Sierra Wireless AirCard 770S Mobile Hotspot

User Guide

4112754
Rev 2

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 Sierra Wireless modem are used in a normal manner with a well-constructed network, the Sierra Wireless modem 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. Sierra Wireless accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Sierra Wireless modem, or for failure of the Sierra Wireless modem to transmit or receive such data.

Safety and Hazards

Do not operate the Sierra Wireless modem in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, near life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas, the Sierra Wireless modem **MUST BE POWERED OFF**. The Sierra Wireless modem can transmit signals that could interfere with this equipment.

Do not operate the Sierra Wireless modem in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the Sierra Wireless modem **MUST BE POWERED OFF**. When operating, the Sierra Wireless modem 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. Sierra Wireless modems may be used at this time.

The driver or operator of any vehicle should not operate the Sierra Wireless modem while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some states and provinces, operating such communications devices while in control of a vehicle is an offence.

Limitation of Liability

The information in this manual is subject to change without notice and does not represent a commitment on the part of Sierra Wireless. SIERRA WIRELESS AND ITS AFFILIATES SPECIFICALLY DISCLAIM LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE OR ANTICIPATED PROFITS OR REVENUE ARISING OUT OF THE USE OR INABILITY TO USE ANY SIERRA WIRELESS PRODUCT, EVEN IF SIERRA WIRELESS AND/OR ITS AFFILIATES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR THEY ARE FORESEEABLE OR FOR CLAIMS BY ANY THIRD PARTY.

Notwithstanding the foregoing, in no event shall Sierra Wireless and/or its affiliates aggregate liability arising under or in connection with the Sierra Wireless product, regardless of the number of events, occurrences, or claims giving rise to liability, be in excess of the price paid by the purchaser for the Sierra Wireless product.

Patents

This product may contain technology developed by or for Sierra Wireless Inc. This product includes technology licensed from QUALCOMM®. This product is manufactured or sold by Sierra Wireless Inc. or its affiliates under one or more patents licensed from InterDigital Group and MMP Portfolio Licensing.

Copyright

© 2013 Sierra Wireless. All rights reserved.

Trademarks

AirCard® is a registered trademark of Sierra Wireless. Sierra Wireless™, Watcher™, and the Sierra Wireless logo are trademarks of Sierra Wireless.

Windows® and Windows Vista® are registered trademarks of Microsoft Corporation.

Macintosh® and Mac OS X® are registered trademarks of Apple Inc., registered in the U.S. and other countries.

QUALCOMM® is a registered trademark of Qualcomm Incorporated. Used under license.

Other trademarks are the property of their respective owners.

Contents

Get Started 9

Know your device 9

Manage your device and settings 10

Power button 10

Status LED indicator 10

LCD touchscreen 10

LCD screen elements 11

Accessories 13

Power sources 13

Set up and connect to the Internet 13

Install the battery 13

Connect to the Internet 13

Unite Manager homepage 14

Security credentials 15

Use Your Mobile Hotspot 17

View data usage 17

Manage Wi-Fi 18

Add a wireless device to your Wi-Fi network 18

Add a device manually 19

Add a WPS-enabled device 19

Disable/enable Wi-Fi (Main and Guest) 20

Set maximum number of connected devices 22

View / block connected users 24

Configure mobile broadband 27

Set auto connect options 27

Messages and Alerts 29

View SMS messages 29

View alerts 31

Battery 32
Battery life 32
Adjust Wi-Fi settings 32
Adjust display settings 34
Recharge the battery 35
Security 36
Change Wi-Fi network names and passwords 36
Change Unite Manager homepage settings 36
Change device encryption security settings 37
View details about your mobile hotspot 38
Update mobile hotspot software and firmware 39
Replace the SIM card 40

Advanced Settings 43
Hotspot software 43
Install driver for USB tethering 43
Download (backup) and restore settings 44
Manage Wi-Fi 44
Set Wi-Fi network options 44
Set MAC filter mode 45
Block list 46
Allow list 46
Security 47
Enable SIM security 47
Configure mobile broadband 48
View WAN information 48
Enable port forwarding 48
Enable port filtering 49
Enable VPN passthrough 50
Configure APN details 51
Enable DMZ 52
Set LAN options 52

Frequently Asked Questions 55

What do I do if I forget my Wi-Fi Password 55

What do I do if I forget my Admin Login or the Unite Manager homepage URL? 55

How do I disconnect from the mobile broadband network? 55

The Connect / Disconnect button on the Unite Manager homepage doesn't work.. 56

How can I extend the life of the battery? 56

How do I turn the mobile hotspot off?. 56

How do I find out how many users are connected to my mobile hotspot network? 56

The LCD screen is not lit. How do I know if the mobile hotspot is still powered on? 56

How do I find my computer's IP address? 57

How do I find a device's MAC address?. 57

Where can I find more information? 58

Troubleshooting 59

The Wi-Fi network name does not appear in the list of networks. 59

The No Signal icon appears on the LCD screen/Unite Manager homepage. . . 59

The Wi-Fi icon on the LCD screen is gray (disabled). 59

Unable to access the Unite Manager homepage when connected to a VPN. . . 59

Unable to connect a computer running Windows® Vista® to the mobile hotspot. 60

My computer (or other Wi-Fi device) loses its Wi-Fi connection to the mobile hotspot.. 60

Reset the mobile hotspot 60

Alerts 61
SIM not installed 61
SIM Error—Check SIM 61
SIM Locked 61
SIM MEP Locked 61
Temperature-related alerts 62
Connection alerts 62

Specifications 65
Mechanical specifications 65
Environmental specifications 65
Supported RF bands 65

Regulatory and Safety Information 67
Notice. 67
Safety and Hazards 67
Proper Battery Use and Disposal 68
Regulatory Information for North America 68

Index. 71

1: Get Started

This chapter provides an overview of the AirCard 770S Mobile Hotspot features, and instructions on how to set up your mobile hotspot and connect to the Internet.

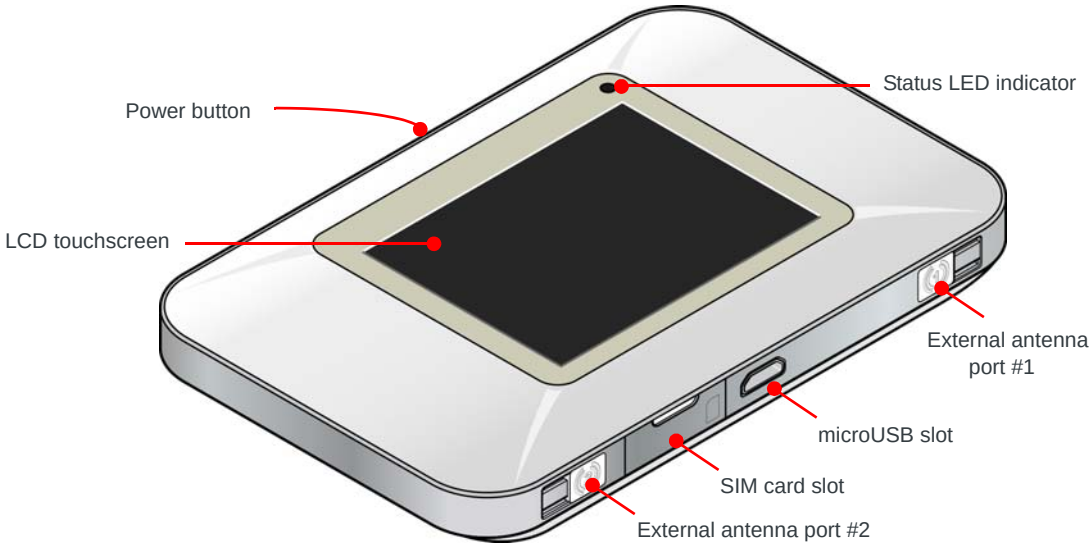
Know your device

Your mobile hotspot enables you to create a Wi-Fi network anywhere there is cellular network coverage. You can use that Wi-Fi network to connect your laptop and other Wi-Fi capable devices to your network provider's mobile broadband network and connect to the Internet.

You can also use your mobile hotspot in tethered mode by connecting it to your laptop with the USB cable to access the Internet.

Additional features include:

- Touchscreen LCD interface—Configure basic Wi-Fi and display settings, view data usage details, view system and network provider alerts and messages
- Wi-Fi Protected Setup (WPS)—A fast, easy way to connect WPS-enabled devices to your Wi-Fi network
- Guest Wi-Fi—Create a second Wi-Fi network on the hotspot for guests to use



Manage your device and settings

You can manage your device and change settings using:

- The device's LCD touchscreen (see page 10)
- The Unite Manager homepage (see page 14)

Power button

Table 1-1: Power button usage

Desired result	Action
Turn mobile hotspot on	Press and hold the power button for two seconds.
Turn mobile hotspot off	Press and hold the power button for two seconds.
Wake up Wi-Fi signal and device screen	Press and quickly release the power button.

Status LED indicator

The LED indicates the device's connection status:

- Slow blue blink—Data connection ready
- Double blue blink—Transferring data
- Slow amber blink—Sleeping

LCD touchscreen

The mobile hotspot's touchscreen LCD displays:

- Wi-Fi network name and password
- Network signal icons (See LCD screen elements on page 11 for details.)
- Data usage details
- Wi-Fi details (Wi-Fi range, connected devices, etc.)
- Device settings (screen brightness, software updates, view wireless number, etc.)
- System alerts
- Network provider messages
- Device tutorial

To personalize the mobile hotspot and change basic settings, use the homescreen Settings and Wi-Fi options.

For advanced settings, use a Wi-Fi enabled device to connect to the hotspot and then visit the Unite Manager homepage at http://attunite.

LCD screen elements

Icons on the LCD screen's top row indicate the status of the mobile hotspot, and several screen elements can be tapped to configure Wi-Fi and device settings, view data usage details, and view system alerts and carrier messages.

Homescreen

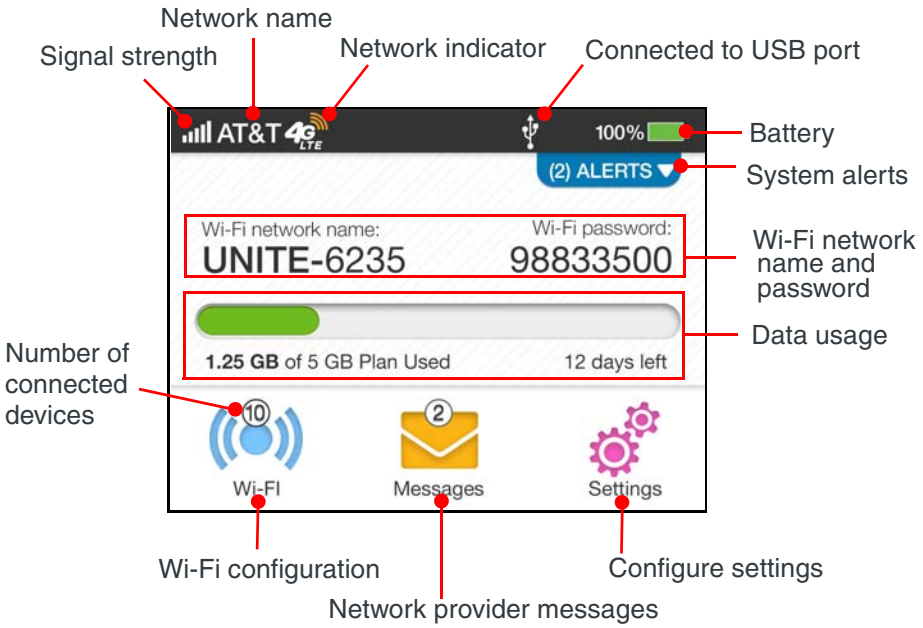


Figure 1-1: LCD homescreen

Table 1-2: LCD homescreen elements

Element	Indicates
	Signal strength The more bars the stronger the network provider's signal.
	No signal

Table 1-2: LCD homescreen elements (Continued)

Element	Indicates
	The type of network available.* 4G LTE—LTE 4G—HSPA, HSPA+ Edge—EDGE The orange bars indicate network activity by radiating in and out when data is being received or transmitted. Your 4G LTE wireless device will indicate which of AT&T's wireless networks you are connected to. 4G LTE: Connected to AT&T's 4G LTE network. 4G*: Connected to AT&T's HSPA+ network. Edge: Connected to AT&T's EDGE/2G network. * Limited 4G LTE availability in select markets. 4G speeds delivered by LTE, or HSPA+ with enhanced backhaul, where available. Compatible data plan required. LTE is a trademark of ETSI. Learn more at att.com/network. A network indicator does not necessarily mean that you will experience any particular upload or download data speeds. Actual upload and download data speeds depend upon a variety of factors, including the device, network utilization, file characteristics, terrain, etc. Learn more at wireless.att.com/learn/articlesresources/wireless-terms.jsp Your AT&T wireless Customer agreement, Section 3.2 Where and How does AT&T Service Work?
 	Battery status Indicates the charge status of the battery. Green bar—26–100% Yellow bar—11–25% Red bar—<10%. Connect charger. Battery charging
	Number of system alerts Tap the alert bar to view the messages.
Wi-Fi network name and Wi-Fi password	Mobile hotspot's Wi-Fi network name and password. Used by Wi-Fi enabled devices to connect to the mobile hotspot.
	Data usage for current billing period or prepaid plan. Tap the data bar to view detailed information.
	Wi-Fi menu Number indicates currently connected devices. Tap to configure basic Wi-Fi settings.
	Messages menu Number indicates unread messages Tap to view network provider messages.
	Settings menu Tap to configure basic device settings.

Accessories

- Micro USB cable—Used mainly for recharging the battery, although you can also use it to tether the mobile hotspot to your computer
- Wall charger—Used with the USB cable to recharge the battery or to power the mobile hotspot from a wall socket

Power sources

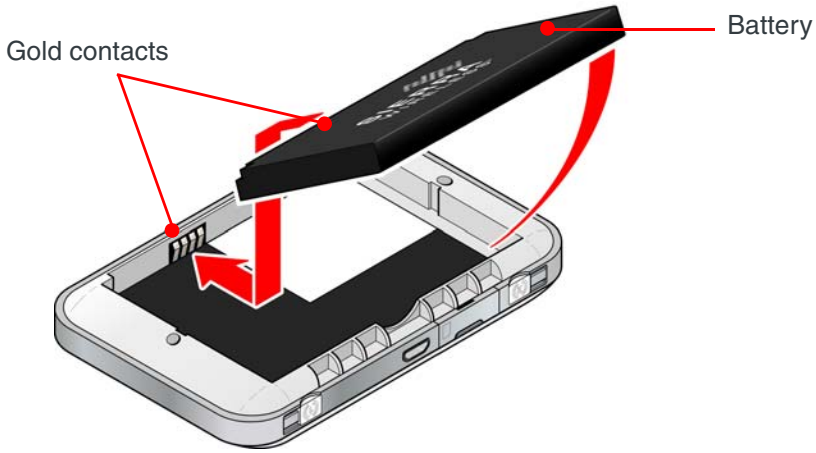
You can power your mobile hotspot from:

- Rechargable battery included with the mobile hotspot
- Wall socket using the wall charger and USB cable
- USB port on your computer

Set up and connect to the Internet

Install the battery

1. Insert the battery as shown in the illustration. Ensure that the gold contacts on the battery are lined up with the gold contacts on the device.



2. Replace the back cover.

Note: The battery comes partially-charged and ready to go. When the battery needs recharging, follow the instructions in *Recharge the battery on page 35.*

Connect to the Internet

To connect to the Internet:

1. Turn on the mobile hotspot.
   Press and hold the power button for a few seconds. Once powered up, the

mobile hotspot automatically searches for and connects to your network provider's mobile broadband network.

Note: Your mobile hotspot does not need to be connected to the computer with the USB cable to connect to the Internet. The USB cable is used mainly for recharging the battery. (You can also connect to the Internet with the mobile hotspot tethered to the laptop with the USB cable.)

2. Connect your computer or other device to your Wi-Fi network.
   a. On your computer, view the list of available Wi-Fi networks.
   b. Select the Wi-Fi network name displayed on the mobile hotspot LCD screen, and connect to it.
   c. When prompted, enter your Wi-Fi network password, as it appears on the mobile hotspot LCD screen.
3. Launch your browser to surf the Internet.

Note: To personalize the mobile hotspot and change basic settings, use the LCD homescreen Settings and Wi-Fi options. For advanced settings, use a Wi-Fi enabled device to connect to the hotspot and then use a browser to display the Unite Manager homepage (http://attunite). Log in as Administrator to make changes. (default Admin Login is **attadmin***)*

Note: The LCD screen may go into sleep mode to save power. To wake up the LCD screen, press and quickly release the power button, then tap the Unlock icon.

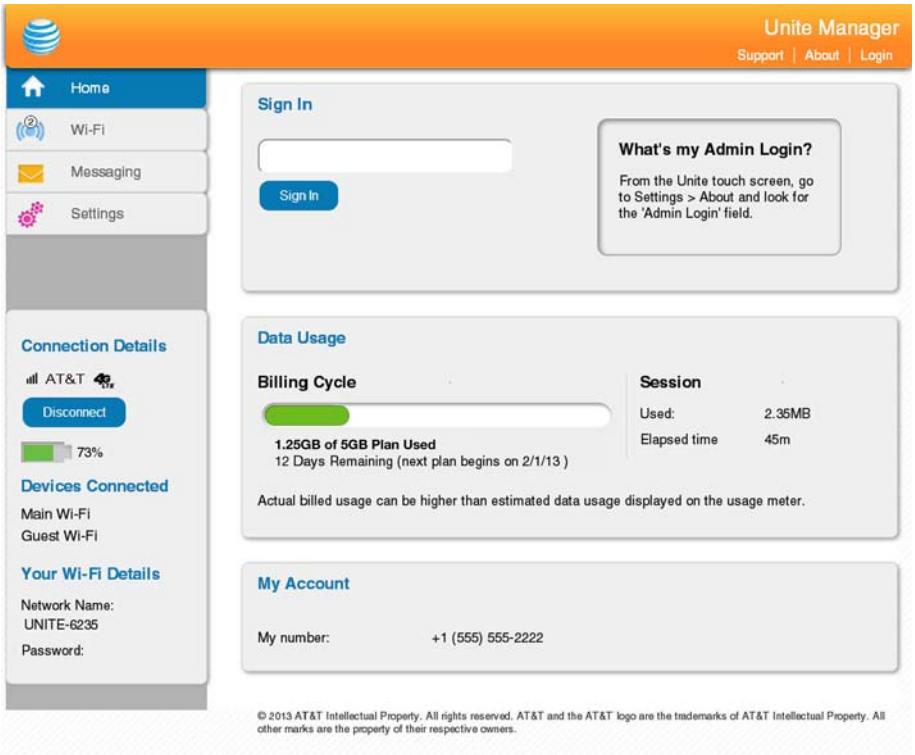
Unite Manager homepage

Your mobile hotspot comes configured and ready to use, but if you want to change the security settings, the Wi-Fi network name (SSID) and other settings, go to your mobile hotspot's Unite Manager homepage.

Note: Some basic Wi-Fi and device settings can be changed using the touchscreen LCD's Wi-Fi and Settings menus.

The Unite Manager homepage URL (http://attunite) is shown on the LCD (**Settings > About**) and in the Quick Start Guide that came with your mobile hotspot.

You must be logged in as Administrator to change settings and view detailed information (default Admin Login is **attadmin**).



To log in as Administrator:

1. On the Unite Manager homepage, place your cursor in the Sign In field and type **attadmin** (the default Admin Login).
2. Click **Sign In**.

Once you are logged in, you can view detailed information and change mobile hotspot settings, such as:

- Change the SSID, Wi-Fi Password, Admin Login, and Wi-Fi encryption
- Set auto connect options
- View data usage
- Change advanced settings such as security settings and router options

Security credentials

Three passwords are associated with the mobile hotspot:

- Wi-Fi password— Used to connect your computer or other Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It is displayed on the main mobile hotspot LCD screen. If the screen is blank (a power-saving feature), press and quickly release the power button to view the information on the screen. The default Wi-Fi Password is also printed on a label under the battery.
- Admin Login—Used to log into the Unite Manager homepage as Administrator. You must be logged in as Administrator to use certain features and to make changes to your mobile hotspot settings. The default Admin Login, **attadmin**, is printed on a label under the battery. The Admin Login can be 5–31 characters.

- Guest Wi-Fi Password—When enabled, guests can use this password to access the Guest Wi-Fi network.

You can change these passwords on the Unite Manager homepage, http://attunite.

2: Use Your Mobile Hotspot

This chapter provides information on how to use your mobile hotspot.

Note: To change settings you need to be logged in as Administrator. See Set up and connect to the Internet on page 13.

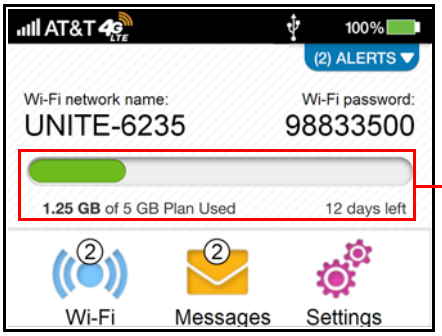
View data usage

You can view an estimate of your data usage (not accurate for billing purposes) on the Unite Manager homepage and on the LCD's home screen.

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

On the LCD touchscreen:

The home screen shows the data usage for the current billing cycle (for monthly plans) or for the pre-paid plan.



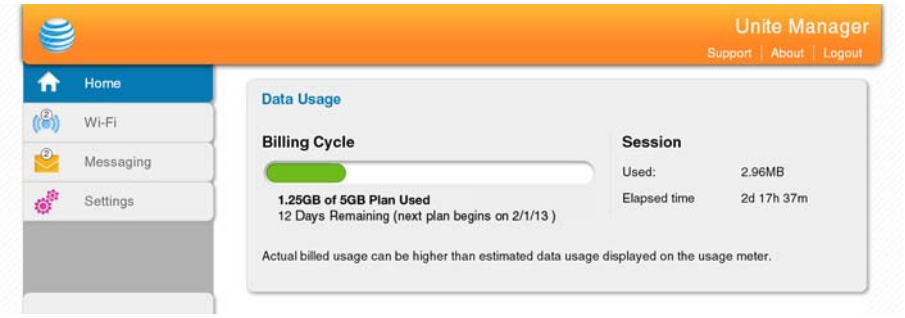
To view detailed data usage information:

1. On the home screen, tap the data usage bar.
2. Tap either of the following to view details:
   - **Billing Cycle**:
     Amount of data used
     Days remaining in the current cycle
     The date the next cycle begins
   - **Current Connection**:
     Amount of data used in current broadband session
     Time the connection started
     Amount of time connection has been active

On the Unite Manager homepage:

The Unite Manager homepage shows the data usage for the current billing cycle (for monthly plans) or for the pre-paid plan, and for the current broadband session.

1. Log in as Administrator. The data usage information appears for the Billing Cycle and for the current Session.



2. For pre-paid plans, if you want to add additional data to your plan, click **Add Data** to connect to AT&T's site, then follow the instructions to purchase more data.

Manage Wi-Fi

The mobile hotspot gives you the option to share the Wi-Fi radio between two Wi-Fi networks—a Main Wi-Fi network for devices you trust, and a Guest Wi-Fi network that allows you to share your Wi-Fi with temporary visitors without exposing them to your devices on the Main Wi-Fi network.

By default, Main Wi-Fi is enabled and Guest Wi-Fi is 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 make changes to Wi-Fi settings, the hotspot resets to activate the new settings. Any devices connected to the hotspot will be disconnected when the hotspot resets.

Add a wireless device to your Wi-Fi network

You can connect up to ten wireless devices such as smart phones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames to your mobile hotspot network. (See Set maximum number of connected devices on page 22 for instructions on setting connections for Main Wi-Fi and Guest Wi-Fi networks.)

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

Add a device manually

1. On the wireless device you want to add to your network, 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.
3. When prompted, enter the Wi-Fi password for your mobile hotspot network. The Wi-Fi password is displayed on the mobile hotspot LCD screen. (If the screen has turned off to save power, press and quickly release the power button to wake up the screen.)

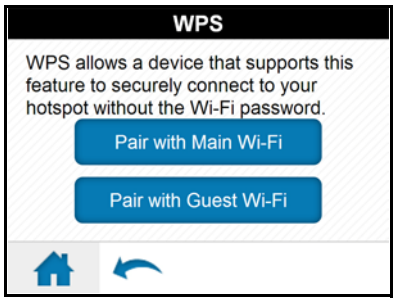
Add a WPS-enabled device

You can add a WPS-enabled Wi-Fi device to your Wi-Fi network without a Wi-Fi password, using the Unite Manager homepage or the mobile hotspot LCD screen.

On the LCD touchscreen:

1. On the home screen, tap **Wi-Fi > WPS**.

2. Tap **Pair with Main Wi-Fi** or **Pair with Guest Wi-Fi**.



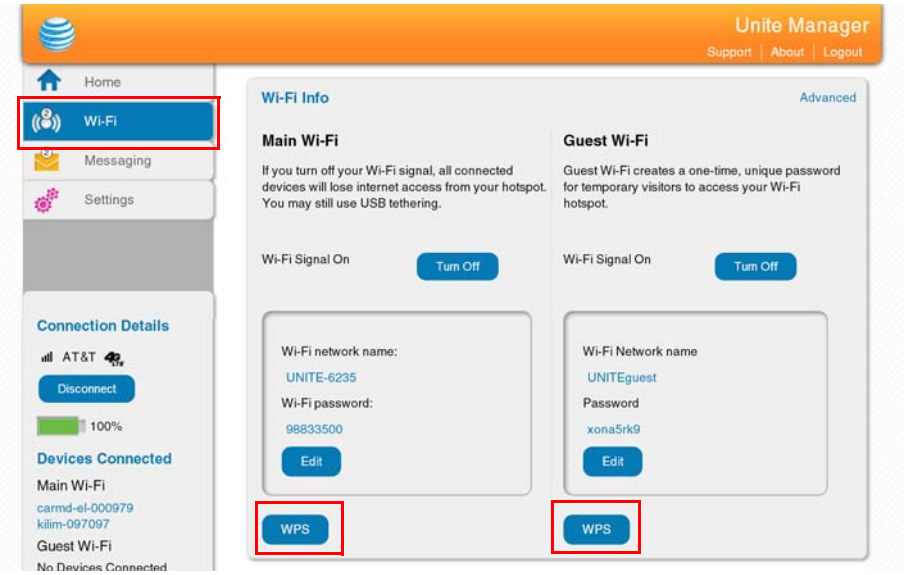
3. Within two minutes (120 seconds), press the WPS button on the wireless device you want to connect.

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

On the Unite Manager homepage:

1. On the Unite Manager homepage, log in as Administrator.

2. Click **Wi-Fi**.



3. Click **WPS** for either the Main Wi-Fi or Guest Wi-Fi.
4. Choose the WPS method you want to use:
   - If the device you want to connect has a WPS button: Click **WPS button pairing**, and then within two minutes (120 seconds) press the device's WPS button, or
   - If the device you want to connect has a WPS PIN associated with it: Click **Enter WPS PIN**, and then enter the device's WPS PIN.

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

Disable/enable Wi-Fi (Main and Guest)

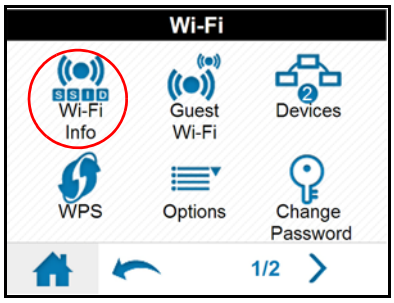
The Wi-Fi networks (Main and Guest) can be disabled or enabled from the Unite Manager homepage and from the LCD.

Note: If you disable or enable either Wi-Fi network, the Wi-Fi radio resets and all devices connected to the hotspot on both networks (including the device you are using unless you are in tethered mode) will lose their connection.

On the LCD touchscreen:

To disable or enable your Main Wi-Fi network:

1. From the home screen, tap **Wi-Fi > Wi-Fi Info**.

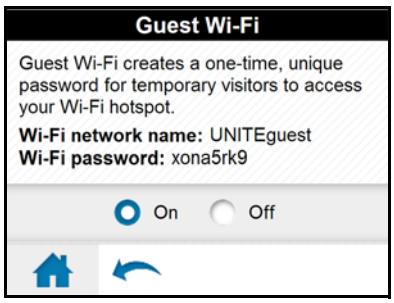


2. Tap **On** to enable the network, or tap **Off** to disable it.

To disable or enable your Guest Wi-Fi network:

1. From the home screen, tap **Wi-Fi > Guest Wi-Fi**.

2. Tap **On** to enable the network, or tap **Off** to disable it.

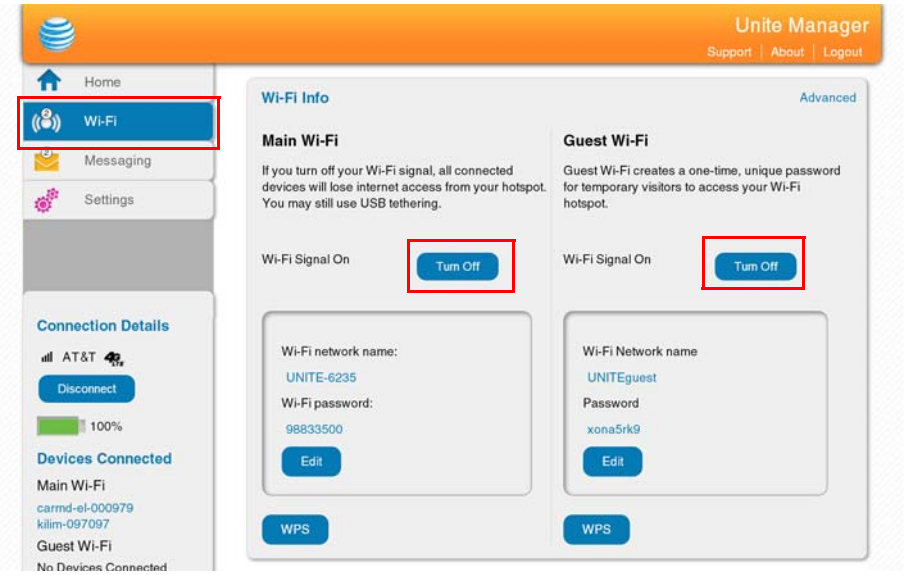


On the Unite Manager homepage:

To disable either Wi-Fi network, or to enable the Guest Wi-Fi network (Main Wi-Fi must be enabled from the LCD touchscreen):

1. Connect to the mobile hotspot (on the Main Wi-Fi network, or from a tethered device) and log in as Administrator.

2. Click **Wi-Fi.**



3. In the Wi-Fi Info section, click **Turn Off** (or **Turn On**) for the network you want to disable (or enable).

Set maximum number of connected devices

You can connect up to ten wireless devices to the mobile hotspot. These connections are shared between the hotspot's Main and Guest Wi-Fi networks.

Note: If you want to limit the total number of connections to less than ten (for example, six), you could set the number of connections to Main (6) and Guest (4), then turn off Guest Wi-Fi.

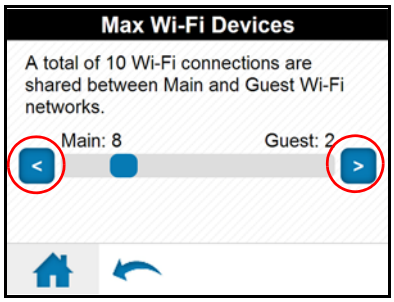
To set the number of devices that can connect to each Wi-Fi network:

On the LCD touchscreen:

1. From the home screen, tap **Wi-Fi > Options**.

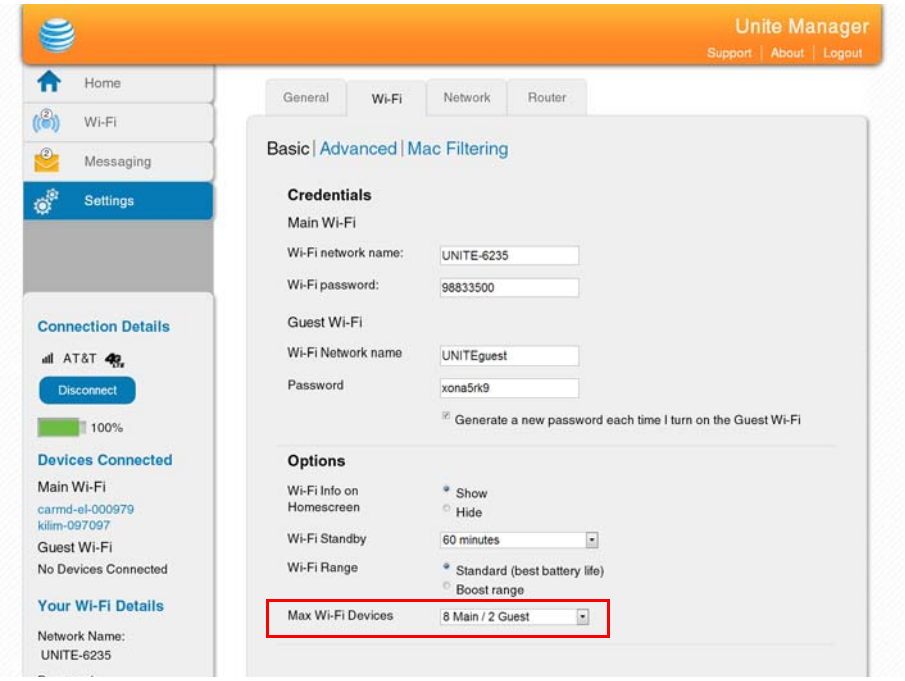
2. Tap **Max Wi-Fi Devices**.

3. Tap < or > to adjust the number of connections available for Main or Guest.



On the Unite Manager homepage

1. Log in as Administrator.
2. Select **Settings > Wi-Fi > Basic**.



3. From the Max Wi-Fi Devices drop-down box, select the desired allocation.
4. Click **Submit**. (Submit button appears once you make a selection.)

View / block connected users

Note: Whenever you block or unlock users, the hotspot resets to activate the new settings. Any devices connected to the hotspot will be disconnected when the hotspot resets.

To view a list of devices connected to your mobile hotspot and block undesired users:

On the LCD touchscreen:

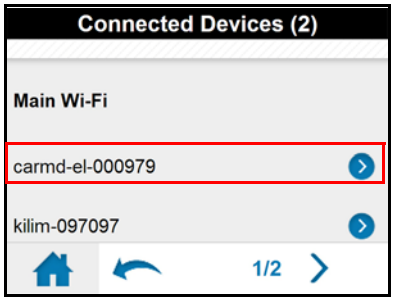
To view connected devices:

1. From the home screen, tap **Wi-Fi > Devices**. A list of devices connected to the Main Wi-Fi and Guest Wi-Fi networks appears.

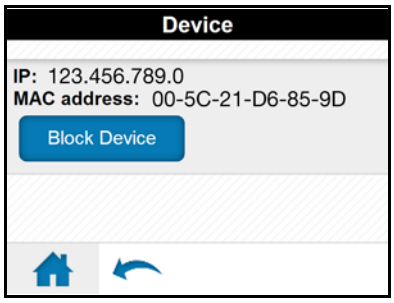
If you notice a Wi-Fi device that you do not recognize, you can block that device from connecting to your Wi-Fi network.

To block a device:

1. Tap the device name. The device details appear.



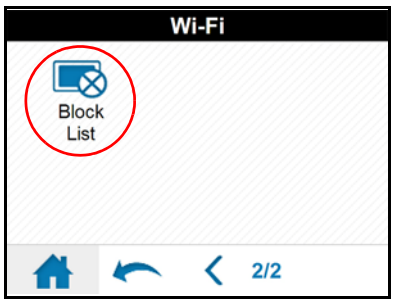
2. Tap **Block Device**.



3. Tap **Continue Block**.

To view a list of blocked devices:

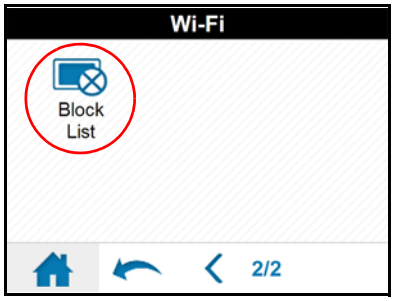
1. From the home screen, tap **Wi-Fi > Block List**.



2. Tap **View Blocked Devices**. A list of blocked devices appears.

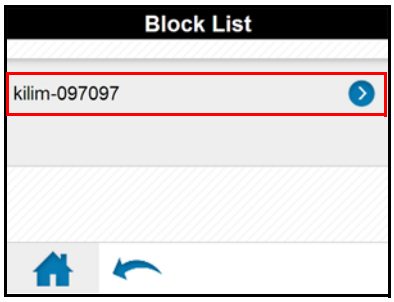
To unblock a device, giving it access to your network:

1. From the home screen, tap **Wi-Fi > Block List**.



2. Tap **View Blocked Devices**. A list of blocked devices appears. (Note: The View Blocked Devices button appears and is active only if the block list is turned on.)

3. Tap the device you want to unblock.

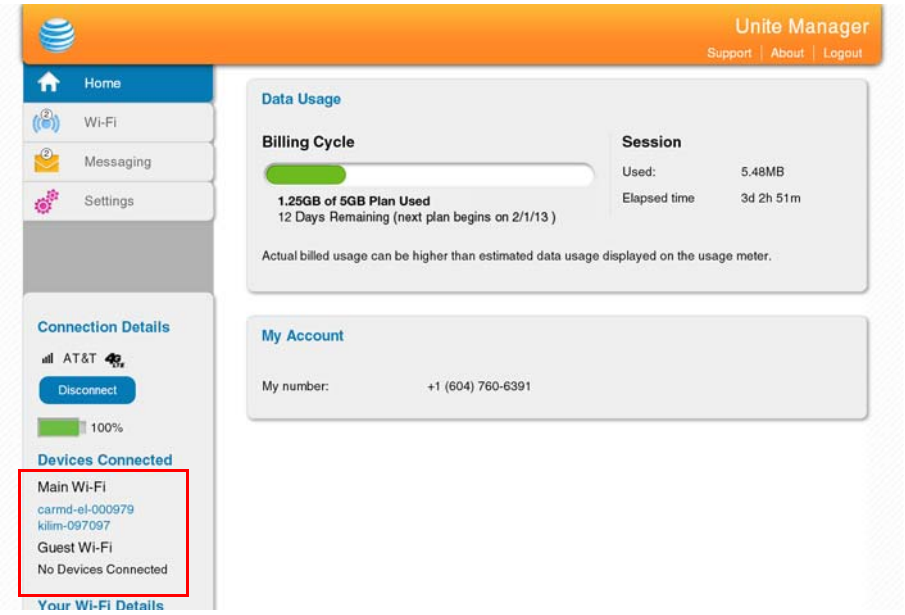


4. Tap **Unblock**.

On the Unite Manager homepage:

To view connected devices:

1. Log in as Administrator.
   A list of Devices Connected to the Main Wi-Fi and Guest Wi-Fi networks appears in the left column of the screen.



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

To block a device:

1. Click the device name. The device details appear.
2. Click **Block Device**.
3. When prompted, click **Block Device** again.

To view a list of blocked devices:

1. From the Unite Manager homepage, click **Wi-Fi > Mac Filtering**. The Black List shows all blocked devices. (Note: The Black List appears and is active only if MAC Filter Mode is set to Black List.)

To unblock a device, giving it access to your network:

1. From the Unite Manager homepage, click **Wi-Fi > Mac Filtering**. The Black List shows all blocked devices. (Note: The Black List appears and is active only if MAC Filter Mode is set to Black List.)
2. Click × beside the device you want to unblock.

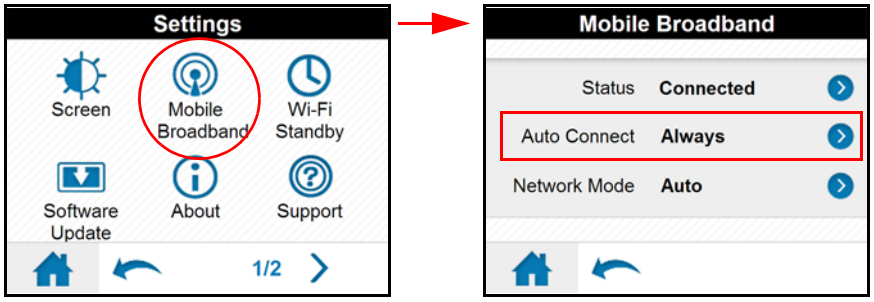
Configure mobile broadband

Set auto connect options

By default, the mobile hotspot automatically connects to AT&T's mobile broadband network. You can change this feature so that the mobile hotspot automatically connects to another network when you are roaming, or to never auto connect.

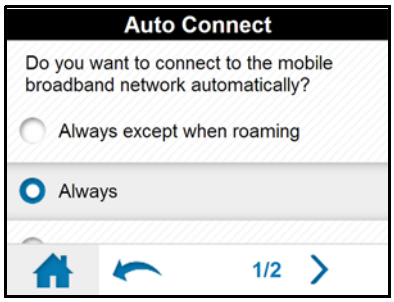
On the LCD touchscreen:

1. On the home screen, tap **Settings > Mobile Broadband**.

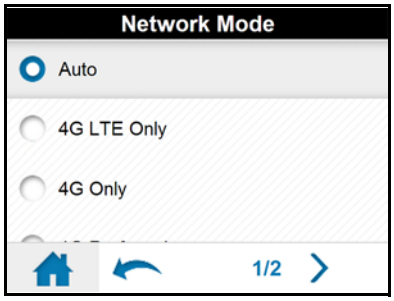


2. Select the desired Auto Connect option:
   - Always except when roaming—The mobile hotspot automatically attempts to connect only to your network provider's mobile broadband network when powered on.
   - Always—The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on. You may incur additional roaming charges if you are outside of your network provider's coverage area.
   - Never (connect manually each use)—The mobile hotspot will not attempt to automatically connect to the mobile broadband network when powered on.

     To connect to the network manually, view the Mobile Broadband Disconnected alert and click **Connect**, or select **Settings > Mobile Broadband > Status** and click **Connect**.



3. Select the Network Mode that the device can connect to (for example, Auto, 4G LTE only, 4G only, etc.)

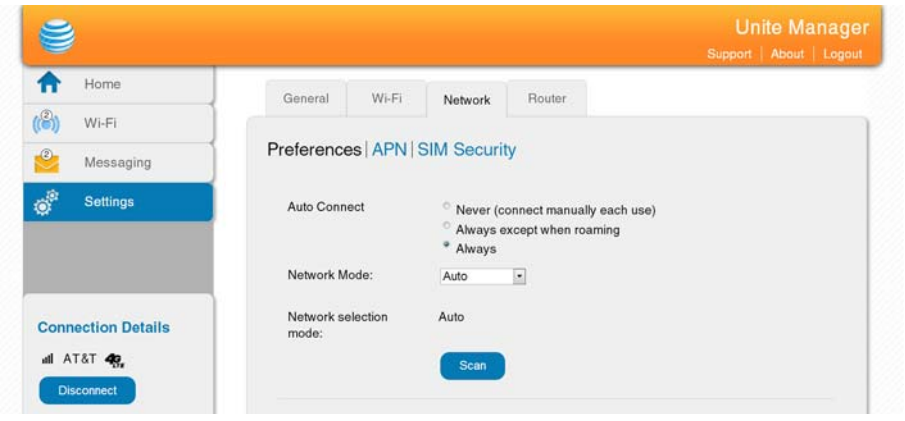


Note: For most users, it's best to leave the default setting (Auto). When this option is selected, your mobile hotspot connects to the fastest service available. If you change this setting, the mobile hotspot will not be able to connect if the option you choose is not available. For example, if you select 4G LTE only and you are in an area where there is no LTE network available, the mobile hotspot will not be able to connect to a mobile broadband network until you change this setting.

Note: To connect to a specific network while roaming, use the Scan option from the Unite Manager homepage (see step 5 below).

On the Unite Manager homepage:

1. Log in as Administrator.
2. Select **Settings > Network > Preferences**.



3. Select the desired Auto Connect option:
   - Never (connect manually each use)—The mobile hotspot will not attempt to automatically connect to the mobile broadband network when powered on.

     To connect to the network manually, view the Mobile Broadband Disconnected alert and click **Connect**.
   - Always except when roaming—The mobile hotspot automatically attempts to connect only to your network provider's mobile broadband network when powered on.

- Always—The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on. You may incur additional roaming charges if you are outside of your network provider's coverage area.

4. From the Network Mode drop-down menu, select the network modes that the device can connect to (for example, Auto, 4G LTE only, 4G only, etc.)

Note: For most users, it's best to leave the default setting (Auto). When this option is selected, your mobile hotspot connects to the fastest service available. If you change this setting, the mobile hotspot will not be able to connect if the option you choose is not available. For example, if you select 4G LTE only and you are in an area where there is no LTE network available, the mobile hotspot will not be able to connect to a mobile broadband network until you change this setting.

5. If you want to select a mobile network other than AT&T's when roaming, click **Scan**, and then select the network from the list that appears.
6. Click **Submit**. (Submit button appears once you change any of the displayed preferences.)

Messages and Alerts

View SMS messages

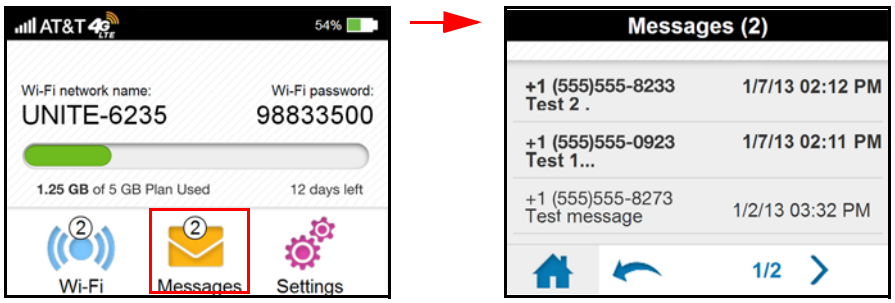
You can view SMS messages from AT&T on the LCD touchscreen or Unite Manager.

On the LCD touchscreen:

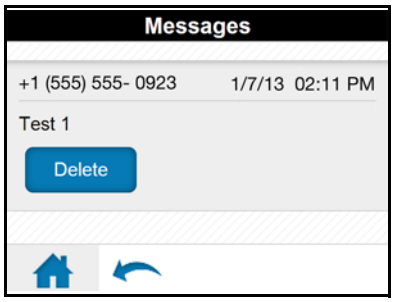
On the home screen, the Messages icon indicates if you have unread network messages.

To view messages:

1. On the home screen, tap **Messages**. A list of messages appears, previewing the first portion of the text.



2. For any message in the list, tap the message to read the full text.



To delete a message:

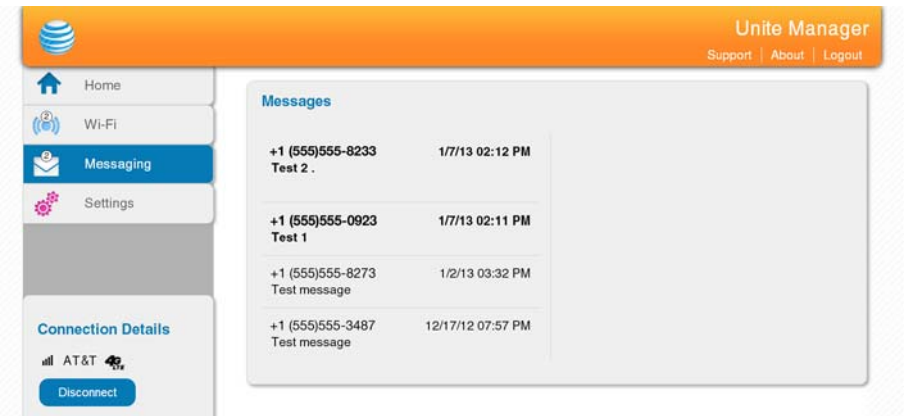
1. Tap the desired message.
2. Tap **Delete**.

On the Unite Manager homepage:

If you have logged in as Administrator, the Messages icon on the side menu indicates if you have unread network messages.

To view messages:

1. Log in as Administrator.
2. Click **Messaging**. A list of messages appears, showing the first portion of the text.



3. For any message in the list, click the message to read the full text.

To delete a message:

1. Click the desired message.
2. Click **Delete**.

View alerts

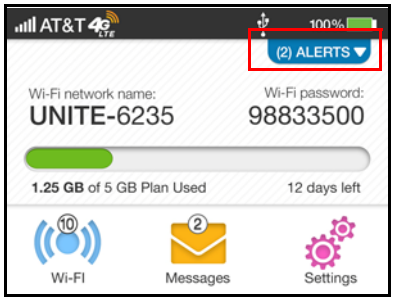
Your mobile hotspot displays alerts to advise you of the device status.

On the LCD touchscreen:

On the home screen, the Alerts bar indicates that you have system alerts.

To view alerts:

1. On the home screen, tap the Alerts bar.



2. Read each alert that appears and follow any displayed instructions. Tap the '>' button to show the next alert.

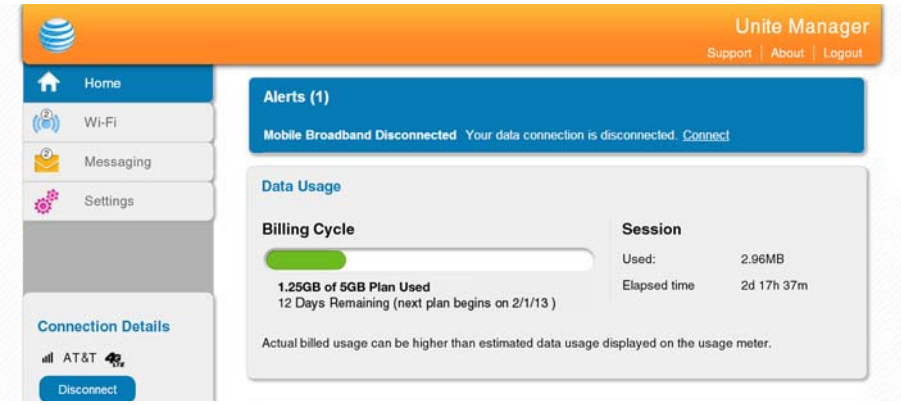
Note: Alerts remain as long as the issues that cause them are active. When the issues are dealt with, the alerts are removed automatically.

On the Unite Manager homepage:

If you have logged in as Administrator, any active alerts will appear on the Unite Manager homepage.

To view alerts:

1. Log in as Administrator. Active alerts will appear at the top of the homepage.



2. Follow the instructions in each alert to address the conditions that caused them to appear.

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

Battery

Battery life

The mobile hotspot, by default, is configured to optimize battery life. Battery life is affected by:

- Standby time
- Data throughput
- Mobile Broadband signal strength (the better the signal, the longer the battery life)
- Wi-Fi range:
  - Standard—Longest battery life
  - Boost—Enables you to have connected Wi-Fi devices further from your mobile hotspot and still connect to your Wi-Fi network, but battery life is shorter

There are several methods you can use to extend the battery life:

- Adjust Wi-Fi settings:
  - Shorten the Wi-Fi range—If the devices you are connecting to your Wi-Fi network are always close to the mobile hotspot device, shorten the Wi-Fi range.
  - Set the standby timer to a shorter period—Reduce the amount of time to wait when no devices are connected to either Wi-Fi network before going into standby mode (Wi-Fi radio turns off).
- Adjust display settings:
  - Dim the screen—Reduce the LCD's brightness level.
  - Set the screen timeout to a shorter period—Reduce the amount of time to wait without the LCD being touched before turning the screen blank.

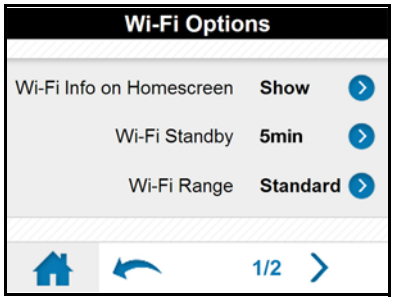
Adjust Wi-Fi settings

On the LCD touchscreen:

1. On the home screen, tap **Wi-Fi > Options**.

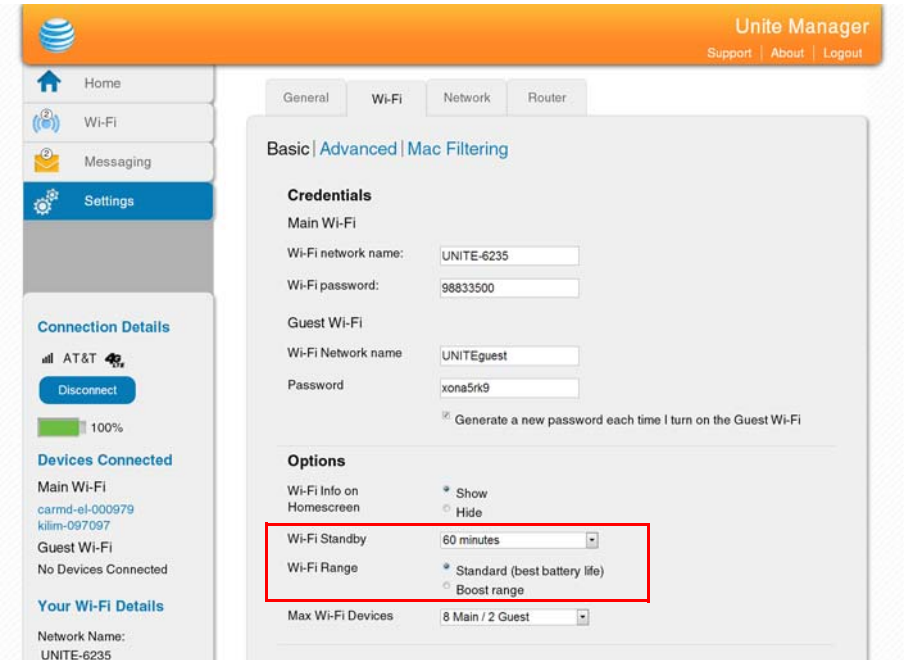
2. Adjust any of these settings:
   - Wi-Fi Standby—Tap **Wi-Fi Standby**, then select a shorter time period. (The shorter the time, the longer the battery life.)

- Wi-Fi Range—Tap **Wi-Fi Range**, then select Standard (best battery life).



On the Unite Manager homepage:

1. Log in as Administrator.
2. Click **Wi-Fi**.

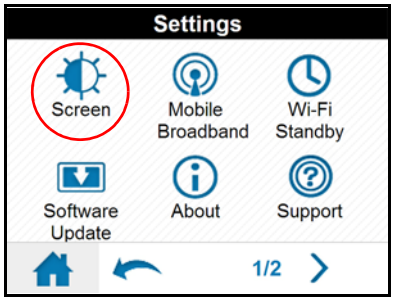


3. Adjust any of these settings in the Options section:
   - Wi-Fi Standby—From the drop-down box, select a shorter time period. (The shorter the time, the longer the battery life.)
   - Wi-Fi Range—Select Standard (best battery life).
4. Click **Submit**. (Submit button appears once you make a selection.)

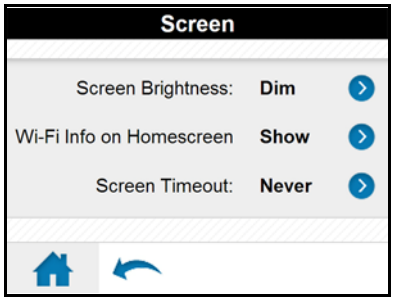
Adjust display settings

On the LCD screen:

1. On the home screen, tap **Settings** > **Screen**.

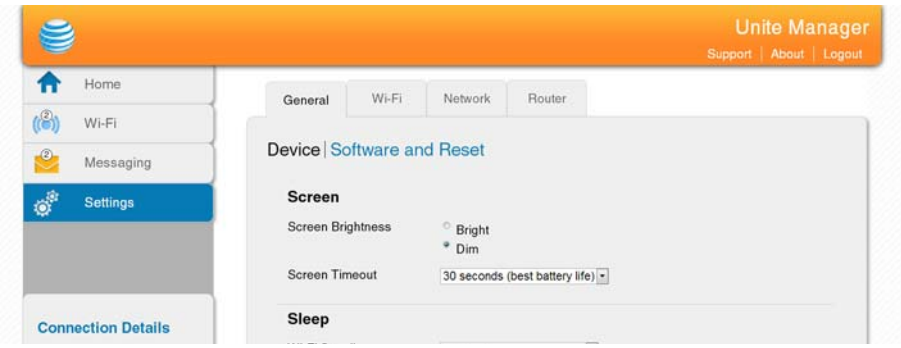


2. Adjust any of these settings:
   - Screen Brightness—Tap **Screen Brightness**, then select Dim.
   - Screen Timeout—Tap **Screen Timeout**, then select a shorter time period.



On the Unite Manager homepage:

1. Log in as Administrator.
2. Click **Settings** > **General** > **Device**.



3. Adjust any of these settings in the Screen section:
   - Screen Brightness—Select Dim.
   - Screen Timeout—From the drop-down box, select a shorter time period.
4. Click **Submit**. (Submit button appears once you make a selection.)

Recharge the battery

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

To recharge the battery from a wall socket (Fastest option):

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

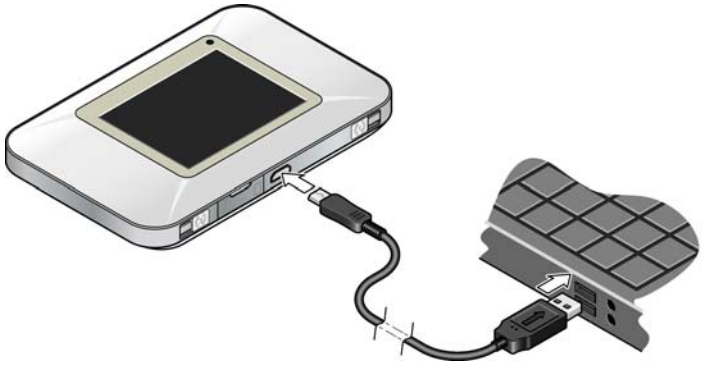
2. Plug the wall charger into a wall socket. The battery icon includes a lightning bolt to indicate that the battery is charging. ( )

   The battery icon on the LCD screen indicates when the battery is fully charged ( ) and an alert is displayed.

Note: The LCD goes into sleep mode after a set time to extend battery life. To wake up the LCD screen, press and quickly release the power button.

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

1. Attach one end of the micro USB cable to the mobile hotspot and plug the other end into the USB port on your computer. The battery icon includes a lightning bolt to indicate that the battery is charging. ( ).



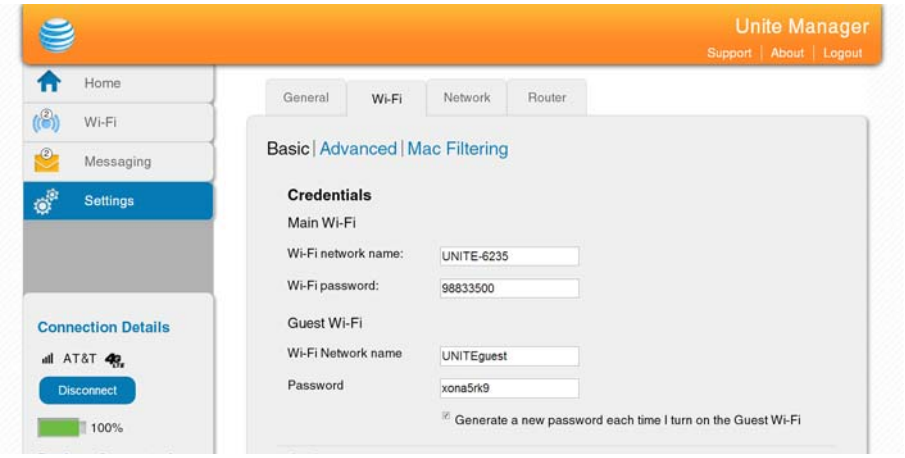
   The battery icon on the LCD screen indicates when the battery is fully charged ( ) and an alert is displayed.

Security

Change Wi-Fi network names and passwords

The network names and passwords for the Main and Guest Wi-Fi networks can be customized in the mobile hotspot's Unite Manager homepage.

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Basic**.



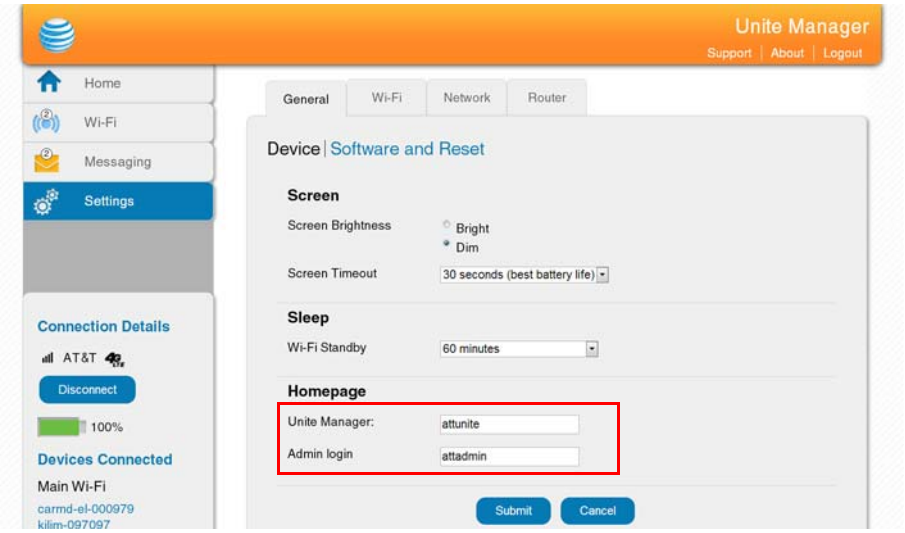
3. If desired, change the Main or Guest Wi-Fi network names and passwords.
4. To have a different Guest Wi-Fi password every time Guest Wi-Fi is turned on, select Generate a new password each time I turn on the Guest Wi-Fi (or deselect it to use the same password each time).
5. Click **Submit**. (Submit button appears once you make a selection.)

Note: If you changed either of the Wi-Fi network names or passwords, all connected devices will be disconnected and have to reconnect.

Change Unite Manager homepage settings

The URL for the Unite Manager web interface and the Admin Login used to access the web interface can be customized in the mobile hotspot's Unite Manager homepage.

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > General > Device**.

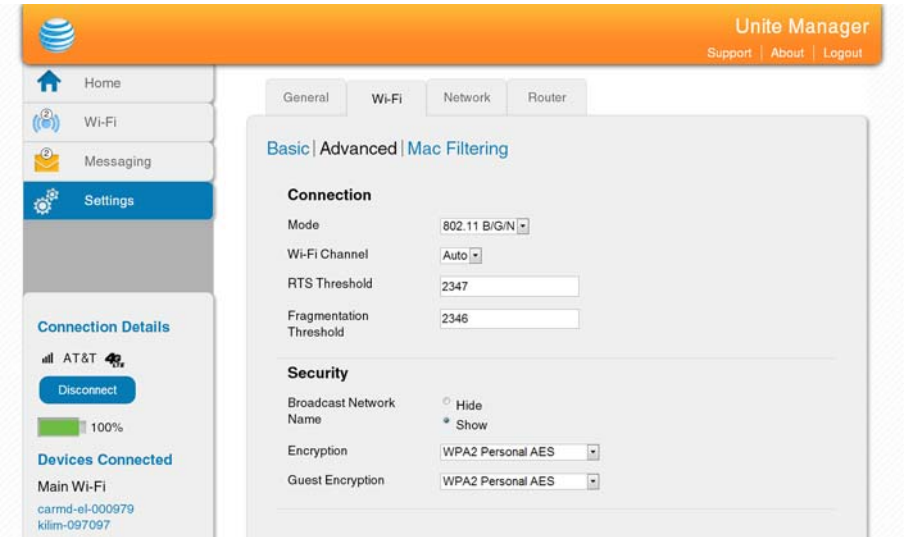


3. If desired, change the name used to access Unite Manager (maximum 31 characters).
4. If desired, change the Admin Login (maximum 31 characters).
5. Click **Submit**. (Submit button appears once you make a selection.)

Change device encryption security settings

To set the Wi-Fi encryption options:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Advanced**.



3. Select the desired encryption options.

   The Wi-Fi encryption options (for 802.11 B/G/N mode) are:

   - WPA2 Personal/AES—Strong security supported by newer Wi-Fi devices (default)

- WPA/WPA2 Personal—Strong security supported by most Wi-Fi devices (Use this if you want to connect Wi-Fi devices that do not support WPA2 Personal AES.)
- None—**Not recommended**. Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred.

The options available depend on the Wi-Fi Mode. If you want to choose a Wi-Fi encryption other than WPA2 Personal AES or WPA/WPA2 Personal:

a. Change the Mode to 802.11 B/G compatibility.

b. Select the desired encryption options.

It is recommended that you use WPA2 Personal AES whenever possible.

4. Click **Submit**. (Submit button appears once you make a selection.)
5. Reconnect your Wi-Fi devices, if necessary, using the new Wi-Fi credentials. See Connect to the Internet on page 13.

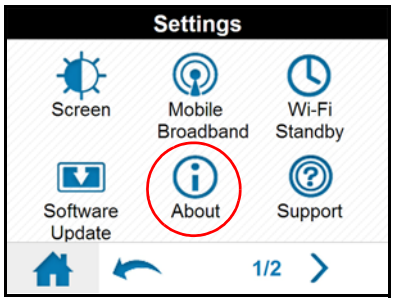
Note: The length of the Wi-Fi Password depends on the Wi-Fi encryption selected.

View details about your mobile hotspot

To view details about your device such as the model number, software version, IMEI, etc.:

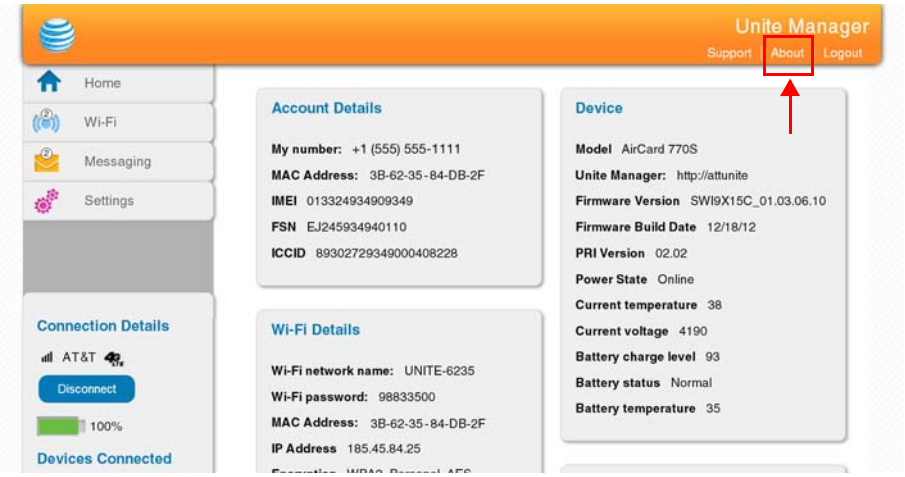
On the LCD touchscreen:

1. From the home screen, click **Settings** > **About**.



On the Unite Manager homepage:

1. Log in as Administrator.
2. Click **About**.



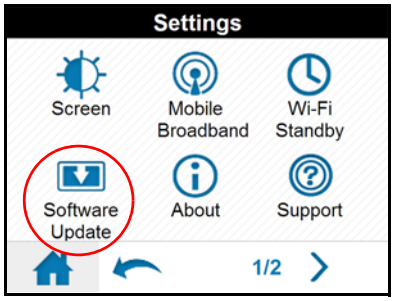
Update mobile hotspot software and firmware

An alert is sent to your mobile hotspot whenever a new software or firmware update for the hotspot becomes available.

To install the new software:

On the LCD touchscreen:

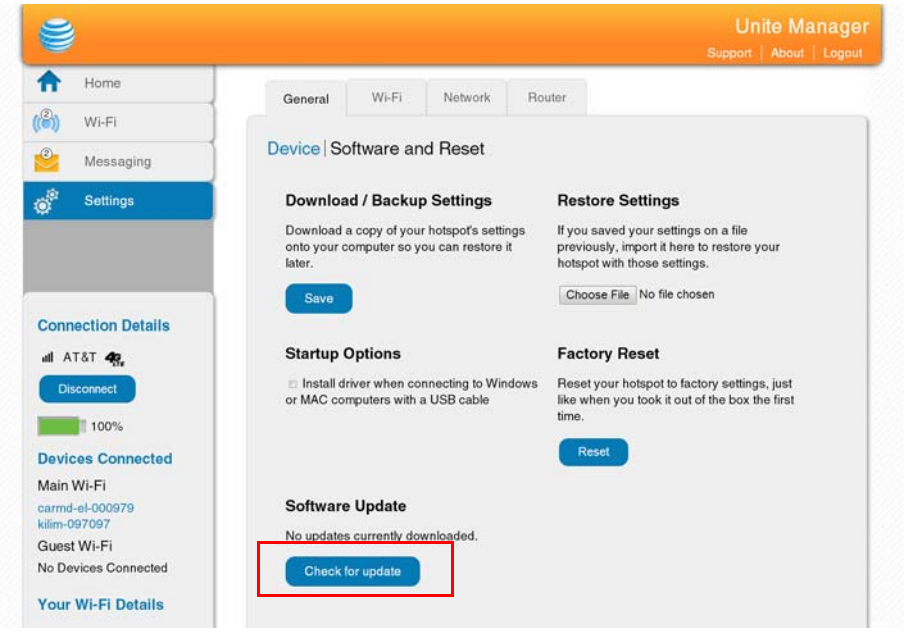
1. From the home screen, click **Settings > Software Update**.



2. Click **Check for update**.
3. If an update is available:
   - Click **Update Now** to load the update immediately, or
   - Click **Postpone** and select the number of hours to wait before the update loads

On the Unite Manager homepage:

1. Log in as Administrator.
2. Click **Settings > Device > Software and Reset**.



3. Click **Check for updates**.
4. If an update is available, either:
   - Click **Continue** to load the update immediately, or
   - Click **Postpone** and select the number of hours to wait before the update loads

Replace the SIM card

Your mobile hotspot comes with the SIM card inserted. If you need to replace the SIM card:

1. Open the SIM card cover.

2. Remove the existing SIM card (if present)—push the SIM card in to unlock it, then pull it out of the slot.

3. Insert the new SIM card—push the SIM fully into the slot.

4. Close the SIM card cover.

3: Advanced Settings

This chapter provides information on how to change advanced settings. The advanced settings enable you to configure various aspects of the device such as Wi-Fi settings, WAN settings, router settings, etc.

Hotspot software

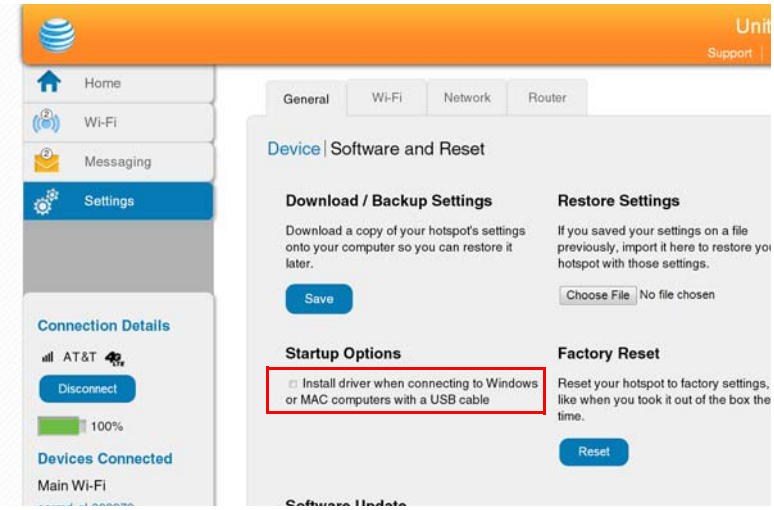
Install driver for USB tethering

By default, a host driver is installed the first time you connect your mobile hotspot to the computer via the USB cable. This driver enables the mobile hotspot to connect to the Internet when it is tethered to a USB port on the computer via the USB cable instead of using the Wi-Fi network.

If you do not want to use this feature and want to use the USB cable only to charge the mobile hotspot battery, you can set the host driver not to install.

To set the host driver not to install:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Device > Software and Reset**.



3. In the Startup Options section, clear the checkbox beside Install driver when connecting to Windows or MAC computers with a USB cable.
4. Click **Submit**. (Submit button appears once you make a selection.)

Download (backup) and restore settings

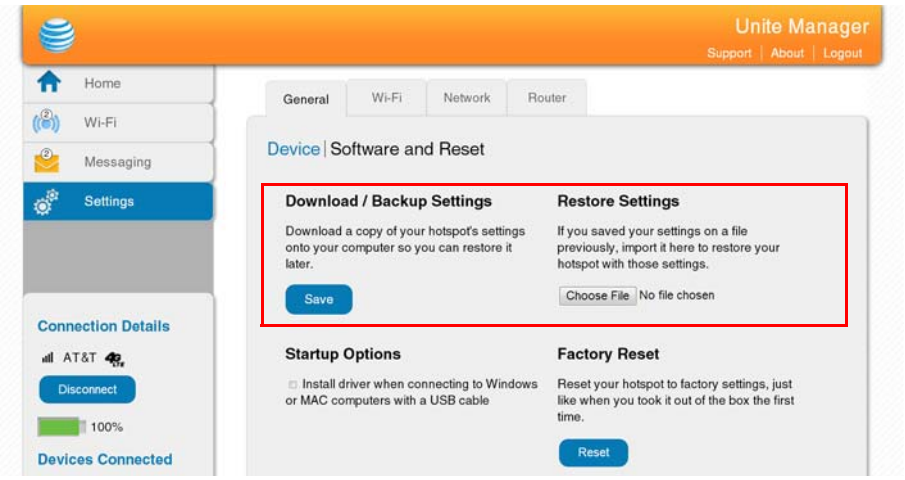
The mobile hotspot allows you to download (backup) and restore your hotspot (router) settings. This is useful if you have more than one device and you want the same settings on both, or to save your settings before doing a factory reset or changing the settings.

To download (backup) hotspot settings:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > General > Software and Reset**.
3. Click **Save**. By default, the file (export.cfg) is saved to your Downloads folder.

To restore hotspot settings:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > General > Software and Reset**.
3. In the Restore Settings section, click **Choose File**.



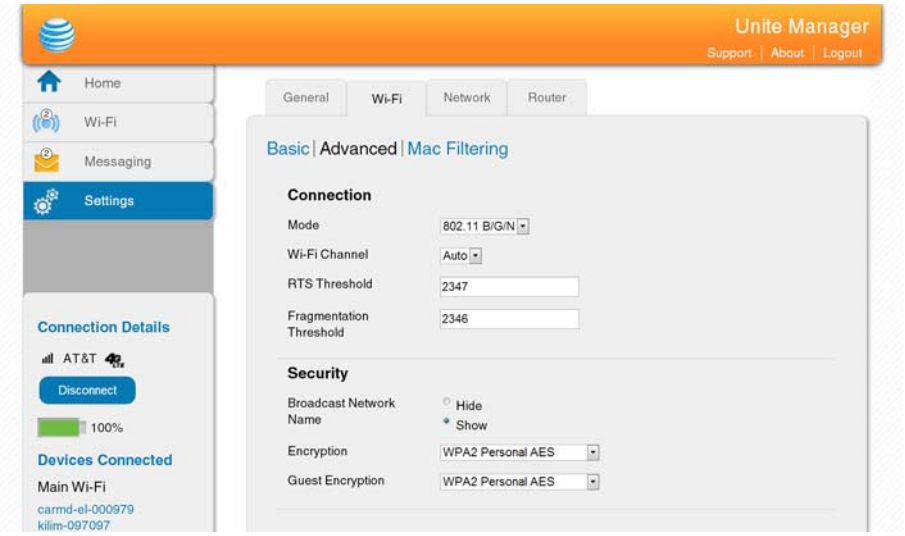
4. Navigate to the file store. (By default, hotspot setting files are saved to your Downloads folder.)
5. Click **Open** to restore your hotspot with the imported file settings.

Manage Wi-Fi

Set Wi-Fi network options

To set the Wi-Fi network options:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Advanced**.



3. Select the desired options:
   - Mode—The WLAN protocol being used. The recommended value is 802.11 B/G/N, which supports the widest range of data rates and network technologies.
   - Wi-Fi Channel—The Wi-Fi channel used. The recommended value is Auto, which chooses the channel that will provide the least interference.
   - RTS Threshold — The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol. The recommended value is 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 the packet is larger than this, it is sent in multiple packets, which can affect network performance. It is recommended to keep this value as large as possible (up to 2346).
   - Broadcast Network Name — If you select Show, your Wi-Fi network name (SSID) will be broadcast to everyone nearby. (Select Hide if you do not want it broadcast.)

Note: The Mode field usage is explained in Change device encryption security settings on page 37.

4. Click **Submit**. (Submit button appears once you make a selection.)

Set MAC filter mode

MAC (Media Access Control) filtering enables you to block unauthorized Wi-Fi devices from accessing your Wi-Fi network (Block list on page 46), or permit only authorized Wi-Fi devices to access the network (Allow list on page 46), based on each device's MAC address.

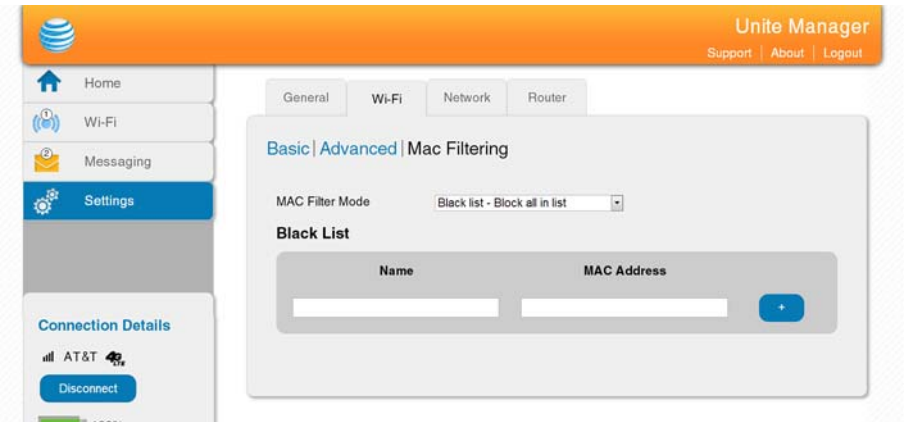
Note: Only one list can be active at any time—either the block (black) list or the allow (white) list.

Note: The MAC filtering black list is also referred to as the block list. See View / block connected users on page 24 for another method of blocking connected devices.

Block list

To block devices from connecting to your Main or Guest Wi-Fi networks (black list):

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Mac Filtering**.



3. From the MAC Filter Mode drop-down menu, select Black list.
4. Either:
   - Enter the MAC Address of the device and click +, or
   - If the device is currently connected, click the device in the Devices Connected listing and then click **Block**.
5. Click **Submit**. (Submit button appears once you make a selection.)

To unblock a device so it can connect to your Wi-Fi network:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Mac Filtering**.
3. Click × beside the device.

Allow list

To create a list of devices that are allowed to connect to your Wi-Fi network (white list):

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Mac Filtering**.
3. From the MAC Filter Mode drop-down menu, select White list.

4. Click × beside the device.
5. Click **Submit**. (Submit button appears once you make a selection.)

Security

Enable SIM security

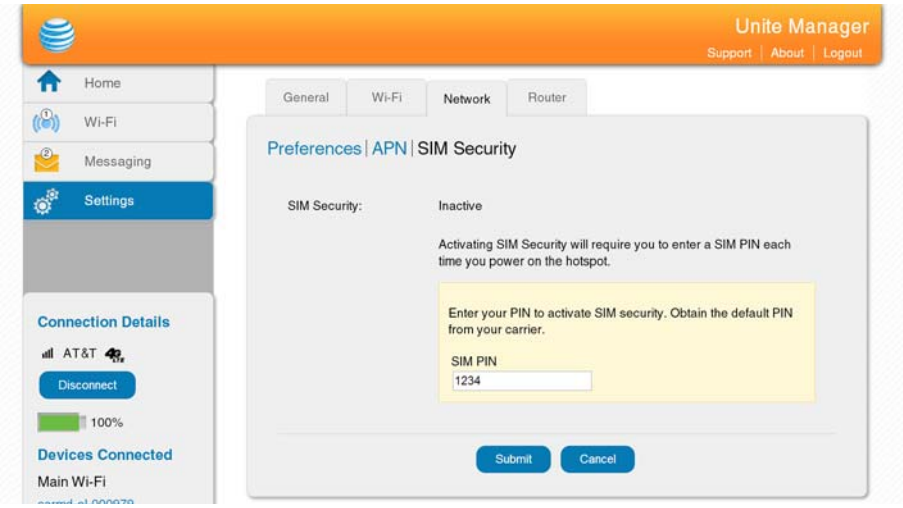
If desired, you can create another level of security by setting up a PIN number that must be entered before you can view the information available to an Administrator or change the mobile hotspot settings on the Unite Manager homepage.

If you set up a PIN number, when you go to the Unite Manager homepage and log in, you will be asked to enter the PIN number before you can access the homepage as an Administrator.

To enable SIM security:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Network > SIM Security**.

3. Click **Activate**.



4. Enter your PIN and click **Submit**.

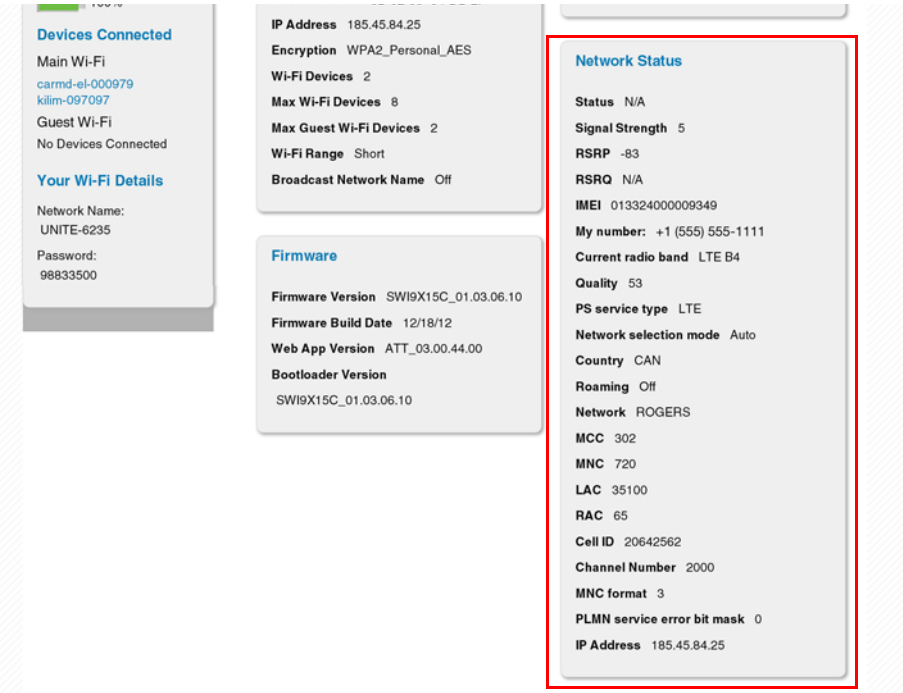
   You are allowed 5 attempts to enter the correct PIN. If you run out of available attempts the PIN will be locked. If this happens, contact your network provider to receive a PUK number to unlock the PIN.

Configure mobile broadband

View WAN information

To view network information, such as the active network, connection status, signal strength, etc.:

1. On the Unite Manager homepage, click **About**.

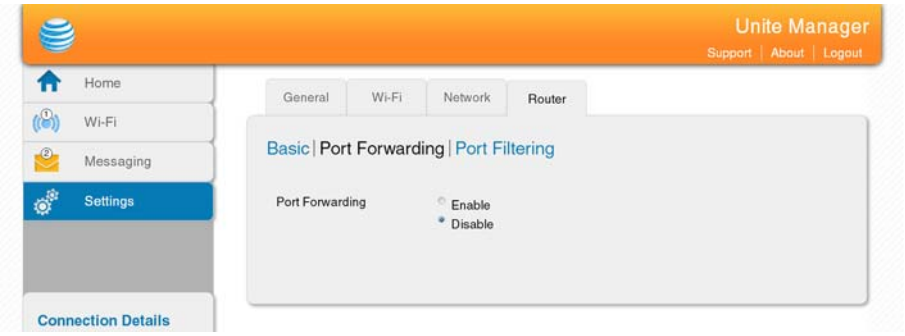


Enable port forwarding

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

To enable port forwarding:

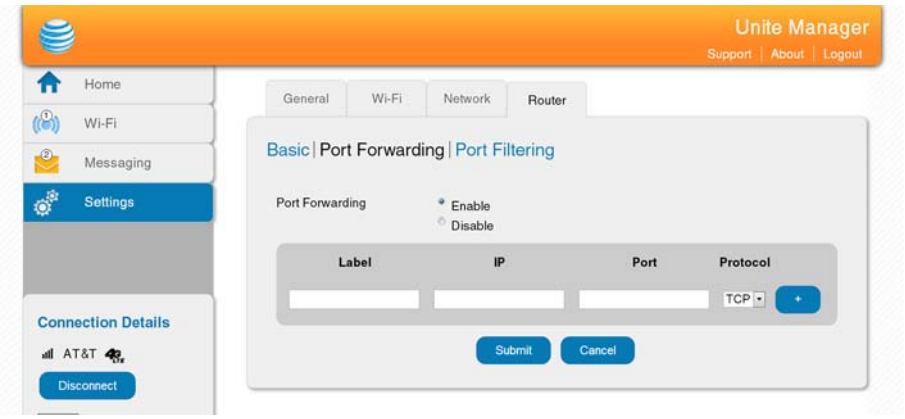
1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Router > Port Forwarding**.



3. Select **Enable** beside Port Forwarding. The Port Forwarding list will appear.

   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, port forwarding should be disabled.



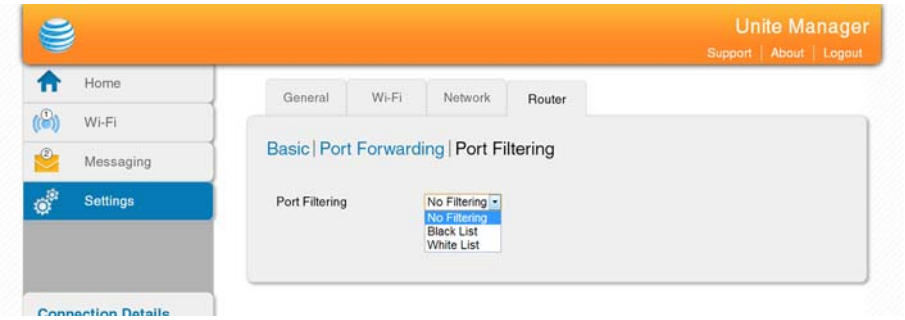
4. Enter the port forwarding information and click **Submit**. (Submit button appears once you make a selection.)

Enable port filtering

Port filtering enables you to select which applications (for example, http, ftp, email servers) can access the Internet. Used in conjunction with other security measures such as firewall, port filtering can enhance network security.

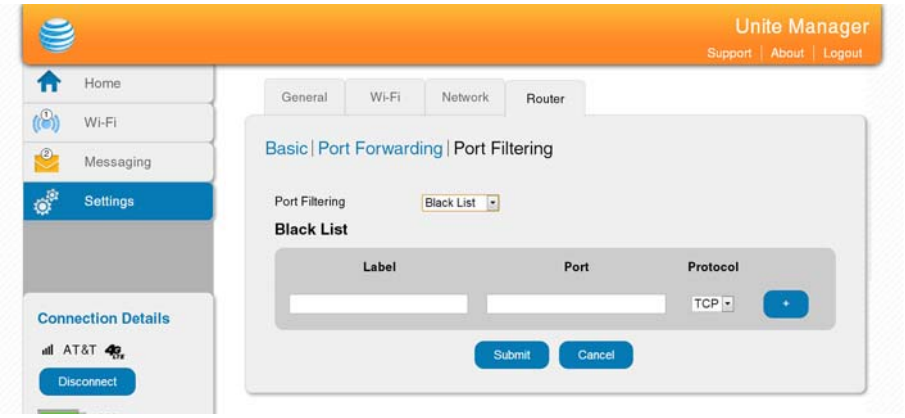
To enable port filtering:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Router > Port Filtering**.



3. Select the Port Filtering Mode:
   - Black List (Block list)—Specific applications not allowed to access the Internet
   - White List (Allow list)—Specific applications allowed to access the Internet

Note: Only one list at a time can be active, either a Black List or a White List.



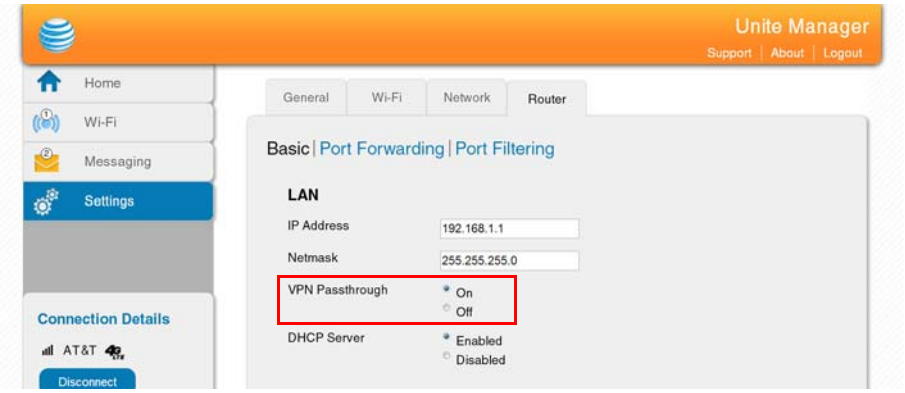
4. Identify the ports to filter—enter a meaningful label that describes the service, and the port and communication protocol being used.
5. Once you have identified the desired applications, click **Submit**. (Submit button appears once you make a selection.)

Enable VPN passthrough

If you want to connect to a corporate network using VPN, you first need to enable VPN connections (passthrough).

To enable VPN passthrough:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Router**.



3. In the LAN section, select **On** beside VPN Passthrough, and click **Submit**. (Submit button appears once you make a selection.)

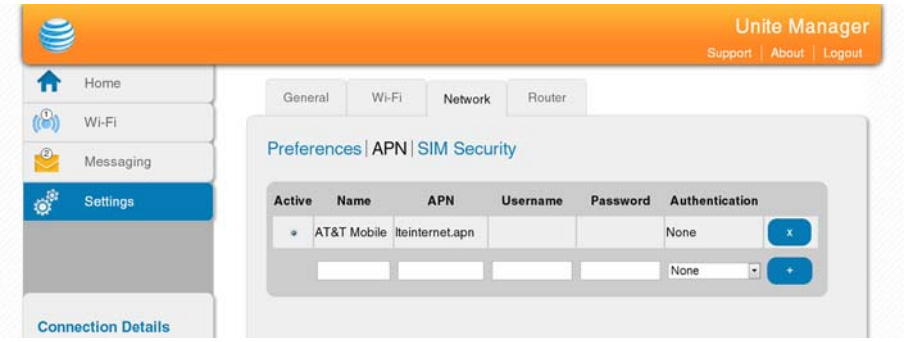
Configure APN details

Your mobile hotspot comes preconfigured with the APN (Access Point Name) for AT&T preconfigured.

The APN is checked to determine the type of network connection to establish.

To add an APN for another network:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Network > APN**.



3. In the blank line, enter the APN (obtained from your carrier).
4. Enter the Username and Password, if these are required for the wireless network.
5. Select the network Authentication mode. The options are:
   - None (default)
   - PAP
   - CHAP
   - PAP or CHAP
6. Click + beside the new APN entry.

To select the APN to use:

1. Select **Active** beside the APN entry to be used.

To remove an APN entry:

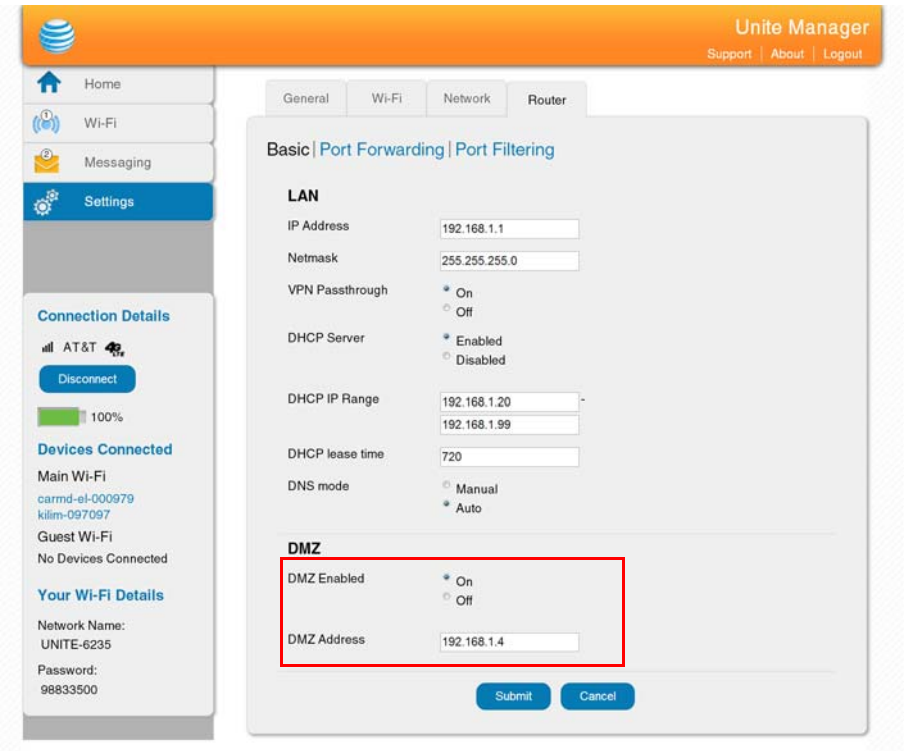
1. Click beside the APN entry.

Enable DMZ

In a DMZ (demilitarized zone) 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.

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

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Settings > Router > Basic**.
3. Select **On** beside DMZ Enabled.



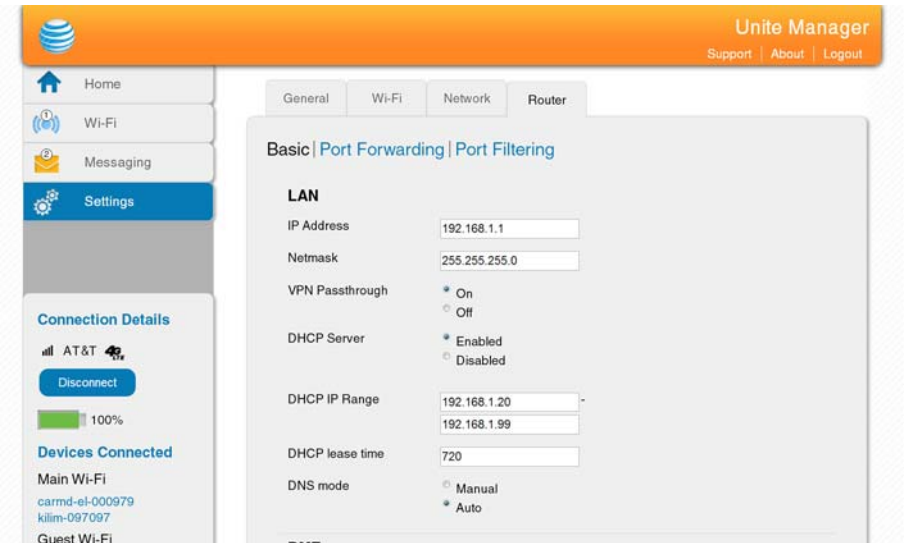
4. In the DMZ Address field, enter the IP address of the computer you want to have in the DMZ.
5. Click **Submit**. (Submit button appears once you make a selection.)

Set LAN options

To set the hotspot's LAN options:

1. On the Unite Manager homepage, log in as Administrator.

2. Click **Settings > Router**.



3. Enter the desired information in the LAN section.

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

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

4. Click **Submit**. (Submit button appears once you make a selection.)

4: Frequently Asked Questions

This chapter provides answers to questions you may have about your mobile hotspot. (Also see Troubleshooting on page 59.)

What do I do if I forget my Wi-Fi Password

The Wi-Fi Password appears:

- On the LCD's:
  - Homescreen, unless you have configured it not to show
  - Wi-Fi Info screen (Wi-Fi > Wi-Fi Info)
  - About screen (Settings > About)
- On the Unite Manager homepage (Wi-Fi > Wi-Fi Info section)

What do I do if I forget my Admin Login or the Unite Manager homepage URL?

The Admin Login (default **attadmin**) and Unite Manager URL are displayed in the LCD's About screen (Settings > About).

How do I disconnect from the mobile broadband network?

Do one of the following:

- On the Unite Manager homepage, click **Disconnect** (in the Connection Details section).
- On the mobile hotspot, click **Settings > Mobile Broadband > Status**, then click **Disconnect**.

The Connect / Disconnect button on the Unite Manager homepage doesn't work.

The Connect / Disconnect button can be used only when you are logged in as Administrator.

To log in as Administrator:

1. Place your cursor in the Sign In field on the Unite Manager homepage and type the Admin Login (default **attadmin**).
2. Click **Sign In**.

How can I extend the life of the battery?

For information on extending the life of the battery, see Battery life on page 32.

How do I turn the mobile hotspot off?

Press and hold the power button for a few seconds.

How do I find out how many users are connected to my mobile hotspot network?

The number on the Wi-Fi icon on the mobile hotspot LCD shows the number of users (or devices) connected to your Wi-Fi network, and a list of connected devices is shown in the Unite Manager homepage's Devices Connected section. For more details about the devices or users connected to your network, see View / block connected users on page 24.

Note: You can also use the options on the Unite Manager homepage to block particular users from connecting to your network. See View / block connected users on page 24.

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 flash slowly to indicate that the mobile hotspot is still powered on. To wake up the LCD, 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.

Windows 7/Vista/XP

1. Open the command prompt window.
   a. Click **Start > Run**.
   b. Type **cmd** or **command** and click **OK**.
2. At the command prompt, type **ipconfig** and press **Enter**.
3. Write down the IP address for the entry that relates to the wireless network connection. (The IP address may be listed under "IPv4 Address" or something similar.)

Windows 8

1. In the Charms bar, click the Search icon.
2. Select **Command Prompt**.
3. At the command prompt, type **ipconfig** and press **Enter**.
4. Write down the IP address for the entry that relates to the wireless network connection. (The IP address may be listed under "IPv4 Address" or something similar.)

Mac OS X

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

Other operating systems

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

How do I find a device's MAC address?

You'll need to know the MAC address for a device when:

- 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 Unite Manager homepage and log in as Administrator. The connected device list appears on the left side of the homepage. (Click the device links to see their IP and MAC addresses.)

The steps for finding a device's MAC address depend on the operating system.

Windows 7/Vista/XP

1. Open the command prompt window.
   a. Click **Start > Run**.
   b. Type **cmd** or **command** and click **OK**.
2. At the command prompt, type **ipconfig /all** and press **Enter**.

3. Write down the Physical address for the entry that relates to the wireless network connection. (It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.)

Windows 8

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

Mac OS X

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

Other operating systems

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

Where can I find more information?

- For more information about using your new device, visit the interactive web tutorial available at guides.att.com/att-unite.
- Additional support is available online including device specifications, trouble-shooting and user forums at att.com/DeviceSupport.
- Go to www.sierrawireless.com/support and select AT&T Unite.
  From the Sierra Wireless Web site, you can:
  - Update the firmware on your device
  - View product documentation
- Refer to the Quick Start that came with your mobile hotspot.

5: Troubleshooting

This chapter provides suggestions for troubleshooting problems that may arise when using your mobile hotspot.

The Wi-Fi network name does not appear in the list of networks.

Refresh the list of networks.

1. Ensure that the Wi-Fi setting on your laptop (or other device) is turned on.
2. Ensure that Wi-Fi is enabled on the mobile hotspot. The Wi-Fi icon on the LCD should be blue (not gray).

If you need to enable Wi-Fi on the mobile hotspot:

1. From the LCD home screen, click **Wi-Fi > Wi-Fi Info**, then select **On**.

The No Signal icon appears on the LCD screen/Unite Manager homepage.

If the No Signal icon ( ) appears on the LCD screen/Unite Manager homepage, make sure you are in your network provider's coverage area.

The Wi-Fi icon on the LCD screen is gray (disabled).

If the Wi-Fi icon on the LCD screen (radio is disabled):

1. From the LCD home screen, click **Wi-Fi > Wi-Fi Info**, then select **On**. (This may take a few seconds to take effect.)

Unable to access the Unite Manager homepage when connected to a VPN.

If you are using your mobile hotspot while connected to a VPN, you may not be able to access the Unite Manager homepage using http://attunite.

To directly access the homepage hosted on the device, enter the address http://192.168.1.1 in your browser.

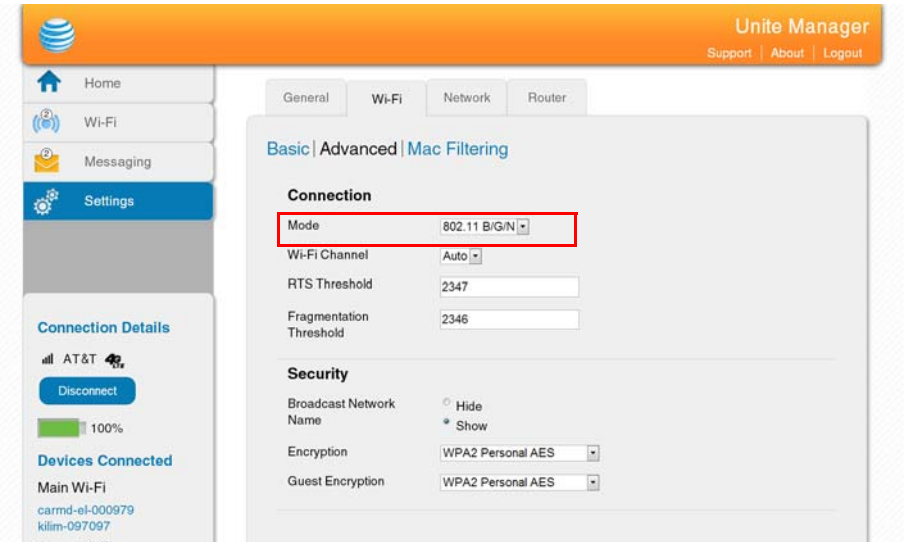
Unable to connect a computer running Windows® Vista® to the mobile hotspot.

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

My computer (or other Wi-Fi device) loses its Wi-Fi connection to the mobile hotspot.

If a Wi-Fi device connects to your mobile hotspot Wi-Fi or Guest Wi-Fi network, but periodically loses the connection, try changing the default basic rate.

1. On the Unite Manager homepage, click **Settings > Wi-Fi > Advanced**.



2. In the Mode field, select **802.11b/g** compatibility from the drop-down menu.
3. Click **Submit**.

Reset the mobile hotspot

You can reset the mobile hotspot to the factory setting on the device or on the Unite Manager homepage. (This is useful if you have lost your Admin Login for the Unite Manager homepage.)

Note: If you reset the modem, all of your customizations will be lost. If you want to keep them, save them before doing the reset, then restore them afterward. See Download (backup) and restore settings on page 44 for details.

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

On the LCD touchscreen:

1. On the home screen, tap **Settings** > **Factory Reset**.
2. Tap **Yes**.
3. Tap **Begin Reset**.
4. After the device has reset, click **Restart**.
5. Reconnect your Wi-Fi devices.

On the Unite Manager homepage:

1. On the home page, click **Settings** > **General** > **Software and Reset**.
2. Click **Reset**.
3. Click **Begin Reset**.
4. After the device has reset, reconnect Wi-Fi devices.

Alerts

SIM not installed

Ensure that the SIM card is installed correctly. See Replace the SIM card on page 40.

SIM Error—Check SIM

Ensure that you have an AT&T SIM card inserted in the mobile hotspot. If there is still a problem, contact AT&T Customer Care. (The SIM may be damaged and need replacing.)

SIM Locked

1. Contact AT&T Customer Care for the PIN to unlock the SIM.
2. Go to the Unite Manager homepage and log in as Administrator.
3. Enter the SIM PIN when prompted.
4. Click **Save**.

SIM MEP Locked

1. Contact AT&T Customer Care for the MEP unlock codes and tool to unlock your Mobile Wi-Fi.

Temperature-related alerts

The mobile hotspot is designed to work over a wide temperature range. (See Environmental specifications on page 65 for details.) The mobile hotspot will shut 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 the area is well-ventilated and air can circulate around the device.

Note: The battery may 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 AT&T Customer Care for assistance.

Table 5-1: 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

Table 5-1: Connection alerts (Continued)

Alert	Description
44	PDP context without TFT already activated
45	Semantic errors in packet filter(s)
46	Syntactical errors in packet filter(s)
67	Connection error
81	Invalid transaction identifier value
95	Semantically incorrect message
96	Invalid mandatory information
97	Message type non-existent 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

6: Specifications

Mechanical specifications

Table 6-1: Mechanical specifications

Weight	105g (3.70 oz.)
Length	109.9 mm (4.33 in.)
Width	69.12 mm (2.72 in.)
Thickness	15.5 mm (0.61 in.)

Environmental specifications

Table 6-2: Environmental specifications

Operating temperature	0° C to 35° C (32° F to 95° F)
Storage temperature	-10° C to +60° C, 96 hours (14° F to 140° F)

Supported RF bands

Table 6-3: Supported RF bands

Technology	Bands
LTE	Band 4 (AWS) (1700/2100 MHz) Band 17 (700 MHz)
HSPA+	Band 2 (1900 MHz) Band 5 (850 MHz)
GSM GPRS EDGE	GSM 850 (850 MHz) PCS 1900 (1900 MHz)

7: Regulatory and Safety Information

Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (that is, have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the AirCard 770S Mobile Hotspot are used in a normal manner with a well-constructed network, the AirCard 770S Mobile Hotspot 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. Sierra Wireless and its affiliates accept no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the AirCard 770S Mobile Hotspot, or for failure of the AirCard 770S Mobile Hotspot to transmit or receive such data.

Safety and Hazards

The mobile hotspot **MUST BE POWERED OFF** in all areas that may be susceptible to radio interference, in particular:

- Prohibited areas

  Obey all signs and notices and follow all rules and regulations. Power off the mobile hotspot when instructed to do so or when you suspect that it may cause interference or danger.
- In areas where blasting is in progress
- Where explosive atmospheres may be present

  Areas with a potentially explosive atmosphere are not always clearly marked. Such areas include gas stations, fuel depots, chemical transfer or storage facilities, areas where blasting is in progress, areas where the air contains chemicals or particles such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your cellular phone or vehicle engine.
- Near medical or life-support equipment

  Medical equipment may be susceptible to any form of radio interference. In such areas the mobile hotspot can transmit signals that could interfere with this equipment.
- On board aircraft

  In addition to Federal Aviation Authority (FAA) requirements, many airline regulations state that you must suspend wireless operations before boarding an aircraft. The mobile hotspot is capable of transmitting signals that could interfere with various onboard systems and controls.

Failure to observe this instruction may lead to suspension or denial of cellular telephone services to the offender, legal action, or both.

Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. The mobile hotspot may be used normally at this time.

- While operating a vehicle

  The driver or operator of any vehicle should not use a wireless data device while in control of a vehicle. Doing so detracts from the driver or operator's ability to control and operate the vehicle. In some countries, using such communications devices while in control of a vehicle is an offence.

Caution: *Unauthorized modifications or changes not expressly approved by Sierra Wireless, Inc. could void compliance with regulatory rules, and thereby your authority to use this device.*

Proper Battery Use and Disposal

Note: Improper battery use may result in a fire, explosion, or other hazard.

To ensure safe and responsible battery use:

- Do not open, disassemble, puncture, crush, bend, or shred.
- Do not expose to water or other liquids, fire, explosion, or other hazards.
- Use the battery only in the mobile hotspot.
- If using with a charger, use only the charger supplied with the mobile hotspot.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with the mobile hotspot.
- Follow local regulations when disposing of a used battery.
- Avoid dropping the mobile hotspot or the battery. If dropped and you suspect damage, take it to a service center for inspection.

Regulatory Information for North America

Caution: *The AirCard 770S Mobile Hotspot must be 1 cm or more from users during operation, to satisfy FCC / IC RF exposure requirements.*

This device complies with Part 15 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.

Where appropriate, the use of the equipment is subject to the following conditions:

Note: **(EMI)** *– United States FCC Information – This equipment has been tested and found to comply with the limits pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate 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 communication. 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:

- 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

If you have purchased this product under a United States Government contract, it shall be subject to restrictions as set forth in subparagraph (c)(1)(ii) of Defense Federal Acquisitions Regulations (DFARs) Section 252.227-7013 for Department of Defense contracts, and as set forth in Federal Acquisitions Regulations (FARs) Section 52.227-19 for civilian agency contracts or any successor regulations. If further government regulations apply, it is your responsibility to ensure compliance with such regulations.

Index

A

About, details, 38
accessories
    included, 13
add a wireless device, 18
Admin Login, 15
    change, 36
    forgot, 55
alerts, 31
    troubleshooting, 61
    view, 31
APN, configure, 51
auto connect, 27

B

battery, 32
    inserting, 13
    life, extend, 32
    recharging, 35
block users, 24

C

change, 36
connect / disconnect button, 56
connect to the Internet, 13
connected devices
    maximum number, 22
    number, 56

D

data usage, 17
DMZ, enable, 52

E

encryption options, 37

F

firmware update, 39

G

Guest Wi-Fi
    enable/disable, 20
    network name, change, 36
    password, 16, 36

H

homepage, accessing, 14

I

icons on the LCD, 11
Internet, connect to, 13
IP address, 57

L

LAN options, 52
LCD, 10
    icons, 11
    screen not lit, 56
LED, 10

M

MAC
    address, find, 57
    filter, 45
maximum connected devices, 22
mobile hotspot
    details, 38
    reset, 60
    settings, download and restore, 44
    turn off, 56

N

network name
    does not appear in the list of networks, 59
    show, 45
no signal icon, 59

P

password
    guest Wi-Fi, 16
    main Wi-Fi, 15
port filtering, 49
port forwarding, 48
power button, 10
power source, 13

R

regulatory information, 67

S

safety information, 67

security credentials, 15
    forgot, 55
settings, download and restore, 44
SIM
    card, inserting, 40
    security, enable, 47
SMS messages, 29
software update, 39
specifications, 65

T

text messages. *See* SMS messages.
troubleshooting, 59

U

Unite Manager
    URL, change, 36
    URL, location, 55
    VPN access, 59
USB tethering, 43

V

view connected devices, 24
VPN passthrough, 48, 50

W

WAN information, view, 48
Wi-Fi
    channel, 45
    enable/disable, 20
    fragmentation threshold, 45
    lost connection, 60
    mode, 45
    network
        disconnect, 55
        options, 44
    network name, change, 36
    password, 15, 36
    password, forgot, 55
    radio is disabled, 59
    RTS threshold, 45
WPS, add device, 19

SIERRA
WIRELESS™