

NETGEAR®

User Manual

Nighthawk 5G Mobile Hotspot

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Support

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

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Compliance

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

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1

Get Started

This product regularly checks for new firmware and downloads any appropriate, or you can check for and download new firmware manually. If the features or behavior of your product does not match what is described in this manual, you might need to update your firmware.

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

- [Meet Your Mobile Hotspot](#)
- [Status LED](#)
- [Set Up Your Mobile Hotspot](#)
- [Recharge the Battery](#)
- [Replace a SIM Card](#)
- [Home Screen](#)
- [Connect to the Internet](#)
- [Security Credentials](#)
- [Connect to the Mobile Hotspot With Tethering](#)
- [Customize the Mobile Hotspot Settings](#)
- [Log in to Your Mobile Hotspot Web Page](#)

Meet Your Mobile Hotspot

Before you connect your mobile hotspot, familiarize yourself with its LCD screen, icons, buttons, and connectors.

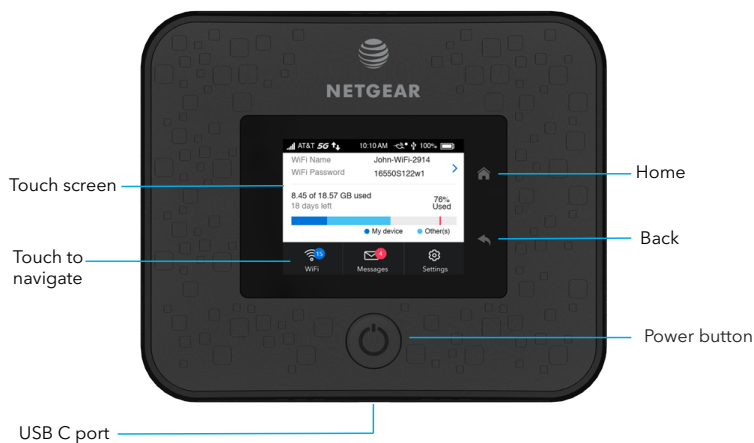


Figure 1. Mobile hotspot buttons and connectors

The mobile hotspot comes with a USB-C charging cable.



Figure 2. Mobile Hotspot Charging Cable

Status LED

The status LED indicates data connection status:

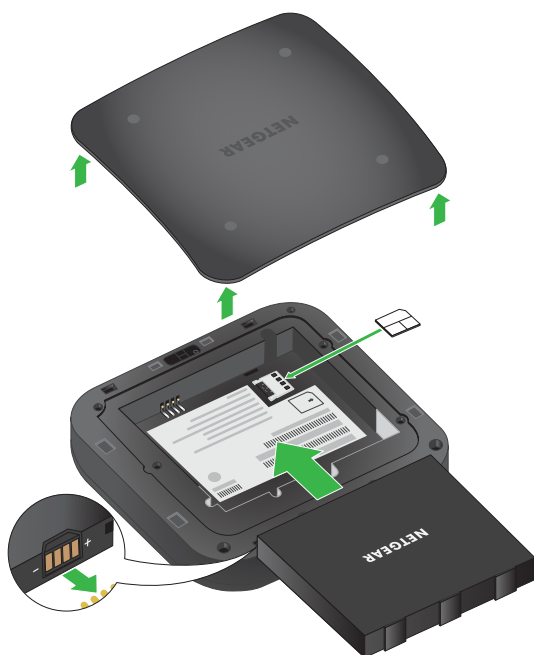
- **Blue, slow blink.** The mobile hotspot is ready.
- **Blue, double-blink.** The mobile hotspot is transferring data.
- **Red, slow blink.** The mobile hotspot is not connected to the network.

Set Up Your Mobile Hotspot

The mobile hotspot comes with a preinstalled SIM card.

To set up your mobile hotspot:

1. Insert the battery.



2. Install the back cover.
3. Firmly close the back cover.
4. Press the **Power** button to power on the mobile hotspot.

Recharge the Battery

Your battery comes partially charged.

To recharge your battery:

1. Connect the USB-C charging cable to your mobile hotspot.



2. Connect the other end of the cable to the USB port on your computer or to the USB charger.

Replace a SIM Card

The mobile hotspot comes with a preinstalled SIM card. This step is optional for initial setup.

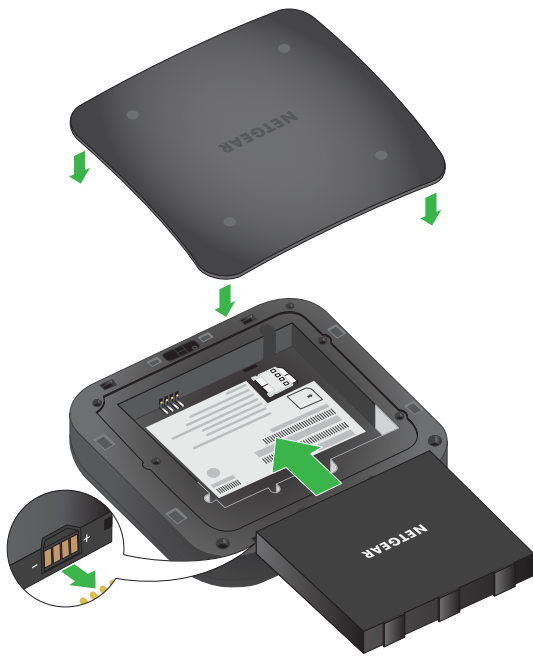
To replace a SIM card:

1. Remove the back cover by lifting the corners.
2. Remove the battery.



3. Slide out the SIM card.
4. Insert the replacement SIM card.

5. Insert the battery.



6. Install the back cover.

Home Screen

You can use the home screen to view the mobile hotspot's status, configure Wi-Fi settings, view data usage details, and view system alerts.

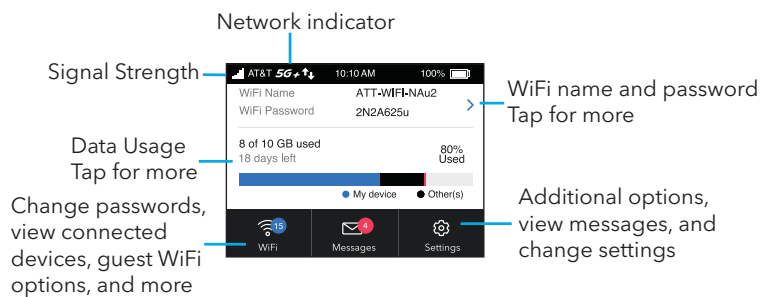





Figure 3. LCD screen display

Table 1. Icons

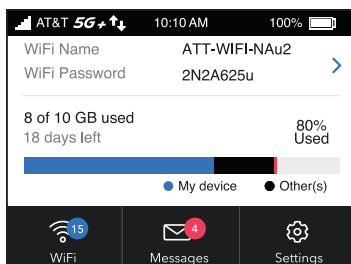
Icons	Description
	This indicates the strength of the mobile broadband network signal.
	Your 5G wireless device displays the following network indicator to let you know you are connected to AT&T's 5G+ network.
	This indicates the amount of charge in the battery.

Connect to the Internet

When you turn on your mobile hotspot, it automatically connects to the network in your area. Connect your device to the mobile hotspot Wi-Fi network to access the Internet.

To connect to the Internet:

1. Press and release the **Power** button to turn on the mobile hotspot.



2. On your laptop or Wi-Fi device, open your Wi-Fi network connection manager.
3. Connect your device to the hotspot with the Wi-Fi name and password.

Security Credentials

Three passwords are associated with the mobile hotspot:

- **Wi-Fi password.** Use this to connect your computer or Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It displays on the

main mobile hotspot touch screen. If the screen is blank (a power-saving feature), press and quickly release the Power button. The default Wi-Fi password is also printed on a label under the battery.

For information about changing Wi-Fi passwords, see [Change WiFi Encryption Settings](#) on page 34.

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

Connect to the Mobile Hotspot With Tethering

You can connect a computer to the mobile hotspot using the USB-C cable instead of connecting with Wi-Fi. This kind of cable connection is called tethering.

Note: The first time you use the USB-C cable to connect to the mobile hotspot your computer's operating system detects the new device.

To install drivers on computers running Windows:

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



The mobile hotspot automatically powers on.

Note: Make sure that your computer has access to Internet when you first use the tethering feature because your computer might need to access the Internet in order to download the required software driver.

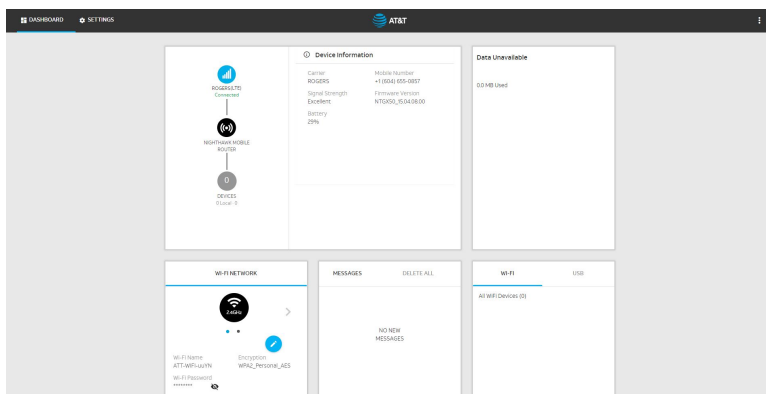
After the driver is installed, you can visit the mobile hotspot web page to customize your mobile hotspot's advanced settings. This is an optional step.

Customize the Mobile Hotspot Settings

You can personalize the mobile hotspot and change its settings on the web page.

To log in to your mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080** .
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.



Log in to Your Mobile Hotspot Web Page

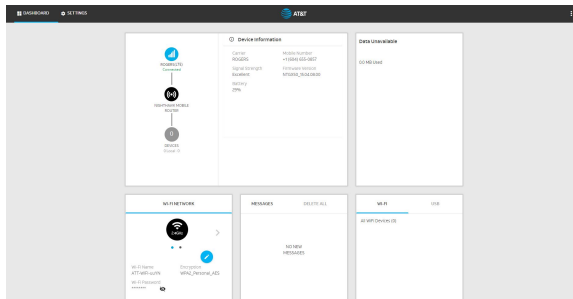
Your mobile hotspot comes configured and ready to use as is. You can use the mobile hotspot web page to manage advanced settings.

To log in to your mobile hotspot web page::

1. From the computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.

Nighthawk 5G Mobile Hotspot

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



2

Use Your Mobile Hotspot

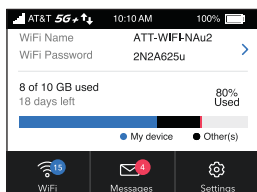
This chapter explains how to use your mobile hotspot. The chapter covers the following topics:

- [View Estimated Data Usage on the Mobile Hotspot](#)
- [View Data Usage on the Mobile Hotspot Web Page](#)
- [View Messages From the Mobile Hotspot](#)
- [View Messages From the Mobile Hotspot Web Page](#)
- [Delete a Message From the Mobile Hotspot](#)
- [Delete a Message From the Mobile Hotspot Web Page](#)
- [View Alerts From the Mobile Hotspot](#)
- [View Alerts From the Mobile Hotspot Web Page](#)
- [Manage Your Broadband Network Connection](#)
- [Connect to Wi-Fi](#)
- [Manage WiFi](#)
- [Manage Wi-Fi Security](#)

View Estimated Data Usage on the Mobile Hotspot

To view estimated data usage on the mobile hotspot:

To wake the device, press the **Power** button .



The LCD screen shows the estimated data usage for the current billing cycle. Tapping in the data usage area provides more detailed information and options for configuring usage limit warnings.

View Data Usage on the Mobile Hotspot Web Page

To view data usage information on the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **192.168.1.1:8080** or **192.168.1.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.

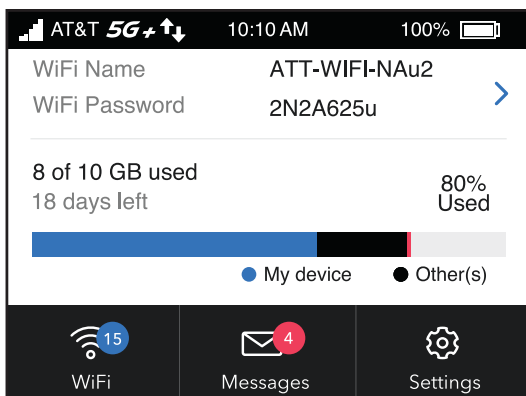
The mobile hotspot web page displays the data usage for the current billing cycle and for the current broadband session.

View Messages From the Mobile Hotspot

You can tell from your mobile hotspot display if you have unviewed messages, and you can view them directly from there.

This hotspot display indicates you have an unread message.

Note: Although you can view messages directly on the mobile hotspot, use the mobile hotspot's web page to delete them.



To view messages from the mobile hotspot display:

1. Press the **Power** button to wake the mobile hotspot.
2. Tap the **Messages** icon.
The **Messages** screen displays.
3. Tap the message to read the full text.

Note: 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.

View Messages From the Mobile Hotspot Web Page

To view messages from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.

4. Select **Messages**.

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

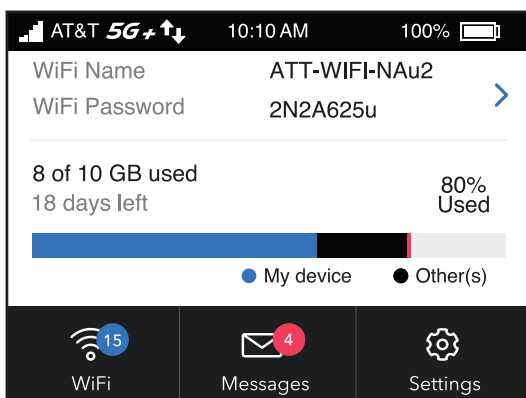
5. Click a message to read the full text.

Delete a Message From the Mobile Hotspot

You can delete messages from your mobile hotspot display.

To delete messages from the mobile hotspot display:

1. Press the **Power** button to wake the mobile hotspot.



2. Tap the **Messages** icon.

The **Messages** screen displays.

3. Tap the message to select it.

4. Tap the **Delete** button.

The message is deleted.

Delete a Message From the Mobile Hotspot Web Page

To delete a message from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.

2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.

The mobile hotspot web page displays.

3. Enter the administrator login password.
The default password is attadmin. The password is case-sensitive.
The home page displays.
4. Select **Messages**.
A list of messages displays, showing the first portion of the text.
5. Select the message and click the **Delete** button.
The message is deleted.

View Alerts From the Mobile Hotspot

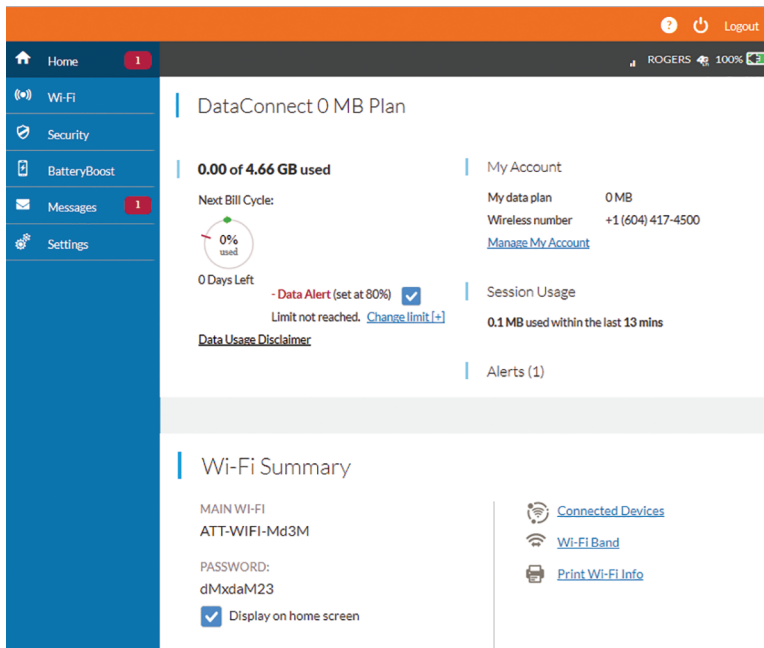
View Alerts From the Mobile Hotspot Web Page

Your mobile hotspot displays alerts to advise you of device status changes. When there are outstanding alerts, the alerts displays on the screen. Alerts remain as long as the issues that cause them are active. When the issues are resolved, the alerts are removed automatically.

To view alerts from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.

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



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

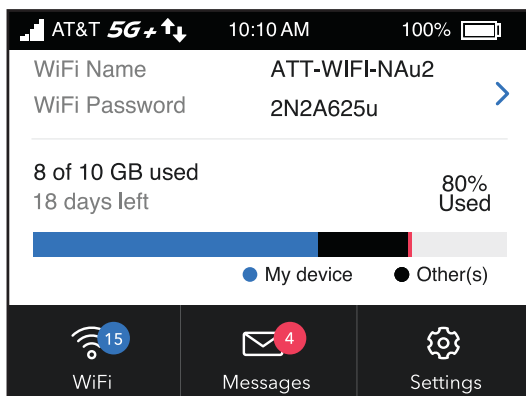
Manage Your Broadband Network Connection

You can view the mobile broadband network status, turn domestic data on and off, and turn international roaming on and off.

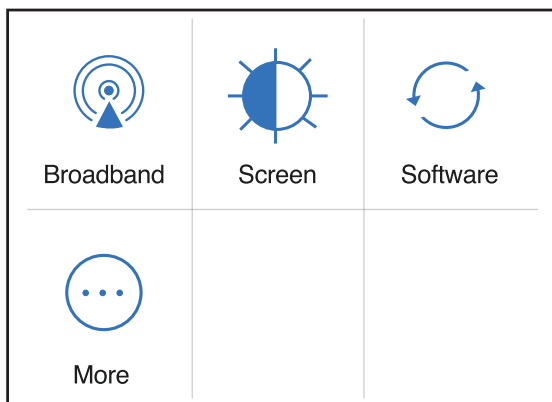
View Mobile Broadband Network Status From the Mobile Hotspot

To view network status from the mobile hotspot:

1. To wake the device, press the **Power** button.



2. Tap the **Settings** button.



3. Tap the **Broadband** button.
The Broadband screen displays the network status.
4. To view details about the network status, tap the **Network Status** button.
The Network Status screen displays.

View Mobile Broadband Network Status From the Mobile Hotspot Web Page

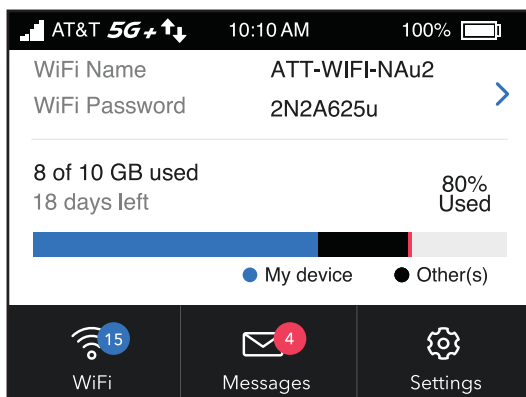
To view network status from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is attadmin. The password is case-sensitive.
The home page displays.
4. Select **Settings > More > Status**.
The Status page displays.
5. View the Network Status section.

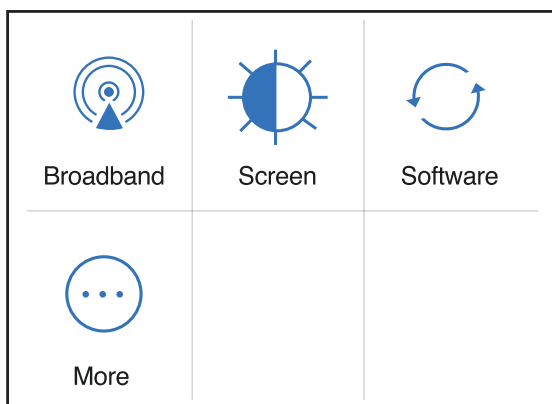
Turn Domestic Data On and Off From the Mobile Hotspot

To view network status from the mobile hotspot:

1. To wake the device, press the **Power** button.



2. Tap the **Settings** button.



3. Tap the **Broadband** button.
The Broadband screen displays the network status.
4. Tap the **Domestic Data On/Off** button.
The Domestic Data screen displays.
5. Tap the **Domestic Data** button.
Your settings are saved.

Turn Domestic Data Off From the Mobile Hotspot Web Page

Note: You can turn domestic data off, but not on from the web page.

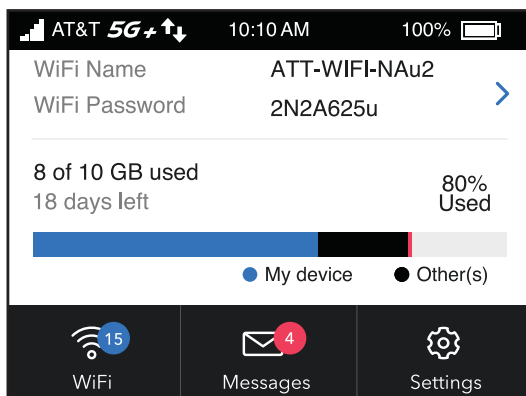
To turn domestic data off from the mobile hotspot:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is attadmin. The password is case-sensitive.
The home page displays.
4. Select **Settings > Mobile Broadband > Preferences**.
The preferences page displays.
5. Click the **Domestic Data** button.
The Save and Cancel buttons display at the bottom of the page.
6. Click the **Save** button.
Your settings are saved.

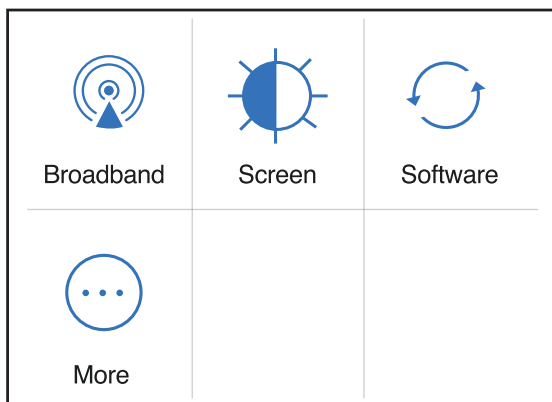
Turn International Roaming On and Off From the Mobile Hotspot

To view network status from the mobile hotspot:

1. To wake the device, press the **Power** button.



2. Tap the **Settings** button.



3. Tap the **Broadband** button.
The Broadband screen displays the network status.
4. Tap the **International Roaming** button.
The International Roaming screen displays.
5. Tap the **International Roaming** button.
Your settings are saved.

Turn International Roaming On and Off From the Mobile Hotspot Web Page

Before you turn on international roaming, make sure that you are aware of any extra charges for data that you might incur.

To turn international roaming on and off:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080/**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > Mobile Broadband > Preferences**.
The preferences page displays.
5. Click the **Roaming Data** button.
The Save and Cancel buttons display at the bottom of the page.
6. Click the **Save** button.
Your settings are saved.

Connect to Wi-Fi

You can connect up to 20 Wi-Fi devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your mobile hotspot network. For information about setting connections for Wi-Fi networks, see [View Mobile Broadband Network Status From the Mobile Hotspot](#) on page 23.

To connect using the Wi-Fi password:

1. On the Wi-Fi device, view the list of available Wi-Fi networks.
2. Connect to the network that corresponds to your mobile hotspot network as displayed on the LCD screen.
3. When prompted, enter the Wi-Fi password for your mobile hotspot network.
The Wi-Fi password displays on the mobile hotspot LCD screen. If the screen is turned off, press and quickly release the **Power** button to wake the mobile hotspot.

Manage WiFi

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

On the mobile hotspot web page, the following WiFi profiles are available:

- **Default, main WiFi.** Share your main WiFi with 2.4 GHz devices that you trust.
- **5 GHz Wi-Fi.** Share your main WiFi with 5 GHz devices that you trust.

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

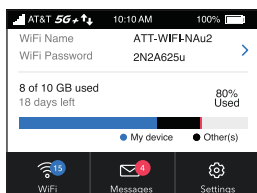
Note: Whenever you change WiFi settings, any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

Turn On 5 GHz WiFi From the Mobile Hotspot

When all of your devices support 5 GHz WiFi, use 5 GHz WiFi for faster downloads.

To turn 5 GHz WiFi on and off from the mobile hotspot:

1. Press the **Power** button to wake the device.



2. Tap the **WiFi** button.
The WiFi screen displays.
3. Tap the **Band** button.
The WiFi Band screen displays.
4. Tap the **5 GHz** radio button.
A message displays to tell you that changing the wiFi info temporarily causes connectivity loss.
5. Tap the **OK** button.
Your settings are saved.

Turn On 5 GHz WiFi From the Mobile Hotspot Web Page

When all of your devices support 5 GHz WiFi, use 5 GHz WiFi for faster downloads.

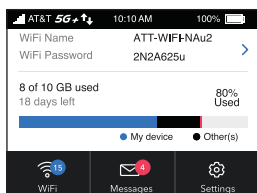
To turn on 5 GHz WiFi from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** **http://192.168.2.1:8080/**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is attadmin. The password is case-sensitive.
The home page displays.
4. Select **WiFi > Options**.
The WiFi Options page displays.
5. Select **5GHz Only**.
The Save and Cancel buttons display at the bottom of the page.
6. Click the **Save** button.
A message displays telling you that to save this change, your device must restart WiFi connections.
7. Click the **Save** button.
Your settings are saved.

Specify WiFi Settings From the Mobile Hotspot

To specify the WiFi settings from the mobile hotspot:

1. Press the **Power** button to wake the device.



2. To turn the WiFi signal on or off:
 - a. Tap the **WiFi** button.
The WiFi screen displays.
 - b. Tap the **Options** button.
The WiFi Options screen displays.
 - c. Tap the **WiFi Options** button.
A message displays to tell you that changing the wiFi info temporarily causes connectivity loss.
 - d. Tap the **OK** button.
Your settings are saved.
3. To power down the WiFi radio after a set period of inactivity:
 - a. Tap the WiFi button.
The WiFi Options screen displays.
 - b. Tap the **Options** button.
The WiFi Options screen displays.
 - c. Tap the **WiFi Standby** button.
The WiFi Standby screen displays.
 - d. Tap the radio button for the selection that you want.
Your settings are saved.

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

Change WiFi Settings From the Mobile Hotspot Web Page

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

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.

4. Select **WiFi > Options**.

5. Click the WiFi network to select it.

6. To change the maximum number of devices that can connect to the WiFi network: click the arrow buttons to change the number in the **Main WiFi** field.

7. Set the WiFi channel.

Best practice is to set the channel to **Auto**. The mobile hotspot chooses the channel that provides the least interference.

8. Set the WiFi channel.

Best practice is to set the channel to **Auto**. The mobile hotspot chooses the channel that provides the least interference.

9. Set the WiFi bandwidth.

You can set this to 20 MHz or 40 MHz.

10. To allow the WiFi information to be displayed on the mobile hotspot home screen, leave the WiFi Info on Home check box selected.

11. Click the **Save** button.

A message displays to tell you that changing the WiFi info will temporarily cause connectivity loss.

12. Click the **OK** button.

Your settings are saved.

Manage Wi-Fi Security

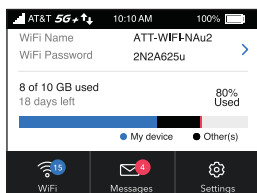
Note: When you change the Wi-Fi settings, the mobile hotspot resets. Any devices connected to the mobile hotspot are disconnected when the mobile hotspot resets.

Change WiFi Network Name and Password From the Mobile Hotspot

The WiFi network name identifies your WiFi network and is visible to other WiFi-enabled devices.

To change the network name and password from the mobile hotspot.

1. Press the **Power** button to wake the device.



2. Tap the **WiFi** button.
The WiFi screen displays.
3. Tap the **Main WiFi** button.
The settings screen for the network displays.
4. Tap the **Pencil** (Edit) icon beside the name or password.
A message displays telling you that currently connected devices must re-authenticate to the network with the updated information.
5. Tap the **OK** button.
The message closes.
6. Enter the new WiFi name and password.
7. Tap the **Done** button.
Your settings are saved.

Change WiFi Network Names and Passwords From the Mobile Hotspot Web Page

The WiFi network name identifies your WiFi network and is visible to other WiFi-enabled devices.

To change network name and password from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.

4. Select **WiFi > Connect**.

The WiFi connect page displays.

5. Click the **Edit** button.

The page changes to allow editing.

6. Change the **WiFi Name** and **WiFi Password** fields as desired.

7. Click the **Save** button.

A message displays telling you that to save this change, your device must restart WiFi connections.

8. Click the **Save** button.

Your settings are saved.

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

Change WiFi Encryption Settings

For information about WiFi security, see [Security Credentials](#) on page 13.

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

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **WiFi > Settings > Setup > Wireless**.
The wireless settings display.
5. Click the **Edit** button for the WiFi network.
The page updates to allow edits.

6. In the Encryption menu for main WiFi or guest WiFi, select a security option:
 - **WPA2 Personal AES.** Strong security supported by newer WiFi devices, the default.
 - **WPA/WPA2.** Strong security supported by most WiFi devices. Use WPA2 Personal AES whenever possible.
 - **None.** Anyone can access your WiFi network without a password and you are responsible for charges incurred. Best practice is not to select this option.

The Save and Cancel buttons display at the bottom of the page.

7. Click the **Save** button.

A message displays telling you that to save this change, your device must restart WiFi connections.
8. Click the **Save** button.

Your settings are saved.
9. Reconnect your WiFi devices, if necessary, using the new WiFi credentials.

3

Manage Security

For information about Wi-Fi security settings, see [Manage Wi-Fi Security](#) on page 32.

The chapter covers the following topics:

- [Change the Mobile Hotspot Web Page Login Settings](#)
- [View Connected Devices From the Mobile Hotspot Web Page](#)
- [Activate SIM Security](#)

Change the Mobile Hotspot Web Page Login Settings

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

To change the login settings for the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is attadmin. The password is case-sensitive.
The home page displays.
4. Select **Settings > Administration > Set Password**.
The password settings are displayed.
5. In the **Admin login** field, change the password used to log in as an administrator.
Best practice is to set a more secure password.
Enter a maximum of 31 characters.
6. Click the **Save** button .
Your settings are saved.

View Connected Devices From the Mobile Hotspot Web Page

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

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
 2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
 3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
-

The home page displays.

4. Select **Connected Devices**.

The Connected Devices section of the page displays a list of devices connected to your network.

Activate SIM Security

You can create another level of security by establishing a PIN that you must enter before you can manage the network connection or view SMS messages.

To activate SIM security:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > Mobile Broadband > SIM Security**.
The SIM Security page displays.
5. Click the **Activate** button.
6. Enter your PIN and click the **Save** 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.

4

Maintain Your Mobile Hotspot

The chapter covers the following topics:

- [Extend Battery Life](#)
- [Turn Off WiFi When the Hotspot is Tethered](#)
- [View Details About Your Device From the Mobile Hotspot](#)
- [View Details About Your Device From the Mobile Hotspot Web Page](#)
- [Add and Select Access Point Names \(APN\)](#)
- [Enable DMZ](#)
- [Update Mobile Hotspot Software and Firmware](#)

Extend Battery Life

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

- Screen brightness.
- Standby time.
- Data throughput.
- Mobile broadband signal strength (the better the signal, the longer the battery life).
- Wi-Fi range.

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

- Adjust Wi-Fi settings.
- Adjust display settings.
- Use tethered USB.

Adjust Wi-Fi Settings to Optimize Battery Life

If the devices that you are connecting to your Wi-Fi network are always close to your mobile hotspot, shorten the Wi-Fi range. Set the standby timer to a shorter period to minimize the wait time when no devices are connected to either Wi-Fi network before going into standby mode (the Wi-Fi radios turn off).

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

You can set the following Wi-Fi options to optimize battery life:

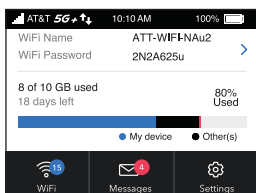
- Adjust the display settings. See [Set the Display to Increase Battery Life From the Mobile Hotspot Web Page](#) on page 41.
- Set the Wi-Fi range to Standard, not Extended, and set the Wi-Fi standby to 5 minutes.

Set the Display to Increase Battery Life From the Mobile Hotspot

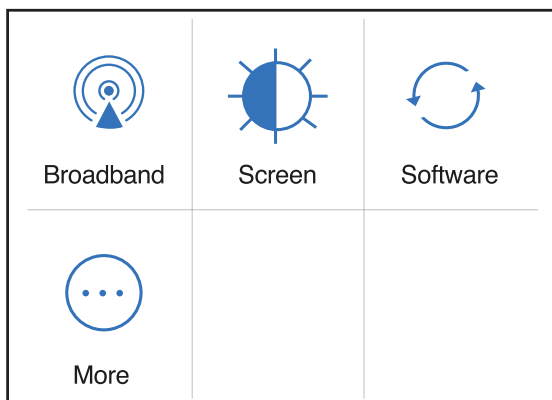
Dim the screen to reduce the LCD screen's brightness level. Set the screen time-out to a shorter period to reduce the amount of time the mobile hotspot waits without the LCD screen being touched before the screen turns blank.

To change the network name and password from the mobile hotspot.

1. Press the **Power** button to wake the device.



2. Tap the **Settings** button.



3. Tap the **Screen** button.
The settings screen for the network displays.
4. Slide the **Screen Brightness** slider to the brightness that you want.
Your settings are saved.
5. Tap the **Display Timeout** button.
The Display Timeout screen displays.
6. Tap the radio button for the selection that you want.
Your settings are saved.

Set the Display to Increase Battery Life From the Mobile Hotspot Web Page

Dim the screen to reduce the LCD screen's brightness level. Set the screen time-out to a shorter period to reduce the amount of time the mobile hotspot waits without the LCD screen being touched before the screen turns blank.

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

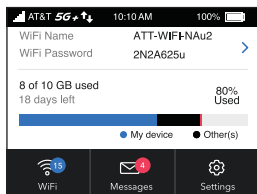
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > General > Device**.
The device settings page opens.
5. Adjust any of these settings:
 - **Display Brightness** . From the menu, select the display brightness level.
 - **Display Timeout** . From the menu, select a shorter time period.
6. Click the **Save** button.
Your settings are saved.

Turn Off WiFi When the Hotspot is Tethered

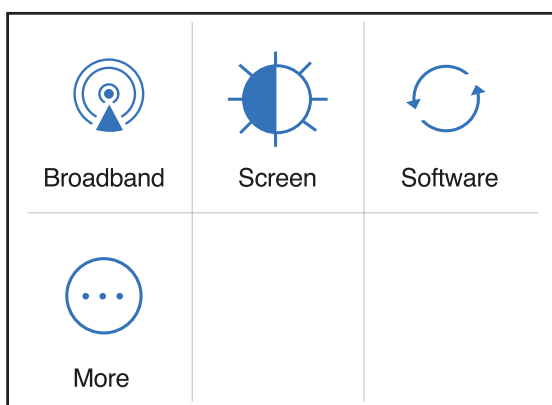
You can turn off WiFi and use USB tethering to connect to the Internet from supported computers with a USB cable and charge the mobile hotspot battery at the same time.

Note that you only need to turn USB tethering off if you want to charge your mobile hotspot with your computer.

1. Press the **Power** button to wake the device.



2. Tap the **Settings** button.

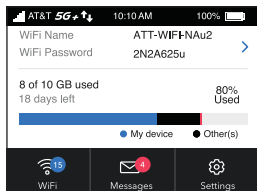


3. Tap the **More** button.
The additional settings screen displays.
4. Tap the **Tethering** button.
The USB tethering screen displays.
5. Tap the **USB Tether Only (Disables WiFi)** radio button.
Your settings are saved.

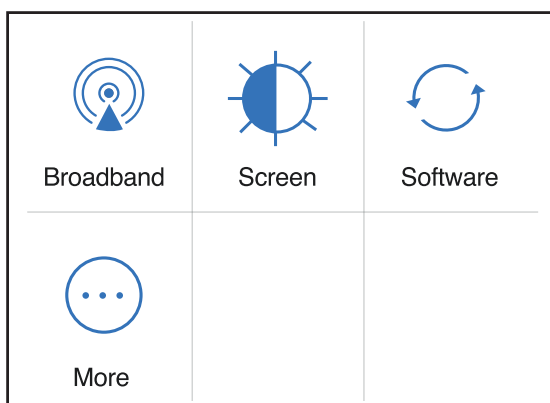
View Details About Your Device From the Mobile Hotspot

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

1. Press the **Power** button to wake the device.



2. Tap the **Settings** button.



3. Tap the **More** button.
The additional settings screen displays.
4. Tap the **About** button.
The About screen displays.

View Details About Your Device From the Mobile Hotspot Web Page

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > About**.
The About page displays details for your mobile hotspot.

Add and Select Access Point Names (APN)

Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider. You can add additional APNs and select among the configured APN for use by the mobile hotspot. The mobile hotspot checks the APN to determine the type of network connection to establish.

Add an APN for Another Network

To add an APN for another network:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > Mobile Advanced Settings > Cellular > Add APN**.
The APN screen displays.
5. Click the **Add** button.
The APN page displays.
6. Enter the name and password, if they are required for the network.

7. Select the network authentication mode:
 - **None**
 - **PAP**
 - **CHAP**
 - **PAP or CHAP**
8. Change the PDP (data protocol), if necessary:
 - **IPV4**
 - **IPV6**
 - **IPV4V6**
9. Change the PDP roaming protocol, if necessary:
 - **None**
 - **IPV4**
 - **IPV6**
 - **IPV4V6**

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

10. Click the **Save** button.
The entry is added to the table.

Select an APN to Use

To select an APN to use:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > Mobile Broadband > APN**.

The APN page displays.

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

Remove an APN Entry

To remove an APN entry:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > Mobile Broadband > APN**.
The APN page displays.
5. Select the box to the left of the APN.
6. Click the **Delete** button.
The APN is removed.

Enable DMZ

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

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

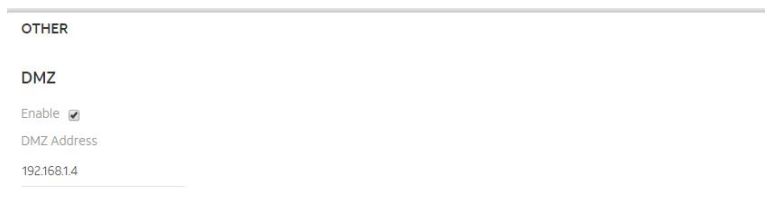
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.

The home page displays.

4. Select **Settings > Advanced Settings > Other**.

The mobile hotspot page displays.

5. Scroll down to display the DMZ section.



6. Select the DMZ Enabled **On** radio button.
7. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.
If the mobile hotspot is tethered using a USB cable, this address is 192.168.1.4. If the mobile hotspot is connected using Wi-Fi, the first Wi-Fi client's IP address is usually 192.168.2.XX.
8. Click the **Save** button.
Your settings are saved.

Update Mobile Hotspot Software and Firmware

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

Update Mobile Hotspot Software and Firmware in Response to an Alert

To update the mobile hotspot software or firmware in response to an alert:

1. To wake the device, press the **Power** button.
The home screen displays.
2. Press the **Power** button again.
The alert message displays.

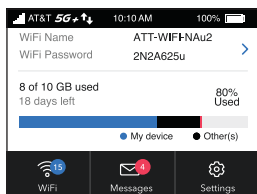
3. Press and hold the **Power** button.

The update process starts.

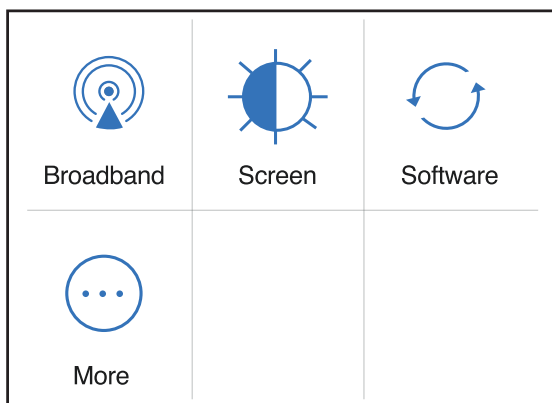
After the update install completes, the mobile hotspot reboots.

Check for Software Updates From the Mobile Hotspot

1. Press the **Power** button to wake the device.



2. Tap the **Settings** button.



3. Tap the **Software** button.
The Software Update screen displays.
4. Tap the **Check for updates now** button.
The screen refreshes showing any available update.
5. Tap the **Update now** button to install the update.
After the update install completes, the mobile hotspot reboots.

5

Frequently Asked Questions

This chapter provides answers to possible questions about your mobile hotspot:

- [Questions About Connecting and Disconnecting Devices and Accessing the Internet](#)
- [Questions About the Mobile Hotspot Web Page](#)
- [General Questions](#)

Questions About Connecting and Disconnecting Devices and Accessing the Internet

Review these topics for answers to questions about connecting and disconnecting devices and accessing the Internet.

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

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

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

What do I do if I can't 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 mobile hotspot's LCD screen.
- Make sure that network coverage is available in your area.
- Make sure that your micro SIM card is active and enabled with data services.
- Wait one to two minutes for the 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 Wi-Fi device.

How do I disconnect from the mobile broadband network?

Turning off domestic data and international roaming disconnects your mobile hotspot from the mobile broadband network. For more information, see [Turn Domestic Data Off From the Mobile Hotspot Web Page](#) on page 26.

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

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


To log in as an administrator:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080/** or **http://192.168.2.1:8080/**.
The mobile hotspot web page displays.
3. Enter the password in the **Sign In** field.
The default password is **attadmin**. The password is case-sensitive.
4. Click the **Sign In** button.
The home page displays.

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

The number next to the **Wi-Fi** button on the mobile hotspot's LCD home screen is the number of users (or devices) connected to your Wi-Fi network. When you log in to the mobile hotspot web page, the number of connected devices displays on the home page.

What do I do if the No Signal icon displays?

If the No Signal icon () displays, make sure that you are in your network service provider's coverage area.

Why can't my device access the mobile hotspot web page when connected to 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://attwifmanager/**.

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

Why can't my mobile hotspot 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 <http://support.microsoft.com/kb/928233>, or visit the Microsoft support website and search for knowledge base article 928233.

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

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

- Make sure that your micro SIM account is active. To check micro SIM status, contact your wireless service provider.
- If you use a prepaid micro 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 or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:80/** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the mobile hotspot password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.

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

CELLULAR

Data ☒ Roaming Data ☐ Band Region All Bands

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 checked="" type="checkbox"/>	AT&T Mobile	broadband	IPv4	IPv4	None

5. Review ISP settings.

Questions About the Mobile Hotspot Web Page

Review these topics for answers to questions about the mobile hotspot web page.

How do I go back to the mobile hotspot web page?

To view the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The mobile hotspot web page displays.

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

The default attadmin login password is **attadmin**, and the mobile hotspot web page URL is **http://attwifmanager/**.

If you changed the attadmin login password and can't remember the password that you created, you must reset the mobile hotspot back to factory defaults. See [Reset the Mobile Hotspot](#) on page 61.

General Questions

Review these topics for answers to general questions about the mobile hotspot.

Why isn't my battery charging?

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 battery cannot be charged due to safety limits with lithium-ion battery technology.

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

If the device is left charging for over seven consecutive days, the device automatically enters a battery longevity mode to enhance the life of the battery. During this state, the device stops charging and allows the battery level to drop to and maintain at approximately 75 percent. The next time the device is plugged into a charger, it resumes charging.

Why is the Signal Strength 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 Wi-Fi devices. Review the following possibilities:

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check Wi-Fi interference by powering the mobile hotspot off and on to find a better Wi-Fi channel.
- Change the Wi-Fi band 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.

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

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

How do I find my computer's IP address?

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

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

1. Open the command prompt window:
 - a. Select **Start > Run**.
 - b. Enter **cmd** or **command** and click the **OK** button.
2. At the command prompt, enter **ipconfig** and press **Enter**.
3. Write down the IP address for the entry that relates to the Wi-Fi network connection.
The IP address might be listed under IPv4 Address or something similar.

Find the 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** button.
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 Wi-Fi network connection.
The IP address might be listed under IPv4 Address or something similar.

Find the 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 Wi-Fi adapter.
The IP address is displayed in the right pane.

Find the 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 Wi-Fi network (MAC filtering)

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

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

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

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

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

Find the MAC address on a Windows 8 device or newer To find the MAC address on a Windows 8 device or newer:

1. In the **Charms** bar, click the **Search** button.
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 Wi-Fi network connection.

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

Find the 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 Wi-Fi adapter that is connecting to the routing hardware.
3. Select **Advanced**.
4. Select **Ethernet**.

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

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

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

- Refresh the list of networks.
- If the LCD screen is dark, the Wi-Fi radio might be asleep. Press the **Power** button to wake the mobile hotspot.
- Check the Wi-Fi band settings and consider using the 2.4 GHz band for increased compatibility with client devices.

6

Troubleshooting

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

- [View Alerts](#)
- [Reset the Mobile Hotspot](#)

View Alerts

Your mobile hotspot displays alerts to advise you of device status changes. See [View Messages From the Mobile Hotspot Web Page](#) on page 19.

SIM Not Installed

Ensure that the micro SIM card is installed correctly. The mobile hotspot comes with a preinstalled SIM. For information about replacing a SIM, see [Replace a SIM Card](#) on page 10.

SIM Error – Check SIM

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

SIM Locked

You can unlock the SIM.

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

1. Contact customer service for the PIN to unlock the micro SIM card.
2. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
4. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
5. Enter the micro SIM PIN when prompted.
6. Click the **Save** button.
Your settings are saved.

Temperature-Related Alerts

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

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

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

Reset the Mobile Hotspot

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

If you reset the mobile hotspot, all of your customizations are lost. If you want to keep them, save them before doing the reset and restore them afterward. See [Back Up and Restore Mobile Hotspot Settings](#) on page ?.

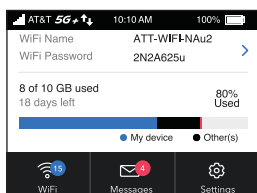
Note: When you reset the mobile hotspot, any currently connected devices lose access and must be reconnected after the mobile hotspot restarts.

Reset the Mobile Hotspot From the Mobile Hotspot

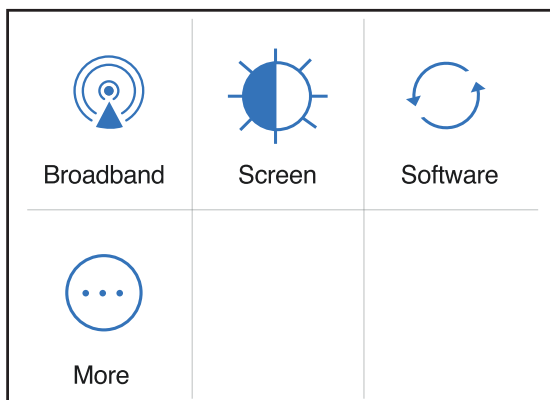
Start with the mobile hotspot turned on.

To reset the mobile hotspot directly from the mobile hotspot:

1. Press the **Power** button to wake the device.



2. Tap the **Settings** button.



3. Tap the **More** button.
The additional settings screen displays.
4. Tap the **Factory Reset** button.
A message displays telling you that devices currently connected will lose Internet access.
5. Tap the **OK** button.
The mobile hotspot resets to its factory settings.

Reset the Mobile Hotspot From the Mobile Hotspot Web Page

To reset the mobile hotspot to its factory settings:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1:8080** or **http://192.168.2.1:8080**.
The mobile hotspot web page displays.
3. Enter the administrator login password.
The default password is **attadmin**. The password is case-sensitive.
The home page displays.
4. Select **Settings > Administrator > Factory Reset**.
The Factory Reset page displays.
5. Click the **Reset** button.

A message displays telling you that devices currently connected will lose Internet access.

6. Click the **OK** button.
The mobile hotspot returns to its factory settings.

A

Specifications

This appendix covers the following topics:

- [Battery Specifications](#)
- [Display Specifications](#)
- [Mechanical Specifications](#)
- [Mobile Band Specifications](#)
- [Package Contents](#)
- [Port Specifications](#)
- [Security Specifications](#)
- [WiFi Specifications](#)

Battery Specifications

Battery specifications:

- Removable Li-ion battery
- Up to 11 hours of continuous usage

Note: 11+ hour battery life is achieved by the following heaviest case: stream YouTube for 1 hour, followed by 30 minutes of idle time, and then repeat for over 11 hours.

Display Specifications

The mobile hotspot includes an 2.4 in. LCD touch screen.

Mechanical Specifications

Table 2. Physical dimensions

Parameter	Dimension
Weight	240 g (2.47 oz) with battery
Length	125 mm (4.92 in.)
Width	105 mm (4.13 in.)
Thickness	21.5 mm (0.81 in.)

Mobile Band Specifications

Table 3. Mobile Bands

Technology	Band
4G/LTE bands	2, 4, 5, 12, 29, 30, 46, 66
5G	n260

Package Contents

Your mobile hotspot package includes the following:

- Nighthawk 5G Mobile Hotspot
- Pre-installed SIM card
- Removable lithium ion battery
- AC charger
- USB Type-C cable
- Quick Start Guide

Port Specifications

The mobile hotspot provides one USB 3.1 Type-C port.

Security Specifications

Supported security features:

- WiFi security encryption
- VPN pass-through
- NAT firewall
- Password protected administration UI

WiFi Specifications

WiFi support:

- WiFi 802.11ac, 2x2 MIMO
- 2.4/5 GHz Standalone