

# NETGEAR® 341U USB Modem

## User Guide



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2400298 Rev 3

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# Get Started

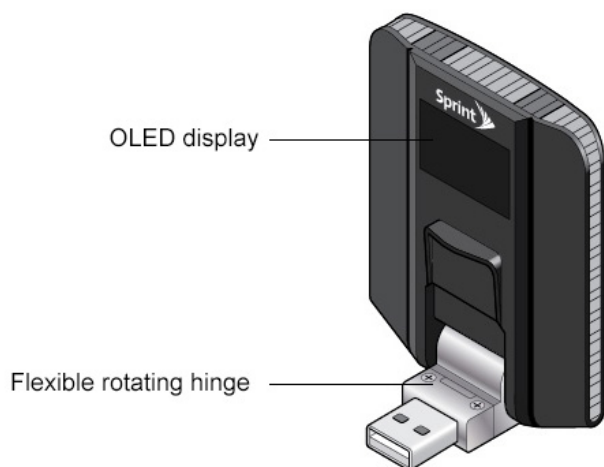
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The following topics give you all the information you need to set up your device and Sprint service the first time.

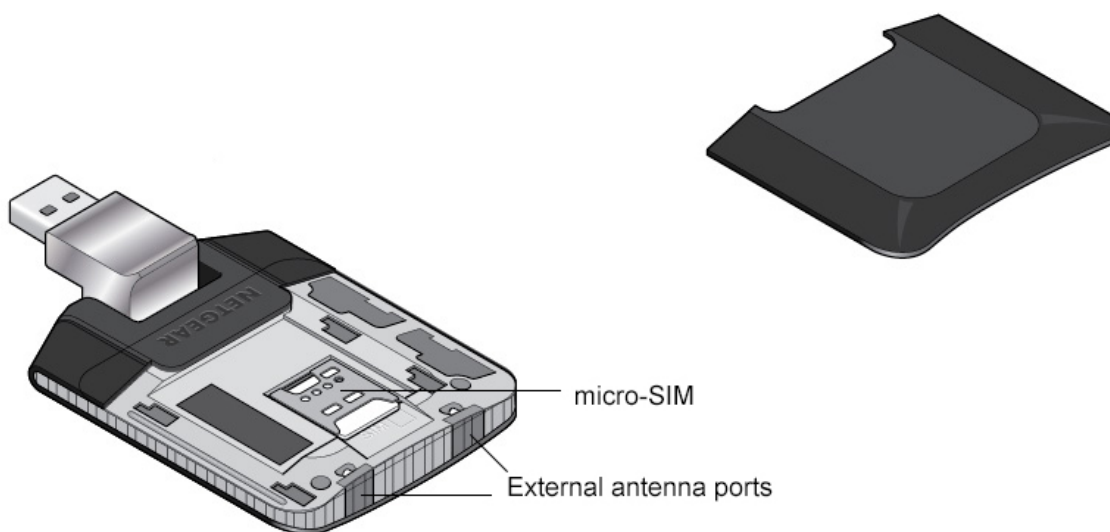
## Your Device

The following illustrations show your device's primary external features and buttons.

### Front View



### Back View (Cover Removed)



## Package Contents

Your package includes several items.

- NETGEAR 341U USB Modem
- Back cover
- Micro-SIM (pre-installed)
- Get Started poster
- Recycling envelope

## Care and Maintenance

As with any electronic device, you should handle your NETGEAR 341U USB Modem with care to ensure reliable operation. Follow these guidelines in using and storing the device.

- Protect the device from liquids, dust, and excessive heat.
- Do not handle or operate the device while driving or operating a vehicle. Doing so may distract you from properly operating the vehicle. In some jurisdictions, operating communication devices while in control of a vehicle is a criminal offense.
- Do not apply adhesive labels to the device. They may cause the device to overheat and may alter the antenna's performance.

## System

The following items are required to use your NETGEAR 341U USB Modem.

- Web browser (required if you'll be using the NETGEAR 341U Manager browser interface to view status and to configure settings). The following browsers are supported:
  - Internet Explorer® (version 7.0 or higher)
  - Mozilla Firefox® (version 3.0 or higher)
  - Google Chrome™ (version 2.0.172.28 or higher)
  - Apple Safari® (version 4.0 or higher)
  - Opera™ (version 9.64)
- Computer running Windows® 8 (32/64 bit), Windows 7 (32/64 bit), Windows Vista, Windows XP, or Mac OS® X (version 10.5 or higher)
- USB 2.0 / 3.0 slot



# Setting Up Your Device

The following topics describe how to set up and start using your device.

## Starting Your Device for the First Time

The NETGEAR 341U USB Modem is designed to activate automatically the first time that it is plugged in, using 'hands-free activation'. Typically, the activation process will be seamless, not requiring any action on your part; you might not even see any activation-related messages on the device's OLED display.

If your account did not activate for some reason (you are not in an area with Sprint 3G or LTE network coverage, you are in an area where you can't get signal such as a building or tunnel, etc.), a message will appear on the OLED display telling you to go to <http://sprintmodem/> to activate the account.

You must activate your account before you can use Sprint data services.

## Plug in the Modem to Automatically Activate Your Account

1. Insert the USB modem into an available USB 2.0 or USB 3.0 slot. The device starts up and, if a Sprint 3G or LTE network signal is available, it will automatically try to activate your account (a message will appear indicating hands free activation is in progress).
2. If the activation succeeds, the OLED display shows the home screen. If the activation fails, you can try to activate the account from the NETGEAR 341U Manager, or repeat this procedure when you are in a Sprint coverage area.

## Activate Your Account From the NETGEAR 341U Manager

If your account was not activated automatically when you inserted the USB modem, you cannot use Sprint data services.

You can attempt to activate the account from the NETGEAR 341U Manager:

1. Log in to the home page. (See [Logging In as an Administrator](#).) If a Sprint 3G or LTE network signal is available, hands free activation begins automatically.
2. Read the End User License Agreement that appears and, when you are ready, click **I Agree** to accept the terms of the agreement.  
If the account is still activating, a Hands Free Activation message will display the current status. Wait for the process to finish (recommended) or click **Cancel**.

If you cancel the activation, follow the instructions that appear to finish the activation process.

If the activation succeeds, an Activation Complete message will appear.

## *Getting Help*

Learn where you can get more information or assistance.

### *Visiting the Sprint Website*

Sign on to [sprint.com](https://www.sprint.com) to get up-to-date information on Sprint services and options.

- Review coverage maps.
- Access your account information.
- Add additional options to your service plan.
- Purchase accessories.
- Check out frequently asked questions.
- And more.

### *Contacting Sprint Customer Service*

You can reach Sprint Customer Service online or by calling toll-free.

- Log on to your account at [sprint.com](https://www.sprint.com).
- Call us toll-free at **1-888-788-4727** (business use) or **1-888-211-4727** (personal use).

# Device Basics

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Learn about the buttons, connectors, and other components of your NETGEAR 341U USB Modem.

## 3G and LTE Networks

These wireless networks connect you to the Internet.

Depending on your coverage area, you may have:



- Only LTE coverage
- Only 3G coverage
- A combination of these networks

Your device automatically connects to the fastest network that is available to you (customizable). If you have both 3G and LTE coverage and your connection happens to get disrupted, your device can automatically switch to the other network. For more information, see [Mobile Broadband Information and Settings](#).

- LTE – Newer technology, faster speeds compared with 3G and GSM
- 3G – CDMA technology, more widely available compared with LTE

## Mobile Broadband Information and Settings

The network icon indicates the active network service type.

Icon	Description
	LTE service is available.
	3G service (1X/HRPD/1xHRPD) is available.
No icon	You have no service. Try the suggestions in <a href="#">Cannot Connect to the Mobile Broadband Network</a> .

Your device is designed to always connect to an available network if possible. If your device is not connected (dropped signal, roaming not supported, etc.) an alert is displayed. The connection status can be seen on your device's [OLED Display](#), and on the NETGEAR 341U Manager's [Network > Status Details Tab](#).

Your device can be set to connect automatically to the best available network, or to LTE or 3G networks only. See [Setting the Allowed Network Mode](#).




Your device can also be set to allow roaming on Sprint networks, domestically, and internationally. See [Setting the Roaming Mode](#).

## Signal Information

Learn how to determine the signal strength and get detailed network status information.

### Signal Strength

The signal strength icon appears on your device's OLED display and in the NETGEAR 341U Manager's **Connection Details** panel.

Icon	Description
	No signal
	Very weak signal
	Excellent signal

### Active Network

The network that is currently being used for your data connection appears on the device's home screen and in the web page's **Connection Details** panel.

### Network Status

Detailed network information (such as Connection Status, RSSI, Ec/Io, etc.) appear on the NETGEAR 341U Manager's [Network > Status Details Tab](#).

## Internet Connection Information

Find information about your Internet connection.

- Data usage for the current connection session and the current billing period. (See [Viewing Data Usage](#).)
- Network connection type, signal strength, roaming status, and GPS status

## Restarting the Device

If the device is not functioning properly, you can restart it using these methods.

- Eject and reinsert the device
- Reboot the computer

## *OLED Display*

The OLED display has several icons that help you determine the status of your device and its connections, view data usage, and view system alerts. See [OLED Display](#) for details.

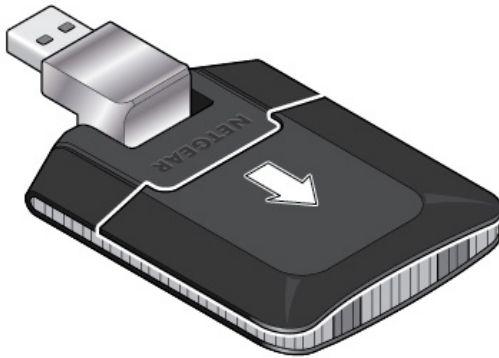
If the OLED display is not lit, see [Turning the OLED Display On or Off](#).

## *Micro-SIM*

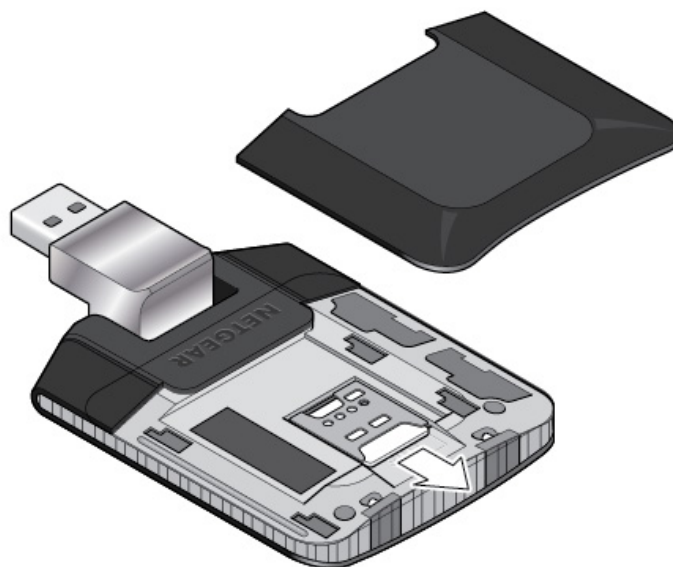
Your NETGEAR 341U USB Modem comes with a pre-installed micro-SIM that gives you access to the Sprint network.

To replace the micro-SIM if needed (your micro-SIM is damaged, you want to use a different account, etc.):

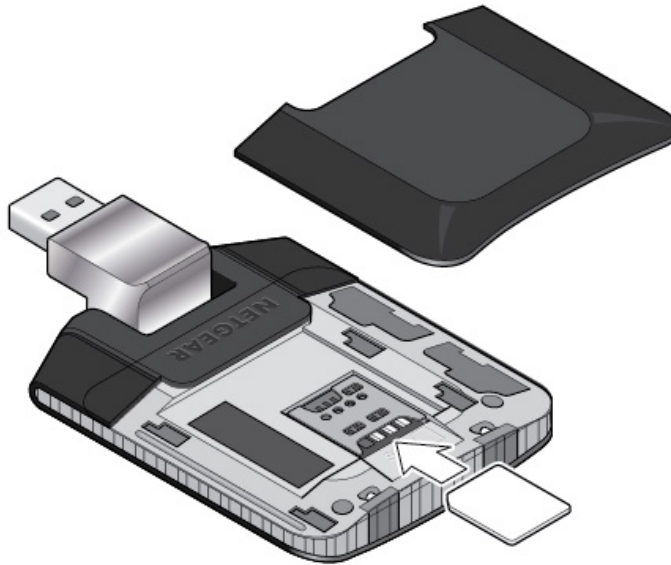
1. Slide the back cover off of the device.



2. Slide the micro-SIM out of the tray.



3. Slide the new micro-SIM into the tray.



4. Replace the back cover.

## External Antennas

Your NETGEAR 341U USB Modem supports the use of external MIMO antennas via two antenna connectors on the top edge of the device.

**Important:** If you choose to use external antennas, you **must** connect MIMO antennas to both antenna connectors, otherwise the device will not function correctly. Only antennas approved by NETGEAR for use with the NETGEAR 341U USB Modem are supported.

To connect external antennas:

1. Remove the back cover of the device.
2. Pull back the antenna connector covers and insert both of the antennas.
3. Replace the back cover.

## Alerts

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

Some of the alerts you may encounter include:

- SIM issues (SIM error, PIN locked, MEP locked, not installed)
- Roam Guard

- Mobile Broadband disconnected (Connection error)
- Add more data
- Downloading and Installing Firmware
- Airplane mode
- Temperature error

# *Your Network Connection*

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Find out how to launch and end your network connection.

## *Launching Your Network Connection*

After the device is plugged in and boots up, a connection to the best available network is launched automatically.

The device will remain connected at all times, unless:

- You are out of signal range or the signal is blocked (in a tunnel, etc.).
- You are in a roaming area and you have chosen not to allow roaming.

**Note:** Even though the device is connected, you are only billed when data is sent or received. For more information, see [If the Connection is “Always On,” Am I Always Being Billed?](#)

See also:

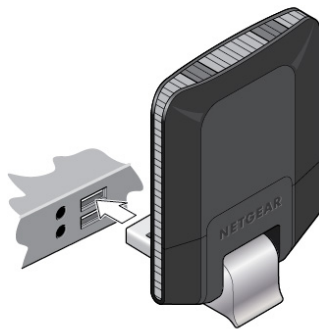
- [Internet Connection Information](#)
- [Mobile Broadband Information and Settings](#)
- [Signal Information](#)

## *Connecting the Device*

Connect the device to an available USB port on your computer.

To connect the device to your computer:

1. Insert the device's USB connector into a USB 2.0 or USB 3.0 slot in your computer.



If the computer does not have device drivers installed for the NETGEAR 341U USB Modem, they are installed using TRU-Install.



## TRU-Install

The NETGEAR 341U USB Modem includes TRU-Install, which is a feature that installs the necessary drivers the first time you connect your device to your Windows or Mac computer. An installation CD is not required.

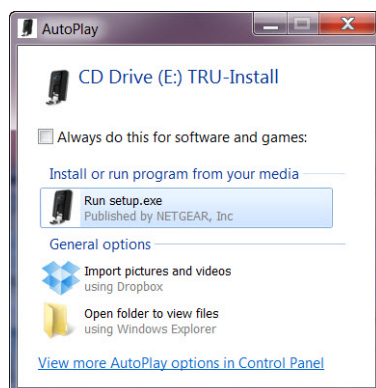
### Windows

When the device is connected to a Windows computer that does not have the required device drivers, the device starts up and then:

1. The device drivers will install and you must accept the license agreement:
  - If the driver **End user license agreement** is displayed, select **I've read and agree to the terms and conditions of my order**.



- if the AutoPlay window opens, click **Run setup.exe**, and when the End user license agreement is displayed, select **I've read and agree to the terms and conditions of my order**.



- If the driver End user license agreement does not display and the AutoPlay window does not open:

- a. Press  +E to open My Computer.

- b. Open the **TRU-Install** drive.
- c. Open the **Win** folder.
- d. Double-click **Setup.exe**.



- e. When the End user license agreement is displayed, select **I've read and agree to the terms and conditions of my order**.
2. Click **Install**.
  3. When the installation is complete, click **Finish**.

## Mac

When the device is connected to a Mac computer that does not have the required device drivers:

1. The device starts up, and then the TRU-Install window opens.  
Double-click the **Install Drivers** icon.
2. Follow the onscreen instructions.
3. When prompted for your password, enter your Mac password.
4. Click **Continue Installation**.
5. When the installation finishes, click **Restart** to reboot the computer and use the new drivers.

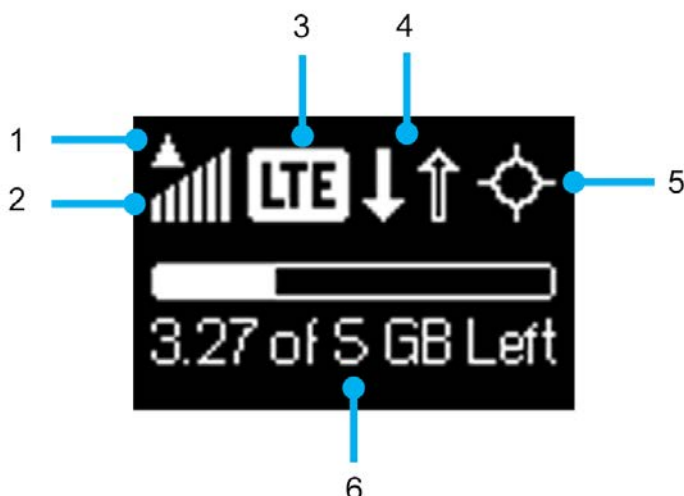
# OLED Display

The NETGEAR 341U USB Modem's OLED display shows details (connection status, roaming status, and GPS info) and data usage for the current billing period or connection session.

If the OLED display is not lit, see [Turning the OLED Display On or Off](#).

## Interpreting the OLED Display

The OLED display shows icons and text that reflect the status of the device and your connection, and screen elements that link to other configuration screens.



Item	Description
1	Roaming indicator – When the device is roaming, a triangle appears above the Signal strength icon. See also <a href="#">Setting the Roaming Mode</a> .
2	Signal strength (1-6 bars, or no signal)
3	Network type ( <b>LTE, 3G</b> )
4	Data transfer indicator (WAN traffic – upload (send) / download (receive)) – Arrows are solid when data is being transferred.
5	GPS indicator – Appears only when GPS tracking is on. The icon pulses/glows when searching for satellites or while tracking is in progress. See <a href="#">GPS Settings</a> .

6	Data usage – Indicates the amount of data remaining (for the billing cycle) or the amount of data used (for the current session). The bar (if shown) represents the amount of data remaining (the solid portion of the bar). See <a href="#">Data Usage</a> and <a href="#">Setting the OLED Display Data Usage Format</a> for details.
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## *Data Usage*

The Data Usage section of the OLED display shows either billing cycle data usage or current session data usage, depending on the format selected in the NETGEAR 341U Manager (see [Setting the OLED Display Data Usage Format](#)).

See [Viewing Data Usage](#) for details.

## *Alerts*

The OLED display shows network or device alerts for situations that require your attention. If one or more alerts are active, the OLED display shows the most severe alert. The alert remains on screen until it is resolved.

To view and resolve alerts, log in to the NETGEAR 341U Manager home page. (See [Logging In as an Administrator](#).) See the Alerts section of [Home Page](#) for details.

# NETGEAR 341U Manager Interface

Access your device and connection information, and configure device settings from the NETGEAR 341U Manager (browser) interface.

## Home Page

The home page is the entry page for the NETGEAR 341U Manager interface.

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

The screenshot shows the NETGEAR 341U Manager interface for a Sprint device. The interface includes a left sidebar with navigation links (Home, GPS, Settings, Status, Feedback, International Information, Important Information) and a main content area with sections for Alerts, Data Usage, and My Account. Numbered callouts 1 through 13 point to specific elements: 1 points to the Home link in the sidebar; 2 points to the GPS link; 3 points to the Settings link; 4 points to the Status section header; 5 points to the 'Disconnect' button; 6 points to the Feedback link; 7 points to the International Information link; 8 points to the Important Information link; 9 points to the 'Reset' button; 10 points to the My Account section header; 11 points to the Alerts section header; 12 points to the Data Usage section header; and 13 points to the 'Used this month:' table.

	Sent	Received	Combined
LTE	4.61MB	8.13MB	12.74MB
3G	30.44MB	227.93MB	259.38MB
Total	35.05MB	236.06MB	271.11MB

Item	Description
1	Home page – Click to view the <a href="#">Home Page</a> .
2	GPS page – Click to view the <a href="#">GPS Page</a> .
3	Settings page – Click to view the <a href="#">Settings Page</a> .
4	Mobile broadband connection information – See <a href="#">Mobile Broadband Information and Settings</a> .

5	Twitter® – Click to view the AirCard Twitter feed in a new browser window or tab. (Your device must be connected to the network for this option to work.)
6	Facebook® – Click to view the AirCard Facebook page in a new browser window or tab. (Your device must be connected to the network for this option to work.)
7	Feedback – Click to send NETGEAR your comments on your device. See <a href="#">Feedback Page</a> . (Your device must be connected to the network for this option to work.)
8	International Information – Click to view Sprint's International Coverage Areas search feature in a new browser window or tab. (Your device must be connected to the network for this option to work.)
9	Important Information – Click to read important safety information about the NETGEAR 341U USB Modem.
10	My Account Summary – Basic information about your Sprint data plan. For more details, click <b>My Sprint</b> to connect to your account at <a href="http://mysprint.sprint.com/mysprint">mysprint.sprint.com/mysprint</a> .
11	Alerts – Alerts remain until issue is resolved.
12	Estimated data usage for current session.
13	Estimated data usage for current billing period.

## *Displaying the NETGEAR 341U Manager Home Page*

There are two ways you can display the NETGEAR 341U Manager home page.

**Note:** You can display the home page only when your device is plugged in.

To display the home page, type one of the following in the address bar of your Web browser:

- <http://SprintModem>
- <http://192.168.1.1>

**Note:** If you're using the Google Chrome Web browser, after typing in the address bar, press the Down Arrow key and then press the Enter key. (If you don't press the Down Arrow first, a Google search starts instead of loading the NETGEAR 341U Manager.)

If your Web browser displays an error message, see [Cannot Display the Home Page](#).

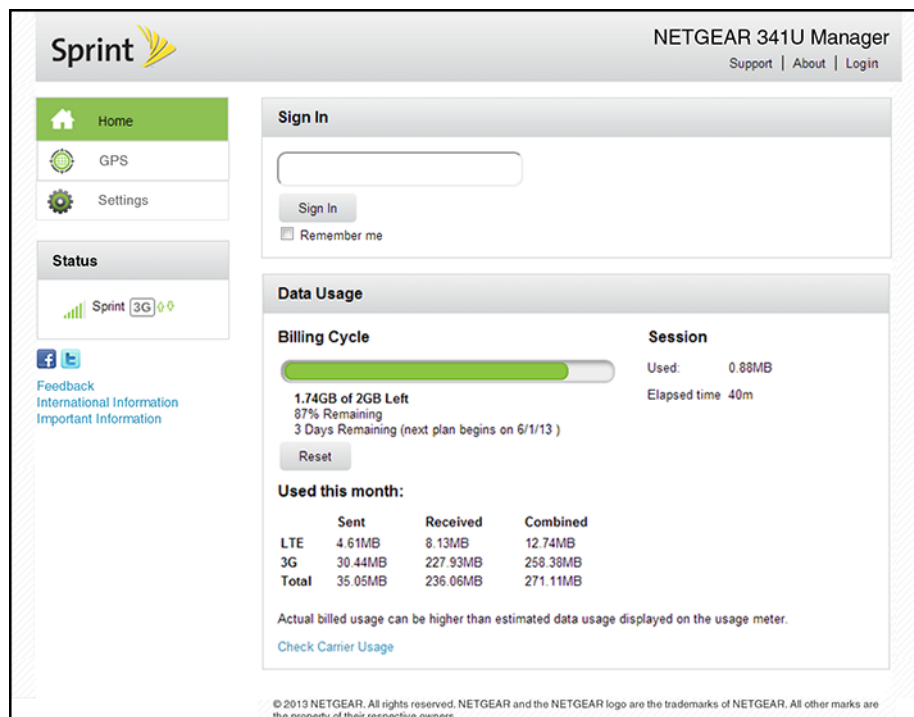
## *Logging In as an Administrator*

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

**Note:** If you don't log in, you can only view the current network connection status.

To log in:

1. In the address bar of your Web browser, type one of the following:
  - <http://SprintModem>
  - <http://192.168.1.1>
2. In the **Sign In** field, enter the NETGEAR 341U Manager administrator password (1-31 letters, numbers, and symbols). (The default password is “**password**”. It’s recommended you change the password, if you haven’t already. See [Changing the NETGEAR 341U Manager Password](#).)

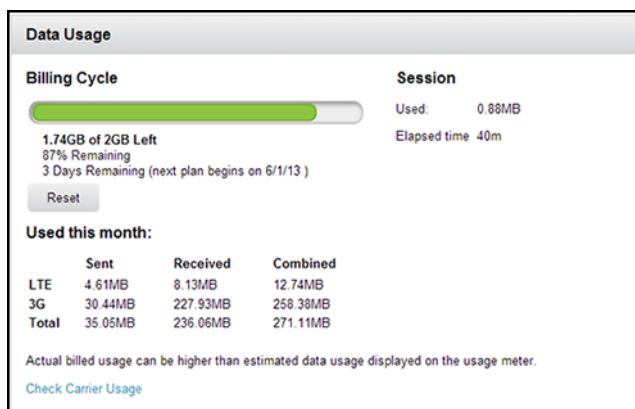


3. Click **Sign In**.

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

## Data Usage

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



**Note:** Data usage amounts are approximate and should not be used for billing purposes. For accurate data usage amounts, check with Sprint or click the [My Sprint](#) link in the My Account Summary section to view your account details.

The Data Usage section displays:

Item	Description
Current billing period	
Remaining this month	Amount of data still available from the monthly limit, and the number of days remaining before the next billing period begins.
Used this month	The amount of data sent and received during the billing period for each network type.
Reset button	Click to set the displayed monthly usage values to 0MB. <b>Important:</b> This does <b>not</b> reset the actual data usage for the billing cycle.
Current session	
Used	Data amount used since your device connected to the network
Elapsed time	Length of time that your device has been connected to the network

## My Account Summary

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

My Account	
My data plan	2GB
My number:	9136179367
<a href="#">My Sprint</a>	

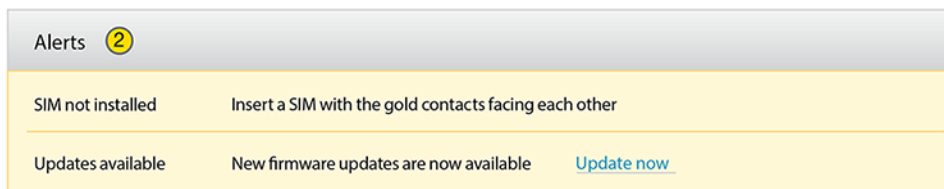


The following information is displayed.

Item	Description
My data plan	The type of Sprint data plan used on your device.
My number	The telephone number linked to your data plan.
My Sprint	Click to connect to your account at <a href="https://mysprint.sprint.com/mysprint">mysprint.sprint.com/mysprint</a> .

## Alerts

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



The following information is displayed for each alert.

Item	Description
Alert title	A short description of the issue to be addressed.
Description	The alert message and, if appropriate, links or buttons to take action on the alert. (For example, the “Update now” link in the second alert shown above would take you to the Software Update screen.)

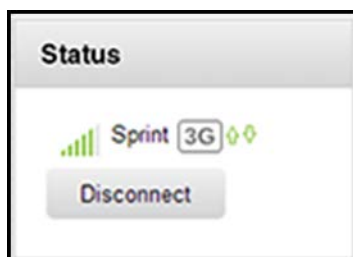
The alerts disappear only when the issues they describe are resolved.

You can also view the most urgent alert on the USB modem’s OLED display.

See [Alerts](#) for a list of alerts you may encounter and the corrective actions required.

## Status (Connection Details)

The Status section shows details about your mobile broadband service and connection state.



left unchanged

The following information is displayed.

Item	Description
<b>Signal strength and roaming status</b>	The more bars, the stronger the signal. A triangle in the icon means your device is roaming. See <a href="#">Signal Information</a> for details.
<b>Network carrier name</b>	Name of the available network. For example, "Sprint".
<b>Network type</b>	LTE, 3G (1X / HRPD / 1xHRPD)
<b>Send / Receive indicators</b>	↑↓ Up (sending data) / Down (receiving data) This icon appears when you are connected to the mobile network.
<b>Roaming message</b>	Indicates whether your device is roaming on a Sprint network, domestically, or internationally.
<b>Connect / Disconnect button</b>	Click this button to connect or disconnect your device from the mobile network.

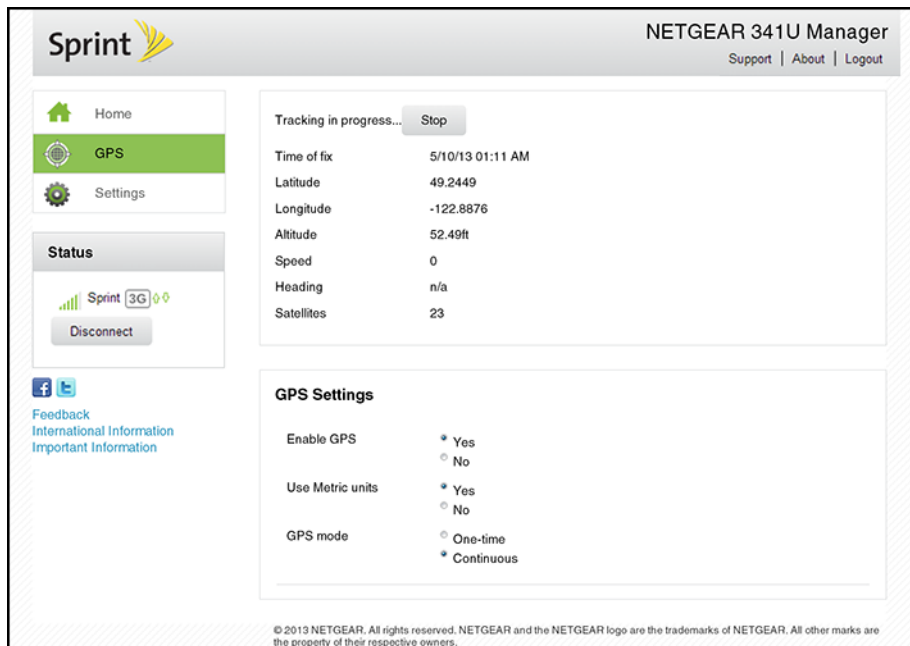
## GPS Page

From the GPS page, you can obtain your current location coordinates (latitude, longitude, altitude, etc.).

You can also enable or disable GPS tracking, and choose the tracking method being used (one-time or continuous).

1. Log in to the home page. (See [Logging In as an Administrator](#).)

2. Click **GPS**.



You can:

- Start or Stop tracking (if GPS Mode is Continuous)
- Update the current location information (if GPS Mode is One-time)

**Note:** The first time that you access GPS, you will be prompted to read and accept the Location-Based Services (LBS) end user license agreement. You must accept the agreement before you can use the GPS feature.

**Note:** For best results, minimize the number of obstructions between your device and the GPS satellites.

The following information is displayed.

Item	Description
Most recent position fix	
Update location / Cancel or Start / Stop	<p>If the GPS Mode is:</p> <ul style="list-style-type: none"> <li>• One-time – Click <b>Update location</b> to get a location fix, or click <b>Cancel</b> to stop waiting for the fix to complete.</li> <li>• Continuous – Click <b>Start</b> to begin tracking and refreshing the location fix information regularly, or click <b>Stop</b> to stop tracking.</li> </ul>

<b>Status</b>	Message indicating what the GPS system is doing (For example, "Tracking a fix", "Searching for satellites", "Inactive")
<b>Time of fix</b>	This is the date and time that the last fix was taken.
<b>Latitude</b>	Latitude at time of last fix. (For example, "N32.51.73")
<b>Longitude</b>	Longitude at time of last fix. (For example, "W105.11.7")
<b>Altitude</b>	Elevation at time of last fix. (For example, "40 meters")
<b>Speed</b>	Speed at which device was moving at time of last fix. (For example, "3.1 mph")
<b>Heading</b>	Direction in which device was moving at time of last fix. (For example, "East")
<b>Satellites</b>	The number of satellites used to get the last fix.
<b>GPS Settings</b>	
<b>Enable GPS</b>	Turns the GPS service on or off. See <a href="#">Enabling / Disabling GPS</a> . <b>Note:</b> For best results, minimize the number of obstructions between your device and the GPS satellites.
<b>Use Metric units</b>	This setting specifies whether to use metric units when displaying the GPS results (for example, for altitude, speed, and HEPE). See <a href="#">Using Metric Units</a> .
<b>GPS mode</b>	This setting determines how often your device should obtain a fix. See <a href="#">Setting the GPS Mode</a> . <ul style="list-style-type: none"> <li>● <b>One-time</b> – A single fix is used. Use this option if you'll be using your device at the same location.</li> <li>● <b>Continuous</b> – Fixes are obtained every few seconds (also known as auto-tracking). This is useful for turn-by-turn (TBT) navigation applications, such as driving directions, and for NMEA-enabled applications.</li> </ul>

## Settings Page

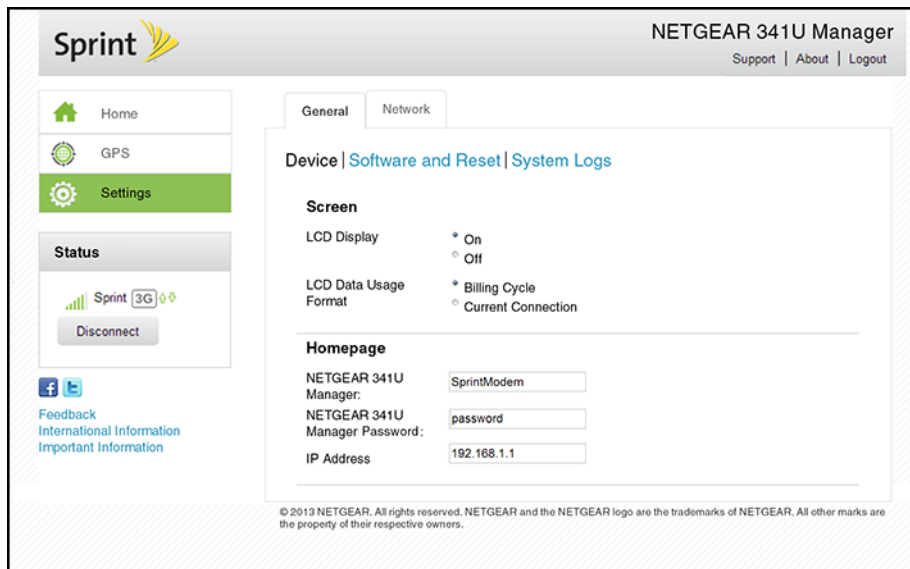
From the Settings page, you can configure your device and network settings.

### General > Device Tab

From the **General > Device** tab of the **Settings** page, you can turn your device's OLED display on/off, choose the type of data usage to show on the OLED display, and configure the web browser URL and IP Address.

1. Log in to the home page. (See [Logging In as an Administrator](#).)

2. Click **Settings > General > Device**.



The following information is displayed.

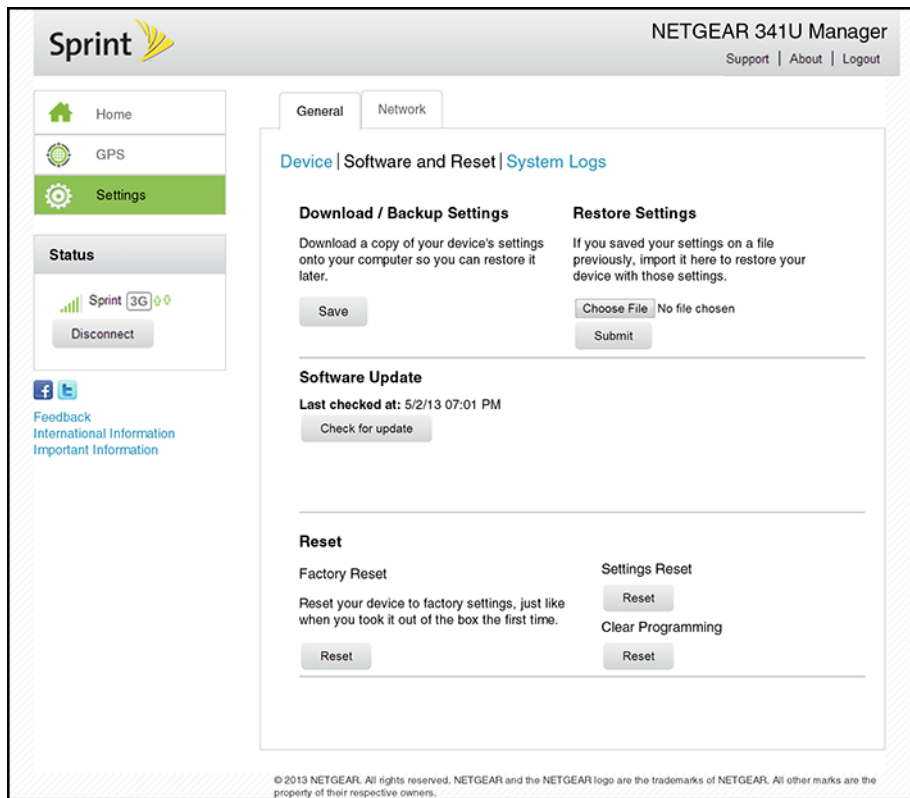
Item	Description
<b>Screen</b>	
<b>LCD Display</b>	Turn the OLED display on or off. See <a href="#">Turning the OLED Display On or Off</a> .
<b>LCD Data Usage Format</b>	Choose whether to show Billing cycle usage or current connection usage. See <a href="#">Setting the OLED Display Data Usage Format</a> .
<b>Homepage</b>	
<b>NETGEAR 341U Manager</b>	The URL used to show the homepage. See <a href="#">Changing the NETGEAR 341U Manager URL</a> .
<b>NETGEAR 341U Manager Password</b>	The password used to show the homepage. See <a href="#">Changing the NETGEAR 341U Manager Password</a> .
<b>IP Address</b>	The IP address that will be used to access the NETGEAR 341U Manager page. You can change this from the default (192.168.1.1) if there are conflicts with other devices on your system.

## *General > Software and Reset Tab*

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

1. Log in to the home page. (See [Logging In as an Administrator](#).)

- Click **Settings > General > Software and Reset**.



You can:

- Backup and restore your USB modem's configuration, if needed. See [Exporting Settings](#) and [Importing Settings](#).
- Update your device's software. See [Update USB Modem Software and Firmware](#).
- Reset some or all of your device's settings. See [Resetting to Factory Default Settings](#), [Resetting Device Settings Only](#) and [Clearing Account Details Only](#).

The following information is displayed.

Item	Description
<b>Download / Backup Settings</b>	Click <b>Save</b> to make a copy (export) of the USB modem's current configuration, so that you can restore it later if needed. See <a href="#">Exporting Settings</a> .
<b>Restore Settings</b>	Click <b>Choose file</b> to use a previously saved copy of your device configuration. See <a href="#">Importing Settings</a> .

<b>Software Update</b>	<p>Click <b>Check for update</b> to see if a new version of your device's software has been released, and if there is, download and install it. The last time you checked is shown on the screen (<b>Last checked at</b>). See <a href="#">Update USB Modem Software and Firmware</a>.</p> <p><b>Note:</b> Software downloads count against your plan's data limit.</p>
<b>Reset</b>	<ul style="list-style-type: none"> <li>• <b>Factory Reset</b> – Click to reset your device to factory default settings and clear your account details. See <a href="#">Resetting to Factory Default Settings</a>. (You can only do this with assistance from Sprint.)</li> <li>• <b>Settings Reset</b> – Click to reset your device to factory default settings, but leave your Sprint account details unchanged. See <a href="#">Resetting Device Settings Only</a>.</li> <li>• <b>Clear Programming</b> – Click to clear your account details. See <a href="#">Clearing Account Details Only</a>.</li> </ul>

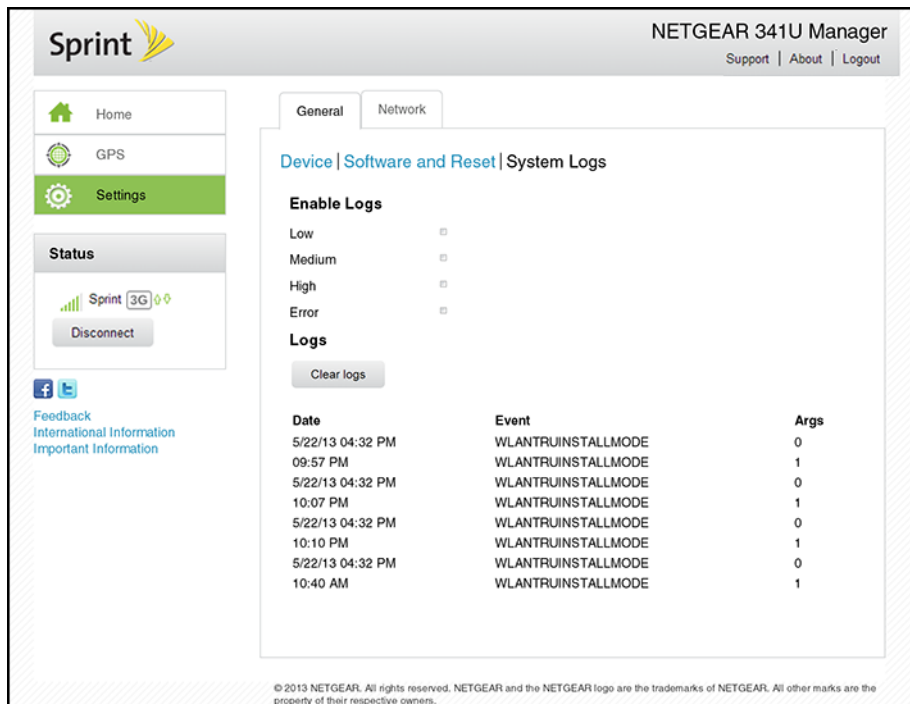
## *General > System Logs Tab*

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

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

1. Log in to the home page. (See [Logging In as an Administrator](#).)

2. Click **Settings > General > System Logs**.



You can:

- Enable logging
- Clear logs
- Download logs

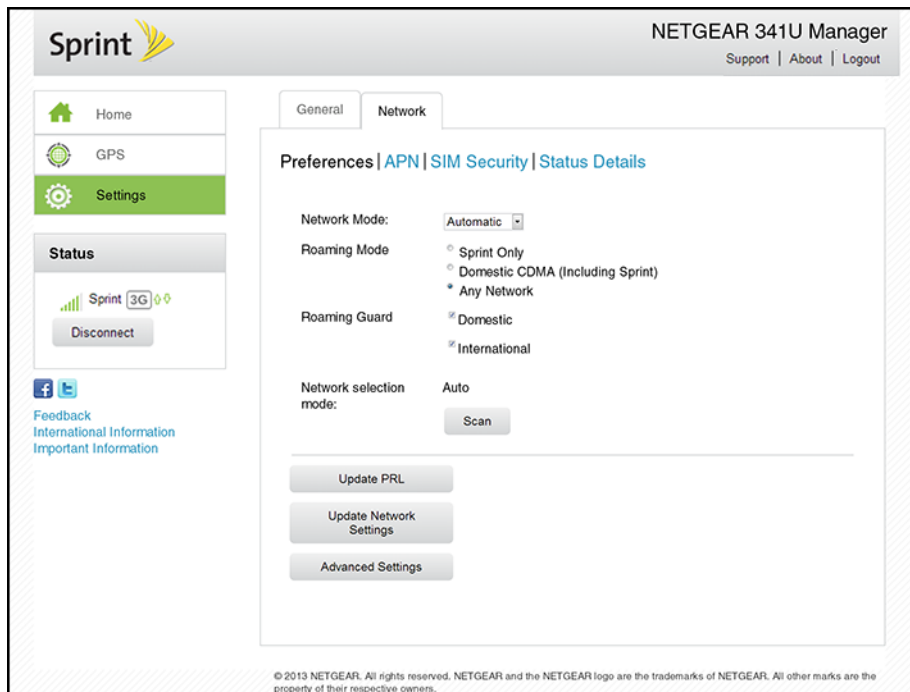
## *Network > Preferences Tab*

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

1. Log in to the home page. (See [Logging In as an Administrator.](#))



2. Click **Settings > Network > Preferences**.



You can:

- Configure network selection and roaming options.
- Check the network for a new Preferred Roaming List.
- Re-run Hands Free Activation.

The following information is displayed.

Item	Description
<b>Network Mode</b>	The type of network that your device can connect to. See <a href="#">Setting the Allowed Network Mode</a> .
<b>Roaming Mode</b>	The areas in which your device can roam. See <a href="#">Setting the Roaming Mode</a> .
<b>Roaming Guard</b>	If selected, the roaming areas where a warning will appear when you enter them. See <a href="#">Enabling / Disabling the Roaming Guard Warning Message</a> .
<b>Update PRL</b>	Click to check if a new PRL (Preferred Roaming List) is available on the network, and use it to update your device.

<b>Update Network Settings</b>	Click to re-run HFA (Hands Free Activation).
<b>Manual Configuration</b>	Use only when instructed by Sprint.
<b>Advanced Settings</b>	Use only when instructed by Sprint.

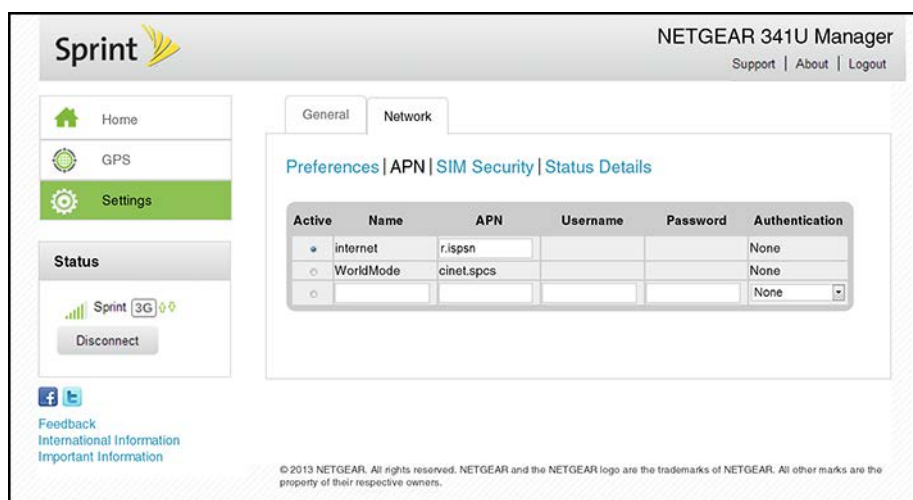
## Network > APN (Access Point Name) Tab

To connect to a carrier's network when roaming, the device must be configured with an Access Point Name (APN) for that carrier. The APN is checked by the carrier to determine the type of network connection to establish.

**Note:** Your NETGEAR 341U USB Modem comes with the APN for Sprint preconfigured.

In this tab, you can add (or modify) APNs for the networks you want to connect to.

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > Network > APN**.



To add (or modify) an APN, see [Configuring Access Point Names](#).

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

Item	Description
<b>Active</b>	The APN currently in use. Only one APN can be marked as active.
<b>Name</b>	Network carrier name (for example, "Sprint").
<b>APN</b>	The operator's access point name (obtained from the operator).

<b>Username</b>	If required, the username (obtained from the operator) used to connect to the APN.
<b>Password</b>	If required, the password (obtained from the operator) used to connect to the APN.
<b>Authentication</b>	The network authentication code (None, PAP, CHAP, PAP or CHAP).

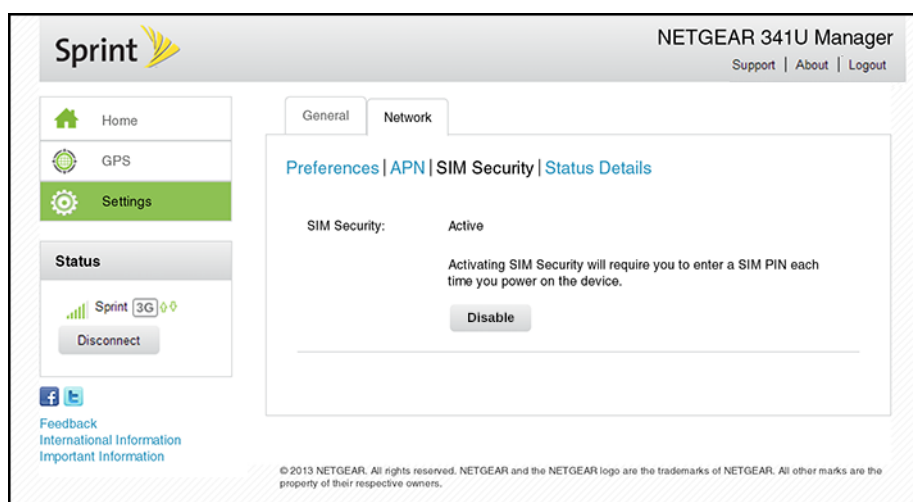
## Network > SIM Security Tab

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

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

**Note:** The SIM PIN is required to disable SIM Security.

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > Network > SIM Security**.



3. If the SIM has security enabled, SIM Security will be Active. Click **Disable** to disable SIM security.

The following information is displayed.

Item	Description
<b>SIM Security</b>	The current state of the SIM PIN feature (Inactive or Active). Click <b>Disable</b> to disable SIM security.

## Network > Status Details Tab

This tab shows you details about the current mobile broadband connection (3G, LTE).

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **Settings > Network > Status Details**.

The screenshot displays the NETGEAR 341U Manager web interface. The top header includes the Sprint logo and the title 'NETGEAR 341U Manager' with links for 'Support', 'About', and 'Logout'. The left sidebar contains navigation options: 'Home', 'GPS', 'Settings' (highlighted), and a 'Status' section with a signal strength indicator and a 'Disconnect' button. Below the sidebar, there are links for 'Feedback', 'International Information', and 'Important Information'. The main content area is titled 'General' and 'Network', with 'Status Details' selected. It shows '3G Details' including 'Status: Disconnected', 'PS service type: CDMA', and 'IP Address: 0.0.0.0'. A table lists 'Coverage Type RSSI Ec/Io' for '3G 1x' and '3G EVDO'. Below this, various technical parameters are listed, such as MDN, MSID, DRC Cover, DRC Value, Channel, Roaming, PRL Version, 1xRTT PN, EVDO PN, PRev, RX Power, Serving SID, NID, Packet Zone ID, Frame Error Rate, Subnet Color Code, AN-AAA, Packet Error Rate, and MIP Error Code.

Coverage Type	RSSI	Ec/Io
3G 1x	-100	-31.5
3G EVDO	-81	-2

MDN	0000000153
MSID	0000000153
DRC Cover	0
DRC Value	0
Channel	0
Roaming	228
PRL Version	25009
1xRTT PN	0
EVDO PN	0
PRev	6
RX Power	-105
Serving SID	16420
NID	65535
Packet Zone ID	0
Frame Error Rate	0.0
Subnet Color Code	0
AN-AAA	NotAuthenticated
Packet Error Rate	0.0
MIP Error Code	131

The information that is displayed depends on your current connection.

### 4G/LTE Details

Item	Description
Status	Indicates whether you are connected to an LTE network.
PS service type	Indicates the LTE service type.

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

### 3G Details

Item	Description
<b>Status</b>	Indicates whether you are connected to a 3G network.
<b>PS service type</b>	Indicates the 3G service type (for example, CDMA, HRPD, CDMA_HRPD).
<b>IP Address</b>	The IP address of the 3G connection.
<b>Coverage Type</b>	The type of 3G network available.

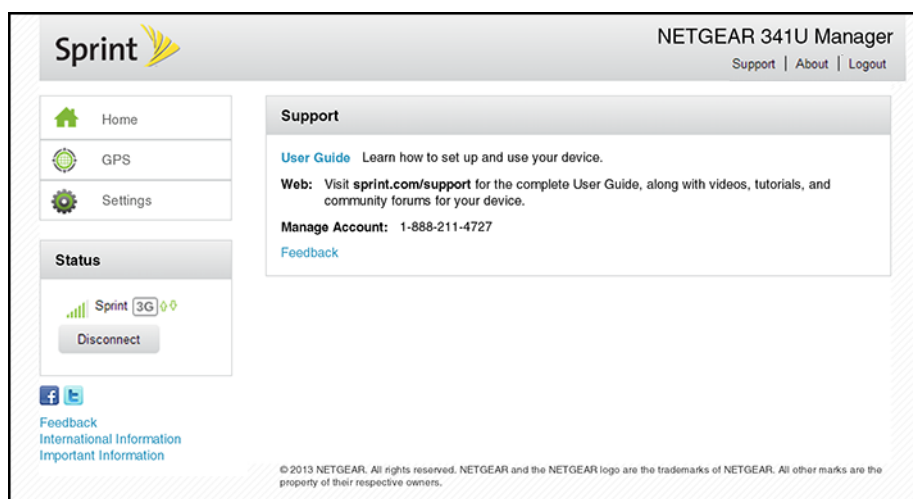
<b>RSSI</b>	Signal strength of the network.
<b>Ec/Io</b>	Dimensionless ratio of the average power of a channel, typically the pilot channel, to the total signal power.
<b>MDN</b>	Mobile Directory Number. This is your 10-digit telephone number.
<b>MSID</b>	Mobile Station Identifier.
<b>DRC Cover</b>	Digital Rate Control Cover.
<b>DRC Value</b>	Digital Rate Control Value.
<b>Channel</b>	DRC Channel number.
<b>Roaming</b>	Indicates if you are roaming on Sprint, domestically, or internationally.
<b>PRL Version</b>	Preferred Roaming List version. To update the PRL, see <a href="#">Network &gt; Preferences Tab</a> .
<b>1xRTT PN</b>	Technical support staff may request this value from you.
<b>EVDO PN</b>	Technical support staff may request this value from you.
<b>PRev</b>	Technical support staff may request this value from you.
<b>Rx Power</b>	Technical support staff may request this value from you.
<b>Serving SID</b>	The Serving System ID identifies your home network area and is used to determine if you are 'home' or 'roaming'.
<b>NID</b>	Technical support staff may request this value from you.
<b>Packet Zone ID</b>	Technical support staff may request this value from you.
<b>Frame Error Rate</b>	Used to determine the quality of a signal connection. Technical support staff may request this value from you.
<b>Subnet Color Code</b>	Technical support staff may request this value from you.
<b>AN-AAA</b>	Technical support staff may request this value from you.
<b>Packet Error Rate</b>	Technical support staff may request this value from you.

<b>MIP Error Code</b>	The Mobile IP Error Code. Technical support staff may request this value from you.
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## Support Page

This page provides links to resources that can help you use your device and manage your Sprint account.

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click the **Support** link in the top right corner.



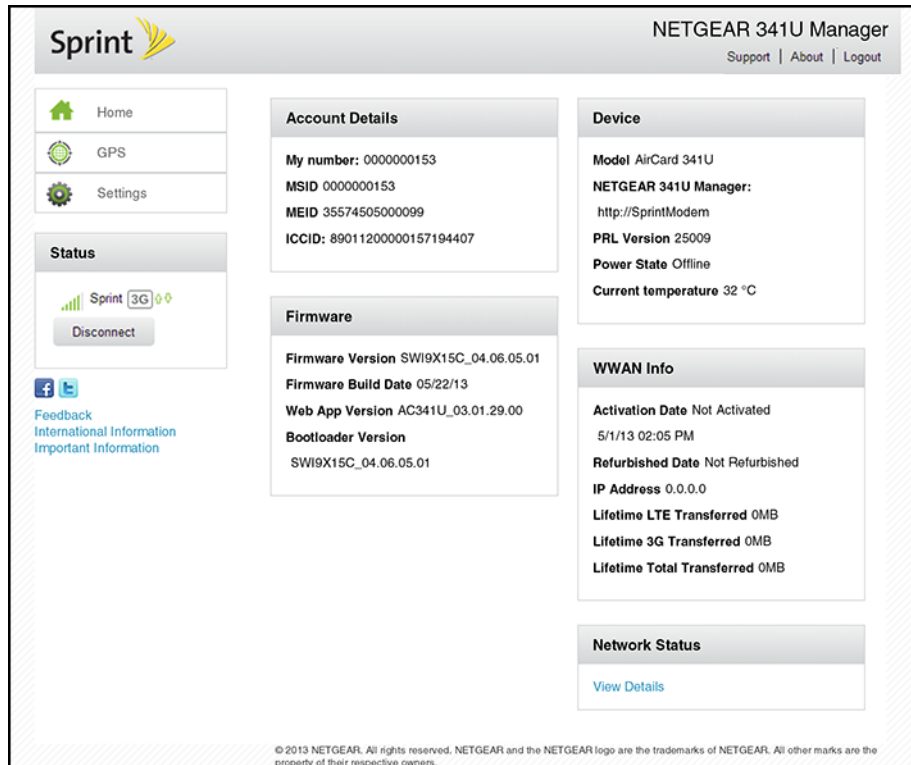
The following information is displayed.

Item	Description
<b>User Guide</b>	Open an online copy of this guide in a new Web browser window or tab. (You must be connected to the Internet to use this link.)
<b>Web</b>	Click the link to open the online support website in a new Web browser window or tab where you can find a variety of resources to help you with your device. (You must be connected to the Internet to use this link.)
<b>Manage Account</b>	Contact Sprint Customer Service by telephone (for business use or personal use).
<b>Feedback</b>	Send NETGEAR your comments on your device. See <a href="#">Feedback Page</a> .

# About Page

View information about your device and account.

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click the **About** link in the top right corner.



You can:

- Save the image on this page to a file on your computer. Click **Save as a file**.

The following information is displayed.

Item	Description
<b>Account Details</b>	
<b>My number</b>	The USB modem's telephone number.
<b>MSID</b>	The Mobile Station ID associated with your phone number.
<b>MEID</b>	The MEID of your device (displayed on the packaging and inside the back compartment).



<b>ICCID</b>	The serial number of the SIM.
<b>Firmware</b>	
<b>Firmware Version</b>	The USB modem's firmware version.
<b>Firmware Build Date</b>	The date the firmware version was created.
<b>Web App Version</b>	The NETGEAR 341U Manager version.
<b>Bootloader Version</b>	The version of the software that starts up your device.
<b>Device</b>	
<b>Model</b>	The manufacturer's name for your device.
<b>NETGEAR 341U Manager</b>	Version number of the NETGEAR 341U Manager web app.
<b>PRL Version</b>	Preferred Roaming List version number.
<b>Power State</b>	The USB modem's power state (Online, Offline).
<b>Current temperature</b>	The USB modem's temperature. If your device is too warm, make sure the area is well-ventilated and air can circulate around your device to cool it. (See <a href="#">Environmental Specifications</a> .)
<b>WWAN Info</b>	
<b>Activation Date</b>	The date that the USB modem was activated on the Sprint network.
<b>Refurbished Date</b>	The date that your device was refurbished (if applicable).
<b>IP Address</b>	The IP address of the WWAN radio.
<b>Lifetime LTE Transferred</b>	The total amount of data sent and received while connected to LTE networks.
<b>Lifetime 3G Transferred</b>	The total amount of data sent and received while connected to 3G networks.
<b>Lifetime Total Transferred</b>	The total amount of data sent and received by your device.

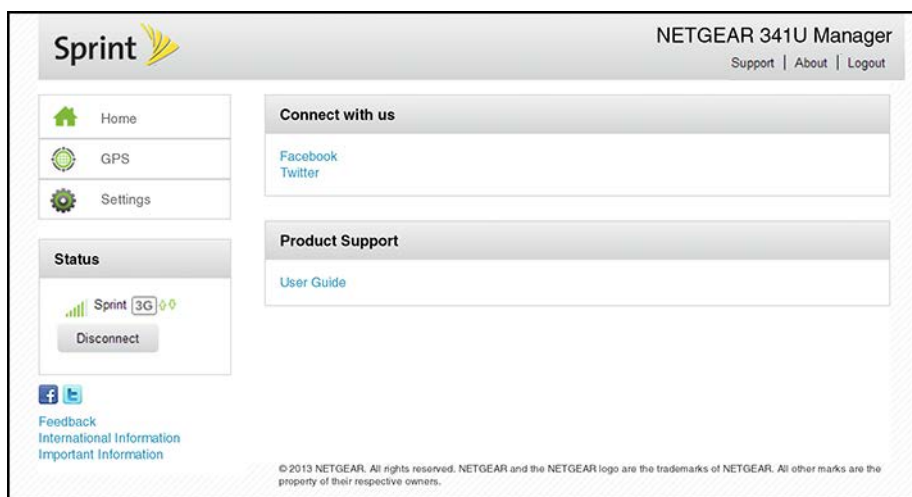
<b>Network Status</b>	
<b>View Details</b>	Click the link to jump to the <a href="#">Network &gt; Status Details Tab</a> .

## Feedback Page

Use the links on this page to send your comments on your device, look up support information, and participate in a customer survey.

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click the Feedback link in the bottom left corner of any page.

The following page appears:



The following information is displayed.

Item	Description
<b>Connect with us</b>	
<b>Facebook</b>	Click to view the AirCard Facebook page in a new browser window or tab. (Your device must be connected to the network for this option to work.)
<b>Twitter</b>	Click to view the AirCard Twitter feed in a new browser window or tab. (Your device must be connected to the network for this option to work.)
<b>Product Support</b>	
<b>User Guide</b>	Open an online version of this user guide in a new window or tab.

# Device Settings

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Use the NETGEAR 341U Manager to configure and manage the device's appearance, performance, and access.

## Display Settings

Adjust your screen's settings to suit your surroundings.

### Turning the OLED Display On or Off

Use this feature to turn off the device's OLED display if you don't want to see the it for some reason.

You can adjust this setting on the NETGEAR 341U Manager's **Settings > General** page.

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > General > Device**.
3. Beside **LCD Display**, select **On** or **Off** as desired.
4. Click **Submit**.

### Setting the OLED Display Data Usage Format

You can choose to show either Billing Cycle or Current Session data usage on the OLED display.

You can adjust this setting on the NETGEAR 341U Manager's **Settings > General** page.

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > General**.
3. Beside **LCD Data usage format**, select the type of data usage to display (Billing cycle, or Current connection).
4. Click **Submit**.

## NETGEAR 341U Manager Home Page Settings

### Changing the NETGEAR 341U Manager URL

You may want to change the URL for the NETGEAR 341U Manager to something more memorable.

To change the URL:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > General > Device**.
3. In the **NETGEAR 341U Manager** field (in the **Homepage** section), type the new value (maximum 31 letters and numbers).
4. Click **Submit**.

## *Changing the NETGEAR 341U Manager IP Address*

You may want to change the IP address for the NETGEAR 341U Manager if it conflicts with other devices on your system.

To change the IP address:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > General > Device**.
3. In the **IP Address** field (in the Homepage section), type the new IP address.
4. Click **Submit**.

## *Changing the NETGEAR 341U Manager Password*

For security reasons, you should change the NETGEAR 341U Manager password on a regular basis.

**Note:** If you forget the NETGEAR 341U Manager password, you'll need to reset your device to its default settings and go through the device setup. (See [What Do I Do if I Forget the Administrator Password?](#))

To change the NETGEAR 341U Manager administrator password:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > General > Device**.
3. In the **NETGEAR 341U Manager Password** field, type the new password (1-31 letters, numbers, and symbols).
4. Click **Submit**.

# Configuring Networks

## Viewing Network Activation Information

You can check whether network access is activated.

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **About** in the top right corner of the page.
3. Check the **Activation Date** in the WWAN Info section. This is the date that the USB modem was activated on the Sprint network.

## Viewing Data Usage

You can view an estimate of your data usage on the device's OLED display, and on the NETGEAR 341U Manager's home page.

**Note:** The data usage shown is an estimate only and is not accurate for billing purposes.

**Note:** The session data counter resets automatically each time the device is powered off and on, and when the mobile broadband network connection disconnects and reconnects (for example, when going through a tunnel). The billing plan data counter resets automatically when the next billing cycle starts.

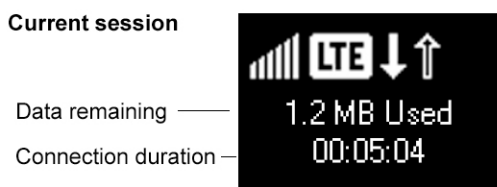
### On the OLED Display

The device's OLED display shows either billing cycle data usage or current session data usage, depending on the format selected in the NETGEAR 341U Manager (see [Setting the OLED Display Data Usage Format](#)).

Billing cycle



Current session



The **Billing Cycle** screen displays:

- A text description of the amount of data remaining in the current billing cycle.
- A data bar showing the amount of data remaining in the billing cycle (if the text description fits on one line).

The **Current Connection** screen displays:

- A text description of the amount of data used in the current session.
- The length of time the connection has been active.

In the NETGEAR 341U Manager (<http://SprintModem>)

1. Log in to the home page. (See [Logging In as an Administrator](#).)

The Data Usage section of the home page shows:

- **Session**
  - Amount of data used in the current session
  - The length of time the connection has been active
- **Billing Cycle**
  - Total amount of data used in the current billing cycle, and amounts used for each network type
  - Number of days remaining in the current billing cycle
  - Date that the next billing cycle begins
- **Check Carrier Usage** – Click to connect to Sprint's website and view detailed billing plan information.

## *Network Settings*

Adjust your device's network settings to select the network types that can be connected, and set roaming options.

### *Setting the Roaming Mode*

Use this feature to choose where the device can be used in roaming mode.

You can adjust this setting on the NETGEAR 341U Manager's **Settings > Network > Preferences** page, using the following options:

- **Sprint Only** – The device can be used only in Sprint service areas.

- **Domestic CDMA (Including Sprint)** – The device can roam only in North America.
  - **Any Network** – The device can roam anywhere in the world.
1. Log in to the home page. (See [Logging In as an Administrator.](#))
  2. Click **Settings > Network > Preferences**.
  3. Beside **Roaming Mode**, select the desired value.
  4. Click **Submit**.

## *Enabling / Disabling the Roaming Guard Warning Message*

Use this feature to have your device display a warning when you enter a roaming area.

You can adjust this setting on the NETGEAR 341U Manager's **Settings > Network > Preferences** page:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > Network > Preferences**.
3. Beside **Roaming Guard**, select the warnings you would like to display (**Domestic** and/or **International**).
4. Click **Submit**.

## *Setting the Allowed Network Mode*

Use this feature to select the types of networks that your device can connect to.


You can adjust this setting on the NETGEAR 341U Manager's **Settings > Network > Preferences** page to one of the following options:

- **Automatic** – The connection will be established on the fastest available network.
  - **LTE only** – The connection can be established **only** on an LTE network. Your device **will not** connect to CDMA (3G) networks.
  - **CDMA only** – The connection can be established **only** on a CDMA (3G) network. Your device **will not** connect to LTE networks.
1. Log in to the home page. (See [Logging In as an Administrator.](#))
  2. Click **Settings > Network > Preferences**.
  3. Beside **Network Mode**, select the desired network mode that the device can connect to.
  4. Click **Submit**.

## Configuring Access Point Names

Your device comes preconfigured with the Access Point Name (APN) for Sprint.

To add an APN for another network:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > Network > APN**.
3. In the blank line, enter the APN details:
  - In the **Name** field, enter a short description (for example, the carrier name).
  - In the **APN** field, enter the APN you obtained from the carrier.
  - Enter a **Username** and **Password**, if the network requires them.
  - Select the **Authentication** mode to be used (**None**, **PAP**, **CHAP**, **PAP or CHAP**).
4. Click the  beside the new APN entry.

To select the APN to be used:

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

To remove an APN from the list:

1. Click the  beside the APN entry.



# Software and Reset

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## Exporting and Importing Settings

The NETGEAR 341U USB Modem lets you save your device settings so that you can make changes to your configuration and, if necessary, restore the original settings.

### Exporting Settings

Settings include configuration information for the device, network, and NETGEAR 341U Manager interface.

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

To export the settings to a text file:

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **Settings > General > Software and Reset**.
3. In the **Download / Backup Settings** section, click **Save**.
4. Save the file to an appropriate location in your computer. By default, the file (export.cfg) is saved to your Downloads folder.

### Importing Settings

This feature lets you restore a saved configuration.

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **Settings > General > Software and Reset**.
3. In the **Restore Settings** section, click **Choose File**.
4. Navigate to the folder where your previously saved configuration file is stored.
5. Click **Open** to restore your device with the imported settings.

**Note:** Your device may reset, and you may need to reconnect to the Internet. For more information, see [Launching Your Network Connection](#).

## Update USB Modem Software and Firmware

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

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

- Device firmware
- The NETGEAR 341U Manager interface
- Other files

## *Downloading Software Updates*

You can download software updates from the NETGEAR 341U Manager.

When a software update becomes available:

- If the device is connected to Sprint's LTE network, the update downloads automatically and an Alert message appears on the device and in the NETGEAR 341U Manager.
- If the device is connected to Sprint's 3G network, an Alert message appears on the device and NETGEAR 341U Manager.

There are two ways to get the software update from the NETGEAR 341U Manager. You can get it from the Alert message, or from the **Software and Reset** page.

To get the update from the Alert:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. In the Alert message for the available update, click the button to download or install the update.
3. Follow the onscreen instructions.  
The device reboots automatically to use the new software.

To get the update from the **Software and Reset** tab:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > General > Software and Reset**.
3. Click **Check for update**. If an update is available, an **Install Now** button appears.
4. Click **Install Now**.
5. Click **Continue**.  
The device reboots automatically to use the new software.

## *Upgrading Firmware From a File*

A one-click tool may be available for upgrading firmware from a file in enterprise environments. Contact Sprint for details.

## *Resetting Your Device*

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

You can clear these settings from the NETGEAR 341U Manager's **Software** page.

### *Clearing Account Details Only*

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

You can clear these settings from the NETGEAR 341U Manager's **Software** page.

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **Settings > General > Software and Reset**.
3. Below **Clear Programming**, click **Reset**.
4. Click **Begin Reset**.

### *Resetting Device Settings Only*

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

You can reset these settings from the NETGEAR 341U Manager's **Software and Reset** page.

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **Settings > General > Software and Reset**.
3. Below **Settings Reset**, click **Reset**.
4. Click **Begin Reset**.

### *Resetting to Factory Default Settings*

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

**WARNING:** If you reset the software to default settings, you must go through the device setup, as if you've just purchased the device. See [Starting Your Device for the First Time](#).

You can reset the device to factory settings from the NETGEAR 341U Manager's **Software and Reset** page.

**Note:** You can only do a factory reset of your device with Sprint's assistance. Contact Sprint Customer Service to obtain an MSL code that you will need to enter to perform the reset.

1. Contact Sprint Customer Service to obtain an MSL code and your device's PIN code, if needed.
2. Log in to the home page. (See [Logging In as an Administrator.](#))
3. Click **Settings > General > Software and Reset.**
4. Below **Factory Reset**, click **Reset.**
5. Enter the MSL code provided by Sprint, then click **Submit.**
6. Click **Begin Reset.**

# GPS Settings

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Your NETGEAR 341U USB Modem provides GPS functionality to help you figure out where you are and get you where you're going.

There are a couple of requirements to access the GPS service.

- You must accept the GPS privacy agreement.
- GPS must be enabled.

The GPS service may not be available if you are indoors. (You may be able to get a GPS lock if your device is very close to a window.) GPS receivers must be able to lock onto the global positioning satellites to accurately determine position. The number of obstructions present indoors often makes accurate position determination impossible.

## Enabling / Disabling GPS

Before you can access GPS services, you must enable GPS on the NETGEAR 341U Manager's GPS page.

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **GPS**.
3. In the GPS Settings section, select **Yes** next to "Enable GPS" (or select **No** to disable GPS).
4. Click **Submit**.

## Setting the GPS Mode

The GPS mode determines how often location fixes are done.

Location fixes can be done:

- Once ("one-time"), or
- Periodically ("continuous")

You can set the GPS mode from the NETGEAR 341U Manager's GPS page:

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **GPS**.
3. In the GPS Settings section beside **GPS Mode**, select the desired mode ("**One-time**" or "**Continuous**").

4. Click **Submit**.

**Note:** The GPS service must be enabled before you can set the GPS mode. (See [Enabling / Disabling GPS](#).)

## *Using Metric Units*

You can use metric units in the display of location information (for example, speed and altitude).

You can choose the units on the NETGEAR 341U Manager's GPS page.

**Note:** The GPS service must be enabled before you can choose the units. For more information, see [Enabling / Disabling GPS](#).

1. Log in to the home page. (See [Logging In as an Administrator](#).)
2. Click **GPS**.
3. In the **GPS Settings** section beside **Use Metric units**, select **Yes** (or select **No** to use standard measurements).
4. Click **Submit**.

# *Frequently Asked Questions*

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Find out answers to questions you may have.

## *How Can I Tell I'm Connected to 3G or LTE?*

When you're connected to a network, in the NETGEAR 341U Manager (<http://SprintModem>), the network type icon (**LTE, 3G**) appears in the Connection Details section on the left side of the page, and the connection status is shown on the [Network > Status Details Tab](#).

## *Is Roaming on LTE Supported?*

At the time of this release, roaming (that is, using a network other than Sprint) on LTE is not supported.

Roaming is supported on 3G (CDMA) networks.

To change the roaming setting, see [Setting the Roaming Mode](#).

## *What Do I Do if I Forget the Administrator Password?*

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

1. Reset the software to default settings. You will need to call Sprint Customer Support for assistance. (See [Resetting to Factory Default Settings](#).)

## *If the Connection is "Always On," Am I Always Being Billed?*

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

## *Questions About GPS*

Find answers to common questions about GPS.

### *What is GPS?*

GPS stands for Global Positioning System, which is a system that uses a series of 24 geosynchronous satellites to provide location data.

GPS satellites transmit signals to equipment on the ground. GPS receivers passively receive satellite signals, but do not transmit.

## *Where Can I Use GPS?*

GPS works wherever you have line-of-sight access to the GPS satellites.

## *How Do I Enable or Disable GPS?*

By default, GPS is disabled. To enable GPS, see [Enabling / Disabling GPS](#).

## *What are some GPS Limitations?*

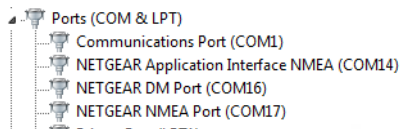
Weather conditions or tall nearby buildings may affect your ability to get a clear view of the satellites and thus to acquire a GPS fix.

## *How Can I Stream GPS Data to Use With a Third-party GPS Application?*

GPS NMEA data is streamed over a tethered USB connection using a virtual COM port.

Follow these steps to stream NMEA data for a third-party GPS application.

1. Set **GPS Mode** to **Continuous**. (See [Setting the GPS Mode](#).)
2. Determine the COM port number that your NETGEAR device (that is, your NETGEAR 341U USB Modem) is using.  
In the following example for Windows, the Device Manager shows that COM 16 is used.  
In your case, the COM port number might be different.



(If you don't know how to access the Device Manager, see [http://kb.netgear.com/app/answers/detail/a\\_id/22868](http://kb.netgear.com/app/answers/detail/a_id/22868).)

3. Configure your GPS application to use the same COM port. For help, see the documentation of the GPS application.

## *How Do I Access My Corporate Network Through a VPN?*

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

## *Are Terminal Sessions Supported?*

Terminal sessions (for example, via telnet or ssh) are not supported.



# Tips

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

## *USB Modem Location*

Follow these guidelines in placing your device.

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

## *Improving Signal Strength*

There are several ways you can improve the signal strength.

- Make sure you're inside a network coverage area.
- Try reorienting your device.
- Move your computer to another location — you may be in or near a structure that is blocking the signal. Every obstacle (for example, walls, ceilings, furniture) decreases the signal strength.
- Make sure there's plenty of space around your device to provide the best signal reception.
- If you cannot obtain service, contact Sprint — a network or account problem may be preventing you from obtaining service.

## *Improving 3G Network Service*

To improve your network service, periodically check for PRL and profile updates.

The PRL (Preferred Roaming List) is an account configuration item set by your service provider. It controls the radio channels and network carrier used by the 3G modem.

To check for these updates:

1. Log in to the home page. (See [Logging In as an Administrator.](#))
2. Click **Settings > Network > Preferences.**
3. Click **Update PRL.**

# Troubleshooting

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

## General Tips

Here are some general tips to get you started.

- Go to [sprint.com/support](https://sprint.com/support) to access troubleshooting and other resources.
- The knowledge base at the NETGEAR website ([support.netgear.com](https://support.netgear.com)) may also be useful.

## OLED Display Is Dark

If the OLED display is dark, turn it on using the NETGEAR 341U Manager. See [Turning the OLED Display On or Off](#).

## Insufficient Signal Strength

If you have insufficient signal strength, an icon is displayed on the device's home screen, and on the NETGEAR 341U Manager's Status section.

Insufficient signal strength, indicated by , may occur because:

- You are outside network coverage areas.
- Your device's internal antenna is pointing in the wrong direction.
- You are in or near a structure that is blocking the signal.
- You are near a device that is causing radio signal interference.
- A network or account problem is preventing you from obtaining service.

See also [Improving Signal Strength](#).

## Cannot Display the Home Page

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

- "Could not connect to remote server" (Opera)
- "Internet Explorer cannot display the webpage" (Internet Explorer)
- "Oops! This link appears to be broken" (Google Chrome)

- “Safari can’t open the page” (Safari)
- “The connection has timed out” (FireFox)

Check the following:

- Your device is seated correctly in the computer’s USB slot.
- Make sure you’re typing the correct address in the Web browser.
  - Try <http://SprintModem> (unless you’ve changed the URL in [Changing the NETGEAR 341U Manager URL.](#))
  - If the home page is still not displayed, try <http://192.168.1.1> (unless you’ve changed the IP address in [Changing the NETGEAR 341U Manager IP Address.](#))
- The Web browser is a recent version, and Java-enabled. The following are recommended:
  - Internet Explorer (version 7.0 or higher)
  - Mozilla Firefox (version 3.0 or higher)
  - Google Chrome (version 2.0.172.28 or higher)
  - Apple Safari (version 4.0 or higher)
  - Opera (version 9.64)
- If your computer has other adapters (for example, Ethernet) connected to other networks, disable or remove them from your computer.
- If Internet security software is running on your computer, disable it and see whether the error message still occurs. Some firewall software may block access to the home page.
- Check your Web browser settings.
  1. Open the Control Panel in Windows.
  2. Double-click **Internet Options**.
  3. From the **Security** tab, restore the default settings.
  4. From the **Connections** tab, select **Never dial a connection**.
  5. From the **Advanced** tab, restore the default settings.
  6. Close and reopen your Web browser.

If, after checking all of the above, you still cannot display the home page, consider resetting the software to default settings. See [Resetting to Factory Default Settings](#) for details.

## *Cannot Connect to the Mobile Broadband Network*

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

- Make sure the device is seated correctly in the computer's USB slot.
- Make sure you're in a network coverage area.
- Check the **Network Mode** setting (See [Setting the Allowed Network Mode](#)). For example, if it's set to **LTE Only**, you won't be able to connect if you don't have LTE coverage.
- If you're roaming on 3G, make sure that roaming is enabled. (See [Setting the Roaming Mode](#).) (Roaming is not supported on LTE.)

**Note:** Roaming charges may apply.

- If you're roaming internationally, make sure that **Any Network** is selected. (See [Setting the Roaming Mode](#).)
- Try the tips in [Improving Signal Strength](#).
- Check with Sprint — a network or account problem may be preventing your device from obtaining service.

## *GPS Doesn't Seem to Be Available*

Make sure that GPS is enabled. (See [Enabling / Disabling GPS](#).)

For best results, minimize the number of obstructions between your device and the GPS satellites.

## *Cannot Check for Updates*

Make sure the device is seated correctly in the computer's USB slot.

# Technical Specifications

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

## Radio Frequency and Electrical Specifications

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

Item	Description
<b>Approvals</b>	FCC
<b>Current</b>	Maximum: ~700 mA Standby current: <ul style="list-style-type: none"><li>- CDMA: ~38 mA</li><li>- LTE: ~46 mA</li></ul>
<b>Transmit</b>	PCS: 1850-1910 MHz Cellular: 824-849 MHz Secondary 800 MHz: 817-824 MHz LTE: <ul style="list-style-type: none"><li>- Band 25: 1850-1915 MHz</li><li>- Band 26: 814-849 MHz</li><li>- Band 41 (TDD): 2496-2690 MHz</li></ul>
<b>Receive</b>	PCS: 1930-1990 MHz Cellular: 869-894 MHz Secondary 800 MHz: 862-869 MHz LTE: <ul style="list-style-type: none"><li>- Band 25: 1930-1995 MHz</li><li>- Band 26: 859-894 MHz</li><li>- Band 41 (TDD): 2496-2690 MHz</li></ul> GPS: 1575.42 MHz

## Software Specifications

This section lists the specifications that the device supports.

Item	Description
<b>CDMA (3G) specification</b>	IS-2000 Release 0
<b>Data service</b>	IS-707A
<b>3GPP</b>	Release 9
<b>SMS (IS-637)</b>	Not supported

<b>FAX</b>	Not supported
<b>IOTA</b>	Supported
<b>OTASP (IS-683A, IS-683B, IS-683C)</b>	Supported
<b>OTAPA</b>	Supported
<b>PRL (Preferred Roaming List)</b>	Supported
<b>Authentication</b>	Supported
<b>Voice</b>	Not supported
<b>NAM</b>	Single
<b>Position Location</b>	Standalone
<b>TTY/Accessibility</b>	Not supported
<b>Mobile IP</b>	Supported
<b>Network protocols (routing hardware)</b>	TCP, UDP, ARP, RARP, ICMP
<b>VPN</b>	Pass-through of the following VPN types: PPTP IPSec Tunneling of multiple VPN sessions simultaneously is supported.

## *Environmental Specifications*

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

<b>Item</b>	<b>Description</b>
<b>Operating temperature</b>	32 to 113°F
<b>Storage temperature</b>	-4 to +185°F

## *Mechanical Specifications*

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

<b>Item</b>	<b>Description</b>
<b>Dimensions (W x L x H)</b>	Width – 2.0" Length – 2.5" (hinge closed), 3.4" (hinge fully open) Thickness – 0.70" (hinge fully open)
<b>Weight</b>	55 g

<b>OLED Display</b>	Monochrome Area: 96 x 64 pixels Active area: 19.953 x 13.424 (mm) Pixel size: 0.193 x 0.194 (mm)
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# Safety Information

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Read important safety information about your device.

## Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the NETGEAR 341U USB Modem are used in a normal manner with a well-constructed network, the device should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. NETGEAR accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the device, or for failure of the device to transmit or receive such data.

## Safety and Hazards

Do not operate your device under the following conditions.

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

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

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

**Note:** Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. The device may be used at this time.

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



# Regulatory Notices

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This section contains regulatory information for your device.

The design of the NETGEAR 341U USB Modem complies with U.S. Federal Communications Commission (FCC) guidelines respecting safety levels of radio frequency (RF) exposure for mobile devices, which in turn are consistent with the following safety standards previously set by U.S. and international standards bodies:

- ANSI / IEEE C95.1-1999, **IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz**
- National Council on Radiation Protection and Measurements (NCRP) Report 86, 1986, **Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields**
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, **Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)**

**FCC ID:** PY3AC341U

**RF Exposure** - The NETGEAR 341U USB Modem has been tested for compliance with FCC RF exposure limits in a portable configuration. At least 1.0 cm of separation distance between the NETGEAR 341U USB Modem and the user's body must be maintained at all times. This device must not be used with any other antenna or transmitter that has not been approved to operate in conjunction with this device.

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

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

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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

# Legal

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This section contains important license and legal information.

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Version 2, June 1991

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