NETGEAR®

AirCard 815S Mobile Hotspot

User Manual

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San Jose, CA 95134
USA

Support

Contact your Internet service provider for technical support.

Compliance

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

See the regulatory compliance document before connecting the power supply.

Trademarks

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Chapter 5   Frequently Asked Questions

Chapter 6   Troubleshooting

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Appendix B   Tips and Safety Guidelines for Lithium-Ion Batteries

Get Started

1

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*
- *Set Up Your Mobile Hotspot*
- *Recharge the Battery*
- *Replace a SIM Card*
- *LCD Touch Screen Home*
- *Connect to the Internet*
- *Security Credentials*
- *NETGEAR AirCard App for Smartphones and Tablets*
- *Connect to the Mobile Hotspot With Tethering*
- *BatteryBoost a Smartphone*
- *Optional External Antennas*
- *Customize the Mobile Hotspot Settings*
- *Log In to Your Mobile Hotspot Web Page*

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

Meet Your Mobile Hotspot

Before you connect your mobile hotspot, familiarize yourself with its LCD screen, icons, buttons, and connectors.
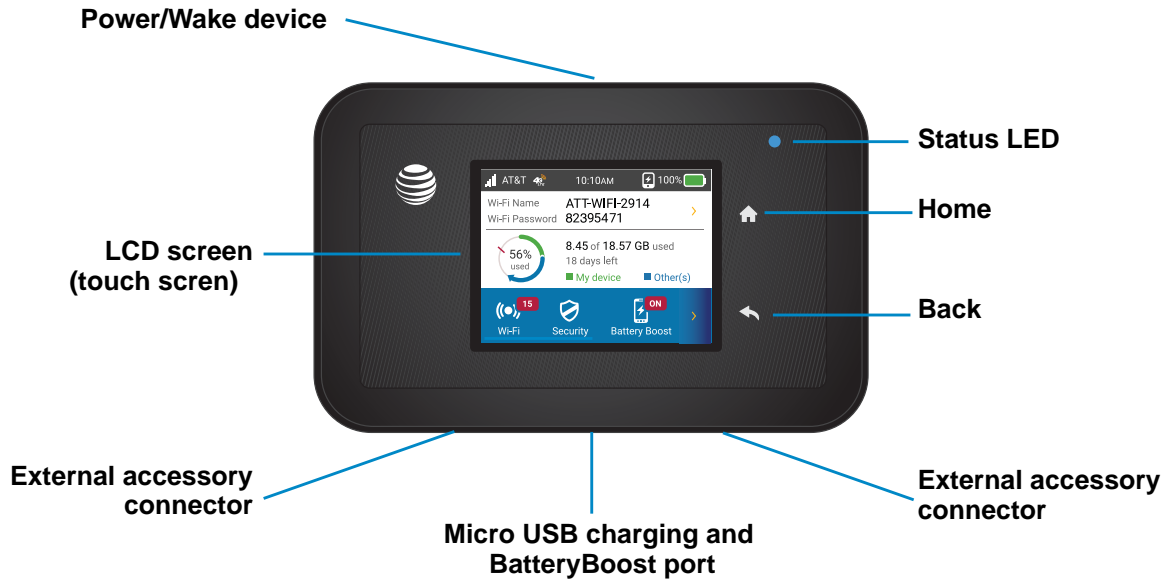
Figure 1. Mobile hotspot buttons and connectors

The mobile hotspot comes with a BatteryBoost cable and a micro USB charging cable.
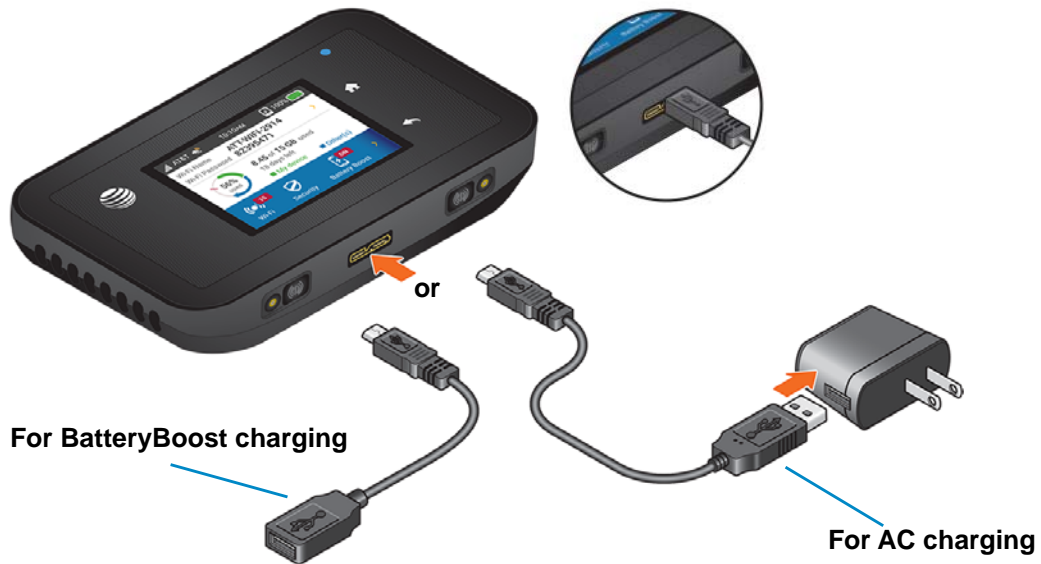
Figure 2. Mobile hotspot charging cables

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.
- **Amber, slow blink**. The mobile hotspot is not connected to the network.

Dust and Water Resistance

The mobile hotspot's rugged design is dustproof, shock resistant, and water resistant (IP65 and MIL-STD-810G drop & shock) when both RF doors are closed and the back cover is tightly shut.[1] The mobile hotspot is not submersible but will resist a hard stream of water for up to 30 seconds (each side).

Set Up Your Mobile Hotspot

The mobile hotspot comes with a preinstalled SIM card.

➢ **To set up your mobile hotspot:**

1. Remove the back cover.

2. Insert the battery.

Gold pins

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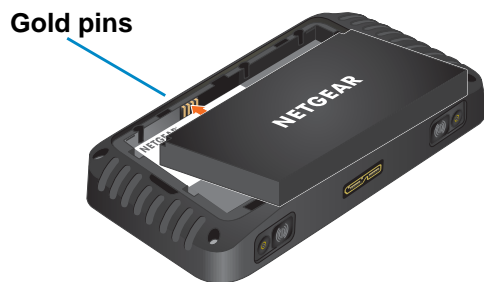
1. *Meets US MIL-STD-810G for shock resistance. Certified IP65 for protection against dust and water jets. Device will not operate under water and should be dried as quickly as possible when wet. Shock-resistant when dropped from ≤ 4 feet onto flat surface. Device may not perform as shown in all extreme conditions.*

3. Install the back cover.

4. Firmly close the back cover and accessory ports to ensure the device is water resistant and dust proof.

5. 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 micro USB charging cable to your mobile hotspot.

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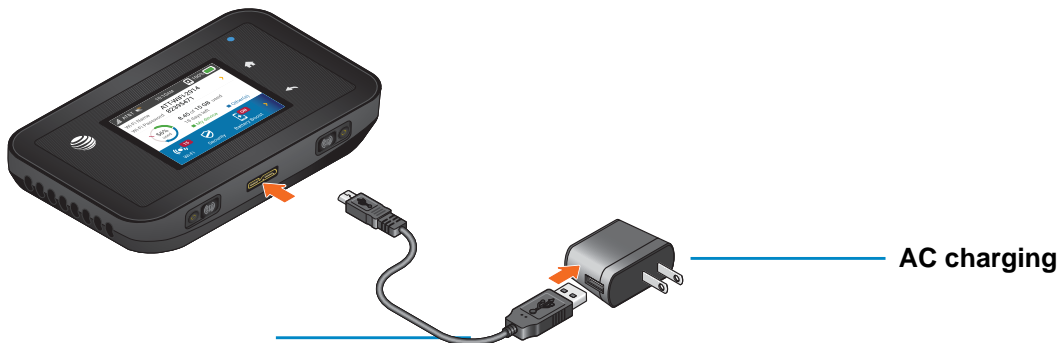
2. Connect the other end of the cable to the USB port on your computer or to the USB charger.

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.

2. Remove the battery.
3. Slide out the SIM card.

4. Insert the replacement SIM card.

5. Insert the battery.

Gold pins
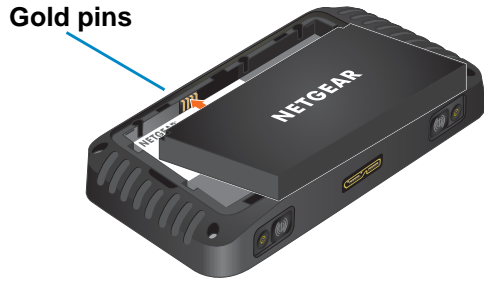
6. Install the back cover.
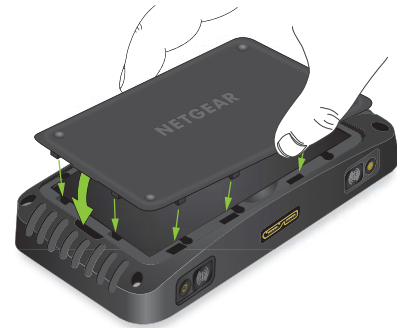
LCD Touch Screen Home

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

Network indicator

Signal strength

Wi-Fi network name

Data usage:
Tap for more

Change passwords, view connected devices, guest Wi-Fi options, and more

Battery

Wi-Fi details
Tap for more

Additional options: View messages and change settings.
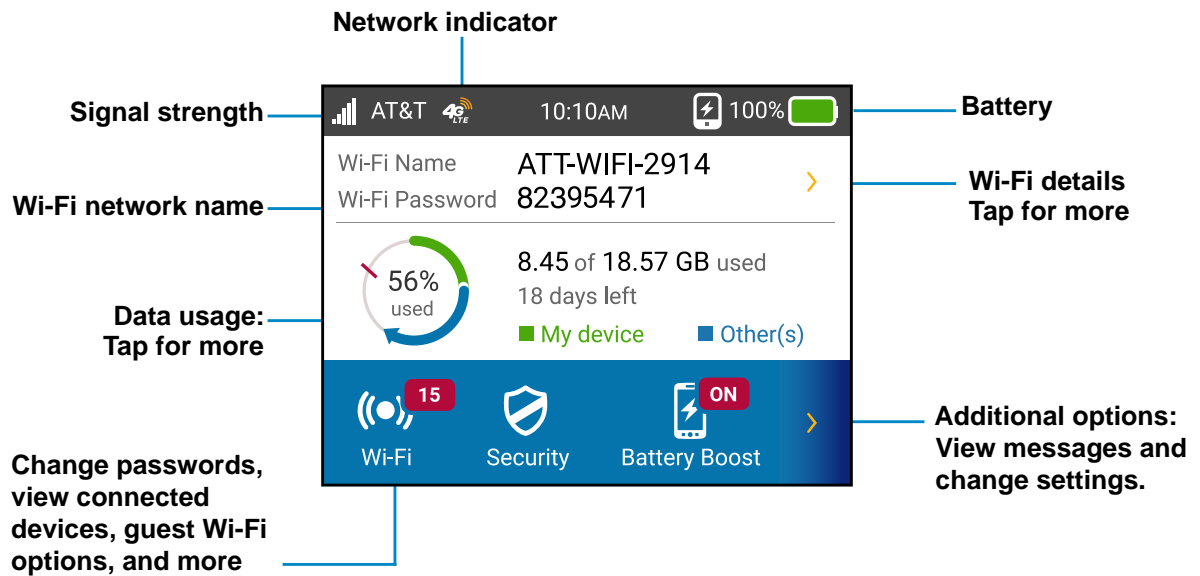
Figure 3. LCD screen display

Table 1. Buttons and icons

Buttons and Icons	Description
Signal strength	This indicates the strength of the mobile broadband network signal.
Network type	Your 4G LTE wireless device displays one of the following network indicators to let you know which wireless network you are connected to. • Connected to AT&T's 4G LTE network. • Connected to AT&T's HSPA+ network.
Tethered	The mobile hotspot is tethered to a computer.
BatteryBoost	The BatteryBoost feature is enabled so that you can use the mobile hotspot to charge a smartphone.
Battery charge	This indicator shows the battery charge.
Cradle	The mobile hotspot is docked in an optional cradle (sold separately).

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.
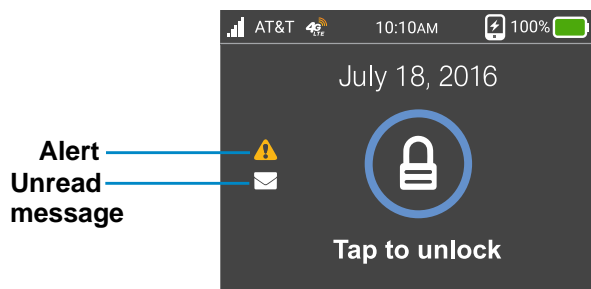
2. Tap the lock screen.
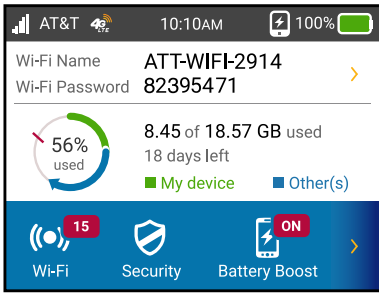
3. On your laptop or Wi-Fi device, open your Wi-Fi network connection manager.
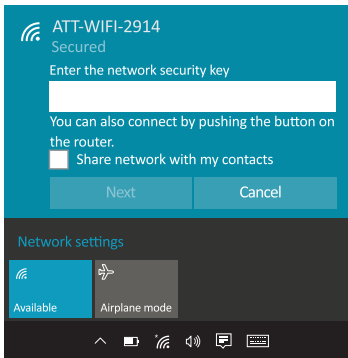
4. Connect your device to the hotspot with the Wi-Fi name and password.
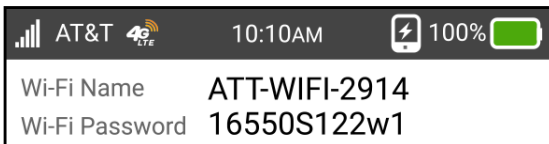
Your Wi-Fi network name is different from this example.

If guest Wi-Fi is enabled, swiping this area reveals the guest credentials.

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 *Manage Wi-Fi Security* on page 39 and *Change Wi-Fi Encryption Settings* on page 42.

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

- **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. For information about changing this password, see *Change the Mobile Hotspot Web Page Login Settings* on page 45.

NETGEAR AirCard App for Smartphones and Tablets

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

To manage all mobile hotspot settings, visit the mobile hotspot web page at **http://attwifmanager/**.
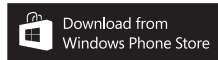
Connect to the Mobile Hotspot With Tethering

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

Note: The first time you use the micro USB 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.

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. See *Log In to Your Mobile Hotspot Web Page* on page 17.

BatteryBoost a Smartphone

You can use your mobile hotspot to charge your smartphone if the smartphone's battery is low or out of power.

Note: You can't charge the mobile hotspot while it's boosting your smartphone.

➢ **To charge a smartphone:**

1. Connect the BatteryBoost cable to the mobile hotspot's charging port.

Smartphone charging cable (not included)
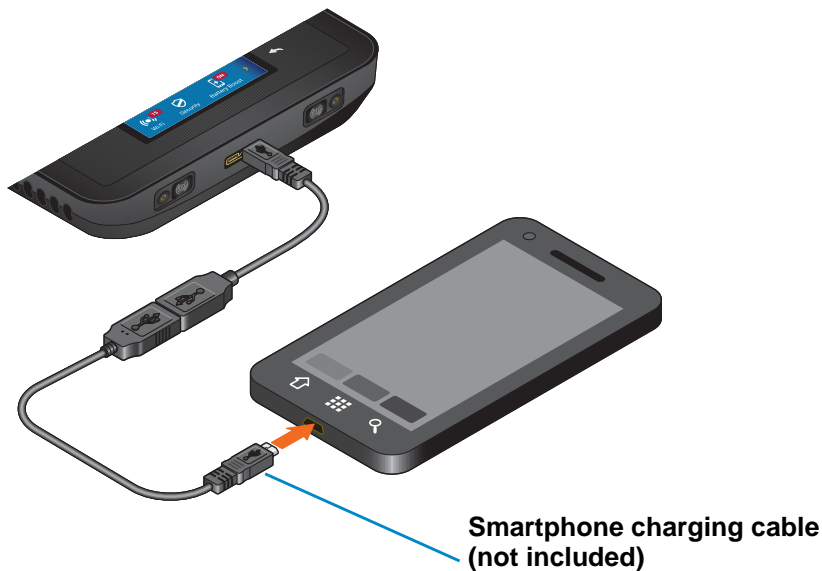
2. Connect your smartphone's charging cable to the BatteryBoost connector.

Note: To avoid depleting the hotspot's battery, you are warned if the mobile hotspot battery reaches 10 percent or less. To restart boosting, on the home screen, tap **BatteryBoost**.

Optional External Antennas

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

Figure 4. External antennas with TS-9 connectors

Customize the Mobile Hotspot Settings

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

- **On the device touch screen**. Customize your device settings and change basic Wi-Fi settings from the mobile hotspot.
- **On the web page**. Use a browser to access the mobile hotspot and make more detailed settings changes.

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

2. Enter **http://attwifmanager/**.

   The mobile hotspot web page displays.

3. Enter the administrator login password.

The default password is **attadmin**. The password is case-sensitive.
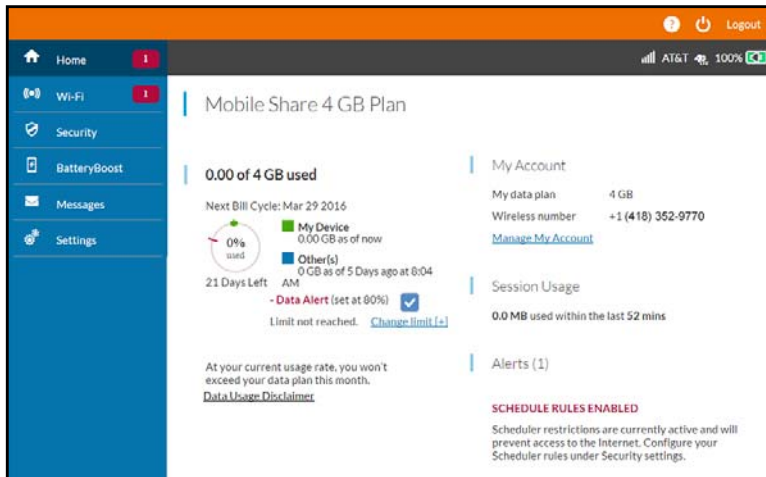
Use Your Mobile Hotspot

2

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

- *View Data Usage*
- *View Alerts*
- *Manage Your Broadband Network Connection*
- *Connect to Wi-Fi*
- *Manage Wi-Fi*
- *Manage Wi-Fi Security*

View Data Usage

You can view an estimate of your data usage on the touch screen and on the mobile hotspot web page. The plan data counter resets automatically when the next billing cycle starts, and the session data counter resets automatically for each session.

View Estimated Data Usage on the Mobile Hotspot

➢ **To view estimated data usage on the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (⌂) button.
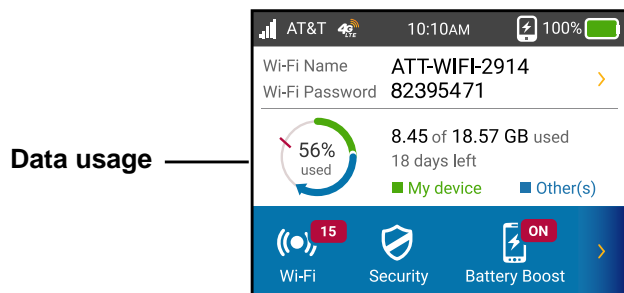
Data usage ——————

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 **http://attwifmanager/**.

   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.

Data usage
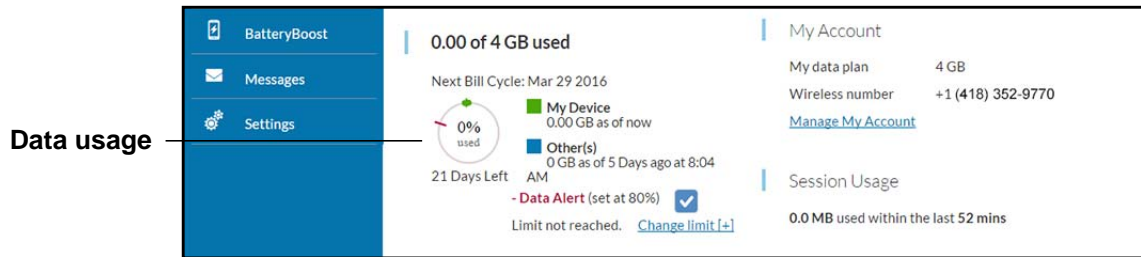
View Messages

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

View Messages From the Mobile Hotspot

➢ **To view messages from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (⌂) button.

   The home screen displays.

3. Tap the **>** button and then tap the **Messages** button.

   The Messages screen displays.

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.

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://attwifmanager/**.

   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

➢ **To delete a message from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** ( ) button.

   The home screen displays.

3. Tap the **>** button and then tap the **Messages** button.

   The Messages screen displays.

4. Tap the message.
5. 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://attwifmanager/**.

   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 **Messaging**.

   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

Your mobile hotspot displays alerts to advise you of device status changes. When there are outstanding alerts, an alert icon displays on the lock screen. When you bypass the lock screen, any outstanding alert is displayed. You must read each alert before the home screen displays. Alerts remain as long as the issues that cause them are active. When the issues are resolved, the alerts are removed automatically.

View Alerts From the Mobile Hotspot Web Page

➢ **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://attwifmanager/**.

   The mobile hotspot web page displays.
3. Enter the administrator login password.

   The default password is **attadmin**. The password is case-sensitive.
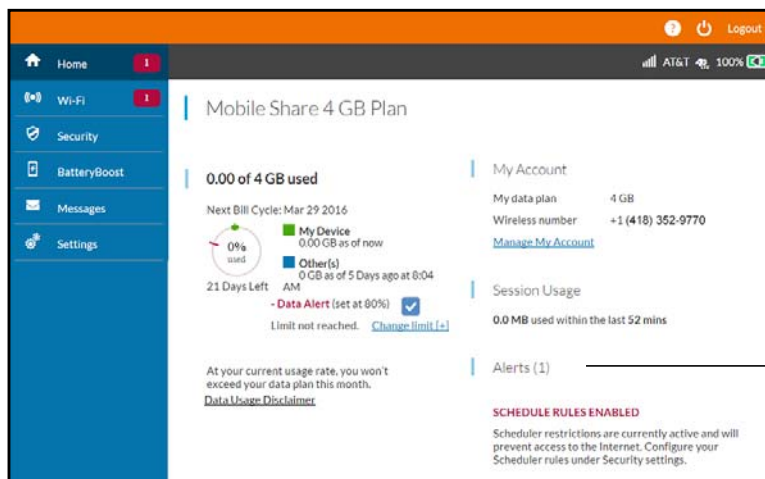
Follow the instructions in each alert to address the conditions that caused it to display.

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 **Home** (⌂) button.

   The home page displays.

3. Tap the **>** button and then tap the **Settings** button.

((•))	(((•)))	☀
Wi-Fi	Broadband	Display
↻ NEW	↯	*i*
Software	Tethering	About
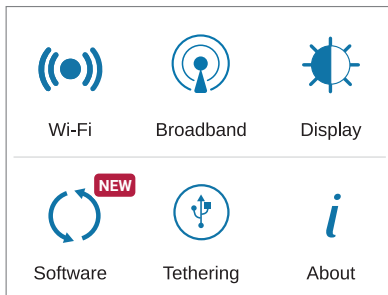
4. Tap the **Broadband** button.

   The Broadband screen displays the network status.

5. 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://attwifmanager/**.

   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.

5. View the Network Status section.

Turn Domestic Data On and Off From the Mobile Hotspot

➢ **To turn domestic data on and off from the mobile hotspot:**

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

2. Tap the **Home** ( ) button.

   The home page displays.

3. Tap the **>** button and then tap the **Settings** button.

4. Tap the **Broadband** button.

   The Broadband screen displays.

5. Tap the Domestic Data **>** button.

   The Domestic Data screen displays.

6. Tap the **Domestic Data** button.

   Your settings are saved.

Turn Domestic Data On and Off From the Mobile Hotspot Web Page

➢ **To turn domestic data on and 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://attwifmanager/**.

   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**.

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

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

2. Tap the **Home** ( ) button.

    The home page displays.

3. Tap the **>** button and then tap the **Settings** button.
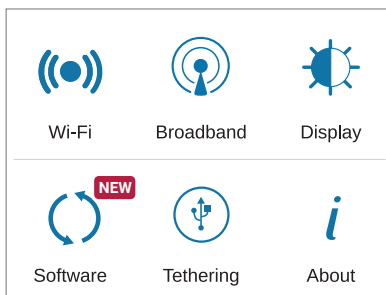
4. Tap the **Broadband** button.

    The Broadband screen displays.

5. Tap the International Roaming **>** button.

The International Roaming screen displays.

6. 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://attwifmanager/**.

   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**.
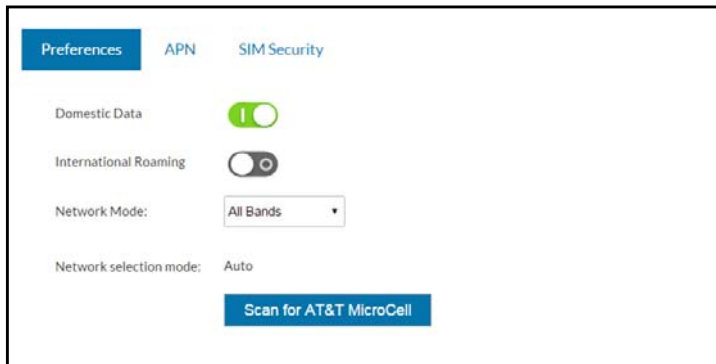
5. Click the **International Roaming** button.

   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 15 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 main Wi-Fi and guest Wi-Fi networks, see *View Mobile Broadband Network Status From the Mobile Hotspot* on page 24.

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

Connect Using the Wi-Fi Password

➢ **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.

Add a WPS-Enabled Device

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

Add a WPS-Enabled Wi-Fi Device From the Mobile Hotspot

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

1. To wake the device, press the **Power** button.
2. Tap the **Home** (⌂) button.

   The home screen displays.

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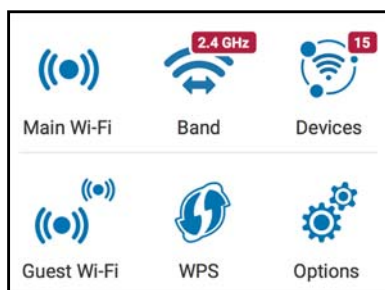
4. Tap the **WPS** button.

   The WPS screen displays.

5. To view both **WPS** buttons if you use a guest network, scroll down.

   The screen displays the **WPS for Main Wi-Fi** button and the **WPS for Guest Wi-Fi** button.

6. Tap the **WPS for Main Wi-Fi** button or the **WPS for Guest Wi-Fi** button.

   A screen displays that shows the remaining seconds to connect with WPS.

7. Within two minutes, press the **WPS** button on the Wi-Fi device that you want to connect.

   Your mobile hotspot and the Wi-Fi device communicate and establish the connection.

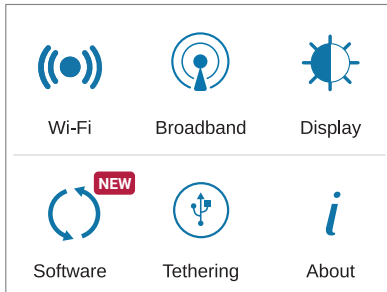## Add a WPS-Enabled Wi-Fi Device From the Mobile Hotspot Web Page

➢ **To add a WPS-enabled Wi-Fi 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://attwifmanager/**.

   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 **Wi-Fi > Connect**.

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

> WPS ✕
>
> If your device supports WPS, connect it to the hotspot by pushing the button below instead of entering the Wi-Fi password.
>
> [WPS button pairing]   [Enter WPS PIN]

6. Click the button for the WPS method that you want to use:
   - **WPS button pairing**. If the device that you want to connect includes a **WPS** key, click the **WPS button pairing** button and, within two minutes (120 seconds), press the device's **WPS** key.
   - **Enter WPS PIN**. If 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 Wi-Fi device communicate and establish the connection.

Manage Wi-Fi

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

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

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

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

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

Turn On 5 GHz Wi-Fi From the Mobile Hotspot

When all of your devices support 5 GHz Wi-Fi, use 5 GHz Wi-Fi for faster downloads.

➢ **To turn 5 GHz Wi-Fi on and off from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.

   The home screen displays.

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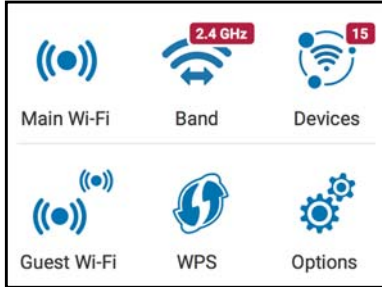
4. Tap the **Band** button.

   The Wi-Fi Band screen displays.

5. Tap the **5 GHz** radio button.

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

6. Tap the **OK** button.

   Your settings are saved.

Turn On 5 GHz Wi-Fi From the Mobile Hotspot Web Page

When all of your devices support 5 GHz Wi-Fi, use 5 GHz Wi-Fi for faster downloads.

➢ **To turn on 5 GHz Wi-Fi 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://attwifmanager/**.

   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 **Wi-Fi > Options**.
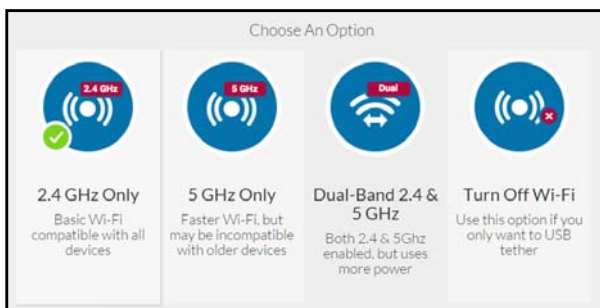
5. Select **5GHz Only**.

   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 Wi-Fi connections.

7. Click the **Save** button.

   Your settings are saved.

Turn On Dual–Band Wi–Fi From the Mobile Hotspot Web Page

The mobile hotspot can broadcast Wi-Fi signals in the 2.4 GHz and 5 GHz Wi-Fi bands. Note that the overall throughput speed could decrease when Wi-Fi dual-band is enabled.

➢ **To turn on dual-band Wi-Fi 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://attwifmanager/**.

   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 **Wi-Fi > Options**.
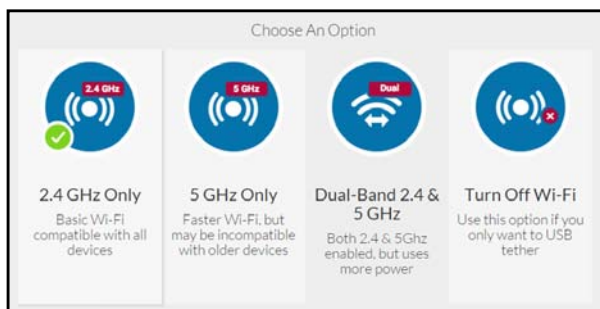
5. Select **Dual-Band 2.4 & 5 GHz**.

   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 Wi-Fi connections.

7. Click the **Save** button.

   Your settings are saved.

Specify Wi-Fi Settings From the Mobile Hotspot

➢ **To specify the Wi-Fi settings from the mobile hotspot:**

1. To wake the device, press the **Power** button.
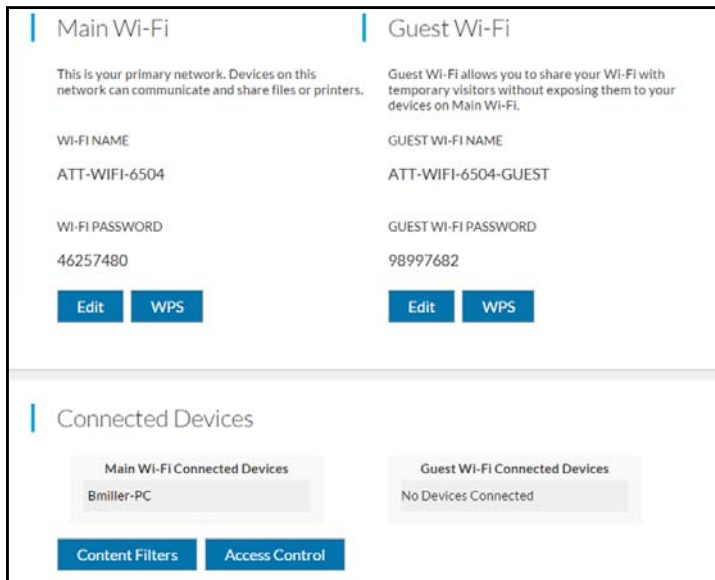2. Tap the **Home** ( ) button.

   The home screen displays.
3. Tap the **Wi-Fi** button.
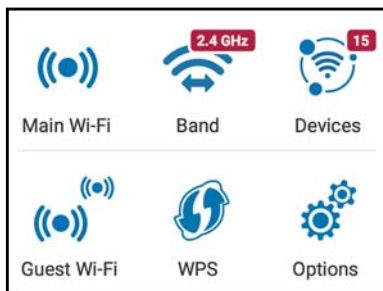
4. Tap the **Options** button.

   The Wi-Fi Options screen displays.
5. Tap the **Wi-Fi Signal** button.

   The Wi-Fi Signal screen displays.
6. To turn the Wi-Fi signal on or off, tap the **Wi-Fi Signal** button.

   A message displays to tell you that changing the Wi-Fi info will temporarily cause connectivity loss.
7. Tap the **OK** button.

   Your settings are saved.
8. To set the Wi-Fi range, do the following:
   a. Tap the **Wi-Fi** button.

      The Wi-Fi screen displays.
   b. Tap the **Options** button.

      The Wi-Fi Options screen displays.
   c. Tap the **Wi-Fi Range** button.

      The Wi-Fi Range screen displays.
   d. Tap the **Standard** or **Extended** radio button.

> A message displays to tell you that changing the Wi-Fi info will temporarily cause connectivity loss.

  e. Tap the **OK** button.

  Your settings are saved.

9. To power down the Wi-Fi radio after a set period of inactivity, do the following:

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

  The Wi-Fi screen displays.

  b. Tap the **Options** button.

  The Wi-Fi Options screen displays.

  c. Tap the **Wi-Fi Standby** button.

  The Wi-Fi 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 Wi–Fi Settings From the Mobile Hotspot Web Page

➢ **To select a Wi-Fi profile or create a custom profile 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 **http://attwifmanager/**.

  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 **Wi-Fi > Options**.
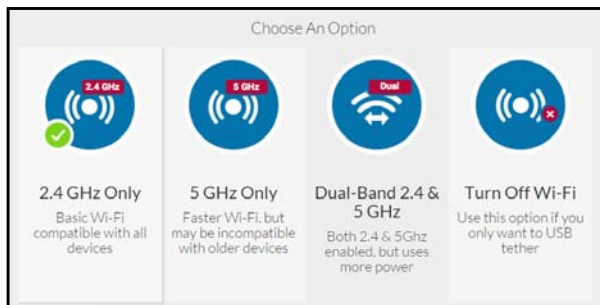
5. Click the Wi-Fi network to select it.
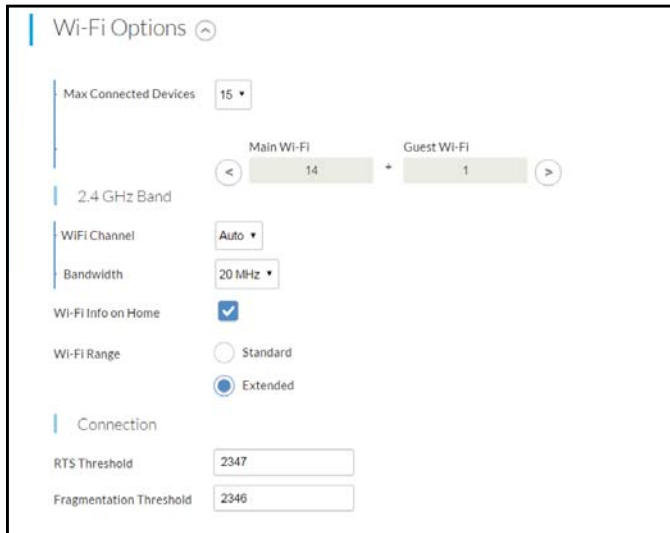
6. To change the maximum number of devices that can connect to the Wi-Fi network:

   a. In the **Max Connected Devices** menu, select a number.

   b. Click the arrow buttons to change the numbers in the **Main Wi-Fi** and **Guest Wi-Fi** fields.

7. Set the Wi-Fi channel.

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

8. Set the Wi-Fi bandwidth.

You can set this to **20 MHz** or **40 MHz**.

9. To allow the Wi-Fi information to be displayed on the mobile hotspot home screen, leave the **Wi-Fi Info on Home** check box selected.

10. Set the Wi-Fi range.

Selecting the **Extended** radio button expands the range of the mobile hotspot. This setting uses more battery power than the **Standard** setting.

11. Specify advanced connection settings:

   • **RTS Threshold**. The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol.

   Best practice is to use a value of 2347. If you are experiencing inconsistent data flow, you can make minor changes to this value to try to alleviate the problem.

   • **Fragmentation Threshold**. The largest allowable size (in bytes) for a packet.

   If a packet is larger than the threshold, it is sent in multiple packets, which can affect network performance. Keep this value as large as possible (up to 2346).

12. Click the **Save** button.

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

13. Click the **OK** button.

Your settings are saved.

Turn Guest Wi-Fi On and Off

Guest Wi-Fi lets temporary visitors access your Wi-Fi mobile hotspot without having to share your main Wi-Fi password. Guest Wi-Fi uses the same band (2.4 GHz or 5 GHz) as your main Wi-Fi.

Turn Guest Wi-Fi On and Off From the Mobile Hotspot

➢ **To enable Guest Wi-Fi from the mobile hotspot:**

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

2. Tap the **Home** (⌂) button.

The home screen displays.

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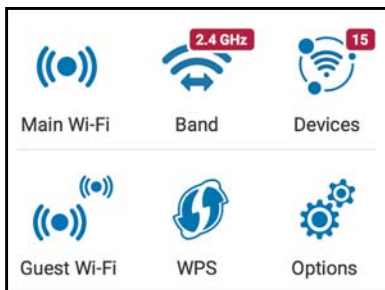
4. Tap the **Guest Wi-Fi** toggle button.

The Guest Wi-Fi screen displays.

5. Tap the **Guest W-Fi** button.

A message displays telling you that changing the Wi-Fi info will temporarily cause connectivity loss.

6. Tap the **OK** button.

Your settings are saved.

For information about how to set up a guest timer from the mobile hotspot, see *Set the Guest Wi-Fi With a Timer* on page 38.

Turn Guest Wi-Fi On and Off From the Mobile Hotspot Web Page

➢ **To enable guest Wi-Fi 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://attwifmanager/**.

   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 **Wi-Fi > Connect**.

5. Click the Guest Wi-Fi **Edit** button.

6. Click the **Guest Wi-Fi** button.

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

7. To set a timer for the guest network, select the length of time in the **Guest Timer** menu.

8. Click the **Save** button.

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

9. Click the **Save** button.

   Your settings are saved.

   For information about how to set up a guest timer, see *Set the Guest Wi-Fi With a Timer* on page 38.

Set the Guest Wi-Fi With a Timer

Share a connection using guest Wi-Fi and set how long it stays active.

➢ **To set up a Guest Wi-Fi network with a timer:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (⌂) button.

   The home screen displays.
3. Tap the **Wi-Fi** button.
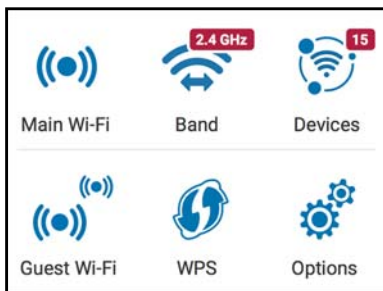
4. Tap the **Guest Wi-Fi** button.

   Guests can now choose the Guest Wi-Fi network in their connection manager.
5. Scroll down and tap the Guest Timer > button.

   The Guest Wi-Fi Timer screen displays.
6. Tap the **Guest Wi-Fi Timer** button.

   A message displays telling you that changing Wi-Fi settings will temporarily cause connectivity loss.
7. Tap the **OK** button.

   The guest Wi-Fi timer is turned on.
8. To change the length of time, drag the hour slider to the setting that you want and then tap the **Save** 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 Wi-Fi Network Names and Passwords

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

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

- **Main Wi-Fi**. For added security, you can prevent the main Wi-Fi network name and password from displaying on the mobile hotspot's home screen.

- **Guest Wi-Fi**. For added security, you can specify that the guest Wi-Fi password changes each time you enable guest Wi-Fi.

Change Wi-Fi Network Name and Password From the Mobile Hotspot

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

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

2. Tap the **Home** (⌂) button.

   The home screen displays.

3. Tap the **Wi-Fi** button.
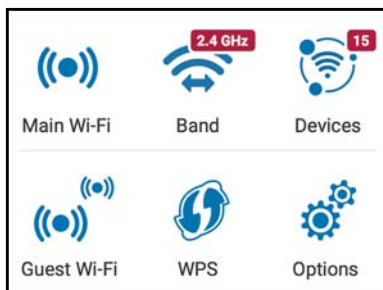
4. To change the network name and password for main Wi-Fi, tap the **Main Wi-Fi** button.

   The Main Wi-Fi screen displays.

5. Tap the **Pencil** (Edit) icon beside the name or password to be changed.

   A message displays telling you that currently connected devices must re-authenticate to the network with the updated info.

6. Tap the **OK** button.

7. Enter the new Wi-Fi name and password.

   You can tap the **x** button to clear your entry.

8. Tap the **Done** button.

   Your settings are saved.

Change Wi-Fi Network Names and Passwords From the Mobile Hotspot Web Page

➢ **To change network names and passwords 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://attwifmanager/**.

   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 **Wi-Fi > Connect**.
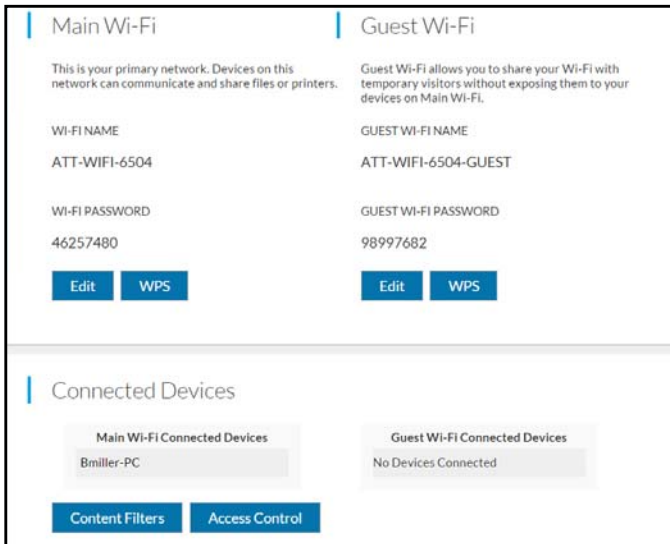
5. Click the **Edit** button for the main Wi-Fi or for the guest Wi-Fi network.
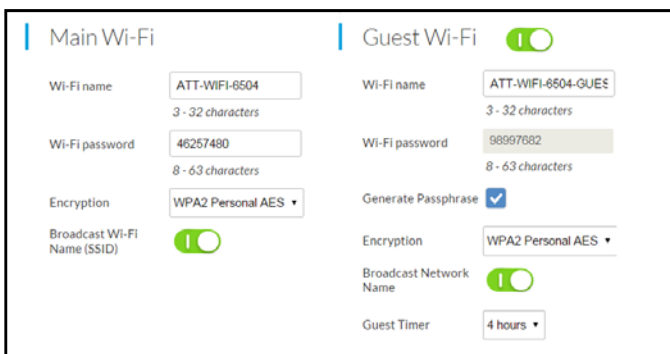
6. Change the **Wi-Fi Name** and **Wi-Fi Password** fields as desired.

7. To create a new guest password each time you power on the mobile hotspot, select the **Generate Passphrase** check box.

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

8. Click the **Save** button.

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

9. Click the **Save** button.

   Your settings are saved.

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

Change Wi–Fi Encryption Settings

For information about Wi-Fi security, see *Security Credentials* on page 14.

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

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

2. Enter **http://attwifmanager/**.

   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 **Wi-Fi > Connect**.

5. Click the **Edit** button for the main Wi-Fi or for the guest Wi-Fi network.

6. In the **Encryption** menu for main Wi-Fi or guest Wi-Fi, select a security option:
   - **WPA2 Personal AES**. Strong security supported by newer Wi-Fi devices, the default.

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

- **None**. Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred. *Best practice is not to select this option*.

The **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 Wi-Fi connections.

8. Click the **Save** button.

    Your settings are saved.

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

Manage Security

3

For information about Wi-Fi security settings, see *Manage Wi-Fi Security* on page 39.

The chapter covers the following topics:

- *Change the Mobile Hotspot Web Page Login Settings*
- *Content Filter Levels*
- *Block Access to Websites*
- *Allow Access to Websites*
- *Block or Unblock Connected Devices*
- *Set Up an Internet Access Schedule*
- *Manage the Mobile Hotspot Screen Passcode Lock*
- *Turn On Read-Only Mode From the Mobile Hotspot Web Page*
- *Activate SIM Security*
- *Enable Port Forwarding*
- *Enable Port Filtering*

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://attwifmanager/**.

   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**.
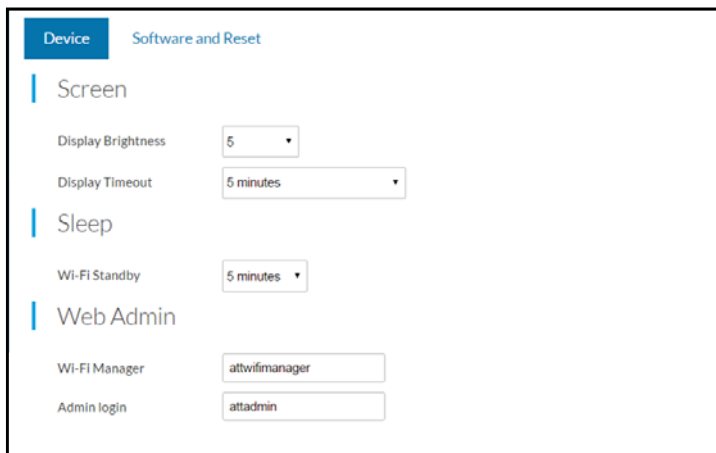
5. In the **Wi-Fi Manager** field, change the URL used to connect to the mobile hotspot.

   When you change settings, the **Save** and **Cancel** buttons display.

6. 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.

7. Click the **Save** button.

   Your settings are saved.

Content Filter Levels

You can set up content filtering levels on the mobile hotspot with a free OpenDNS account. Content filters provide parental controls and phishing protection.

Set Up Content Filtering

To enable content filtering, you must log in to the mobile hotspot web page and be connected to the Internet.

➢ **To enable content filtering:**

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://attwifmanager/**.

   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 **Security > Content Filters**.

   The Content Filters page displays.
5. Select the **Content Filters** button.

6. If you do not have an OpenDNS account, do the following:

a. Click the **Sign Up** link.

b. Complete the fields to create your OpenDNS account.

c. Click the **Sign Up** button.

7. If you already have an OpenDNS account, enter the user name and password.

8. When prompted, select a **Filter Level** radio button.

9. Click the **Save** button.

Your settings are saved.

Block Access to Websites

You can use website filters to block access to websites that you specify. You can also allow unrestricted access on specific computers and devices.

➢ **To block access to a website:**

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

2. Enter **http://attwifmanager/**.

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 **Security > Content Filters > Website Filters**.
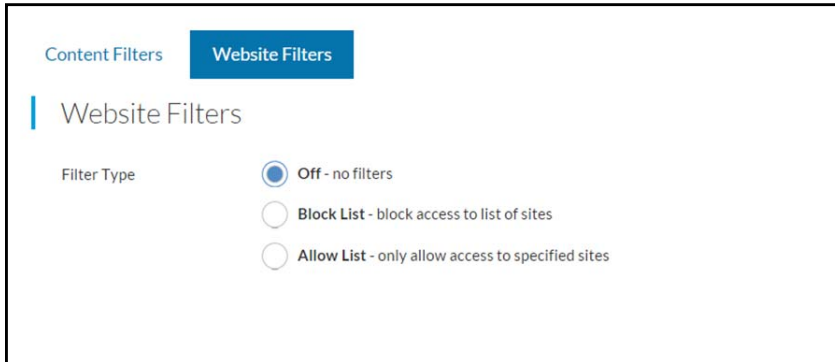
5. Select the **Block List - block access to list of sites** radio button.

   The page adjusts.

6. Enter the website in the **Site Name** field and click the **+** button.

7. To allow unrestricted access on specific computers or devices, complete the **Name** and **MAC Address** fields and click the **+** button.

8. Click the **Save** button.

   Your settings are saved.

Allow Access to Websites

You can use website filters to set up a list of websites that can be accessed through the mobile hotspot broadband Internet connection. You can also allow unrestricted access to specific computers and devices.

➢ **To set up website filters:**

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

2. Enter **http://attwifmanager/**.

   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 **Security > Content Filters > Website Filters**.
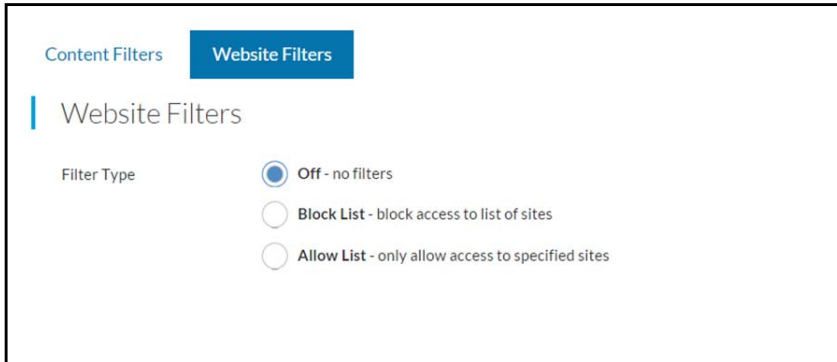
5. Select the **Allow List - only allow access to specified sites** radio button.

    The page adjusts.

6. Enter the website in the **Site Name** field and click the **+** button.

7. To allow unrestricted access on specific computers or devices, complete the **Name** and **MAC Address** fields and click the **+** button.

8. Click the **Save** button.

    Your settings are saved.

Block or Unblock Connected Devices

You can block specific devices from connecting to the mobile hotspot.

View Connected Devices From the Mobile Hotspot

➢   **To view the connected devices from the mobile hotspot:**

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

2. Tap the **Home** (🏠) button.

    The home screen displays.

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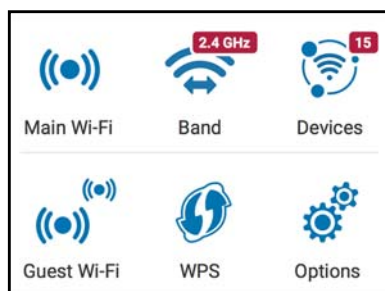
4. Tap the **Devices** button.

The Connected Devices screen shows a list of connected devices.

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

2. Enter **http://attwifmanager/**.

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 **Wi-Fi > Connect**.
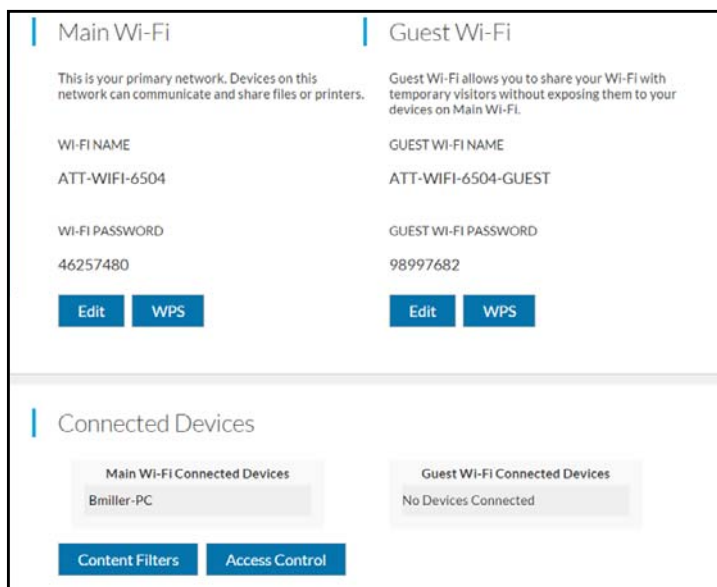
The Connected Devices section of the page displays a list of devices connected to your network. If you notice a Wi-Fi device that you do not recognize, you can block that device from connecting to your Wi-Fi network.

Block Device Access From the Mobile Hotspot

You can prevent a device from reconnecting to the mobile hotspot and add it to the hotspot's blocked list.

➢ **To block device access:**

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

2. Tap the **Home** (⌂) button.

   The home screen displays.

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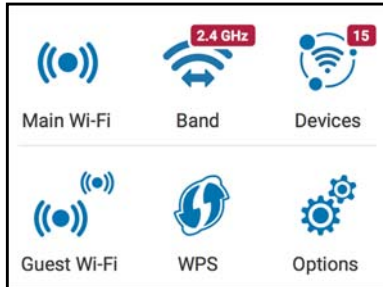
4. Tap the **Devices** button.

   The Wi-Fi Devices screen displays.

5. Tap the device to block.

   There might be more than one page of connected devices.

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

   The device is blocked.

Block a Device From the Mobile Hotspot Web Page

➢ **To block device access:**

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

2. Enter **http://attwifmanager/**.

   The mobile hotspot web page displays.

3. Enter the administrator login password.

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

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

4. Click the device name.

   The device details display.

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

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

   The device is blocked from your network.

Unblock a Device From the Mobile Hotspot

➢ **To unblock a device:**

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

2. Tap the **Home** (⌂) button.

   The home screen displays.

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

4. Tap the **Devices** button.

   The Wi-Fi Devices screen displays.

5. Tap the **Blocked Devices List** button.

   A list of blocked devices displays.

6. Tap the device to unblock.

7. Tap the **Unblock** button.

   The device is no longer blocked.

Unblock a Device From the Mobile Hotspot Web Page

➢ **To unblock a 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://attwifmanager/**.

   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.

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

4. Select **Security > Access Control**.

The MAC Filter page displays.

5. From the **MAC Filter Mode** menu, select **Black list - Block all in list**.

The list of blocked devices displays.

6. Click the **x** button next to the device.

The device can access your network.

View a List of Blocked Devices From the Mobile Hotspot

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

1. To wake the device, press the **Power** button.
2. Tap the **Home** ( ) button.

The home screen displays.

3. Tap the **Wi-Fi** button.
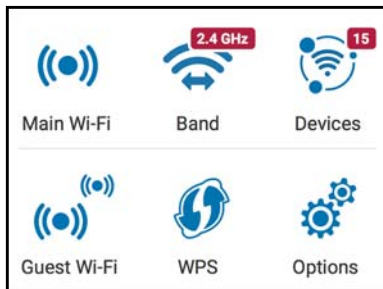
4. Select **Devices**.

The Connected Devices screen displays.

5. Tap the **Blocked Device List** button.

The Blocked Device List screen displays. Devices display when the Blocked Device List feature is set to **ON**.

View a List of Blocked Devices From the Mobile Hotspot Web Page

➢ **To view a list of blocked devices 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://attwifmanager/**.

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.

Note: To view a list of connected devices, select **Wi-Fi > Connect**.

4. Select **Security > Access Controls**.

The Access Control page displays.

5. From the **MAC Filter Mode** menu, select **Block list**.

The list of blocked devices displays.

Set Up an Internet Access Schedule

You can restrict which times during the week you allow Internet access.When you set up an access schedule, the Internet access is restricted except for the times you specify in schedule rules. Schedule rules automatically repeat weekly. When the Internet access is blocked according to the schedule, an icon displays on the lock screen. In this mode, you can still connect to the mobile hotspot over Wi-Fi.

➢ **To set up an Internet access schedule 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://attwifmanager/**.

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 **Security > Schedule**.
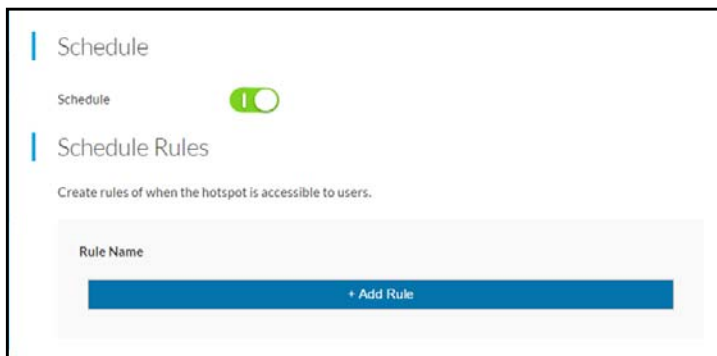
5. Select the **Schedule** button.

6. Click the **Add Rule** button.

7. Enter a name for the rule and select the days and times when you want to allow connections to the mobile hotspot network.

8. Click the **Save** button.

   Your settings are saved.

Manage the Mobile Hotspot Screen Passcode Lock

You can add a passcode to the lock screen that displays when the mobile hotspot is turned on and when you wake it. After you set up this passcode, you must enter it to unlock the lock screen to access the mobile hotspot home screen and menus.

Set the Screen Passcode Lock From the Mobile Hotspot

➢ **To set the screen passcode lock:**

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

2. Tap the **Home** (⌂) button.

   The home screen displays.

3. Tap the **Security** button.

   The Security screen displays.

4. Tap the **Screen Lock** button.

   The Screen Lock screen displays.

5. Tap the **Screen Lock** button.

   The Enter New Passcode screen displays.

6. Type the passcode.

7. Tap the **OK** button.

8. Type the passcode again to confirm.

9. Tap the **OK** button.

   Your settings are saved.

10. To edit the passcode, tap the **Edit** (pencil) button on this screen and enter a different passcode.

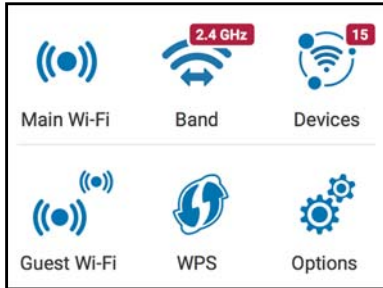## Set the Screen Passcode Lock From the Mobile Hotspot Web Page

➢ **To set the screen passcode lock:**

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

2. Enter **http://attwifmanager/**.

   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 **Security > General**.
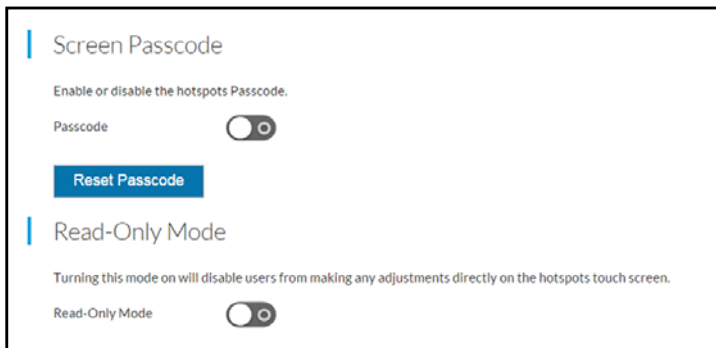
5. Select the **Passcode** button.

   The page adjusts.

6. Enter the passcode to unlock the mobile hotspot lock screen.

7. Click the **Save** button.

   Your settings are saved.

Remove the Screen Passcode Lock From the Mobile Hotspot

➢ **To remove the screen passcode lock:**

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

2. Tap the **Home** (⌂) button.

   The home screen displays.

3. Tap the **Security** button.

   The Security screen displays.

4. Tap the **Screen Lock** button.

5. When prompted, enter the current passcode.

   The screen passcode is turned off.

➢ Remove the Screen Passcode From the Mobile Hotspot Web Page

➢ **To set the screen passcode lock:**

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

2. Enter **http://attwifmanager/**.

   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 **Security > General**.

   The Screen Passcode page displays.

5. Click the **Passcode** button to turn off the passcode.

6. Click the **Save** button.

   Your settings are saved.

Reset the Screen Passcode

You can log in to the mobile hotspot web page and reset the screen passcode lock.

Note: If you fail to enter the correct screen passcode 10 times in a row, you are prompted to perform a factory reset. If this happens, you can perform the factory reset or log in to the mobile hotspot and reset the screen passcode.

➢ **To reset the screen passcode lock 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://attwifmanager/**.

   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 **Security > General**.

   The Screen Passcode page displays.

5. Click the **Reset Passcode** button.

   Reset Passcode   ✕

   Change your passcode here.
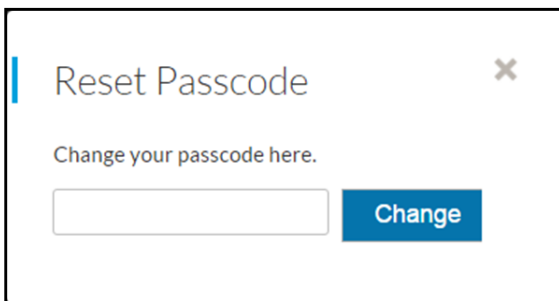
   [   ] Change

6. Enter the new passcode and click the **Change** button.

7. Click the **Save** button.

   Your settings are saved.

Turn On Read-Only Mode From the Mobile Hotspot Web Page

Turning on Read-Only mode prevents you or others from changing settings directly from the mobile hotspot touch screen. When Read-Only mode is on, you must log in to the mobile hotspot web page if you want to change the settings.

➢ **To turn on read-only mode:**

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

2. Enter **http://attwifmanager/**.

   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 **Security > General**.
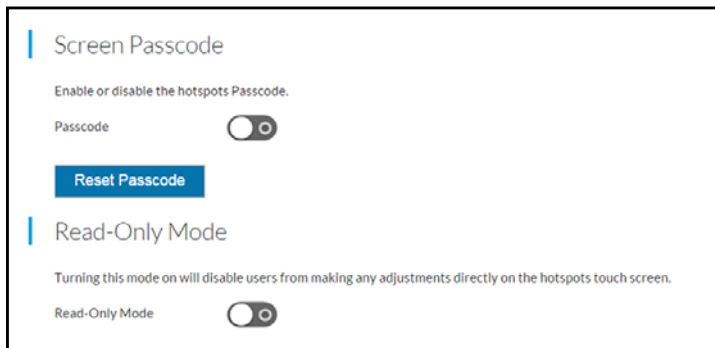
5. Select the **Read-Only Mode** button.

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

6. Click the **Save** button.

Your settings are saved.

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://attwifmanager/**.

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.

Enable Port Forwarding

If your computer is hosting a server, you can enable port forwarding so that other users can access the server. With port forwarding, incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.

> **Note:** Port forwarding creates a security risk. When not required, leave port forwarding disabled.

➢ **To enable port forwarding:**

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

2. Enter **http://attwifmanager/**.

   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 > Router > Port Forwarding**.

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

   The page adjusts.

6. Enter the following port forwarding information:
   • **Label**. Enter a descriptive name.
   • **IP**. Enter the IP address of a connected device.
   • **Port**. Enter the port number that the application uses.
   • **Protocol**. If you are unsure, select **TCP**.

7. Click the **Save** button.

   Your settings are saved.

Enable Port Filtering

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

➢ **To enable port filtering:**

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

2. Enter **http://attwifmanager/**.

   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 > Router > Port Filtering**.
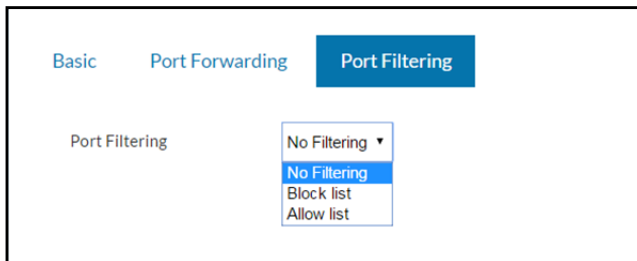
5. From the **Port Filtering** list, select one of the following:
   - **Block List**. Specific applications and services are not allowed to access the Internet (block list).
   - **Allow List**. Only specific applications and services are allowed to access the Internet (allow list).

   Only one list at a time can be active, either a block list or an allow list.

6. Identify the ports to filter.

   Enter a meaningful label that describes the application or service.

7. Enter the port being used.

8. Enter the communication protocol being used.

9. Click the **Save** button.

   Your settings are saved.

Maintain Your Mobile Hotspot

4

The chapter covers the following topics:

- *Extend Battery Life*
- *View Details About Your Mobile Hotspot*
- *Back Up and Restore Mobile Hotspot Settings*
- *Configure Mobile Broadband*
- *Enable DMZ*
- *Set LAN Options*
- *Update Mobile Hotspot Software and Firmware*
- *Turn Tethering On and Off From the Mobile Hotspot*

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.
* Dual-band Wi-Fi (when all of your devices support 5 GHz Wi-Fi, dual-band Wi-Fi allows faster downloads but uses more power).
* Guest Wi-Fi, when enabled, uses more power.

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

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

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 *Adjust Display Settings to Increase Battery Life* on page 64.
* Disable the Wi-Fi signal while you are using a tethered connection. See *Turn Off Wi-Fi When the Hotspot Is Tethered* on page 65.
* Set the Wi-Fi range to Standard, not Extended, and set the Wi-Fi standby to 5 minutes. See *Adjust Wi-Fi Settings to Optimize Battery Life* on page 63.

Adjust Display Settings to Increase Battery Life

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

Set the Display to Increase Battery Life From the Mobile Hotspot

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

1. To wake the device, press the **Power** button.
2. Tap the **Home** ( ) button.
3. Tap the **>** button and then tap the **Settings** button.

Wi-Fi	Broadband	Display
Software	Tethering	About
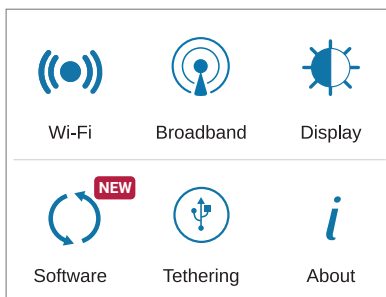
4. Tap the **Display** button.

   A screen shows the current display settings.

5. Slide the **Screen Brightness** setting to the brightness that you want.

   Your settings are saved.

6. Tap the Display Timeout **>** button.

   The Display Timeout screen displays.

7. 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

➢ **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://attwifmanager/**.

   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**.
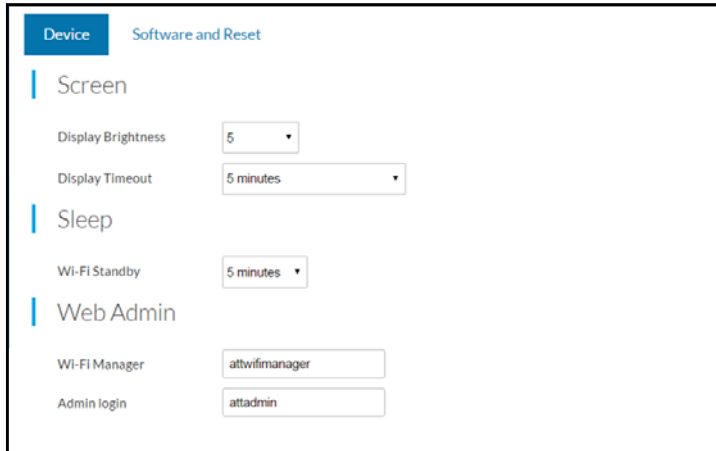
5. Adjust any of these settings:
   - **Display Brightness**. From the menu, select the display brightness level.
   - **Display Timeout**. From the menu, select a shorter time period.
6. Click the **Save** button.

   Your settings are saved.

Turn Off Wi-Fi When the Hotspot Is Tethered

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.

Figure 5. Use the USB cable to tether the mobile hotspot to your computer

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

Turn Off Wi-Fi During Tethering From the Mobile Hotspot

➢ **To enable USB tethering from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap **Home** (⌂) button.

   The home screen displays.

3. Tap the **>** button and then tap the **Settings** button.

((•))	⊙	☀
Wi-Fi	Broadband	Display
↻ **NEW**	⬆	*i*
Software	Tethering	About
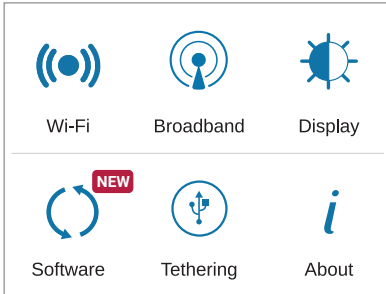
4. Tap the **Tethering** button.

   The USB Tethering screen displays.

5. Tap the **USB Tether Only (Disables Wi-Fi)** radio button.

   Your settings are saved.

View Details About Your Mobile Hotspot

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

View Details About Your Device From the Mobile Hotspot

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

1. To wake the device, press the **Power** button.
2. Tap **Home** (⌂) button.

   The home screen displays.

3. Tap the **>** button and then tap the **Settings** button.
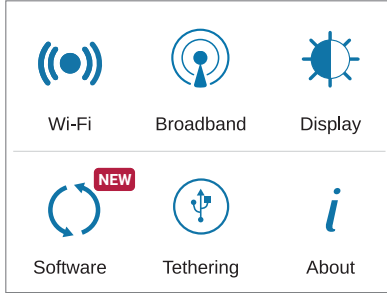
4. Tap the **About** button.

   The About screen displays.

View Details About Your Device From the Mobile Hotspot Web Page

➢ **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://attwifmanager/**.

   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**.
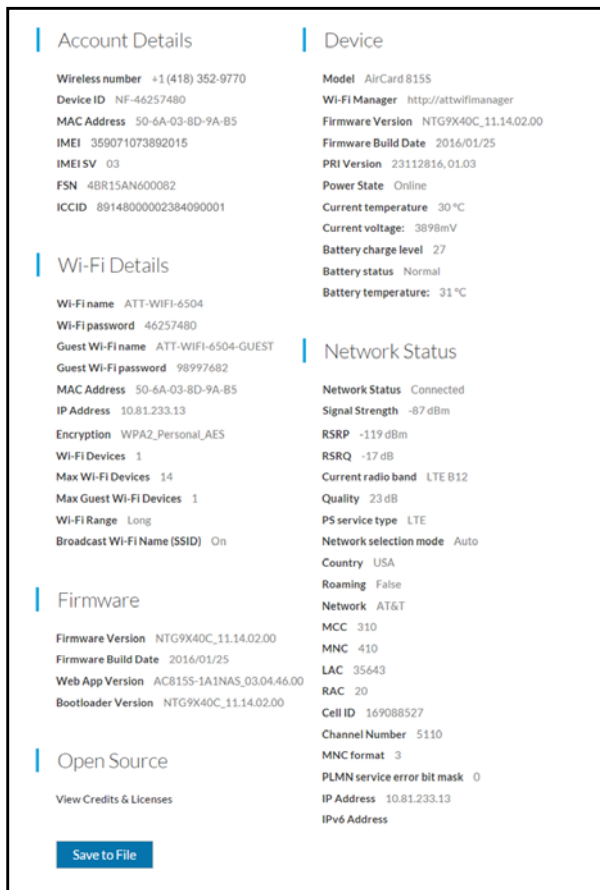
Back Up and Restore Mobile Hotspot Settings

You can back up and restore mobile hotspot settings. Backing up and restoring are 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 Mobile Hotspot Settings

➢ **To back up mobile hotspot settings:**

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

2. Enter **http://attwifmanager/**.

    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 > Software and Reset**.
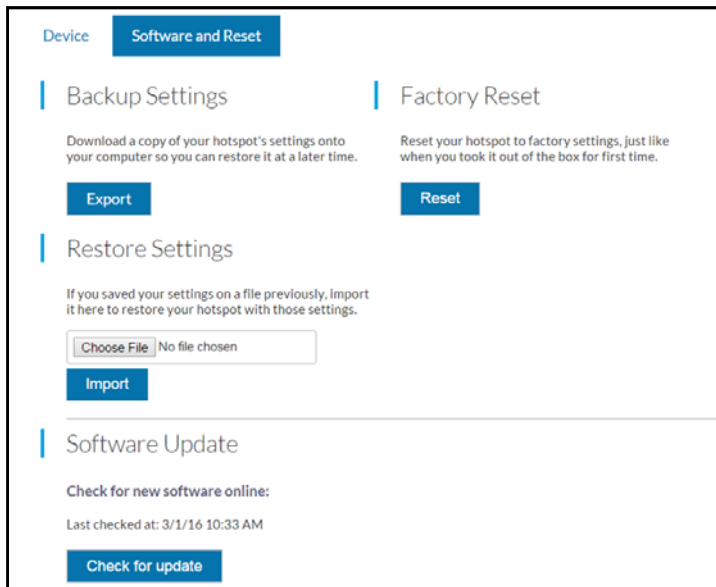
5. Click the **Export** button.

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

Restore Mobile Hotspot Settings

➢ **To restore mobile hotspot settings:**

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

2. Enter **http://attwifmanager/**.

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 > Software and Reset**.
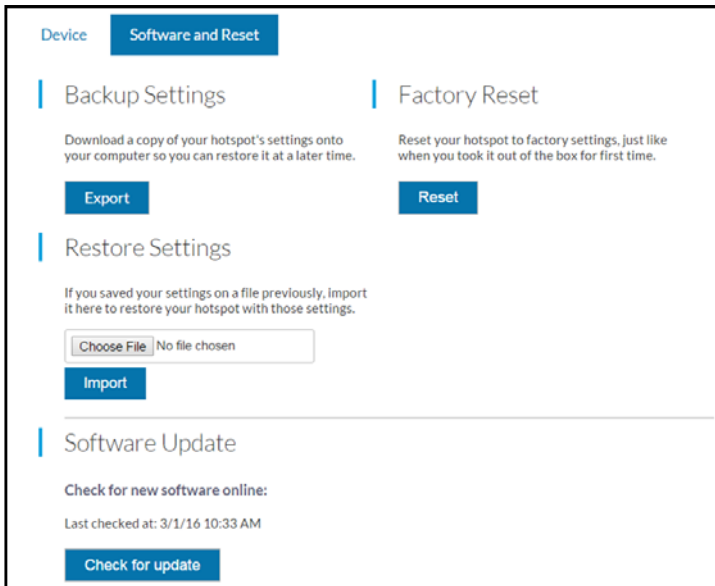
5. Click the **Choose File** button.

6. Navigate to the location where the `export.cfg` file is stored and select it.

   By default, mobile hotspot setting files are saved to your Downloads folder.

7. Click the **Import** button.

   Your mobile hotspot is restored with the imported file settings.

Configure Mobile Broadband

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

Enable IP Pass-Through Mode

To turn off the mobile hotspot router 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.
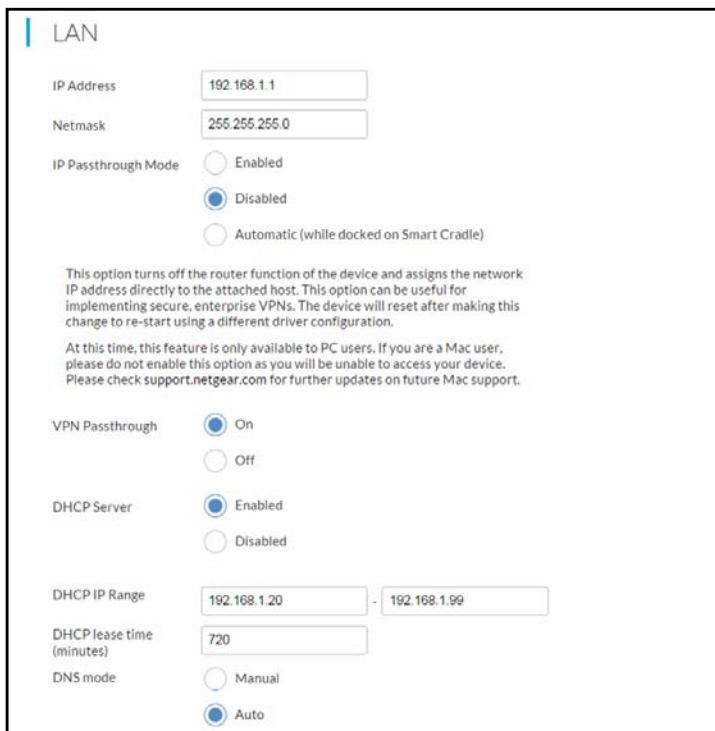
WARNING:

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

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

➢ **To enable IP pass-through mode:**

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

2. Enter **http://attwifmanager/**.

   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 > Router > Basic**.

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

6. Click the **Save** button.

Enable VPN Pass–Through

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

➢ **To enable VPN pass-through:**

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

2. Enter **http://attwifmanager/**.

   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 > Router > Basic**.

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

6. Click the **Save** button.

   Your settings are saved.

Configure APN Details

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

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

2. Enter **http://attwifmanager/**.

   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 screen displays.

5. Click the **Add** button.

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://attwifmanager/**.

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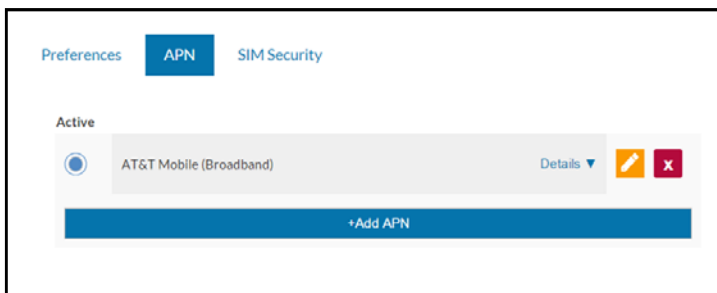
5. Select the **Active** radio button next to the APN entry.

    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://attwifmanager/**.

   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**.
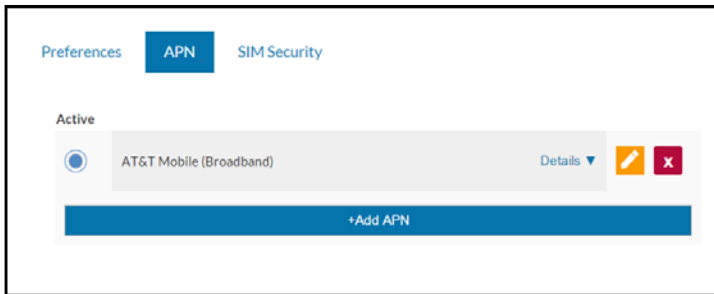
5. Click the **Delete** button.

   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://attwifmanager/**.

   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 > Router > Basic**.

The Router Basic 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 192.168.1.74.

8. Click the **Save** button.

   Your settings are saved.

Set LAN Options

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

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

   Enter **http://attwifmanager/**.
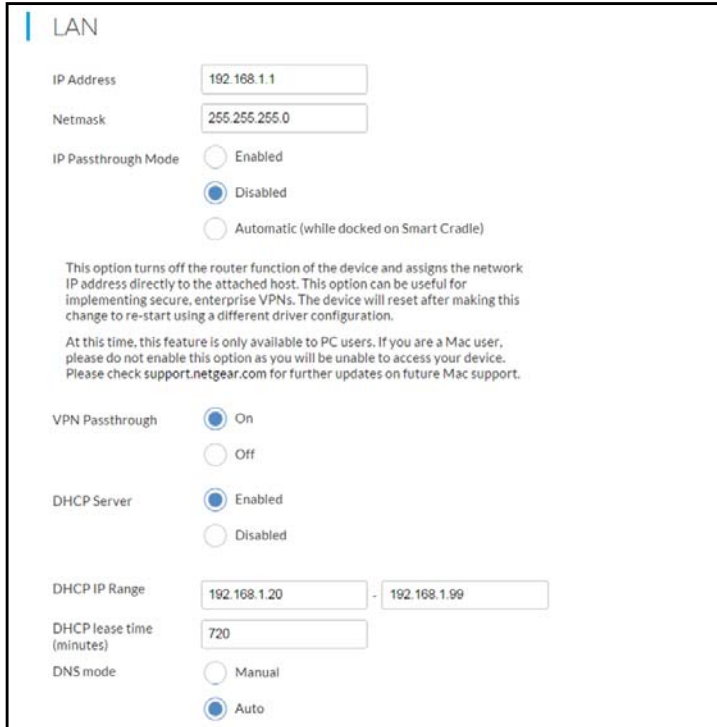
   The mobile hotspot web page displays.

2. Enter the administrator login password.

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

   The home page displays.

3. Select **Settings > Router > Basic**.

4. In the LAN section, enter the appropriate details.

   If the DHCP server is enabled, it automatically assigns an IP address to each device on the network and manages its configuration information.

   The DNS mode setting specifies how the DNS servers are obtained. If you select the **Auto** radio button, the servers use the DNS relay specified by the Internet provider.

5. 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 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.

2. Tap **Home** (⌂) button.

   The home screen displays.

3. Open the alert.

   The alert message displays.

4. Click the **Download** button.

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

5. Tap the **Install now** button.

   After the update install completes, the mobile hotspot reboots.

Check for Software Updates From the Mobile Hotspot

➢ **To update software from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap **Home** (⌂) button.

   The home screen displays.

3. Tap the **>** button and then tap the **Settings** button.
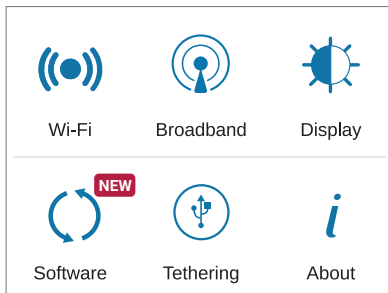
4. Tap the **Software** button.

   The Software Update screen displays.

5. Tap the **Check for updates now** button.
6. If an update is available, tap the **Start Download** button.

   The update downloads.

7. Tap the **Update now** button to install the update.

   After the update install completes, the mobile hotspot reboots.

Update Software From the Mobile Hotspot Web Page

➢ **To update software 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://attwifmanager/**.

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 > Software and Reset**.
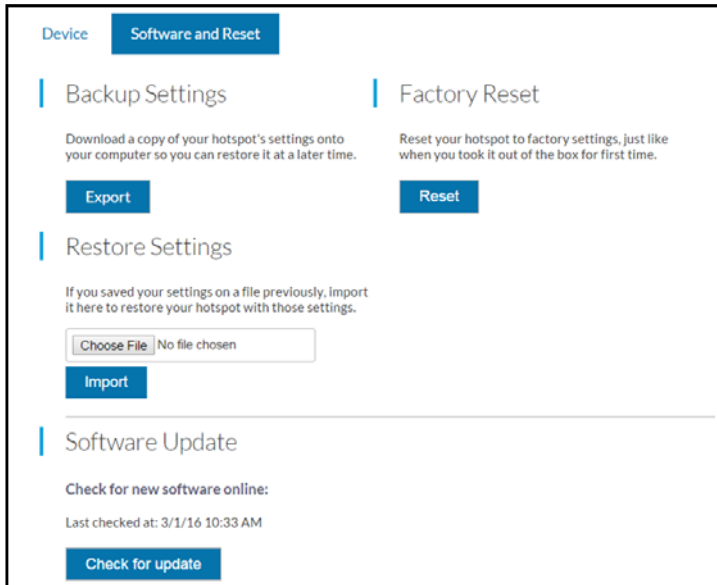
5. If the **Check for update** button displays, click it to see if a new update is available.
6. If an update is available, click the **Start Download** button.

The update downloads.

7. Click the **Update now** button to install the update.

After the update install completes, the mobile hotspot reboots.

Turn Tethering On and Off From the Mobile Hotspot

Your mobile hotspot can connect to a computer with the micro USB cable using a tethered connection. You can turn tethering on and off.

➢ **To turn tethering on and off from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap **Home** (⌂) button.

The home screen displays.

3. Tap the **>** button and then tap the **Settings** button.
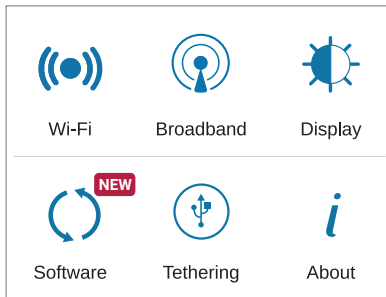
4. Tap the **Tethering** button.

   The USB Tethering screen displays.

5. Tap the **USB Tethering** button.

   A message displays telling you that for you to save these settings, your device must restart.

6. Tap the **OK** button.

   The mobile hotspot restarts and your new setting takes effect.

Frequently Asked Questions

5

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 On and Off From the Mobile Hotspot* on page 25 and *Turn International Roaming On and Off From the Mobile Hotspot* 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://attwifmanager/**.

   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://attwifmanager/**.

   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 > Mobile Broadband > APN**.
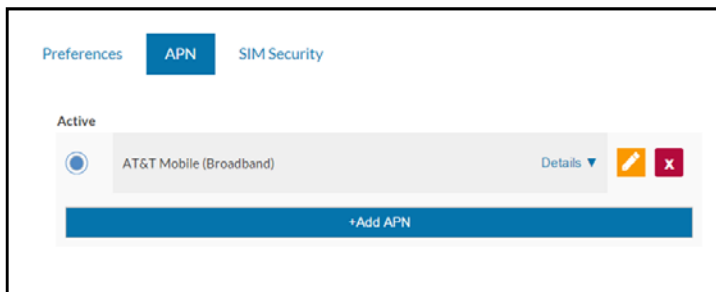
5. Review ISP settings.

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://attwifmanager/**.

   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 93.

General Questions

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

What should I do if the o-ring on the back cover comes loose?

If the o-ring on the back cover comes loose from a corner, stretch it back across the corner and the back cover seals correctly

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.

➢ **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.

➢ **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.

➢ **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.

➢ **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.

➢ **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.

➢ **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.

➢ **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.

• If the mobile hotspot is tethered to your computer, make sure that Wi-Fi is set to stay on when the mobile hotspot is tethered. See *Turn Off Wi-Fi When the Hotspot Is Tethered* on page 65.

• Check the Wi-Fi band settings and consider using the 2.4 GHz band for increased compatibility with client devices.

Troubleshooting 6

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 Alerts* on page 23.

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 11.

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://attwifmanager/**.

   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 96.) The mobile hotspot shuts down automatically if it goes out of the supported temperature range.

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

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

Connection Alerts

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

Table 2. Connection alerts

Alert	Description
8	Operator determined barring
25	LLC or SNDCP failure
26	Insufficient resources
27	Missing or unknown APN
28	Unknown PDP address or type
29	User authentication failed
30	Activation rejected by GGSN
32	Service Option not supported
33	Service Option not subscribed
34	Service Option temporarily out of order
36	Regular deactivation
37	QoS not accepted
38	Network failure
39	Reactivation required
40	Feature not supported
41	Semantic error in the TFT operation
42	Syntactical error in the TFT operation
43	Unknown PDP context
44	PDP context without TFT already activated
45	Semantic errors in packet filters

Table 2. Connection alerts (continued)

Alert	Description
46	Syntactical errors in packet filters
67	Connection error
81	Invalid transaction identifier value
95	Semantically incorrect message
96	Invalid mandatory information
97	Message type nonexistent or not implemented
98	Message type not compatible with the protocol state
99	Information element non-existent or not implemented
100	Conditional IE error
101	Message not compatible with the protocol state
111	Protocol error, unspecified
256	Invalid Connection ID
258	Invalid PRI NSAPI
259	Invalid Field
260	SNDCP Failure
261	RAB Setup Failure
262	No GPRS Context
263	PDP Establish Max Timeout
264	PDP Activate Max Timeout
265	PDP Modify Max Timeout
266	PDP Inactivate Max Timeout
267	PDP Lower layer Error
268	PDP Duplicate
269	UE RAT Change

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 68.

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

➢ **To reset the mobile hotspot to its factory settings:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (⌂) button.
3. Tap the **>** button and then tap the **Settings** button.

Wi-Fi   Broadband   Display

Software   Tethering   About
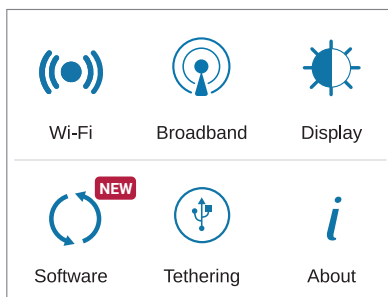
4. Tap the **About** button.

   The About screen displays.

5. Tap the Factory Reset **>** button.

   The Factory Reset screen displays.

6. Tap the **Factory Reset** button.

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

7. 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://attwifmanager/**.

   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 > Software and Reset**.
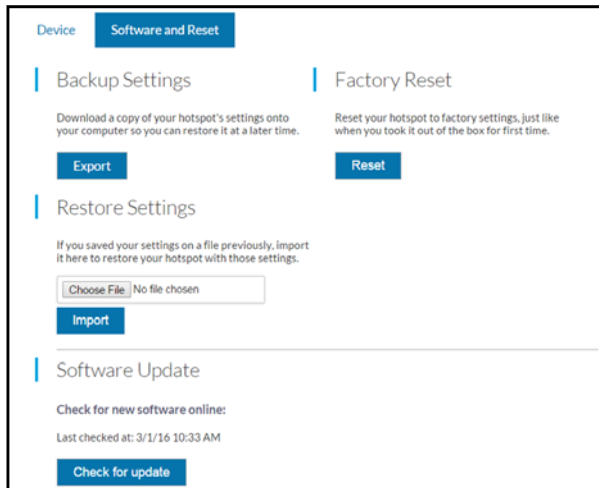
5. Click the **Reset** button.

   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.

Specifications

A

This appendix covers the following topics:

- *Mechanical Specifications*
- *Environmental Specifications*

Mechanical Specifications

Table 3. Physical dimensions

Parameter	Dimension
Weight	132 g (4.66 oz)
Length	112 mm (4.41 in.)
Width	69 mm (2.7 in.)
Thickness	15 mm (.59 in.)

Environmental Specifications

Table 4. Recommended operating and storage temperatures

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

Tips and Safety Guidelines for Lithium–Ion Batteries

Battery Tips

- Charge batteries in a room-temperature environment, which is generally between 68° F and 79° F (20° C and 26° C). Charging may be temporarily disabled if the battery temperature exceeds 113° F (60° C).

- If a battery exhibits significantly shorter runtime or discharge capacity compared to new, it may have reached the end of its reasonable lifetime; consider replacing it.

- A battery that does not charge or exhibits excessive charging time may have reached the end of its life and may need to be replaced.

- All batteries degrade and lose charge capacity over time as a result of use or storage, and eventually need to be replaced.

- Batteries are best stored in a cool, dark, dry place. Avoid storage in direct sunlight and in vehicles parked outdoors.

- Batteries may get warm while charging and discharging; this is normal behavior for all batteries.

- Use the AC adapter and the USB cable that came with this device.

- Use the latest firmware; check for updates on a regular basis.

- Device performance and runtime are affected by workload or usage. Higher workloads or usage can lead to higher battery temperatures and faster battery power consumption.

- Streaming large amounts of data affects the power consumption and reduces the operating time of the battery.

General Battery Safety

- Stop using a battery if its case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.

- Do not expose batteries to fire or other heat- generating environments.

- Do not place the battery or the device in areas that may get hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.

- Do not get the battery or the device wet. Even though they may dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.

- Do not crush, puncture, deform, or put a high degree of pressure on the battery, which can cause an internal short circuit, resulting in overheating.

- Avoid dropping the battery or the device. Dropping it, especially on a hard surface, may cause damage to the battery and the device. If you suspect damage to the battery or the device, replace it.

- When the battery is outside the device, do not allow the battery to come in contact with metal objects, such as coins, keys, jewelry, or tools.

- Do not disassemble or modify batteries. Do not use a battery for anything other than its intended purpose.

Appropriate Batteries and Chargers

- Use only approved batteries in the device. Only purchase products and accessories recommended by NETGEAR or your carrier. Use of unapproved batteries, products, or accessories will void your warranty.

- Do not use incompatible batteries and chargers. Some websites and second-hand dealers, not associated with reputable manufacturers and carriers, may sell incompatible or even counterfeit batteries and chargers.

- If you are unsure about whether a replacement battery or charger is compatible, contact NETGEAR.

Battery Disposal

- Disposal regulations vary by region. Dispose of old batteries and equipment in compliance with your local regulations.

- Proper disposal might include recycling programs for batteries, cell phones, or other electronic waste.

- Do not dispose of batteries in a fire.