NETGEAR®

AirCard 779S Mobile Hotspot

User Manual

July 2015
202-11510-02

350 East Plumeria Drive
San Jose, CA 95134
USA

Support

Contact AT&T Customer Care at (800) 331-0500 for assistance.

Compliance

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

See the regulatory compliance document before connecting the power supply.

Trademarks

Trademarks

© NETGEAR, Inc. NETGEAR and the NETGEAR Logo are trademarks of NETGEAR, Inc. Any non-NETGEAR trademarks are used for reference purposes only.

Contents

Chapter 1 Get Started

Get to Know Your Hotspot 7
Power the Hotspot On and Off 7
LCD Screen Elements 8
Charge Your Hotspot 9
Set Up Your Hotspot 9
Install the Micro-SIM Card 10
Install the Battery 11
Connect to the Internet 12
View the Hotspot Web Page 12
NETGEAR AirCard App for Smartphones and Tablets 13
Accessories 13

Chapter 2 Use Your Hotspot

Monitor Data Usage 15
Manage Wi-Fi 15
Enable Guest Wi-Fi 16
Add a Wireless Device to Your Wi-Fi Network 17
Set the Maximum Number of Connected Devices 19
View or Block Connected Users 20
Set Mobile Broadband Autoconnect Options 23
View and Delete SMS Messages 24
View Alerts 25
Extend Battery Life 26
Adjust Wi-Fi Settings to Optimize Battery Life 26
Adjust Display Settings to Increase Battery Life 27
Recharge the Battery 29
Establish Security 30
Change Hotspot Web Page Login Settings 30
Change Device Encryption Security Settings 31
View Details About Your Hotspot 33
Update Your Hotspot Software and Firmware 34
What Alerts Mean 35
SIM Not Installed 35
SIM Error — Check SIM 35
SIM Locked 36
SIM MEP Locked 36
Temperature-Related Alerts 36
Security Credentials 37

Chapter 3 Advanced Settings

Tethered Mode. 39
Back Up and Restore Hotspot Settings. 40
Manage Wi-Fi Network Options 42
Enable SIM Security 44
Configure Mobile Broadband. 44
View WAN Information. 45
Enable Port Forwarding 45
Enable Port Filtering 46
Enable VPN Pass-Through 47
Enable DMZ 48
Set LAN Options 49
Configure Your Hotspot's Access Point Name. 50
Add a New APN 51
Select Which APN to Use 52
Remove an APN. 53

Appendix A Frequently Asked Questions

Questions About Connecting and Disconnecting Devices and Accessing the Internet 55
What do I do if I can't connect a device to the hotspot? 55
What do I do if I can't access the Internet?. 55
How do I find out how many users are connected to my hotspot's Wi-Fi networks? 55
Why does the No Signal icon display? 56
Why can't my device access the hotspot web page when connected to a VPN? 56
Why can't my hotspot connect to a computer running Windows Vista? . . . 56
What do I do if my hotspot doesn't connect to my service provider's network? 56
Questions About the Hotspot Battery 57
Why isn't my battery charging? 57
How can I extend the life of the battery?. 57
Questions About the Hotspot Web Page 57
How do I go back to the hotspot web page? 57
What do I do if I forget my admin login password?. 58
General Questions. 58
Why is the signal indicator always low? 58
Why is the download or upload speed slow? 58
How do I turn the hotspot off? 58
The LCD is not lit. How do I know if the hotspot is still powered on? 58
How do I find my computer's IP address?. 59
How do I find a device's MAC address?. 59
What do I do if the Wi-Fi network name doesn't appear in the list of networks? 60

How can I reset the hotspot? 61
Where can I find more information? 61

Appendix B Specifications

Mechanical Specifications 63
Environmental Specifications. 63
Supported RF Bands 63

Appendix C Tips and Safety Guidelines for Lithium-Ion Batteries

Battery Tips 65
General Battery Safety. 65
Appropriate Batteries and Chargers 66
Battery Disposal. 66

Get Started

1

This chapter provides an overview of AirCard 779S Mobile Hotspot features, and instructions for how to set up your hotspot and connect to the Internet. The chapter covers the following topics:

- *Get to Know Your Hotspot*
- *Set Up Your Hotspot*
- *Connect to the Internet*
- *View the Hotspot Web Page*
- *NETGEAR AirCard App for Smartphones and Tablets*
- *Accessories*

Get to Know Your Hotspot

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

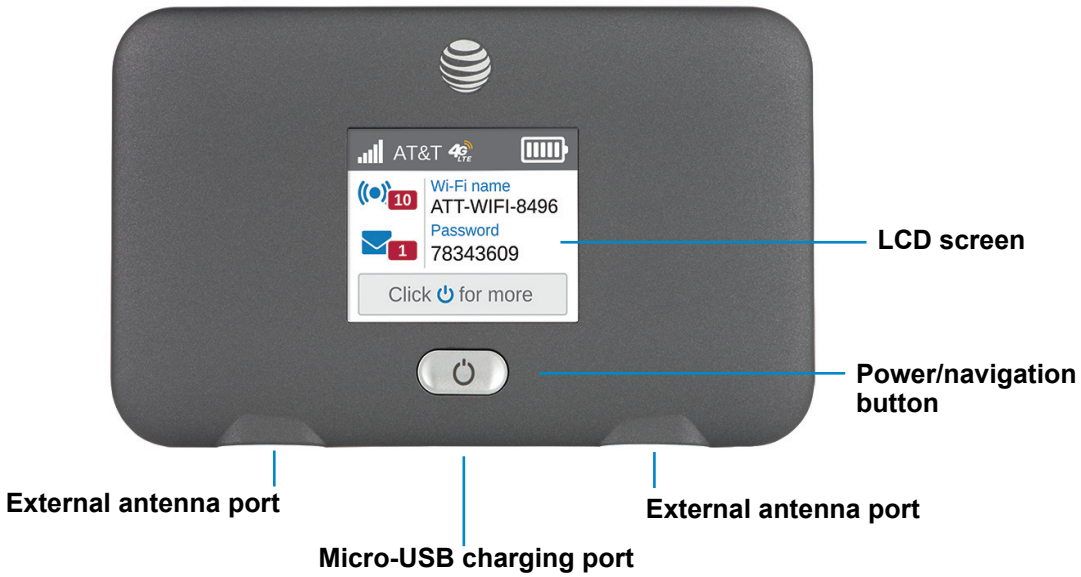


Figure 1. Hotspot button and features

Power the Hotspot On and Off

Press the **Power** button 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 Wi-Fi signal and screen.	Press and quickly release the **Power** button.
View a different screen	Press and release the **Power** button repeated until the desired screen displays.

LCD Screen Elements

You can use the LCD screen icons and other screen elements to view the hotspot's status, configure Wi-Fi band settings, and view system alerts and carrier messages.

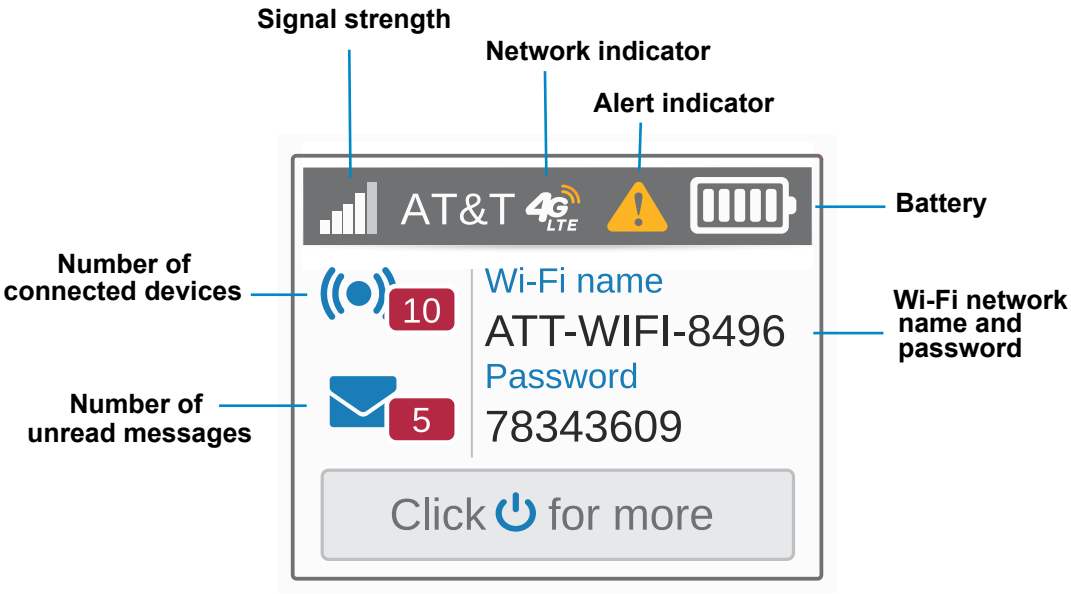


Figure 2. LCD screen

Table 2. LCD screen elements

Element	Indicates
	1 bar. The hotspot signal is weak. **5 bars**. The hotspot signal is strong.
	4G/LTE. The LTE network is available. **4G**. The HSPA and HSPA+ networks are available. **Note:** The orange bars indicate network activity by radiating in and out when data is being received or transmitted.
	System alerts require attention.
	The battery is charging.
	5 bars. The battery is fully charged. **1 bar**. The battery charge is low.
	Blue. Wi-Fi is active. **Gray**. Wi-Fi is inactive. A number, if displayed, indicates the number of connected devices.
	A number, if displayed, indicates the number of unread messages.
Default main Wi-Fi name and password	The Wi-Fi name and password used by Wi-Fi-enabled devices to connect to the hotspot.

Charge Your Hotspot

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

Set Up Your Hotspot

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

- Make sure that you get a micro-SIM card (also called 3FF) rather than a nano-SIM or standard size SIM.

- Make sure that you get a data-enabled SIM:
  - Some phone SIMs work, but not all. Best practice is to 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 that the service provides 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 through a web search. For example, search for <service provider name> APN.
  - For information about adding, selecting, or removing APNs, see *Configure Your Hotspot's Access Point Name* on page 50.

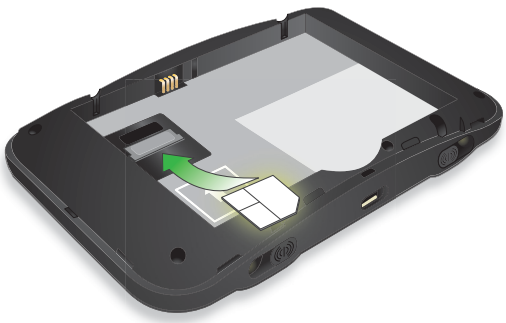
Install the Micro-SIM Card

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

➢ **To install the micro-SIM card:**

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

2. Insert the micro-SIM card.

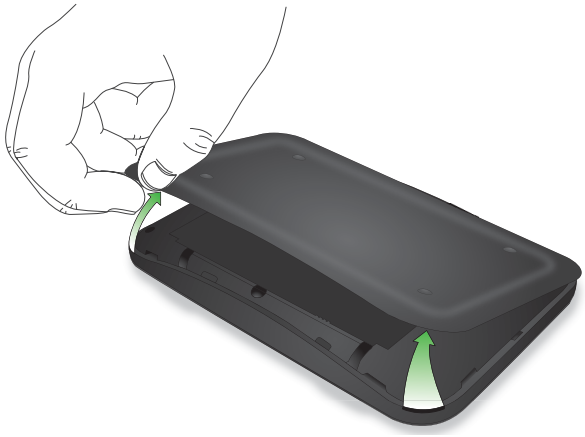


Install the Battery

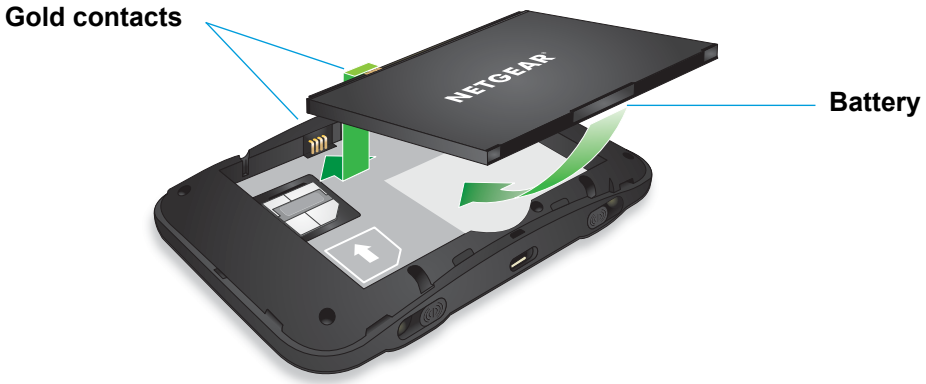
A rechargeable battery was included with your hotspot.

➢ **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 29.

Connect to the Internet

You can connect up to 10 wireless devices such as smart phones, laptops, and tablets to your mobile hotspot's Wi-Fi network.

➢ **To connect to the Internet:**

1. Press and hold the **Power** button for two seconds.

   Once powered up, the mobile hotspot automatically searches for and connects to your network provider's mobile broadband network.

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

View the 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 **attadmin**.)

➢ **To log in as an administrator:**

1. Launch a web browser from a computer or Wi-Fi device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

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, Wi-Fi passwords, admin login, and Wi-Fi encryption settings
- Enable a guest Wi-Fi
- 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 and settings from your smartphone or tablet. Search the app store for NETGEAR AirCard.

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

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 an AirCard Signal Boosting Cradle (DC113A) separately. The boosting cradle boosts the signal, extends coverage indoors and in areas with low signal strength, and adds Ethernet connectivity.

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

Use Your Hotspot

2

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

- *Monitor Data Usage*
- *Manage Wi-Fi*
- *Set Mobile Broadband Autoconnect Options*
- *View and Delete SMS Messages*
- *View Alerts*
- *Extend Battery Life*
- *Establish Security*
- *View Details About Your Hotspot*
- *Update Your Hotspot Software and Firmware*
- *What Alerts Mean*
- *Security Credentials*

Note: To change settings, log in as an administrator. See *View the Hotspot Web Page* on page 12.

Monitor Data Usage

You can monitor or configure your data usage using the hotspot web page.

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

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

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

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

   If you are using a post-paid SIM card, select the **Data Alert** check box and adjust the slide bar to set a data usage alert.

Note: If you have a GoPhone plan, go to *att.com/mygophone* to check your data usage.

Data Usage Disclaimer

Actual billed usage can be higher than estimated data usage displayed on the usage meter. For example, actual billed usage might be higher when: a part of a shared data plan such as Mobile Share; multiple users with different log in credentials using the same device; traveling internationally or outside AT&Ts network; using the SIM card with another device; or, using a tethered handset.

Manage Wi-Fi

The mobile hotspot gives you the option to share the Wi-Fi radio between two Wi-Fi networks, a main Wi-Fi network for devices you trust, and a guest Wi-Fi network that allows you to share your Wi-Fi with temporary visitors without exposing them to your devices on the main Wi-Fi network.

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

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

Enable Guest Wi-Fi

You can enable guest Wi-Fi from the hotspot web page or set advanced Wi-Fi options on the Wi-Fi Options screen.

➢ **Enable guest Wi-Fi on the hotspot web page:**

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

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

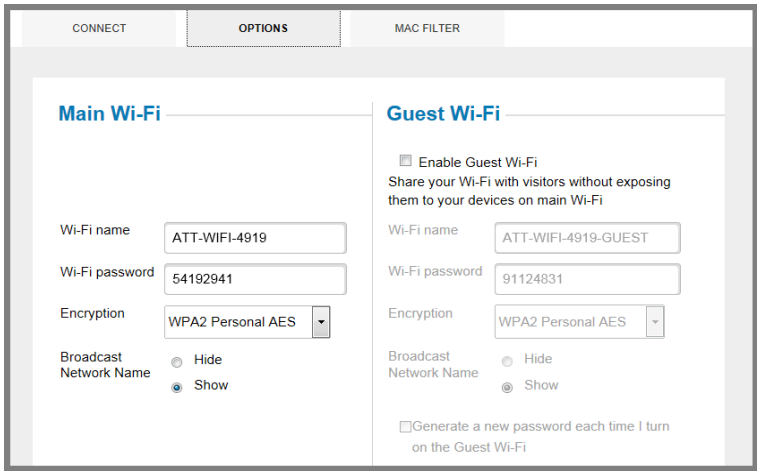
   The default password is **attadmin**. The password is case-sensitive.
4. Click the box next to **Enable Guest Wi-Fi**.

➢ **Select advanced guest Wi-Fi options (optional):**

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

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

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



5. Select the **Enable Guest Wi-Fi** check box.
6. Enter a Wi-Fi name.
7. Enter a Wi-Fi password.
8. Select an encryption mode:

- **WPA2 Personal AES**. Strong security supported by newer Wi-Fi devices (default).
- **WPA/WPA2 Personal**. Strong security supported by most Wi-Fi devices. Use WPA2 Personal AES whenever possible.

9. Select one of the radio buttons next to Broadcast Network Name:
   - **Show** displays the Wi-Fi network name and password on the LCD screen.
   - **Hide** does not display the Wi-Fi network name and password on the LCD screen.
10. To change the guest Wi-Fi password automatically, select the **Generate a new password each time I turn on the Guest Wi-Fi** check box.

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

    Your changes are saved.

    If you change the frequency, or change the guest Wi-Fi options, the Wi-Fi type changes automatically to **Custom Setup**.

Note: When you change your Wi-Fi settings (including disabling or enabling either Wi-Fi network), the hotspot resets. Any devices connected to the hotspot are disconnected when the hotspot resets.

Add a Wireless Device to Your Wi-Fi Network

You can connect up to 10 wireless 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 Wi-Fi and guest Wi-Fi networks, see *Set the Maximum Number of Connected Devices* on page 19.

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

Add a Wireless Device Manually

➢ **To add a wireless device manually:**

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

   The Wi-Fi 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 Wi-Fi device to your Wi-Fi network without a Wi-Fi password, using the hotspot web page.

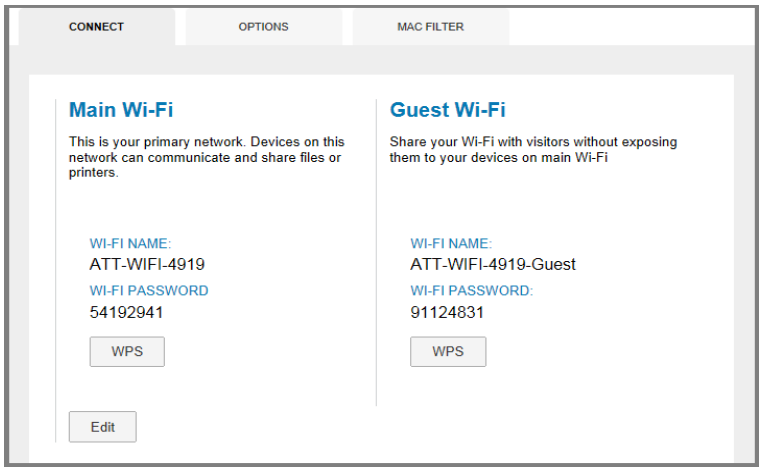
➢ **To add a WPS-enabled Wi-Fi device from the hotspot web page:**

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

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

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

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



5. Click the **WPS** button for either the main Wi-Fi or the guest Wi-Fi 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 wireless device communicate and establish the connection.

Set the Maximum Number of Connected Devices

You can connect up to 10 wireless devices to the hotspot. These connections are shared between the hotspot's main and secondary Wi-Fi networks.

➢ **To set the number of devices that can connect to each Wi-Fi network:**

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

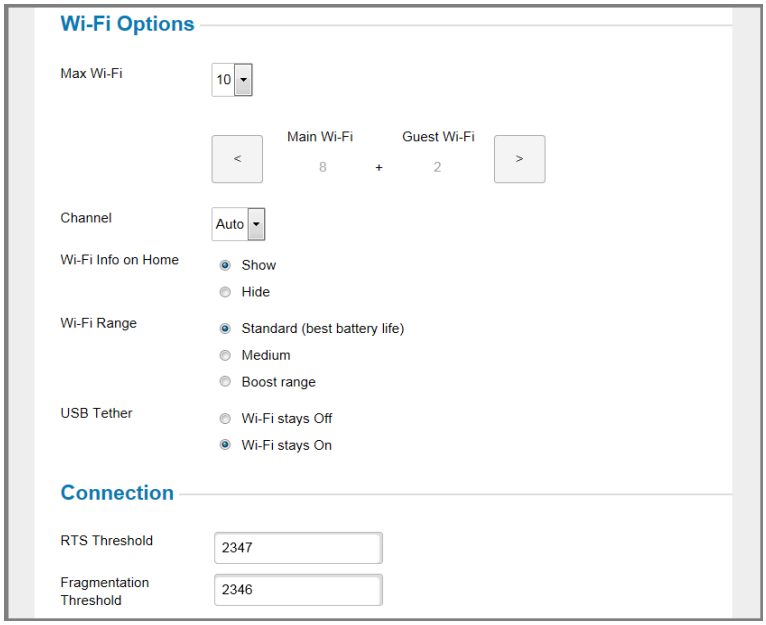
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

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



5. From the **Max Wi-Fi** 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 Wi-Fi networks (main and guest).

   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 wireless device that is connected to the network.
  2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

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

     A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays on the right side of the screen.

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

- **To block a device:**

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

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

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

     A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays in the right 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 cannot access your Wi-Fi network.

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

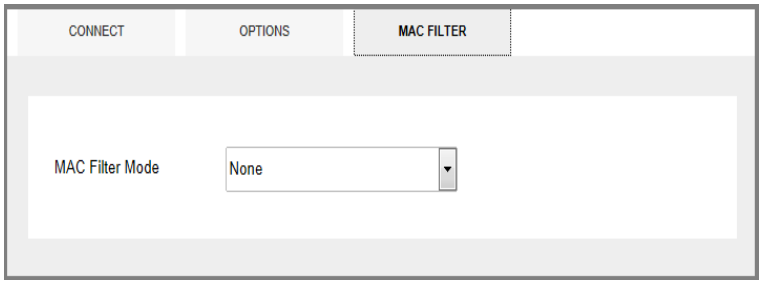
  1. Launch a web browser from a computer or wireless device that is connected to the network.
  2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

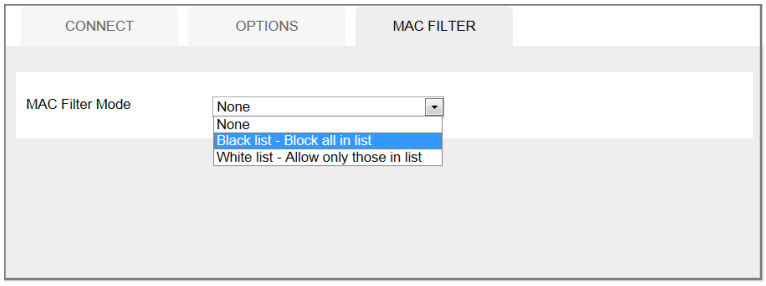
     The default password is **attadmin**. The password is case-sensitive.

     A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays in the right 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 wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

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

   The Home screen displays. A list of devices connected to the main Wi-Fi and guest Wi-Fi 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 Autoconnect Options

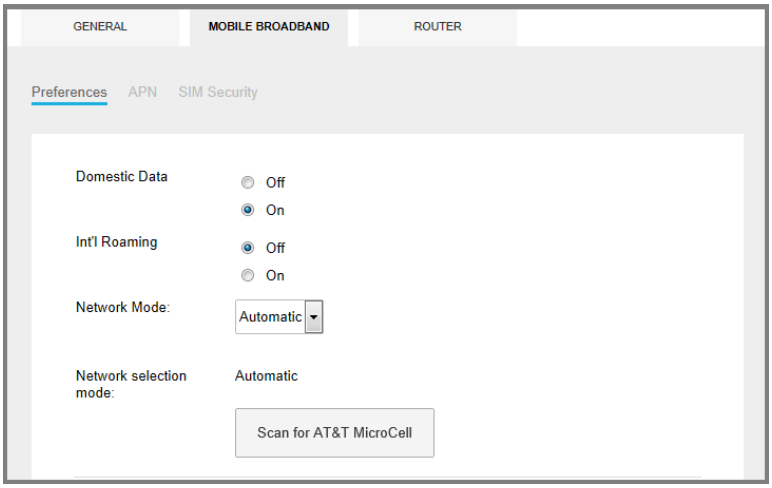
By default, the hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so that the hotspot automatically connects to another network when you are roaming or never autoconnects.

➢ **To set autoconnect options:**

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

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > MOBILE BROADBAND > Preferences**.



5. Adjust any of these settings:
   - **Domestic Data**. If you are using the hotspot in the United States, leave Domestic Data set to On. Domestic Data is set to On by default.
   - **Int'l Roaming**. If you are using the hotspot outside the United States, select the **On** radio button. Int'l Roaming is set to Off by default.
   - **Network Mode**. Network Mode is set to Automatic by default.

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 44.

6. 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.

7. Click the **Submit** button.

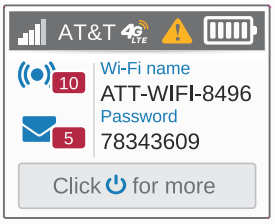
   Your selections are saved.

View and Delete SMS Messages

Your hotspot displays messages from your network service provider on both the LCD and the hotspot web page. The number next to the envelope icon indicates you have unread messages.

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

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



2. Press the **Power** button until the Messages screen displays.
3. Read each message that displays.
4. To move to the next message, click the **Power** button.

➢ **To view SMS messages on the hotspot web page:**

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

   A login screen displays.

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

   The default password is **attadmin**. 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 from the hotspot web page:**

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

2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

   The default password is **attadmin**. 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.

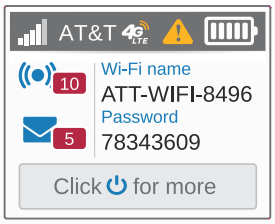
   The message is deleted.

View Alerts

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

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

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



2. Press the **Power** 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 **Power** 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 on the hotspot web page:**

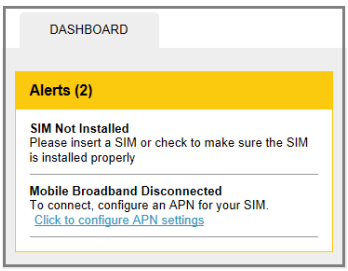
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

   The default password is **attadmin**. 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

By default, the hotspot 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)
- Wi-Fi range

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

- Adjust Wi-Fi settings.
- Adjust display settings.

Adjust Wi-Fi Settings to Optimize Battery Life

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

➢ **To adjust Wi-Fi setttings to optimize battery life:**

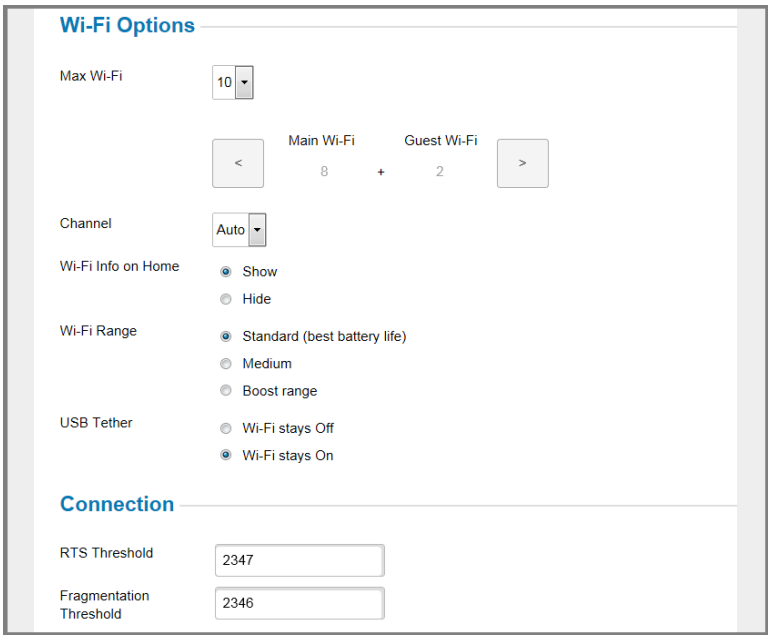
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

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



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

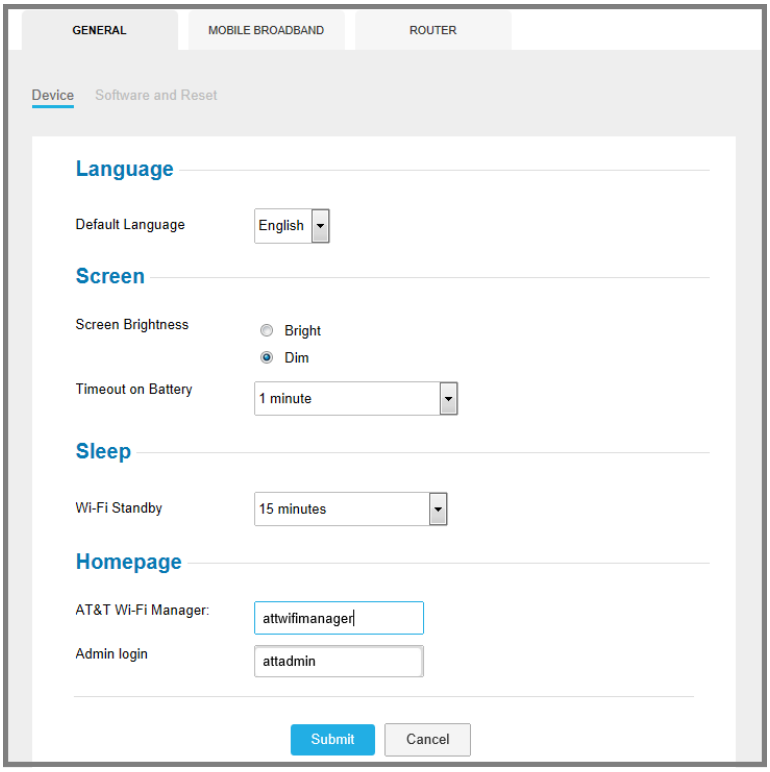
Dim the screen to reduce the LCD screen's brightness level. Set the screen time-out to a shorter period to reduce the amount of time that the LCD screen is not touched before the screen turns blank.

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

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

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

   The default password is **attadmin**. 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**. From the list, select a shorter time period.

   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:**

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 Wi-Fi network names identify your Wi-Fi networks and are visible to other Wi-Fi-enabled devices.

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

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

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

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

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

   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 that is used to access the hotspot web page.

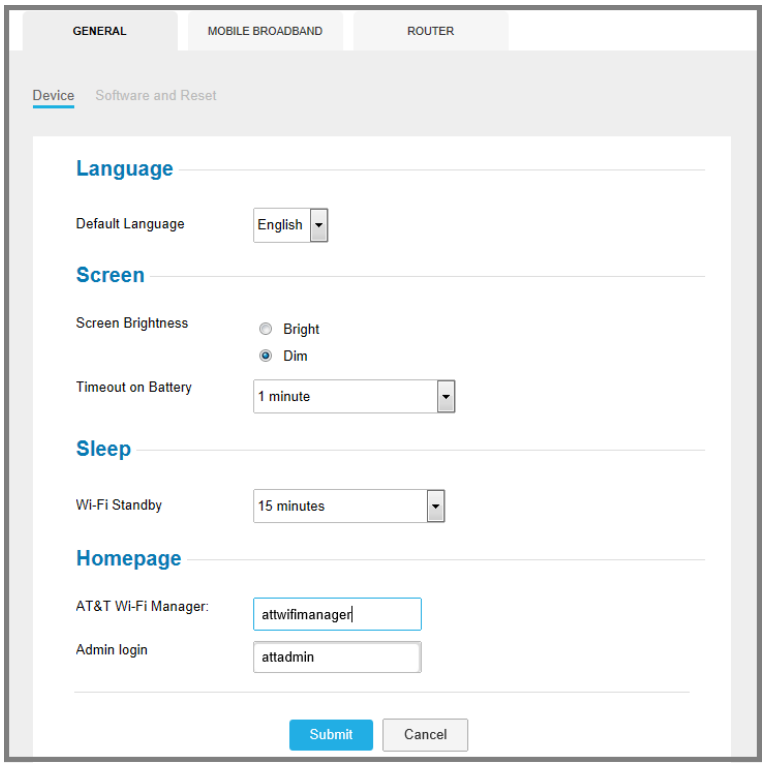
➢ **To change the login settings for the hotspot web page:**

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

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

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

4. Select **Settings > GENERAL > Device**.



5. (Optional) In the **AT&T Wi-Fi Manager** 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 **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 Wi-Fi:**

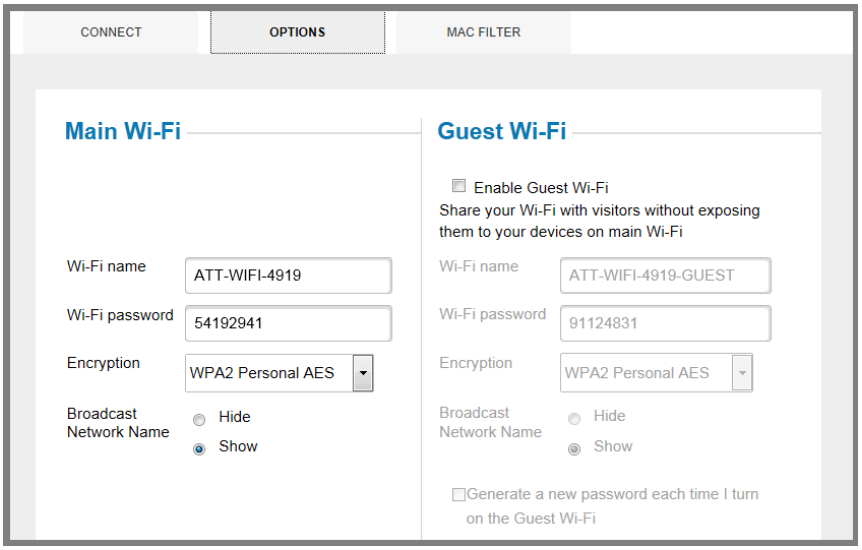
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

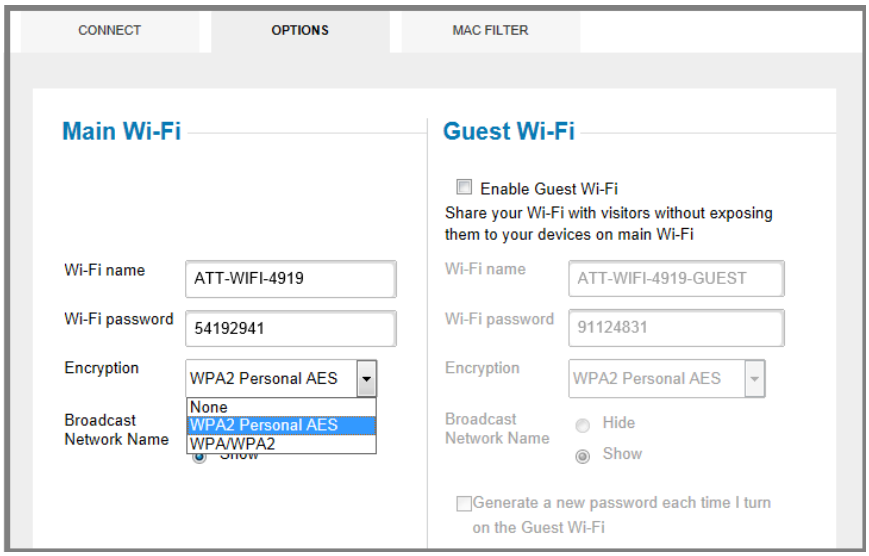
3. Enter the password in the **Sign In** field.

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

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



5. From the **Encryption** list, select a security option.



Select from the following Wi-Fi encryption options:

- **WPA2 Personal AES**. Strong security supported by newer Wi-Fi devices (default).
- **WPA/WPA2**. Strong security supported by most Wi-Fi devices. Use WPA2 Personal AES whenever possible.
- **None**. Anyone can access your Wi-Fi 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 Wi-Fi devices, if necessary, using the new Wi-Fi credentials.

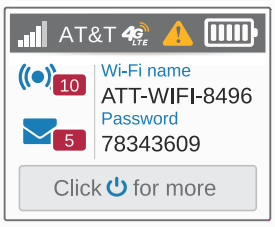
   See *Connect to the Internet* on page 12.

View Details About Your Hotspot

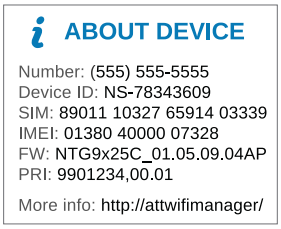
You can view details about your hotspot such as the model number, firmware version, and IMEI (International Mobile Station Equipment Identity) on both the LCD screen and the hotspot web page.

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

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



2. Press the **Power** button until the about device screen displays.



➢ **To view details about your hotspot on the hotspot web page:**

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

   A login screen displays.

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

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

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

   The About mobile hotspot screen displays.

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

   Follow the system prompt to open the file or specify where you'd like the file saved.

Update Your Hotspot Software and Firmware

The update server will push a notification to the hotspot when firmware updates are available. 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 wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
4. Double-click 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.

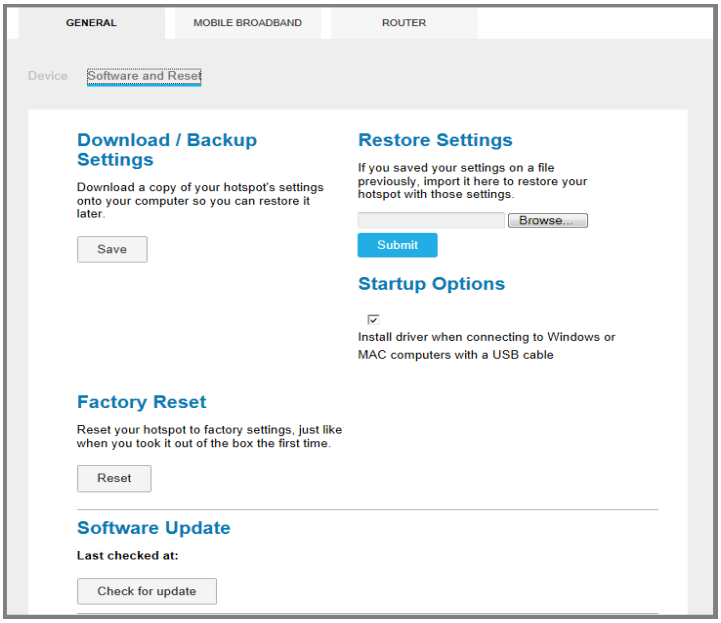
➢ **To update software manually without receiving an alert:**

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

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

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

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



5. If the **Check for update** 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.

What Alerts Mean

Your hotspot displays alerts to notify you that you need to take action to resolve a specific condition.

SIM Not Installed

Ensure that the micro-SIM card is installed correctly. See *Set Up Your Hotspot* on page 9.

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 wireless device that is connected to the network.
3. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

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

   The micro-SIM card is unlocked.

SIM MEP Locked

➢ **To unlock the SIM MEP:**

1. Contact your network provider for the eight-digit MEP unlock code.
2. Launch a web browser from a computer or wireless device that is connected to the network.
3. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
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 63.) 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.

Security Credentials

Three passwords are associated with the hotspot:

- **Wi-Fi password**. Use this password to connect your computer or other Wi-Fi 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 Wi-Fi password is printed on a label under the battery.
- **Guest Wi-Fi password**. When this password is enabled, guests can use this password to access the guest Wi-Fi 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, **attadmin**, 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://attwifimanager* or *http://192.168.1.1*). For more information, see *Establish Security* on page 30 and *Change Hotspot Web Page Login Settings* on page 30.

Advanced Settings

3

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

- *Tethered Mode*
- *Back Up and Restore Hotspot Settings*
- *Manage Wi-Fi Network Options*
- *Enable SIM Security*
- *Configure Mobile Broadband*
- *Configure Your Hotspot's Access Point Name*

Tethered Mode

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

By default, a host driver is installed the first time you connect your mobile hotspot to the computer via the USB cable. This driver enables the mobile hotspot to connect to the Internet when it is tethered to a USB port on the computer via the USB cable instead of using the Wi-Fi network.

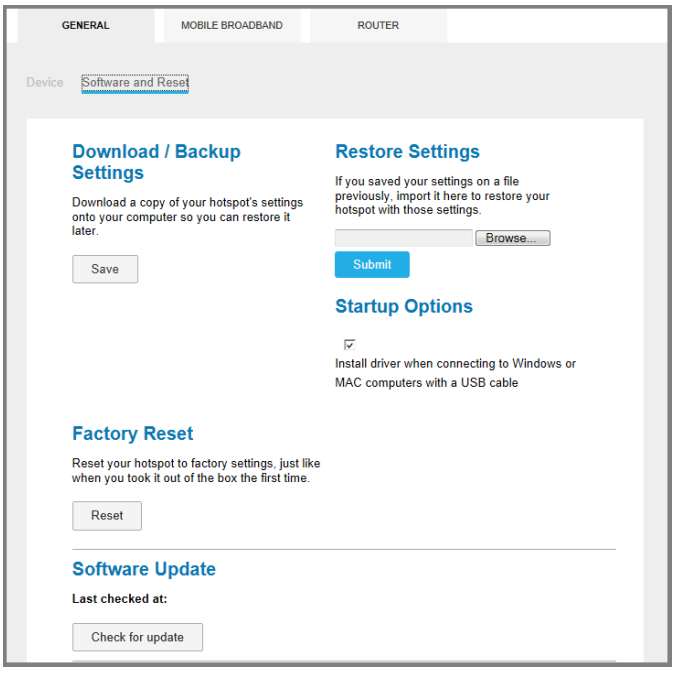
If you do not want to use this feature and want to use the USB cable only to charge the mobile hotspot battery, you can set the host driver not to install.

➢ **To set the host driver not to install:**

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

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > GENERAL > Software and Reset**.



5. Clear the check box next to Install driver when connecting to Windows or MAC computers with a USB cable.

   The Submit button appears once you make a selection.
6. Click the **Submit** button.

➢ **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://attwifimanager* 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 the **Power** button for five seconds.
2. Press the **Power** 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://attwifimanager* or *http://192.168.1.1* to customize your hotspot's advanced settings.

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:**

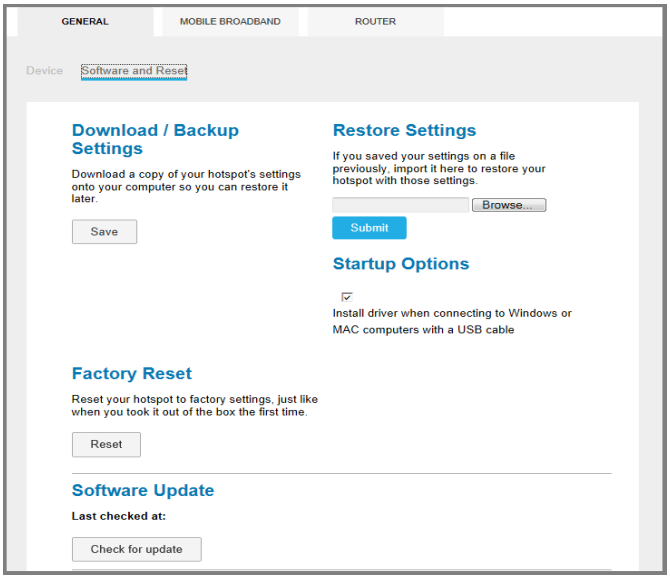
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

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



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

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

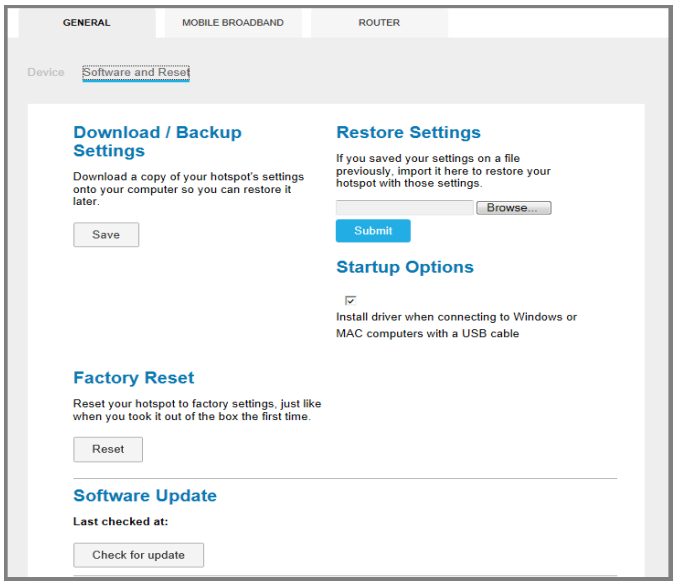
➢ **To restore hotspot settings:**

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

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

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

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



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

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

   Your hotspot is restored with the imported file settings.

Manage Wi-Fi Network Options

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

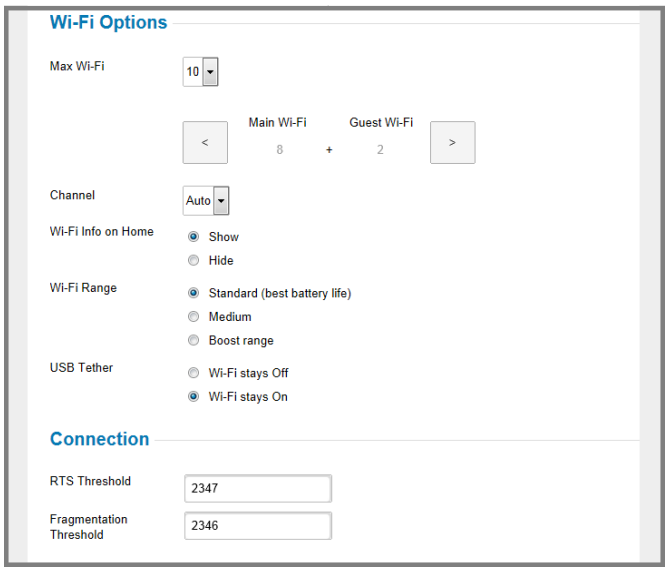
➢ **To set the Wi-Fi network options:**

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

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

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

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



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

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

   Your changes are saved.

Enable SIM Security

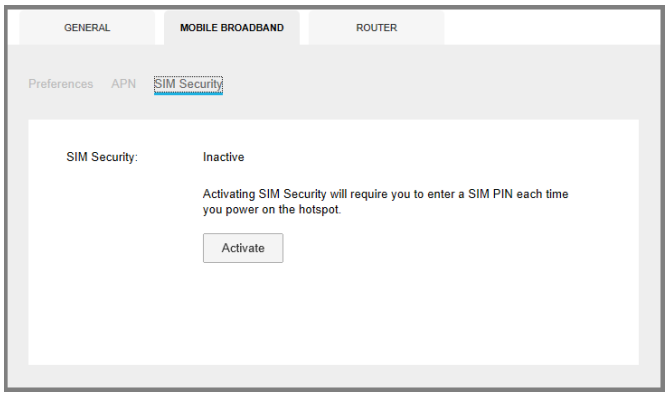
Create another level of security by establishing a PIN that you must enter before you can manage the WAN connection or view SMS messages. For the default SIM PIN, contact your network provider.

➢ **To enable SIM security:**

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

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > MOBILE BROADBAND > SIM Security**.



5. Click the **Activate** button.
6. 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, and 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 wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
4. Click the **About** link near the upper right corner of the screen.

Enable Port Forwarding

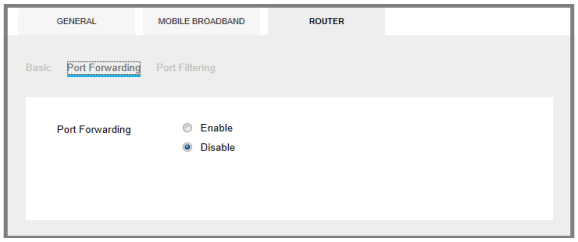
If your computer is hosting a server, you can enable port forwarding so that other users can access the server.

➢ **To enable port forwarding:**

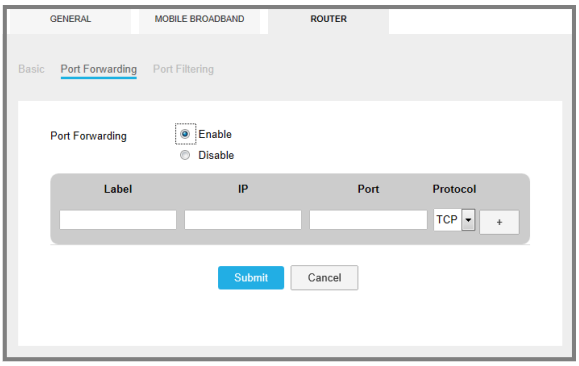
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > ROUTER > Port Forwarding**.



5. Select the **Enable** radio button.



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.

6. 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.
7. 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.

Note: An activation data connection must be present before you can add entries.

➢ **To enable port filtering:**

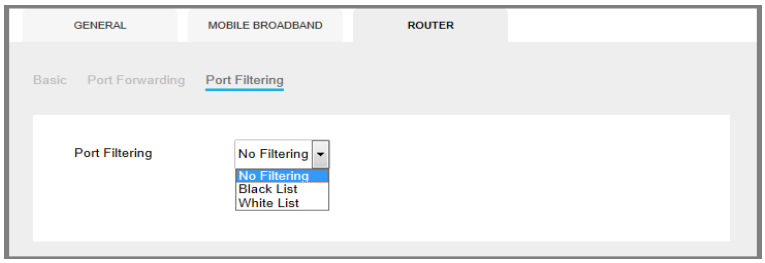
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

4. Select **Settings > ROUTER > Port Filtering**.



5. 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.

6. Identify the ports to filter.
7. Enter a meaningful label that describes the service.
8. Enter the port and communication protocol being used.

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

9. 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:**

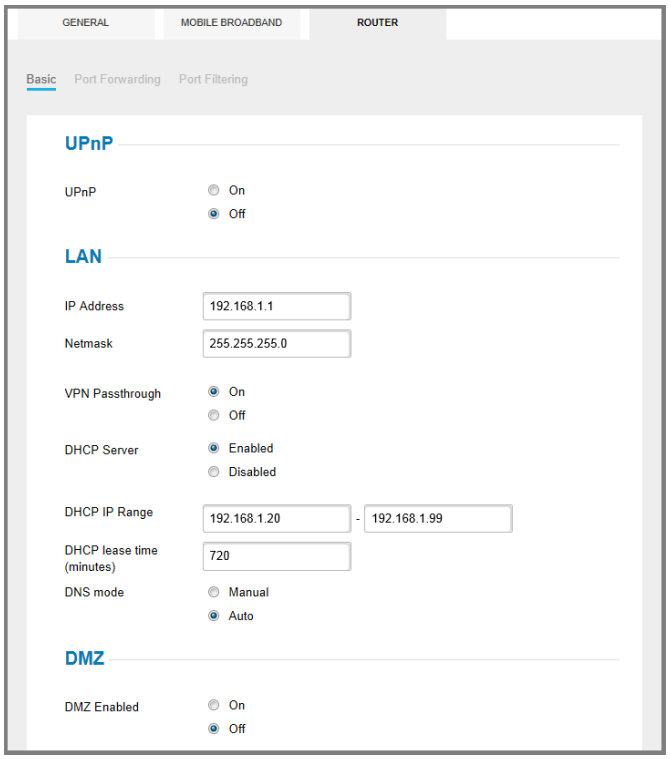
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

4. Select **Settings > ROUTER > Basic**.



5. In the LAN section, select the VPN Passthrough **On** radio button.

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

6. 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:**

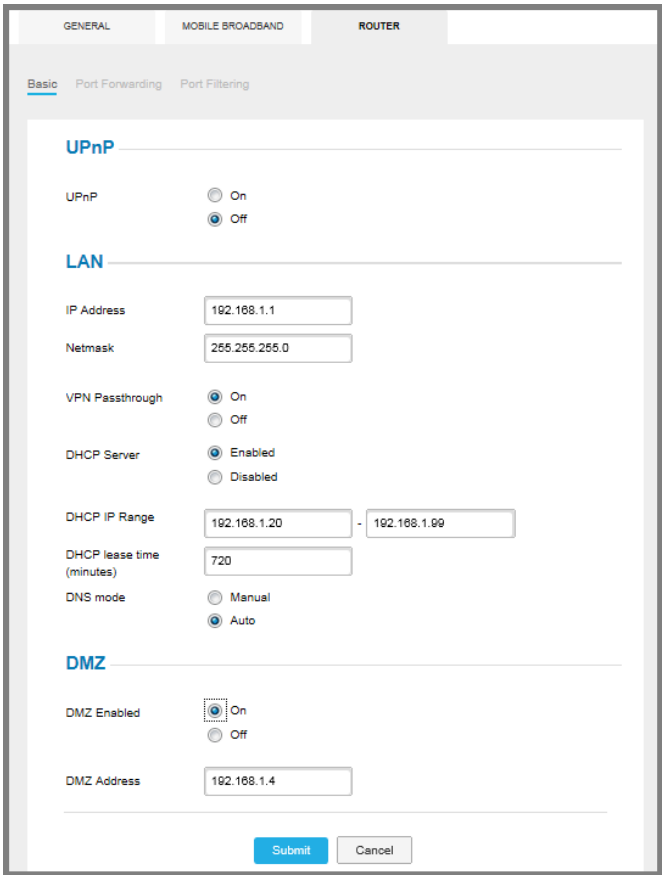
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

4. Select **Settings > ROUTER > Basic**.



5. In the DMZ section, select the DMZ Enabled **On** radio button.
6. 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 Wi-Fi, the first Wi-Fi client's IP address is usually 192.168.1.74.

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

   Your changes are saved.

Set LAN Options

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

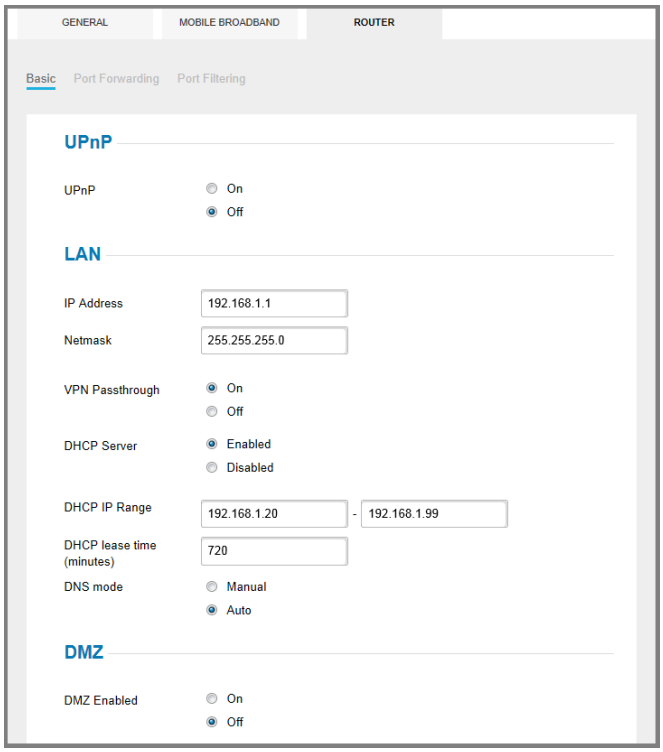
1. Launch a web browser from a computer or wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

4. Select **Settings > ROUTER > Basic**.



5. 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 the **Auto** radio button, the servers use the DNS relay specified by the Internet provider.

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

6. Click the **Submit** button.

   Your changes are saved.

Configure Your Hotspot's Access Point Name

The hotspot auto configures 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 *Add a New APN* on page 51.

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).

Add a New APN

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.

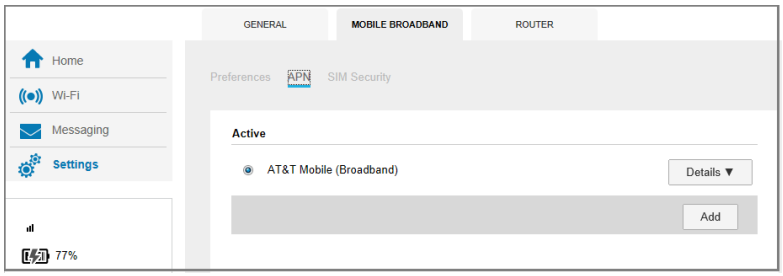
If you're unable to connect to the hotspot and you receive an error message, you must add a new APN to your hotspot.

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

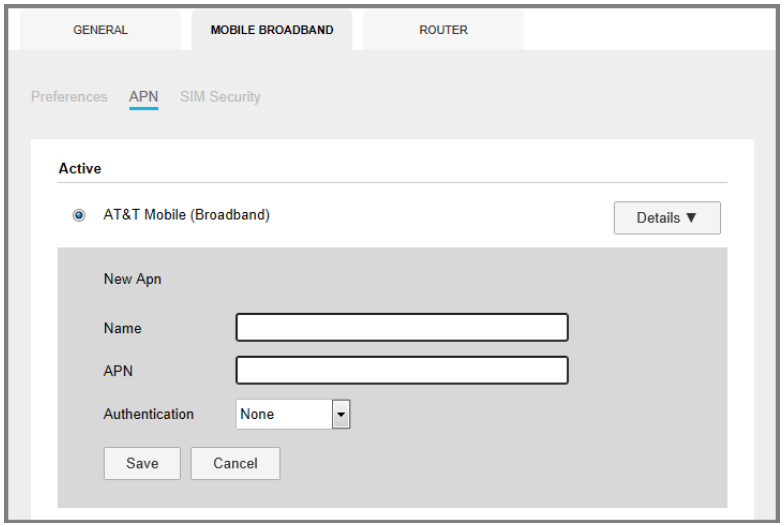
1. Launch a web browser from a computer or Wi-Fi device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > MOBILE BROADBAND > APN**.



5. Click the **Add** button.



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

   If you do not know the APN, contact your service provider.
8. Select a network authentication mode:
   - **None (default)**
   - **PAP**
   - **CHAP**
   - **PAP or CHAP**
9. Enter a user name and password if the wireless network requires these fields.
10. Click the **Save** button.

    The new APN is added.

Select Which APN to Use

➢ **To select which APN to use:**

1. Launch a web browser from a computer or Wi-Fi device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > MOBILE BROADBAND > APN**.

   A screen listing the current APNs displays.

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

   The APN is selected.

Remove an APN

➢ **To remove an APN:**

1. Launch a web browser from a computer or Wi-Fi device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

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

   The default password is **attadmin**. The password is case-sensitive.
4. Select **Settings > MOBILE BROADBAND > APN**.

   The APN screen displays.
5. Click the radio button beside the APN entry you want to remove.
6. Click the **Details** button.
7. Click the **Delete** button.

   The APN entry is removed.

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 for information 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 Wi-Fi 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 prepaid SIM card.

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

The number on the Wi-Fi icon on the hotspot's LCD is the number of users (or devices) connected to your Wi-Fi 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 20.

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://attwifimanager**.

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 *Set Up Your Hotspot* on page 9.
- Make sure that your micro-SIM account is active. To check micro-SIM status and activate the account, visit *http://attwifimanager.*
- 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 50.
- If your hotspot still does not connect, you might need to create or update the default connection.

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

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

   A login screen displays.

3. Enter the hotspot password.

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

4. Select **Settings > MOBILE BROADBAND > APN**.

   The APN screen displays.

5. Review ISP settings.

Questions About the Hotspot Battery

Review these questions for information 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 26.

Questions About the Hotspot Web Page

Review these questions for information 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 wireless device that is connected to the network.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

   A login screen displays.

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

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

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

The default admin login password is attadmin, and the hotspot web page URL is http://attwifimanager 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** button for fifteen seconds.

   A factory reset takes about one minute. After the device resets, reconnect Wi-Fi devices.

General Questions

Review these general questions about 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 Wi-Fi devices. Review the following possibilities:

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check Wi-Fi interference by powering the hotspot off and on to find a better Wi-Fi channel.
- Switch Wi-Fi channel from 2.4 GHz to 5 GHz.
- If the 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 five 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 wireless 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 wireless 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 Wi-Fi 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 wireless 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 wireless 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 Wi-Fi network name doesn't appear in the list of networks?

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

- Refresh the list of networks.
- Select **Wi-Fi > OPTIONS**. Make sure that Wi-Fi Info on Home **Show** radio button is selected.
- If the LCD is dark, the Wi-Fi radio might be asleep. Press the **Power** button to wake the hotspot.

- If the hotspot is tethered to your computer, make sure that Wi-Fi is set to stay on when the hotspot is tethered. See *How can I reset the hotspot?* on page 61.

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. To power the hotspot off, press the **Power** button for five seconds.
1. To power the hotspot on, press the **Power** button for two seconds.
2. Press the **Power** 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 Wi-Fi 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/ATTUniteExpress.*

Specifications

A

This appendix covers the following topics:

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

Mechanical Specifications

Table 3. 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 (0.57 in.)

Environmental Specifications

Table 4. 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 5. Supported RF bands

Technology	Bands
LTE Cat 3	No Carrier Aggregation
FDD	Band 2 / 4 / 5 / 17
3G	Band 2 [1900] / Band 5 [850]
2G	N/A

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.