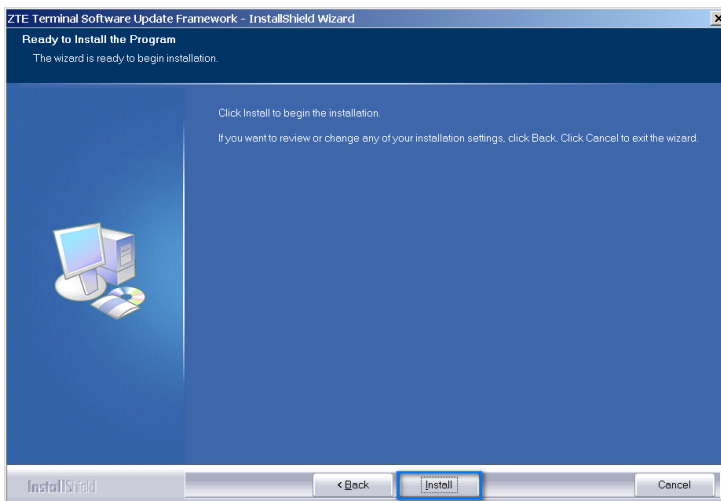
5. Type the user name, company name, and click **Next**.



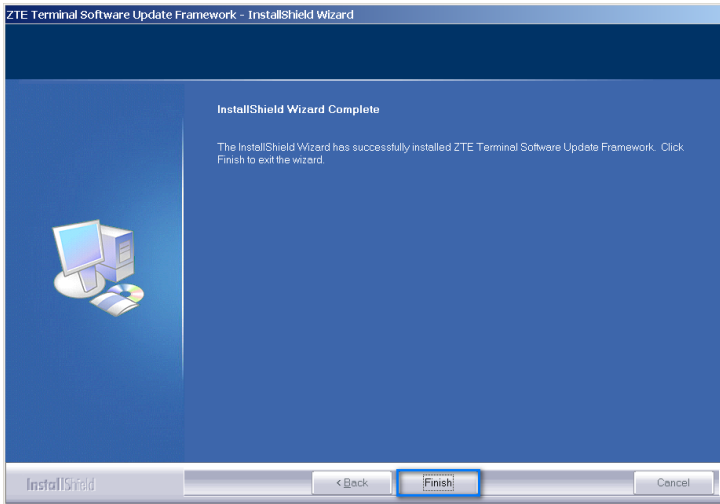
6. Select the installation directory and click **Next**.



7. Click **Install**.

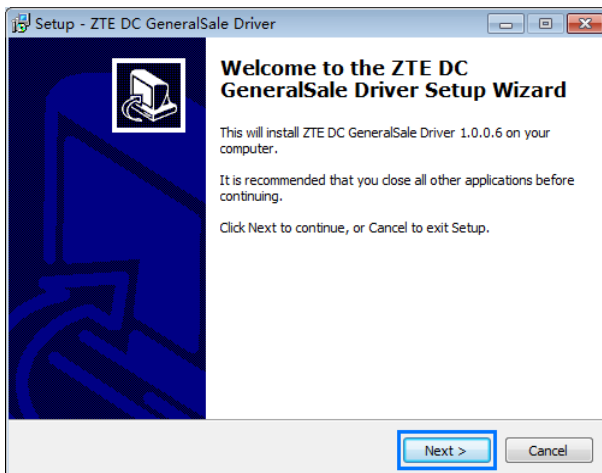


8. When the installation is completed, click **Finish**.

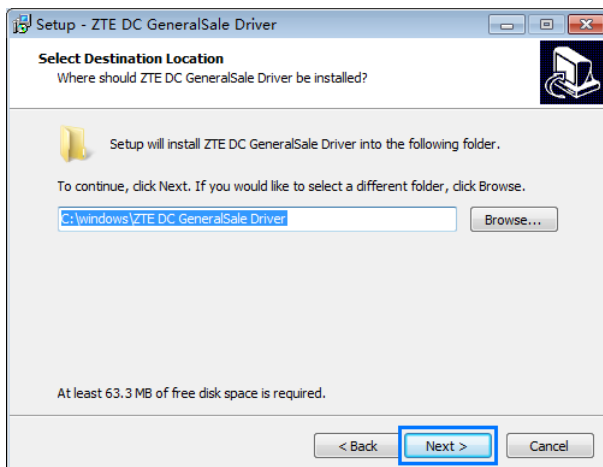


3.3 Install Driver

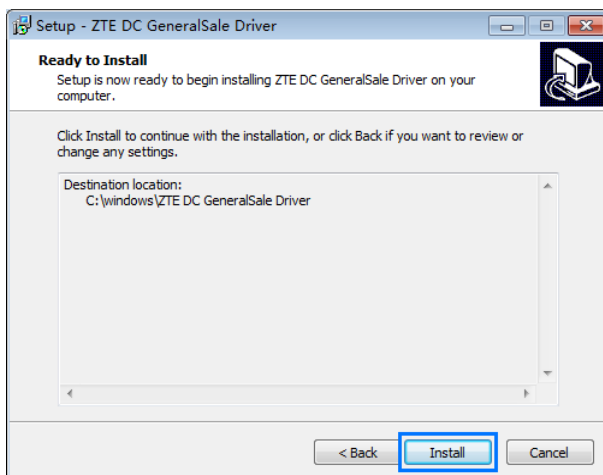
1. Unzip the driver package and double-click **DRV_DC_ZTE_AS_SETUPV1.0.0B05.exe**.
2. Click **Next**.



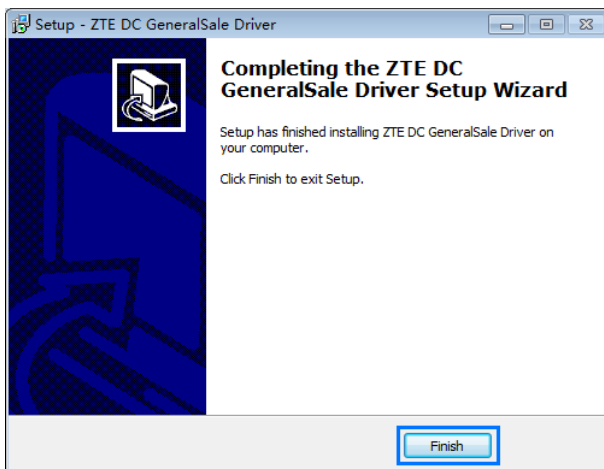
3. Select the installation directory and click **Next**.



4. Click **Install**.

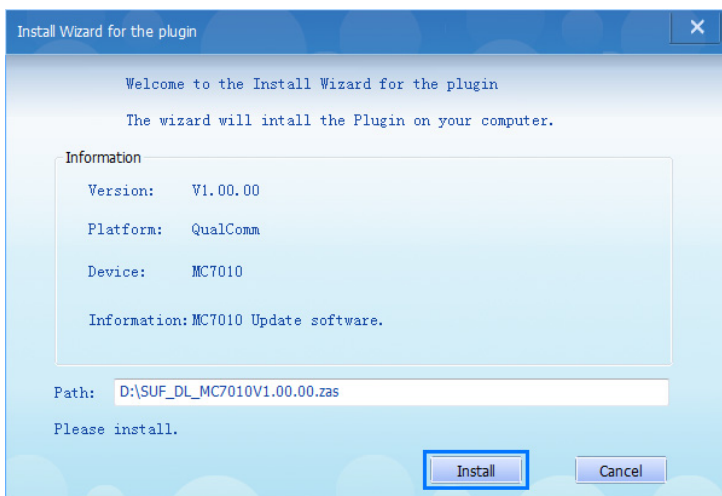


5. When the installation is completed, click **Finish**.

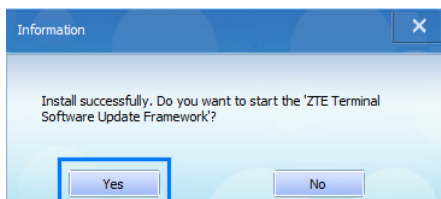


3.4 Install Plug-in

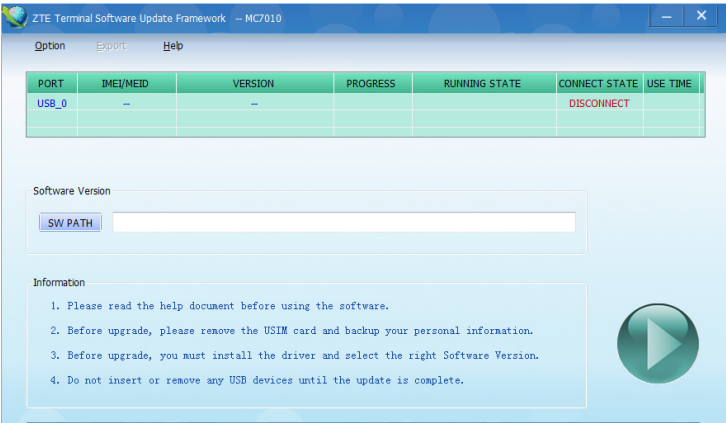
1. Double-click **SUF_DL_MC7010V1.00.00.zas** in the package **SUF_DL_MC7010V1.00.00.zip** to start the installation.
2. Click **Install**.



3. When the installation is completed, click **Yes** to run the download platform.

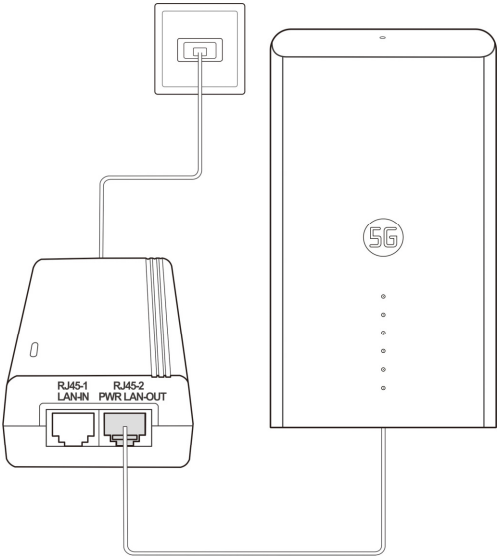


The main interface of the download platform is as follows.

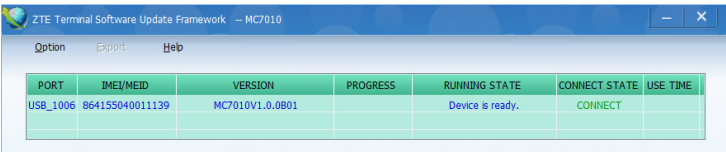


3.5 Download Software

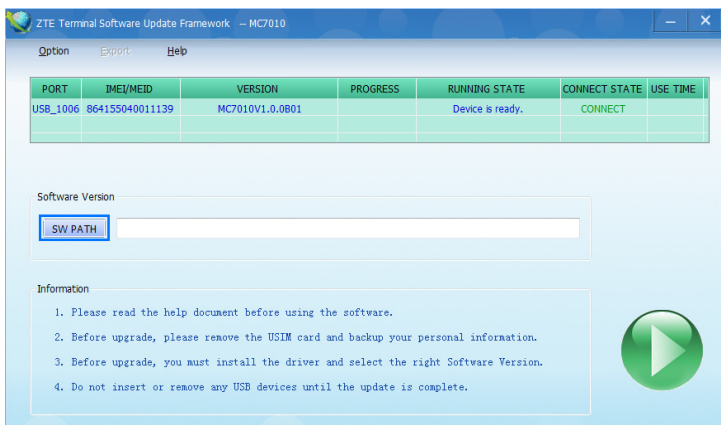
1. Connect the MC7010 to the **PWR LAN-OUT** port of the POE adapter and the adapter to a power outlet.



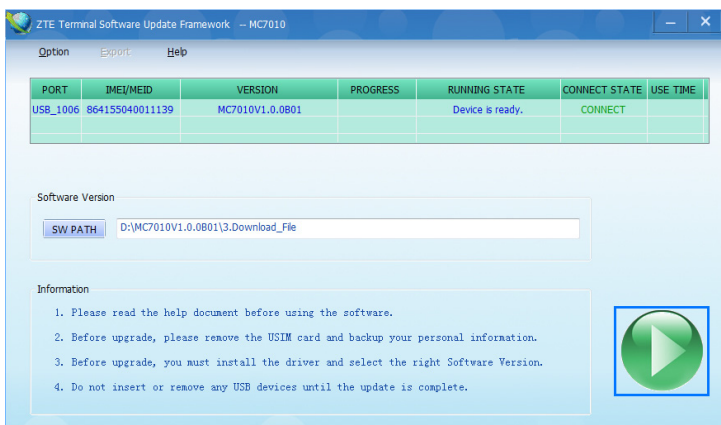
2. Connect the MC7010 to the computer via a USB Type-C cable.
3. Open the download platform and wait until the device is identified.



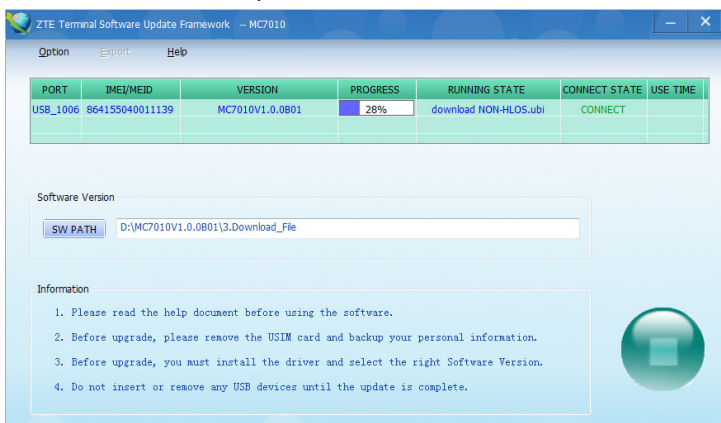
4. Click **SW PATH** to select the software path.



5. Click the start button to start the download.



Wait until the download is completed.



ZTE Terminal Software Update Framework - MC7010

Option

Export

Help

PORT	IMEI/MEID	VERSION	PROGRESS	RUNNING STATE	CONNECT STATE	USE TIME
USB_1006	864155040011139	MC7010V1.0.0B01	100%	success	CONNECT	6:00

Software Version

SW PATH

D:\MC7010V1.0.0B01\3.Download_File


Information

1. Please read the help document before using the software.

2. Before upgrade, please remove the USIM card and backup your personal information.

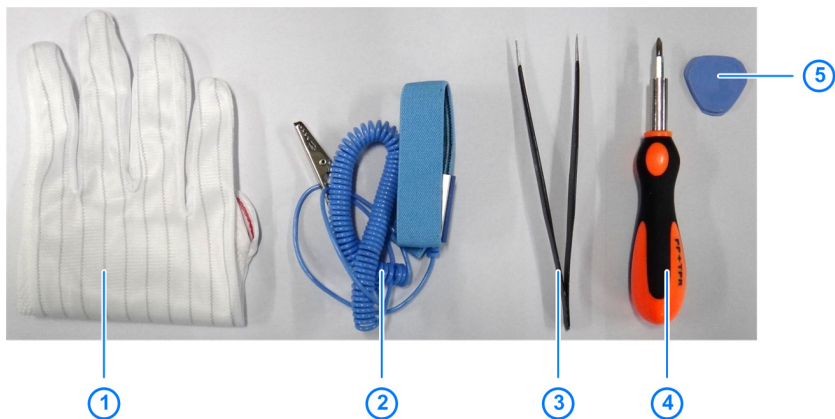
3. Before upgrade, you must install the driver and select the right Software Version.

4. Do not insert or remove any USB devices until the update is complete.



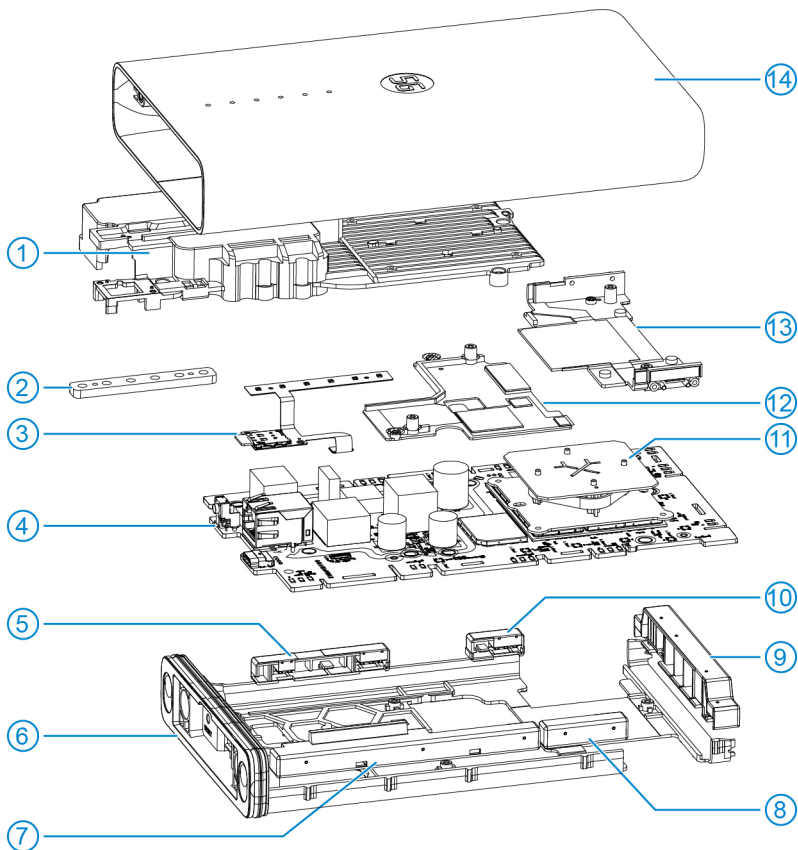
4. Disassembly

4.1 Disassembly Tools



No.	Name
1	Anti-electrostatic gloves
2	Anti-electrostatic wrist strap
3	Tweezers
4	Screwdriver
5	Housing disassembly tool

4.2 Exploded View



No.	Material Name	No.	Name
1	Front cooling support	8	A4 antenna
2	LED light blocking foam	9	A1/2/10 antenna
3	FPC	10	A5 antenna
4	Mainboard	11	Directional antenna
5	A8/9 antenna	12	Back cooling support 2
6	Inner assembly	13	Back cooling support 1
7	A3/6/7 antenna	14	Shell assembly

4.3 Disassembly Steps

The sample device is for reference only. It might not be completely identical with yours.

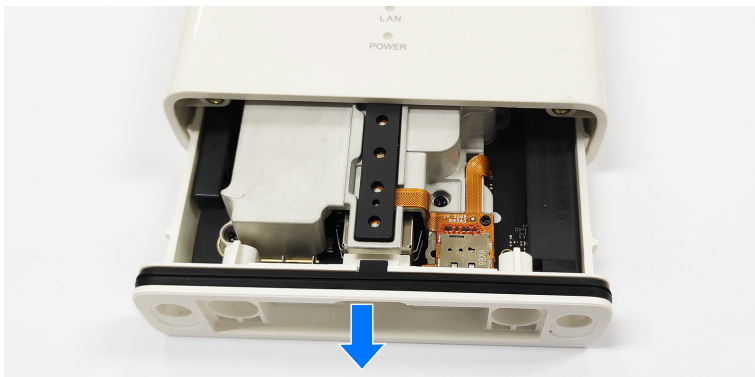
1. Remove the 2 screw patches with tweezers.



2. Remove the 2 screws under the patches.



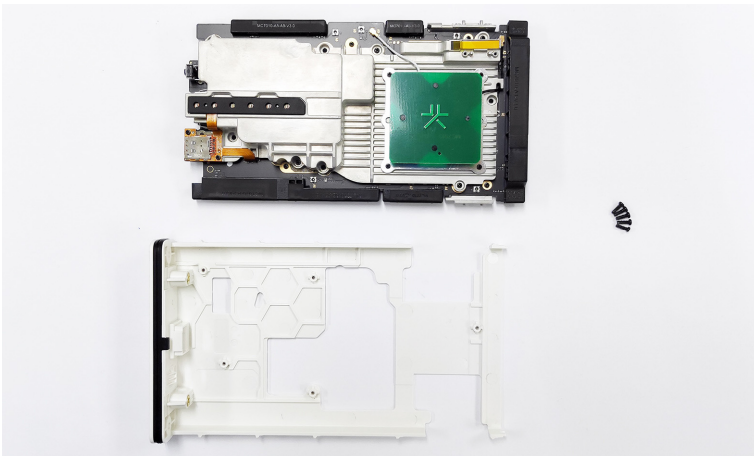
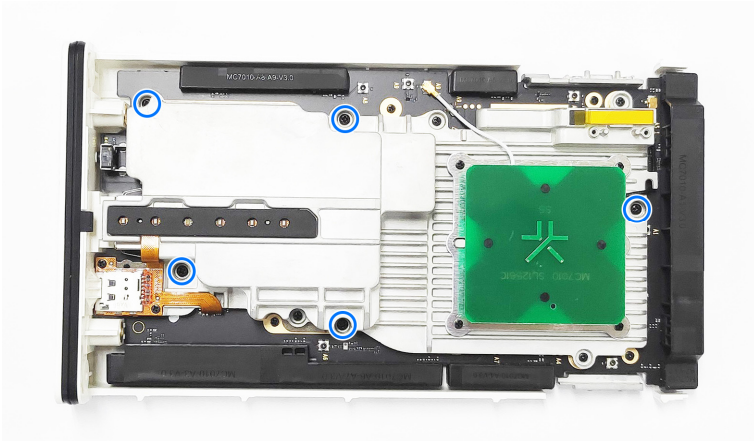
3. Draw out the inner assembly from the shell.



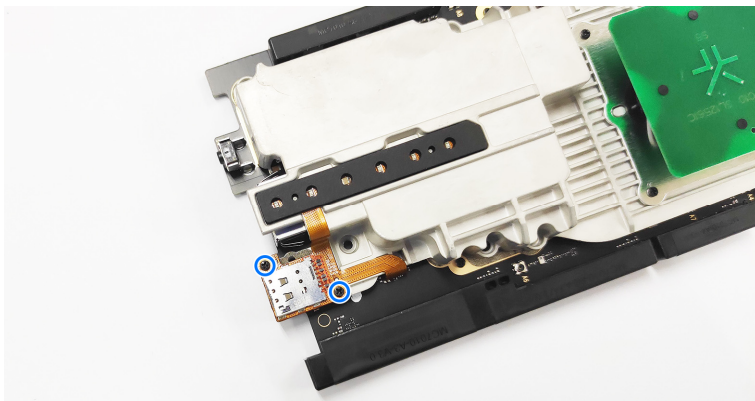
NOTE:

If you don't have a fixture, find a couple of suitable long screws and use them as handles for removal.

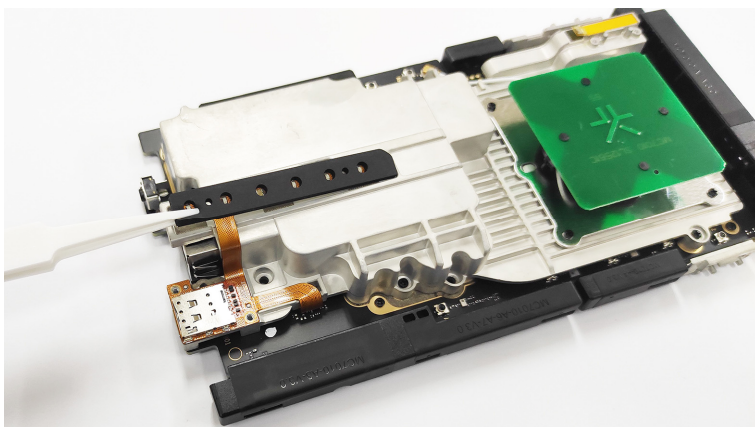
4. Remove the 5 screws securing the mainboard to the inner assembly and then remove the mainboard.



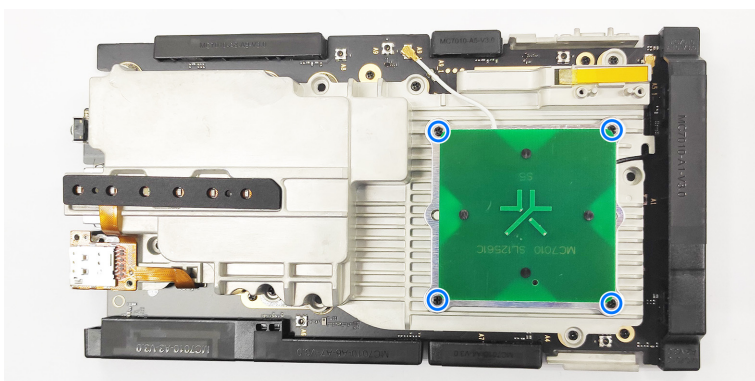
5. Remove the 2 screws near the nano-SIM card slot.



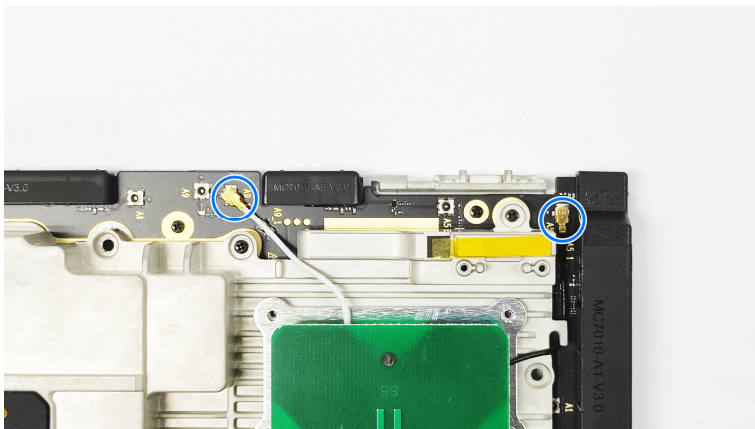
6. Remove the FPC (together with the LED and the nano-SIM card slot) from the front cooling support.



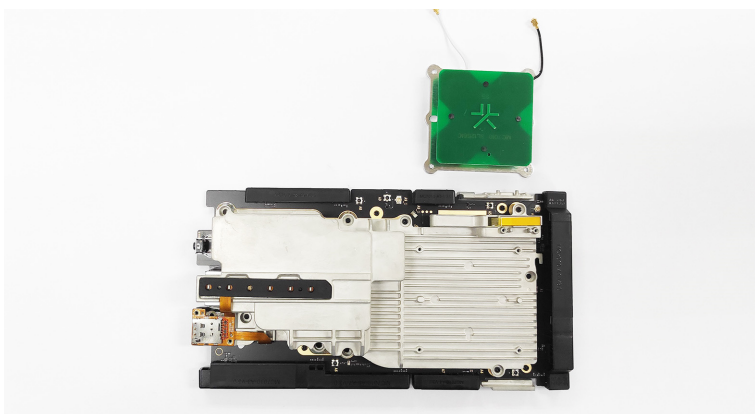
7. Remove the 4 screws on the corners of the directional antenna.



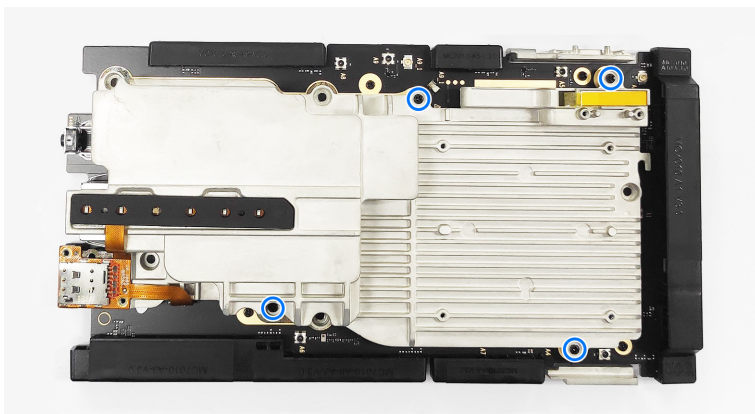
8. Disconnect the RF cables from the mainboard.

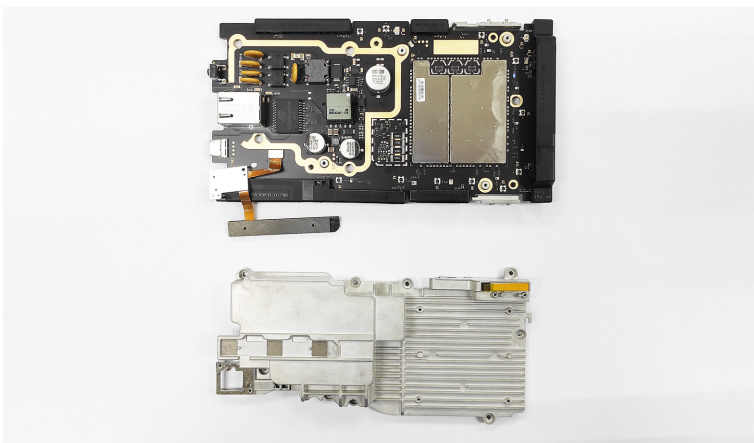


9. Remove the directional antenna.

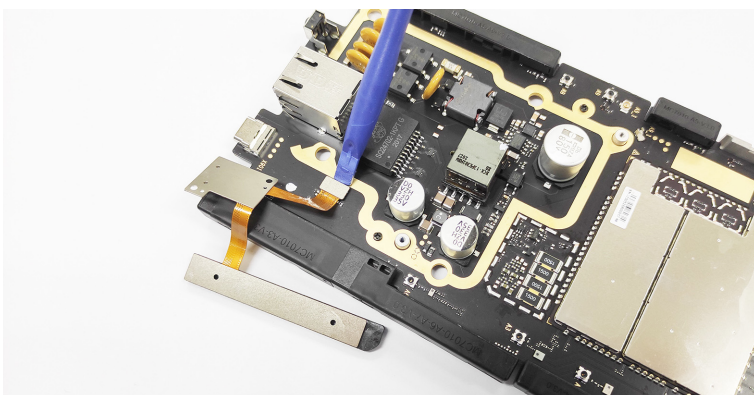


10. Remove the 4 screws from the front cooling support to separate it from the mainboard.

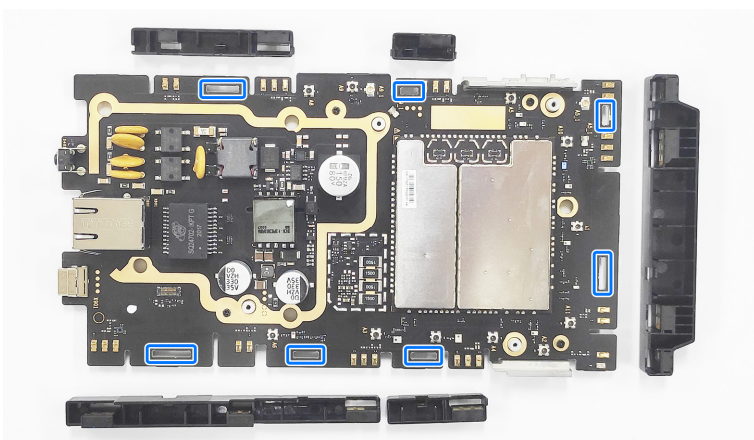




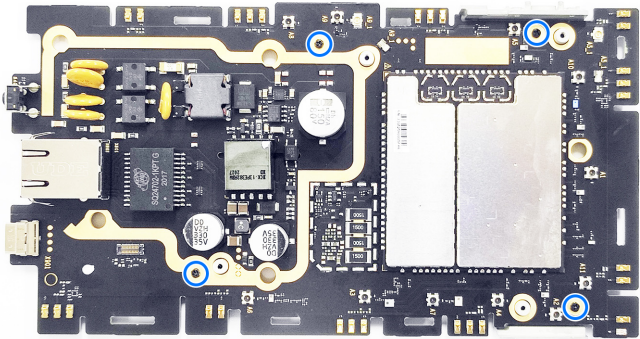
11. Disconnect the FPC from the mainboard.



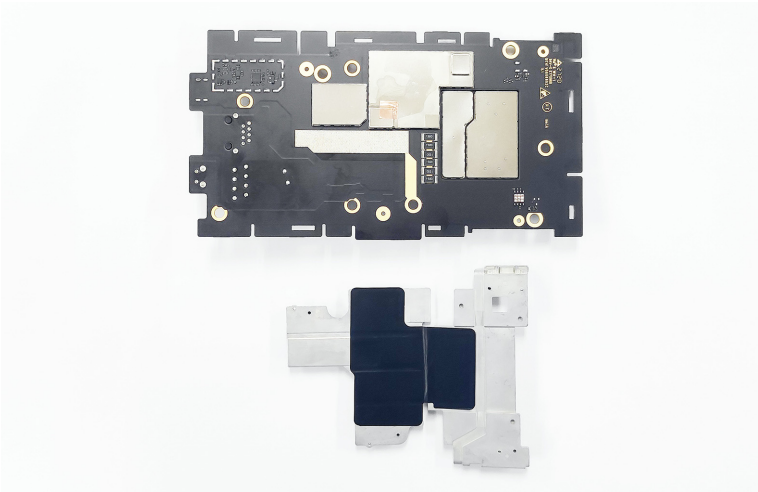
12. Unlock (positions of the locks shown below) the antennas and remove them from the mainboard.



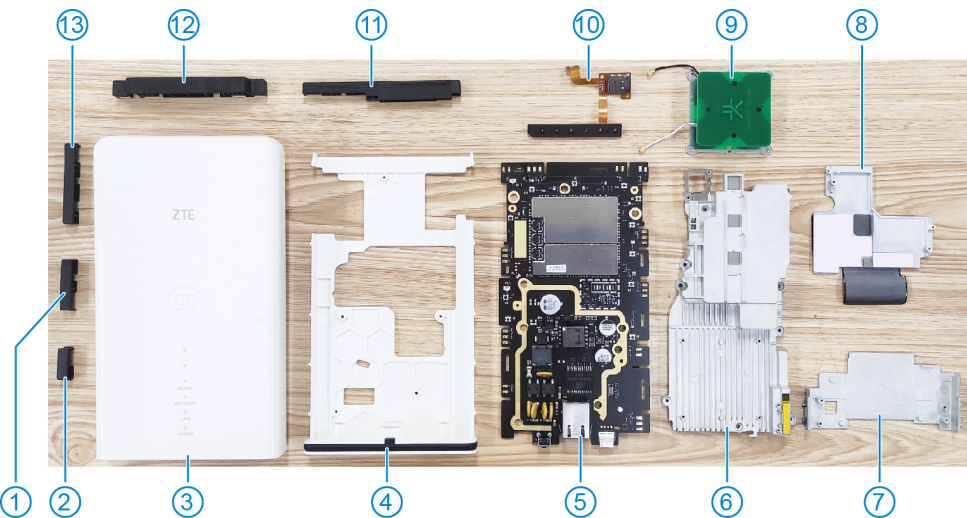
13. Remove the last 4 screws from the mainboard.



14. Remove the back cooling support 1&2 from the other side of the mainboard.



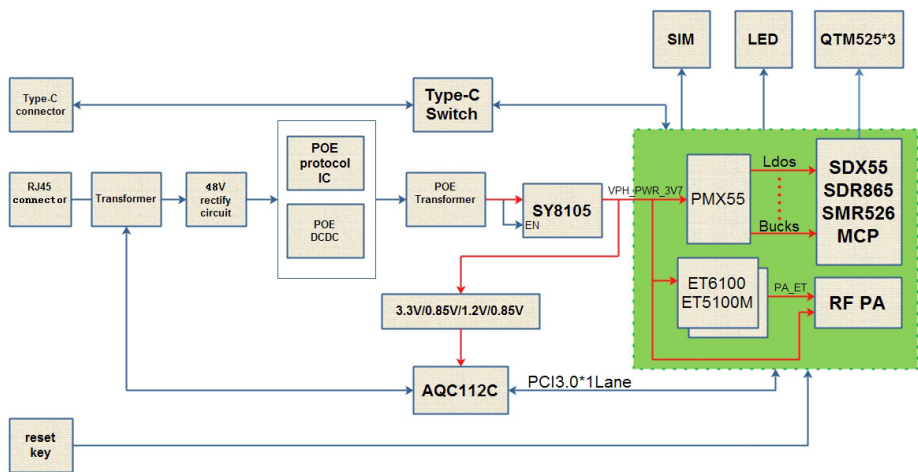
4.4 Composing



No.	Name	No.	Name
1	A4 antenna	8	Back cooling support 2
2	A5 antenna	9	Directional antenna
3	Shell assembly	10	FPC
4	Inner assembly	11	A3/6/7 antenna
5	Mainboard	12	A1/2/10 antenna
6	Front cooling support	13	A8/9 antenna
7	Back cooling support 1	-	-

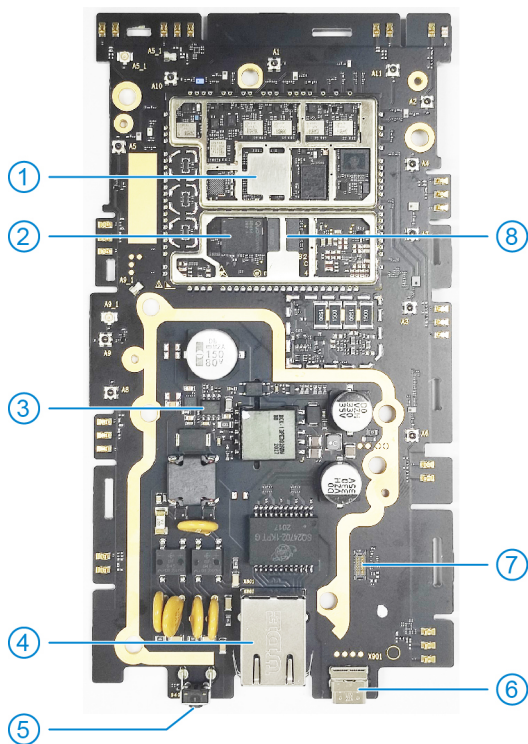
5. Principle and Mainboard

5.1 Principle Block Diagram



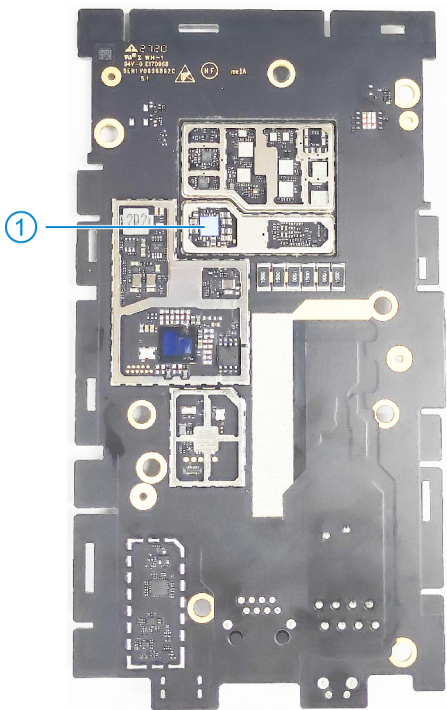
5.2 Basic Component Distribution

- Mainboard top view



No.	Name	No.	Name
1	4G/5G sub-6 transceiver	5	RESET button
2	Baseband chip SDX55-0-AA	6	USB Type-C jack
3	POE IC	7	24-pin board-to-board connector (receptacle)
4	Ethernet port	8	ROM & RAM

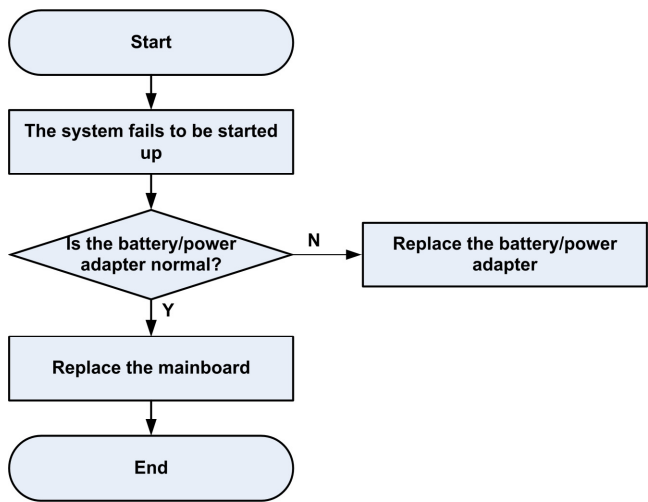
- Mainboard bottom view



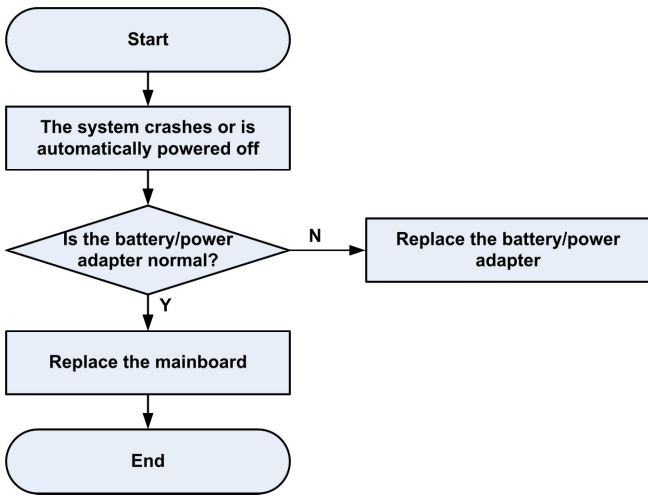
No.	Name	No.	Name
1	PMU	-	-

6. Troubleshooting

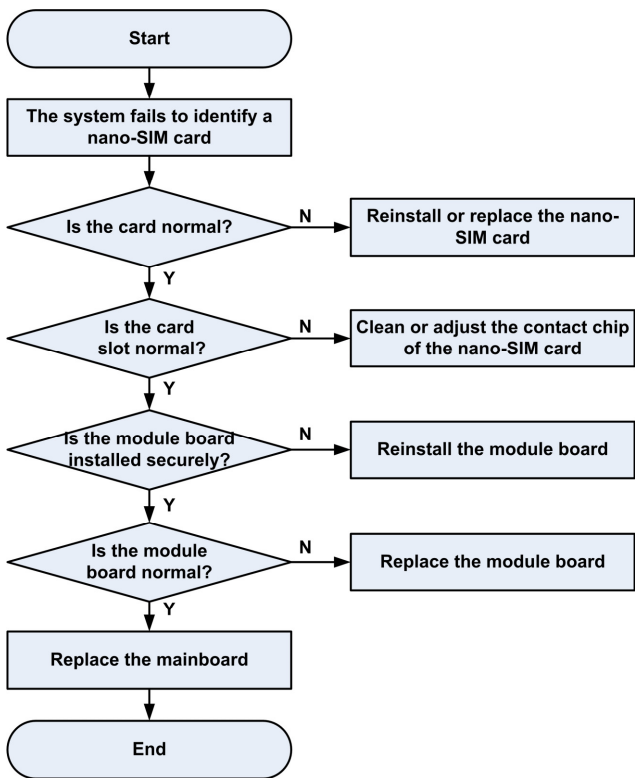
6.1 Startup Fault



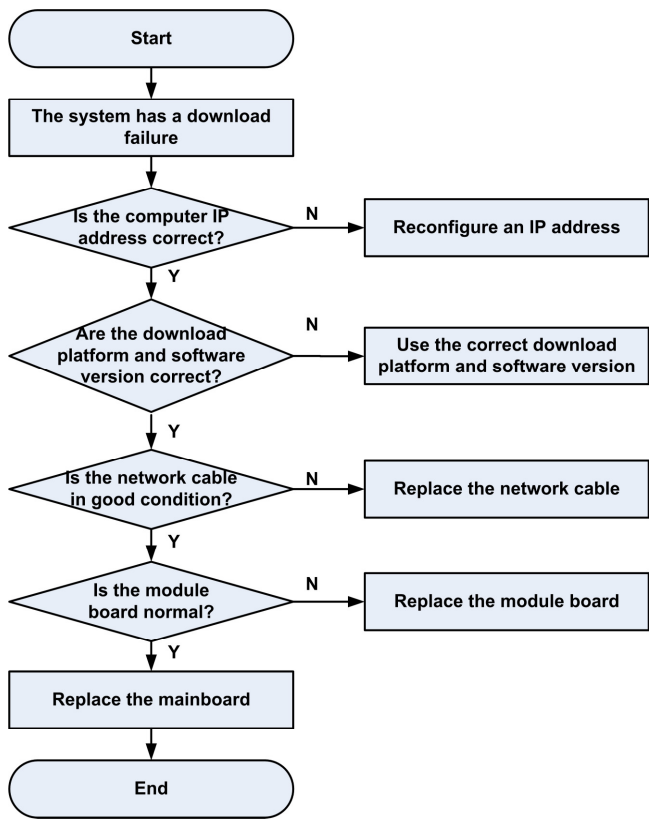
6.2 System Crashes / Automatically Powered Off



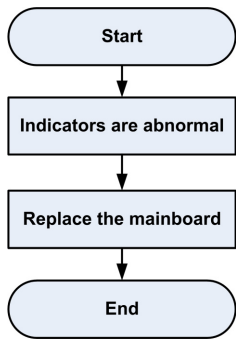
6.3 nano-SIM Card Unidentified



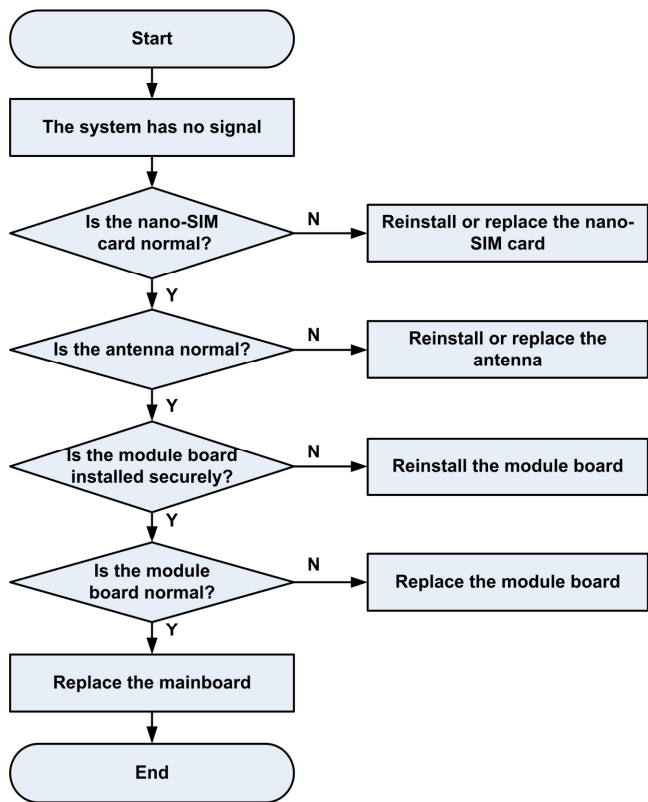
6.4 Download Fault



6.5 Abnormal Indicators



6.6 No Signal



7. Contact Us

- Website

You can get product introductions and service support from our terminal website (<https://www.ztedevices.com>). You can also download product manuals and software and check FAQs. Your online query will be replied within 24 hours.

- E-mail

If you have any advice, suggestions, or requirements on our products, please send them to **mobile@zte.com.cn**. Replies will be given within 2 working days.

- Hotline

To learn about the hotline and service time for your country or region, please visit <https://www.ztedevices.com/en/support/hotlines>.

ZTE Service Hotline			
Country/Region	Service Number	Service Hour	Service Language
Australia	1-300-789-475	Monday to Friday 10:00-16:00	English
Brazil(Kis Mobile)	11 4837 9301 (to metropolitan areas)	Monday to Friday:8:00 - 20:00 Saturday: 8:00 - 14:00	Portuguese
Brazil(Kis Mobile)	08000044242 (to others areas)	Monday to Friday:8:00 - 20:00 Saturday: 8:00 - 14:00	Portuguese
Brazil(General)	08007010983 (to others areas)	Monday to Friday:8:00 - 20:00 Saturday: 8:00 - 14:00	Portuguese

You can also dial the ZTE Customer Service Hotline for terminals **+86-755-26779999** (service time (China): 8:30 - 20:30) to learn more about our technical support for ZTE terminals.

