Support
Contact your Internet service provider for technical support.

Compliance
For regulatory compliance information, visit http://www.netgear.com/about/regulatory.
See the regulatory compliance document before connecting the power supply.

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Get Started

This chapter provides an overview of BigPond Wi-Fi 4G Advanced II features, and instructions for how to set up your mobile hotspot and connect to the Internet. The chapter covers the following topics:

- **Know Your Device**
- **Set Up and Connect to the Internet**
- **Additional Information**

**Note:** Firmware updates with new features and bug fixes are available at downloadcenter.netgear.com. Some products regularly check the site and download new firmware, or you can check for and download new firmware manually. If the features or behavior of your product do not match what is described in this manual, you might need to update your firmware.
Know Your Device

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

You can also use your mobile hotspot in tethered mode by connecting it to your laptop with the USB cable to access the Internet. For more information, see *Tethered Mode* on page 16.

Figure 1. Hotspot keys and features

Manage Your Device and Settings

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

- The device’s touchscreen. See *Touchscreen* on page 8.
- The hotspot web page. See *Hotspot Web Page* on page 17.
- A mobile app. See *NETGEAR AirCard App for Smartphones and Tablets* on page 17.
**Power Key**

Use the **Power key** to wake the hotspot and to power the device on and off.

**Table 1. Power key usage**

<table>
<thead>
<tr>
<th>Desired Result</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn on hotspot.</td>
<td>Press and hold the <strong>Power key</strong> for three seconds.</td>
</tr>
<tr>
<td>Turn off hotspot.</td>
<td>Press and hold the <strong>Power key</strong> for five seconds.</td>
</tr>
<tr>
<td>Wake up Wi-Fi signal and screen.</td>
<td>Press and quickly release the <strong>Power key</strong>.</td>
</tr>
</tbody>
</table>

**Status LED**

The LED indicates the device’s connection status:

**Table 2. LED indicator patterns**

<table>
<thead>
<tr>
<th>Color</th>
<th>LED pattern</th>
<th>What the pattern means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Slow blink (every five seconds)</td>
<td>The data connection is ready for use. The Wi-Fi is on, WWAN is connected, and Wi-Fi devices are available.</td>
</tr>
<tr>
<td>Amber</td>
<td>Blink (every five seconds)</td>
<td>The data connection is not ready for use (disconnected or no signal).</td>
</tr>
<tr>
<td>Blue</td>
<td>Double blink (every five seconds)</td>
<td>Data is transferring (uploading or downloading) on the data connection.</td>
</tr>
<tr>
<td>Blue/Amber</td>
<td>Slow blink, alternating blue and amber</td>
<td>The device is installing firmware or software updates.</td>
</tr>
</tbody>
</table>

**Touchscreen**

The hotspot’s touchscreen displays the following information:

- Wi-Fi name and password.
- Network signal icons. See Table 3 on page 9 for details.
- Data usage details.
- Wi-Fi details (number of connected devices).
- System alerts.
- Network provider message notification.

For advanced settings, use a Wi-Fi-enabled device to connect to the hotspot and then visit the hotspot web page at [http://m.home](http://m.home) or [http://10.0.0.138](http://10.0.0.138).
Touchscreen Elements

You can use the touchscreen icons and other screen elements to view the hotspot’s status, configure Wi-Fi band settings, view data usage details, and view system alerts.

- **Signal strength**
- **Traffic**
- **Network name**
- **Battery icon**
- **Wi-Fi network name and password**
- **Home button**
- **Number of connected devices**

**Figure 2. Touchscreen display**

**Table 3. Touchscreen icons**

<table>
<thead>
<tr>
<th>Icon</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Home button" /></td>
<td><strong>Home button.</strong> To display the touchscreen home screen, tap the Home button.</td>
</tr>
<tr>
<td><img src="image" alt="Back button" /></td>
<td><strong>Back button.</strong> To return to the touchscreen that was previously displayed, tap the Back button.</td>
</tr>
</tbody>
</table>
| ![4G](image) | **Network indicator.** These icons show the type of cellular network:  
  - **4G.** An LTE network is available.  
  - **H.** HSPA and dual-carrier networks are available.  
  - **3G.** A 3G network is available. |
| ![Signal strength](image) | **Signal strength.** Bars indicate the strength of the cellular Internet signal:  
  - **1 bar.** The hotspot has low signal strength.  
  - **5 bars.** The hotspot has excellent signal strength. |
| ![Traffic](image) | **Traffic.** Arrows show the cellular Internet traffic status:  
  - **Gray outline.** The hotspot is connected.  
  - **Solid white outline.** The hotspot is sending or receiving information.  
  - **None.** The hotspot is not connected. |
| ![Roaming](image) | **Roaming.** The hotspot is connected to a network other than Telstra’s. |
The following accessories are included with your hotspot:

- **Micro USB cable**. Use this cable to recharge the battery or tether the mobile hotspot to your computer. For more information, see *Tethered Mode* on page 16.
- **Wall charger**. Use a wall charge with the USB cable to recharge the battery or to power the mobile hotspot from a wall socket. For more information, see *Recharge the Battery* on page 56.
- **Jump boost cable**. Use the jump boost cable to charge another mobile device, such as a tablet or smartphone. For more information, see *jump Boost Another Device* on page 11.

You can purchase the following accessories separately:

- Charging cradle
- Extended battery

For more information, visit [www.netgear.com/telstraaccessories](http://www.netgear.com/telstraaccessories).
Power Sources

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

- Rechargeable battery included with the hotspot
  For more information, see Install the Battery on page 13.
- Wall socket using the AC adapter and USB cable
  For more information, see Recharge the Battery on page 56.
- USB port on your computer
  For more information, see Recharge the Battery on page 56.

jump Boost Another Device

You can give a boost to your smartphone if it is low or out of battery power by connecting it to the hotspot’s jump boost cable and starting boost from the touchscreen screen or the hotspot web page.

![Figure 3. Jump boost cable](image)

**Note:** You cannot charge the hotspot while it is boosting another device.

➢ **To start the jump boost of another device from the touchscreen:**

1. Plug the jump boost cable into your hotspot.
2. Plug the device you want to charge into the other end of the jump boost cable.
   On the Home screen, a pop-up window appears with boost options. If the pop-up window does not display, tap Settings > Jump Boost.
3. Tap one of the boosting options (30, 60, or 90 minutes).

➢ To start the jump boost of another device from the hotspot web page:
   1. Plug the jump boost cable into your hotspot.
   2. Plug the device you want to charge into the other end of the jump boost cable.
   3. On the home page, log in as an administrator.
   4. Click the Jump Boost button.
   5. Select one of the boosting options (30, 60, or 90 minutes).

Set Up and Connect to the Internet

The battery and micro SIM card are pre-installed in your hotspot. If you need to re-install these components, complete the steps in the sections listed in steps 1 and 2.

➢ To set up and connect to the Internet:
   1. Install the Micro SIM card.
      For more information, see Install the Micro SIM Card on page 12.
   2. Install the battery.
      For more information, see Install the Battery on page 13.
   3. Connect to the Internet.
      For more information, see Connect to the Internet on page 14.
   4. Personalize the hotspot.
      For more information, see Personalize the Hotspot on page 15.

Install the Micro SIM Card

➢ To insert the SIM card:
   1. Remove the hotspot back cover by lifting at the notch on either corner of the device.

   2. If present, remove the battery.
3. Insert the micro SIM card.

4. Insert the battery as shown.

   Ensure that the gold contacts on the battery line up with the gold contacts on the device.

5. Replace the hotspot cover.

**Install the Battery**

➢ **To install the battery:**

   1. Remove the hotspot back cover by lifting at the notch on either corner of the device.
Make sure that the micro SIM card is already installed. For more information, see *Install the Micro SIM Card* on page 12.

2. Insert the battery as shown.

Ensure that the gold contacts on the battery line up with the gold contacts on the device.

3. Replace the back cover.

**Note:** The battery comes partially charged and ready to use. When the battery needs recharging, follow the instructions in *Recharge the Battery* on page 56.

**Connect to the Internet**

Your computer and other devices can connect to the hotspot wirelessly. You can also connect to the Internet with the hotspot tethered to a computer with the USB cable. See *Tethered Mode* on page 16.
To connect to the Internet:

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

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

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

3. Launch your browser to surf the Internet.

**Personalize the Hotspot**

You can personalize the hotspot and change its settings using the following methods:

- **Touchscreen.** Use the touchscreen to make basic Wi-Fi and other settings changes.
- **Web page.** Use the hotspot web page to make more detailed settings changes than the basic settings changes offered on the touchscreen.

Use a Wi-Fi-enabled device to connect to the hotspot and then use a browser to display the hotspot web page (**http://m.home** or **http://10.0.0.138**). Log in as an administrator to make changes. The default administrator login password is **admin**. Best practice is to set a more secure password.

**Additional Information**

The following topics are covered in this section:

- **Tethered Mode** on page 16
- **NETGEAR AirCard App for Smartphones and Tablets** on page 17
- **Hotspot Web Page** on page 17
- **Security Credentials** on page 18
- **External Antennas** on page 19
Tethered Mode

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

---

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

---

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

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

   The hotspot automatically powers on and installs the necessary driver.

   You can visit the hotspot web page at http://m.home or http://10.0.0.138 to customize your hotspot’s advanced settings.

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

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Settings** button.
4. Tap the **USB Tethering** button.
USB tethering should be ON by default. If USB tethering is not ON, slide the **OFF** button to the **ON** position.

5. Tap the **Install Win XP drivers** button.
   This button is located at the bottom of the USB Tethering screen.

6. Connect the hotspot to your computer using the USB cable.
   The hotspot installs the necessary driver.
   After the driver is installed, you can visit the hotspot web page at [http://m.home](http://m.home) or [http://10.0.0.138](http://10.0.0.138) to customize your hotspot’s advanced settings.

**NETGEAR AirCard App for Smartphones and Tablets**

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

To manage all hotspot settings, visit the hotspot web page at [http://m.home](http://m.home) or [http://10.0.0.138](http://10.0.0.138).

**Hotspot Web Page**

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

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

➢ **To log in as an administrator:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter [http://m.home](http://m.home) or [http://10.0.0.138](http://10.0.0.138)
3. Enter the password in the **Sign In** field.
   The default password is **admin**. The password is case-sensitive.

4. Click the **Sign In** button.
   The Home screen displays.

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

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

**Security Credentials**

Three passwords are associated with the hotspot:

- **Wi-Fi password**. Use this to connect your computer or other Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It displays on the main hotspot touchscreen. If the screen is blank (a power-saving feature), press and quickly release the **Power key**. The default Wi-Fi password is printed on a label under the battery.

- **Guest Wi-Fi password**. When the guest Wi-Fi network is enabled, guests can use this password to access the network.

- **Admin login password**. Use this to log in to the hotspot web page as an administrator. You must log in as an administrator to use certain features and to make changes to your hotspot settings. The default admin login password, **admin**, is printed on a label under the battery. The admin login password can be 5–31 characters.

You can change these passwords on the hotspot web page (**http://m.home** or **http://10.0.0.138**). For more information, see **Manage Hotspot Security** on page 61 and **Change Hotspot Web Page Login Settings** on page 65.
External Antennas

Using an external antenna might be recommended in areas of lower coverage to improve your device performance. MIMO Dual TS9 antennas are available from your retailer. Insert the connector carefully to avoid damage to your device.

Figure 4. External antennas with TS-9 connectors
This chapter explains how to use your hotspot. The chapter covers the following topics:

- View Data Usage
- Manage Wi-Fi
- Set Mobile Broadband Options
- View Alerts
- Extend Battery Life
- Manage Hotspot Security
- View Details About Your Mobile Hotspot
- Update Mobile Hotspot Software and Firmware

**Note:** To change settings, log in as an administrator. See Hotspot Web Page on page 17.
View Data Usage

You can view an estimate of your data usage on the hotspot web page and on the hotspot touchscreen.

The plan data counter resets automatically when the next billing cycle starts, and the session data counter resets automatically for each session.

To view estimated data usage on the hotspot touchscreen:
1. To wake up the device, press the Power key.
2. Tap the Home (asion key.

The touchscreen shows the estimated data usage for the current billing cycle.

To view detailed data usage information on the hotspot web page:
1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
The hotspot web page displays the data usage for the current billing cycle and for the current broadband session.

Manage Wi-Fi

Advanced users can set up the Wi-Fi radio of the hotspot to meet their Wi-Fi needs by customizing settings on the hotspot web page.

On the hotspot web page, the following Wi-Fi profiles are available:

- **Default, main Wi-Fi.** Share your main Wi-Fi with 2.4 GHz devices you trust.
- **Dual-band Wi-Fi (2.4 GHz and 5 GHz).** Gives you the flexibility to connect 2.4 GHz and 5 GHz devices with your main Wi-Fi to transfer data at higher throughputs.
- **Guest Wi-Fi.** Share your Wi-Fi with temporary visitors without exposing the 2.4 GHz devices on your main Wi-Fi network or letting visitors access the hotspot web page.

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

**Note:** Whenever you change Wi-Fi settings, any devices connected to the hotspot are disconnected and might need to be reconnected.
Specify the Wi-Fi Settings

From the touchscreen, you can specify a number of Wi-Fi settings. For more detailed profile selections, visit the hotspot web page (http://m.home or http://10.0.0.138). You can establish any one of the following types of networks:

- **Default (No secondary network).** Main Wi-Fi only on the 2.4 GHz band. If you configured a custom profile using the hotspot web page, you have the option to return to the default Wi-Fi setting.

- **Dual Band Wi-Fi.** Main Wi-Fi only on either the 2.4 GHz or 5 GHz band. Use this choice to transfer data at higher throughputs.

- **Guest Wi-Fi.** Main Wi-Fi and guest Wi-Fi on the 2.4 GHz band.

---

**Note:** Whenever you change Wi-Fi settings, any devices connected to the hotspot are disconnected and might need to be reconnected.

➢ To specify the Wi-Fi settings from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home ( )** button.
3. Tap the **Wi-Fi** button.
4. Tap the **Options** button.
The Wi-Fi Options screen displays.

<table>
<thead>
<tr>
<th>Wi-Fi Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi Signal</td>
</tr>
<tr>
<td>Wi-Fi Range</td>
</tr>
<tr>
<td>Wi-Fi Standby</td>
</tr>
</tbody>
</table>

5. To disable the Wi-Fi signal in a restricted area, tap the > button next to Wi-Fi Signal.

6. Slide the ON button to the OFF position.
   Your setting is saved.

7. To set the Wi-Fi range, tap the > button next to Wi-Fi Range.

8. Tap the radio button for the selection that you want.
   Your setting is saved.
9. To power down the Wi-Fi radio after a set period of inactivity, tap the > button next to Wi-Fi Standby.

<table>
<thead>
<tr>
<th>Wi-Fi Standby</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set the Wi-Fi signal broadcast to go to sleep if no devices connect after a set period of time. This will conserve battery.</td>
</tr>
<tr>
<td>Press the power button to restart the Wi-Fi signal (and wake the screen)</td>
</tr>
</tbody>
</table>

- 5 minutes (best battery life)
- 15 minutes

10. Tap the radio button for the selection that you want.
    Your setting is saved.

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

➤ To select a Wi-Fi profile or create a custom profile on the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.

3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Wi-Fi > Options.

5. In the Wi-Fi Profiles list, select a predefined profile or select Custom Setup to choose your own options.
The Wi-Fi Options screen that displays depends on the Wi-Fi profile that is selected.

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

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

7. Click the **Submit** button.

   Your changes are saved.

   If you select a predefined profile and then change the frequency, or change the guest Wi-Fi options, the profile type changes automatically to **Custom Setup**.

---

**Note:** When you change your profile options (including disabling or enabling either Wi-Fi network), any devices connected to the hotspot are disconnected and might need to be reconnected.
Connect to Wi-Fi from Wireless Device

You can connect up to 15 wireless devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your hotspot network. For information about setting connections for main Wi-Fi and guest Wi-Fi networks, see Set the Maximum Number of Connected Devices on page 35.

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

Connect with the Wi-Fi Password

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

   The Wi-Fi password displays on the hotspot touchscreen. If the screen is turned off, press and quickly release the Power key to wake the hotspot.

Add a WPS-Enabled Device

You can add a WPS-enabled Wi-Fi device to your Wi-Fi network without a Wi-Fi password, using the hotspot web page or the touchscreen.

➤ To add a WPS-enabled Wi-Fi device from the touchscreen:
   1. To wake up the device, press the Power key.
   2. Tap the Home (A) button.
3. Tap the **Wi-Fi** button.

4. Tap the **WPS** button.

5. Tap the **Pair with Main Wi-Fi** or **Pair with Secondary Wi-Fi** button.

6. Within two minutes, press the **WPS key** on the wireless device you want to connect. Your mobile hotspot and the wireless device communicate and establish the connection.

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

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter **http://m.home** or **http://10.0.0.138**.
   A login screen displays.
3. Enter the administrator login password.
   The default password is **admin**. The password is case-sensitive.
   The Home screen displays.
4. Select Wi-Fi > Connect.

5. Click the WPS button for either the main Wi-Fi or secondary Wi-Fi network (if available).

6. Choose the WPS method you want to use:
   - **WPS button pairing.** If the device you want to connect has a WPS key, click the WPS button pairing button and, within two minutes (120 seconds), press the device’s WPS key.
   - **Enter WPS PIN.** If the device you want to connect has a WPS PIN associated with it, click the Enter WPS PIN button and enter the device’s WPS PIN.

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

**Enable Guest Wi-Fi**

Guest Wi-Fi creates a one-time unique password for temporary visitors to access your Wi-Fi hotspot.

- **To enable Guest Wi-Fi from the touchscreen:**
  1. To wake up the device, press the Power key.
2. Tap the **Home** (.QueryString) button.

3. Tap the **Wi-Fi** button.

4. Tap the **Guest Wi-Fi** button.

5. Slide the **OFF** button to the **ON** position.

Guest Wi-Fi is enabled.
To enable guest Wi-Fi from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.

3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.

4. Select Wi-Fi > Options.
   The Wi-Fi Options screen displays.

5. In the Wi-Fi Profiles list, select Guest Wi-Fi.

The Submit button displays near the bottom of the screen after you make a selection.

**Note:** The default values are appropriate to support a guest network.
6. Click the **Submit** button.

   Guest Wi-Fi is enabled.

**Enable Dual-Band Wi-Fi**

When all of your devices support 5 GHz Wi-Fi, use dual-band Wi-Fi for faster downloads. Dual-band Wi-Fi uses more power.

➢ **To enable dual-band Wi-Fi from the touchscreen:**

1. To wake up the device, press the **Power key**.

2. Tap the **Home** button.

3. Tap the **Wi-Fi** button.

4. Tap the **Dual-Band Wi-Fi** button.

5. Tap the **OFF** button to the **ON** position.

   Dual-band Wi-Fi is enabled.
To enable dual-band Wi-Fi from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Wi-Fi > Options.
   The Wi-Fi Options screen displays.
5. In the Wi-Fi Profiles list, select Dual-Band Wi-Fi.

After you make a selection, the Submit button displays near the bottom of the screen.
Note: The default values are appropriate for dual-band Wi-Fi.

6. Click the Submit button.
   Dual-Band Wi-Fi is enabled.

Set the Maximum Number of Connected Devices

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

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

1. To wake up the device, press the Power key.
2. Tap the Home ( ) button.
3. Tap the Wi-Fi button.
4. Tap the Devices button.
5. Tap the **Max Wi-Fi Devices** button.
   The Max Wi-Fi Devices screen displays.

   ![Max Wi-Fi Devices](image)

   - Specify how you want this shared between Main and Secondary Wi-Fi
   - 10 Main / 5 Secondary

6. Slide the button to specify how you want the Wi-Fi devices to be shared between each Wi-Fi network.

7. Tap the **Submit** button.
   Your setting is saved.

> To set the number of devices that can connect to each Wi-Fi network from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter **http://m.home** or **http://10.0.0.138**.
   A login screen displays.

3. Enter the administrator login password.
   The default password is **admin**. The password is case-sensitive.

4. The Home screen displays.

4. Select **Wi-Fi > Options**.
The Wi-Fi Options screen displays. Scroll down to the bottom of the screen.

5. From the **Max Wi-Fi** list, select the number of devices that are allowed to access your hotspot.

6. Click the `<` button or the `>` button to adjust the number of connections available on each of the Wi-Fi networks (main and secondary).

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

7. Click the **Submit** button.

**View or Block Connected Users**

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

---

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

➢ **To view the connected devices from the touchscreen:**

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.

3. Tap the **Wi-Fi** button.

4. Tap the **Devices** button.

➢ To view the connected devices from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter **http://m.home** or **http://10.0.0.138**.
   - A login screen displays.

3. Enter the administrator login password.
   - The default password is **admin**. The password is case-sensitive.
A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays on the home screen.

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

➢ To block a device from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Wi-Fi** button.
4. Tap the **Devices** button.

![Connected Devices](image)

5. Tap the device that you want to block.

![Device](image)

6. Tap the **Block Device** button.

![Block Device](image)

7. Tap the **Continue Block** button.

The device is blocked from your network.

➢ To block a device from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter **http://m.home** or **http://10.0.0.138**.

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

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

The Home screen displays.
A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays on the home screen.

4. Click the device name.

5. Click the **Block Device** button.

6. When prompted, click the **Block Device** button again.

➢ To view a list of blocked devices from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home (Home)** button.
3. Tap the **Wi-Fi** button.
4. Tap the **Devices** button.
5. Tap the **Blocked List** button.

![Blocked List](image)

**Note:** Devices display when Blocked List feature is set to **ON**.

➢ **To view a list of blocked devices from the hotspot web page:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter `http://m.home` or `http://10.0.0.138`.
   A login screen displays.

3. Enter the administrator login password.
   The default password is **admin**. The password is case-sensitive.

4. Select **Wi-Fi > Mac Filter**.

   ![Mac Filter](image)

5. From the **MAC Filter Mode** list, select **Black list - Block all in list**.
   The list of blocked displays.
To unblock a device from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Wi-Fi** button.
4. Tap the **Devices** button.
5. Tap the **Blocked List** button.

**Note:** Devices display when Blocked List feature is set to **ON**.
6. Tap the device that you want to unblock.

![Block](image)

Unblock the device so it regains access to your Wi-Fi network.

**Unblock**

7. Tap the **Unblock** button.
   
The device has access to your network.

➢ **To unblock a device from the hotspot web page:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter `http://m.home` or `http://10.0.0.138`.
   
   A login screen displays.

3. Enter the administrator login password.
   
   The default password is **admin**. The password is case-sensitive.

   The Home screen displays.

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

4. Select **Wi-Fi > Mac Filter**.

5. From the **MAC Filter Mode** list, select **Black list - Block all in list**.
   
The list of blocked displays.

6. Click the **x** button next to a device.
   
The device has access to your network.
Set Mobile Broadband Options

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

➢ To set auto connect options from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Settings** button.
4. Tap the **Network** button.
5. To set the network mode, tap the Network Mode > button.

<table>
<thead>
<tr>
<th>Network Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto (Default)</td>
</tr>
<tr>
<td>WCDMA All</td>
</tr>
<tr>
<td>LTE All</td>
</tr>
</tbody>
</table>

6. Tap the radio button for the selection that you want.
   Your setting is saved.

7. Tap x to close the confirmation message window.

8. To set the auto connection method, tap the Auto Connect > button.
   The Auto Connect screen displays.

9. Tap the radio button for the selection that you want.
   Your setting is saved.

10. Tap x to close the confirmation message window.

11. Tap the Home (H) button.

12. The Home screen displays.

> **To set auto connect options from the hotspot web page:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter **http://m.home** or **http://10.0.0.138**.
   A login screen displays.

3. Enter the administrator login password.
   The default password is **admin**. The password is case-sensitive.
   The Home screen displays.
4. Select **Settings > Network > Preferences**.

![Settings Screen](image)

5. Select an Auto Connect option:

- **Never (connect manually each use)**. The mobile hotspot does not attempt to automatically connect to the mobile broadband network when powered on.

  To connect to the network manually, view the Mobile Broadband Disconnected alert and click the **Connect** button.

- **Always except when roaming**. The mobile hotspot automatically attempts to connect only to your network provider’s mobile broadband network when powered on.

- **Always**. The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on.

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

---

**Note**: If SIM PIN security is enabled, you must enter the SIM PIN before the hotspot can establish a connection. See *Enable SIM Security* on page 77.

---

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

6. Click the **Submit** button.

**View Alerts**

Your mobile hotspot displays alerts to advise you of device status changes. An Alert bar displays across the top of the screen. The color of the bar corresponds to the type of alert:

- **Red**. Critical alerts.
- **Amber**. Warning alerts.
- **Blue**. Web updates are available.
• Yellow. System alerts.

To view alerts from the touchscreen:
1. To wake up the device, press the Power key.
2. Tap the Home (🏠) button.
3. Tap the Alerts bar.
4. Read each alert that displays and follow any displayed instructions.
5. To return to the Home screen, tap the Home (🏠) button.

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

To view alerts from the hotspot web page:
1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   Active alerts display at the top of the Home screen.
4. Follow the instructions in each alert to address the conditions that caused it to display.

Extend Battery Life

The mobile hotspot, by default, is configured to optimize battery life. The following factors affect battery life:
• Standby time.
• Data throughput.
• Mobile broadband signal strength (the better the signal, the longer the battery life).
• Wi-Fi range.
• Dual-band Wi-Fi (when all of your devices support 5 GHz Wi-Fi, dual-band Wi-Fi allows faster downloads but uses more power.
• Guest Wi-Fi, when enabled, uses more power.

To extend the battery life, use any of the following methods:
• Adjust Wi-Fi settings.
• Adjust display settings.
• Use tethered USB.
• Use airplane mode.
• Use only for jump boost.

Adjust Wi-Fi Settings to Optimize Battery Life

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

Note: When you change the Wi-Fi settings, any devices connected to the hotspot are disconnected and might need to be reconnected.

➢ To adjust Wi-Fi setting to optimize battery life from the touchscreen:

1. To wake up the device, press the Power key.
2. Tap the Home (.magic) button.
3. Tap the **Wi-Fi** button.

<table>
<thead>
<tr>
<th>Wi-Fi Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi Signal</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>Wi-Fi Range</td>
</tr>
<tr>
<td>Short</td>
</tr>
<tr>
<td>Wi-Fi Standby</td>
</tr>
<tr>
<td>3min</td>
</tr>
</tbody>
</table>

4. Tap the **Options** button.

5. To disable the Wi-Fi signal when you are on a USB tether, tap the Wi-Fi Signal > button.

6. Slide the **ON** button to the **OFF** position.

7. Tap the **x** button.

8. To set the Wi-Fi range, tap the Wi-Fi Range > button.

9. Tap the radio button for the selection that you want.
Your setting is saved.

10. Tap the x button.

The WiFi Options screen displays.

11. To power down the Wi-Fi radio after a set period of inactivity, tap the Wi-Fi Standby > button.

<table>
<thead>
<tr>
<th>Wi-Fi Standby</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set the Wi-Fi signal broadcast to go to sleep if no devices connect after a set period of time. This will conserve battery. Press the power button to restart the Wi-Fi signal (and wake the screen)</td>
</tr>
<tr>
<td>5 minutes (best battery life)</td>
</tr>
<tr>
<td>15 minutes</td>
</tr>
</tbody>
</table>

12. Tap the radio button for the selection that you want.

Your setting is saved.

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

➢ To adjust Wi-Fi settings to optimize battery life from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.

A login screen displays.

3. Enter the administrator login password.

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

The Home screen displays.

4. Select Wi-Fi > Options.
Scroll to the bottom of the screen.

5. Adjust any of these settings in the Wi-Fi Options supported section:
   - **Wi-Fi Range**:
     - **Short** range has the smallest coverage; however, battery life is longer.
     - **Medium** range provides moderate coverage and battery life.
     - **Long** range enables you to have connected Wi-Fi devices farther from your mobile hotspot and still connect to your Wi-Fi network, but battery life is shorter.
   - **USB Tethering**. If you are tethering your hotspot to your device and do not want to use Wi-Fi for other devices, select the **Wi-Fi stays Off** radio button.

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

6. Click the **Submit** button.
7. Select **Settings > General > Device**.

8. From the **Wi-Fi Standby** list, select a shorter time period.
   - The shorter the time, the longer the battery life.
   - The **Submit** button displays after you make a selection.

9. Click the **Submit** button.

**Adjust Display Settings to Increase Battery Life**

Dim the screen to reduce the touchscreen’s brightness level. Set the screen time-out to a shorter period to reduce the amount of time to wait without the touchscreen being touched before turning the screen blank.

➢ To adjust display settings to increase battery life from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.

3. Tap the **Settings** button.

4. Tap the **Display** button.

5. Tap the **Display Brightness** button.

6. Slide the button to select the display brightness that you want.
   Your setting is saved.
7. Tap the Back ( ) button.

<table>
<thead>
<tr>
<th>Display</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Brightness</td>
<td></td>
</tr>
<tr>
<td>LED</td>
<td>On</td>
</tr>
<tr>
<td>Display Timeout</td>
<td>1min</td>
</tr>
<tr>
<td>Wi-Fi Info on Home</td>
<td>Show</td>
</tr>
</tbody>
</table>

8. Tap the Display Timeout > button.

<table>
<thead>
<tr>
<th>Display Timeout</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Display will timeout after:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>30 seconds (best battery life)</td>
</tr>
<tr>
<td></td>
<td>1 minute</td>
</tr>
<tr>
<td></td>
<td>5 minutes</td>
</tr>
<tr>
<td></td>
<td>10 minutes</td>
</tr>
</tbody>
</table>

9. Tap the radio button for the selection that you want.

Your setting is saved.

➢ **To adjust display settings to increase battery life from the hotspot web page:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter **http://m.home** or **http://10.0.0.138**.

   A login screen displays.

3. Enter the administrator login password.

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

   The Home screen displays.
4. Select **Settings > General > Device**.

5. Adjust any of these settings:
   - **Display Brightness**. Select the Dim radio button.
   - **Timeout on AC, Timeout on USB**. From the lists, select shorter time periods.

   The Submit button displays after you make a selection.

6. Click the Submit button.

**Recharge the Battery**

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

Turn off USB tethering if you only want to charge your hotspot with your computer. For more information, see **USB Tethering** on page 58.
➢ To recharge the battery from a wall socket:

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

2. Plug the wall charger into a wall socket.

A lightning bolt appears on the Battery icon when the battery is charging. The Battery icon on the touchscreen indicates when the battery is fully charged and a notification displays.

Note: The battery continues to charge when the hotspot is powered off.

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

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

The Battery icon includes a lightning bolt to indicate that the battery is charging. The Battery icon on the touchscreen indicates when the battery is fully charged and a notification displays.
**Note:** The touchscreen goes into sleep mode after a set time to extend battery life. To wake up the touchscreen, press and quickly release the **Power key**.

**USB Tethering**

Use USB tethering to connect to the Internet from supported computers with a USB cable and charge the hotspot battery at the same time.

Turn off USB tethering if you only want to charge your hotspot with your computer.

➢ **To connect the hotspot to the USB port on your computer:**

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

➢ **To enable USB tethering from the touchscreen:**

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Settings** button.

   ![Settings](image)

4. Tap the **USB Tethering** button.

   ![USB Tethering](image)

5. Slide the **OFF** button to the **ON** position.

   USB tethering is enabled.

**Enable Airplane Mode**

Turn on airplane mode if you want to use jump boost while on an airplane or in areas where Wi-Fi is restricted.

➢ **To enable airplane mode from the touchscreen:**
   1. To wake up the device, press the **Power key**.
   2. Tap the **Home** button.
3. Tap the **Settings** button.

4. Tap the **Airplane Mode** button.

5. Slide the OFF button to the ON position.

   Airplane mode is enabled.

   To enable airplane mode from the hotspot web page:

   1. From a computer or wireless device that is connected to your network, launch an Internet browser.
   2. Enter `http://m.home` or `http://10.0.0.138`.
      
      A login screen displays.
   3. Enter the administrator login password.
      
      The default password is **admin**. The password is case-sensitive.
      
      The Home screen displays.
4. Click the **Jump Boost** button.

![Jump Boost](image)

5. Click the **Enable Airplane Mode** button.

Airplane mode is enabled.

**Manage Hotspot Security**

The following topics are covered in this section:

- **Change Network Names and Passwords** on page 62
- **Change Hotspot Web Page Login Settings** on page 65
- **Change Device Encryption Security Settings** on page 67

You can also block undesired hotspot users. For more information, see **View or Block Connected Users** on page 37.
Note: When you change the Wi-Fi settings, the hotspot resets. Any devices connected to the hotspot are disconnected when the hotspot resets.

Change Network Names and Passwords

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

The procedure to change the main and guest Wi-Fi network names and passwords is the same. The following settings differ:

- **Main Wi-Fi.** For added security, you can prevent the main Wi-Fi network name and password from displaying on the touchscreen Home page.
- **Guest Wi-Fi.** For added security, you can have the guest Wi-Fi password change each time you enable guest Wi-Fi.

➢ To change network names and passwords from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Wi-Fi** button.
4. To change the network name and password of the main Wi-Fi, tap the **Main Wi-Fi** button.

5. To change the network name and password of the guest Wi-Fi, tap the **Guest Wi-Fi** button.

6. To change the Wi-Fi name, tap the **Edit** button that is next to Wi-Fi name.
   
   A warning message displays.

7. Tap the **Continue** button.

   The Wi-Fi name displays.

8. Enter the new Wi-Fi name.

9. Tap the **Done** button.

   Your setting is saved.

   The Main Wi-Fi screen displays.

10. To change the Wi-Fi password, tap the **Edit** button that is next to Wi-Fi password.

    A warning message displays.

11. Tap the **Continue** button.

    The Wi-Fi password displays.

12. Enter the new Wi-Fi password.

13. Tap the **Done** button.

    Your setting is saved.

    The Main Wi-Fi screen displays.

14. For main Wi-Fi, to prevent the Wi-Fi name and password from displaying on the touchscreen Home screen, clear the **Display on home screen** check box.

    Your setting is saved.
15. For guest Wi-Fi, to change the password each time you enable guest Wi-Fi, select the **New password each session** check box.

When this option is selected, the password entered in step 12 remains only for the current session.

Your setting is saved.

➢ **To change network names and passwords from the hotspot web page:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.

A login screen displays.

3. Enter the administrator login password.

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

   The Home screen displays.

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

5. Click the **Edit** button.
The Wi-Fi Options screen that displays depends on the Wi-Fi profile that is selected.

6. In the Main Wi-Fi and Secondary Wi-Fi sections, change the **Wi-Fi Name** and **Wi-Fi Password** fields as desired.

7. To create a new guest password each time you power on the hotspot, select the **Generate a new password each time I turn on the Guest Wi-Fi** check box.

8. Click the **Submit** button.

9. When prompted, click the **Submit** button again.

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

**Change Hotspot Web Page Login Settings**

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

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

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter **http://m.home** or **http://10.0.0.138**.

   A login screen displays.

3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.

The Home screen displays.

4. Select **Settings > General > Device.**

5. (Optional) In the **Host Name** field, change the host name used to access the hotspot web page.
   Enter a maximum of 31 characters.

6. (Optional) In the **Password** field, change the password used to log in as an administrator.
   Best practice is to set a more secure password.
   Enter a maximum of 31 characters.
   The the **Submit** button displays after you make a selection.

7. Click the **Submit** button.
   Your settings are saved.
Change Device Encryption Security Settings

To change the type of security used for main and secondary or guest Wi-Fi:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Wi-Fi > Options.
   The Wi-Fi Options screen that displays depends on the Wi-Fi profile that is selected.

5. In the Encryption list for main Wi-Fi or guest Wi-Fi, select a security option:
   - **WPA2 Personal AES.** Strong security supported by newer Wi-Fi devices, the default.
   - **WPA/WPA2.** Strong security supported by most Wi-Fi devices. Use WPA2 Personal AES whenever possible.
   - **None.** Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred. *Best practice is not to select this option.*
The **Submit** button displays after you make a selection.

6. Click the **Submit** button.

7. Reconnect your Wi-Fi devices, if necessary, using the new Wi-Fi credentials.

   See *Connect to the Internet* on page 14.

### View Details About Your Mobile Hotspot

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

To view details about your device from the touchscreen:

1. To wake up the device, press the **Power key**.

2. Tap the **Home** button.

3. Tap the **Settings** button.

4. Tap the **More** button.
5. Tap the Device Information > button.

<table>
<thead>
<tr>
<th>Device Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wi-Fi name: AC790S-D69C</td>
</tr>
<tr>
<td>Wi-Fi password: 3182123</td>
</tr>
<tr>
<td>AC790S-200 Manager: <a href="http://m">http://m</a></td>
</tr>
<tr>
<td>Password: admin</td>
</tr>
<tr>
<td>Wireless number:</td>
</tr>
<tr>
<td>MAC Address: 04 A1 55 F2 60</td>
</tr>
</tbody>
</table>

➢ To view details about your device from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.

3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
Update Mobile Hotspot Software and Firmware

The hotspot checks automatically for new software or firmware updates once a week. If an update becomes available, the hotspot displays an alert. Open the alert and click the **Download** button. When the download completes, the hotspot displays an alert with an **Install now** button. Click the **Install now** button to install the update. Your device reboots automatically to use the new software.

You can also check for updates manually without receiving an alert.

➢ **To update software from the touchscreen:**

   1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.

3. Tap the **Settings** button.

4. Tap the **More** button.

5. Tap the **Software Updates** button.

6. Tap the **Check for updates now** button.

7. If an update is available, tap the **Start Download** button. The update downloads.
8. Tap the **Update now** button to install the update.

- **To update software from the hotspot web page:**

  1. From a computer or wireless device that is connected to your network, launch an Internet browser.
  2. Enter `http://m.home` or `http://10.0.0.138`. A login screen displays.
  3. Enter the administrator login password. The default password is `admin`. The password is case-sensitive. The Home screen displays.
  4. Select **Settings > General > Software and Reset**.

  ![Software Update Screen](image)

  5. If the **Check for update** button displays, click it to check if a new update is available.
  6. If an update is available, click the **Start Download** button. The update downloads.
  7. Click the **Update now** button to install the update.
This chapter provides information about how to configure various aspects of the hotspot such as Wi-Fi settings, WAN settings, router settings. The chapter covers the following topics:

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

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

➢ To back up hotspot settings:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.

   ![Software and Reset Settings](image)

5. In the Download/Backup Settings section, click the Save button.
   By default, the file (export.cfg) is saved to your Downloads folder.

➢ To restore hotspot settings:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.

The Home screen displays.

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

   ![Setting Options](image)

   - **Download / Backup Settings**
     - Save
     - Submit

   - **Restore Settings**
     - If you saved your settings on a file previously, import it here to restore your hotspot with those settings.
     - Browse

   - **Software Update**
     - Last checked at: 4/14/14 7:03 PM
     - Check for update

   - **Reset**
     - Factory Reset
     - Reset your hotspot to factory settings, just like when you took it out of the box the first time.

5. In the **Restore Settings** section, click the **Browse** button.

6. Navigate to the location where the **export.cfg** file is stored.
   - By default, hotspot setting files are saved to your Downloads folder.

7. Click the **Open** button.
   - Your hotspot is restored with the imported file settings.

### Manage Wi-Fi Network Options

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

- **To set the Wi-Fi network options:**
  1. From a computer or wireless device that is connected to your network, launch an Internet browser.
  2. Enter **http://m.home** or **http://10.0.0.138**.
     - A login screen displays.
  3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.

The Home screen displays.

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

5. Set the Wi-Fi options:
   
   - **Channel**. The Wi-Fi channel being used.
      
      Best practice is to set the channel to **Auto**. The hotspot chooses the channel that provides the least interference.

   - **RTS Threshold**. The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol.
      
      Best practice is to use a value of 2347. If you are experiencing inconsistent data flow, you can make minor changes to this value to try to alleviate the problem.

   - **Fragmentation Threshold**. The largest allowable size (in bytes) for a packet.
      
      If a packet is larger than the threshold, it is sent in multiple packets, which can affect network performance. Keep this value as large as possible (up to 2346).

   - **Broadcast Network Name**. If you select the **Show** radio button, your Wi-Fi network name (SSID) is broadcast to everyone nearby.
Select the **Hide** radio button if you do not want it broadcast.

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

6. Click the **Submit** button.

**Enable SIM Security**

Create another level of security by establishing a PIN that you must enter before you can manage the WWAN connection.

➢ **To enable SIM security:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter **http://m.home** or **http://10.0.0.138**.
   
   A login screen displays.

3. Enter the administrator login password.
   
   The default password is **admin**. The password is case-sensitive.
   
   The Home screen displays.

4. Select **Settings > Network > SIM Security**.

5. Click the **Activate** button.

6. Enter your PIN and click the **Submit** button.

   If you enter an incorrect PIN three times, the SIM is blocked. If the SIM is blocked, contact your network service provider to receive a PUK number to unblock the SIM.
Configure Mobile Broadband

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

View WAN Information

➢ To view network information:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138. A login screen displays.
3. Enter the administrator login password. The default password is admin. The password is case-sensitive. The Home screen displays.
4. Select Settings > Network > Status Details.
Enable Port Forwarding

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

To enable port forwarding:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Settings > Router > Port Forwarding.
5. Select the Enable radio button.
   The Port Forwarding list displays.
   Incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.
   
   Note: Port forwarding creates a security risk. When not required, disable port forwarding.
6. Enter the following port forwarding information:
   • **Label**. Enter a descriptive name.
   • **IP**. Enter the IP address of a connected device.
   • **Port**. Enter the port number that the application uses.
   • **Protocol**. If you are unsure, select TCP/IP.
   The Submit button displays after you make a selection.
7. Click the Submit button.
Your settings are saved.

**Enable Port Filtering**

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

➢ **To enable port filtering:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter `http://m.home` or `http://10.0.0.138`.
   
   A login screen displays.
3. Enter the administrator login password.
   
   The default password is `admin`. The password is case-sensitive.
   
   The Home screen displays.
4. Select **Settings > Router > Port Filtering**.

   The Port Filtering screen displays.

   ![Port Filtering Screen](image)

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

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

   The **Submit** button displays after you make a selection.
9. Click the **Submit** button.
Enable IP Passthrough Mode

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

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

WARNING:

If you enable this feature, Wi-Fi is disabled and you must use a USB cable to tether the device.

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

➢ To enable IP passthrough mode:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.

3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.

   The Home screen displays.
4. Select **Settings > Router > Basic**.

5. In the LAN section, select the **Enabled** radio button next to IP Passthrough Mode.

6. Click the **Submit** button.

**Enable VPN PassThrough**

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

➢ **To enable VPN passthrough:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter **http://m.home** or **http://10.0.0.138**.
   
   A login screen displays.
3. Enter the administrator login password.
   
   The default password is **admin**. The password is case-sensitive.

   The Home screen displays.
4. Select **Settings > Router > Basic**.

![Router Settings](image)

5. In the LAN section, select the On radio button next to VPN Passthrough. The **Submit** button displays after you make a selection.

6. Click the **Submit** button.

### Configure APN Details

Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider.

The hotspot checks the APN to determine the type of network connection to establish.

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

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter **http://m.home** or **http://10.0.0.138**.
   
   A login screen displays.
3. Enter the administrator login password.
   
   The default password is **admin**. The password is case-sensitive.
   
   The Home screen displays.
4. Select **Settings > Network > APN**.

5. Click the **Add** button.

6. Enter the name of the network service provider and the APN that you obtained from it.

7. Enter the user name and password, if they are required for the wireless network.

8. Select the network authentication mode:
   - None
   - PAP
   - CHAP
   - PAP or CHAP

9. Change the PDP (data protocol), if necessary:
   - IPV4
   - IPV6
   - IPV4V6

10. Change the PDP roaming protocol, if necessary:
    - None
    - IPV4
    - IPV6
    - IPV4V6

---

**Note:** PDP roaming protocol is the IP protocol used while you are roaming (for example when you are traveling and the roaming network does not support IPv6).

11. Click the + symbol next to the new APN entry.
    The entry is added to the table.
To select the APN to use:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Settings > Network > APN.

![APN select screenshot]

5. Select the Active radio button next to the APN entry to be used.
   The APN is selected.

To remove an APN entry:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Settings > Network > APN.
5. Click the Details button beside the APN entry.
6. Click the Delete button.
   The APN is removed.
Enable DMZ

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

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

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter `http://m.home` or `http://10.0.0.138`.
   A login screen displays.
3. Enter the administrator login password.
   The default password is `admin`. The password is case-sensitive.
   The Home screen displays.
4. Select **Settings > Router > Basic**.

5. In the DMZ section, select the **On** radio button next to DMZ Enabled.
6. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.
If the hotspot is tethered using a USB cable, this address is 192.168.1.4. If the hotspot is connected using Wi-Fi, the first Wi-Fi client’s IP address is usually 192.168.1.74.

The Submit button displays after you make a selection.

7. Click the Submit button.

Set LAN Options

➢ To set the hotspot’s LAN options:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.

2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.

3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.

4. Select Settings > Router > Basic.

5. In the LAN section, enter the appropriate details.
   If the DHCP server is enabled, it automatically assigns an IP address to each device on the network and manages its configuration information.
The DNS mode setting specifies how the DNS servers are obtained. If you select **Auto**, the servers use the DNS relay specified by the Internet provider.

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

6. Click the **Submit** button.
Frequently Asked Questions

This chapter provides answers to questions you might have about your hotspot. (Also see Chapter 5, Troubleshooting.) The chapter covers the following topics:

- Why can’t I connect a device to the hotspot?
- Why can’t I access the Internet?
- Why isn’t my battery charging?
- Why is the signal indicator always low?
- Why is the download or upload speed slow?
- How do I go back to the hotspot web page?
- What do I do if I forget my admin login password?
- How do I disconnect from the mobile broadband network?
- Why doesn’t the Connect / Disconnect button appear on the hotspot web page?
- How can I extend the life of the battery?
- How do I turn the hotspot off?
- How do I find out how many users are connected to my hotspot’s Wi-Fi networks?
- The touchscreen is not lit. How do I know if the hotspot is still powered on?
- How do I find my computer’s IP address?
- How do I find a device’s MAC address?
- Where can I find more information?
Why can’t I connect a device to the hotspot?

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

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

Why can’t I access the Internet?

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

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

Why isn’t my battery charging?

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

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

Why is the signal indicator always low?

Your hotspot has poor reception. Try moving it to a location with a clear view of the sky (for example, near a window).
Why is the download or upload speed slow?

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

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

How do I go back to the hotspot web page?

➢ To view the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the administrator login password.
   The default password is admin. The password is case-sensitive.

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

The default admin login password is admin, and the hotspot web page URL is http://m.home or http://10.0.0.138.

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

➢ To reset the hotspot from the touchscreen:

1. To wake up the device, press the Power key.
2. Tap the **Home** button.

![Home button](image)

3. Tap the **Settings** button.

![Settings button](image)

4. Tap the **More** button.

![More button](image)

5. Tap **Factory Reset** button.

![Factory Reset button](image)
6. Tap the **Yes** button.

   ![Factory Reset](image)

   Devices currently connected will lose internet access.

   **Begin Reset**

7. Tap the **Begin Reset** button.

   A factory reset takes about one minute.

8. After the device resets, reconnect Wi-Fi devices.

**How do I disconnect from the mobile broadband network?**

➢ To disconnect from the network from the hotspot web page:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter `http://m.home` or `http://10.0.0.138`.
   
   A login screen displays.
3. Enter the mobile hotspot password.
   
   The default password is **admin**. The password is case-sensitive.
   
   The Home screen displays.
4. Click the **Disconnect** button (in the Connection Details section).

➢ To disconnect from the network from the touchscreen:

1. To wake up the device, press the **Power key**.
2. Tap the **Home** (🏠) button.
3. Tap the **Settings** button.
4. Tap the **Network** button.
5. Tap the > next to Status Disconnect.
Your hotspot is disconnected from the network.

**Why doesn’t the Connect / Disconnect button appear on the hotspot web page?**

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

> **To log in as an administrator:**

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter [http://m.home](http://m.home) or [http://10.0.0.138](http://10.0.0.138).
   
   A login screen displays.
3. Enter the password in the Sign In field.
   
   The default password is `admin`. The password is case-sensitive.
4. Click the Sign In button.

![Hotspot Web Page Screenshot](image)

**How can I extend the life of the battery?**

For information about extending the life of the battery, see *Extend Battery Life* on page 48.
How do I turn the hotspot off?

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

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

The number on the Wi-Fi icon on the hotspot’s touchscreen is the number of users (or devices) connected to your Wi-Fi network. A list of connected devices appears in the hotspot Connected Devices section. For more information about the devices or users connected to your network, see [View or Block Connected Users](#) on page 37.

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

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

How do I find my computer’s IP address?

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

- To find the IP address on a Windows 7, Windows Vista, or Windows XP device:
  1. Open the command prompt window:
     a. Select **Start > Run**.
     b. Enter `cmd` or `command` and click the **OK** button.
  2. At the command prompt, enter `ipconfig` and press the Enter key.
  3. Write down the IP address for the entry that relates to the wireless network connection.
     The IP address might be listed under IPv4 Address or something similar.

- To find the IP address on a Windows 8 device:
  1. In the Charms bar, click the **Search** icon.
  2. Select **Command Prompt**.
  3. At the command prompt, enter `ipconfig` and press the Enter key.
  4. Write down the IP address for the entry that relates to the wireless network connection.
     The IP address might be listed under IPv4 Address or something similar.
To find the IP address on a Mac OS X device:

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

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

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

How do I find a device’s MAC address?

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

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

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

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

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

1. Open the command prompt window:
   a. Select Start > Run.
   b. Enter cmd or command and click the OK button.
2. At the command prompt, enter ipconfig /all and press 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.

To find the MAC address on a Windows 8 device:

1. In the Charms bar, select the Search icon.
2. Select Command Prompt.
3. At the command prompt, enter ipconfig /all and press Enter.
4. Write down the physical address for the entry that relates to the wireless network connection.
It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

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

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

Where can I find more information?

Review the following:

- The *Quick Start Guide* that came with your mobile hotspot.
- Visit [support.netgear.com](http://support.netgear.com), click the **Support for Home Products** link, search for your network service provider, and select your hotspot from the list of products to do the following:
  - Update the firmware on your device (if an update is available)
  - View a tutorial
- Learn tips and tricks at [http://www.netgear.com/learningcenter/mobile](http://www.netgear.com/learningcenter/mobile) to get the most from your hotspot.
This chapter provides suggestions for troubleshooting problems that might arise when you are using your mobile hotspot. The chapter covers the following topics:

- The Wi-Fi network name does not appear in the list of networks
- The No Signal icon displays on either the touchscreen or the hotspot web page
- Your device cannot access the hotspot web page when connected to a VPN
- The hotspot cannot connect to a computer running Windows Vista
- The hotspot does not connect to your service provider’s network
- Reset the hotspot
- View Alerts
The Wi-Fi network name does not appear in the list of networks

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

- Refresh the list of networks.
- If the touchscreen is dark, the Wi-Fi radio might be asleep. Press the Power key to wake the hotspot.
- If the hotspot is tethered to your computer, make sure that Wi-Fi is set to stay on when the hotspot is tethered. See Reset the hotspot on page 100.

The No Signal icon displays on either the touchscreen or the hotspot web page

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

Your device cannot access the hotspot web page when connected to a VPN

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

To directly access the hotspot web page hosted on the device, enter the address http://10.0.0.138 in your browser.

The hotspot cannot connect to a computer running Windows Vista

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

The hotspot does not connect to your service provider’s network

If your hotspot does not connect to your service provider’s mobile broadband network, try the following suggestions:
• Make sure that your micro SIM account is active. To check micro SIM status and activate the account, visit http://m.telstra.com.
• If you use a pay-as-you-go micro SIM card, make sure that the account has a positive balance.
• If your mobile hotspot still does not connect, you might need to create or update the default connection profile.

To check the default connection profile settings:

1. From a computer or wireless device that is connected to your network, launch an Internet browser.
2. Enter http://m.home or http://10.0.0.138.
   A login screen displays.
3. Enter the mobile hotspot password.
   The default password is admin. The password is case-sensitive.
   The Home screen displays.
4. Select Settings > Network > APN.

5. Review ISP settings.

Reset the hotspot

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

If you reset the hotspot, all of your customizations are lost. If you want to keep them, save them before doing the reset and restore them afterward. See Back Up and Restore Hotspot Settings on page 74.

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

1. To wake up the device, press the **Power key**.
2. Tap the **Home** button.
3. Tap the **Settings** button.
4. Tap the **More** button.
5. Tap Factory Reset > button.

If you reset to factory defaults, all your customizations and settings will be erased. You can back up your settings at [http://im.home](http://im.home) prior to the reset.

**Reset now?**

Yes
6. Tap the **Yes** button.

![Factory Reset](image)

7. Tap the **Begin Reset** button.
A factory reset takes about one minute.

8. After the device resets, reconnect Wi-Fi devices.

**View Alerts**

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

**SIM Not Installed**

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

**SIM Error — Check SIM**

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

**SIM Locked**

To unlock the micro SIM card from the hotspot web page:

1. Contact Telstra customer service for the PIN to unlock the micro SIM card.
2. From a computer or wireless device that is connected to your network, launch an Internet browser.
3. Enter **http://m.home** or **http://10.0.0.138**.
   A login screen displays.
4. Enter the administrator login password.
   The default password is **admin**. The password is case-sensitive.
   The Home screen displays.
4. Enter the micro SIM PIN when prompted.
5. Click the **Save** button.

**Temperature-Related Alerts**

The hotspot is designed to work over a wide temperature range. (For information, see *Environmental Specifications* on page 107.) The mobile hotspot shuts down automatically if it goes out of the supported temperature range.

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

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

**Connection Alerts**

Some connection alerts include instructions for resolving them. For other connection alerts, including those in the following table, contact customer service for assistance.

**Table 4. Connection alerts**

<table>
<thead>
<tr>
<th>Alert</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Operator determined barring</td>
</tr>
<tr>
<td>25</td>
<td>LLC or SNDCP failure</td>
</tr>
<tr>
<td>26</td>
<td>Insufficient resources</td>
</tr>
<tr>
<td>27</td>
<td>Missing or unknown APN</td>
</tr>
<tr>
<td>28</td>
<td>Unknown PDP address or type</td>
</tr>
<tr>
<td>29</td>
<td>User authentication failed</td>
</tr>
<tr>
<td>30</td>
<td>Activation rejected by GGSN</td>
</tr>
<tr>
<td>32</td>
<td>Service Option not supported</td>
</tr>
<tr>
<td>33</td>
<td>Service Option not subscribed</td>
</tr>
<tr>
<td>34</td>
<td>Service Option temporarily out of order</td>
</tr>
<tr>
<td>36</td>
<td>Regular deactivation</td>
</tr>
<tr>
<td>37</td>
<td>QoS not accepted</td>
</tr>
<tr>
<td>38</td>
<td>Network failure</td>
</tr>
<tr>
<td>39</td>
<td>Reactivation required</td>
</tr>
</tbody>
</table>
Table 4. Connection alerts (continued)

<table>
<thead>
<tr>
<th>Alert</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>40</td>
<td>Feature not supported</td>
</tr>
<tr>
<td>41</td>
<td>Semantic error in the TFT operation</td>
</tr>
<tr>
<td>42</td>
<td>Syntactical error in the TFT operation</td>
</tr>
<tr>
<td>43</td>
<td>Unknown PDP context</td>
</tr>
<tr>
<td>44</td>
<td>PDP context without TFT already activated</td>
</tr>
<tr>
<td>45</td>
<td>Semantic errors in packet filters</td>
</tr>
<tr>
<td>46</td>
<td>Syntactical errors in packet filters</td>
</tr>
<tr>
<td>67</td>
<td>Connection error</td>
</tr>
<tr>
<td>81</td>
<td>Invalid transaction identifier value</td>
</tr>
<tr>
<td>95</td>
<td>Semantically incorrect message</td>
</tr>
<tr>
<td>96</td>
<td>Invalid mandatory information</td>
</tr>
<tr>
<td>97</td>
<td>Message type nonexistent or not implemented</td>
</tr>
<tr>
<td>98</td>
<td>Message type not compatible with the protocol state</td>
</tr>
<tr>
<td>99</td>
<td>Information element non existent or not implemented</td>
</tr>
<tr>
<td>100</td>
<td>Conditional IE error</td>
</tr>
<tr>
<td>101</td>
<td>Message not compatible with the protocol state</td>
</tr>
<tr>
<td>111</td>
<td>Protocol error, unspecified</td>
</tr>
<tr>
<td>256</td>
<td>Invalid Connection ID</td>
</tr>
<tr>
<td>258</td>
<td>Invalid PRI NSAPI</td>
</tr>
<tr>
<td>259</td>
<td>Invalid Field</td>
</tr>
<tr>
<td>260</td>
<td>SNDCP Failure</td>
</tr>
<tr>
<td>261</td>
<td>RAB Setup Failure</td>
</tr>
<tr>
<td>262</td>
<td>No GPRS Context</td>
</tr>
<tr>
<td>263</td>
<td>PDP Establish Max Timeout</td>
</tr>
<tr>
<td>264</td>
<td>PDP Activate Max Timeout</td>
</tr>
<tr>
<td>265</td>
<td>PDP Modify Max Timeout</td>
</tr>
<tr>
<td>266</td>
<td>PDP Inactivate Max Timeout</td>
</tr>
<tr>
<td>267</td>
<td>PDP Lower layer Error</td>
</tr>
</tbody>
</table>
Table 4. Connection alerts (continued)

<table>
<thead>
<tr>
<th>Alert</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>268</td>
<td>PDP Duplicate</td>
</tr>
<tr>
<td>269</td>
<td>UE RAT Change</td>
</tr>
</tbody>
</table>
Specifications

This appendix covers the following topics:

• Mechanical Specifications
• Environmental Specifications
• Supported RF Bands
Mechanical Specifications

Table 5. Physical dimensions

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>136 g (4.5 oz)</td>
</tr>
<tr>
<td>Length</td>
<td>110 mm (4.33 in)</td>
</tr>
<tr>
<td>Width</td>
<td>68 mm (2.7 in)</td>
</tr>
<tr>
<td>Thickness</td>
<td>15 mm (.57 in)</td>
</tr>
</tbody>
</table>

Environmental Specifications

Table 6. Recommended operating and storage temperatures

<table>
<thead>
<tr>
<th>Environment</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temp.</td>
<td>0°C to 35°C (32°F to 95°F)</td>
</tr>
<tr>
<td>Storage temp.</td>
<td>−10°C to +60°C (14°F to 140°F)</td>
</tr>
</tbody>
</table>

Supported RF Bands

Table 7. Supported RF bands

<table>
<thead>
<tr>
<th>Technology</th>
<th>Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>4G LTE CA</td>
<td>1800+700, 1800+2600, 2600+700, 2600+2600 MHz</td>
</tr>
<tr>
<td>4G LTE</td>
<td>700, 900, 1800, 2100, 2600 MHz</td>
</tr>
<tr>
<td>3G</td>
<td>850, 900, 1900, 2100 MHz</td>
</tr>
</tbody>
</table>