

**NETGEAR®**

# User Manual

---

## Nighthawk® 5G Mobile Hotspot Pro

Models:  
5100

September 2020  
202-12067-01

**NETGEAR, Inc.**  
350 E. Plumeria Drive  
San Jose, CA 95134, USA

## Nighthawk 5G Mobile Hotspot Pro

### **Support**

See your warranty card for warranty and service information.

For additional information, visit [www.netgear.com/support](http://www.netgear.com/support) to access the full user manual (this document) and to download firmware updates.

### **Compliance**

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

See the regulatory compliance document before connecting the power supply.

### **Trademarks**

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

# Contents

## Chapter 1 Get Started

- Get to Know Your Mobile Hotspot.....9
  - Top Front View.....9
  - Power Button.....10
  - LCD Home Screen.....10
- Download the NETGEAR Mobile App.....11
- Install the Battery.....12
- Power On Your Mobile Hotspot.....13
- Set Up the Mobile Hotspot.....13
  - Set Up the Mobile Hotspot Using the Touch Screen.....14
  - Use a Web Browser to Set Up the Mobile Hotspot.....14
  - Use the Mobile App to Set Up the Mobile Hotspot.....15

## Chapter 2 Connect to the Mobile Hotspot

- Connect to the Mobile Hotspot Network.....17
  - WiFi Connection.....17
  - Tethered Connection.....18
- Use the Touch Screen to Access the Mobile Hotspot.....18
- Use the NETGEAR Mobile App to Access the Mobile Hotspot...18
- Use a Web Browser to Access the Mobile Hotspot.....20
- Access the Mobile Router Directly From the Touch Screen.....21
- Log Out of the Mobile Hotspot Web UI.....21

## Chapter 3 Manage Battery Usage and Charging

- Extend Battery Life.....23
- Use the Mobile Hotspot Without a Battery.....23
- Recharge the Battery.....23
  - Quick Charge the Battery.....24
  - Recharge the Battery From a Wall Socket.....24
  - Recharge the Battery From a Computer USB Port.....25
  - Use the USB Type C Cable to Charge Only.....25
- Change the LCD Screen Display.....26
  - Change the LCD Screen Display Settings From the Touch Screen.....26
  - Change the LCD Screen Display Settings From the NETGEAR Mobile App.....26

Change the LCD Screen Display Settings From a Web  
Browser.....27

Battery Tips.....27

General Battery Safety.....28

Appropriate Batteries and Chargers.....29

Battery Disposal.....29

**Chapter 4 Manage Your Internet Connection**

Offload Your Mobile Internet Connection.....31

    Enable Data Offloading Over Ethernet From the NETGEAR Mobile  
    App.....31

    Enable Data Offloading Over WiFi From the NETGEAR Mobile  
    App.....32

Specify Cellular Settings.....32

    Specify Cellular Settings From the Touch Screen.....33

    Specify Cellular Settings From the NETGEAR Mobile App.....33

    Specify Cellular Settings From a Web Browser.....34

**Chapter 5 Control Internet Access**

Set Up Parental Controls.....37

Access Control.....38

    Set Up Access Control From the Touch Screen.....38

    Set Up Access Control From the NETGEAR Mobile App.....38

    Set Up Access Control From a Web Browser.....39

    Set Up Client Privacy.....39

Turn Off USB Tethering.....40

    Turn Off USB Tethering From the NETGEAR Mobile App.....40

    Turn Off USB Tethering From a Web Browser.....41

Manage Website Filters.....41

Set Up a Schedule for Internet Access.....42

Edit a Schedule Rule.....44

Delete a Schedule Rule.....44

Enable SIM Security.....45

    Enable SIM Security From the NETGEAR Mobile App.....45

    Enable SIM Security From a Web Browser.....45

Enable Port Forwarding.....46

Set Up Port Filtering.....47

Enable DMZ.....48

**Chapter 6 Specify Mobile Hotspot Network Settings**

Select a WiFi Profile.....50

    Select a WiFi Profile From the Touch Screen.....50

    Select a WiFi Profile From the NETGEAR Mobile App.....50

    Select a WiFi Profile From a Web Browser.....51

- Manage WiFi Settings.....51
  - Specify WiFi Settings From the Touch Screen.....51
  - Specify WiFi Settings From the NETGEAR Mobile App.....52
  - Specify WiFi Settings From a Web Browser.....52
  - Configure Always-On WiFi.....53
  - Enable the Data Saver From a Web Browser.....53
  - Set Up Guest Wi-Fi.....54
- Use WPS to Connect to the Mobile Router WiFi Network.....55
  - Use WPS From the Touch Screen.....55
  - Use WPS From the NETGEAR Mobile App.....55
  - Use WPS From a Web Browser.....56
- Universal Plug-N-Play.....56
  - Turn UPnP Off or On From the NETGEAR Mobile App.....56
  - Turn UPnP Off or On From a Web Browser.....57
- Enable IP Pass-Through Mode.....58
- Enable VPN Pass-Through Mode.....58
- Specify the IP Addresses That the Mobile Hotspot Assigns.....59
- Disable the DHCP Server Feature in the Mobile Hotspot.....60

**Chapter 7 Manage Your Mobile Hotspot Network**

- View the Network Information.....62
- View Mobile Hotspot Network Status.....62
  - View Mobile Hotspot Status From the NETGEAR Mobile App.....62
  - View Mobile Network Device Status From a Web Browser.....63
- View WiFi Details.....63
- View a Network Map.....63
  - View a Network Map From the NETGEAR Mobile App.....63
  - View a Network Map From a Web Browser.....64
- View Connected Devices.....64
  - View the Connected Devices On the LCD.....64
  - View the Connected Devices From the NETGEAR Mobile App.....64
  - View the Connected Devices From a Web Browser.....65
- Update the Mobile Hotspot Firmware.....65
  - Update Firmware From the Touch Screen.....65
  - Update Firmware From an Alert.....65
  - Update Firmware From the NETGEAR Mobile App.....66
  - Update the Firmware From the Web Page.....66
- Change the admin Password.....67
- Manage SMS Messages.....67
  - Manage Messages From the Touch Screen.....67
  - Manage Messages From the NETGEAR Mobile App.....68
  - View or Delete Messages From a Web Browser.....68
- Back Up and Restore the Mobile Router Settings.....69
  - Back Up the Mobile Hotspot Settings.....69

## Nighthawk 5G Mobile Hotspot Pro

Restore the Mobile Hotspot Settings.....	69
Factory Reset.....	70
Disable the Factory Reset Button.....	70
Factory Reset From the NETGEAR Mobile App.....	71
Factory Reset From the Touch Screen.....	71
Factory Reset From a Web Browser.....	71
Factory Reset Using the Reset Button.....	72
Reboot the Mobile Hotspot.....	73
Reboot the Mobile Hotspot From the Touch Screen.....	73
Reboot the Mobile Hotspot From the NETGEAR Mobile App..	74
Reboot the Mobile Hotspot From a Web Browser.....	74
Power Off the Mobile Hotspot.....	74
Power Off the Mobile Hotspot Manually.....	75
Power Off the Mobile Hotspot From the NETGEAR Mobile App.....	75
Power Off the Mobile Hotspot From a Web Browser.....	75
View Details About Your Mobile Router.....	76
View Mobile Hotspot Details From the Touch Screen.....	76
View Mobile Hotspot Details From the NETGEAR Mobile App.	76
View Mobile Hotspot Details From a Web Browser.....	76

### Chapter 8 Frequently Asked Questions

Why can't my device connect to the mobile hotspot?.....	78
Why can't I access the Internet?.....	78
Why is the signal indicator always low?.....	78
Why is the download or upload speed slow?.....	79
What do I do if I forget my admin login password?.....	79
How do I disconnect from the mobile broadband network?.....	79
The LCD is not lit. How do I know if the mobile hotspot is still powered on?.....	80
How do I find my computer's IP address?.....	80
How do I find my computer's IP address on a Windows 7, Windows 10, or Windows Vista device?.....	80
How do I find my computer's IP address on a Windows 8 device?.....	81
How do I find my computer's IP address on a Mac OS X device?.....	81
How do I find my computer's IP address on devices running other operating systems?.....	81
How do I find a device's MAC address?.....	81
How do I find a device's MAC address on a Windows 7, Windows 10 or Vista device?.....	82
How do I find a device's MAC address on a Windows 8 device?.....	82

## Nighthawk 5G Mobile Hotspot Pro

How do I find a device's MAC address on a Mac OS X device?.....	82
Where can I find more information?.....	83

### **Chapter 9 Troubleshooting**

Diagnostics.....	85
The WiFi Network Name Is Not in the List of Networks.....	85
The No Signal Icon Displays.....	85
Cannot Log In to the Mobile Router Using a VPN.....	86
The Mobile Hotspot Cannot Connect to a Computer Running Windows Vista.....	86
The Mobile Hotspot Does Not Connect to the Cellular Network.....	86

### **Appendix A Specifications**

Mechanical Specifications.....	89
Environmental Specifications.....	90
Supported RF Bands.....	90

# 1

## Get Started

---

This chapter provides an overview of the Nighthawk 5G Mobile Hotspot and instructions for how to set up your Nighthawk 5G mobile hotspot pro and connect to the Internet.

The chapter covers the following topics:

- [Get to Know Your Mobile Hotspot](#)
- [Download the NETGEAR Mobile App](#)
- [Install the Battery](#)
- [Power On Your Mobile Hotspot](#)
- [Set Up the Mobile Hotspot](#)

# Get to Know Your Mobile Hotspot

Your mobile hotspot lets you create a WiFi access point in any location with cellular network coverage. Use a WiFi access point to connect your computer or mobile devices to your service provider's mobile broadband network and connect to the Internet.

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

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

The Nighthawk 5G Mobile Hotspot Pro can be operated without the battery when it is plugged in to its original Quick charge power adapter. This feature is useful for fixed wireless application where the device needs to be left on for a prolonged time

## Top Front View

The following figure shows the top front view of the mobile hotspot

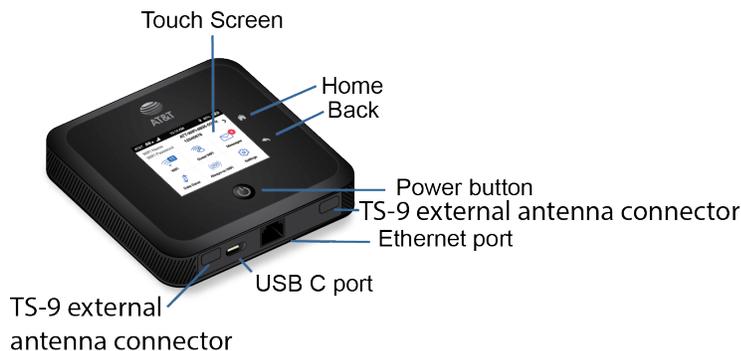


Figure 1. Mobile router buttons and features

The mobile hotspot the following ports and connectors:

- **USB type C port.** Connect the USB type-C cable that came in the package to recharge the battery or for a tethered connection to a computer. For more information about recharging the battery, see [Recharge the Battery From a Wall Socket](#) on page 24 and [Recharge the Battery From a Computer USB Port](#) on page 25. A tethered connection to a computer lets you access the mobile hotspot from a web browser without a WiFi connection. See [Tethered Connection](#) on page 18.

- **LAN/WAN port.** You can connect an Ethernet-compatible device to this port. Devices connected to the mobile hotspot over WiFi and devices connected to this port can send and receive information to each other.  
When you are using an Ethernet connection, you can use the USB type C cable and the AC adapter to recharge the mobile hotspot battery.

**Note:** You can use an Ethernet connection and a tethered USB connection at the same time to access the mobile hotspot.

**Note:** If you are using the 6000450 external antenna, ensure that you are at least 20cm away from the external antenna while the device is in use to comply with RF exposure requirements. For information about offloading data, see [Offload Your Mobile Internet Connection](#) on page 31.

For information about how to use a charge-only tethered connection, see [Use the USB Type C Cable to Charge Only](#) on page 25.

## Power Button

Use the **Power** button to wake the mobile hotspot and to power the device on and off. The **Power** button is on upper side panel of the mobile router (see [Top Front View](#) on page 9).

Table 1. Power button usage

Desired Result	Action
Turn on the mobile hotspot.	Press and hold the <b>Power</b> button for three seconds.
Turn off the mobile hotspot.	Press and hold the <b>Power</b> button for five seconds.
Wake the mobile hotspot.	Press and quickly release the <b>Power</b> button.

## LCD Home Screen

The LCD Home screen displays information shown in the following figure.

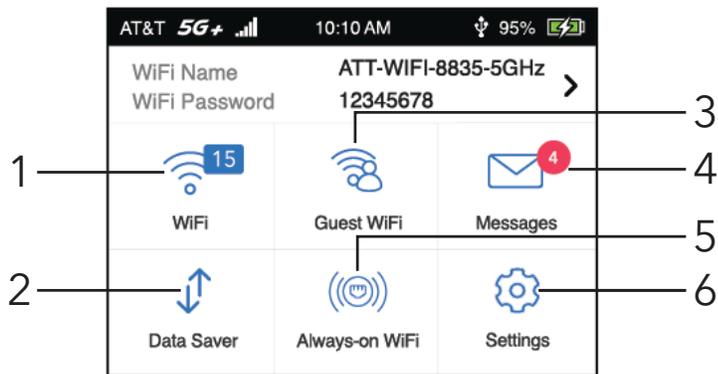


Figure 2. LCD screen

Touch an icon to see the Wifi settings, connected devices, Messages, or additional options.

Number	Description
1	Main WiFi with number of connections.
2	Data Saver.
3	Guest WiFi with number of connections
4	Messages. Number of messages received from the service provider.
5	Always-on Wifi. Indicates status of always-on WiFi.
6	Settings. Tap icon to show Settings menu.

## Download the NETGEAR Mobile App

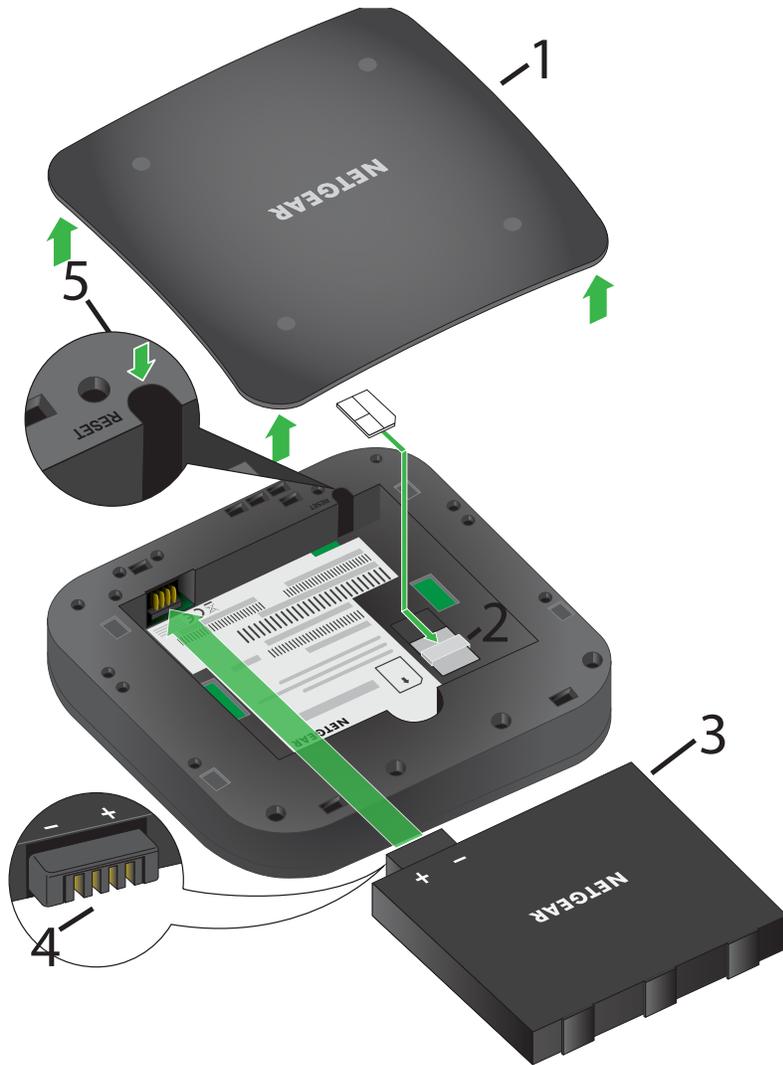
The NETGEAR Mobile app lets you set up the mobile hotspot. After initial setup, you can use the app to view or change the mobile hotspot settings. You can also use it to play and share media, and enable the travel router feature.

### To download the NETGEAR Mobile app:

1. Connect your mobile device to the Internet.
2. Open a web browser.
3. Visit <http://netgear.com/mobileapp>.
4. Download the NETGEAR Mobile app.

# Install the Battery

Your SIM card is preinstalled.



Number	Description
1	Cover
2	SIM card slot
3	Battery

(Continued)

Number	Description
4	Enlargement of battery contacts
5	Reset

### To install the battery:

1. Make sure that power to the mobile hotspot is off.
2. Remove the cover on the bottom of the mobile hotspot.  
Place your thumbs on the arrows on the cover and press down while sliding the cover up.
3. Align the battery connectors and insert the battery.
4. Replace the mobile hotspot cover.

## Power On Your Mobile Hotspot



### To power on your mobile hotspot:

Press and hold down the **Power** button on your mobile hotspot for three seconds.

## Set Up the Mobile Hotspot

You can use web browser access to set up the mobile hotspot, or you can use the NETGEAR Mobile app to set up the mobile hotspot.

## Set Up the Mobile Hotspot Using the Touch Screen

The first time you start the mobile hotspot, you can set the admin password, and change the WiFi name and WiFi password, using the Touch Screen.

1. Press and hold the **Power** button for 3 seconds.  
To better safeguard your network, the first time you turn on your mobile hotspot, you are asked to set up your login credentials.
2. Follow the onscreen instructions to customize your settings.  
You can change settings such as the WiFi password, WiFi Manager login password, and WiFi standby time. The default WiFi Manager admin login password is attadmin. The default WiFi password is on the label inside the battery compartment.

## Use a Web Browser to Set Up the Mobile Hotspot

### **To set up the mobile router:**

1. Connect your computer to the mobile hotspot WiFi network.  
To view the mobile hotspot WiFi network name, tap the **Power** button to wake up the LCD.  
  
**Note:** You can also use a tethered connection to access the mobile hotspot from a computer. For information about how to do this, see [Tethered Connection](#) on page 18.
2. Launch a web browser.
3. Enter **http://attwifimanager** or **http://192.168.1.1**.  
You are prompted to change the password for the admin user name and to change the WiFi name and WiFi password.

**Note:** The default password for the admin user name is admin. We strongly recommend that you change this password to a more secure password.

4. Follow the onscreen instructions to set up your mobile router.

## Use the Mobile App to Set Up the Mobile Hotspot

### **To set up the mobile router:**

1. Launch the NETGEAR Mobile app.

The app prompts you to change the password for the admin user name and to change the WiFi name and WiFi password.

**Note:** The default password for the admin user name is admin. We strongly recommend that you change this password to a more secure password.

2. Follow the onscreen instructions to set up your mobile router.

# 2

## Connect to the Mobile Hotspot

---

This chapter covers the following topics:

- [Connect to the NetworkMobile Hotspot on page 17](#)
- [Use the NETGEAR Mobile App to Access the Mobile Hotspot on page 18](#)
- [Use a Web Browser to Access the Router on page 20](#)
- [Access the Mobile Router Directly From the Touch Screen on page 21](#)
- [Log Out of the Mobile Hotspot Web UI on page 21](#)

# Connect to the Mobile Hotspot Network

You can connect your computers and mobile devices to the mobile hotspot WiFi network. You can also connect a computer to the mobile hotspot through a tethered connection using the USB cable that came in the package with the mobile hotspot.

**Note:** If you set up your computer to use a static IP address, change the settings so that it uses Dynamic Host Configuration Protocol (DHCP).

## WiFi Connection

You can find and select the WiFi network or you can connect to the router's WiFi network with Wi-Fi Protected Setup (WPS). For information about using WPS, see [Use WPS to Connect to the WiFi Network Mobile Hotspot](#) on page 55.

### To find and connect to the WiFi network:

1. Make sure that the mobile hotspot is powered on.
2. Check to make sure that WiFi is enabled on your computer or mobile device and search for WiFi networks.

See the following table or the manual for your WiFi-enabled device for further details on searching for WiFi networks.

Device	Instructions
Windows computer	Click the <b>Internet Access</b> icon, which is usually found on the bottom right side of your screen.
Mac computer	Go to the <b>WiFi</b> menu and select <b>Network</b> .
Mobile devices	Go to the <b>Settings</b> menu and tap the <b>WiFi</b> icon.

3. Select the WiFi name that is displayed on your mobile hotspot screen.
4. Enter the WiFi password exactly as shown on the mobile hotspot screen. The password is case-sensitive.

Your computer or mobile device connects to the WiFi network.

## Tethered Connection



To connect the mobile hotspot to the USB port on your computer:

Attach one end of the USB (type C) cable to the mobile hotspot and plug the other end into the USB port on your computer.

Your computer automatically connects to the mobile hotspot LAN (local area network). The first time you connect this way, your computer might display notifications about detecting a new device.

**Note:** If you want to use data offloading with a tethered USB connection, use WiFi offloading instead of Ethernet offloading. Tethered USB access is not supported during Ethernet offloading. For more information about offloading, see [Offload Your Mobile Internet Connection](#) on page 31.

## Use the Touch Screen to Access the Mobile Hotspot

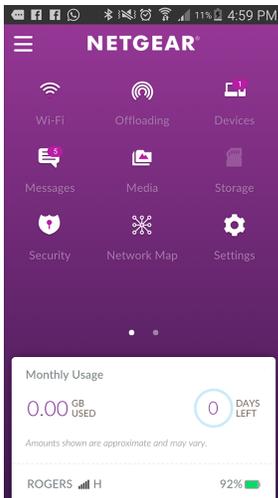
The first time you start the mobile hotspot, you can set the admin password using the Touch Screen or access the mobile hotspot directly.

## Use the NETGEAR Mobile App to Access the Mobile Hotspot

You use the NETGEAR Mobile app to set up the mobile hotspot. After initial setup, you can launch the app again and use it to log in to the mobile hotspot to view or change its settings.

### To log in to the mobile router from the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.  
You might be prompted to enter the admin password. During setup, you were prompted to change this password (the default password is **attadmin**).
3. If prompted, enter the admin password.



The app displays the following information:

- Notifications
- Data usage as provided by your carrier
- Your cellular and WiFi signals and battery
- Current WiFi band (swipeable)
- WiFi name and password
- Connected devices.

4. Swipe down.

The dashboard displays the icons shown in the following table.

Icon	Description	Icon	Description
	WiFi		Storage (not supported)
	Offloading		Security
	Number of connected devices		Network Map

(Continued)

Icon	Description	Icon	Description
	Messages		Settings
	Media (not supported)		Power

## Use a Web Browser to Access the Mobile Hotspot

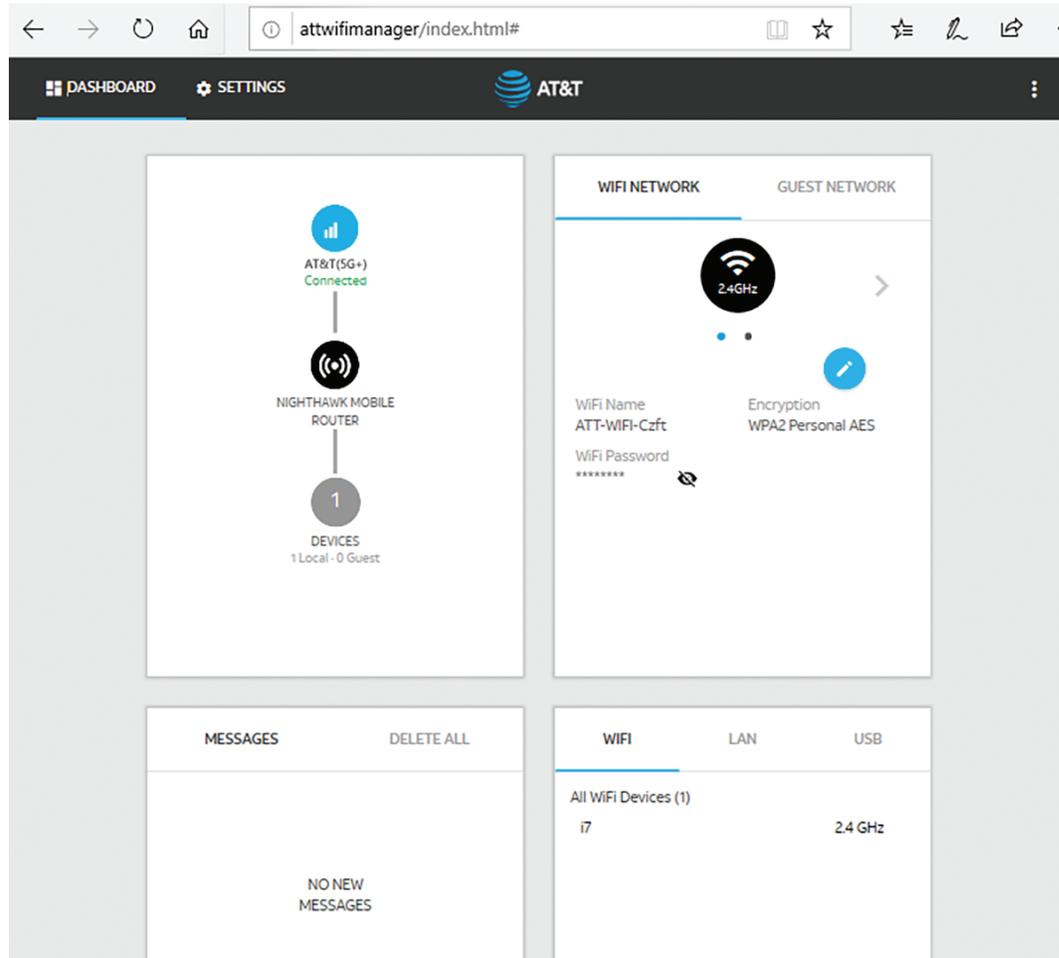
When you connect to the network (either with WiFi or with a tethered connection), you can use a web browser to access the mobile hotspot to view or change its settings.

### To log in to the mobile hotspot from a web browser:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login window opens.
3. Enter the router user name and password.

## Nighthawk 5G Mobile Hotspot Pro

The user name is admin. The user name and password are case-sensitive.



## Access the Mobile Router Directly From the Touch Screen

1. Press the **Power** button to wake up the mobile hotspot.
2. Tap the LCD screen to unlock the screen.

## Log Out of the Mobile Hotspot Web UI

To log out of the mobile hotspot Web UI:

1. Go to the Web UI Main Menu.
2. Click on the three dots at the top right of the menu and select **Logout**

# 3

## Manage Battery Usage and Charging

---

This chapter includes the following sections:

- [Extend Battery Life](#)
- [Use the Mobile Hotspot Without a Battery](#)
- [Recharge the Battery](#)
- [Change the LCD Screen Display](#)
- [Battery Tips](#)
- [General Battery Safety](#)
- [Appropriate Batteries and Chargers](#)
- [Battery Disposal](#)

## Extend Battery Life

The mobile hotspot, by default, is configured to optimize battery life. If your mobile hotspot is plugged in for an extended period of time, the mobile hotspot automatically reduces charging levels to help protect battery life.

The following factors affect battery life:

- Standby time
- Data throughput
- Mobile broadband signal strength (the better the signal, the longer the battery life)
- WiFi range
- Dual-band WiFi (when all of your devices support 5 GHz WiFi, dual-band WiFi allows faster downloads but uses more power)

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

- Adjust WiFi settings.
- Adjust display settings.

## Use the Mobile Hotspot Without a Battery

If you connect your mobile hotspot to a power adapter that supports Quick Charge 2.0 or 3.0, you can remove the battery. We recommend operating without the battery in applications where the mobile hotspot is used for extended periods, such as using the mobile hotspot as a fixed router.

## 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 mobile router with your computer. For more information, see [Turn Off USB Tethering](#) on page 40.

## Quick Charge the Battery

The mobile hotspot supports Quick Charge 2.0 technology. You can charge the mobile hotspot battery with a Quick Charge-certified power adapter, which charges the battery up to 75 percent faster than regular power adapters by increasing the charging power.

The current rating on the Quick Charge-certified power adapter must be greater than 1.5A.

## Recharge the Battery From a Wall Socket

### 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.  
The Battery icon on the LCD indicates that the battery is charging.

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

If your battery does not charge, check the following:

- Is the mobile hotspot hot? If you are in a low-coverage area, are transferring a lot of data, or left the mobile hotspot in a hot location, the internal temperature of the mobile hotspot can rise above 45°C. In these conditions, the rate of battery charging is reduced, or at 50°C or above the battery cannot be charged due to safety limits with lithium-ion battery technology.
- Make sure that the USB cable and the AC wall charger are connected securely and are working correctly.
- If the wall socket is controlled by a switch, make sure that the switch is in the power-on position.

## Recharge the Battery From a Computer USB Port

### To recharge the battery from 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.



The Battery icon on the LCD indicates that the battery is charging.

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

## Use the USB Type C Cable to Charge Only

You can log in to the mobile hotspot and specify a setting so that the USB type C cable is used only for charging and not to access the mobile hotspot using a web browser. You might want to do this if you are using the Ethernet port and a wall socket is not available to charge the mobile hotspot.

### To specify a USB type C cable charge-only setting:

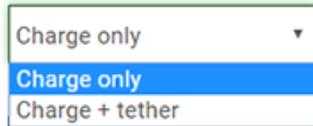
1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login window opens.
3. Enter the router user name and password.  
The user name is admin. The user name and password are case-sensitive.  
The mobile hotspot dashboard displays.
4. Select **Setup > Router Setup**.  
The Router Setup page displays.

5. In the TETHERING section, select **Charge only**.

### TETHERING

Turn off WiFi when tethering

Use USB port for



Your settings are saved. When you connect the USB type C cable, the mobile router battery charges, but you cannot use the tethered connection to access the mobile hotspot with a web browser.

## Change the LCD Screen Display

You can change the brightness and the time-out for the LCD.

### Change the LCD Screen Display Settings From the Touch Screen

To change the LCD screen time-out and brightness from the Touch Screen Select **Settings>Screen**.

1. To change the screen brightness, select **Screen Brightness** and then use the slider to specify the brightness.
2. To configure screen lock, select **Passcode** and then set Screen Lock to On or Off.
3. To change the screen time-out, select the number of minutes for the screen time-out.
4. Set WiFi Info on Home to On or Off.

### Change the LCD Screen Display Settings From the NETGEAR Mobile App

#### To change the LCD screen time-out and brightness:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.

4. Tap  **Settings**.  
The Settings page displays.
5. To change the screen brightness, select **General** and then use the slider to specify the brightness.
6. To configure screen lock, select **Screen Lock** and then set Screen Lock to On or Off.
7. Set WiFi Info on Home to On or Off.

## Change the LCD Screen Display Settings From a Web Browser

### To change the display screen settings:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Advanced Settings > Device**.  
The Device page displays.
5. To change the screen brightness, select **Screen Brightness** and then use the slider to specify the brightness.
6. To change the screen time-out, select **Time-Out** and then select the number of minutes for the screen time-out.
7. Click the **Apply** button.  
Your settings are saved.

## Battery Tips

The following tips explain best practices for battery usage and care:

- Charge batteries in a room-temperature environment, which is generally between 68°F and 79° F (20°C and 26°C). Charging might be temporarily disabled if the battery temperature exceeds 113°F (60°C). If the battery temperature is hot, but less than 113°F (60°C), the battery charges, but at a slower rate than usual.

- If a battery exhibits significantly shorter runtime or discharge capacity compared to when it was new, it reached the end of its reasonable lifetime. Consider replacing it.
- If a battery does not charge or exhibits excessive charging time, it is possible that it reached the end of its life and might need to be replaced.
- All batteries degrade and lose charge capacity over time as a result of use or storage and must eventually be replaced.
- Batteries are best stored in a cool, dark, dry place. Avoid storage in direct sunlight and in vehicles parked outdoors.
- Batteries might get warm while charging and discharging. This is normal behavior for all batteries.
- Use the AC adapter and the USB cable that came with this device.
- Use the latest firmware. Check for updates on a regular basis.
- Device performance and runtime are affected by workload or usage. Higher workloads or usage can lead to higher battery temperatures and faster battery power consumption.
- Streaming large amounts of data affects the power consumption and reduces the operating time of the battery.

## General Battery Safety

Observe the following guidelines:

- 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 might 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 it might dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.
- Do not crush, puncture, deform, or put a high degree of pressure on the battery, which can cause an internal short circuit, resulting in overheating.
- Avoid dropping the battery or the device. Dropping it, especially on a hard surface, might cause damage to the battery and the device. If you suspect damage to the battery or the device, replace it.

- When the battery is outside the device, do not allow the battery to come in contact with metal objects, such as coins, buttons, jewelry, or tools.
- Do not disassemble or modify batteries. Do not use a battery for anything other than its intended purpose.

## Appropriate Batteries and Chargers

Observe the following guidelines:

- Use only approved batteries in the device. Purchase only products and accessories recommended by NETGEAR or your carrier. Use of unapproved batteries, products, or accessories will void your warranty.
- Do not use incompatible batteries and chargers. Some websites and second-hand dealers, not associated with reputable manufacturers and carriers, might sell incompatible or even counterfeit batteries and chargers.
- If you are unsure about whether a replacement battery or charger is compatible, contact NETGEAR.
- Quick Charge 2.0-enabled devices must be paired with Quick Charge 2.0-certified adapters.

## Battery Disposal

Follow disposal regulations in your region, and handle batteries safely. Observe the following guidelines:

- 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.

# 4

## Manage Your Internet Connection

---

This chapter explains how to manage your mobile hotspot Internet connection.

The chapter covers the following topics:

- [Offload Your Mobile Internet Connection](#) on page 31
- [Specify Cellular Settings](#) on page 32

# Offload Your Mobile Internet Connection

Data offloading lets you transfer the mobile hotspot's Internet connection from mobile broadband to another WiFi or Ethernet connection. Data offloading reduces the amount of data that you are using on the cellular connection. You might want to use this feature if you are in an area in which many others are using cellular connections at the same time or in areas with poor cellular reception.

During Ethernet offloading, you can use the micro USB port for AC charging and you can use the USB type A port to jump boost a device or to connect a USB device. USB 3.1 is supported.



Figure 3. Ethernet offloading with AC charging and a USB storage device

If you want to use a tethered USB connection and offload, use WiFi or Ethernet offloading.

## Enable Data Offloading Over Ethernet From the NETGEAR Mobile App

### To enable data offloading from the NETGEAR mobile app:

1. Launch the NETGEAR Mobile app on your smartphone.
2. Swipe down.  
The dashboard displays.
3. Tap  **Offloading**.  
The Offloading page displays.
4. Select **Ethernet**.

## Enable Data Offloading Over WiFi From the NETGEAR Mobile App

### To enable data offloading from the NETGEAR mobile app:

1. Launch the NETGEAR Mobile app on your smartphone.
2. Swipe down.  
The dashboard displays.
3. Tap  **Offloading**.  
The Offloading page displays.
4. Select **WiFi**.  
The Offloading page displays a list of WiFi networks in your area.
5. To connect to a network on the list, do the following:
  - a. Tap a WiFi network.
  - b. When prompted, enter the password for the WiFi network and tap **CONNECT**.
6. To join another WiFi network that is not in the list, do the following:
  - a. Tap **Join Network**.
  - b. When prompted, type the network name and the password.
  - c. Tap **CONNECT**.
7. To offload to a preferred network, do the following:
  - a. Tap **Preferred Networks**.  
A list of preferred networks displays.
  - b. Select the network and enter the password.
  - c. Tap **CONNECT**.

When the hotspot is offloading the Internet connection, the WiFi icon displays the signal strength. The screen displays the SSID of the active WiFi network.

## Specify Cellular Settings

You can specify cellular network settings for the mobile router.

## Specify Cellular Settings From the Touch Screen

From the Touch Screen, you can add and edit APNs, domestic data, and international roaming.

To specify cellular settings from the Touch Screen:

1. Tap **Settings**.
2. Tap **Broadband**.
3. In Mobile Broadband, do the following:
  - Tap **APN**, and then, in APN make an APN setting.
  - Set Domestic Data to On or Off.
  - Set Int'l Roaming to On or Off.
  - Tap **Status** to view detailed status information.

## Specify Cellular Settings From the NETGEAR Mobile App

### To specify cellular settings:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Settings**.
5. Tap **Network**.  
The Cellular page displays. Domestic Data is selected by default.
6. To turn domestic data on and off, tap **Domestic Data**.
7. To turn roaming on and off, tap **International Roaming**.
8. To add an APN, do the following:
  - a. Tap **APN**.
  - b. Tap **+**.  
The Add a new APN page displays.
  - c. Complete the settings.
  - d. Tap **Add**.  
The APN is added.

## Specify Cellular Settings From a Web Browser

### To specify cellular settings:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Advanced Settings > Cellular**.

**CELLULAR**

Data

Roaming Data

Band Region  
Auto

**Network Mode**  
Auto

Switching to Manual Network Mode will temporarily disconnect you from the device

[Network Selection](#)

**APN** [DELETE](#) [ADD](#)

Active	APN Name	APN	PDP	PDP Roaming	Authentication	
<input type="checkbox"/>	Operator1	Operator1	IPV4	IPV4	None	
<input checked="" type="checkbox"/>	Operator2	Operator2	IPV4	None	None	

5. Change the settings as needed.

6. To add an Access Point Name (APN) with its profile settings, do the following:
  - a. Click the **ADD** button

**ADD APN**
X

---

APN Name

---

APN

---

PDP

IPV4 ▼

---

PDP Roaming

None ▼

---

Authentication

None ▼

---

Username

---

Password

---

CANCEL
ADD

- b. Complete the fields.
- c. Click the **ADD** button.  
The Cellular page displays the APN.
- d. To make this APN the active APN, click the radio button next to the APN name.  
The APN is now the active APN. The Cellular Settings page also displays a check box next to the new APN name. This check box lets you select the APN so that you can delete it.

**Note:** The page does not display a check box next to the default APN name because you cannot delete that APN.

APN							DELETE ADD
Active	APN Name	APN	PDP	PDP Roaming	Authentication		
<input checked="" type="radio"/>	Operator1	APNaddress1	IPV4	IPV4	None		
<input type="checkbox"/>	Operator2	APNaddress2	IPV4	None	None		

# 5

## Control Internet Access

---

The router comes with a built-in firewall that helps protect your home network from unwanted intrusions from the Internet.

This chapter includes the following sections:

- [Set Up Parental Controls](#) on page 37
- [Access Control](#) on page 38
- [Turn Off USB Tethering](#) on page 40
- [Manage Website Filters](#) on page 41
- [Set Up a Schedule for Internet Access](#) on page 42
- [Enable SIM Security](#) on page 45
- [Enable Port Forwarding](#) on page 46
- [Set Up Port Filtering](#) on page 47
- [Enable DMZ](#) on page 48

# Set Up Parental Controls

You can set up Parental Control from a web browser or by using the NETGEAR Mobile App. With the browser method, the first time that you select **Parental Controls**, your browser goes to the Live Parental Controls website, where you can learn more about parental controls and download the application.

After you set up and enable parental controls, you can change the web filtering level for each device on the network through the network map page on the genie app.

## To set up parental controls:

1. Do one of the following:
  - From the NETGEAR Mobile App, swipe **Security Parental Controls**.
  - From a computer that is connected to your network, launch a web browser.
2. If you are using the web browser method, launch a web browser.
3. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
4. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
5. Select **SETTINGS > Security > Parental Controls**.  
The Parental Controls page displays.
6. Select the **Enable** check box.  
Because Live Parental Controls uses free OpenDNS accounts, you must log in or create a free account.
7. Log in to your OpenDNS account:
  - If you already own an OpenDNS account, log in to your account.
  - If you do not own an OpenDNS account, click the **Sign Up** link to create a new account a log in.
8. Select a filtering level.
9. To create a list of unrestricted devices, do the following:
  - a. In the Unrestricted Devices section, click the **ADD** button.
  - b. Select the device.

The device is added to the list.

10. Click the **Apply** button.  
Your settings are saved.

## Access Control

You can use access control to set up a list of devices to be blocked from accessing the mobile hotspot or to be allowed access.

### Set Up Access Control From the Touch Screen

Using the Touch Screen, you can block the connected devices:

1. Tap **Devices**.
2. On the list of Devices, tap a device name.
3. Choose between **All Devices**, **Block List**, or **White List** and tap that item.

### Set Up Access Control From the NETGEAR Mobile App

#### To set up access control:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Devices**.  
The Devices page displays.
5. Tap **Block List** or **Allow List**.  
Depending on your selection, the page displays an Allow List or a Block List.
6. To turn blocking on or off, tap the **Block all in list** slider.
7. To turn an allow list on or off, tap the **Allow only in list** slider.
8. To add a device to the list, tap **+** and select the device.  
The device is added to the list.
9. To remove a device from the list, select the device and then tap the trash can.  
The device is removed from the list.

## Set Up Access Control From a Web Browser

### To set up access control:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Security > Access Control**.  
The Access Control page displays.
5. Select the **Enable** check box.
6. In the **Filter Type** menu, select **White List** or **Black List**.  
Depending on your selection, the page displays an Allow List or a Block List.
7. To add a device to the list, click the **ADD** button and select the device.  
The device is added to the list.
8. To remove a device from the list, select the device and then click the **DELETE** button.  
The device is removed from the list.

## Set Up Client Privacy

You can set up client privacy, to isolate all client data from the data of other clients.

### To set up client privacy

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Mobile Router Setup**.  
The Settings page displays.

5. Scroll down to the Client Privacy section and select the **Isolate all client data** check box.

## Turn Off USB Tethering

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



Figure 4. Mobile router tethered to a laptop computer

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

## Turn Off USB Tethering From the NETGEAR Mobile App

### To turn off tethering:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap **Settings**.  
The Settings page displays.
5. Tap **General**.  
The General page displays.
6. Under ROUTER, tap **Tethering** to toggle between Charge only and Charge + tether.

## Turn Off USB Tethering From a Web Browser

### To turn off tethering:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Setup > Tethering**.  
The Router Setup page displays.
5. In the Use USB port for section, select **Charge only**.
6. Click the **Apply** button.  
Your settings are saved.

## Manage Website Filters

You can set up a filter to block or allow access to websites that you specify. You can also set up a list of devices that are unrestricted. The website filtering does not apply to unrestricted devices.

### To set up a website filter:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Security > Website Filters**.  
The Website Filters page displays.
5. Select the **Enable** check box.
6. In the **Filter Type** menu, select **Black List** or **White List**.

Depending on your selection, a Blocked Websites list or an Allowed Websites list displays.

7. To add a website to the list, click the **ADD** button and enter the website.  
The website is added to the list.
8. To edit an entry in the list, do the following:
  - a. Select its check box.
  - b. Click the  **Edit** icon.
  - c. Enter the changes.
9. To remove a website from the list, select its check box and then click the **DELETE** button.  
The website is removed from the list.
10. To create a list of unrestricted devices, do the following:
  - a. In the Unrestricted Devices section, click the **ADD** button.
  - b. Select the device.  
The device is added to the list.
11. Click the **Apply** button.  
Your settings are saved.

## Set Up a Schedule for Internet Access

### **To set up a schedule for Internet access:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Security > Schedule**.  
The Schedule page displays.
5. To add a schedule rule, click the **Add** button.

The NEW RULE page displays.

6. Specify the name of the rule and the days and times for the rule.
7. Select the **Enable** check box.
8. Click the **SAVE** button.  
Your settings are saved.

## Edit a Schedule Rule

### To edit a schedule rule:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Security > Schedule**.  
The Schedule page displays.
5. Click the  **Edit** icon.  
The EDIT RULE page displays.
6. Change the settings.
7. Click the **SAVE** button.  
Your settings are saved.

## Delete a Schedule Rule

### To delete a schedule rule:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Security > Schedule**.  
The Schedule page displays.
5. Select the check box for the rule.
6. Click the **DELETE** button.  
The rule is deleted.

# Enable SIM Security

If you enable SIM security, you must enter a SIM PIN each time you power on the mobile hotspot.

## Enable SIM Security From the NETGEAR Mobile App

### To enable SIM security:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Security**.  
The Security page displays.
5. Tap **SIM Security**.  
The SIM Security page displays.
6. Tap **ACTIVATE**.  
The Enter SIM Security page displays.
7. Enter a PIN.
8. Tap **OKAY**.  
Your settings are saved.

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.

## Enable SIM Security From a Web Browser

### To enable SIM security:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.

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

The SIM Security page displays.

5. Click the **ACTIVATE** button.

6. Enter your PIN.

7. Click the **Apply** 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.

## Enable Port Forwarding

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

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

### To enable port forwarding:

1. From a computer that is connected to your network, launch a web browser.

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

A login page displays.

3. Enter the administrator login password.

The password is case-sensitive.

The dashboard displays.

4. Select **SETTINGS > Advanced Settings > Port Forwarding**.

The Port Forwarding page displays.

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.

6. To add a port forwarding address, click the **ADD** button.

The ADD SERVICE page displays.

7. Enter the following port forwarding information:

- **Rule Name.** Enter a descriptive name.

- **IP Address.** Enter the IP address of the connected device.
  - **Port.** Enter the port number or range of port numbers that the application uses.
  - **Protocol.** If you are unsure, select **TCP**.
8. Click the **ADD** button.  
Your settings are saved.

## Set Up 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 set up port filtering:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Advance Settings > Port Filtering**.  
The Port Filtering page displays.
5. Select the **Enable** check box.  
The **Filter Type** menu displays.
6. Select **Block List** or **Allow List**.  
The ADD SERVICE page displays.
7. Enter the following port forwarding information:
  - **Service Name.** Enter a descriptive name.
  - **Port.** Enter the port number that the application uses.
  - **Protocol.** If you are unsure, select **TCP**.
8. Click the **ADD** button.  
Your settings are saved.

# Enable DMZ

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

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

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Advanced Settings > Other**.  
The Other page displays.
5. Select the **Enable** check box.
6. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.  
If the mobile hotspot is tethered using a USB cable, this address is 192.168.1.4. If the mobile hotspot is connected using WiFi, the first WiFi client's IP address is usually 192.168.1.74.
7. Click the **Apply** button.  
Your settings are saved.

# 6

## Specify Mobile Hotspot Network Settings

---

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

- [Select a WiFi Profile](#) on page 50
- [Manage WiFi Settings](#) on page 51
- [Use WPS to Connect to the WiFi NetworkMobile Hotspot](#) on page 55
- [Universal Plug-N-Play](#) on page 56
- [Enable IP Pass-Through Mode](#) on page 58
- [Specify the IP Addresses That the AssignsMobile Hotspot](#) on page 59
- [Disable the DHCP Server Feature in the Mobile Hotspot](#) on page 60

## Select a WiFi Profile

You can view or change the mobile hotspot WiFi settings. The following WiFi profiles are available:

- **Dual-band WiFi (2.4 GHz and 5 GHz)** . Connect 2.4 GHz and 5 GHz devices to transfer data at higher throughputs.
- **2.4 GHz WiFi**. Use only the 2.4 GHz WiFi band.

**Note: License Assisted Access is permitted under this profile.**

- **5 GHz WiFi**. Use only the 5 GHz WiFi band.
- **Turn Off WiFi** . This turns off the WiFi signal from the mobile hotspot. With this setting, you can only connect to the mobile hotspot with a tethered USB connection.

**Note: License Assisted Access is permitted under this profile.**

**Note:** When you change WiFi settings, any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

## Select a WiFi Profile From the Touch Screen

You can select a WiFi profile from the Touch Screen. To select a profile:

1. Tap **WiFi**.
2. Tap **Band**.
3. In Band, tap a profile to select it.

## Select a WiFi Profile From the NETGEAR Mobile App

### To select a WiFi profile:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap **WiFi**.
5. Tap a WiFi network to select it.

6. Tap **SAVE**.  
Your settings are saved.

## Select a WiFi Profile From a Web Browser

### To select a WiFi profile:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Setup > WiFi Profiles**.  
The WiFi Profiles page displays.
5. Select the **Enable** button for the WiFi profile that you want to use.
6. Click the **Apply** button.  
The selected WiFi profile is activated.

## Manage WiFi Settings

**Note:** When you change WiFi settings, any devices connected to the mobile router are disconnected and might need to be reconnected.

## Specify WiFi Settings From the Touch Screen

You can change WiFi settings from the Touch Screen, including WiFi SSID and password, WiFi standby, and WiFi range.

To specify WiFi settings from the Touch Screen:

1. Tap **WiFi**.
2. Tap the pencil icon next to WiFi name and then type the WiFi name.
3. Tap the pencil icon next to WiFi password and then type the WiFi password.
4. If you want the WiFi name and WiFi password to appear on the home screen, check the **Display on home screen** check box.
5. In WiFi Options, tap **WiFi Standby**.

6. Tap **Options**.
7. Select the WiFi Standby setting to use.
8. In WiFi Options, tap **WiFi Range**
9. In WiFi Range, tap the WiFi Range setting **Standard** or **Long** to use.

## Specify WiFi Settings From the NETGEAR Mobile App

### To specify the WiFi settings from the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **WiFi**.  
The WiFi page displays.
5. Change the settings.  
Your settings are saved.

## Specify WiFi Settings From a Web Browser

### To select a WiFi profile or create a custom profile on the mobile hotspot web page:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Setup > Wireless**.  
The Wireless Network page displays the settings for the 2.4 GHz and the 5 GHz WiFi bands and global WiFi settings.
5. Change the settings as needed.  
By default, the **Broadcast WiFi Name SSID** check box is selected for each network so that the WiFi network name displays in the list of WiFi networks for computers or mobile devices.

6. To change the global WiFi settings, adjust the WiFi standby time or the WiFi range.
7. Click the **Apply** button.  
Your settings are saved.

When you change your profile options (including disabling or enabling either WiFi network), any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

## Configure Always-On WiFi

Always-On Wifi will route all traffic over the Ethernet WAN. If the Ethernet connection fails, the device automatically switches to LTE.

**Note:** In order to enable Always-On WiFi, you must disable Data Offloading.

To configure Always-On WiFi:

1. On the LCD Home Screen, click **Always-on Wifi**
2. Click the **Off** button to change it to **On**.  
Always-On WiFi is enabled.

## Enable the Data Saver From a Web Browser

You can implement the Data Saver to connect your Mobile Router to your local WiFi or Ethernet network to offload traffic and help conserve your AT&T data plan.

### **To enable Ethernet data offloading:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Setup > Data Offloading**.  
The Data Saver page displays.
5. Set the Data Saver select to **ON**
6. Select the **Enable** check box.
7. Select the **Ethernet Offloading** selection.  
By default, **Ethernet Offloading** is selected.

## Set Up Guest Wi-Fi

You can set up Guest Wi-Fi for your device. Guest Wi-Fi allows you to share your Wi-Fi with temporary visitors without exposing them to your devices on Main Wi-Fi.

**Note:** To set up Guest Wi-Fi:

1. From the Web UI, select **Guest Network**.  
The Guest Network page appears.
2. Check the **GUEST NETWORK** check box.
3. Specify the password to access Guest Wi-Fi.  
The password can be from 8 to 63 characters in length.
4. If you want to lock the Guest Wi-Fi password so that it cannot be edited, check the Generate Passphrase check box.
5. In the Encryption Type menu , 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.
6. Use the **Broadcast WiFi Name** switch to enable the broadcast network for Guest Wi-Fi.  
By default, Broadcast Network Name is enabled. If you need to disable it, toggle the switch to off. If you set Broadcast Network Name to off, you are prompted to save or cancel the Broadcast Network Name. If you choose **Save**, the device restarts Wi-Fi connections, and any currently devices temporarily lose their connection.

# Use WPS to Connect to the Mobile Router WiFi Network

To connect to the mobile hotspot WiFi network, you can find the network and connect or you can use WPS. If the device is WPS enabled, you can use the WPS method to connect the device without using the WiFi password.

## Use WPS From the Touch Screen

1. To wake the device, press the **Power** button.
2. Swipe up on the **Home** screen.
3. Tap **WPS**.
4. Within two minutes, tap **Pair with SSID id**.  
Your mobile hotspot and the WiFi device communicate and establish the connection.

## Use WPS From the NETGEAR Mobile App

### To add a WPS-enabled WiFi device from the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **WiFi**.  
The WiFi page displays.
5. Tap **WPS**.
6. Within two minutes, tap or click the **WPS Button Pairing** or the **Enter WPS pin** button on the mobile device or computer that you want to connect.  
Your mobile hotspot and the mobile device or computer communicate and establish the connection.

## Use WPS From a Web Browser

### To add a WPS-enabled WiFi device from the mobile hotspot web page:

1. From a computer that is connected to your network, launch a web browser.
2. Enter Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **Wireless**.  
The Wireless page displays.
5. Click the **WPS** button for the network.  
The WPS page displays.
6. Choose the WPS method that you want to use:
  - **WPS button pairing.** If the device that you want to connect includes a **WPS** button, click the **WPS button pairing** button and, within two minutes (120 seconds), press the device's **WPS** button.
  - **Enter WPS PIN.** If a WPS pin is associated with the device that you want to connect, click the **Enter WPS PIN** button and enter the device's WPS PIN.

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

## Universal Plug-N-Play

Universal Plug N Play (UPnP) helps devices, such as Internet appliances and computers, access the network and connect to other devices as needed. UPnP devices can automatically discover the services from other registered UPnP devices on the network. UPnP is beneficial when you use applications such as multiplayer gaming, peer-to-peer connections, or real-time communications such as instant messaging or remote assistance. By default, UPnP is enabled in the mobile hotspot.

## Turn UPnP Off or On From the NETGEAR Mobile App

By default, UPnP is enabled in the mobile router, but you can disable and enable this feature.

**To disable or enable UPnP:**

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Settings**.  
The Settings page displays.
5. Tap **General**.  
The General page displays.
6. Tap the **Enable UPnP** slider.  
UPnP toggles off or on.

## Turn UPnP Off or On From a Web Browser

By default, UPnP is enabled in the mobile router, but you can disable and enable this feature.

**To disable or enable UPnP:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Advanced Settings > Other**.  
The Router Settings page displays.
5. Select the UPnP **Disable** or **Enable** button.  
UPnP toggles off and on.
6. Click the **Apply** button.  
Your settings are saved.

# Enable IP Pass-Through Mode

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

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

**WARNING:** If you enable this feature, WiFi 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 pass through mode:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Setup > Mobile Router Setup**.  
The ROUTER SETUP page displays.
5. Select the IP PASSTHROUGH **ON** button.  
The default selection is AUTO.

# Enable VPN Pass-Through Mode

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

## To enable VPN pass-through:

1. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
2. Enter the administrator login password.  
The password is case-sensitive.

The dashboard displays.

3. Select **Settings > Other > VPN Passthrough**.

The ROUTER SETUP page displays.

4. Select the VPN Passthrough **On** radio button.

The default selection is AUTO.

## Specify the IP Addresses That the Mobile Hotspot Assigns

By default, the router acts as a Dynamic Host Configuration Protocol (DHCP) server. The router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is the LAN address of the router.

These addresses must be part of the same IP address subnet as the router's LAN IP address. Using the default addressing scheme, define a range between 192.168.1.2 and 192.168.1.254, although you can save part of the range for devices with fixed addresses.

### To specify the pool of IP addresses that the mobile hotspot assigns:

1. From a computer that is connected to your network, launch a web browser.

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

A login page displays.

3. Enter the administrator login password.

The password is case-sensitive.

The dashboard displays.

4. Select **SETTINGS > Setup > Mobile Router Setup**.

The ROUTER SETUP page displays.

5. Enter the starting IP address and the ending IP address.

6. Click the **Apply** button.

Your settings are saved.

# Disable the DHCP Server Feature in the Mobile Hotspot

By default, the mobile hotspot acts as a DHCP server. The router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is the LAN address of the router.

You can use another device on your network as the DHCP server, or specify the network settings of all your computers.

## **To disable the DHCP server feature in the mobile hotspot:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Setup > Mobile Router Setup**.  
The ROUTER SETUP page displays.
5. Clear the **Use NETGEAR Mobile as DHCP server** check box.
6. Click the **Apply** button  
Your settings are saved.
7. (Optional) If this service is disabled and no other DHCP server is on your network, set your computer IP addresses manually so that they can access the mobile hotspot.

# 7

## Manage Your Mobile Hotspot Network

---

This chapter describes the router settings for administering and maintaining your router and home network.

The chapter includes the following sections:

- [View the Network Status](#) on page 62
- [View Device Status Mobile Hotspot](#) on page 62
- [View WiFi Details](#) on page 63
- [View a Network Map](#) on page 63
- [View Connected Devices](#) on page 64
- [Update the Firmware Mobile Hotspot](#) on page 65
- [Change the admin Password](#) on page 67
- [Manage SMS Messages](#) on page 67
- [Manage the LED Settings](#) on page ?
- [Back Up and Restore the Mobile Router Settings](#) on page 69
- [Factory Reset](#) on page 70
- [Reboot the Mobile Hotspot](#) on page 73
- [Power Off the Mobile Hotspot](#) on page 74
- [View Details About Your Mobile Router](#) on page 76

# View the Network Information

## To view the device information:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > AT&T Wi-Fi Status > Network**.  
The Network Status page displays.

# View Mobile Hotspot Network Status

You can view details about the network status of your mobile router.

## View Mobile Hotspot Status From the NETGEAR Mobile App

### To view device status:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Settings**.  
The Settings page displays.
5. Tap **Network**.
6. Tap **Advanced Info**.
7. Tap **About**.  
The About page displays.

## View Mobile Network Device Status From a Web Browser

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **Settings > AT&T Wi-Fi Status > Device**.  
The Network Status page displays.

## View WiFi Details

### To view WiFi status:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > AT&T Wi-Fi Status > Wireless**.  
The **Wireless** status page displays.

## View a Network Map

The network map shows the status of your mobile hotspot network and your Internet connection.

## View a Network Map From the NETGEAR Mobile App

### To view a network map:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.

3. Swipe down.  
The dashboard displays.
4. Tap  **Network Map**.  
The network map displays.

## View a Network Map From a Web Browser

### To view a network map:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays a network map.

## View Connected Devices

You can view a list of devices that are connected to your mobile hotspot.

### View the Connected Devices On the LCD

#### To view the connected devices from the LCD:

1. Tap the **Power** button.
2. Tap **WiFi**.
3. Tap **Devices**.
4. Tap **Connected Devices**.

### View the Connected Devices From the NETGEAR Mobile App

To view the connected devices from the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

The dashboard displays.

4. Tap  **Connected Devices**.

A list of connected devices displays.

## View the Connected Devices From a Web Browser

### To view the connected devices from the mobile hotspot web page:

1. From a computer that is connected to your network, launch a web browser.

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

A login page displays.

3. Enter the administrator login password.

The password is case-sensitive.

A list of devices connected to the WiFi network displays on the dashboard.

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

## Update the Mobile Hotspot Firmware

The mobile hotspot automatically checks for new firmware updates. If an update becomes available, the mobile hotspot displays an alert. You can also check for updates manually without receiving an alert.

### Update Firmware From the Touch Screen

The mobile hotspot software can check for updates from the Touch Screen.

You can check for firmware updates from the Touch Screen. To do this, select **Software>Check for updates now**.

### Update Firmware From an Alert

#### To update the firmware:

1. Open the alert.

2. Click the **Download** button.

When the download completes, the mobile hotspot displays an alert with an **Install now** button.

3. Click the **Install now** button.

The update installs. The mobile hotspot reboots automatically and uses the new software.

## Update Firmware From the NETGEAR Mobile App

### To update firmware using the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Settings**
5. Tap **CHECK FOR UPDATE**.  
The mobile hotspot checks for firmware updates. If an updated is available, it is automatically downloaded.
6. Tap **INSTALL UPDATE**.  
After the update install completes, a success message displays.

## Update the Firmware From the Web Page

### To update firmware using the mobile hotspot web page:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Click **Settings** > **Administration** > **Firmware**.  
If a firmware update is available, a blue **INSTALL NEW FIRMWARE** link displays on the right.
5. Click the **INSTALL NEW FIRMWARE** link.  
The update downloads.
6. Follow the onscreen instructions to install the update.

After the update completes, the mobile hotspot reboots.

## Change the admin Password

The admin password is used to log in to the mobile hotspot with the user name admin. This password is not the one that you use for WiFi access.

When you used the NETGEAR Mobile app to set up the mobile hotspot, you changed the admin password. To change it again, you must use web browser access from a computer. The ideal password contains no dictionary words from any language and contains uppercase and lowercase letters, numbers, and symbols.

### To change admin password:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Administration > Set Password**.  
The Set Password page displays.
5. Enter your new password in the **New Password** field and the **Repeat Password** field.  
Your settings are saved.

## Manage SMS Messages

You can view messages from the NETGEAR Mobile app or the mobile hotspot web page.

### Manage Messages From the Touch Screen

#### To manage SMS messages from the Touch Screen:

1. To wake the device, press the **Power** button.
2. Tap the **Home** button.  
The home screen displays.

3. Tap the **Messages** button.
4. Tap the message to read the full text.  
If you are logged in as an administrator, the Messages option on the side menu indicates unread network messages. You can view SMS messages from your network service provider on the mobile hotspot web page.
5. To delete a message, tap **Delete**.

## Manage Messages From the NETGEAR Mobile App

### To manage SMS messages from the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Messages**.  
The Messages page displays.
5. To read the full text of a message, tap the message.
6. To delete a message, tap and hold the message to select it, and then tap the **Delete** button.  
The message is deleted.

## View or Delete Messages From a Web Browser

### To view or delete SMS messages from the mobile hotspot web page:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays a list of messages, showing the first portion of the text.
4. Click a message to read the full text.
5. To delete a message, click the message and then click the **Delete** button.  
The message is deleted.

# Back Up and Restore the Mobile Router Settings

You can back up and restore mobile 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.

## Back Up the Mobile Hotspot Settings

### To back up mobile router settings:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Administration > Backup**.

The screenshot shows a web interface with two sections. The top section is titled "BACKUP SETTINGS" and contains the text "Save a copy of your current settings." followed by a blue button labeled "BACKUP SETTINGS". The bottom section is titled "RESTORE SETTINGS" and contains the text "Restore settings from file" followed by a file selection input field with a "Choose File" button and the text "No file chosen". Below the input field is a blue button labeled "UPLOAD".

5. Click the **BACKUP Settings** button.  
By default, the file (export.cfg) is saved to your Downloads folder.

## Restore the Mobile Hotspot Settings

### To restore mobile router settings:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.

A login page displays.

3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Administration > Backup**.

BACKUP SETTINGS  
Save a copy of your current settings.  
**BACKUP SETTINGS**

---

RESTORE SETTINGS  
Restore settings from file

No file chosen

**UPLOAD**

5. Select the export.cfg file to restore using one of the following methods:
  - To browse and select a local file, click the **Choose File** button.
  - To select a backup file from the network, click the **UPLOAD** button.By default, mobile hotspot setting files are saved to your Downloads folder.
6. Click the **Open** button.  
Your mobile hotspot is restored with the imported file settings.

## Factory Reset

You can return the mobile hotspot to its factory settings.

### Disable the Factory Reset Button

To prevent users from resetting the mobile hotspot using the Reset button, you can disable the button.

To disable the Factory Reset button:

1. From the Home screen, select **Settings>Factory Reset**
2. Check the **Disable Factory Reset** check box.

## Factory Reset From the NETGEAR Mobile App

### To reset the mobile router and return it to its factory settings:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Settings**
5. Tap **Factory Settings**.  
The Firmware page displays.
6. Tap **PERFORM FACTORY RESET**.
7. Tap **YES**.  
The mobile hotspot resets and returns to its factory settings.

## Factory Reset From the Touch Screen

### To reset the mobile hotspot and return it to its factory settings from the Touch Screen:

1. To wake the device, press the **Power** button.
2. Tap the **Home** button.  
The home screen displays.
3. Tap the **Settings** button.
4. Tap the **More** button.
5. Tap **Factory Reset**.  
You are prompted to reset the device.
6. Tap the **Yes** button.
7. After the device resets, reconnect WiFi devices.

## Factory Reset From a Web Browser

### To perform a factory reset:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.

3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > Administration > Factory Reset**.  
The Factory Reset page displays.
5. Click the **Factory Reset** button.
6. When prompted, click the **Yes** button to confirm.  
The mobile hotspot resets and returns to its factory settings.

### Factory Reset Using the Reset Button

If the Factory Reset button is enabled, you can reset the device using the Factory Reset button. You must remove the cover on the bottom of the mobile hotspot to access the **Reset** button.

**Note:** The factory reset switch can be disabled.

#### **To perform a factory reset using the Reset button:**

1. Remove the cover on the bottom of the mobile hotspot by placing your thumbs on the arrows on the cover and pressing down while sliding the cover up.
- 2.
3. Leave the battery in place.
4. Locate the **Reset** button.

**Note:** Battery not shown to clarify the reset button location. Your battery should be installed.



5. With a sharp object such as a paperclip, press and hold the **Reset** button for five seconds.  
The mobile hotspot returns to factory settings.
6. Replace the cover on the back of the mobile hotspot.

## Reboot the Mobile Hotspot

You can reboot the mobile hotspot from the NETGEAR mobile app or from a web browser.

### Reboot the Mobile Hotspot From the Touch Screen

To restart the mobile hotspot from the Touch Screen:

1. Hold down the **Power** button.  
A screen showing the Power Options appears.
2. Tap **Restart**.

## Reboot the Mobile Hotspot From the NETGEAR Mobile App

### To reboot the mobile hotspot from the NETGEAR mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Power**.  
The Power Options page displays.
5. Tap **REBOOT DEVICE**.  
The mobile hotspot reboots.

## Reboot the Mobile Hotspot From a Web Browser

### To reboot the mobile hotspot from a web browser:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. In the upper, right corner, click the **menu** icon.  
The menu opens.
5. Select **Reboot Mobile Router**.
6. When prompted, click the **REBOOT** button.  
The mobile hotspot reboots.

## Power Off the Mobile Hotspot

You can use the **Power** button on the mobile hotspot to turn it off, or you can log in to the mobile router with a browser and shut down the mobile hotspot.

## Power Off the Mobile Hotspot Manually

### To power off the mobile hotspot manually:

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

## Power Off the Mobile Hotspot From the NETGEAR Mobile App

### Power off the mobile router from the NETGEAR Mobile app:

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Power**.  
The Power Options page displays.
5. Tap **POWER OFF DEVICE**.  
The mobile hotspot turns off.

## Power Off the Mobile Hotspot From a Web Browser

### To power off the mobile hotspot from a web browser:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. In the upper right corner of the page, click the **menu** icon.  
The menu opens.
5. Select **Power Off**.
6. When prompted, click the **SHUTDOWN** button.  
The mobile hotspot powers off.

# View Details About Your Mobile Router

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

## View Mobile Hotspot Details From the Touch Screen

To view mobile hotspot details from the Touch Screen, select **Settings>more>Device Information**.

## View Mobile Hotspot Details From the NETGEAR Mobile App

**To view details about your device from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile hotspot's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.
4. Tap  **Settings**
5. Tap **About**.  
The About page displays.

## View Mobile Hotspot Details From a Web Browser

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

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS > AT&T Wi-Fi Status > Device**.  
The About page displays information about the mobile hotspot, including the maximum data rate (2 Gbps).

# 8

## Frequently Asked Questions

---

This chapter provides answers to common questions about your mobile hotspot. (Also see [Troubleshooting](#) on page 84.)

The chapter covers the following topics:

- [Why can't my device connect to the mobile hotspot?](#)
- [Why can't I access the Internet?](#)
- [Why is the signal indicator always low?](#)
- [Why is the download or upload speed slow?](#)
- [What do I do if I forget my admin login password?](#)
- [How do I disconnect from the mobile broadband network?](#)
- [The LCD is not lit. How do I know if the mobile 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 my device connect to the mobile hotspot?

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

- If you are using the NETGEAR Mobile app and it does not find the mobile hotspot, make sure that your smartphone is connected to the mobile hotspot's WiFi network.
- 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 mobile device to connect to your mobile hotspot. If you can, then the problem is with the device that cannot connect, not the mobile hotspot.

## Why can't I access the Internet?

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

- Check the display status on the LCD.
- Make sure that network coverage is available in your area.
- Make sure that your SIM card is active and enabled with data services.
- Wait one to two minutes for the mobile hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your mobile hotspot off and on and restart your computer or WiFi device.

## Why is the signal indicator always low?

Your mobile hotspot's reception is poor. 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 mobile hotspot WiFi devices. Review the following possibilities:

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

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

The default admin login password is **admin**, and the mobile hotspot web page URL is <http://attwifimanager> or <http://192.168.1.1>.

If you changed the admin login password and can't remember the password that you created, you must set the mobile hotspot back to factory defaults. For information about how to reset to factory default settings, see [Factory Reset](#) on page 70.

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

### **To disconnect from the network from the mobile hotspot web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **<http://attwifimanager>** or **<http://192.168.1.1>**.  
A login page displays.
3. Enter the mobile hotspot password.  
The password is case-sensitive.  
The dashboard displays.

4. Select **SETTINGS > Advanced Settings > Cellular**.

The Network Settings page displays.

5. Clear the **Data** check box.

6. Click the **Apply** button.

Your settings are saved.

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

The LCD dims to save energy. The LED continues to blink slowly to indicate that the mobile hotspot is still powered on. To wake the LCD, tap the **Power** button.

## How do I find my computer's IP address?

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

## How do I find my computer's IP address on a Windows 7, Windows 10, or Windows Vista device?

### **To find the IP address on a Windows 7, Windows 10, or Windows Vista 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 **Enter**.
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.

How do I find my computer's IP address on a Windows 8 device?

**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 **Enter**.
4. Write down the IP address for the entry that relates to the WiFi network connection.  
The IP address might be listed under IPv4 Address or something similar.

How do I find my computer's IP address on a Mac OS X device?

**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.

How do I find my computer's IP address on devices running other operating systems?

**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 access to your WiFi network (MAC filtering)

**Tip:** The steps for finding a device's MAC address depend on the operating system. If your device runs an operating system not listed in the following procedures, see the appropriate operating system documentation.

How do I find a device's MAC address on a Windows 7, Windows 10 or Vista device?

**To find the MAC address on a Windows 7, Windows 10, or Vista device:**

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

How do I find a device's MAC address on a Windows 8 device?

**To find the MAC 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 /all** and press the **Enter** button.
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.

How do I find a device's MAC address on a Mac OS X device?

**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](https://support.netgear.com), click the **Support for Home Products** link, search for your network service provider, and select your mobile 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 [netgear.com/learningcenter/mobile](https://netgear.com/learningcenter/mobile) to get the most from your mobile hotspot.
- Information about accessories is available at [netgear.com](https://netgear.com).

# 9

## Troubleshooting

---

This chapter provides suggestions for troubleshooting problems that might arise when you are using your mobile hotspot. The chapter covers the following topics:

- [Diagnostics](#) on page 85
- [The WiFi Network Name Is Not in the List of Networks](#) on page 85
- [The No Signal Icon Displays](#) on page 85
- [Cannot Log In to the Mobile Router Using a VPN](#) on page 86
- [The Cannot Connect to a Computer Running Windows Vista Mobile Hotspot](#) on page 86
- [The Mobile Router Does Not Connect to the Cellular Network](#) on page 86

# Diagnostics

## To view diagnostics:

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://attwifimanager** or **http://192.168.1.1**.  
A login page displays.
3. Enter the administrator login password.  
The password is case-sensitive.  
The dashboard displays.
4. Select **SETTINGS Mobile Hotspot Status > DIAGNOSTICS**.  
The Diagnostics page displays.

## The WiFi Network Name Is Not in the List of Networks

If you do not see the mobile hotspot's WiFi networks from your computer or mobile device, try these suggestions:

- Refresh the list of networks.
- If the LCD is dark, the WiFi radio might be asleep. Tap the **Power** button to wake the mobile hotspot.
- If the mobile hotspot is tethered to your computer, make sure that WiFi is set to stay on when the mobile hotspot is tethered. See [Use the USB Type C Cable to Charge Only](#) on page 25.

## The No Signal Icon Displays

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

## Cannot Log In to the Mobile Router Using a VPN

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

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

## The Mobile Hotspot Cannot Connect to a Computer Running Windows Vista

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

## The Mobile Hotspot Does Not Connect to the Cellular Network

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

- Make sure that your SIM account is active. To check SIM status, contact your Internet service provider.
- If you use a prepaid SIM card, make sure that the account balance is positive.
- 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 that is connected to your network, launch a web browser.
2. Enter **`http://attwifimanager`** or **`http://192.168.1.1`**.  
A login page displays.
3. Enter the mobile hotspot password.  
The password is case-sensitive.

The dashboard displays.

4. Select **SETTINGS > Advanced Settings > Cellular**.

The Cellular page displays.

5. In the APN section, review the ISP settings.

APN DELETE ADD

Active	APN Name	APN	PDP	PDP Roaming	Authentication	
<input type="checkbox"/> <input checked="" type="radio"/>	Operator1	APNaddress1	IPV4	IPV4	None	
<input type="checkbox"/> <input type="radio"/>	Operator2	APNaddress2	IPV4	None	None	

6. To change the active APN or to change the APN settings, click the  **Edit** icon.  
For more information about changing these settings, see [Specify Cellular Settings](#) on page 32.

# A

## Specifications

---

This appendix covers the following topics:

- [Mechanical Specifications](#) on page 89
- [Environmental Specifications](#) on page 90
- [Supported RF Bands](#) on page 90

# Mechanical Specifications

Table 2. Physical dimensions

Parameter	Dimension
Weight	240 g with battery (8.47 oz)
Length	105.5 mm (4.15 in.)

Table 2. Physical dimensions (Continued)

Parameter	Dimension
Width	105.5 mm (4.15 in.)
Thickness	20.35 mm (0.80 in.)

## Environmental Specifications

Table 3. Recommended operating and storage temperatures

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

## Supported RF Bands

Table 4. Supported RF bands

Technology	Bands
5G	700, 900, 1800, 2100, 2600 MHz (LTE CAT 20, up to 5-band CA and 4x4 MIMO)
4G LTE	700, 900, 1800, 2100, 2600 MHz (LTE CAT 20, up to 5-band CA and 4x4 MIMO)
3G	850, 900, 1900, 2100 MHz