NETGEAR®

AirCard 785 Mobile Hotspot

User Manual

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350 East Plumeria Drive
San Jose, CA 95134
USA

Support

Thank you for selecting NETGEAR products.

After installing your device, locate the serial number on the label of your product and use it to register your product at *https://my.netgear.com*. You must register your product before you can use NETGEAR telephone support. NETGEAR recommends registering your product through the NETGEAR website. For product updates and web support, visit *http://support.netgear.com*.

Phone (US & Canada only): 1-888-NETGEAR.

Phone (Other Countries): Check the list of phone numbers at *http://support.netgear.com/general/contact/default.aspx*.

Compliance

For regulatory compliance information, visit *http://www.netgear.com/about/regulatory*.

See the regulatory compliance document before connecting the power supply.

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Get Started

1

This chapter provides an overview of AirCard® 785 Mobile Hotspot features, and instructions for how to set up your hotspot and connect to the Internet. The chapter covers the following topics:

- *Know Your Hotspot*
- *Important Account Information*
- *Set Up and Connect to the Internet*
- *Manage Your Hotspot and Settings*
- *Hotspot Web Page*
- *NETGEAR AirCard App for Smartphones and Tablets*
- *Security Credentials*

Know Your Hotspot

Your hotspot enables you to create a WiFi access point in any location with cellular network coverage. Use a WiFi access point to connect your laptop and other WiFi-capable devices to your service provider's mobile broadband network and connect to the Internet.

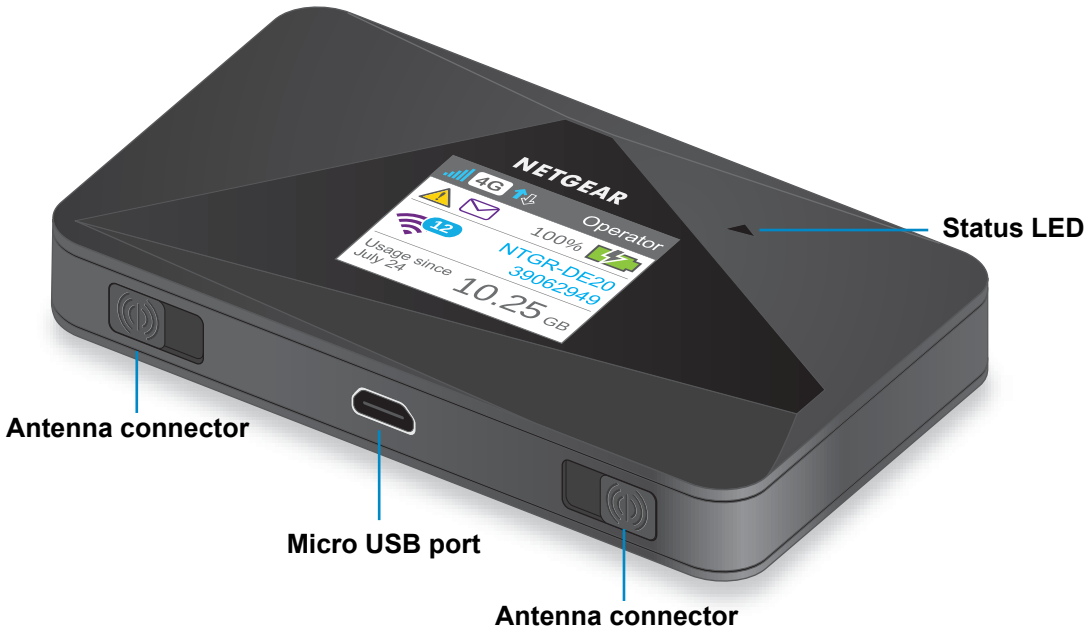


Figure 1. Hotspot hardware features

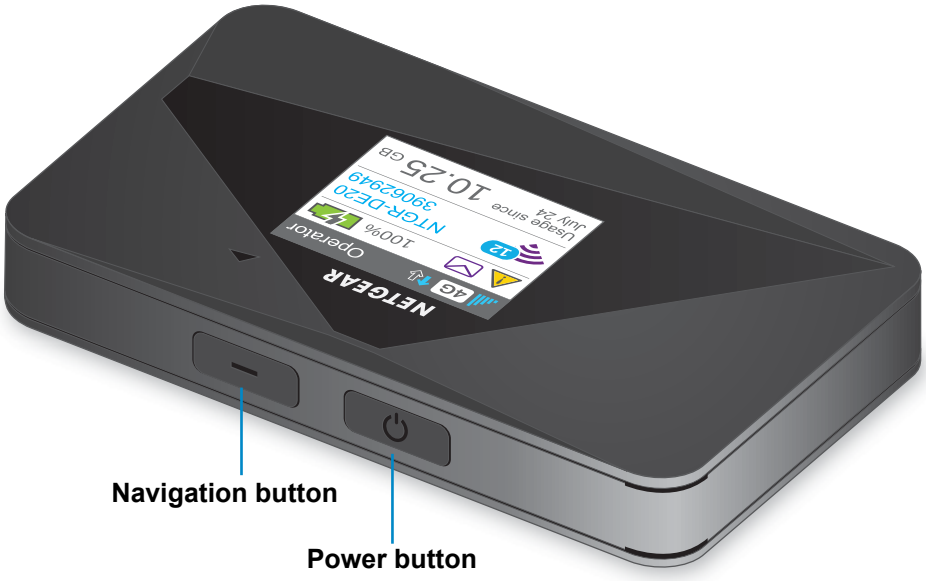


Figure 2. Hotspot hardware features

Power and Navigation Buttons

Use either the **Power** or **Navigation** buttons to wake the LCD screen and to power the hotspot on and off.

Table 1. Power button usage

Desired Result	Action
Turn on hotspot.	Press and hold the **Power** button for two seconds.
Turn off hotspot.	Press and hold the **Power** button for five seconds.
Wake up WiFi signal and screen.	Press and quickly release the **Power** or **Navigation** buttons.

Use the **Navigation** button to cycle to the next screen.

Status LED

The status LED indicates the hotspot's connection status.

Table 2. LED indicator patterns

Color	LED pattern	What the pattern means
Blue	Slow blink (every five seconds)	The data connection is ready for use. WiFi is on, WWAN is connected, and WiFi devices are available.
Amber	Slow blink (every five seconds)	The data connection is not ready for use (disconnected or no signal).
Blue	Double blink (every five seconds)	Data is transferring (uploading or downloading) on the data connection.
Blue/ Amber	Slow blink, alternating blue and amber	The hotspot is installing firmware or software updates.

LCD Screen Elements

You can use the LCD screen icons and other screen elements to view the hotspot's status, configure WiFi band settings, and view data usage details, view system alerts, and carrier messages.

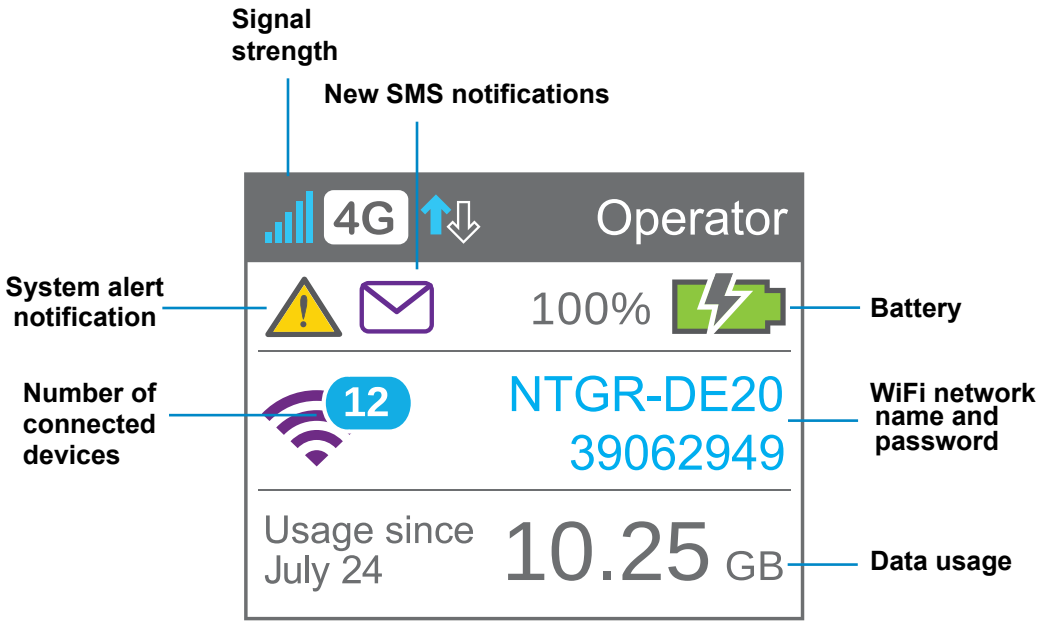


Figure 3. LCD screen

Table 3. LCD screen elements

Icon	Description
	1 bar. The hotspot signal is weak. **5 bars**. The hotspot signal is strong.
4G	Your service provider's network is available. **Note:** Icon varies by service provider coverage.
	Blue and white. WiFi offload is enabled while the hotspot is connected to WiFi. **Gray**. WiFi offload is enabled while the hotspot is not connected to WiFi.
	Solid arrows display when the hotspot is transmitting data.
	System alerts require attention.
	You have new messages to review.
	The battery is charging.
	The percentage of remaining battery charged.
	The battery charge is less than 5%.
12	**Purple**. WiFi is active. **Gray**. WiFi is inactive. A number, if displayed, indicates the number of connected devices.

Accessories

You hotspot ships with the following accessories:

- **Micro USB cable**. Use this cable to recharge the battery or tether the hotspot to your computer.
- **Wall charger**. Use a wall charger with the USB cable to recharge the battery or to power the hotspot from a wall socket.

You can purchase the following accessories separately:

- AirCard Smart Cradle (DC112A). The smart cradle boosts the signal and extends coverage indoors and in areas with low signal strength, adds Ethernet and USB connectivity, and adds high-gain external WiFi antennas.
- AirCard Signal Boosting Cradle (DC113A). The boosting cradle boosts the signal, extends coverage indoors and in areas with low signal strength, and adds Ethernet connectivity.
- Extended battery. The extended battery is a 3600 mAh battery that provides a battery life that is 1.5 times longer battery life than that of the standard battery.

Accessory availability varies by region. For more information, visit *http://www.netgear.com/aircardaccessories*.

Power Sources

Your hotspot can receive power from any of the following sources:

- Rechargeable battery included with the hotspot
- Wall socket using the AC adapter and USB cable
- USB port on your computer

Important Account Information

Before you can set up your hotspot, you need to get a micro-SIM card and access point name (APN):

- Make sure you get a micro-SIM card (also called 3FF) rather than a nano-SIM or standard size SIM.
- Make sure you get a data-enabled SIM:
  - Some phone SIMs work, but not all. NETGEAR recommends that you use a hotspot or tablet SIM. Phone SIMs and hotspot and tablet SIMs look the same, but work differently on the network.
  - If you want to use 4G LTE data, make sure the service has 4G capability.
- Get the APN from the service provider:
  - The APN is often listed in the literature that came with the SIM.
  - The service provider website might also list the APN information.
  - As a last resort, most service provider APN information is available via a web search. For example: [Service Provider Name] APN.

Set Up and Connect to the Internet

To connect to the Internet, you need a micro-SIM card. To obtain a micro-SIM card, contact your Internet service provider.

Install the micro-SIM Card

➢ **To install the micro-SIM card:**

1. Remove the back cover by lifting at the notch on either corner of the hotspot.

2. Remove the battery.
3. Insert the micro SIM card.

4. Replace the battery.

   Ensure that the gold contacts on the battery line up with the gold contacts on the hotspot. For more information about installing the battery, see *Install the Battery* on page 12.

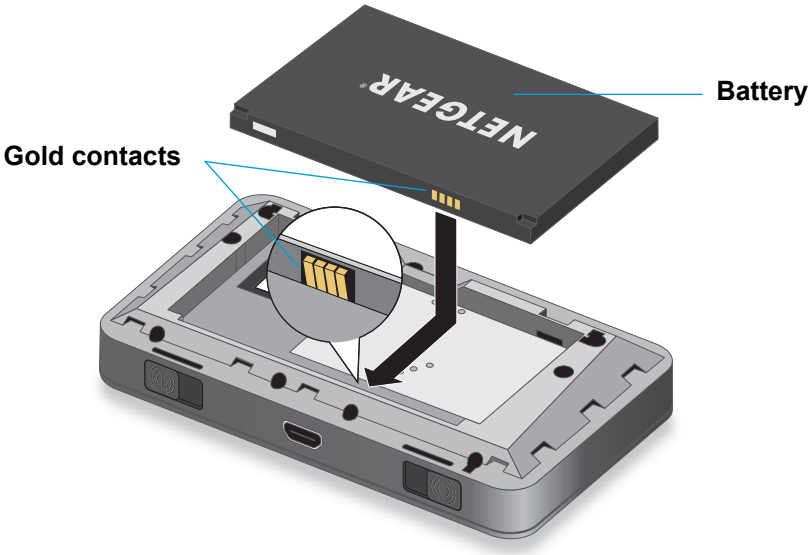
5. Replace the back cover.

Install the Battery

➢ **To install the battery:**

1. Remove the back cover by lifting at the notch on either corner of the hotspot.

2. Insert the battery as shown, ensuring that the gold contacts on the battery line up with the gold contacts on the hotspot.



3. Replace the back cover.

Note: The battery comes partially charged and ready to use. When the battery needs recharging, follow the instructions in *Recharge the Battery* on page 36.

Connect to the Hotspot

Your computer and other devices can connect to the hotspot wirelessly. You can also connect to the Internet with the hotspot tethered to a computer with the USB cable. See *Tethered Mode* on page 14.

➢ **To connect to the hotspot:**

1. Press and hold the **Power** button for a few seconds.

   The hotspot powers up and automatically searches for and connects to your network provider's mobile broadband network.

2. Connect your computer or other device to your WiFi network:
   a. Check that WiFi is enabled on your device and search for available WiFi networks.
   b. Select the WiFi name displayed on the hotspot LCD screen and connect to it.
   c. When prompted, enter your WiFi password as it displays on the hotspot LCD screen.

Note: To personalize the hotspot and change advanced settings, use a WiFi-enabled device to connect to the hotspot and then use a browser to display the hotspot web page (*http://netgear.aircard* or *http://192.168.1.1*). Log in as an administrator to make changes. The default administrator login password is **password**. Best practice is to set a more secure password.

3. Launch your browser to surf the Internet.

Tethered Mode

You can use your hotspot in tethered mode (connected to a computer using the USB cable) instead of connecting to it using WiFi.

Note: The first time that you use your hotspot in tethered mode, drivers are loaded on your computer to support the hotspot.

➢ **To install drivers on devices running operating systems other than Windows XP:**

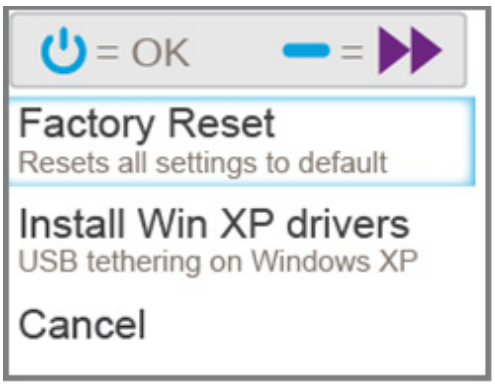
1. Ensure that the hotspot is powered off.
2. Connect the hotspot to your computer using the USB cable.

   The hotspot automatically powers on and installs the necessary driver.

   You can visit the hotspot web page at *http://netgear.aircard* or *http://192.168.1.1* to customize your hotspot's advanced settings.

➢ **To install drivers on a computer running Windows XP:**

1. On the hotspot, press both the **Power** and **Navigation** buttons for five seconds.



2. Press the **Navigation** button until **Install Win XP drivers** is highlighted.
3. Press the **Power** button.
4. Follow the instructions to enable device driver installation mode.
5. Connect the hotspot to your computer using the USB cable.

   The hotspot installs the necessary driver.

   After the driver is installed, you can visit the hotspot web page at *http://netgear.aircard* or *http://192.168.1.1* to customize your hotspot's advanced settings.

Configure Your Hotspot's Access Point Name

The hotspot autoconfigures for most mobile service providers in Europe and southeast Asia. However, some of the smaller operators require additional configuration:

- If your mobile broadband service is working, you do not need to change or set up your access point name (APN).
- If you're unable to connect and you receive an error message (for example 619 or 628), you must change your APN. For more information, see *Configure APN Details* on page 15.

You might also need to change your APN if you recently made any of these changes:

- Changed your rate plan; your APN must match your plan.
- Changed the micro-SIM card in your device.
- Began using a different or new device.
- Changed from a prepaid to a post-paid mobile broadband offer (or vice versa).

Configure APN Details

Your hotspot comes preconfigured with the access point name (APN) for your network service provider. Your hotspot checks the APN to determine the type of network connection to establish.

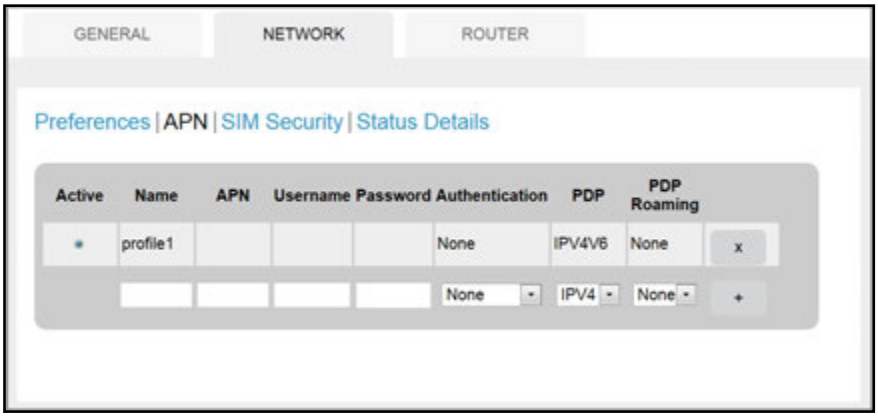
If you're unable to connect to the hotspot and you receive an error message, you must add a new APN to your hotspot.

➢ **To add an APN for another network:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > Network > APN**.



6. Enter a name for the APN.
7. Enter the APN.

   If you do not know the APN, contact your service provider.
8. Enter a user name and password if the WiFi network requires these fields.
9. Select a network authentication mode:
   - **None (default)**
   - **PAP**
   - **CHAP**
   - **PAP or CHAP**
10. Select a product data protocol (PDP):
    - **IPV4**
    - **IPV6**
    - **IPV4V6**
11. Select a PDP roaming strategy:
    - **IPV4**
    - **IPV6**

- **IPV4V6**

12. Click the **+** symbol.

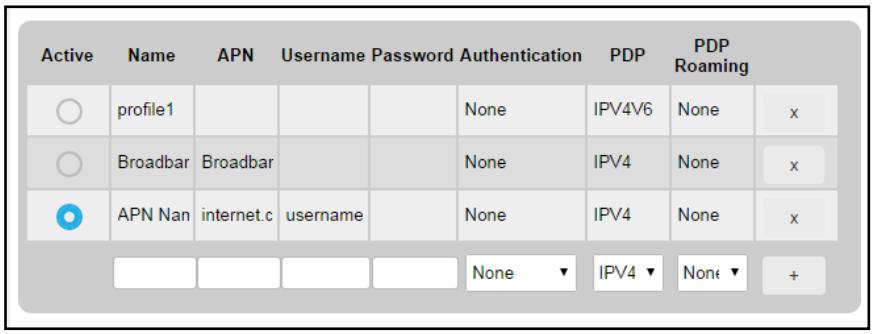
    The new APN is added.

➢ **To select which APN to use:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > Network > APN**.



Active	Name	APN	Username	Password	Authentication	PDP	PDP Roaming	
○	profile1				None	IPV4V6	None	x
○	Broadbar	Broadbar			None	IPV4	None	x
◉	APN Nan	internet.c	username		None	IPV4	None	x
					None ▾	IPV4 ▾	None ▾	+

6. Select the **Active** radio button next to the APN entry to be used.

   The APN is selected.

➢ **To remove an APN:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > Network > APN**.

   The APN screen displays.
6. Click the **x** symbol beside the desired APN entry.

   The APN entry is removed.

Manage Your Hotspot and Settings

You can manage your hotspot and change settings using the following features:

- **The hotspot's LCD screen**. See *LCD Screen Elements* on page 9.
- **The hotspot web page**. See *Hotspot Web Page* on page 18.
- **A mobile app**. See *NETGEAR AirCard App for Smartphones and Tablets* on page 18.

Hotspot Web Page

Your hotspot comes configured and ready to use. Use the hotspot web page to manage advanced settings.

Log in as an administrator to change settings and view detailed information. (The default administrator login password is **password**.)

➢ **To log in as an administrator:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.

After you log in, you can access all of the features available on the LCD screen plus advanced features. For example, you can do the following:

- Change the SSID, WiFi passwords, admin login, and WiFi encryption settings
- Select a custom WiFi profile (dual-band WiFi, guest WiFi)
- Set auto connect options
- View data usage
- Change security settings and router options

NETGEAR AirCard App for Smartphones and Tablets

Download and use the free NETGEAR AirCard app to view your connection, settings, and data usage from your smartphone or tablet. Search the app store for NETGEAR AirCard.

To manage all hotspot settings, visit the hotspot web page at *http://netgear.aircard* or *http://192.168.1.1*.

Security Credentials

Three passwords are associated with the hotspot:

- **WiFi password**. Use this password to connect your computer or other WiFi device to your hotspot network. This character string is unique to your hotspot. It displays on the main hotspot LCD screen. If the screen is blank (a power-saving feature), press and quickly release the **Power** button. The default WiFi password is printed on a label under the battery.
- **Guest WiFi password**. When this password is enabled, guests can use this password to access the guest WiFi network.
- **Admin login password**. Use to log in to the hotspot web page as an administrator. You must log in as an administrator to use certain features and to make changes to your hotspot settings. The default admin login password, **password**, is printed on a label under the battery. The admin login password must be 5–31 characters.

You can change these passwords on the hotspot web page (*http://netgear.aircard* or *http://192.168.1.1*). For more information, see *Establish Security* on page 37 and *Change Hotspot Web Page Login Settings* on page 38.

Use Your Hotspot

2

This chapter explains how to use your hotspot. The chapter covers the following topics:

- *Monitor Data Usage*
- *Manage WiFi*
- *Set Mobile Broadband Auto Connect Options*
- *View Messages*
- *View Alerts*
- *Extend Battery Life*
- *Establish Security*
- *View Details About Your Hotspot*
- *Update Your Hotspot Software and Firmware*
- *Alerts*

Note: To change settings, log in as an administrator. See *Hotspot Web Page* on page 18.

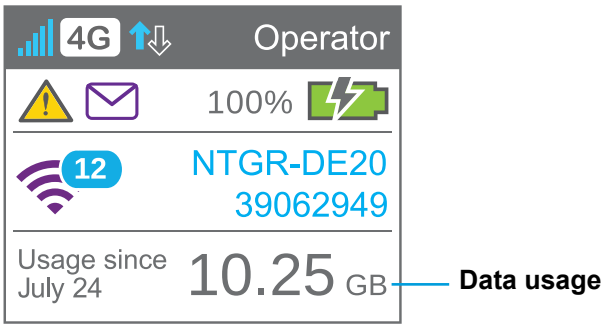
Monitor Data Usage

You can monitor data usage using either the LCD screen or the hotspot web page. Visit the hotspot web page to configure your data usage monthly usage.

➢ **To view estimated data usage on the hotspot LCD screen:**

Wake the LCD screen by pressing either the **Power** or the **Navigation** buttons.

The LCD screen shows the estimated data usage for the current monthly usage.



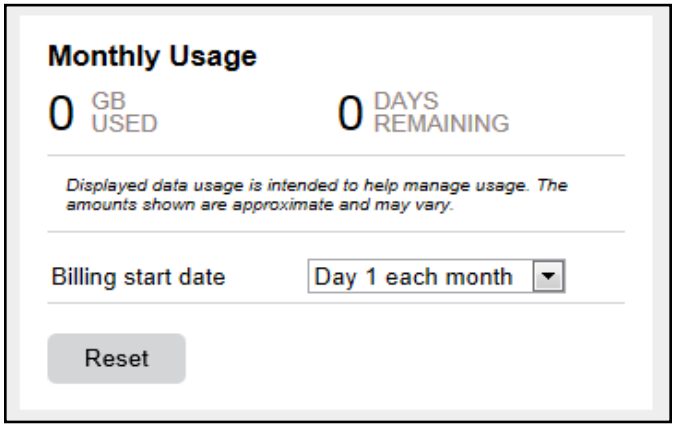
➢ **To configure your monthly data usage:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.

   Under Monthly Usage, enter the monthly start date when your data usage automatically resets.



Manage WiFi

You can set up the WiFi radio of the hotspot to meet your WiFi needs by choosing a predefined WiFi profile or customizing your own. The WiFi profile determines how the hotspot's WiFi features are used.

You can establish any one of the following types of networks:

- **Default/main WiFi**. Share your WiFi with devices you trust.
- **Dual-band WiFi (2.4 GHz and 5 GHz)**. Gives you the flexibility of connecting devices that support dual-band WiFi to transfer data at higher throughputs.
- **Guest WiFi**. Share your WiFi with temporary visitors without exposing the devices on the main WiFi network or letting visitors access the hotspot web page.

By default, main WiFi is enabled and guest WiFi is disabled. If your place of business does not allow WiFi or for any other reason you want to disable WiFi and use the hotspot only in tethered mode, the hotspot gives you that option.

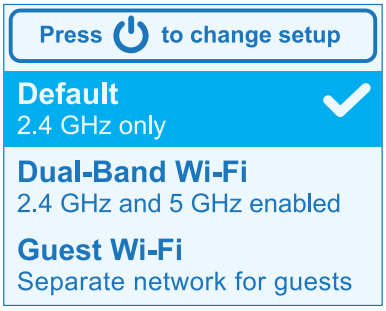
Note: Whenever you change WiFi settings, the hotspot resets to activate the new settings. Any devices connected to the hotspot are disconnected when the hotspot resets.

Choose a WiFi Profile

From the LCD screen, you can select from a set of basic profiles. For more detailed profile selections, visit the hotspot web page (*http://netgear.aircard* or *http://192.168.1.1*).

➢ **To select a WiFi profile on the LCD screen:**

1. Press the **Power** button to wake the hotspot.
2. Press the **Navigation** button until the WiFi options screen displays.



3. To change the setup, press the **Power** button.
4. Press the **Navigation** button until the desired WiFi option is highlighted.
5. Press the **Power** button.

   Your setting is saved.

Note: When you choose a new profile, the hotspot resets. Any devices connected to the hotspot are disconnected when the hotspot resets.

Use the hotspot web page to set up a profile that is more detailed than the basic profiles offered on the LCD screen.

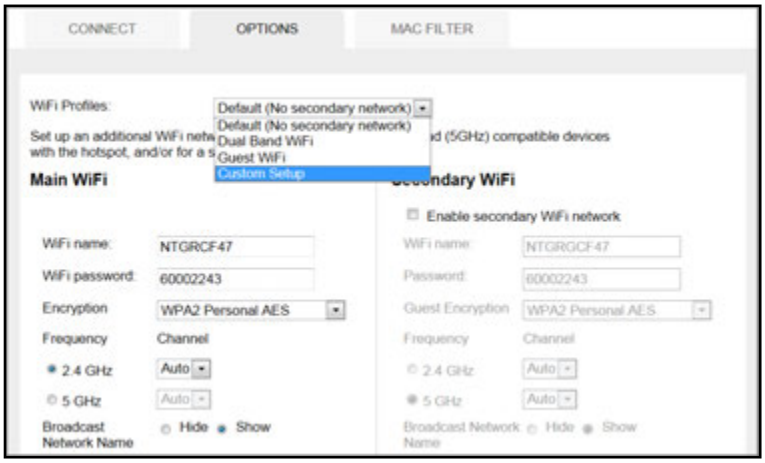
➢ **To select a WiFi profile or create a custom profile on the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

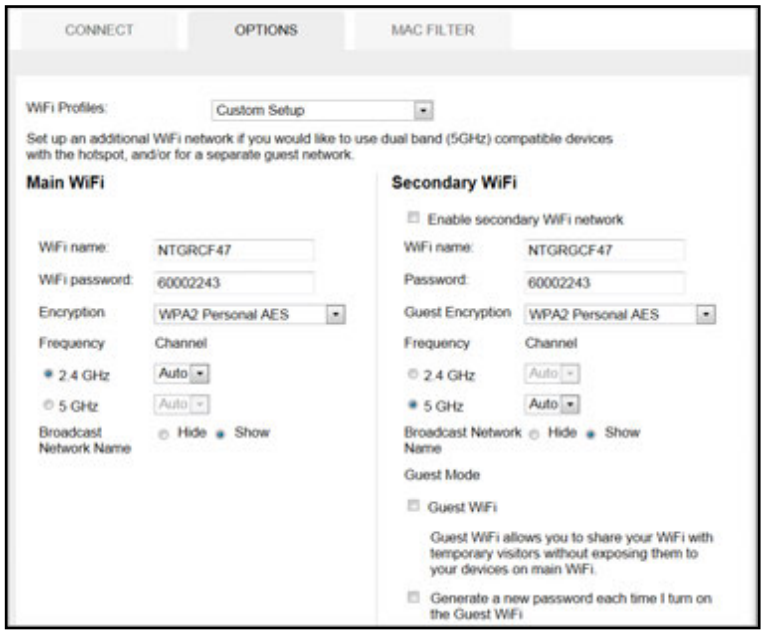
   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Wi-Fi > Options**.

   The WiFi Options screen displays.



5. In the **WiFi Profiles** list, select a predefined profile or select **Custom Setup** to choose your own options.



6. To modify the displayed profile (even if you selected a predefined profile), use the following options:
   - Select **Enable secondary WiFi network** to use both WiFi bands (2.4 GHz and 5 GHz)
   - Select the WiFi frequency (2.4 GHz or 5 GHz) to use on the main, secondary, or both WiFi networks.
   - Select **Guest WiFi** to use the secondary WiFi network for temporary visitors.

   The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

   Your changes are saved.

   If you select a predefined profile, change the frequency, or change the guest WiFi options, the profile type changes automatically to **Custom Setup**.

Note: When you change your profile options (including disabling or enabling either WiFi network), the hotspot resets. Any devices connected to the hotspot are disconnected when the hotspot resets.

Add a WiFi Device to Your WiFi Network

You can connect up to 15 WiFi devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your hotspot network. For information about setting connections for main WiFi and guest WiFi networks, see *Set the Maximum Number of Connected Devices* on page 27.

You can add a WiFi device to your WiFi network manually. If the device you are adding is WPS enabled, you can use the WPS method to connect the device without using the WiFi password.

Add a WiFi Device Manually

➢ **To add a WiFi device manually:**

1. On the WiFi device that you want to add to your network, view the list of available WiFi networks.
2. Connect to the network that corresponds to your hotspot network as displayed on the LCD screen.
3. When prompted, enter the WiFi password for your hotspot network.

   The WiFi password displays on the hotspot LCD screen. If the screen is turned off, press and quickly release the **Power** button to wake the LCD screen.

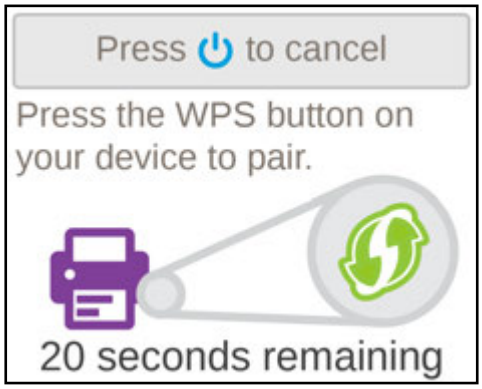
Add a WPS-Enabled Device

You can add a WPS-enabled WiFi device to your WiFi network without a WiFi password, using the hotspot web page or the LCD screen.

➢ **To add a WPS-enabled WiFi device from the LCD screen:**

1. Press the **Power** button to wake the LCD screen.
2. On the hotspot, press the **Navigation** button until the Wi-Fi Protected Setup screen displays.

3. Press the **Power** button.



4. Within two minutes, press the **WPS** button on the WiFi device that you want to connect.

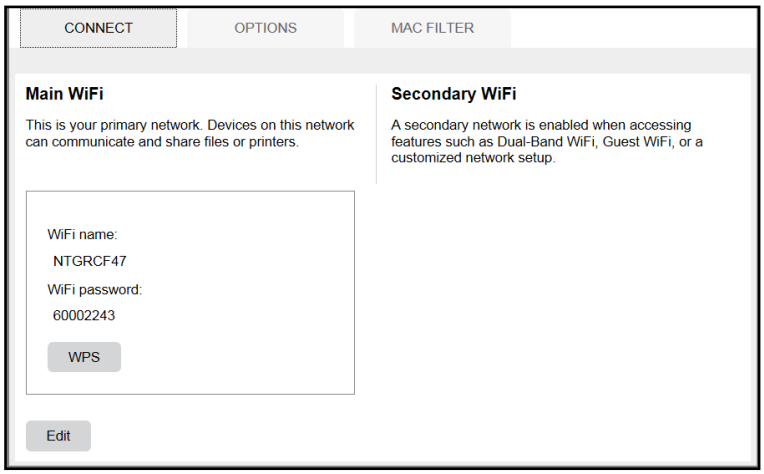
   Your hotspot and the WiFi device communicate and establish the connection.

➢ **To add a WPS-enabled WiFi device from the hotspot web page:**

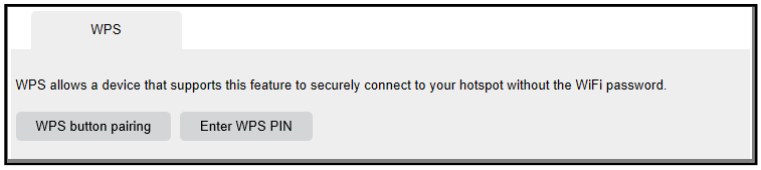
1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Wi-Fi > Connect**.



5. Select **WPS** for either the main WiFi or secondary WiFi network (if available).



6. Choose the WPS method you want to use:

- **WPS button pairing**. If the device you want to connect includes a **WPS** button, click the **WPS button pairing** button and, within two minutes (120 seconds), press the device's **WPS** button.
- **Enter WPS PIN**. If a WPS PIN is associated with the device you want to connect, click the **Enter WPS PIN button** and enter the device's WPS PIN.

Your hotspot and the WiFi device communicate and establish the connection.

Set the Maximum Number of Connected Devices

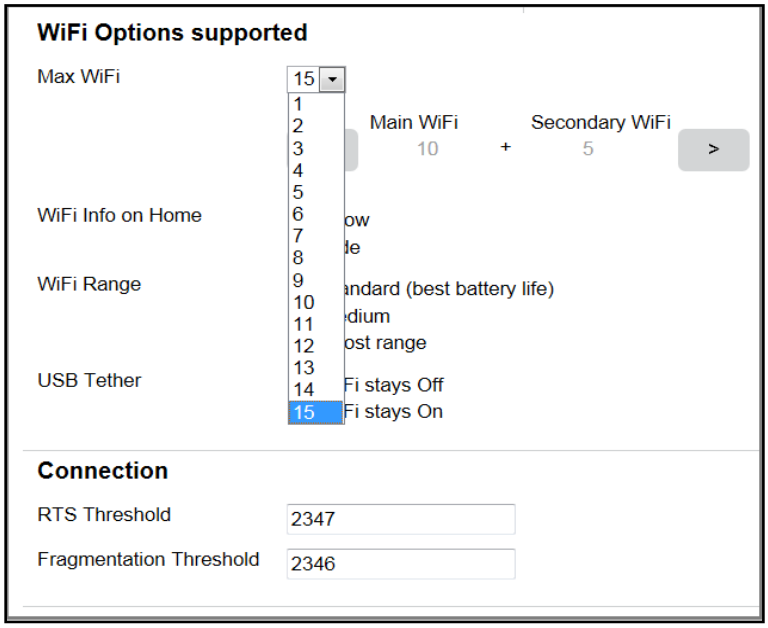
You can connect up to 15 WiFi devices to the hotspot. These connections are shared between the hotspot's main and secondary WiFi networks.

➢ **To set the number of devices that can connect to each WiFi network:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Wi-Fi > Options**.



5. From the **Max WiFi** list, select the number of devices that are allowed to access your hotspot.
6. Click the **<** button or the **>** button to adjust the number of connections available on each of the WiFi networks (main and secondary).

   The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

   The number of devices that are allowed to access your hotspot is set.

View or Block Connected Users

You can view a list of devices that are connected to your hotspot and block undesired users on the hotspot web page.

Note: When you block or unblock users, the hotspot resets to activate the new settings. Any devices connected to the hotspot are disconnected when the hotspot resets.

➢ **To view connected devices:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

   A list of devices connected to the main WiFi and guest WiFi networks displays in the lower part of the screen.

   If you notice a WiFi device that you do not recognize, you can block that device from connecting to your WiFi network.

➢ **To block a device:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

   A list of devices connected to the main WiFi and guest WiFi networks displays in the left column of the screen.
4. Click the device name.

   The device details display.
5. Click the **Block Device** button.
6. When prompted, click the **Block Device** button again.

   The device can not access your WiFi network.

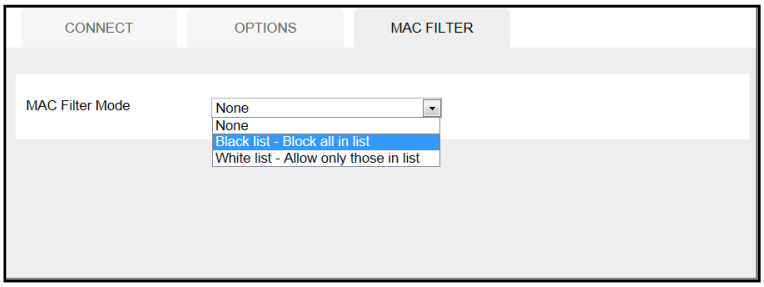
➢ **To view a list of blocked devices:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

   A list of devices connected to the main WiFi and guest WiFi networks displays in the left column of the screen.
4. Select **Wi-Fi > Mac Filter**.
5. From the **MAC Filter Mode** list, select **Black list - Block all in list**.



   The list of blocked devices displays.

➢ **To unblock a device:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

   The Home screen displays. A list of devices connected to the main WiFi and guest WiFi networks displays in the left column of the screen.
4. Select **Wi-Fi > Mac Filter**.
5. From the **MAC Filter Mode** list, select **Black list - Block all in list**.

   The list of blocked devices displays.
6. Click the **x** button next to a device.

   The device can access your network.

Set Mobile Broadband Auto Connect Options

By default, the hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so that the hotspot automatically connects to another network when you are roaming or never auto connects.

➢ **To set auto connect options:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Settings > Network > Preferences**.

5. From the **Network Mode** list, select the type of mobile broadband network to which that the device can connect.
6. Select an Auto Connect option:
   - **Never (connect manually each use)**. The mobile hotspot does not attempt to automatically connect to the mobile broadband network when powered on.

     To connect to the network manually, view the Mobile Broadband Disconnected alert and click the **Connect** button.
   - **Always except when roaming**. The mobile hotspot automatically attempts to connect only to your network provider's mobile broadband network when powered on.
   - **Always**. The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on.

     You might incur roaming charges if you are outside your network provider's coverage area.

Note: If SIM PIN security is enabled, you must enter the SIM PIN before the hotspot can establish a connection. See *Enable SIM Security* on page 49.

7. To select a mobile network other than your network service provider when roaming, click the **Scan** button and select the network from the list that displays.

   The **Submit** button displays after you change any of the displayed preferences.

8. Click the **Submit** button.

   Your selections are saved.

View Messages

If you are logged in as an administrator, the Messaging icon on the side menu indicates if you have unread network messages. You can view SMS messages from your network service provider on the hotspot web page.

➢ **To view SMS messages:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.

3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

4. Select **Messaging**.

   A list of messages displays, showing the first portion of the text.

5. Click a message to read the full text.

➢ **To delete a message:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.

3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

4. Select **Messaging**.

   A list of messages displays, showing the first portion of the text.

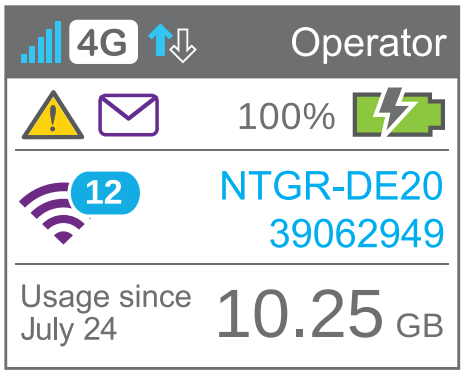
5. Select the message.
6. Click the **Delete** button.

View Alerts

Your hotspot displays alerts to advise you of hotspot status changes. A yellow triangle displays when you have system alerts.

➢ **To view alerts on the LCD screen:**

1. Press the **Power** button to wake the LCD screen.



2. Press the **Navigation** button until the Alerts screen displays.
3. Read each alert that displays and follow any displayed instructions.
4. To move to the next alert, click the **Navigation** button.

Note: Alerts remain as long as the issues that cause them are active. When the issues are resolved, the alerts are removed automatically.

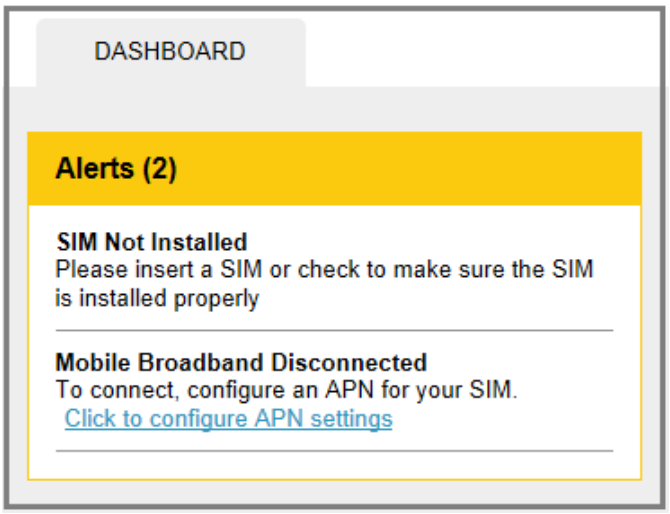
➢ **To view alerts:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

   Active alerts display at the top of the Dashboard.



4. Follow the instructions in each alert to address the conditions that caused it to display.

Extend Battery Life

The hotspot, by default, is configured to optimize battery life. The following factors affect battery life:

- Standby time
- Data throughput
- Mobile broadband signal strength (the better the signal, the longer the battery life)
- WiFi range

To extend the battery life, use any of the following methods:

- Adjust WiFi settings.
- Adjust display settings.

Adjust WiFi Settings to Optimize Battery Life

If the devices you are connecting to your WiFi network are always close to your hotspot, shorten the WiFi range. Set the standby timer to a shorter period to reduce the amount of time that no devices are connected to either WiFi network before the hotspot goes into standby mode (the WiFi radio turns off).

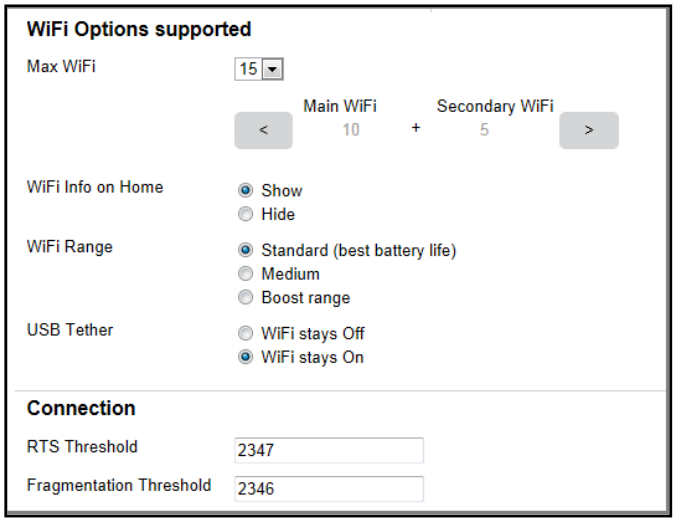
➢ **To adjust WiFi setttings to optimize battery life:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

The default password is **password**. The password is case-sensitive.

4. Select **Wi-Fi > Options**.



5. Adjust any of these settings in the WiFi Options supported section:
   - **WiFi Info on Home**:
     - **Show** displays the WiFi network name and password on the LCD screen.
     - **Hide** does not display the WiFi network name and password on the LCD screen.
   - **WiFi Range**:
     - **Standard (best battery life)** range provides the smallest coverage; however, battery life is longer.
     - **Medium** range provides moderate coverage and battery life.
     - **Boost range** enables you to connect to WiFi devices farther from your mobile hotspot and still connect to your WiFi network, but battery life is shorter.
   - **USB Tether**. If you are tethering your hotspot to your device and do not want to use WiFi for other devices, select the **WiFi stays Off** radio button.

   The **Submit** button displays after you make a selection.

6. Click the **Submit** button.

   A warning message displays.

7. Click the **Submit** button.

   Your changes are saved.

Adjust Display Settings to Increase Battery Life

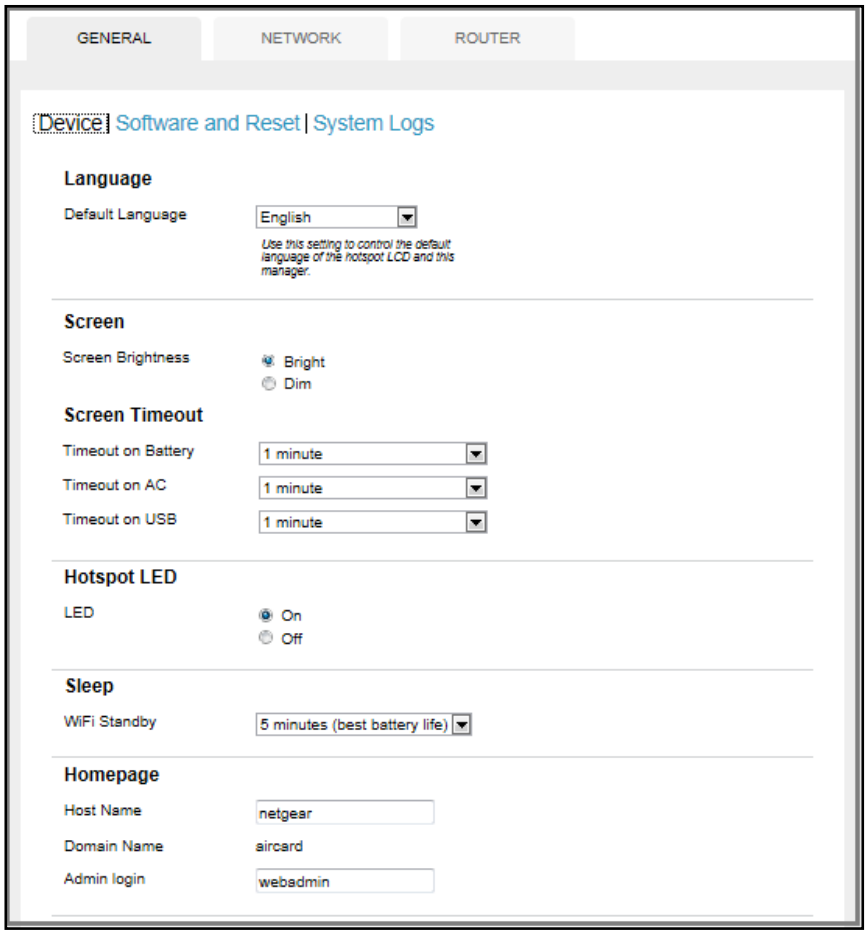
Dim the screen to reduce the LCD screen's brightness level. Set the screen time-out to a shorter period to reduce the amount of time that LCD screen is not touched before the screen turns blank.

➢ **To adjust display settings to increase battery life:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Settings > General > Device**.



5. Adjust any of these settings in the Screen section:
   - **Screen Brightness**. Select **Dim**.
   - **Timeout on Battery**, **Timeout on Charger**, **Timeout on USB**. From the lists, select shorter time periods.

   The **Submit** button displays after you make a selection.
6. Click the **Submit** button.

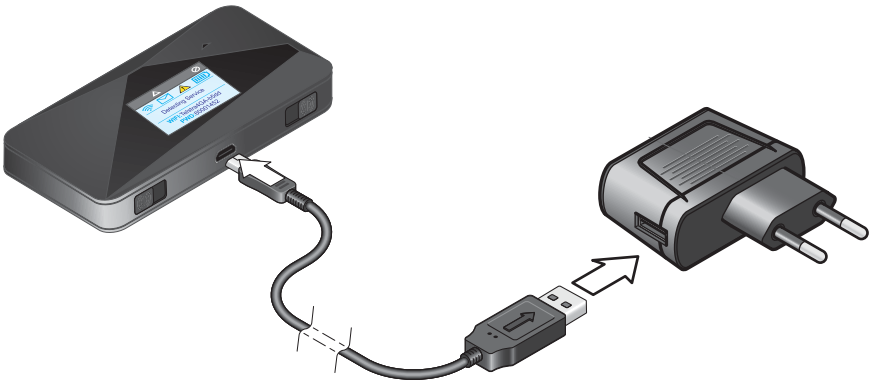
   Your changes are saved.

Recharge the Battery

The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer. Recharging from a wall socket is faster than recharging from a USB port.

➢ **To recharge the battery from a wall socket:**

1. Attach one end of the micro USB cable to the hotspot and attach the other end to the wall charger (included).



2. Plug the wall charger into a wall socket.

   The battery icon includes a lightning bolt to indicate that the battery is charging ( ).

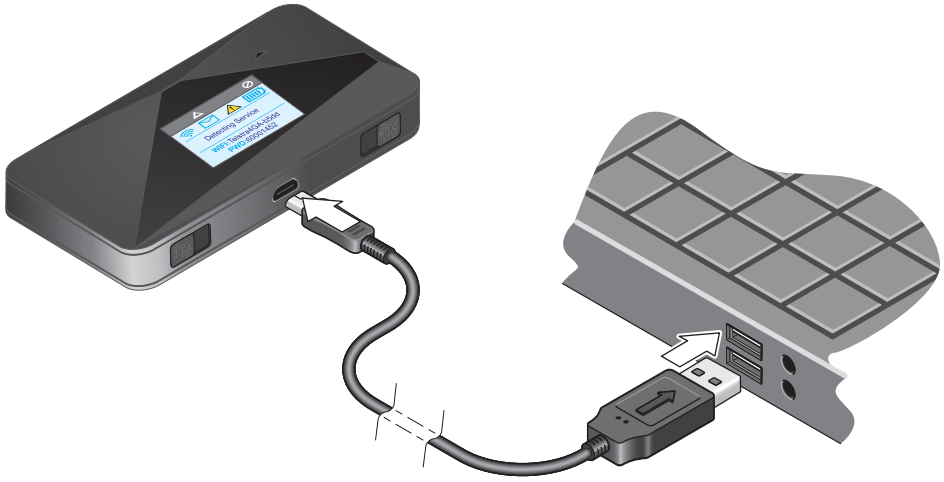
   The battery icon on the LCD screen indicates when the battery is fully charged ( ) and a notification displays.

   Note: The LCD screen goes into sleep mode after a set time to extend battery life. To wake up the LCD screen, press and quickly release the **Power** button.

➢ **To recharge the battery from the USB port on your computer:**

1. Attach one end of the micro USB cable to the hotspot and plug the other end into the USB port on your computer.

   The battery icon includes a lightning bolt to indicate that the battery is charging ( ).



The battery icon on the LCD screen indicates when the battery is fully charged ( ) and a notification displays.

Establish Security

The main and guest WiFi network names identify your WiFi networks and are visible to other WiFi-enabled devices.

➢ **To change network names and passwords:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Wi-Fi > Options**.

   The Wi-Fi Options screen displays.
5. In the main WiFi and secondary WiFi sections, change the **WiFi Name** and **WiFi Password** fields as desired.
6. To change the guest WiFi password automatically, select the **Generate a new password each time I turn on the Guest WiFi** button.

   The **Submit** button displays after you change any of the settings.
7. Click the **Submit** button.
8. When prompted, click the **Submit** button again.

   All devices that were connected must reconnect with the new name and password.

Change Hotspot Web Page Login Settings

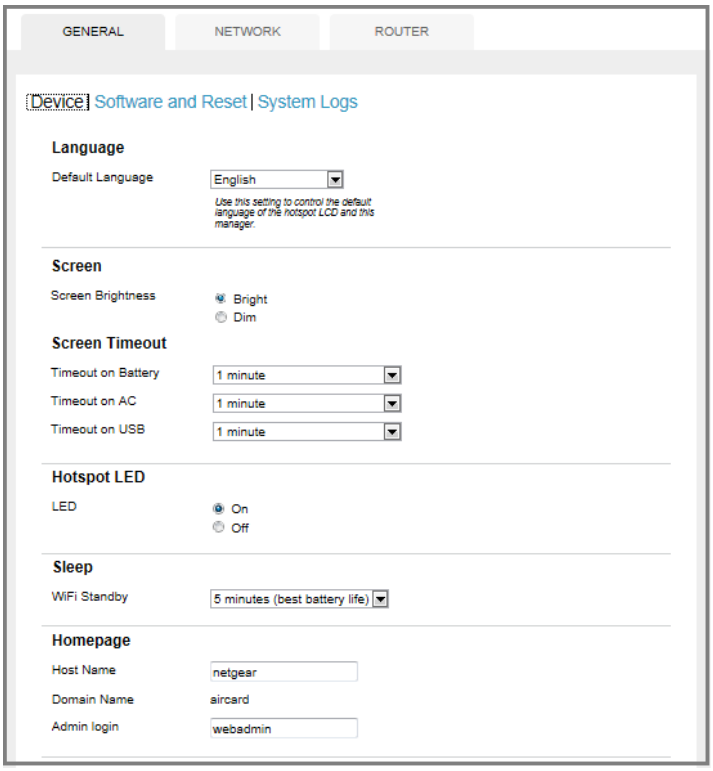
You can change the host name for the hotspot web page. You can also change the password to access the hotspot web page.

➢ **To change the login settings for the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **Settings > General > Device**.



5. (Optional) In the **Host Name** field, change the host name used to access the hotspot web page.

   Enter a maximum of 31 characters.
6. (Optional) In the **Admin login** field, change the characters used to log in as an administrator.

   Best practice is to set a more secure password.

   Enter a maximum of 31 characters.

The the **Submit** button displays after you make a selection.

7. Click the **Submit** button.

   Your changes are saved.

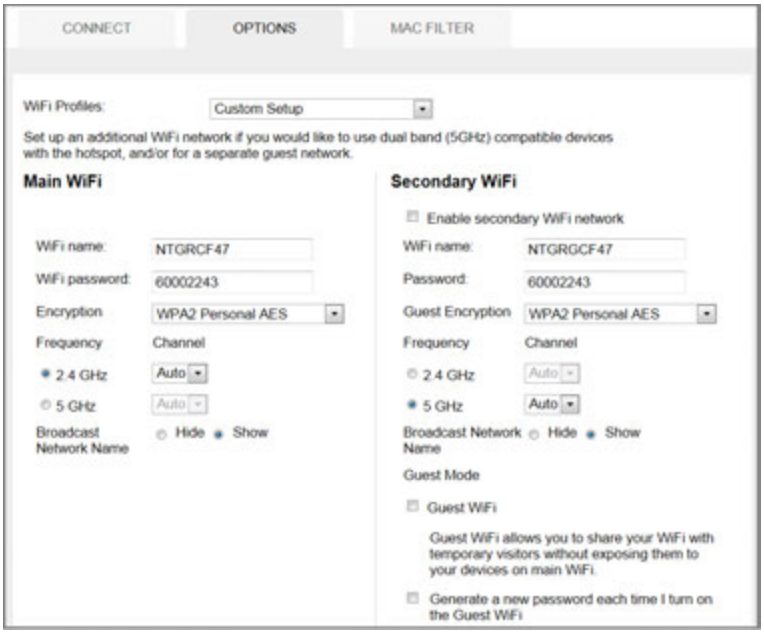
Change Device Encryption Security Settings

➢ **To change the type of security used for main and secondary or guest WiFi:**

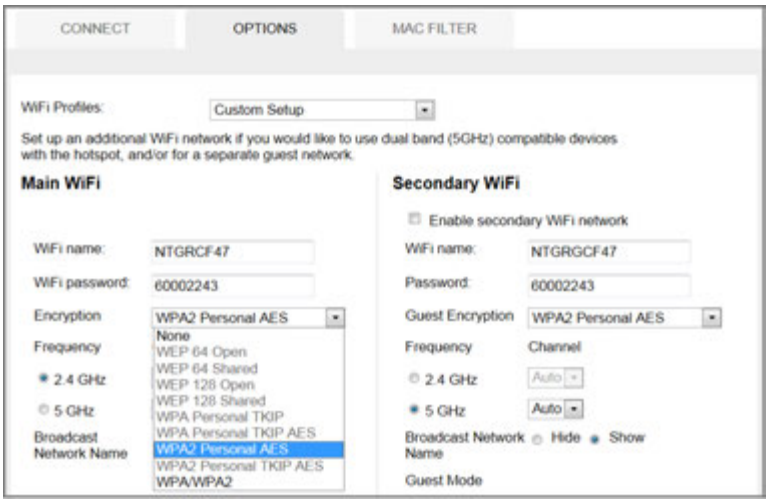
1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Select **WiFi > Options**.



5. From the **Encryption** list (for main WiFi) or **Guest Encryption** list (for guest WiFi), select a security option.



Select from the following WiFi encryption options:

- **WPA2 Personal AES**. Strong security supported by newer WiFi devices (default).
- **WPA/WPA2 Personal**. Strong security supported by most WiFi devices. Use WPA2 Personal AES whenever possible.
- **None**. Anyone can access your WiFi network without a password and you are responsible for charges incurred. *Best practice is not to select this option*.

The **Submit** button displays after you make a selection.

6. Click the **Submit** button.

   Your changes are saved.

7. Reconnect your WiFi devices, if necessary, using the new WiFi credentials.

   See *Connect to the Hotspot* on page 14.

View Details About Your Hotspot

You can view details about your hotspot such as the model number, software version, and IMEI (International Mobile Station Equipment Identity).

➢ **To view details about your hotspot:**

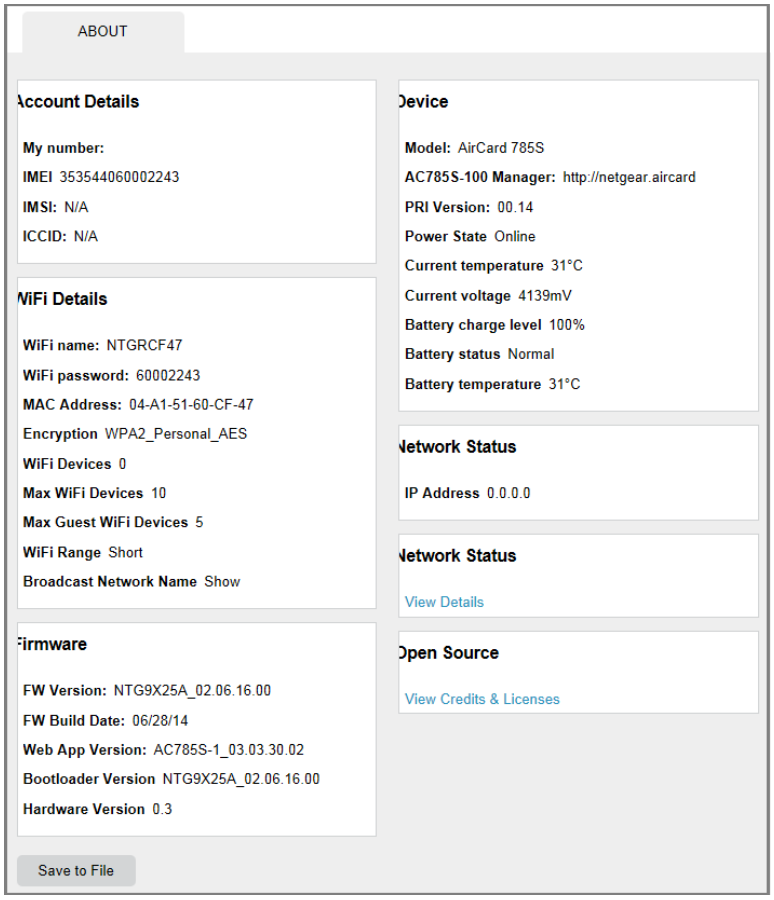
1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.

3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

4. Click the **About** link near the upper right corner of the screen.



5. To save this information to a file, click the **Save in File** button.

Update Your Hotspot Software and Firmware

The hotspot checks automatically for new software or firmware updates once a week. If an update becomes available, the hotspot displays an alert. You can also check for updates and update the software manually without receiving an alert.

➢ **To update the software after receiving an alert:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Double click on the update alert.

The Download Update Available screen displays.

5. Click the **Start Download** button.

   When the download completes, the Software Update Available screen displays.

6. Click the **Start Update** button.

   Your hotspot updates the software and reboots automatically to use the new software.

➢ **To update software manually without receiving an alert:**

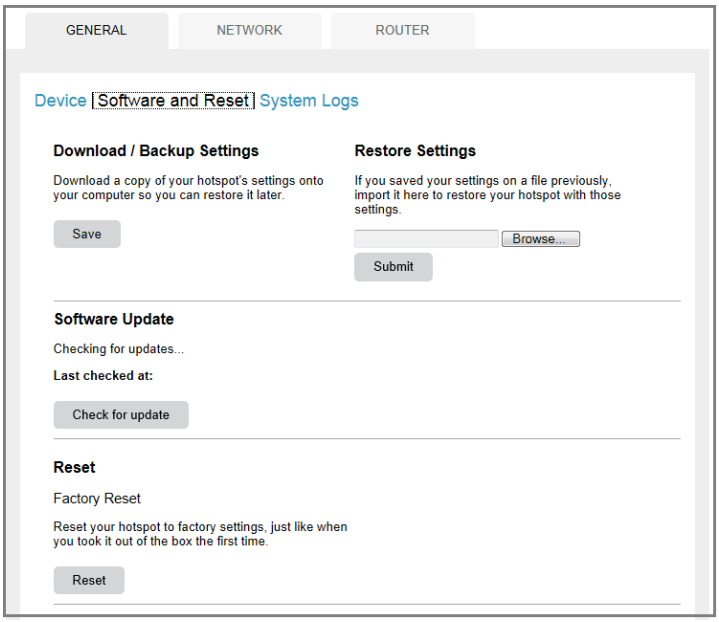
1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.

3. Enter the password in the **Sign In** field.

   The default password is password. The password is case-sensitive.

4. Select **Settings > General > Software and Reset**.



5. If the **Check for updates now** button displays, click it to check if a new update is available.

   If an update is available, the Download Update Available screen displays.

6. Click the **Start Download** button.

   When the download completes, the Software Update Available screen displays.

7. Click the **Start Update** button.

   Your hotspot updates the software and reboots automatically to use the new software.

Alerts

Your hotspot displays alerts to advise you of device status changes.

SIM Not Installed

Ensure that the micro-SIM card is installed correctly. See *Install the micro-SIM Card* on page 12.

SIM Error — Check SIM

Ensure that your network service provider's micro-SIM card is inserted in the hotspot. If a problem still exists, contact customer service. The micro-SIM card might be damaged and need replacing.

SIM Locked

➢ **To unlock the micro-SIM card:**

1. Contact your network provider for the PIN to unlock the micro SIM card.
2. Launch a web browser from a computer or WiFi device that is connected to the network.
3. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
4. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
5. Click the **Sign In** button.
6. Enter the micro SIM PIN when prompted.
7. Click the **Save** button.

   The micro SIM card is unlocked.

SIM MEP Locked

➢ **To unlock the SIM MEP:**

Contact your network provider for the eight-digit MEP unlock code.

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.
5. Enter the MEP code when prompted.

   The SIM is unlocked.

Temperature-Related Alerts

The hotspot is designed to work over a wide temperature range. (For information, see *Environmental Specifications* on page 67.) The hotspot shuts down automatically if it goes out of the supported temperature range.

Move the device to an area where the temperature is more suitable and, if the hotspot is too warm, make sure that the area is well ventilated and air can circulate around the device.

Note: The battery might not recharge if the hotspot is outside the operating temperature range.

Advanced Settings

3

This chapter provides information about how to configure various aspects of the hotspot such as WiFi settings, WAN settings, router settings. The chapter covers the following topics:

- *Back Up and Restore Hotspot Settings*
- *Manage WiFi Network Options*
- *Enable SIM Security*
- *Configure Mobile Broadband*

Back Up and Restore Hotspot Settings

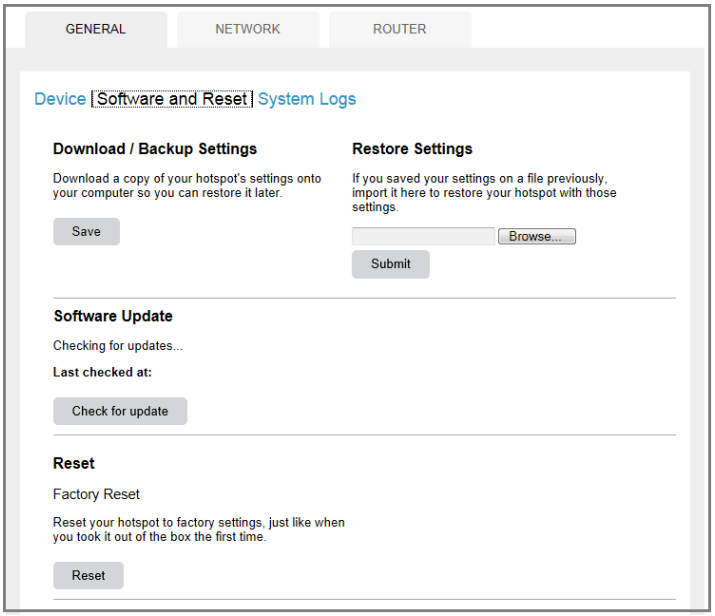
You can back up and restore hotspot settings. Backing up and restoring is useful if you use more than one hotspot and you want the same settings on all of your hotspots. You can also save your settings before resetting to factory defaults or changing the settings.

➢ **To back up hotspot settings:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > General > Software and Reset**.



6. In the Download/Backup Settings section, click the **Save** button.

   By default, the file (`export.cfg`) is saved to your Downloads folder.

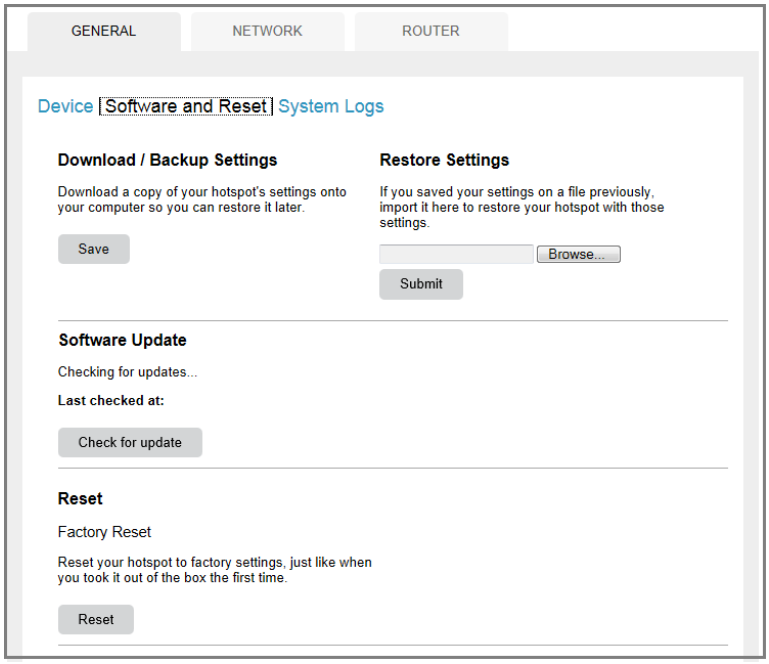
➢ **To restore hotspot settings:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.
5. Select **Settings > General > Software and Reset**.



6. In the Restore Settings section, click the **Browse** button.
7. Navigate to the location where the `export.cfg` file is stored.

   By default, hotspot setting files are saved to your Downloads folder.
8. Click the **Open** button.

   Your hotspot is restored with the imported file settings.

Manage WiFi Network Options

You can set WiFi network options such as RTF threshold and the fragmentation packet size on the hotspot web page. You can also control which WiFi devices can access your network by adjusting MAC filtering parameters.

➢ **To set the WiFi network options:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

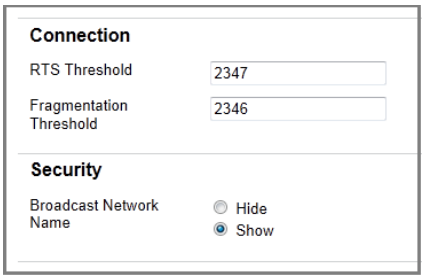
   The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.
5. Select **Wi-Fi > Options**.

6. Set the WiFi options:
   - **Channel**. The WiFi channel being used.

     Best practice is to set the channel to **Auto**. The hotspot chooses the channel that provides the least interference.
   - **RTS Threshold**. The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol.

     Best practice is to use a value of 2347. If you are experiencing inconsistent data flow, you can make minor changes to this value to try to alleviate the problem.



   - **Fragmentation Threshold**. The largest allowable size (in bytes) for a packet.

     If a packet is larger than the threshold, it is sent in multiple packets, which can affect network performance. Keep this value as large as possible (up to 2346).
   - **Broadcast Network Name**. If you select the **Show** button, your WiFi network name (SSID) is broadcast to everyone nearby.

     Select the **Hide** button if you do not want it broadcast.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

   Your changes are saved.

Enable SIM Security

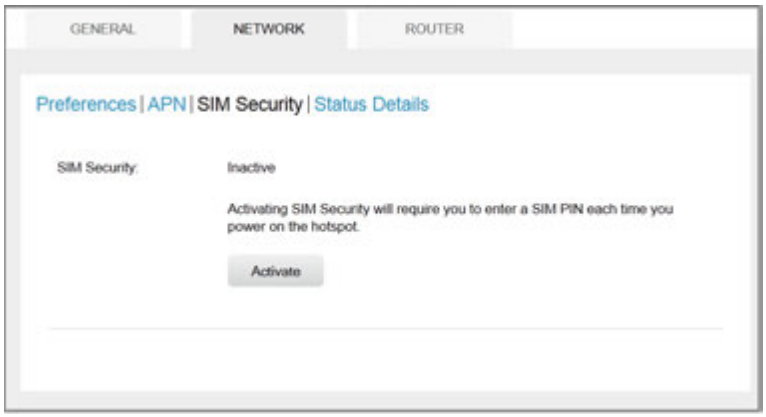
Create another level of security by establishing a PIN that you must enter before you can manage the WAN connection or view SMS messages. For the default SIM PIN, contact your network provider.

➢ **To enable SIM security:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > Network > SIM Security**.



6. Click the **Activate** button.
7. Enter your PIN and click the **Submit** button.

   You are allowed three attempts to enter the correct PIN. If you run out of available attempts, the PIN is locked. If the PIN locks, contact your network provider to receive a PUK number to unlock the PIN.

Configure Mobile Broadband

You can configure mobile broadband settings to view WAN details such as the active network, connection status, signal strength. You can also adjust these settings to establish which users and applications can access your network.

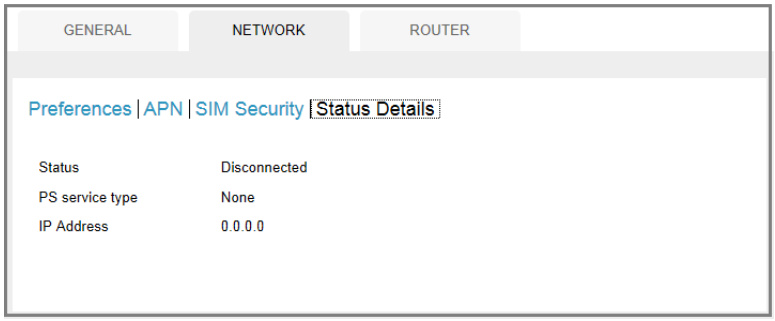
View WAN Information

➢ **To view network information:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > Network > Status Details**.



Enable Port Forwarding

If your computer is hosting a server, you can enable port forwarding so that other users can access the server.

➢ **To enable port forwarding:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.

5. Select **Settings > Router > Port Forwarding**.

6. Select the **Enable** button.

   The Port Forwarding list displays.

   Incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.

   Note: Port forwarding creates a security risk. When not required, disable port forwarding.

7. Enter the following port forwarding information:
   - **Label**. A descriptive name.
   - **IP**. The IP address.
   - **Port**. The port number that the application uses.
   - **Protocol**. If you are unsure, select **TCP/IP**.

   The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

   Your changes are saved.

Enable Port Filtering

You can select which applications (for example, HTTP, FTP, email servers) can access the Internet. Used with other security measures such as a firewall, port filtering can enhance network security.

➢ **To enable port filtering:**

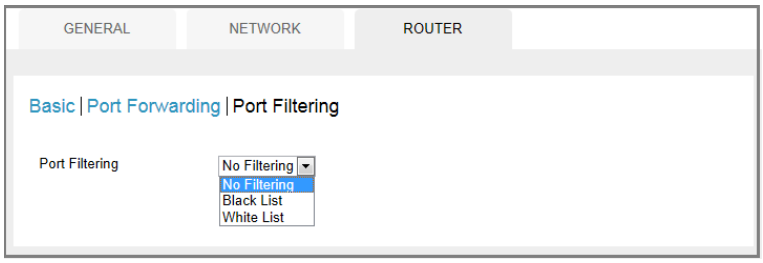
1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.

3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.
5. Select **Settings > Router > Port Filtering**.



6. From the **Port Filtering** list, select one of the following:
   - **Black List**. Specific applications are not allowed to access the Internet (block list).
   - **White List**. Specific applications are allowed to access the Internet (allow list).

   Only one list at a time can be active, either a black list or a white list.
7. Identify the ports to filter.
8. Enter a meaningful label that describes the service.
9. Enter the port and communication protocol being used.

   The **Submit** button displays after you make a selection.
10. Click the **Submit** button.

    Your changes are saved.

Enable IP Pass-Through Mode

To turn off the hotspot router functionality and assign the network IP address directly to the attached device, enable IP pass-through.

If you make this change, the attached device restarts using a different driver configuration.

Note: This feature is available to Windows computer users. If you are a Mac user, do not enable this option because you will be unable to access your device.

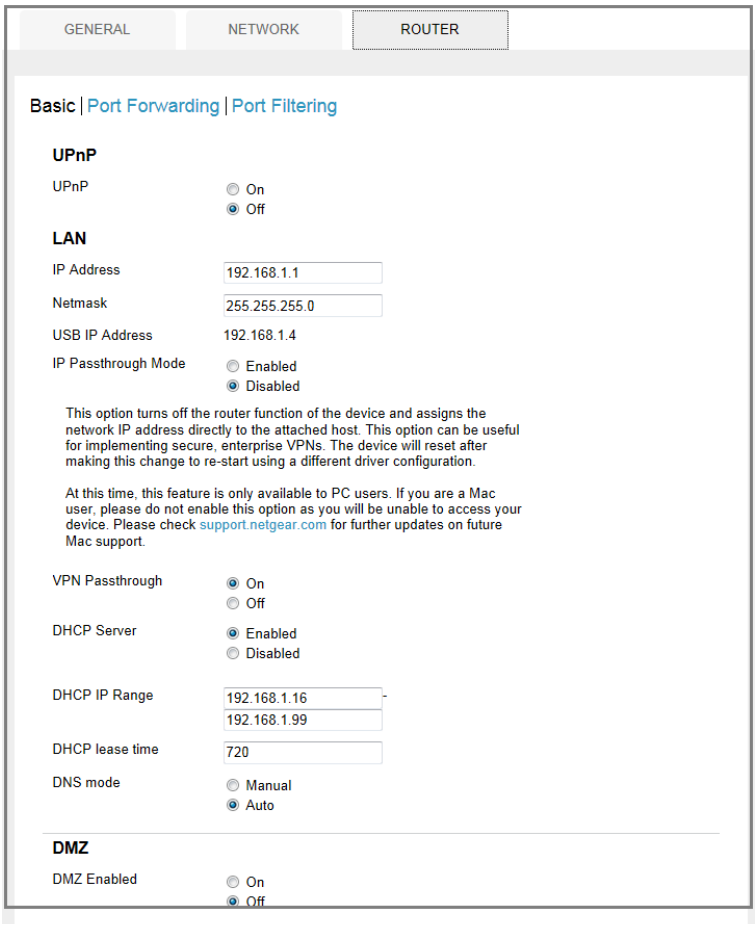
➢ **To enable IP pass-through mode:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.

5. Select **Settings > Router > Basic**.



6. In the LAN section, select the IP Passthrough Mode **Enabled** radio button.

   The Submit button displays.

7. Click the **Submit** button.

   Your changes are saved.

Enable VPN Pass-Through

To connect to a corporate network using VPN, you must first enable VPN connections (passthrough).

➢ **To enable VPN pass-through:**

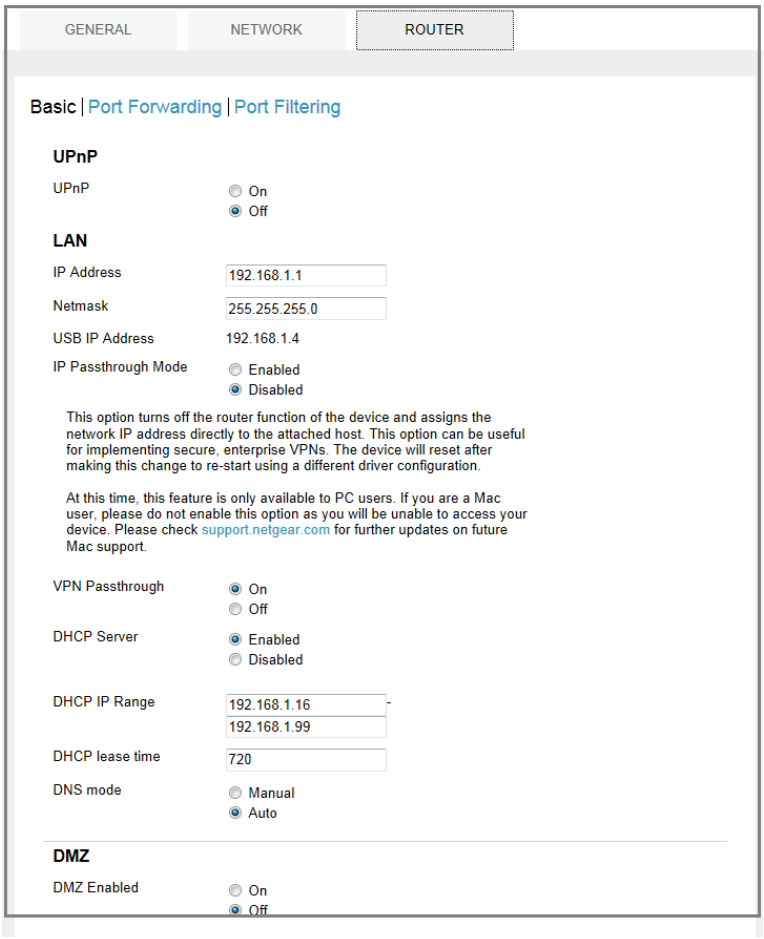
1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.

3. Enter the password in the **Sign In** field.

The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.
5. Select **Settings > Router > Basic**.



6. In the LAN section, click the VPN Passthrough Mode **Enabled** radio button.

   The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

   Your changes are saved.

Enable DMZ

In a demilitarized zone (DMZ) network configuration, a computer runs outside the firewall in the DMZ. This computer intercepts incoming Internet traffic, providing an extra layer of protection for the rest of the network, and sending all incoming data to a particular IP address.

➢ **To enable DMZ and designate a computer to screen incoming traffic:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.

2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

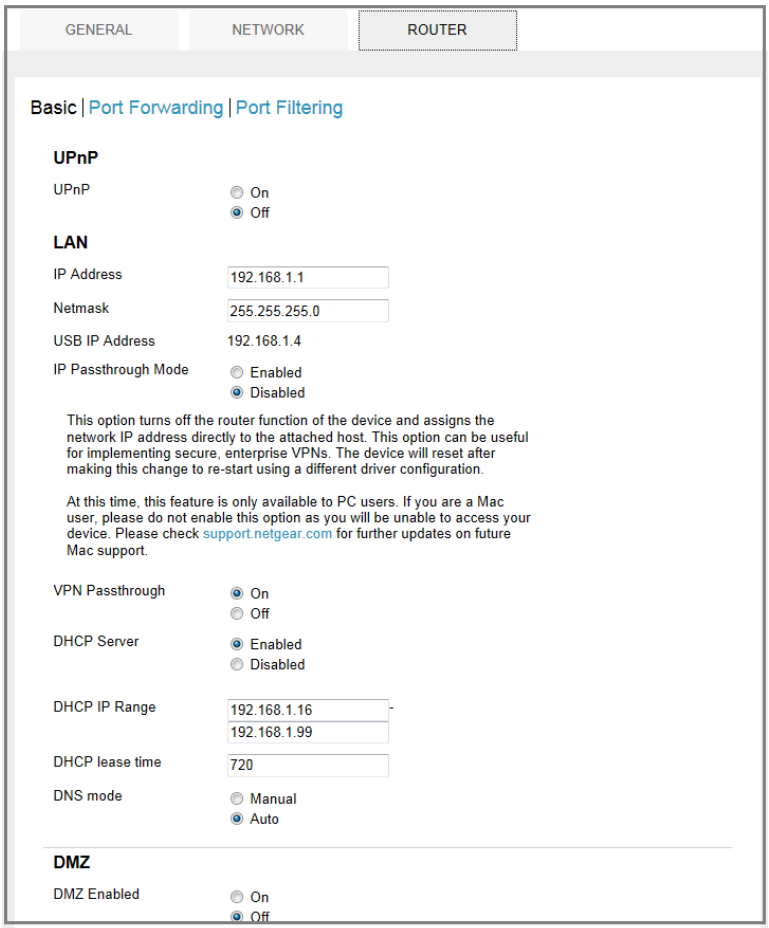
   A login screen displays.

3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.

5. Select **Settings > Router > Basic**.



6. In the DMZ section, select the DMZ Enabled **On** radio button.

7. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.

   If the hotspot is tethered using a USB cable, this address is 192.168.1.4. If the hotspot is connected using WiFi, the first WiFi client's IP address is usually 192.168.1.74.

   The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

   Your changes are saved.

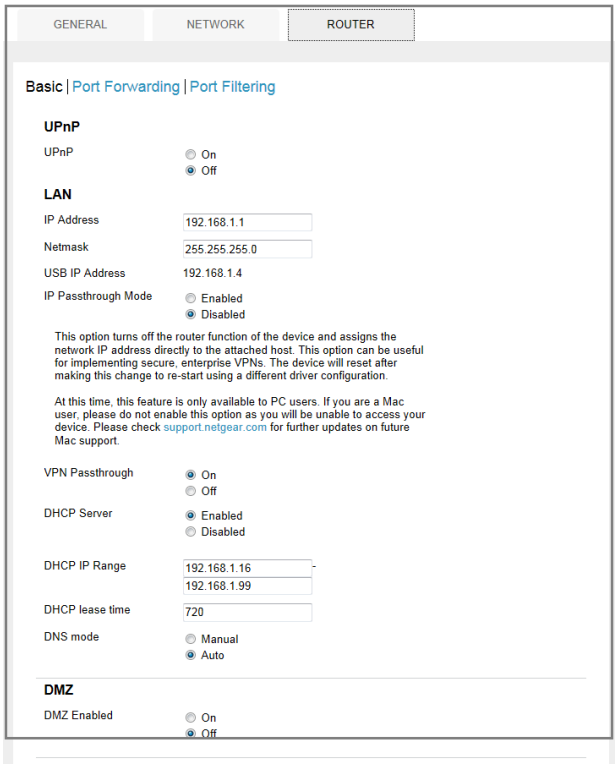
Set LAN Options

➢ **To set the hotspot's LAN options:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
5. Select **Settings > Router > Basic**.



6. In the LAN section, specify your hotspot's LAN settings.

   If the DHCP server is enabled, it automatically assigns an IP address to each device on the network and manages its configuration information.

   The DNS mode setting specifies how the DNS servers are obtained. If you select **Auto**, the servers use the DNS relay specified by the Internet provider.

   The **Submit** button displays after you make a selection.
7. Click the **Submit** button.

   Your changes are saved.

Frequently Asked Questions

4

This chapter provides answers to possible questions about your hotspot.

- *Questions About Connecting and Disconnecting Devices and Accessing the Internet*
- *Questions About the Hotspot Battery*
- *Questions About the Hotspot Web Page*
- *General Questions*

Questions About Connecting and Disconnecting Devices and Accessing the Internet

Review these questions if you have questions about connecting and disconnecting devices and accessing the Internet.

What do I do if I can’t connect a device to the hotspot?

If you are experiencing problems connecting to the hotspot, try the following suggestions:

- Turn off your device and take the battery out, wait 10 seconds, put the battery back in, and turn your device on.
- Restart your computer.
- Turn off or temporarily disable any security programs or firewalls.
- If possible, try using another computer or Wi-Fi device to connect to your hotspot. If you can, then the problem is with the device that cannot connect, not the hotspot.

What do I do if I can’t access the Internet?

If you are connected to the hotspot but cannot connect to the Internet, try the following suggestions:

- Check the display status on the LCD.
- Make sure that network coverage is available in your area.
- Make sure that your micro SIM card is active and enabled with data services.
- Wait one to two minutes for the hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your hotspot off and on and restart your computer or WiFi device.
- Check to see if you can access www.netgear.com. If you can access www.netgear.com but you cannot access other non-NETGEAR websites, you might need to top up or recharge your pre-paid SIM card.

How do I disconnect from the mobile broadband network?

➢ **To disconnect from the network:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the hotspot password.

   The default password is **password**. The password is case-sensitive.

4. Click the **Disconnect** button (in the Connection Details section).

Why doesn't the Connect or Disconnect button appear on the hotspot web page?

You can use the **Connect** or **Disconnect** button only when you are logged in as an administrator.

➢ **To log in as an administrator:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.

   You are logged in as an administrator.

How do I find out how many users are connected to my hotspot's WiFi networks?

The number on the WiFi icon on the hotspot's LCD is the number of users (or devices) connected to your WiFi network. A list of connected devices appears in the hotspot web page's Devices Connected section. For more information about the devices or users connected to your network, see *View or Block Connected Users* on page 28.

Why does the No Signal icon display?

If the No Signal icon ( ) displays on either the LCD or the hotspot web page, make sure that you are in your network provider's coverage area.

Why can't my device access the hotspot web page when connected to a VPN?

If you are using your hotspot while connected to a VPN, you might not be able to access the hotspot web page using **http://netgear.aircard**.

To directly access the hotspot web page hosted on the device, enter the address **http://192.168.1.1** in your browser.

Why can't my hotspot connect to a computer running Windows Vista?

A known issue with Microsoft is that computers running Windows Vista cannot obtain an IP address from certain routers. More information and a fix are available at *http://support.microsoft.com/kb/928233* or visit the Microsoft support website and search for knowledge base article 928233.

What do I do if my hotspot doesn't connect to my service provider's network?

If your hotspot does not connect to your service provider's mobile broadband network, try the following suggestions:

- Make sure that you got the correct micro-SIM card and APN for your hotspot. For more information, see *Important Account Information* on page 11.
- Make sure that your micro SIM account is active. To check micro SIM status and activate the account, visit *http://netgear.aircard.com.*
- If you use a prepaid or pay-as-you-go micro SIM card, make sure that a positive balance is listed for the account.
- You might need to add an APN to your hotspot. For more information, see *Configure Your Hotspot's Access Point Name* on page 15.
- If your hotspot still does not connect, you might need to create or update the default connection profile.

➢ **To check the default connection profile settings:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the hotspot password.

   The default password is **password**. The password is case-sensitive.
4. Select **Settings > Network > APN**.

   The APN screen displays.
5. Review ISP settings.

Questions About the Hotspot Battery

Review these questions if you have questions about your hotspot battery.

Why isn't my battery charging?

If you are in a low-coverage area, are transferring a lot of data, or left the hotspot in a hot location, the internal temperature of the hotspot can rise above 45°C. In these conditions, the battery cannot be charged due to safety limits with lithium-ion battery technology.

Check to ensure that the USB cable and the AC wall charger are connected securely and are working correctly.

How can I extend the life of the battery?

For information about extending the life of the battery, see *Extend Battery Life* on page 33.

Questions About the Hotspot Web Page

Review these questions if you have questions about the hotspot web page.

How do I go back to the hotspot web page?

➢ **To view the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

   A login screen displays.
3. Enter the password in the **Sign In** field.

   The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.

What do I do if I forget my admin login password?

The default admin login password is **password**, and the hotspot web page URL is http://netgear.aircard or http://192.168.1.1.

If you changed the admin login password and can't remember the password that you created, you must set the hotspot back to factory defaults.

➢ **To reset the hotspot:**

1. Press the **Power** and **Navigation** buttons at the same time for five seconds.
2. Press the **Navigation** button to cycle to the Factory Reset cycle.
3. To start the factory reset, press the **Power** button.

   A factory reset takes about one minute.
4. After the device resets, reconnect WiFi devices.

General Questions

Review these general questions the hotspot.

Why is the signal indicator always low?

If reception for your hotspot is poor, try moving the hotspot to a location with a clear view of the sky (for example, near a window).

Why is the download or upload speed slow?

Data transfer speed depends on signal strength and interfering radio sources like electrical generators or other hotspot WiFi devices. Review the following possibilities:

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check WiFi interference by powering the hotspot off and on to find a better WiFi channel.
- Switch WiFi channel from 2.4 GHz to 5 GHz.
- If network signal is low, consider using external antennas or cradle the hotspot with built-in high gain antennas.

How do I turn the hotspot off?

Press and hold the **Power** button for a few seconds.

The LCD is not lit. How do I know if the hotspot is still powered on?

The LCD dims to save energy. The LED continues to flash slowly to indicate that the mobile hotspot is still powered on. To wake up the LCD, press and quickly release the **Power** button.

How do I find my computer's IP address?

The steps for finding your computer's IP address depend on the operating system. If your device runs an operating system not listed here, see the appropriate operating system documentation.

➢ **To find the IP address on a Windows 7, Windows Vista, or Windows XP device:**

1. Open the command prompt window:
   a. Select **Start > Run**.
   b. Enter `cmd` or `command` and click the **OK** button.
2. At the command prompt, enter `ipconfig` and press the Enter key.
3. Write down the IP address for the entry that relates to the WiFi network connection.

The IP address might be listed under IPv4 Address or something similar.

➢ **To find the IP address on a Windows 8 device:**

1. In the Charms bar, click the **Search** icon.
2. Select **Command Prompt**.
3. At the command prompt, enter `ipconfig` and press the Enter key.
4. Write down the IP address for the entry that relates to the WiFi network connection.

   The IP address might be listed under IPv4 Address or something similar.

➢ **To find the IP address on a Mac OS X device:**

1. From the Apple menu, select **System Preferences > Network**.
2. Select the wireless adapter.

   The IP address is displayed in the right pane.

➢ **To find the IP address on devices running other operating systems:**

Refer to the user documentation for your operating system or computer.

How do I find a device's MAC address?

You need to know the MAC address for a device when you are doing the following:

- Assigning an IP address based on a MAC address (when using DHCP)
- Allowing or denying devices access to your WiFi network (MAC filtering)

Tip: To display a list of connected devices, including the MAC address of each device, visit the hotspot web page and log in as an administrator. The connected device list appears on the left side of the Home screen. Click the device links to display IP and MAC addresses.

The steps for finding a device's MAC address depend on the operating system. If your device runs an operating system not listed here, see the appropriate operating system documentation.

➢ **To find the MAC address on a Windows 7, Vista, or XP device:**

1. Open the command prompt window.
   a. Select **Start > Run**.
   b. Enter `cmd` or `command` and click the **OK** button.
2. At the command prompt, enter `ipconfig /all` and press the Enter key.
3. Write down the physical address for the entry that relates to the WiFi network connection.

   It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

➢ **To find the MAC address on a Windows 8 device:**

1. In the Charms bar, select the **Search** icon.
2. Select **Command Prompt**.
3. At the command prompt, enter `ipconfig /all` and press Enter.
4. Write down the physical address for the entry that relates to the WiFi network connection.

   It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

➢ **To find the MAC address on a Mac OS X device:**

1. From the Apple menu, select **System Preferences > Network**.
2. Select the wireless adapter that is connecting to the routing hardware.
3. Select **Advanced**.
4. Select **Ethernet**.

   The Ethernet ID is displayed. This is the same as the MAC address.

What do I do if the WiFi network name doesn't appear in the list of networks?

If you do not see the hotspot's WiFi networks from your WiFi-enabled device, try these suggestions:

- Refresh the list of networks.
- Visit the WiFi options screen **WiFi > Options**. Make sure that WiFi Info on Home **Show** radio button is selected.
- If the LCD is dark, the WiFi radio might be asleep. Press the **Power** button to wake the hotspot.
- If the hotspot is tethered to your computer, make sure that WiFi is set to stay on when the hotspot is tethered. See *How can I reset the hotspot?* on page 64.

How can I reset the hotspot?

You can reset the hotspot to the factory settings. This is useful if you forgot your admin login password for the hotspot web page.

If you reset the hotspot, all of your customizations are lost.

Note: When you reset the hotspot, any currently connected devices lose access and must be reconnected after the hotspot restarts.

➢ **To reset the hotspot:**

1. Press the **Power** and **Navigation** buttons at the same time for five seconds.
2. Press the **Navigation** button to cycle to the Factory Reset screen.
3. To start the factory reset, press the **Power** button.

   It takes about one minute to complete a factory reset.
4. After the device resets, reconnect WiFi devices.

Where can I find more information?

Review the following:

- The *Quick Start Guide* that came with your hotspot.
- Visit *support.netgear.com*, click the **Support for Home Products** link, search for your network service provider, and select your hotspot from the list of products to do the following:
  - Update the firmware on your device (if an update is available)
  - View a tutorial
- Learn tips and tricks at *http://www.netgear.com/landing/learningcenter/tips.html* to get the most from your hotspot.

Information about accessories is available at *http://www.netgear.com/aircardaccessories.*

Specifications

A

This appendix covers the following topics:

- *Mechanical Specifications*
- *Environmental Specifications*
- *Supported RF Bands*

Mechanical Specifications

Table 4. Physical dimensions

Parameter	Dimension
Weight	127 g (4.5 oz)
Length	109.9 mm (4.33 in.)
Width	68.9 mm (2.7 in.)
Thickness	14.6 mm (.57 in.)

Environmental Specifications

Table 5. Recommended operating and storage temperatures

Environment	Temperature
Operating temperature	0°C to 35°C (32 F to 95°F)
Storage temperature	–10°C to +60°C (14°F to 140°F)

Supported RF Bands

Table 6. Supported RF bands

Technology	Bands
LTE TDD	Band 40 (2300 MHz)
3G WCDMA	2100 MHz
2G GSM	900/1800 MHz

Tips and Safety Guidelines for Lithium-Ion Batteries

B

Battery Tips

- Charge batteries in a room-temperature environment, which is generally between 68° F and 79° F (20° C and 26° C). Charging may be temporarily disabled if the battery temperature exceeds 113° F (60° C).
- If a battery exhibits significantly shorter runtime or discharge capacity compared to new, it may have reached the end of its reasonable lifetime; consider replacing it.
- A battery that does not charge or exhibits excessive charging time may have reached the end of its life and may need to be replaced.
- All batteries degrade and lose charge capacity over time as a result of use or storage, and eventually need to be replaced.
- Batteries are best stored in a cool, dark, dry place. Avoid storage in direct sunlight and in vehicles parked outdoors.
- Batteries may get warm while charging and discharging; this is normal behavior for all batteries.
- Use the AC adapter and the USB cable that came with this device.
- Use the latest firmware; check for updates on a regular basis.
- Device performance and runtime are affected by workload or usage. Higher workloads or usage can lead to higher battery temperatures and faster battery power consumption.
- Streaming large amounts of data affects the power consumption and reduces the operating time of the battery.

General Battery Safety

- Stop using a battery if its case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.
- Do not expose batteries to fire or other heat- generating environments.
- Do not place the battery or the device in areas that may get hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.

- Do not get the battery or the device wet. Even though they may dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.
- Do not crush, puncture, deform, or put a high degree of pressure on the battery, which can cause an internal short circuit, resulting in overheating.
- Avoid dropping the battery or the device. Dropping it, especially on a hard surface, may cause damage to the battery and the device. If you suspect damage to the battery or the device, replace it.
- When the battery is outside the device, do not allow the battery to come in contact with metal objects, such as coins, keys, jewelry, or tools.
- Do not disassemble or modify batteries. Do not use a battery for anything other than its intended purpose.

Appropriate Batteries and Chargers

- Use only approved batteries in the device. Only purchase products and accessories recommended by NETGEAR or your carrier. Use of unapproved batteries, products, or accessories will void your warranty.
- Do not use incompatible batteries and chargers. Some websites and second-hand dealers, not associated with reputable manufacturers and carriers, may sell incompatible or even counterfeit batteries and chargers.
- If you are unsure about whether a replacement battery or charger is compatible, contact NETGEAR.

Battery Disposal

- Disposal regulations vary by region. Dispose of old batteries and equipment in compliance with your local regulations.
- Proper disposal might include recycling programs for batteries, cell phones, or other electronic waste.
- Do not dispose of batteries in a fire.