NETGEAR Fuse

Mobile Hotspot

User Guide

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Introduction

The following topics describe the basics of using this guide and your new mobile broadband device.

Before You Begin

Thank you for purchasing your new NETGEAR Fuse Mobile Hotspot. The following topics explain how best to use this guide to get the most out of your mobile broadband device.

Before Using Your Device

Read Safety Information thoroughly for proper usage.

Accessible services may be limited by subscription contract conditions.

Guide Usage Notes

Note that most descriptions in this guide are based on your device's default settings at the time of purchase.

Screenshots and Key Labels

Screenshots and Key labels are provided for reference only. Actual windows, menus, etc., may differ in appearance.

Other Notations

In the user guide, the NETGEAR Fuse Mobile Hotspot may be referred to either as "mobile broadband device," "hotspot," "device," or "WiFi router."

Operating Environment (Compatible OSs)

The table below outlines the compatible operating environments for your device. Use outside of these environments may affect performance. Additional factors (hardware, connected peripherals, installed applications, etc.) may also affect performance.

- For computer support, OS version upgrade information, etc., see the corresponding manufacturer's product support documentation.
- The information for the operating environments (compatible OSs) listed below is the current information for your device sold as of May 2015.

Item	Description
Compatible Operating Systems (OSs)	Windows® 8 (x86), Windows 7, Windows Vista®, Windows XP® SP3, or Mac OS® X (version 10.5 or later) Mac OS 10.6–10.8, iOS4, Android 2.1, Blackberry 5.0
Additional Requirements	One or more computers that support WiFi (802.11b/g/n) If you'll be connecting your device through USB, a USB 2.0 slot
Available Hard Disk Capacity	N/A
Compatible Browsers	Internet Explorer® (version 8.0 or later) Mozilla Firefox® (version 4.0 or later) Google Chrome™ (version 17 or later) Apple Safari® (version 5.0 or later) Apple Safari® Mobile (version iOS 4.0) Android Browser (Android OS 2.2 or later)

Package Contents

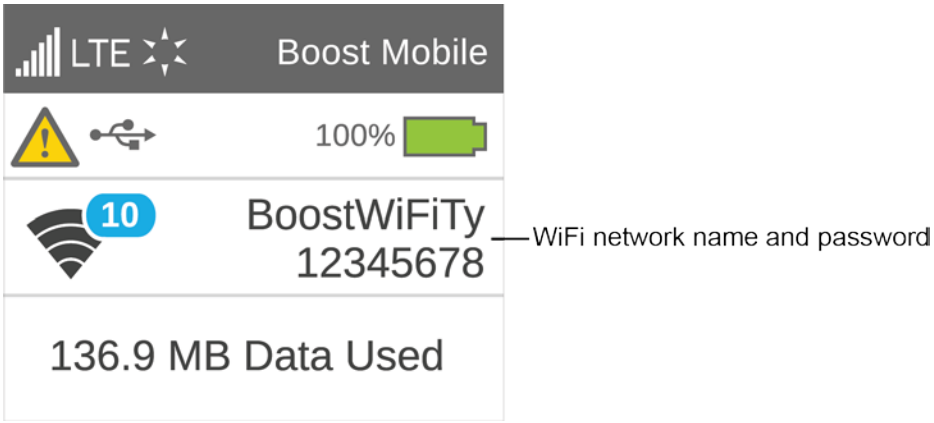
See below for details on everything you will find in the box for your NETGEAR Fuse Mobile Hotspot.

- NETGEAR Fuse Mobile Hotspot
- Battery cover
- Rechargeable battery
- AC charger with Type A USB port
- Micro-USB cable
- Micro-SIM (preinstalled)
- Get Started Guide
- Important Information Booklet

SSID and Security Key

Before connecting WiFi devices to your NETGEAR Fuse Mobile Hotspot, you will need to confirm the SSID (network name) and security key (WiFi password).

- The WiFi network name and security key (password) are displayed on the LCD home screen when you power on your device.



Additional Information

The following list describes additional information useful to know before you begin using your NETGEAR Fuse Mobile Hotspot.

- Your mobile broadband device accommodates software updates. Always use the latest software.
- Note that connection speeds may drop or connections may be disabled depending on line traffic or connection environments.
- When using WLAN overseas, change the settings according to the laws of those countries.

Contacting Customer Service

You can reach Customer Service online.

- Visit boostmobile.com.
- If your device is ever lost or stolen, call Boost immediately at 1-888-BOOST-4U (1-888-266-7848). We will secure your account balance and your account information.

Get Started

The following topics give you all the information you need to set up your mobile device the first time.

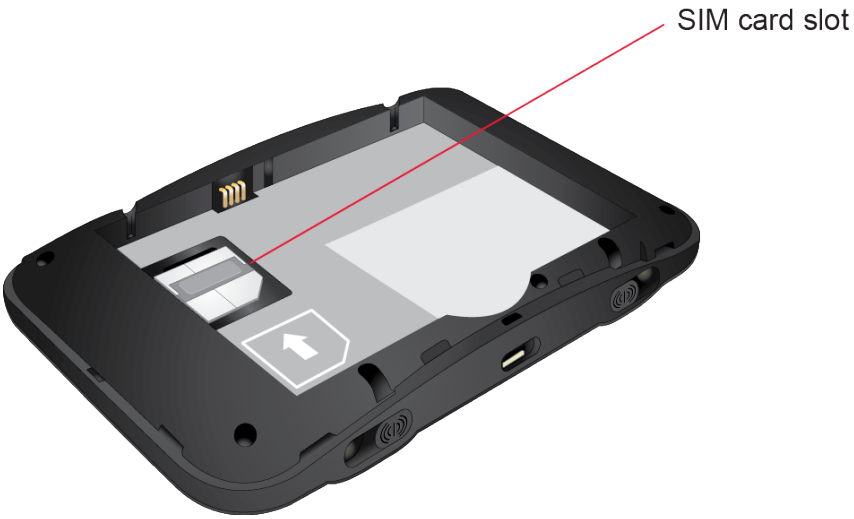
Parts and Function

Learn your device's primary external features and buttons.

Front View

Back View (Battery Cover Removed)

Interior (Battery Removed)



Part	Description
LCD screen	View device status. (See LCD Interface.)
Power button	Toggle power on or off.
External antenna ports (2)	RF antenna connectors for advanced users (slide open to access).
Micro-USB port	Connect the micro-USB cable for charging or creating a tethered connection.
Battery cover	Remove the battery cover to remove or insert the battery or SIM card.
SIM card slot	The SIM card is preinstalled.

SIM Card

The SIM card is an IC card containing your device's phone number and other customer information.

Note: Your SIM card is preinstalled.

Handling a SIM Card

Keep the following in mind when handling a SIM card.

- The customer is responsible for any damage caused by inserting the SIM card in another brand of IC card reader, etc.

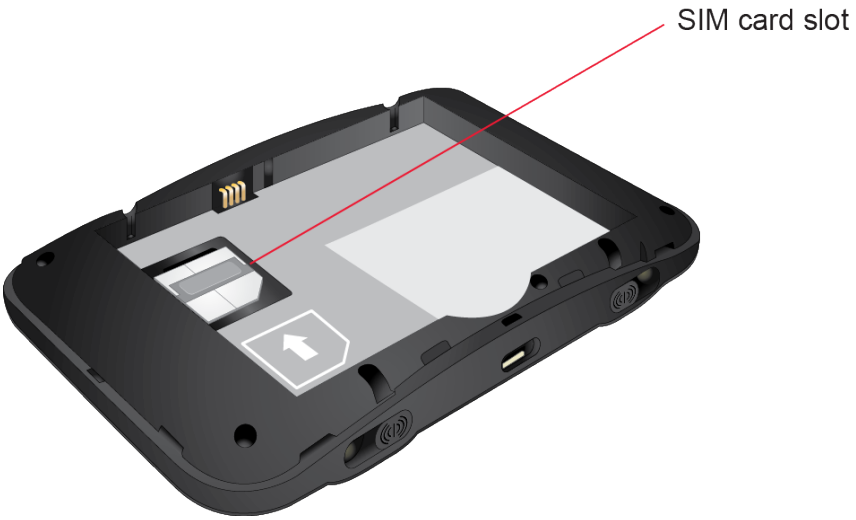
- Always keep the IC chip clean.
- Wipe clean with a dry, soft cloth.
- Avoid applying labels. May damage the SIM card.
- See instructions included with the SIM card for handling.
- The SIM card is the property of the company.
- The SIM card is replaceable (at cost) in case of loss/damage.
- Return the SIM card to the company when cancelling a subscription.
- Returned SIM cards are recycled for environmental purposes.
- Note that SIM card specifications and performance may change without notice.
- NETGEAR recommends that you keep a separate copy of information that is stored on the SIM card. NETGEAR is not responsible for damages from stored information that is lost.
- Always follow emergency procedures to suspend service if your SIM card or device (SIM card inserted) is lost or stolen. For details, contact Customer Service.
- Always power off the mobile broadband device before inserting or removing the SIM card.

Insert the SIM Card

Follow these instructions to insert a SIM card. Remember to power off your device before inserting a SIM card.

Note: Your device's SIM card is preinstalled. These instructions are for reference only.

1. Remove the battery cover.
2. Remove the battery. (See Remove the Battery.)



3. Open the SIM card cover.
4. Insert the SIM card.
   - Insert gently with the gold IC chip facing downward.
5. Close the SIM card cover.
6. Insert the battery. (See Insert the Battery.)
   - Make sure that the battery contact points align with those inside the battery compartment.

7. Attach the battery cover.

Remove the SIM Card

Follow these instructions to remove the device's SIM card.

Note: Remove the SIM card only if instructed by your Internet service provider.

1. Press and hold the **Power** button to turn off the device before removing the SIM card.
2. Remove the battery cover.
3. Remove the battery. (See Remove the Battery.)
4. Open the SIM card cover.
5. Remove the SIM card.
6. Close the SIM card cover.
7. Insert the battery. (See Insert the Battery.)
   - Make sure that the battery contact points align with those inside the battery compartment.

8. Attach the battery cover.

Battery Use

The following topics explain how to insert and remove your device's battery.

Battery Cautions

Storage: Avoid storing or leaving the battery with no charge remaining. Saved information and settings may become lost or changed, or the battery may become unusable. Charge once every six months before storing or leaving unused for a long period.

Bulges: Depending on use, bulges may appear near end of battery life. This does not affect safety.

Replacing Battery: The battery is a consumable item. It needs to be replaced if operating time shortens noticeably. Purchase a new battery.

Cleaning: Clean soiled terminals between the battery and the device with a clean, dry cotton swab. Soiled terminals can result in a poor connection and prevent charging, etc.

Insert the Battery

Before you use your device, install the battery.

1. At the antenna connector shown below, lift the raised edge of the battery cover to remove it.

2. Insert the battery into your device, contacts end first.

- Make sure that the battery contact points align with those inside the battery compartment.

3. Replace the battery cover.

Remove the Battery

Follow these instructions to remove your device's battery. Always power the device off before removing the battery.

1. At the antenna connector shown below, lift the raised edge of the battery cover to remove it.

2. Remove the battery.

3. Replace the battery cover.

Charge the Battery

You need to recharge your device's battery periodically. You can continue using your device while it is charging.

The faster method is to connect your device to the AC charger. Alternatively, you can connect your device to your computer, although this charges more slowly.

Charge Using the AC Adapter

1. Insert the larger (Type A) end of the micro-USB cable into the AC charger.

2. Insert the other end of the cable into the micro-USB port on the side of your device.

3. Insert the AC charger into an electrical outlet. (If the battery is already partially charged when the charger is plugged into the outlet, your device will power on automatically.)

While your device is charging, the percentage of charge that the battery has displays on the LCD (and the Mobile Hotspot Manager home page, if your device is on).

When your device is fully charged, the full battery icon and message display on the LCD (and the Mobile Hotspot Manager home page, if your device is on).

Charge Using a USB-to-Computer Connection

Note: If you will be using the USB connection to connect to the Internet (and not just for charging your device), you must install the device driver. (See TRU-Install.)

Note: If you are using Mac OS X 10.4.x, after you connect your device, you may see a warning message that your computer is running on the UPS backup battery and that you should prevent a computer

shutdown. You can continue with your work. To prevent this message from being displayed, install the device driver.

1. Make sure that your computer is turned on.
2. Insert the larger (Type A) end of the micro-USB cable into your computer.
3. Insert the other end of the cable into the micro-USB port on the side of your device.

- While your device is charging, the percentage of charge that the battery has displays on the LCD (and the Mobile Hotspot Manager home page, if your device is on).
- When your device is fully charged, the full battery icon and message display on the LCD (and the Mobile Hotspot Manager home page, if your device is on).

Turn Your Device On and Off

Use the **Power** button to turn your device on and off.

Turning Your Device On

1. Make sure that:
   - Your device has a charged battery inserted.

     – or –
   - Your device is connected to the AC charger or a computer (through the micro-USB cable).
2. If the LCD is blank, press and hold the **Power** button until the screen lights up.

Turning Your Device Off

- Press and hold the **Power** button until the "Shut Down" message appears.

Control Your Device Using the Power Button

The **Power** button is used to turn the NETGEAR Fuse Mobile Hotspot on or off and to choose which information screen to display on the LCD.

Desired result	Action
Turn mobile hotspot on	Press and hold the **Power** button for 3-4 seconds.
Turn mobile hotspot off	Press and hold the **Power** button for 3-4 seconds.
Wake up WiFi signal and device screen	Press and release the **Power** button.
Cycle through screens	Press and release the **Power** button.

Sleep Mode

If you are not using your device, or if the battery has not been charged, your device automatically enters sleep mode to save power.

In sleep mode, WLAN is disabled.

- To wake your hotspot from sleep mode, press the **Powe**r button and the LCD wakes up.
  - WLAN function is enabled and WiFi devices can reconnect to the hotspot.

The time required to recover the network connection varies by environment, settings, etc.

Activation and Service

Before using your device, you must set up your service with Boost Mobile. Locate the MEID (DEC) number on the packaging. You will need this 18-digit number to activate your Mobile Hotspot.

For more information about your Boost Mobile account, see My Account.

Create Your Account and Pick Your Plan

Set up your Boost Mobile account.

1. From your computer, visit boostmobile.com/activate.
2. Enter your device's MEID and click **start activation process**.
   - Your Mobile Hotspot's MEID (serial number) can be found on the packaging.
3. Follow the remaining instructions to choose your plan and select a payment method.
4. Follow the activation instructions.

Note: You can also activate by phone by calling **1-888-BOOST-4U** (1-888-266-7848).

Connect with WiFi (WLAN)

You can connect to your Fuse Mobile Hotspot WiFi networks from computers and WiFi devices.

Connect to the Mobile Hotspot WiFi Network

You can find and select the WiFi network or you can use WiFi Protected Setup (WPS) to connect to the WiFi network.

Find and Select the Mobile Hotspot WiFi Network

The following procedure explains how to connect to the hotspot's WiFi network.

To connect to WiFi:

1. Do one of the following, depending on your operating system.
   - Windows 7: Click the WiFi icon in the system tray.
   - Windows Vista: Click **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Connect to a network**.
   - Windows XP: Click **Control Panel** > **Network Connections** > **Wireless Network Connections** > **View available wireless networks**.
   - Mac: Click the AirPort icon (in the upper right corner of your screen).
   - Linux: See the user documentation of the Linux distribution.
   - Other operating systems: See the user documentation for your operating system or computer.
2. Select the WiFi network provided by the NETGEAR Fuse Mobile Hotspot and connect to it. (If prompted for a network key/security key/password, enter the WiFi password.)

Tip: The WiFi network name and password are displayed on the LCD home screen of the NETGEAR Fuse Mobile Hotspot. (See LCD Home Screen.)

Connect Through WPS

WiFi Protected Setup (WPS) provides a fast, simple, and secure way to connect WPS-enabled devices to your WiFi network. You don’t have to give the name (SSID) and WiFi password of your Main or Guest network to other users.

The WPS feature is available on certain cameras, printers, smartphones, and laptops. These devices have either a hardware button or a WPS-related option in the software. Please consult the user documentation for your device.

WPS is always available for the Main and Guest WiFi networks as long as the WiFi radio is on (the device is not asleep due to the sleep [standby] option, or off while the device is tethered).

WPS is not available in any of these situations:

- WiFi radio is off while your device is sleeping due to inactivity.
- WiFi radio is off while your device is tethered. (See Turn WiFi On or Off When Tethered.)
- The WiFi security option is WPA Personal, WEP, or WEP-related, for example, WEP 64 Bit Open. (To change security to WPA/WPA2 Personal, see Change the WiFi Security.)
- The broadcast network name is not enabled. (See WiFi Options Tab.)
- MAC Filter Mode is "White list (Allow only those in list)", but no computers have been added to the list. (See Manage the Block List (MAC Filtering).)

If the maximum number of connected devices on the chosen network (Main or Guest) has already been met, an error message indicating that the maximum number of devices has been reached is displayed when you attempt WPS. Disconnect one of the connected devices and then retry.

Use the LCD to Connect with WPS

1. Press the **Power** button on the Mobile Hotspot.
   - ❖ The LCD displays.
2. Press the **Power** button again to cycle through the LCD screens and display the WiFi Protected Setup screen.
3. Press and hold the **Power** button until the activation bar fills up on the WiFi Protected Setup screen.
   - ❖ For 2 minutes the Mobile Hotspot scans for computers or WiFi devices that are using WPS to establish a WiFi connection.
4. Within 2 minutes, press the **WPS** button on the computer or WiFi device you want to connect or select the WPS-related option in your device's software.
   - ❖ The computer or WiFi device connects to the Mobile Hotspot WiFi network.

Use the Mobile Hotspot Manager (http://MyHotSpot) to Connect with WPS

1. Log in to the home page. (See Log In to the Mobile Hotspot Manager.)
2. Click **WiFi**.
3. Below the **Main WiFi** or **Guest WiFi** section, click **WPS**.

4. Perform one of the following procedures, depending on whether the WiFi device you are adding to your WiFi network supports the PBC (Push Button Configuration) method or the PIN (Personal Information Number) method.

If the WiFi device supports the PBC (Push Button Configuration) method:

1. Click **WPS button pairing**.
2. Within 2 minutes, press the **WPS** button on the wireless device you want to connect or select the WPS-related option in your device's software.

– or –

If the WiFi device has a PIN associated with it:

1. Find out the PIN for the WiFi device you are adding. To do this, use the PIN option in your device's software. Alternatively, use the WiFi Protected Setup Wizard that may be available, depending on the manufacturer of your device.
2. In the Web page, click **Enter WPS PIN**.
3. Enter your device's PIN.
4. Click **Submit**.

Your NETGEAR Fuse Mobile Hotspot and the wireless device will communicate and establish the connection. If no problems are encountered, the message "The device can now access your hotspot" displays. If your device does not connect, the message "No devices were connected …" displays. Try to connect it manually. (See Find and Select the Mobile Hotspot WiFi Network.)

Note: If you want to stop the pairing process, click **Cancel**.

Guest WiFi Network

Your NETGEAR Fuse Mobile Hotspot lets you create a separate Guest WiFi network that you can share with temporary users.

Devices on the Guest WiFi network:

- Cannot access devices that are on the Main WiFi network (such as printers or other computers).
- Cannot use the Mobile Hotspot Manager to change any device settings.

Turn the Guest WiFi Network On and Off

You can turn on the Guest WiFi network from the Mobile Hotspot Manager's WiFi page.

1. Log in to the home page. (See Log In to the Mobile Hotspot Manager.)
2. Click **WiFi**.
3. In the Guest WiFi area, click **Turn On** or **Turn Off**.

Guest WiFi Password

You can set the hotspot to use the same Guest WiFi password all the time, or for greater security, you can have it generate a random password each time the Guest WiFi network is turned on.

Change the Guest WiFi Password

You can change the Guest WiFi password manually.

Note: The password changes only when Guest WiFi is turned on—for example, if Guest WiFi was on when your device was restarted, the password doesn't change because the Guest WiFi is still on.

1. Log in to the home page. (See Log In to the Mobile Hotspot Manager.)
2. Click **WiFi** > **Options**.
3. In the Guest WiFi section, enter a new WiFi password.
4. Click **Submit**.

Tip: To generate a new random password manually, with the above settings active, turn the Guest WiFi off and then back on again. (See Turn the Guest WiFi Network On and Off.)

Randomize the Guest WiFi Password

You can randomize the guest WiFi password.

1. Log in to the home page. (See Log In to the Mobile Hotspot Manager.)
2. Click **WiFi** > **Options**.
3. In the Guest WiFi section, select **Generate a new password each time I turn on the Guest WiFi**.
4. Click **Submit**.

Connect with the Micro-USB Cable

The following topics describe how to share your device's Internet connection with a computer using a direct USB connection.

Making a Tethered Connection

Your device supports a direct connection through a USB cable to a Windows or Mac computer. (This is commonly referred to as a “tethered” connection.)

To connect your device to your computer:

1. Insert the larger (Type A) end of the micro-USB cable into your computer.
2. Insert the other end of the cable into the micro-USB port on the side of your device.

Note: If you’ll be using USB to connect to the Internet (and not just for charging your device), you must install the device driver.

Use the micro-USB cable when:

- You want to charge your device, but you don’t want to use the AC charger, or the AC charger is not available.
- Your computer does not have WiFi.
- You want to prevent any other devices from using the hotspot. (See Turn WiFi On or Off When Tethered.)

Note: You can also block individual devices. See Manage the Block List (MAC Filtering).

Note: If you’re having problems, see Cannot Connect Through USB.

Note: If you'll be using USB for data transfer (and not just for charging your device), you must install the device driver. (See "Windows" or "Mac" below.) No Installation CD is required—your device supports the TRU-Install feature.

Note: If you're using Mac OS X 10.4.x, after you connect your device, you may see a warning message that your computer is running on the UPS backup battery and that you should perform a computer shutdown. You can continue with your work. To prevent this message from being displayed, install the device driver (see "Mac" below).

Windows Device Driver

To install the device driver on Windows:

1. Make sure that your device is turned on.
2. Connect your device to your computer through the micro-USB cable.
3. If the TRU-Install window is not displayed, in Windows Explorer, browse to the TRU-Install entry TRU-Install (under My Computer), and then browse to the Win folder and run **Setup.exe**.

   – or –

   If the AutoPlay window opens, click **Run setup.exe**.
4. In the TRU-Install window, click **OK**.
5. Follow the onscreen instructions.

Mac Device Driver

To install the device driver on Mac:

1. Make sure that your device is turned on.
2. Connect your device to your computer through the micro-USB cable.
3. In the window that appears, double-click the **.pkg** file.
4. Follow the onscreen instructions.
5. When prompted for your password, enter your Mac password.

TRU-Install

TRU-Install is a feature that installs the necessary drivers the first time you connect your device to your Windows or Mac computer through the micro-USB cable. (For details, see Making a Tethered Connection.) An installation CD is not required.

TRU-Install is enabled by default.

To change the setting:

1. In the address bar of your Web browser, type one of the following:
   - http://MyHotSpot
   - http://192.168.1.1
2. In the **Sign In** field, enter the Mobile Hotspot Manager administrator password (1-31 letters, numbers, and symbols). (The default password is "**password**.")
3. Click **Settings** > **General** > **Software and Reset**.
4. Select (to enable TRU-Install) or clear (to disable TRU-Install) the check box labeled **Install driver when connecting to Windows or MAC computers with a USB cable**.

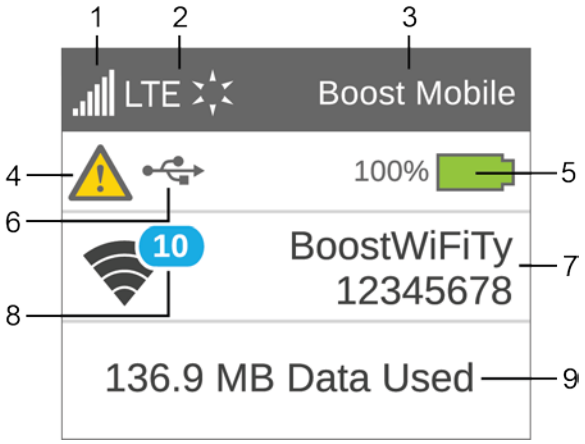
LCD Interface

Access your device and connection information, and configure device settings from the LCD interface.

If the LCD is not lit, see Turn Your Device On and Off.

LCD Home Screen

The LCD home screen displays icons and text that reflect the status of your device and your connection, and screen elements that link to other configuration screens.



Item	Description
1	Signal strength
2	Network type (LTE)
3	Network carrier name
4	Alerts – Indicates number of alerts to be read. Appears only when at least one alert is active. (See Alerts Screen.)
5	Battery status. (See Battery Icon.)
6	Share icon.
7	Main WiFi network name and password.
8	WiFi Status – Indicates whether WiFi is active (solid) or sleeping (outlined) and the number of WiFi connections.
9	Data usage – Indicates the amount of data remaining.

Tip: Information on the LCD can also be viewed and configured in the Mobile Hotspot Manager interface. See Mobile Hotspot Manager Home Page and General Device Settings.

Signal Strength Icon

The signal strength icon appears on your device's home screen and in the Mobile Hotspot Manager **Status** panel.

If your device is not connected (dropped signal, outside of service area, etc.) the alerts icon ( ) appears on the LCD.

Signal Strength Icon	Status
∅	No signal
	Very weak signal
	Excellent signal

Battery Icon

The battery icon indicates the state of the battery of your device.

The text next to the icon indicates the remaining charge. The battery icon displays on your device's home screen and in the Mobile Hotspot Manager **Status** panel.

The battery's life is affected by the following conditions, some of which can be adjusted from your device and from the Mobile Hotspot Manager:

- Standby time (See Set the Sleep (Inactivity) Timer.)
- Data throughput
- Network signal strength (the better the signal, the longer the battery life)

Alerts

Alerts notify you about situations that require your attention and suggest the actions you need to take to resolve them.

Some of the alerts you may encounter include:

- Software Update Available

- Max WiFi devices reached
- Mobile Broadband disconnected
- WiFi is off
- Hotspot is not activated
- SIM errors

LCD Information Screens

The LCD home screen links to several screens used to configure your device.

- Alerts – Show network and device messages. See Alerts Screen for details.
- WPS – Use WiFi Protected Setup to connect to the WiFi network.
- Device Info – View information about the mobile hotspot.
- About – View device details.

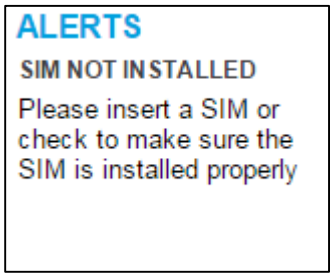
Tip: Information on the LCD can also be viewed and configured in the Mobile Hotspot Manager interface. See Mobile Hotspot Manager Home Page and General Device Settings.

To move between these screens:

- Press the **Power** button once to move between screens.
- On the Alerts and About screens, press and hold the **Power** button to see additional pages.

Alerts Screen

The Alerts screen shows network or device alerts for situations that require your attention.



To read more alerts:

- If there is more than one alert to read, press and hold the **Power** button to view the next alert.

To exit the Alerts screen:

- Press the **Power** button once.

Device Info Screen

The Device Info screen shows detailed information about your mobile hotspot and account.

To exit the Device Info screen:

- Press the **Power** button once.

The Device Info screen shows the following information.

Item	Description
MEID	The MEID of your hotspot (displayed on the packaging and inside the battery compartment).
My #	The hotspot's telephone number.
ICCID	The serial number of the SIM.
FW	The hotspot's firmware version.
FW Build Date	The date the firmware version was created.
Activation status	The hotspot's activation status (Activated / Deactivated) and the date and time the status changed.
Admin	The URL to access the Mobile Hotspot Manager.
Password	The password to log in to the Mobile Hotspot Manager.

Settings

The following topics provide an overview of device settings, accessed through the Mobile Hotspot Manager.

Mobile Hotspot Manager Overview

Use a Web browser to access your device and connection information, and configure device settings from the Mobile Hotspot Manager.

Log In to the Mobile Hotspot Manager

Logging in to the home page allows you to view more detailed information about your device, and to manage its settings, broadband network connection, and WiFi networks.

Note: To log in to the home page, your computer must be tethered to your device, or connected to your device's Main WiFi network. You cannot log in over the Guest WiFi network.

Note: If you access the Mobile Hotspot Manager but you don't log in, you can only view the current network connection status and a list of devices connected to the Main and Guest WiFi networks.

To log in:

1. In the address bar of your Web browser, type one of the following:
   - http://MyHotSpot
   - http://192.168.1.1
2. In the **Sign In** field on the home screen, enter the password (1–31 letters, numbers, and symbols).

Note: The default password is "**password.**" NETGEAR recommends that you change the password, if you haven't already. (See Change the Mobile Hotspot Manager Password.)

3. Click **Sign In**.

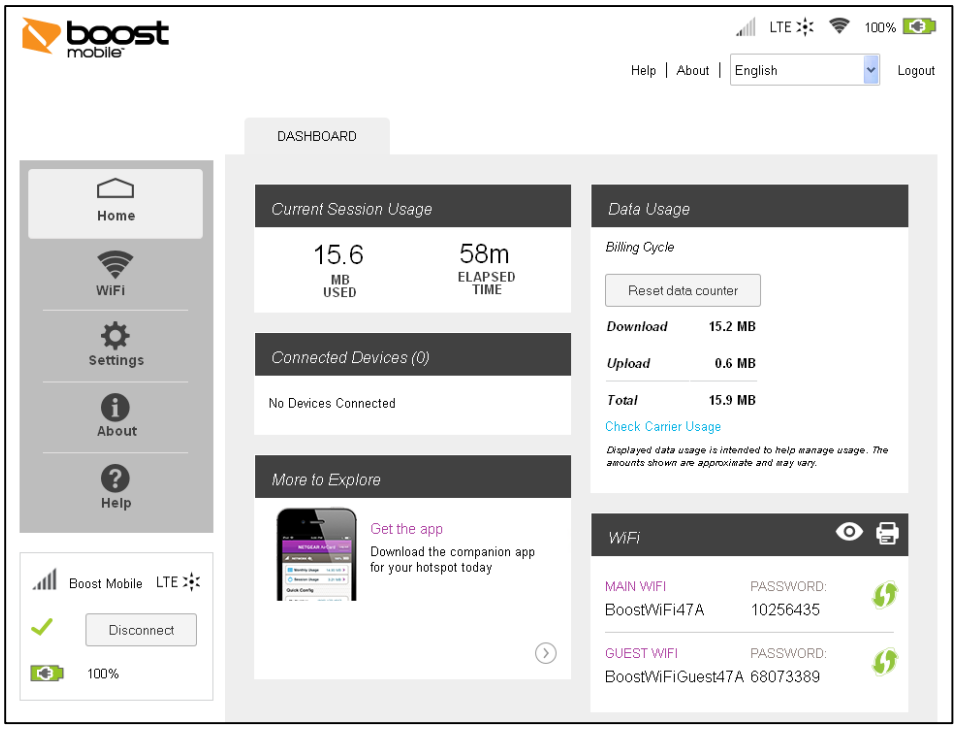
After a period of inactivity, you will be automatically logged off (timeout security feature).

Mobile Hotspot Manager Home Page

The home page is the entry page for the Mobile Hotspot Manager interface.

You can:

- View your data usage and status information for your data connection.
- Manage your mobile broadband network connection and WiFi connections.
- View alert messages.

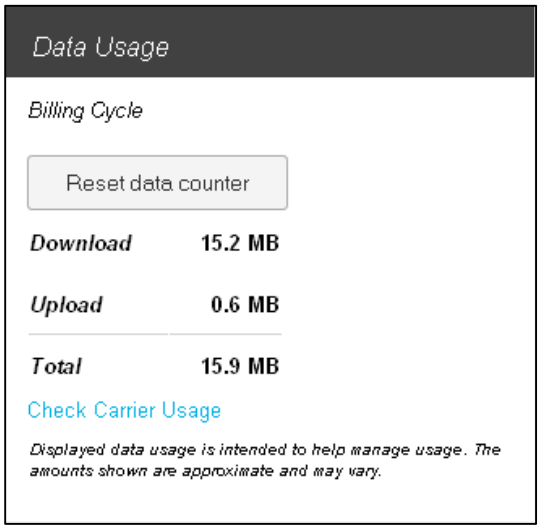


Item	Description
Home	Click to view the Home Page.
WiFi	Click to view the WiFi Page.
Settings	Click to view the Settings Page.
About	Click to view information about your account, the device, and network status.
Help	Display the Help page.
Connection Details	Mobile broadband connection information. See Status (Connection Details).

Item	Description
Language	Select the language.
Current Session Usage	Details about the current session in which you logged in.
Connected Devices	List of devices connected to the hotspot's Main or Guest WiFi network.
More to Explore	Notifications and messages about resources.
Data Usage	Estimated data usage for the current session.
Your WiFi Details	Your Main WiFi network's name and password.
My Account	Basic information about your data plan. For more details, click **Manage My Account** to connect to your account.
Alerts	Alerts appear on the dashboard and remain until issues are resolved.

Data Usage

Data usage estimates are shown in the Data Usage section of the home page.



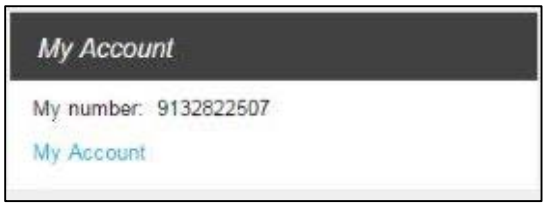
Note: Data usage amounts are approximate and should not be used for billing purposes. For accurate data usage amounts, click the **Check Carrier Usage** link.

You can view an estimate of your data usage on your device's home screen, and on the Mobile Hotspot Manager's home page.

Note: The session data counter resets automatically each time your device is powered off and on, and when the mobile broadband network connection disconnects and reconnects (for example, when you are going through a tunnel). The plan data counter does not reset automatically, but you can click **Reset** to reset it manually.

My Account

The My Account section shows basic information about your plan, including your account number, and includes a link to see more detailed information.

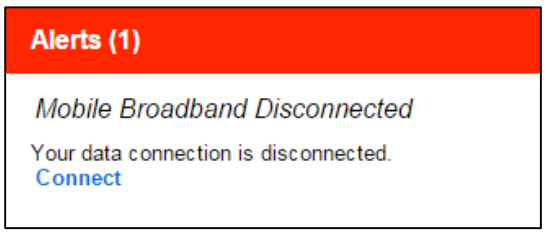


The following information is displayed.

Item	Description
My number	The telephone number linked to your data plan.
My Account	Click to connect to your account.

Alerts

The Alerts section shows network or device alerts for situations that require your attention.



The following information is displayed for each alert.

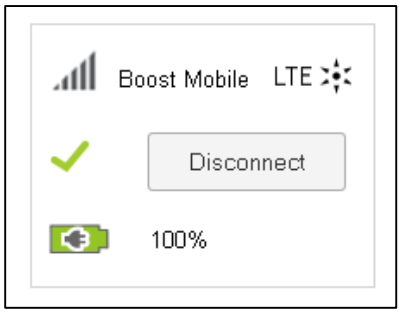
Item	Description
Alert title	A short description of the issue to be addressed.
Description	The alert message and, if appropriate, links or buttons to take action on the alert. (For example, the **Connect** link in the alert shown above would make the device attempt to connect to the network.)

The alerts disappear only when the issues they describe are resolved.

You can also view the alerts on the Fuse Hotspot's LCD. See Alerts Screen.

Status (Connection Details)

The Status section shows details about your mobile broadband service and connection state and your hotspot's battery charge level, and lists the devices that are connected to the Main and Guest WiFi networks.



The following information is displayed.

Item	Description
Signal strength	The more bars, the stronger the signal.
Network carrier name	Name of the available network.
Network type	LTE
Connect / Disconnect button	Click this button to connect or disconnect your device from the mobile network.
Battery charge level	Indicates the remaining capacity of the battery, and its charging state.

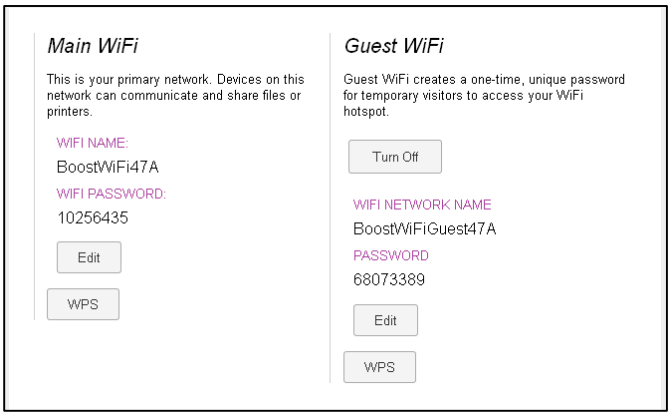
WiFi Page

From the WiFi page, you can configure the WiFi network, including WiFi security.

Connect Tab

From the **Connect** tab of the WiFi page, you can configure access to your Main and Guest WiFi networks.

- In the Mobile Hotspot Manager, click **WiFi** > **Connect**.



You can:

- Edit the Main or Guest WiFi name and password.
- Turn the Guest WiFi network on or off. See Guest WiFi Network.
- Connect devices using WPS. See Connect Through WPS.

The following information is displayed.

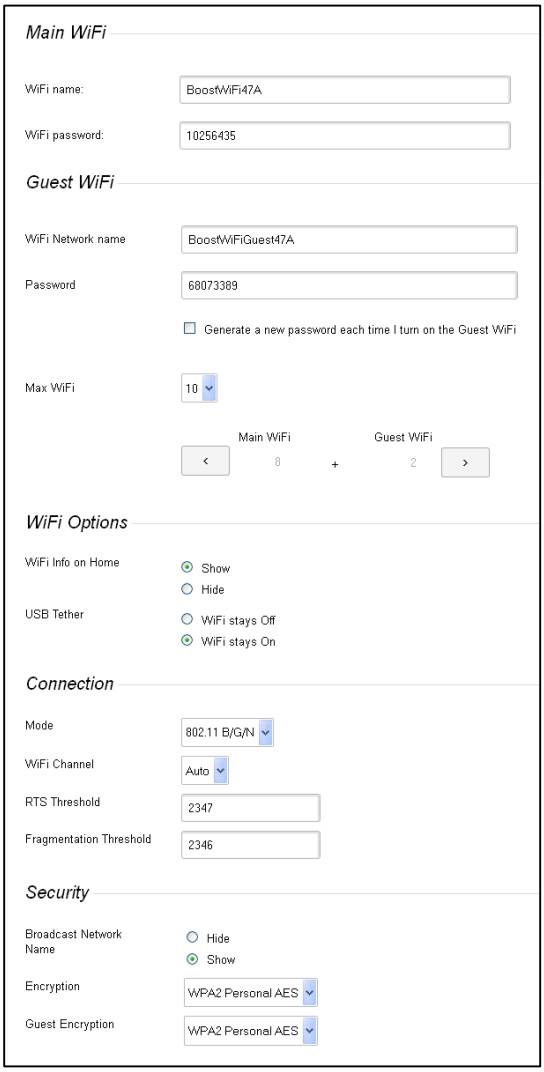
Item	Description
Main WiFi	
WiFi Name	This is the name that identifies your Main WiFi network and is visible to other WiFi-enabled devices. See WiFi Options Tab.
WiFi Password	This is the password that other WiFi-enabled devices need to connect to the Main WiFi network. See WiFi Options Tab.
WPS	Connect a device to the Main WiFi network using WPS. See Connect Through WPS.
Guest WiFi	
Turn Off / Turn On	Click this button to turn the Guest WiFi network on or off. **Note:** The rest of the Guest WiFi fields / buttons appear only when the Guest WiFi network is on.

Item	Description
WiFi Network Name	This is the name that identifies your Guest WiFi network and is visible to other WiFi-enabled devices. See WiFi Options Tab.
Password	This is the password that other WiFi-enabled devices need to connect to the Guest WiFi network. See WiFi Options Tab.
WPS	Connect a device to the Guest WiFi network using WPS. See Connect Through WPS.

WiFi Options Tab

From the **Options** tab on the WiFi page, you can configure your WiFi network's connection parameters and security, and additional WiFi options.

- In the Mobile Hotspot Manager, click **WiFi** > **Options**.



You can:

- Edit the Main and Guest WiFi names and passwords. See Change the WiFi Network Name.
- Limit the number of devices that can connect to the Main and Guest WiFi networks.
- Configure your WiFi network's connection parameters and security, and additional WiFi options.

Note: If you change or adjust some of the WiFi settings, all connected devices will be disconnected and have to be reconnected after the settings are saved.

The following information is displayed.

Item	Description
Main WiFi	
WiFi Name	This is the name that identifies your Main WiFi network and is visible to other WiFi-enabled devices. See Change the WiFi Network Name.
WiFi Password	This is the password that other WiFi-enabled devices need to connect to the Main WiFi network.
Guest WiFi	
WiFi network name	This is the name that identifies your Guest WiFi network and is visible to other WiFi-enabled devices.
Password	This is the password that other WiFi-enabled devices need to connect to the Guest WiFi network.
Generate a new password each time I turn on the Guest WiFi	If selected, a random password is used each time Guest WiFi is restarted. See Randomize the Guest WiFi Password.
Max WiFi	
Max WiFi	You can limit the total number of WiFi devices (1-10) that can connect to the Main and Guest WiFi networks. See Set the Maximum Number of WiFi Devices. **Note:** If you change Max WiFi, the Main WiFi and Guest WiFi values adjust automatically.

Item	Description
Main WiFi / Guest WiFi	Set the maximum number of WiFi devices that can connect to each of the WiFi networks (Main and Guest). The total is limited to the Max WiFi value. Click < to increase the Main WiFi number, or > to increase the Guest WiFi number.
WiFi Options	
WiFi Info on Home	Choose whether to show or hide the WiFi network name and password on the hotspot's home screen. (Choose **Hide** if you want to be sure unwanted users can't look at the home screen and log in.) See Show or Hide the Main WiFi Network Name and Password on LCD Home Screen.
USB Tether	Choose whether the WiFi radio turns off or stays on when your device is tethered to a computer. (See Turn WiFi On or Off When Tethered.)
Connection	
Mode	This setting determines the type of wireless devices that can connect to your network. Recommended options: ● **802.11 G** – Choose only if you're certain that all of the WiFi devices used with your hotspot support 802.11 g. This option ensures faster WiFi speeds. ● **802.11 B/G/N** or **802.11 B/G** – Choose if you're not sure which modes the WiFi devices used with your hotspot support. **Note:** If you change this value to **802.11 B/G/N** and the specified WiFi security Encryption type is not supported by this value, the security Encryption type may change to **WPA/WPA2 Personal**.
WiFi Channel	This is the active channel of the WiFi access point. If your network is having performance issues (possibly caused by other WiFi networks in the vicinity using the same channel), try a different WiFi channel. See Change the WiFi Channel.
RTS Threshold	This setting specifies the smallest packet size, in bytes, for which RTS/CTS (Request to Send/Clear to Send) handshaking is used. The recommended value is 2347. Change this value only if you're experiencing inconsistent data flow. Make only minor changes to this value.

Item	Description
Fragmentation Threshold	This setting specifies the largest allowable size, in bytes, for a packet. If the packet is larger than this, it is fragmented into multiple packets before it is transmitted. To prevent poor network performance, it's recommended to keep this value as large as possible (up to 2346).
Security	
Broadcast Network Name	If broadcast is enabled (**Show**), the wireless network is displayed in the list of WiFi networks available in the local area. For increased security, set this field to **Hide**. You will need to give the WiFi network name (Main or Guest) to the people who will be accessing your network, and WPS will not be available.
Encryption	The type of security used by the Main WiFi network.
Guest Encryption	The type of security used by the Guest WiFi network. See Change the WiFi Security.

Show or Hide the Main WiFi Network Name and Password on LCD Home Screen

You can choose whether to show the Main WiFi network name and password on your device's home screen. You can do this from the Mobile Hotspot Manager's **Options** tab.

1. In the Mobile Hotspot Manager, click **WiFi** > **Options**.
2. Beside **WiFi Info on Home**, select **Show** or **Hide**.
3. Click **Submit**.

Change the WiFi Network Name

You can change the WiFi network name for the Main WiFi network and the Guest WiFi network.

Note: If you change the WiFi network name, all computers and devices that are currently connected with WiFi are disconnected during the change. After this change has been made, you must use the new WiFi network name to connect.

1. In the Mobile Hotspot Manager, click **WiFi** > **Options**.
2. In the **Main WiFi** section, type a new name in the **WiFi Name** field.
3. In the **Guest WiFi** section, type a new name in the **WiFi Network Name** field.
4. Click **Submit**.

Set the Maximum Number of WiFi Devices

If your network is having performance issues, you might want to decrease the number of WiFi devices allowed to connect to your device at the same time, or change the maximum number of devices that can connect to either the Main WiFi or Guest WiFi network at the same time. (When Guest WiFi is turned on, the maximum number of WiFi devices is shared between Main WiFi and Guest WiFi.)

Note: Your device is factory preset to allow a maximum of ten (10) WiFi devices, with eight (8) on Main WiFi and two (2) on Guest WiFi.

You can change these limits on the Mobile Hotspot Manager's **WiFi** > **Options** page.

1. In the Mobile Hotspot Manager, click **WiFi** > **Options**.
2. Beside **Max WiFi**, select the total number of WiFi devices that can connect to your device at the same time.
3. Click < to increase the Main WiFi limit, or click > to increase the Guest WiFi limit. (Increasing one decreases the other.)

Note: The Main WiFi limit cannot be set to 0.

4. Click **Submit**.

Change the WiFi Security

You can change the WiFi security setting for your Mobile Hotspot.

By default WiFi security is enabled for your device and its WiFi networks.

Note: If you change the WiFi security setting, all computers and devices that are currently connected with WiFi are disconnected during the change. After this change has been made, you must use the new WiFi security to connect.

Note: All devices used with the NETGEAR Fuse Mobile Hotspot must support the selected security type.

Note: WPS is available only if you select either a WPA2 Personal option (including WPA/WPA2 Personal) or (not recommended) no security. (See Connect Through WPS.)

1. In the Mobile Hotspot Manager, click **WiFi** > **Options**.
2. In the list beside **Encryption** (for Main WiFi) or **Guest Encryption** (for Guest WiFi) select one of the following options. Note that not all options may be available, depending on the Connection **Mode**.
   - **None** – No security is used (no password is required to access the WiFi network); this setting is not recommended. Anyone may access your device and use your Internet connection. (You are responsible for payment for data usage fees.)
   - **WPA Personal TKIP** – This is a strong security standard that is supported by most WiFi devices.

- **WPA Personal TKIP/AES** – This is a strong security standard that is supported by most WiFi devices.
- **WPA2 Personal AES** – This is a stronger, newer security standard that is limited to newer WiFi devices.
- **WPA2 Personal TKIP/AES** – This is a stronger, newer security standard that is limited to newer WiFi devices.
- **WPA/WPA2 Personal** (recommended setting if any of your devices are more than two years old) – WiFi devices that use either WPA or WPA2 can connect to the NETGEAR Fuse Mobile Hotspot. Supported by most WiFi devices.

3. Click **Submit**.

The option you select determines the WiFi security used and also the maximum length of the WiFi password.

Turn WiFi On or Off When Tethered

You can specify if WiFi stays off or on when your device is tethered (connected to a computer with the micro-USB cable).

Note: All connected devices will be disconnected and have to reconnect after you disconnect the micro-USB cable.

1. In the Mobile Hotspot Manager, click **WiFi** > **Options**.
2. In the USB Tethered section, select one of the following:
   - **WiFi stays Off**
   - **WiFi stays On**
3. Click the **Submit** button.

Change the WiFi Channel

The WiFi channel is the active channel of the WiFi access point. If your network is having performance issues (possibly caused by other WiFi networks in the vicinity using the same channel), try a different WiFi channel.

You can change the channel from the Mobile Hotspot Manager's **WiFi** > **Options** page.

Note: All connected devices will be disconnected and have to reconnect if the channel is changed.

1. In the Mobile Hotspot Manager, click **WiFi** > **Options**.
2. Select a different channel number in the **WiFi Channel** list, or, to have your device automatically determine the channel to use, select **Auto**.

Note: If you choose Auto, your device could reselect the same channel. If this happens, try again.

3. Click **Submit**.

MAC Filter Tab

MAC (Media Access Control) filtering can prevent unauthorized wireless devices from connecting to your network.

The MAC filter is used to grant (“white list”) or block (“black list”) access by wireless devices to the Main and Guest WiFi networks. Access is based on the MAC address of each wireless device.

You can choose one of three modes:

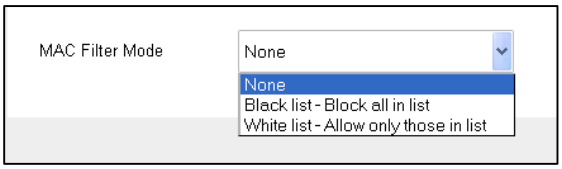
- **None** – All computers are allowed to access the network.
- **Black list** – All computers are allowed to access the network, unless they’re in this list.
- **White list** – Only computers that are in this list are allowed to access the network.

Regardless of the mode, a user must provide the correct WiFi password to access the network.

MAC filtering increases security of your network. You can give access to your network, based on the MAC address of the wireless devices. This makes it harder for a hacker to use a MAC address to access your network.

To view or change the MAC filter:

- In the Mobile Hotspot Manager, click **WiFi** > **MAC Filter**.



The following information is displayed.

Item	Description
MAC Filter Mode	• **None** – Any device can connect to the WiFi networks. • **Black List** – The listed devices will not be able to connect to the WiFi networks. • **White List** – Only the listed devices will be allowed to connect to the WiFi networks.
Black List or **White List**	
Name	A description of the device (the owner’s name, the device’s purpose, etc.)
MAC Address	The device’s MAC address.

Manage the Block List (MAC Filtering)

You can manage your NETGEAR Fuse Mobile Hotspot's block list on the Mobile Hotspot Manager's **WiFi** > **MAC Filter** page. This lets you identify devices that should not be allowed to access your WiFi networks.

To enable or disable the block list:

1. In the Mobile Hotspot Manager, click **WiFi** > **MAC Filter**.

   ❖ A list of the devices blocked from using your WiFi networks appears.

2. Beside **MAC Filter Mode**, select **Black list** to block devices, or select **None** to stop blocking devices.

3. Click **Submit**.

To view and unblock devices on the block list:

1. In the Mobile Hotspot Manager, click **WiFi** > **MAC Filter**.

   ❖ A list of the devices blocked from using your WiFi networks appears.

2. Click the X button beside the device you want to unblock. The device is removed from the list immediately.

To specify computers or devices that can access the network:

1. In the Mobile Hotspot Manager, click **WiFi** > **MAC Filter**.

   ❖ A list of the devices blocked from using your WiFi networks appears.

2. Beside **MAC Filter Mode**, select **White list**.

3. In the empty **Name** field, enter a name for the device, for example, "Amy's PC."

4. In the empty **MAC Address** field, enter the MAC address of the device you're adding to the list. (If you don't know this address, see Find the MAC Address.)

   Click the + button beside the row.

5. Repeat steps 4 and 5 for each computer for which you want to allow access.

IMPORTANT: Make sure you add the computer you are using, or else you will not be able to access the network after your device resets.

6. Click **Submit**.

To specify computers or devices that are denied access to the network:

1. In the Mobile Hotspot Manager, click **WiFi** > **MAC Filter**.

❖ A list of the devices blocked from using your WiFi networks appears.

2. Beside **MAC Filter Mode**, select **Black list**.
3. Determine and block an undesired user of your network.
4. In the **Connected Devices** section, if you see a device you don't recognize, you can click its name and compare its MAC address to the MAC address of each of the devices on your network.
   - To determine the MAC address of each device you have, see Find the MAC Address. If none of your devices have this MAC address, that device might be an intruder.
5. In the empty **Name** field, enter a name for the device, for example, "Amy's PC."
6. In the empty **MAC Address** field, enter the MAC address of the device you're adding to the list.
7. Click the + button beside the row.
8. For each device you want to block, repeat steps 4, 5, and 6.

To remove a device from the allowed or disallowed lists:

1. In the Mobile Hotspot Manager, click **WiFi** > **MAC Filter**.

❖ A list of the devices blocked from using your WiFi networks appears.

2. In the list of allowed/disallowed devices, click the X button beside the row.
3. Click **Submit**.

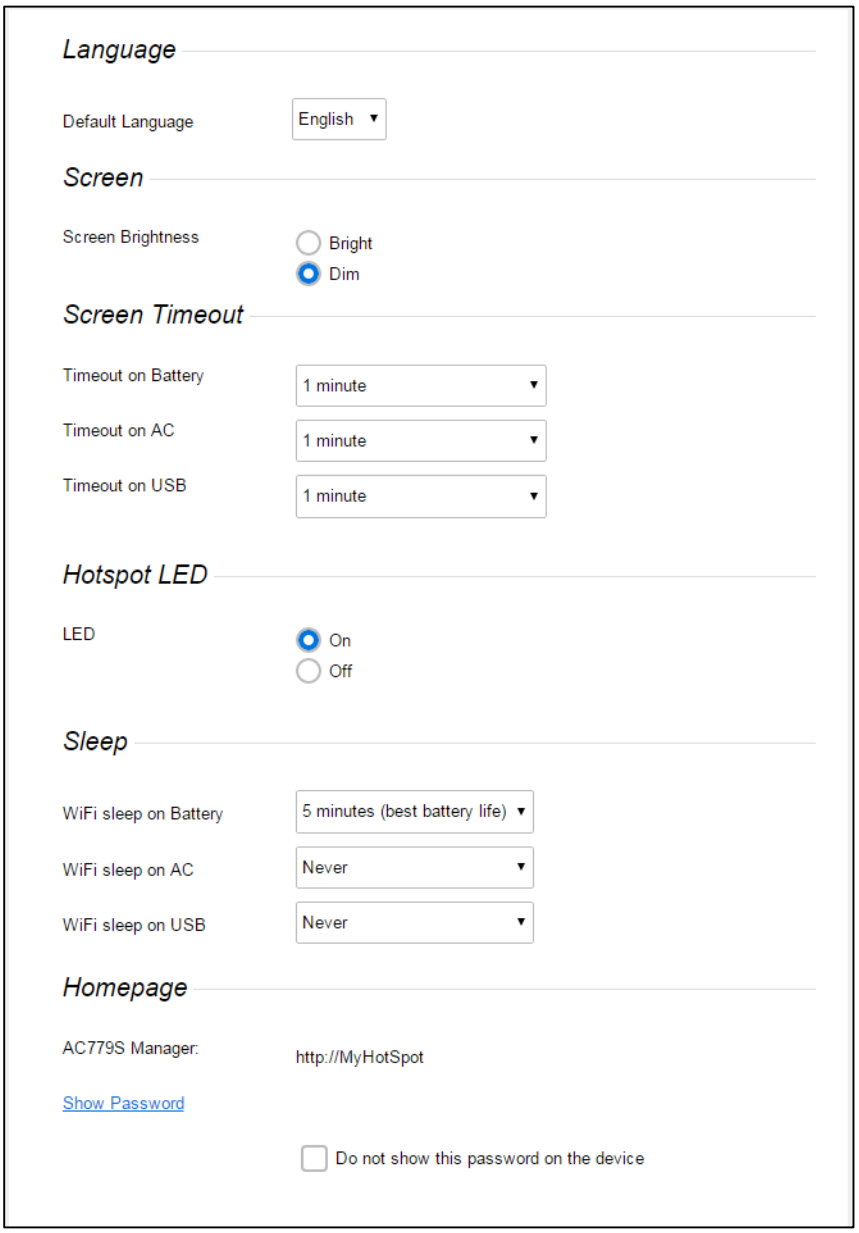
Settings Page

From the Settings page, you can configure your device, network settings, and router settings.

General Device Settings

From the **General** > **Device** tab of the **Settings** page, you can configure your device's display, sleep settings, Mobile Hotspot Manager (Web browser) URL and Mobile Hotspot Manager administrator password.

- In the Mobile Hotspot Manager, click **Settings** > **General** > **Device**.



The following information is displayed.

Item	Description
Language	
Default Language	Choose the default language used for the LCD display and the Mobile Hotspot Manager (English or Español). See Set the Language.

Item	Description
Screen	
Screen Brightness	Set the brightness of the LCD to **Bright** or **Dim**. (Use Dim to make your battery last longer.) See Setting the LCD Brightness.
Screen Timeout	
Timeout on Battery	The length of time the LCD will display, while the devices is on battery power, before the device turns off. Choose the shortest period to make your battery last longer. See Set the Sleep (Inactivity) Timer.
Timeout on AC	The length of time the LCD will display, while you are using the AC charger, before the device turns off. Choose the shortest period to make your battery last longer.
Timeout on USB	The length of time the LCD will display, while the device is tethered to the computer, before the device turns off. Choose the shortest period to make your battery last longer.
Hotspot LED	
On/Off	Turn the Hotspot LED on or off.
Sleep	
WiFi Sleep on Battery	Turns off the WiFi radio if no devices have been connected for this period of time, while the device is on battery power. (Choose 5 minutes to make your battery last longer.).
WiFi Sleep on AC	Turns off the WiFi radio if no devices have been connected for this period of time, while the device is connected to the AC charger. (Choose 5 minutes to make your battery last longer.).
WiFi Sleep on USB	Turns off the WiFi radio if no devices have been connected for this period of time, while the device is tethered to the computer. (Choose 5 minutes to make your battery last longer.).
Homepage	

Item	Description
AC779S Manager	The URL used to show the home page.
AC779S Manager Password	The password used to show the home page. See Change the Mobile Hotspot Manager Password.
Show Password \ Hide Password	Shows or hides the password on this screen.

Change the Mobile Hotspot Manager Password

For security reasons, you should change the Mobile Hotspot Manager password on a regular basis.

Note: If you forget the Mobile Hotspot Manager password, you'll need to reset your device to its default settings and go through the device setup. (See What Do I Do if I Forget the Administrator Password?)

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Device**.
2. Click **Show Password**.
3. In the **Mobile Hotspot Manager Password** field, type the new password (1–31 letters, numbers, and symbols).
4. Click **Submit**.

Set the Sleep (Inactivity) Timer

Use this feature to prolong the battery life by making your device go to sleep (turn off the WiFi radio) if no devices are connected to WiFi for a period of time.

You can adjust this setting on the Mobile Hotspot Manager's **Settings** > **General** > **Device** page.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Device**.
2. Beside the timeouts you want to set (**WiFi Sleep on Battery**, **WiFi Sleep on AC**, **WiFi Sleep on USB)**, select the desired timeout periods. (A smaller value helps prolong the battery life.)
3. Click **Submit**.

Set the Language

The mobile hotspot's LCD screen and the Mobile Hotspot Manager can be viewed in English or Spanish. You can set the default language (for the LCD and the Mobile Hotspot Manager) in the Mobile Hotspot Manager's **Settings** > **General** > **Device** page, and you can temporarily change the Mobile Hotspot Manager's language using the language selection box beside the Logout link at the top of the screen.

Set the Default Language

The default language is the language that will be used on the mobile hotspot's LCD screen, and whenever you first open the Mobile Hotspot Manager.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Device**.
2. Beside the **Default Language**, select English or Español.
3. Click **Submit**.

Temporarily Set the Mobile Hotspot Manager Language

You can temporarily change the language used to display the Mobile Hotspot Manager on your computer. If you close the browser completely, the next time you open the Mobile Hotspot Manager, the default language will be used.

- In the language box at the top right corner of the screen, select the language to use temporarily.

Set the LCD Timeout

Use this feature to select the delay times before the LCD automatically turns off while the hotspot is running on battery power, connected to the AC charger, or tethered via USB.

You can adjust these settings on the Mobile Hotspot Manager's **Settings** > **General** > **Device** page.

Note: The LCD turns on if an alert occurs.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Device**.
2. Beside the timeouts you want to set (**Timeout on Battery**, **Timeout on AC**, **Timeout on USB**), select the desired timeout periods. (A smaller value helps prolong the battery life.)
3. Click **Submit**.

Set the LCD Brightness

Use this feature to adjust your screen's brightness to suit your surroundings and to prolong the battery life.

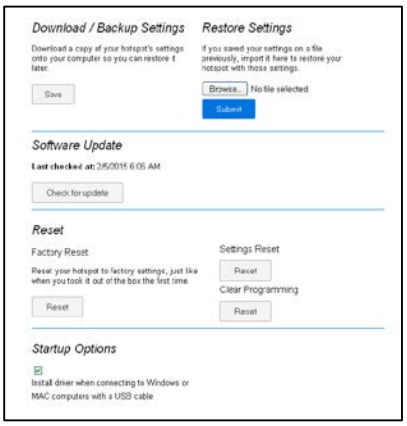
You can adjust this setting on the Mobile Hotspot Manager's **Settings** > **General** > **Device** page.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Device**.
2. Beside **Screen Brightness**, select the desired brightness level (**Bright** or **Dim**). (Choose Dim to prolong the battery life.)
3. Click **Submit**.

Software and Reset Tab

From this tab, you can save your current device settings and restore them later, update your software, reset your device to default settings, and set your device startup options.

- In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.



You can:

- Back up and restore your hotspot's configuration, if needed. See Export Settings and Import Settings.
- Update your device's software. See Update the Mobile Hotspot Software and Firmware.
- Reset some or all of your device's settings. See Reset Your Device.
- Configure the hotspot to install tethering drivers (if needed) when the device is connected via USB to a Windows or Mac system. See TRU-Install.

The following information is displayed.

Item	Description
Download / Backup Settings	Click **Save** to make a copy (export) of the hotspot's current configuration, so that you can restore it later if needed. See Export Settings.
Restore Settings	Click **Choose file** to use a previously saved copy of your device configuration. See Import Settings.
Software Update	Click **Check for update** to see if a new version of your device's software has been released, and if it has, download and install it. The last time you checked is shown on the screen (**Last checked at**). See Update the Mobile Hotspot Software and Firmware. **Note:** Software downloads count against your plan's data limit.

Item	Description
Reset	• **Factory Reset** – Click to reset your device to factory default settings and clear your account details. See Reset Your Device. (You can do this only with assistance from your Internet service provider.) • **Settings Reset** – Click to reset your device to factory default settings, but leave your account details unchanged. See Reset Your Device. • **Clear Programming** – Click to clear your account details. See Reset Your Device.
Startup options	Select the check box to install tethering drivers (if needed) when the device is connected via USB to a Windows or Mac system. See TRU-Install.

Export Settings

Settings include configuration information for your device, network, and Mobile Hotspot Manager interface.

You can, for example, export (save) the current configuration, and then make some changes and test them. You can then import (restore) the saved configuration.

To export the settings to a text file:

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.
2. In the **Download / Backup Settings** section, click **Save**.
3. Save the file to an appropriate location in your computer. By default, the file (export.cfg) is saved to your Downloads folder.

Import Settings

This feature lets you restore a saved configuration.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.
2. In the **Restore Settings** section, click **Choose File** or **Browse** (the button name depends on the browser you are using).
3. Navigate to the folder where your previously saved configuration file is stored.
4. Select your configuration file and click **Open** to restore your device with the imported settings.

Note: Your device may reset, and you may need to reconnect to WiFi and the Internet. (See Connect with WiFi (WLAN).)

Update the Mobile Hotspot Software and Firmware

From time to time, updates may become available for your device, and your device will receive an alert. You can also check for new updates manually.

The updates may improve performance and add or modify features. The updates may include the following:

- Device firmware
- The Mobile Hotspot Manager interface
- Other files

Download Software Updates

You can download software updates from the Mobile Hotspot Manager.

When a software update becomes available, if your device is connected to an LTE network, the update downloads automatically and an Alert message appears on your device and the Mobile Hotspot Manager. In the Mobile Hotspot Manager, view the alert and click **Install now** to install the update. Your device reboots automatically to use the new software. Any devices that were previously connected will have to be reconnected.

You can also check for updates manually without having received an alert.

There are two ways to get the software update from the Mobile Hotspot Manager. You can get it from the Alert message, or from the **Software and Reset** page.

To get the update from the Alert:

1. In the Mobile Hotspot Manager home page, view the Alert message.
2. In the Alert message for the available update, click **Install Now**.
3. Follow the onscreen instructions.

To get the update from the Software and Reset page:

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.
2. Click **Check for update**. If an update is available, an **Install Now** button appears.
3. Click **Install Now**.
4. Click **Continue**.

Reset Your Device

In some cases, you may want or need to clear your account information to use your device with another account, reset most settings (except for your account and network activation), or reset your device to its factory default settings.

You can clear these settings from the Mobile Hotspot Manager's **Software and Reset** page.

Clear Account Details Only

If you want to use your device with another account, you need to clear your current account.

You can clear these settings from the Mobile Hotspot Manager's **Software and Reset** page.

Note: All connected devices will be disconnected and your device will reboot automatically. You will have to activate your device with your new account before they can reconnect.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.
2. Below **Clear Programming**, click **Reset**.
3. Click **Begin Reset**.

Reset Device Settings Only

If you want to reset your device to its default behavior, but don't want to change your account or network activation, you need to reset your device settings.

You can reset these settings using the **Power** button or from the Mobile Hotspot Manager's **Software and Reset** page.

Note: All connected devices will be disconnected and your device will reboot automatically. After the reset finishes, they can reconnect.

Reset device settings using the Power button

- Press and hold the **Power** button for 15 seconds.

Reset device settings using the Mobile Hotspot Manager

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.
2. Below **Settings Reset**, click **Reset**.
3. Click **Begin Reset**.

Reset to Factory Default Settings

In some cases you will need to reset your device's software to its factory default settings.

WARNING: If you reset the software to default settings, you must go through the device setup, as if you've just purchased your device.

You'll need to reset the software to default settings if:

- You've forgotten the administrator password.
- You've changed the DHCP settings such that your device is inoperable. (For example, there's no communication with your device.)

You can reset your device to factory settings from the Mobile Hotspot Manager's **Software and Reset** page or **Support** page.

Note: All connected devices will be disconnected and your device will reboot automatically.

Note: You can do a factory reset of your device only with assistance from your Internet service provider. Contact your Internet service provider's Customer Service to obtain an SPC code that you will need to enter to perform the reset.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **Software and Reset**.

   – or –

   Click **Support**.

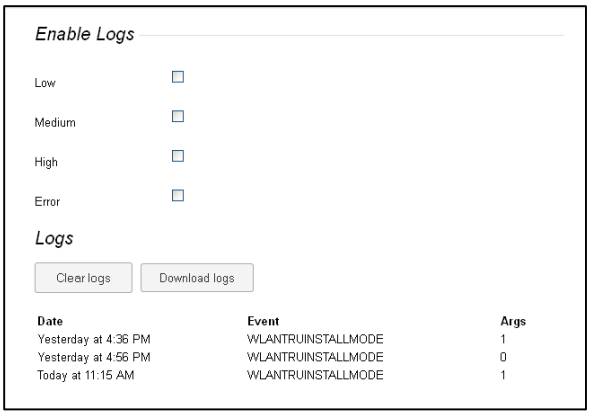
2. Below **Factory Reset**, click **Reset**.
3. Enter the MSL code provided by your Internet service provider, and then click **Submit**.
4. Click **Begin Reset**.

System Logs

Technical support staff may need you to configure system logging in this tab for the purpose of error diagnosis.

Note: You should adjust settings in this tab only under the direction of technical support staff.

1. In the Mobile Hotspot Manager, click **Settings** > **General** > **System Logs**.



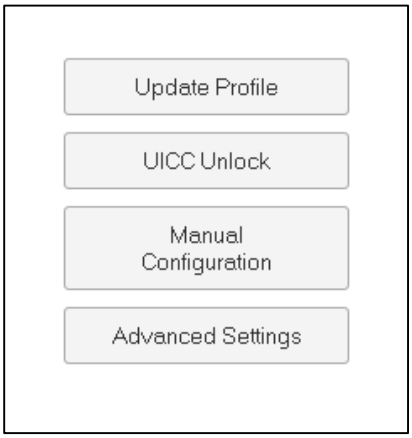
You can:

- Enable logging
- Clear logs
- Download logs

Network Preferences

From this tab, you can configure your device's configuration for selecting networks and receive network configuration updates from your Internet service provider.

- In the Mobile Hotspot Manager, click **Settings** > **Network** > **Preferences**.



You can:

- Update the network profile

The following information is displayed.

Item	Description
Update Profile	Click to update the network profile.
UICC/SIM Lock	This feature enables locking of the UICC/SIM and provides another level of security for users to secure information of their SIMs.
Manual Configuration	This is an advanced configuration feature. Use only when instructed by your Internet service provider.
Advanced Settings	Use only when instructed by your Internet service provider.

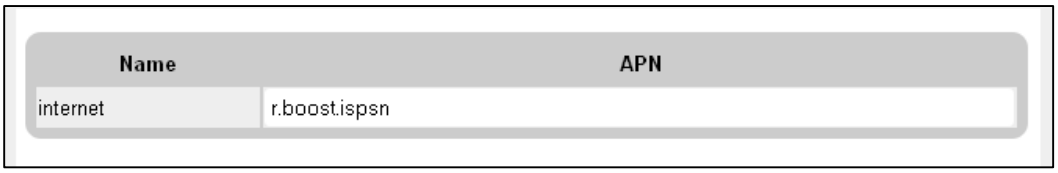
Access Point Name (APN)

To connect to a different carrier's network, your device must be configured with an access point name (APN) for that carrier. The APN is checked by the carrier to determine the type of network connection to establish.

Note: Your NETGEAR Fuse Mobile Hotspot comes with the APN preconfigured.

In this tab, you can add APNs for the networks you want to connect to.

- In the Mobile Hotspot Manager, click **Settings** > **Network** > **APN**.



The list of all APNs that have been set up includes the following information.

Item	Description
Name	Network carrier name.
APN	The operator's access point name (obtained from the operator).

Adjust the Access Point Name

Your device comes preconfigured with the access point names (APN) for your Internet service provider's LTE networks.

To add an APN for another network:

1. In the Mobile Hotspot Manager, click **Settings** > **Network** > **APN**.
2. In the blank line, enter the APN details:
   - **Name** – Enter a short description (for example, the carrier name).
   - **APN** – Enter the APN you obtained from the carrier.
3. Click the + button beside the new APN entry.

To select the APN to be used:

- Select the **Active** button at the beginning of the entry.

To remove an APN from the list:

- Click the X button beside the APN entry.

SIM Security

If you are using a SIM that has security enabled, you can disable SIM security from this tab.

This tab shows the current status of this security feature (Inactive or Active), and allows you to disable SIM security if it has been enabled.

Note: The SIM PIN is required to disable SIM security.

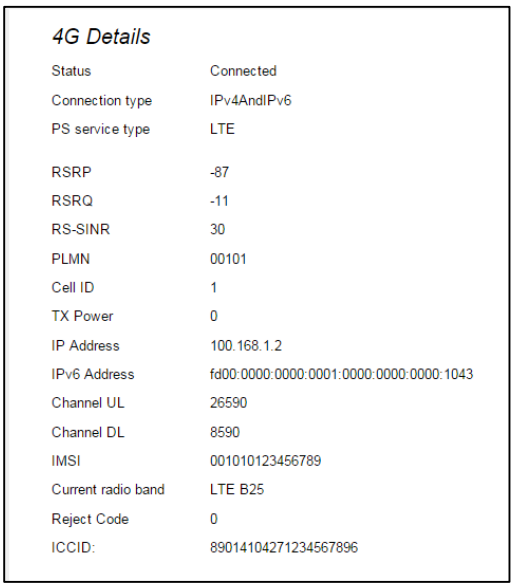
- In the Mobile Hotspot Manager, click **Settings** > **Network** > **SIM Security**.
- If the SIM has security enabled, SIM security will be Active. Click **Disable** to disable SIM security.

The following information is displayed.

Network Status Details

This tab shows you details about the current mobile broadband connection (LTE).

- In the Mobile Hotspot Manager, click **Settings** > **Network** > **Status Details**.



4G Details

Status	Connected
Connection type	IPv4AndIPv6
PS service type	LTE
RSRP	-87
RSRQ	-11
RS-SINR	30
PLMN	00101
Cell ID	1
TX Power	0
IP Address	100.168.1.2
IPv6 Address	fd00:0000:0000:0001:0000:0000:0000:1043
Channel UL	26590
Channel DL	8590
IMSI	001010123456789
Current radio band	LTE B25
Reject Code	0
ICCID:	89014104271234567896

The information that is displayed depends on your current connection.

Item	Description
Status	Indicates whether you are connected to an LTE network.
Connection type	The type of address to be set: IPv4 or IPv6 or IPv4v6 (both).
PS service type	Indicates the LTE service type.

Item	Description
RSRP	The signal strength of the LTE network (Reference Signal Received Power).
RSRQ	The signal quality of the LTE network (Reference Signal Received Quality). RSRQ is the ratio between the RSRP and the Received Signal Strength Indicator (RSSI).
RS-SINR	Signal to Interference Noise Ratio based on Reference Signals (narrowband and wideband).
Cell ID	The LTE cell that is currently serving the hotspot.
TX Power	The transmitter power. A higher number is better.
IP Address	The IP address (32-bit value) of the 4G LTE connection.
IPv6 Address	This is a 128-bit value.
Channel UL	The channel that is used to upload to the 4G LTE network.
Channel DL	The channel that is used to download from the 4G LTE network.
IMSI	The International Mobile Station Identity is an identifier of a device on the network.
Current radio band	The LTE band being used for the connection.
Reject Code	Technical support staff may request this value from you.
ICCID	The Integrated Circuit Card ID.

Router Basic Settings

From this tab you can configure the router's UPnP feature, LAN settings, and DMZ settings.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.

2. You can make changes to any of these fields. When you finish, click **Submit**.

The following information is displayed.

Item	Description
UPnP	
UPnP	Current state of the Universal Plug and Play feature (On or Off). (See Enable UPnP.)
LAN	
IP Address	The routing hardware's IP address on the LAN.
Netmask	The routing hardware's internal LAN subnet mask.
USB IP Address	The IP address assigned to the hotspot by the computer to which it is tethered.
VPN Passthrough	VPN connections are enabled (On) or disabled (Off). See Enable VPN Passthrough.
DHCP Server	This field enables (On) or disables (Off) DHCP. See DHCP.
DHCP IP Range	This specifies the starting and ending address of the range of IP addresses available for your device to dynamically (that is, not permanently) assign to computers connected to it. See DHCP.

Item	Description
DHCP lease time	This is the amount of time, in minutes, a computer can use its assigned IP address before it is required to renew the lease. After this time is up, the computer is automatically assigned a new dynamic IP address. See DHCP. Enter a number between 2 and 10080.
DNS mode	This specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained. ▪ **Manual** – The routing hardware assigns DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields. Use this option to access a DNS server that provides customized addressing or if you have a local DNS server on your network. **Note:** The **DNS 1** and **DNS 2** fields appear only if **DNS Mode** is Manual. ▪ **Auto** – The DNS server specified by your Internet service provider is used.
DNS 1	Address of a manual DNS server. (This field appears only if **DNS Mode** is Manual.)
DNS 2	Address of a manual DNS server. (This field appears only if **DNS Mode** is Manual.)
DMZ	
DMZ Enabled	Enable / disable the demilitarized zone.
DMZ Address	If the DMZ is enabled, this is the IP address of a single computer used to receive all unsolicited incoming connections.

DMZ

You can select one computer to receive all unsolicited incoming connections.

The IP address of the DMZ (demilitarized zone) is the default recipient of incoming packets (from the Internet) that are not handled by port forwarding rules or NAT'd connections:

- If port forwarding is enabled, incoming traffic is routed according to the port forwarding rules or NAT'd connections.
- If incoming traffic was not routed as a result of the above:
  - If DMZ is enabled, then incoming traffic is routed to the computer that uses the IP address specified by the DMZ settings.

- If DMZ is not enabled, the incoming traffic is blocked.

Note: Putting a computer in the DMZ opens all the ports of that computer, and exposes that computer to various security risks. Use this option only as a last resort — if possible, use other options instead (for example, port forwarding).

Enable DMZ

Before you can use or configure DMZ, you must enable it.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.
2. Next to **DMZ Enabled**, select **On**.
3. Click **Submit**.

Configure the DMZ Address

Specify which computer is to receive all unsolicited incoming connections.

Note: DMZ must currently be enabled.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.
2. In the **DMZ Address** field, enter the IP address of the computer that you want exposed to the Internet. (If you don't know how to find the IP address, see Find the IP Address.)
3. Click **Submit**.

Enable VPN Passthrough

If you want to connect to a corporate network using their VPN (Virtual Private Network), you need to enable VPN Passthrough.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.
2. Beside **VPN Passthrough**, select **On**.
3. Click **Submit**.

Enable UPnP (Universal Plug and Play)

UPnP provides simple and robust connectivity among consumer electronics, intelligent appliances, and mobile devices from many different vendors. (For more information, visit www.upnp.org.)

Note: If UPnP is enabled, there are potential security risks.

Before you can use UPnP, you must enable it.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.
2. Next to **UPnP**, select **On**.
3. Click **Submit**.

DHCP

DHCP (Dynamic Host Control Protocol) automatically assigns an IP address to each device on the network and manages other network configuration information for devices connected to your network. You do not need to manually configure the IP address on each device that's on your network.

The assigned IP addresses are not permanent (as opposed to when using static IP).

Most ISPs (Internet service providers) use DHCP.

Normally, you should enable DHCP, in which case you must configure each device on the network with one of the following:

- TCP/IP settings set to "Obtain an IP address automatically."
- TCP/IP bound to the Ethernet connection with DHCP.

If DHCP is disabled, you must configure each device on the network with:

- Fixed (permanent/static) IP address.
- DNS server addresses (provided by your Internet service provider).

Enable DHCP

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.
2. Next to **DHCP Server**, select **Enabled**.
3. You can set the following DHCP settings:
   - **DHCP IP Range** — This is the starting and ending address of the range of IP addresses available for your device to dynamically (that is, not permanently) assign to computers connected to it.

     The start address must be 192.168.1.10 or above.

     The ending address must be 192.168.1.50 or below.
   - **DHCP Lease Time** — This is the amount of time, in minutes, a computer can use its assigned IP address before it is required to renew the lease. After this time is up, the computer is automatically assigned a new dynamic IP address.

     Enter a number between 2 and 10080.
   - **DNS Mode** — This specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained.
4. Click **Submit**.

Set the DNS Mode

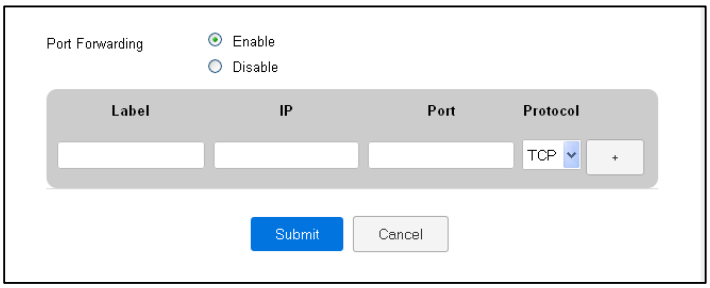
The **DNS Mode** setting specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Basic**.
2. Set **DNS Mode** to one of the following:
   - **Auto** — The DNS server specified by your Internet service provider is used.
   - **Manual** — The routing hardware assigns to DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields. (These fields appear when **Manual** is selected.)
     Use this option to access a DNS server that provides customized addressing or if you have a local DNS server on your network.
3. Click **Submit**.

Port Forwarding

Port forwarding lets you forward incoming traffic to specific ports and devices (per their local IP address) on your network. (Normally, incoming traffic is blocked.)

- In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Forwarding**.



You can:

- Enable or disable port forwarding.

Note: You must enable port forwarding before you can view and update the port forwarding list.

- Enter port forwarding details for an application.

For example, you can configure port forwarding so that:

- You can access your Remote Desktop from the Internet (by specifying the WAN [public] IP address that your device is using).
- Internet users can access a Web, FTP, or email server, or gaming or Internet application hosted by your computer.
- Remove an application from the port forwarding list.

Note: Port forwarding creates a security risk. When not required, port forwarding should be disabled.

Note: Port forwarding does not apply to normal browsing, file downloading, or running most online games or other applications hosted on the Internet. (Some online games require port forwarding.)

The following information is displayed.

Item	Description
Port Forwarding	Indicates whether port forwarding is on (Enable) or off (Disable).
List of forwarded ports – This list appears only if port forwarding is on. Each port displays:	
Label	A name describing the application using the port.
IP	The IP address of the server being accessed.
Port	The port that is forwarded. If the application uses more than one port, each port must be forwarded separately.
Protocol	The protocol (TCP, UDP, etc.) being used for this application.

Enable Port Forwarding

Before you can use or configure port forwarding, you must enable it.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Forwarding**.
2. Next to **Port Forwarding**, select **Enable**.
3. Click **Submit**.

Enable Port Forwarding for an Application

You can enable port forwarding for certain application types.

Note: Port forwarding must currently be enabled.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Forwarding**.
2. In the blank row of the list, enter a label that describes the application (for example, “RandomEmailApp”).
3. In the **IP** field, enter the IP address of the server to be accessed.
4. In the **Port** field, enter the port used by the application. (If the application uses more than one port, each port must be forwarded separately.)
5. In the **Protocol** list, click the protocol(s) used for this application (TCP, UDP).

6. Click the + button to add this row to the list.
7. Click **Submit**.

Disable Port Forwarding for an Application

If you want to stop forwarding any ports, you can remove them from the forwarding list.

Note: Port forwarding must currently be enabled.

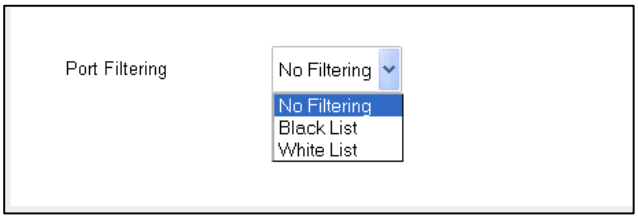
1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Forwarding**.
2. Click the X button beside the row that you want to remove.
3. Click **Submit**.

Port Filtering

Port filtering lets you specify which applications (for example, http, ftp, email servers) can access the Internet by either allowing (White List) or preventing (Black List) access.

Note: Only one list can be active, either a Black List or a White List. The Black List and White List are separate – if you change the Port Filtering type, the corresponding list is displayed.

- In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Filtering**.



You can:

- Enable port filtering.
- Add an application to a port filtering list.
- Remove an application from the port filtering list.

The following information is displayed.

Item	Description
Port Filtering	• **No Filtering** – All applications are allowed to access the Internet. • **Black List** – No applications in the list can access the Internet. • **White List** – Only the applications in the list can access the Internet.

Item	Description
List of filtered ports – This list appears only if port filtering is on. Each port displays:	
Label	A name describing the application using the port.
Port	The port that the application uses to access the Internet.
Protocol	The protocol (TCP, UDP, etc.) being used by the application.

Enable Port Filtering

Before you can use or configure port filtering, you must enable it.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Filtering**.
2. In the **Port Filtering** list, select **Black List** to prevent specific applications from using the Internet, or **White List** to allow only specific applications to use the Internet.
3. Click **Submit**.

Enable Port Filtering for an Application

You can enable port filtering for certain application types.

Note: Port filtering must currently be enabled.

1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Filtering**.
2. In the **Label** field, enter a name that describes the application being filtered (for example, “RandomEmailApp”).
3. In the **Port** field, enter the port used by the application.
4. In the **Protocol** list, click the protocol(s) used for this application (TCP, UDP, or both).
5. Click the + button to add this filter to the list.
6. Click **Submit**.

Disable Port Filtering for an Application

If you currently have port filtering enabled and some ports already in the list (Black List or White List), you can remove any of those rows.

Note: Port filtering must currently be enabled.

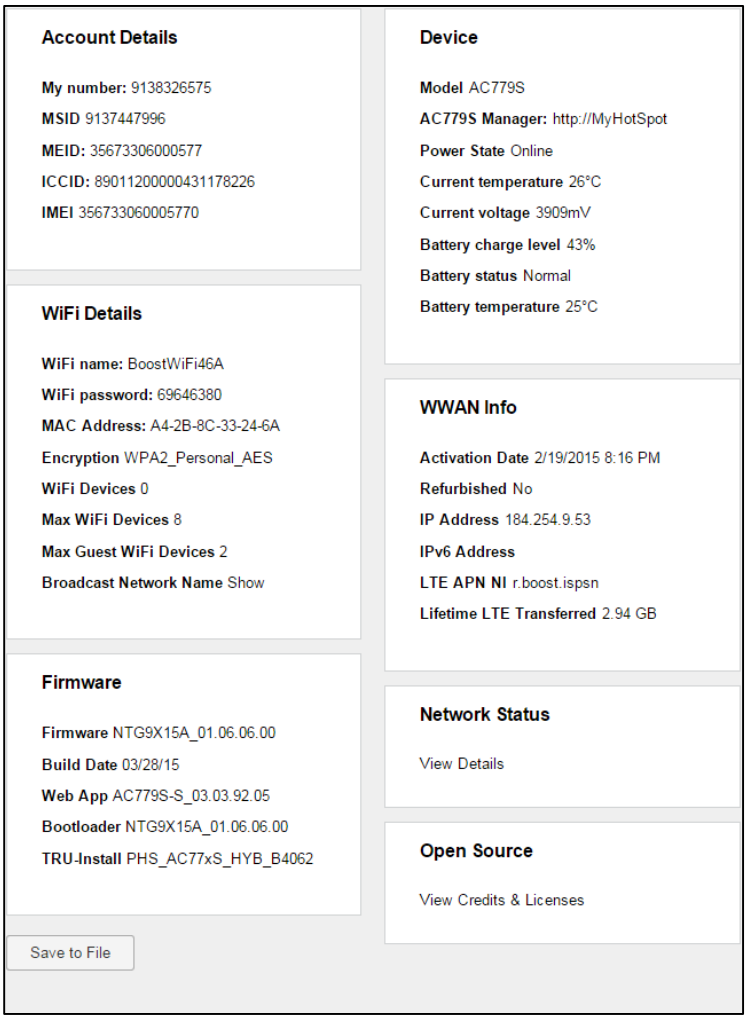
1. In the Mobile Hotspot Manager, click **Settings** > **Router** > **Port Filtering**.
2. Make sure you’ve enabled the correct port filtering type (Black List or White List).

3. To remove an application from the list click the x beside the row that you want to remove.
4. Click **Submit**.

About Page

View information about your device and account.

- In the Mobile Hotspot Manager home page, click the **About** link in the top right corner.



The following information is displayed.

Item	Description
Account Details	
My number	The hotspot's telephone number.

Item	Description
MSID	The Mobile Station ID associated with your phone number.
MEID	The MEID of your device (displayed on the packaging and inside the battery compartment).
ICCID	The serial number of the SIM.
IMEI	The device's unique IMEI (International Mobile Equipment Identity) code.
WiFi Details	
WiFi name	The hotspot's Main WiFi network name.
WiFi password	The hotspot's Main WiFi network password.
MAC Address	The MAC address of the LTE module. Each wireless device has a unique MAC address (assigned by its manufacturer).
Encryption	The security standard used for the WiFi network.
WiFi Devices	Number of devices currently connected to the hotspot's WiFi networks.
Max WiFi Devices	Maximum number of devices that can connect to the hotspot's Main WiFi network. (See also Set the Maximum Number of WiFi Devices.)
Max Guest WiFi Devices	Maximum number of devices that can connect to the hotspot's Guest WiFi network. (See also Set the Maximum Number of WiFi Devices.)
Broadcast Network Name	Indicates whether the WiFi network name is being broadcast. (See WiFi Options Tab.) You could choose to not broadcast, and give the WiFi name directly to users.
Firmware	
FW Version	The hotspot's firmware version.
FW Build Date	The date the firmware version was created.
Web App Version	The Mobile Hotspot Manager version.
Bootloader Version	The version of the software that starts up your device.
Open Source	

Item	Description
View Credits & Licenses	Display the credits and licenses.
Device	
Model	The manufacturer's name for your device.
Mobile Hotspot Manager	URL for the Mobile Hotspot Manager Web app.
Power State	The hotspot's power state (Online, Offline).
Current temperature	The hotspot's temperature. If your device is too warm, make sure the area is well-ventilated and air can circulate around your device to cool it. (See Environmental Specifications.)
Current voltage	The amount of power the hotspot is currently using.
Battery charge level	The amount of charge remaining in the battery. (See Charge the Battery.)
Battery status	The current operating condition of the battery (Charging, No Battery, Normal, Low, Critical).
Battery temperature	The battery's temperature. If the battery is getting too warm, turn your device off and do not connect it to the charger.
WWAN Info	
Activation Date	The date that the hotspot was activated on the Mobile network.
Refurbished Date	The date that your device was refurbished (if applicable).
IP Address	The IP address of the WWAN radio.
IPv6 Address	
LTE APN NI	4G network identifier.
Lifetime LTE Transferred	The total amount of data sent and received while connected to LTE networks.
Network Status	

Item	Description
View Details	Click the link to jump to the Settings > Network > Status Details page.

View Network Activation Information

You can check whether network access is activated.

1. In the Mobile Hotspot Manager home page, click **About** in the top right corner of the page.
2. Check the **Activation Date** in the WWAN Info section. This is the date that the hotspot was activated on the Mobile network.

Appendix

The following topics address areas of support for your mobile hotspot, including frequently asked questions, tips, troubleshooting, technical specifications, and legal information.

Frequently Asked Questions

Find out answers to questions you may have.

How can I tell I'm connected to LTE?

There are a few ways you can tell whether you are connected to a network.

When you're connected to a network (LTE):

- In the Mobile Hotspot Manager (http://MyHotSpot), the LTE icon appears in the Status section on the left side of the page, and the connection status is shown on the **Network** > **Status Details Tab**.

If the device is not connected to a network, an alert will appear on the device and in the Mobile Hotspot Manager.

What do I do if I forget the Main or Guest WiFi password?

There are a couple of things you can do if you forget the Main WiFi password.

- On the LCD screen:
  - The Main WiFi password appears on the home page (if you have not configured it to be hidden). See Show or Hide the Main WiFi Network Name and Password on LCD Home Screen.
- Log in to the Mobile Hotspot Manager Web page with the administrator password. In the Mobile Hotspot Manager, click **WiFi** > **Options**.

Here is what you can do if you forget the Guest WiFi password.

- On the LCD screen, cycle through the screens (press the **Power** button once to switch to the next screen) to the Guest WiFi screen. If Guest WiFi is enabled, the password will be shown.

Note: Remember that if you have chosen to randomize the Guest WiFi password, it changes each time the Guest WiFi network is turned on. (See Randomize the Guest WiFi Password.)

What do I do if I forget the Administrator Password?

Here's what to do if you forget the Administrator Password.

- Reset the software to default settings. You will need to call your Internet service provider's Customer Support for assistance. (See Reset Your Device.)

If the Connection is “Always On,” am I always being billed?

No. The connection to the network goes dormant after a period of inactivity, but the connection can be re-established faster than having to reconnect. Billing occurs only when data is passed across the network.

What is WPS?

WiFi Protected Setup (WPS) provides a fast, simple, and secure way to connect WPS-enabled devices to your WiFi network. You don’t have to give the name (SSID) and WiFi password of your network to other users.

The WPS feature is available on certain cameras, printers, smartphones, and laptops. These devices have either a hardware button or a WPS-related option in the software. Please consult the user documentation of your device.

Please see Connect Through WPS.

If a wireless device has a WPS button or a WPS software option, must I use it to connect with WiFi?

If this is the only way your device provides to connect through WiFi, then you must use the WPS button or the WPS software option. Some laptops support two methods — a WPS button or software option, and WiFi network manager software where you can connect by entering the WiFi network name (SSID) and password, as described in Find and Select the Mobile Hotspot WiFi Network.

Please consult the user documentation of your device.

How do I access my corporate network through a VPN?

Once you complete a wireless connection, you may need to launch an extranet client provided by your company and supply the appropriate user name and password to gain access. For support, contact your company help desk.

Are terminal sessions supported?

Terminal sessions (for example, via Telnet or SSH) are not supported.

Tips

This section provides information on getting the most out of your device and your network connection.

Extending Battery Life

There are several ways you can extend the battery life.

- When you’re not using your device, turn it off.
- Connect your device through the micro-USB cable to your computer, and turn off WiFi. (See Turn WiFi On or Off When Tethered.)
- Adjust the LCD — do one or more of the following:

    - Decrease the brightness of the LCD. (See Set the LCD Brightness.)
    - Set the LCD to turn off sooner. (See Set the LCD Timeout.)
- Use a shorter WiFi inactivity timeout period. (See Set the Sleep (Inactivity) Timer.)
- Limit the number of WiFi devices. (See Set the Maximum Number of WiFi Devices.)

Mobile Hotspot Location

Follow these guidelines in placing your device.

- Avoid moisture or extreme temperatures.
- For improved reception, place your device near a closed window.
- Place your device within easy reach of a reliable power supply and the computer to which it will be connected.

Improving Signal Strength

There are several ways you can improve the signal strength.

- Make sure you’re inside a network coverage area.
- Try reorienting your device.
- Move your device and your computer to another location — you may be in or near a structure that is blocking the signal. Every obstacle (for example, walls, ceilings, furniture) between the NETGEAR Fuse Mobile Hotspot and other wireless devices decreases the signal strength.
- Place your device in a centralized location, as high as possible in the room.
- Make sure there’s plenty of space around your device to provide the best signal reception.
- Keep your device at least 3–6 feet away from electrical devices that generate RF interference (for example, microwaves, TVs, 2.4 GHz cordless phones, cellular phones, baby monitors, wireless speakers). If you’re not using these electrical devices, turn them off.
- If possible, place your devices so that the signal passes through open doorways or drywall, as opposed to concrete, brick, metal, walls with insulation, and so on.
- If you cannot obtain service, contact your Internet service provider — a network or account problem may be preventing you from obtaining service.

Improving WiFi Performance

There are several ways you can improve WiFi performance.

- Try a different channel number. (See Change the WiFi Channel.)
- Check whether any device updates are available. (See Update Mobile Hotspot Software and Firmware.)

- See the tips in Improving Signal Strength.
- Limit the number of WiFi devices. (See Set the Maximum Number of WiFi Devices.)

Windows XP and Windows 7 Users

1. Open the Device Manager.
   - In Windows XP:
     - Click **Start** > **Settings** > **Control Panel**.
     - Double-click **System**.
     - Click **Hardware**.
     - Click **Device Manager**.
   - In Windows 7:
     - Click **Start** > **Control Panel**.
     - Click **Device Manager**.
2. Double-click **Network adapters**.
3. Double-click the WiFi client network adapter of your computer — for example, “Intel(R) WiFi Link 5100 AGN” in the image below.

4. If the WiFi client network adapter is by Intel, click **Advanced** and, in the **Property** list, click **Power Management** and move the slider all the way to the right (to **Highest**). Click **OK**.

   – or –

   If the WiFi client network adapter is not by Intel, select a configuration with minimal power savings (to maximize throughput).

Note: The above settings are often controlled by 3rd-party value-add applications and may be automatically changed. If WiFi performance improves for a while after you perform the above steps, but then declines, recheck the above settings.

Security Tips

Follow these tips to minimize security risks.

- Change the WiFi network name (SSID) and WiFi password on a regular basis. (See WiFi Options Tab.)
- Disable SSID Broadcast. (See WiFi Options Tab.)
- Use the highest level of WiFi security that your devices support. (See Change the WiFi Security.)
- Change the login password. (See Change the Mobile Hotspot Manager Password.)
- Use MAC filtering to specify computers that are or aren't allowed to connect to the network. (See Manage the Block List (MAC Filtering).)

Find the MAC Address

You'll need to know the MAC address of a device in a couple of cases.

- Allowing or denying computers access to the network. (See Manage the Block List (MAC Filtering).)

The steps to finding the MAC address of a device vary, depending on your operating system.

Windows

1. Open a command prompt window.
    - Click **Start** and **Run**.
    - Type **cmd** or **command**, and click **OK**.
2. At the command prompt, type **ipconfig/all** and press **Enter**.
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.

Mac OS X

1. From the Apple menu, select **System Preferences**.
2. Select **Network**.
3. Select the adapter that is connecting to the routing hardware.
4. Select **Advanced**.
5. Select **Ethernet**. The Ethernet ID is listed. This is the same as the MAC address.

Linux

Please see the user documentation of the Linux distribution.

Other Operating Systems

Please see the user documentation for your operating system or computer.

Find the IP Address

You'll need to know the IP address of a device when configuring certain features.

- Port forwarding
- DMZ

The steps to finding the IP address of a device vary, depending on your operating system.

Windows

1. Open a command prompt window.
2. Type **cmd** or **command**, and click **OK**.
3. At the command prompt, type **ipconfig** and press **Enter**.
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.)

Mac OS X

1. From the Apple menu, select **System Preferences**.
2. Select **Network**.
3. Select the wireless adapter. The IP address is displayed in the right pane.

Other Operating Systems

Please see the user documentation for your operating system or computer.

Troubleshooting

Learn about various troubleshooting tips, and what to do when a specific message is displayed.

General Tips

Here are some general tips to get you started.

- If some settings are preventing you from connecting to WiFi, connect to your device through the micro-USB cable, and then change the settings. (See Connect with the Micro-USB Cable.)
- Go to to devicehelp.boostmobile.com to access troubleshooting and other resources.
- The knowledge base at the NETGEAR website (support.netgear.com) may also be useful.

LCD Is Dark

The following table describes situations that can cause the LCD to be dark (that is, not displaying any text or icons), and recommends appropriate actions.

Device state	LCD state	Your action
On	On, but dormant (inactivity timeout)	Press the **Power** button on your device.
Off	Off	Turn your device on: ● Make sure that a battery is inserted into your device. ● Press the **Power** button on your device until the device turns on.

If the LCD is still dark, use the micro-USB cable to connect your device to the AC charger or to a computer.

Insufficient Signal Strength

If you have insufficient signal strength, an icon is displayed on your device's home screen, and in the Mobile Hotspot Manager's Connection Details section.

Insufficient signal strength, indicated by , may occur because:

- You are outside network coverage areas.
- You are in or near a structure that is blocking the signal.
- You are near a device that is causing radio signal interference.
- A network or account problem is preventing you from obtaining service.

See also Improving Signal Strength.

Cannot Connect to WiFi

If your computer cannot connect to the Main or Guest WiFi network of the NETGEAR Fuse Mobile Hotspot, there are several things you should check.

Make sure that:

- The maximum number of WiFi devices has not been reached. The number of connected WiFi devices is displayed on the LCD screen. To set the maximum number of devices, see Set the Maximum Number of WiFi Devices.)
- You're connecting to the correct WiFi network (SSID), and you're using the correct WiFi password.
- Nobody has changed the name or password of the WiFi network.
- WiFi is not disabled because your device is tethered. (See Turn WiFi On or Off When Tethered.)

- Your computer supports the type of WiFi security that the network is set to use.

Note: All the devices used with the NETGEAR Fuse Mobile Hotspot must support the selected security type.

- Your computer supports WiFi 802.11g (if **Connection Rate** is set in the WiFi Options Tab to **802.11g** only).
- Your computer has not been blocked through MAC filtering. (See Manage the Block List (MAC Filtering).)

Tip: If some settings are preventing you from connecting to WiFi, connect to your device through the micro-USB cable, and then change the settings. (See Connect with the Micro-USB Cable.)

Cannot Connect Through USB

If your computer cannot connect to the NETGEAR Fuse Mobile Hotspot through the micro-USB cable, go through the following steps.

- Make sure that you've installed the device driver, as described in Making a Tethered Connection.

Cannot Display the Home Page

Your Web browser may display an error message when you try to display the home page. The error message depends on your Web browser.

- “Could not connect to remote server” (Opera)
- “Internet Explorer cannot display the webpage” (Internet Explorer)
- “Oops! This link appears to be broken” (Google Chrome)
- “Safari can’t open the page” (Safari)
- “The connection has timed out” (Firefox)

Check the following:

- Your device is turned on. (See Turn Your Device On and Off.)
- You have established a connection to your device (through WiFi or through the micro-USB cable).
- Make sure you’re typing the correct address in the Web browser.
  - If the home page is still not displayed, try http://192.168.1.1 or, if you’re using custom routing settings, replace “192.168.1.1” with the appropriate IP address.
- The Web browser is a recent version, and Java-enabled. The following are recommended:
  - Internet Explorer® (version 8.0 or later)
  - Mozilla Firefox® (version 4.0 or later)
  - Google Chrome™ (version 17 or later)

    - Apple Safari® (version 5.0 or later)
    - Apple Safari® Mobile (version iOS 4.0)
    - Android Browser (Android OS 2.2 or later)
- If your computer has other adapters (for example, Ethernet) connected to other networks, disable or remove them from your computer.
- If Internet security software is running on your computer, disable it and see whether the error message still occurs. Some firewall software may block access to the home page.
- If DHCP is enabled on your device, make sure DHCP is enabled on your computer. (See DHCP.)
- Check your Web browser settings:

1. Open the Control Panel in Windows.
2. Double-click **Internet Options**.
3. From the **Security** tab, restore the default settings.
4. From the **Connections** tab, select **Never dial a connection**.
5. From the **Advanced** tab, restore the default settings.
6. Close and reopen your Web browser.

- Disconnect your device from your computer (if you're using the micro-USB cable). Remove the battery from your device. Reinsert the battery.

If, after checking all of the above, you still cannot display the home page, consider resetting the software to default settings. (See Reset Your Device.)

Cannot Connect to the Mobile Broadband Network

If this message is displayed, go through the following steps.

- Make sure your computer is connected to your device (through the micro-USB cable or WiFi). (See Connect with WiFi (WLAN) or Making a Tethered Connection.)
- Make sure you're in a network coverage area.
- Try the tips in Improving Signal Strength.
- Check with your Internet service provider — a network or account problem may be preventing your device from obtaining service.

Cannot Check for Updates

Make sure your device is connected to the AC charger or computer through the micro-USB cable.

Note: If you'll be using USB for data transfer (and not just for charging your device), you must install the device driver. (See Making a Tethered Connection.)

Technical Specifications

This section lists the electrical, radio frequency, and other parameters of your device for those who require technical information.

Radio Frequency and Electrical Specifications

This section lists the radio frequency and electrical parameters of your device.

Item	Description
Approvals	FCC
Battery	Size: 2500 mAh Duration for full charge (AC charger / PC USB cable): 2.5 hours Charge life: ● Up to 10 hours of active time ● Up to 237 hours standby time
Current	Maximum: ~900 mA Standby current: ■ ~6.5 mA (LTE)
Transmit	LTE: ● Band 25: 1850-1915 MHz ● Band 26: 814-849 MHz ● Band 41 (TDD): 2496-2690 MHz ● Roaming B2 (1900 MHz), B4 (1700 MHz), B5 (850 MHz), B12 (700 MHz)
Receive	LTE: ● Band 25: 1930-1995 MHz ● Band 26: 859-894 MHz ● Band 41 (TDD): 2496-2690 MHz ● Roaming B2 (1900MHz), B4 (1700 MHz), B5 (850 MHz), B12 (700 MHz) B4 (1700 MHz), B5 (850 MHz), B12 (700 MHz)

Software Specifications

This section lists the specifications that your device supports.

Item	Description
Data service	IS-707A
WiFi specification	IEEE 802.11b IEEE 802.11g IEEE 802.11n
WiFi security and encryption protocols	WPA Personal TKIP WPA Personal TKIP AES WPA2 Personal AES WPA2 Personal TKIP AES WPA/WPA2
WPS	WiFi Simple Configuration 2.0 (WSC 2.0) based WiFi Protected Setup (WPS)
SMS (IS-637)	Not supported
FAX	Not supported
IOTA	Supported
OTASP (IS-683A, IS-683B, IS-683C)	Supported
OTAPA	Supported
PRL (Preferred Roaming List)	Not supported
Authentication	Supported
Voice	Not supported
NAM	Single
TTY/Accessibility	Not supported
Mobile IP	Supported

Item	Description
Network protocols (routing hardware)	TCP, UDP, ARP, RARP, ICMP
VPN	Pass-through of the following VPN types: ● PPTP ● IPSec Tunneling of multiple VPN sessions simultaneously is supported.

Environmental Specifications

This section describes the environmental conditions that your device can be used in.

Item	Description
Operating temperature	0 to 35°C (32 to 95°F)
Storage temperature	-40 to 85°C (-40 to +185°F)
Humidity	45°C (113°F) / 86% RH max.

Mechanical Specifications

This section describes the dimensions and physical features of your device.

Item	Description
Dimensions (W x L x H)	112.3 (L) x 68 (W) x 15.25 (H) mm (excluding feet)
Weight	● 80 g (without battery) ● 132 g (with battery)

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The implementation was written so as to conform with Netscapes SSL.

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NETGEAR part number 202-11504-02.

Safety Information

Please review the following important safety information about your device.

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the NETGEAR Fuse Mobile Hotspot are used in a normal manner with a well-constructed network, your device should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. NETGEAR accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using your device, or for failure of your device to transmit or receive such data.

Safety and Hazards

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device MUST BE POWERED OFF. Your device can transmit signals that could interfere with this equipment.

Do not operate your device in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, your device MUST BE POWERED OFF. When operating, your device can transmit signals that could interfere with various onboard systems.

Note: Some airlines may permit the use of mobile devices while the aircraft is on the ground and the door is open. Your device may be used at this time.

The driver or operator of any vehicle should not operate the device while in control of a vehicle. Doing so will detract from the driver or operator’s control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

Proper Battery Use and Disposal

Follow these guidelines to ensure safe and responsible battery use.

- Do not open, disassemble, puncture, crush, bend, or shred.

- Do not expose to water or other liquids, fire, explosion, or other hazards.
- Use the battery only in the NETGEAR Fuse Mobile Hotspot.
- If using with a charger, use only the AC charger supplied with your device.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with your device.
- Follow local regulations when disposing of a used battery.
- Avoid dropping your device or the battery. If dropped and you suspect damage, take it to a service center for inspection.
- 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 wall charger and the USB cable that came with this device.
- Use the latest firmware; check for software 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.
- 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.
- 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.
- Use only approved batteries in the device. Only purchase products and accessories recommended by NETGEAR or Boost. 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 or Boost.
- 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.

Note: Improper battery use may result in a fire, explosion, or other hazard.

Regulatory Notices

This section contains regulatory information for your device.

The design of the NETGEAR Fuse Mobile Hotspot complies with U.S. Federal Communications Commission (FCC) guidelines respecting safety levels of radio frequency (RF) exposure for mobile devices, which in turn are consistent with the following safety standards previously set by U.S. and international standards bodies:

- ANSI / IEEE C95.1-1999**, IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz**
- National Council on Radiation Protection and Measurements (NCRP) Report 86, 1986, **Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields**

- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998, **Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)**

FCC ID: PY3AC778S

RF Exposure - The NETGEAR Fuse Mobile Hotspot has been tested for compliance with FCC RF exposure limits in a portable configuration. At least 1.0 cm of separation distance between the NETGEAR Fuse Mobile Hotspot and the user's body must be maintained at all times. This device must not be used with any other antenna or transmitter that has not been approved to operate in conjunction with this device.

WARNING (EMI) - United States FCC Information - This equipment has been tested and found to comply with the limits for a Class B computing device peripheral, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Any changes or modifications not expressly approved by NETGEAR could void the user's authority to operate the equipment.

This device complies with Parts 15, 24, and 27 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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