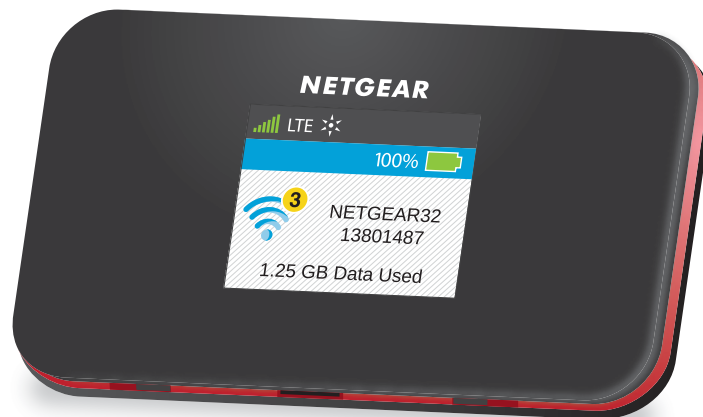


NETGEAR®

Around Town LTE Mobile Internet

Model AC778AT

User Manual



March 2015
202-11479-01

350 East Plumeria Drive
San Jose, CA 95134
USA

Support

Thank you for selecting NETGEAR products.

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

For product updates and web support, visit <http://support.aroundtowninternet.com/> or call 1-855-678-9123.

Compliance

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

See the regulatory compliance document before connecting the power supply.

Trademarks

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Get Started

1

The hotspot delivers speed and performance for up to 10 WiFi devices, like your smartphone, tablet, or printer, almost anywhere you go.

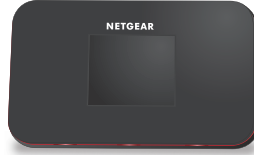
This chapter covers the following topics:

- *Package Contents*
- *Meet Your Hotspot*
- *Set Up Your Hotspot*
- *Install the Battery*
- *Recharge the Battery*
- *Configure a Tethered Connection*
- *Manage Your Hotspot and Settings*
- *NETGEAR AirCard App for Smartphones and Tablets*

For more information about the topics covered in this manual, visit <http://support.aroundtowninternet.com/>.

Package Contents

Your package contains the following items:



Hotspot



Rechargeable battery



Back cover



micro-USB cable



AC charger with USB port

Note: A micro-SIM card is preinstalled inside the hotspot.

Meet Your Hotspot

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



Figure 1. Hotspot hardware features

Power Button

Use the **Power** button to power the hotspot on and off, to wake the LCD screen, and to cycle to the next screen.

Table 1. Power button usage

Desired Result	Action
Turn on hotspot.	Press and hold the Power button until the NETGEAR AirCard screen displays.
Turn off hotspot.	Press and hold the Power button for about five seconds until the LCD screen turns off.
Wake WiFi signal and screen.	Press and quickly release the Power button.
Cycle to the next screen.	Press the Power button until the desired screen displays.

LCD Screen Elements

The LCD screen displays icons, data usage, your hotspot's WiFi network name, and your WiFi password.

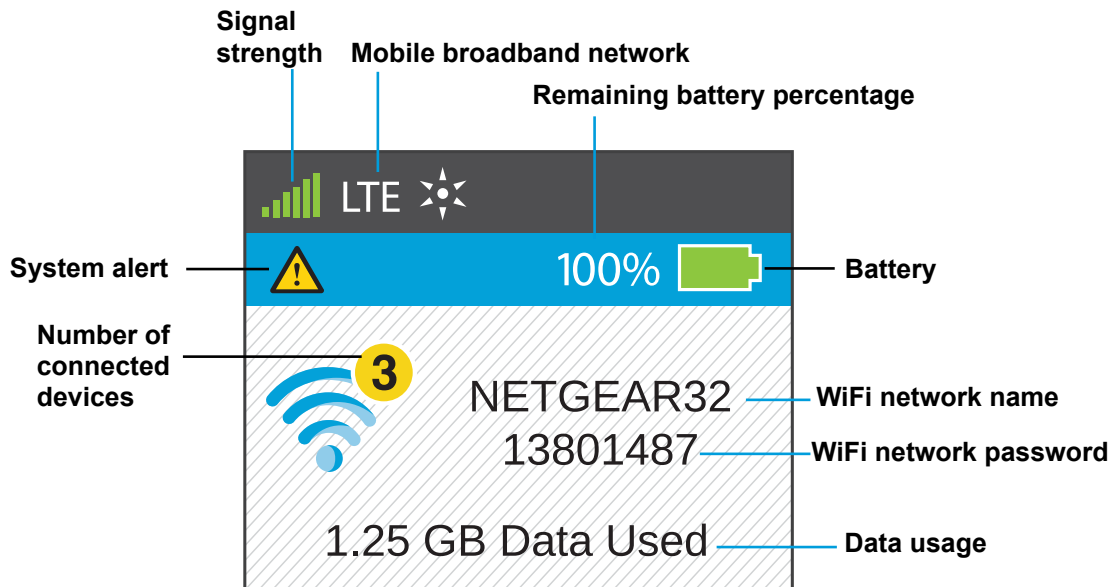










Figure 2. LCD screen

Table 2. LCD screen elements

Icon	Description
<p>Signal Strength</p> 	<p>1 bar. The hotspot signal is weak. 5 bars. The hotspot signal is strong.</p>
<p>Network Type</p> 	<p>Indicates which mobile broadband network your hotspot is connected to.</p>
<p>Battery Status</p> 	<p> Indicates the percentage of remaining battery charge.  Indicates that the battery is charging.</p>
<p>WiFi Status</p> 	<p>Blue. WiFi is active. Gray. WiFi is inactive. The number indicates the number of devices that are connected to the hotspot.</p>
<p>System Alert</p> 	<p>System alerts require attention.</p>
<p>No Signal</p> 	<p>Indicates that the hotspot is in a zero coverage area and is not connected to the mobile broadband network.</p>

Accessories

Your hotspot ships with the following accessories:

- **Micro-USB cable**. Use this cable to recharge the battery or to tether the hotspot to your computer.
- **Wall charger**. Use a wall charger with the USB cable to recharge the battery or to power the hotspot from a wall socket.

Note: External antennas are not included with your hotspot.

You can purchase the following accessories separately:

- **AirCard Signal Boosting Cradle (DC113A)**. The boosting cradle boosts the signal, extends coverage indoors and in areas with low signal strength, and adds Ethernet connectivity.

- **Extended battery.** The extended battery is a 3600 mAh battery that provides a battery life that is 1.5 times longer than that of the standard battery.

Accessory availability varies by region. For more information, visit <http://www.netgear.com/aircardaccessories>.

Set Up Your Hotspot

You must activate and register your hotspot before you can connect to the hotspot's WiFi network. You can activate and register the hotspot with or without Internet access.



CAUTION:

Do not insert the battery into your hotspot or power it on before following these instructions. If you powered on the hotspot before following these instructions, power it off and remove the battery.

Set Up Your Hotspot Over the Internet

You can set up your hotspot if you already connected to the Internet. If you want to set up your hotspot but you are not connected to the Internet, see [Set Up Your Hotspot Without Internet Access](#) on page 14.

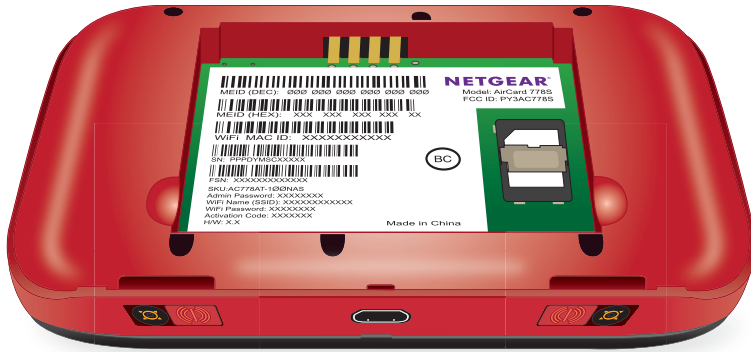
➤ To activate and register your hotspot if you are connected to the Internet:

1. Make sure that the hotspot is powered off.

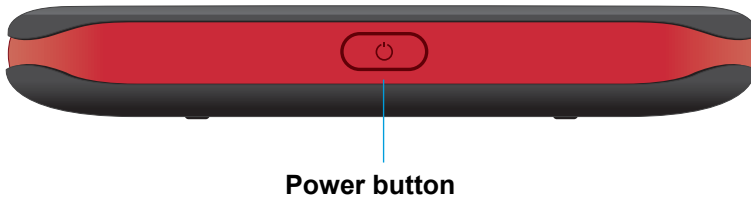
Note: If you powered on the hotspot before activating it, power it off and remove the battery.

2. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
3. Enter **<http://aroundtowninternet.com/register>** in the address field of the browser. The login screen displays.
4. Click the **Start Registration** button.
5. Type the activation code in the **Activation Code** field and click the **Submit** button.

The activation code is on the back of the hotspot and on the retail packaging label.



6. Follow the onscreen instructions to register your hotspot.
7. After the hotspot is registered, insert the battery into the hotspot.
For more information about how to install the battery, see [Install the Battery](#) on page 17.
8. Press and hold the **Power** button on the hotspot until the LCD screen lights.



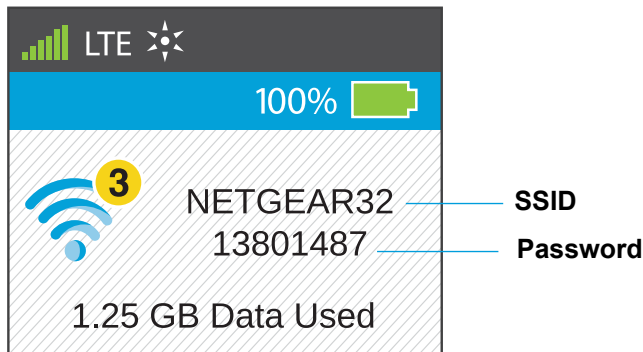
The NETGEAR AirCard screen displays:



9. Wait for the Hands Free Activation screen to display and for the hotspot to activate.



When the activation process is complete, the hotspot displays the WiFi network name (SSID) and password.



You can now connect your computers or WiFi devices to the hotspot's WiFi network.

The hotspot comes with 1000 MB of free data access. For more information about how to manage your Around Town account or add a new data plan, see [Chapter 3, Manage Your Around Town Account](#).

You can view or change the hotspot's settings from the hotspot web page. For more information, see [Log In to the Hotspot Web Page](#) on page 25.

Set Up Your Hotspot Without Internet Access

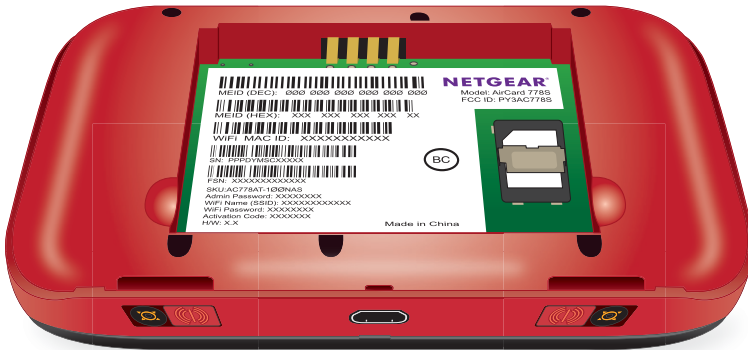
To set up your hotspot if you are not connected to the Internet, you need a device that can send an SMS message to activate your hotspot. Because your hotspot comes with 1000 MB of free data, after you activate your hotspot, you can connect a computer or WiFi device to the hotspot to complete the setup process.

- **To activate and register your hotspot using SMS if you are not connected to the Internet:**
 1. Make sure that the hotspot is powered off.

Note: If you powered on the hotspot before activating it, power it off and remove the battery.

2. Send an SMS message to 1-855-678-9123 and in the body of the message include only the activation code.

The activation code is on the back of the hotspot and on the retail packaging label.



3. Wait for a confirmation message and for the hotspot to activate.
This process might take up to 15 minutes.
4. After you receive the confirmation message, insert the battery into the hotspot.
For more information about how to install the battery, see [Install the Battery](#) on page 17.
5. Press and hold the **Power** button on the hotspot until the LCD screen lights.



Power button

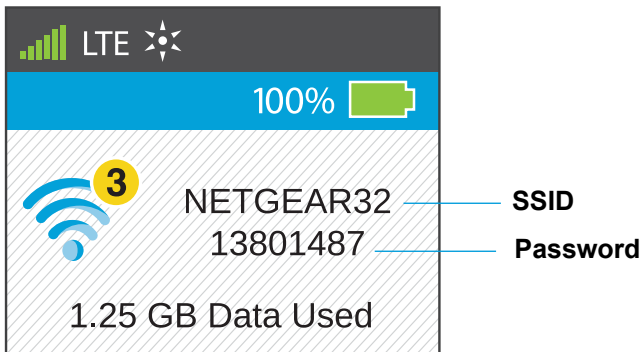
The NETGEAR AirCard screen displays:



6. Wait for the Hands Free Activation screen to display and for the hotspot to complete the activation process.



When the activation process is complete, the hotspot displays the WiFi network name (SSID) and password.



7. Connect your computer or WiFi device to the hotspot using the SSID and password that display on the hotspot.
8. Launch a web browser from the computer or WiFi device that is connected to the AC778AT network.
9. Enter <http://aroundtowninternet.com/register> in the address field of the browser.

The login screen displays.

10. Click the **Start Registration** button.
11. Type the activation code in the **Activation Code** field and click the **Submit** button.

The activation code is on the back of the hotspot and on the retail packaging label.

12. Follow the onscreen instructions to register your hotspot and set up your account.

The hotspot comes with 1000 MB of free data access. For more information about how to manage your Around Town account or add a new plan, see [Chapter 3, Manage Your Around Town Account](#).

You can view or change the hotspot's settings from the hotspot web page. For more information, see [Log In to the Hotspot Web Page](#) on page 25.

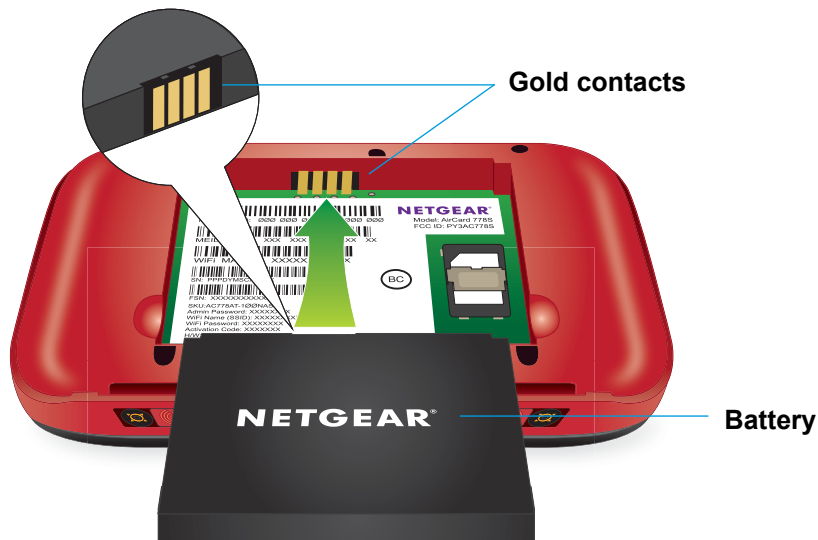
Install the Battery

➤ To install the battery:

1. If the back cover is attached to the hotspot, remove the back cover by lifting at the notch on either corner of the hotspot.



2. Insert the battery as shown, ensuring that the gold contacts on the battery line up with the gold contacts on the hotspot.



3. Replace the back cover.

Note: The battery comes partially charged and ready to use. When the battery needs recharging, follow the instructions in [Recharge the Battery](#) on page 18.

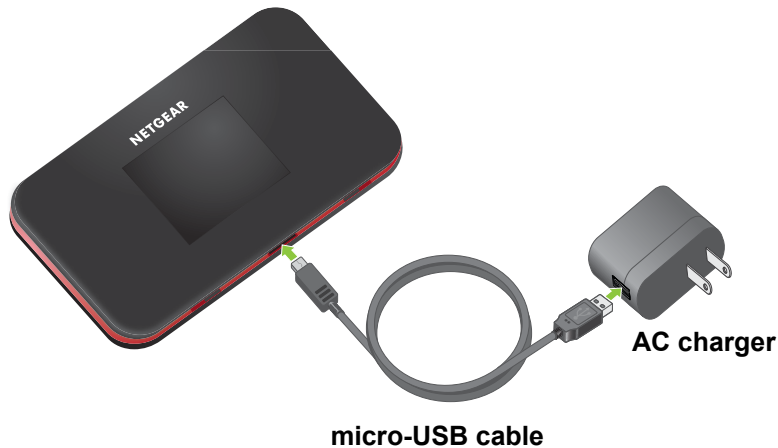
Recharge the Battery

The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer. Recharging using the AC charger is faster than recharging using a USB port on a computer.


Recharge the Battery Using the AC Charger

➤ **To recharge the battery using the AC charger:**

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



2. Plug the AC charger into an electrical outlet.

The battery icon  on the LCD screen indicates the percentage of remaining battery charged. When the battery is fully charged, a notification tells you that the battery is fully charged and to remove the power.


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

Recharge the Battery Using Your Computer

To recharge the battery using your computer, you must connect the hotspot to the computer using the micro-USB cable that came with your hotspot.

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

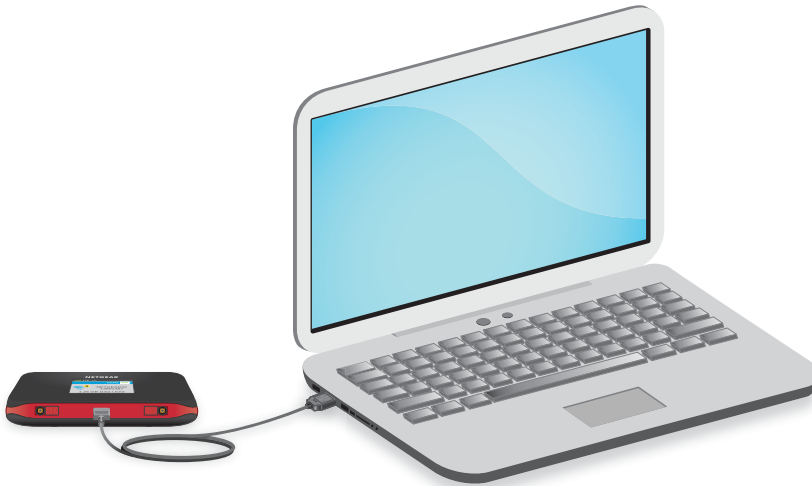
1. Attach one end of the micro-USB cable to the hotspot and plug the other end into the USB port on your computer.

The battery icon  on the LCD screen indicates the percentage of remaining battery charge. When the battery is fully charged, a notification tells you that the battery is fully charged and to remove the power.



Configure a Tethered Connection

Your hotspot supports a direct connection through a USB cable to a Windows or Mac computer. (This is commonly referred to as a “tethered” connection.)



Note: The first time that you tether your hotspot, drivers are loaded on your computer to support it.

If you use a USB connection for data transfer (and not just for charging your device), you must install the device drivers.

If you're using Mac OS X 10.4.x, after you connect your device, you might see a warning message that your computer is running on UPS backup battery and that you should perform a computer shutdown. You can ignore this message. To prevent this message from being displayed, install the device driver using TRU-Install. For more information, see the following sections:

- [Install Windows Device Drivers Using TRU-Install](#) on page 21
- [Install Mac Device Drivers Using TRU-Install](#) on page 22

Install Windows Device Drivers Using TRU-Install

TRU-Install is a feature that installs the necessary drivers the first time you connect your hotspot to your Windows or Mac computer through the micro USB cable. An installation CD is not required.

➤ To install the device drivers on devices running Windows:

1. Press and hold the **Power** button on the hotspot until the LCD screen lights.



2. Attach one end of the micro-USB cable to the hotspot and plug the other end into the USB port on your computer.

The TRU-Install screen displays.

3. If the TRU-Install screen does not display, on your computer select **Start > Computer** to view the devices connected to your computer.



4. Double-click the TRU-Install drive, browse to the files in the TRU-Install drive, and double-click **Setup.exe**.
5. Follow the onscreen instructions.

Install Mac Device Drivers Using TRU-Install

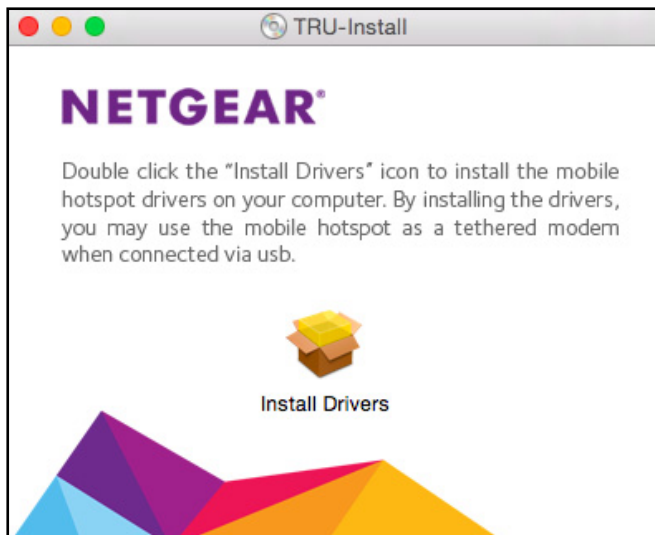
TRU-Install is a feature that installs the necessary drivers the first time you connect your hotspot to your Mac computer using the micro-USB cable. An installation CD is not required.

➤ **To install the device drivers on a Mac:**

1. Press and hold the **Power** button on the hotspot until the LCD screen lights.



2. Attach one end of the micro-USB cable to the hotspot and plug the other end into the USB port on your computer.
3. Wait for the TRU-Install screen to display on your computer.



4. If the TRU-Install screen does not display, on your computer open Finder and under the Devices section, click the **TRU-Install** drive.
5. Double-click the **Install Drivers** icon.
6. Follow the onscreen instructions.

Manage Your Hotspot and Settings

You can manage your hotspot and change settings using the following features:

- **The hotspot's LCD screen.** See *LCD Screen Elements* on page 10.
- **The hotspot web page.** See *Log In to the Hotspot Web Page* on page 25.
- **Your account overview page.** See *View Your Account Settings* on page 46.
- **A mobile app.** See *NETGEAR AirCard App for Smartphones and Tablets* on page 23.

NETGEAR AirCard App for Smartphones and Tablets



Download the complimentary mobile app from www.netgear.com/AirCardApps. Use this app to view your hotspot's settings, connection status, and data usage information from your smartphone or tablet.

To manage all hotspot settings, visit the hotspot web page at <http://netgear.aircard> or <http://192.168.1.1>.

2 Use Your Hotspot

This chapter explains how to use your hotspot.

This chapter covers the following topics:

- *Log In to the Hotspot Web Page*
- *Connect to the Hotspot WiFi Network*
- *Monitor Data Usage*
- *Manage Alerts*
- *Configure the WiFi Settings on the Hotspot*
- *Change the Hotspot WiFi Network Name and Password*
- *Change Hotspot Web Page Login Password*
- *Configure the TRU-Install Installation Settings*
- *Disconnect from or Connect to the Mobile Broadband Network*
- *View Details About Your Hotspot*

Log In to the Hotspot Web Page

Your hotspot comes configured and ready to use. Use the hotspot web page to manage your hotspot's settings.

Log in as an administrator to change settings and view detailed information. (The default administrator login password is **password**.)

➤ **To login to the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

After you log in, you can access all of the features available on the LCD screen plus advanced features.

Connect to the Hotspot WiFi Network

You can connect up to 10 WiFi devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your hotspot network. For information about setting connections for main WiFi and guest WiFi networks, see [Set the Maximum Number of Connected Devices](#) on page 83.

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

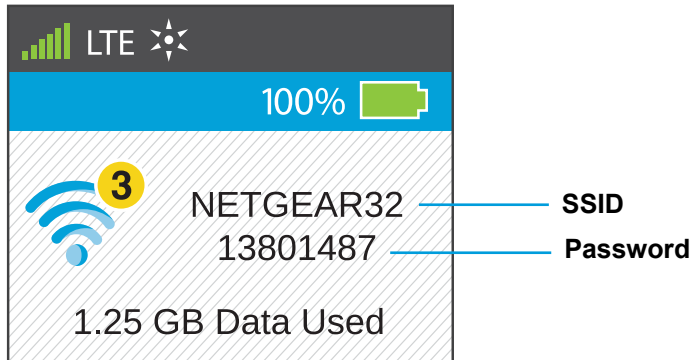
Connect Using a WiFi Network Manager

You can connect to the hotspot WiFi network using the WiFi network manager on your computer or WiFi device.

➤ **To connect to the hotspot WiFi network using a WiFi network manager:**

1. Open the WiFi network manager on your computer or WiFi device.
2. Find and select the hotspot WiFi network name (SSID).

The hotspot's SSID is on the hotspot's LCD screen.



3. When prompted, enter the hotspot WiFi password.

The hotspot's password is on the hotspot's LCD screen.

The computer or WiFi device connects to the hotspot WiFi network.

Connect Using WPS

You can add a WPS-enabled WiFi device to your WiFi network without a WiFi password, using the hotspot web page. You can connect by either using the device's WPS button or enter your device's WPS PIN.

Connect Using the Device's WPS Button

- **To connect to the hotspot WiFi network using the device's WPS button:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

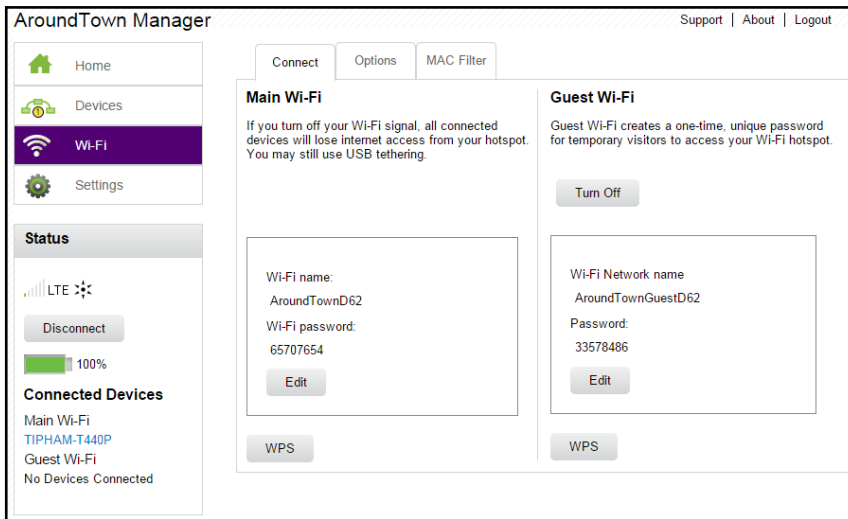
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

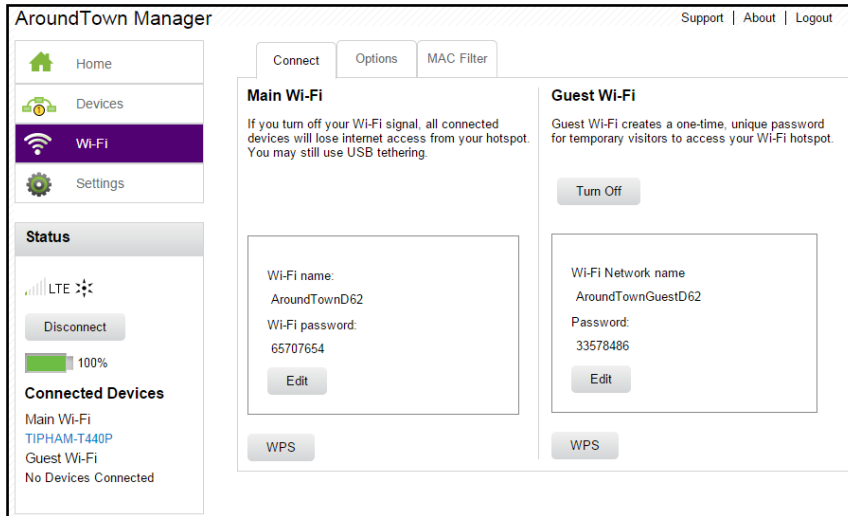
5. Select **Wi-Fi > Connect**.



6. Click **WPS** button in the Main Wi-Fi section or Guest Wi-Fi section.
The WPS screen displays.
7. Click the **WPS button pairing** button.
The computer or WiFi device connects to the hotspot WiFi network.

Connect Using the Device's WPS PIN

- **To connect to the hotspot WiFi network using the device's WPS PIN:**
1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
 2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
 3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
 4. Click the **Sign In** button.
The Sign In section closes.
 5. Select **Wi-Fi > Connect**.



6. Click **WPS** button in the Main Wi-Fi section or Guest Wi-Fi section.
The WPS screen displays.
7. Click the **Enter WPS Pairing** button.
8. When prompted, enter the PIN provided by your WPS-enabled WiFi device in the field and click the **Submit** button.
The computer or WiFi device connects to the hotspot WiFi network.

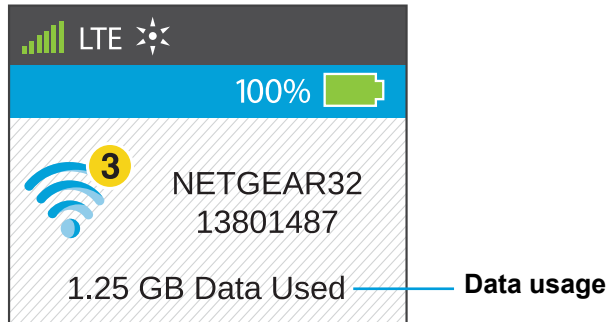
Monitor Data Usage

You can monitor data usage using either the LCD screen, the hotspot web page, or your Around Town account overview page. If you want to manage your data plan, visit your Around Town account overview page. For more information, see [Manage Your Data Plan](#) on page 46.

View Data Usage on the LCD Screen

- **To view estimated data usage on the hotspot LCD screen:**
Wake the LCD screen by pressing the **Power** button.

The LCD screen shows the estimated data usage for the current month.



View Data Usage on the Hotspot Web Page

➤ **To view your data usage on the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1**.
The hotspot web page displays.
3. Enter the password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
Your data usage displays in the Data Usage section.

View Data Usage on the Account Overview Page

You can view your remaining data balance and recent data usage from your account overview page. For more information about your account overview page, see [Chapter 3, Manage Your Around Town Account](#).

➤ **To view your data usage on the account overview page:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.

4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, select a device.
The Devices screen displays.

The remaining data balance and recent data usage display. For more information, see the following sections:
 - [View Your Remaining Data Balance](#) on page 30
 - [View Your Recent Data Usage](#) on page 31

View Your Remaining Data Balance

You can view your remaining data balance on your account overview page.

➤ To view your remaining data balance:

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, click your device.
The Devices screen displays.

Your remaining data balance displays in the Remaining Balance section.

View Your Recent Data Usage

You can view your recent data usage by date and time on your account overview page.

➤ **To view your recent data usage:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, click your device.
The Devices screen displays.
Your recent data usage displays in the Recent Usage section and is organized by date.
8. To view your data usage by time, click the **View Details** link next to each date.
The Balance History screen displays. Your data usage displays and is organized by time.

Manage Alerts

Your hotspot displays alerts about situations that require your attention. The alerts suggest the actions you need to take to resolve them.

The following are some of the alerts that you might encounter:

- **Software Updated Available.** For information about how to update your software, see *Update the Hotspot Software* on page 65.
- **Max WiFi devices reached.** For information about how to configure the maximum number of connected devices, see *Set the Maximum Number of Connected Devices* on page 83.
- **Mobile Broadband disconnected.** For information about how to connect to the mobile broadband, see *Disconnect from or Connect to the Mobile Broadband Network* on page 40.

- **WiFi is off.** If the WiFi is off, WiFi sleep settings might be set up. For more information about the WiFi sleep settings, see [Set the Hotspot's WiFi Sleep Settings](#) on page 75.
- **Hotspot is not activated.** For information about how to activate the hotspot, see [Set Up Your Hotspot](#) on page 12.
- **SIM errors.** Reboot the hotspot. If the SIM error still displays, call Around Town support.

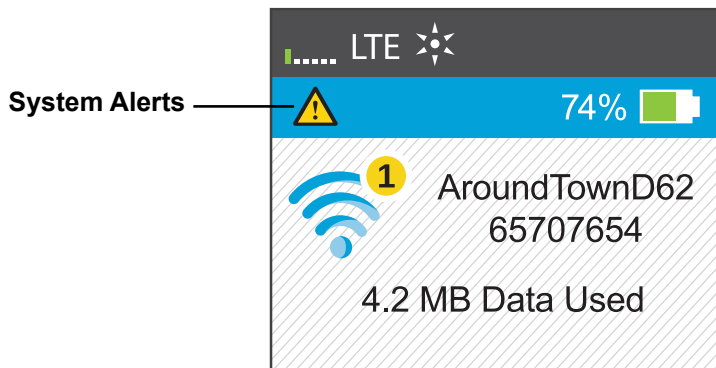
Your hotspot's LCD screen and web page displays alerts to advise you of hotspot status changes. Your account overview page displays alerts about your data plan. For information about how to manage your account alerts, see [Chapter 3, Manage Your Around Town Account](#).

View Alerts on the LCD Screen

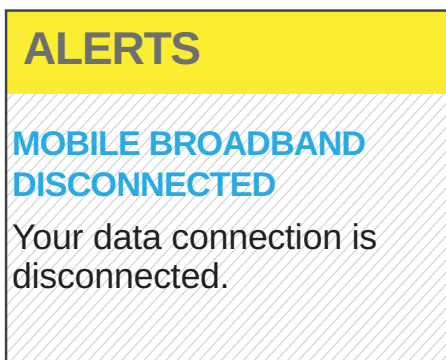
➤ **To view alerts on the LCD screen:**

1. Press the **Power** button to wake up the LCD screen.

A yellow triangle displays on the LCD screen when there is a system alert.



2. Press the Power button until the ALERTS screen displays.



3. Read each alert that displays and follow any displayed instructions.
4. To move to the next alert, click the **Power** button twice.

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

View Alerts on the Hotspot Web Page

➤ **To view alerts on the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

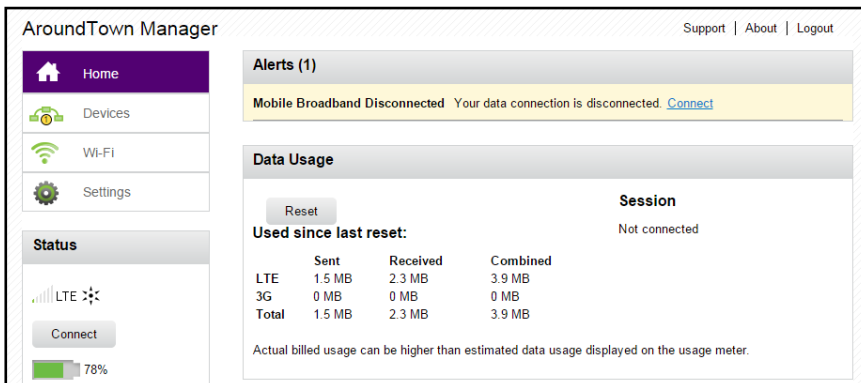
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

Active alerts display at the top of the hotspot web page.



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

Configure the WiFi Settings on the Hotspot

You can show or hide the WiFi settings that display on the hotspot's LCD screen.

Show the WiFi Settings on the LCD Screen

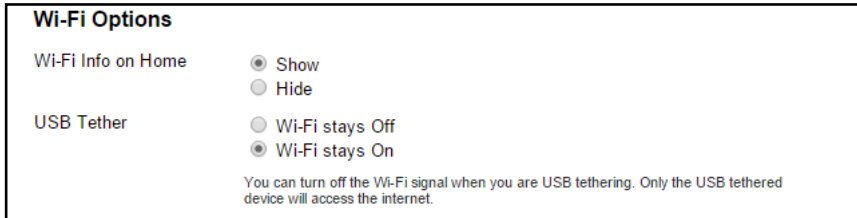
You can displays the WiFi network name and password on the hotspot's LCD screen.

➤ **To show the WiFi settings on the LCD screen:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Wi-Fi > Options**.
6. Scroll down to the Wi-Fi options section.



7. In the Wi-Fi Info on Home section, select the **Show** radio button.
The **Submit** button displays after you make a selection.
8. Click the **Submit** button.
A warning message displays.
9. Click the **Submit** button.
Your changes are saved.

Hide the WiFi Settings On the LCD Screen

You can hide the WiFi network name and password on the hotspot's LCD screen.

➤ **To show the WiFi settings on the LCD screen:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.

4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Wi-Fi > Options**.
6. Scroll down to the Wi-Fi options section.

Wi-Fi Options

Wi-Fi Info on Home Show
 Hide

USB Tether Wi-Fi stays Off
 Wi-Fi stays On

You can turn off the Wi-Fi signal when you are USB tethering. Only the USB tethered device will access the internet.

7. In the Wi-Fi Info on Home section, select the **Hide** radio button.
The **Submit** button displays after you make a selection.
8. Click the **Submit** button.
A warning message displays.
9. Click the **Submit** button.
Your changes are saved.

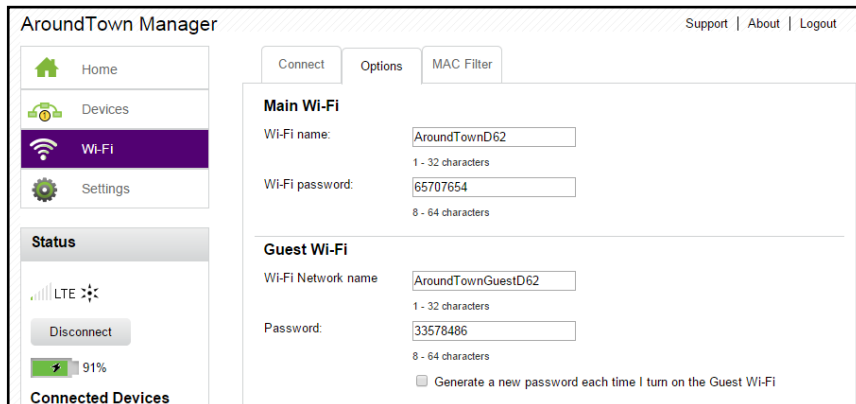
Change the Hotspot WiFi Network Name and Password

Your hotspot comes with a randomly generated and secured WiFi network name and password that you can continue to use as is. You can change the WiFi network name and password for your main WiFi or guest WiFi network.

➤ **To change network name and password:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.

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



6. In the Main Wi-Fi or Guest Wi-Fi section, change the WiFi name and password as desired.
7. To change the guest WiFi password automatically, select the **Generate a new password each time I turn on the Guest Wi-Fi** check box.

The **Submit** button displays after you change any of the settings.

8. Click the **Submit** button.
9. When prompted, click the **Submit** button again.

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

Change Hotspot Web Page Login Password

You can change the login password for the hotspot web page.

➤ **To change the login password for the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

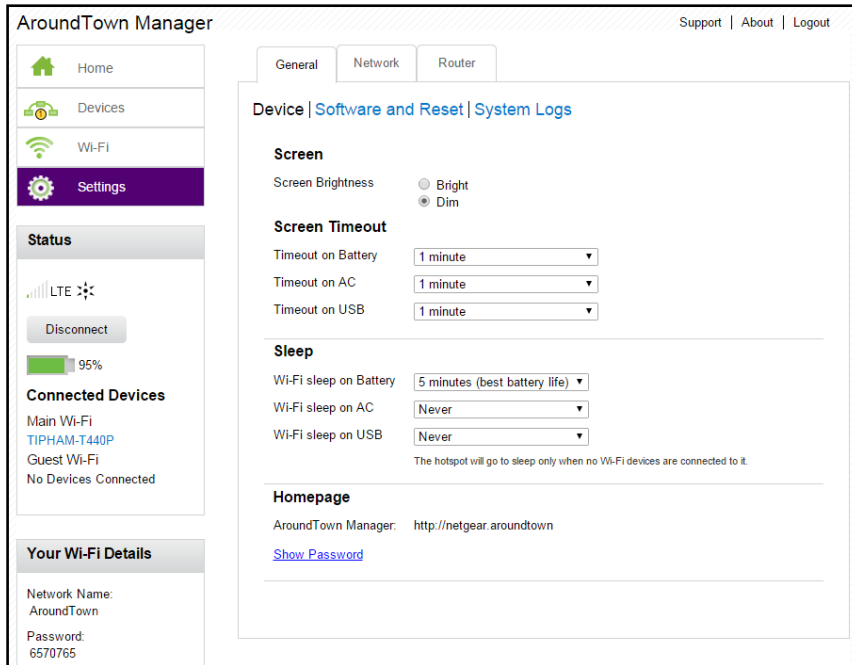
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Device**.



6. In the Homepage section, click the **Show Password** link.

The AroundTown Manager Password displays.

7. Enter a new password in the **AroundTown Manager Password** field.

The new password can be up to 31 characters and contain uppercase and lowercase letters, numbers, and symbols.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

Your changes are saved.

Configure the TRU-Install Installation Settings

TRU-Install is a feature that installs the necessary drivers the first time you connect your device to your Windows or Mac computer using the micro-USB cable. An installation CD is not required. The default setting is for the hotspot to automatically install the TRU-Install feature.

Enable TRU-Install Driver Installation

You can enable the hotspot to automatically install the TRU-Install feature when the hotspot is connected to a computer.

➤ **To enable the TRU-Install installation feature:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

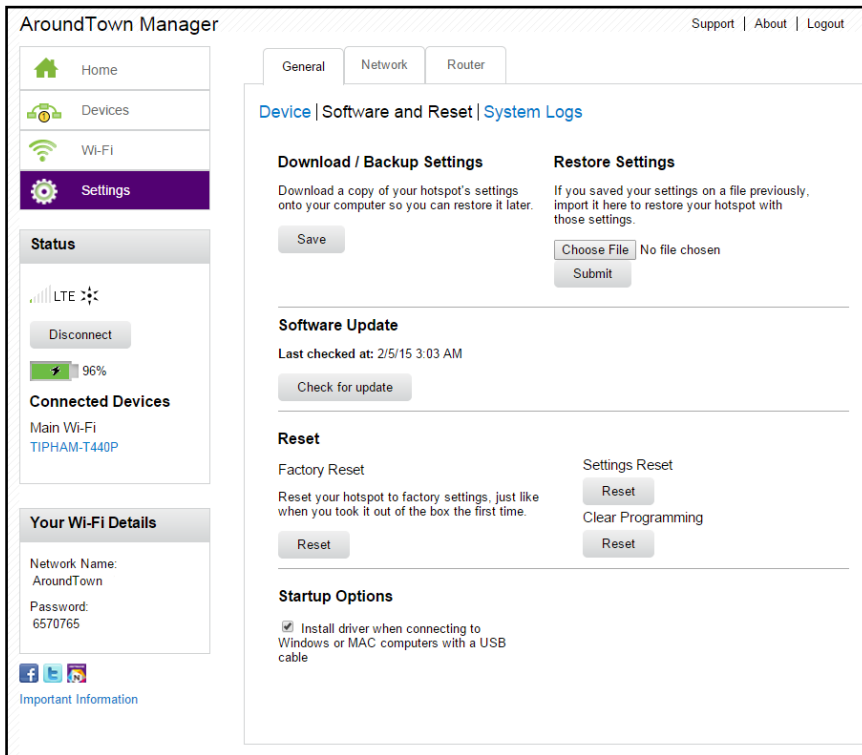
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset**.



6. In the Startup Options section, select the **Install driver when connecting to Windows or MAC computers with a USB cable** check box.

The **Submit** button displays after you make a change.

7. Click the **Submit** button.

Your changes are saved.

Disable TRU-Install Installation

You can disable the automatic TRU-Install installation feature so that the hotspot does not install the TRU-Install feature when the hotspot is connected to a computer.

➤ **To disable the TRU-Install installation feature:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

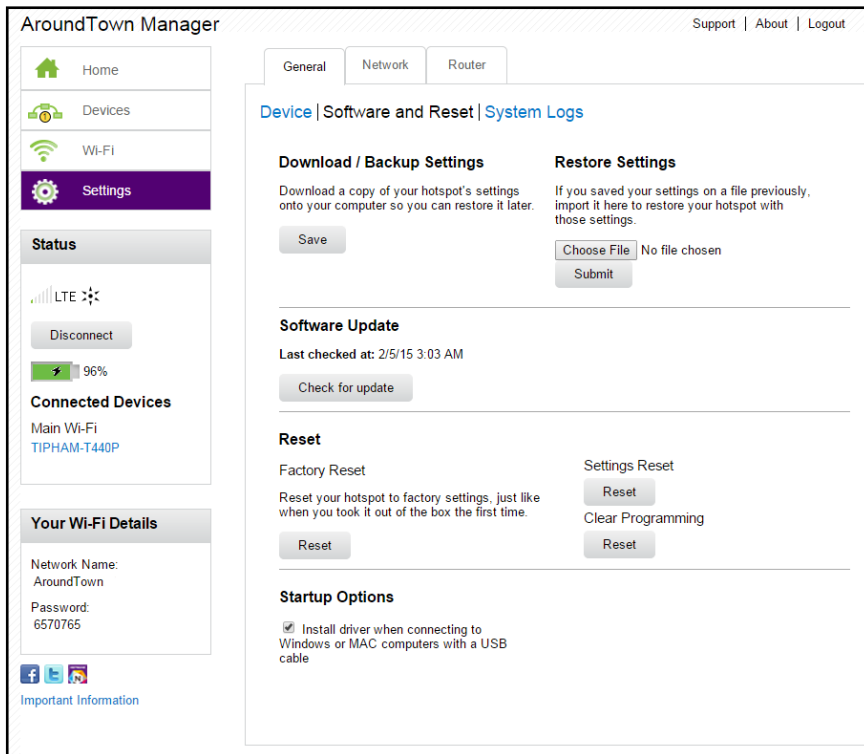
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset**.



6. In the Startup Options section, clear the **Install driver when connecting to Windows or MAC computers with a USB cable** check box.

The **Submit** button displays after you make a change.

7. Click the **Submit** button.

Your changes are saved.

Disconnect from or Connect to the Mobile Broadband Network

If you just want to manage your hotspot's settings, but you don't want to connect to the Internet and access your data, you can disconnect your hotspot from the mobile broadband network.

Disconnect from the Mobile Broadband Network

➤ **To disconnect from the mobile broadband network:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. In the Status section, click the **Disconnect** button.

Your hotspot disconnects from the mobile broadband network.

An alert on the hotspot web page and on your hotspot's LCD screen notifies you that the hotspot is disconnected from the mobile broadband network.

Connect to the Mobile Broadband Network

➤ **To connect to the mobile broadband network:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. In the Status section, click the **Connect** button.

Your hotspot connects to the mobile broadband network.

View Details About Your Hotspot

You can view details about your hotspot on the hotspot web page or the hotspot's LCD screen.

View Details About Your Hotspot on the Web Page

➤ **To view details about your hotspot on the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Click the **About** link near the upper right corner of the screen.

The following information displays:

- **Account Details:**

- **My number.** The hotspot's phone number.
- **MSID.** The mobile station ID (MSID) associated with your phone number.
- **MEID.** The mobile equipment identifier (MEID) of your device.
- **ICCID.** The serial number of the SIM.
- **IMEI.** The device's unique Internet Mobile Equipment Identity (IMEI) code.
- **Activation Code.** The hotspot's activation code.

- **Wi-Fi Details**

- **Wi-Fi name.** The hotspot's main WiFi network name.
- **Wi-Fi password.** The hotspot's main WiFi network password.
- **MAC Address.** The hotspot's MAC address. Each hotspot is assigned a unique MAC address by its manufacturer.
- **Encryption.** The security standard used for the WiFi network.
- **Wi-Fi Devices.** The number of devices currently connected to the hotspot's Wi-Fi networks.
- **Max Wi-Fi Devices.** The maximum number of devices that can connect to the hotspot's main WiFi network.

- **Max Guest Wi-Fi Devices.** The maximum number of devices that can connect to the hotspot's guest WiFi network.
 - **Broadcast Network Name.** Indicates whether the WiFi network name is being broadcast.
 - **Firmware:**
 - **FW Version.** The hotspot's firmware version.
 - **FW Build Date.** The date the firmware version was created.
 - **Web App Version.** The hotspot's web page version.
 - **Bootloader Version.** The version of the software that starts up your hotspot.
 - **Device:**
 - **Model.** The manufacturer's name for your hotspot.
 - **AroundTown Manager.** The URL for the hotspot's web page.
 - **PRL Version.** The Preferred Roaming List (PRL) version number.
 - **Power State.** The hotspot's power state (Online, Offline).
 - **Current temperature.** The hotspot's temperature in Celsius. If your device is too warm, make sure that the area is well ventilated and that air can circulate around your device to cool it.
 - **Current voltage.** The amount of power the hotspot is currently using.
 - **Battery charge level.** The amount of charge remaining in the battery.
 - **Battery status.** The current operating condition of the battery (Charging, No Battery, Normal, Low, Critical).
 - **Battery temperature.** The battery's temperature. If the battery is getting too warm, turn your device off and do not charge it.
 - **WWAN Info:**
 - **Activation Date.** The hotspot's activation date.
 - **Refurbished.** Indicates whether the hotspot was refurbished or not.
 - **IP Address.** The IP address of the WWAN radio.
 - **User NAI.** The 3G network identifier.
 - **LTE APN NI.** The 4G network identifier.
 - **Lifetime LTE Transferred.** The total amount of data sent and received while the hotspot was connected to LTE networks.
 - **Lifetime 3G Transferred.** The total amount of data sent and received while the hotspot was connected to 3G networks.
 - **Lifetime Total Transferred.** The total amount of data sent and received by the hotspot.
6. To save this information to your computer or WiFi device, click the **Save to File** button.

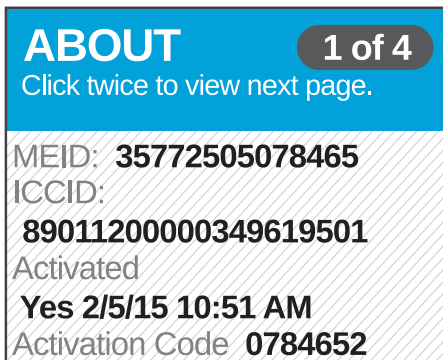
View Details About Your Hotspot on the LCD Screen

You can view details about your hotspot on the hotspot's LCD screen. Four ABOUT screens display account information about your hotspot. To view more information about your account, see [View Details About Your Hotspot on the Web Page](#) on page 41.

➤ **To view details about your hotspot on the LCD screen:**

1. Press the **Power** button to wake the LCD screen.
2. Press the **Power** button again until the ABOUT screen displays.

Four ABOUT screens display. You must press the **Power** button twice to display the next ABOUT screen.



The following information displays:

- **MEID.** The MEID of your device.
- **ICCID.** The serial number of the SIM.
- **Activated.** Indicates if the hotspot's activation status and the date and time the status changed.
- **Activation Code.** The hotspot's activation code.

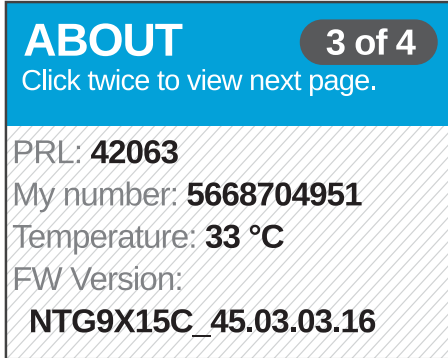
3. Press the **Power** button twice.



The following information displays:

- **AroundTownManager.** The URL for the hotspot's web page.
- **Wi-Fi name.** The hotspot's main WiFi network name.

- **MAC Address.** The hotspot' MAC address. Each hotspot is assigned a unique MAC address by its manufacturer.
4. Press the **Power** button twice.



The following information displays:

- **PRL Version.** The Preferred Roaming List (PRL) version number.
 - **My number.** The hotspot's phone number.
 - **Temperature.** The hotspot's temperature in Celsius. If your device is too warm, make sure that the area is well ventilated and that air can circulate around your device to cool it.
 - **FW Version.** The hotspot's firmware version.
5. Press the **Power** button twice.



The following information displays:

- **FW Build Date.** The date the firmware version was created.
 - **Model.** The manufacturer's name for your hotspot.
 - **PRI Version.** The Product Release Instructions (PRI) version for the hotspot's routing hardware. The PRI is a file that contains the settings used to configure wireless products for a particular service provider, customer, or purpose.
 - **Web App Version.** The hotspot web page version.
6. Press the **Power** button again to return to the home screen.

Manage Your Around Town Account

3

This chapter provides information about how to configure your Around Town account settings.

This chapter covers the following topics:

- *View Your Account Settings*
- *Manage Your Data Plan*
- *Manage Account Alerts*
- *Save Your Credit Card Information*
- *Manage Data Auto-Renew Settings*
- *Transfer Your Account to a New Hotspot*
- *Manage Your Around Town Password*
- *Change Your Account Email Address*
- *Manage Your Billing Address*
- *Manage Your Account PIN*
- *Manage Your Account Phone Number*

View Your Account Settings

You can view or change your account settings from your Around Town account overview page. You can manage settings such as your data plan or purchase new data plans.

To log in to your account overview page, use the account user name and password that you set up when you registered your hotspot.

To view or change your hotspot's settings, you must visit the hotspot's web page. For more information, see [Log In to the Hotspot Web Page](#) on page 25.

➤ **To view your account settings:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login screen displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button
The Account Overview page displays.

Manage Your Data Plan

You can manage your data plans from the Around Town account overview page.

Add a Data Plan

You can purchase a new data plan if you want to increase your data or if you are running low on data.

➤ **To add a data plan:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.

2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, select a device.
The Devices screen displays.
8. Click the **Add a Plan** link.
9. Select the radio button next to the plan that you want to add and click the **PURCHASE** button.
The Payment screen displays.
10. Enter your credit card information and billing address.
11. Click the **SUBMIT** button.
The data plan is added to your device account.

View Your Purchase History

After you purchase a data plan, you can view your purchases in the Purchase History screen.

➤ **To view your purchase history:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.

This is the password that you set up when you registered your hotspot.

6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, select a device.
The Devices screen displays.
8. On the right, click the **Purchase History** link.
Your purchase history displays.

Manage Account Alerts

Your hotspot account comes with free email notifications, so that you can be notified when data plan is about to expire. You can enable or disable notifications. You can also upgrade your account to receive smart alerts for \$1.99 per month.

Manage Data Plan Expiration Email Notifications

You can set your account to email you notifications when your data plan is about to expire.

Enable Data Plan Expiration Email Notifications

- **To enable email notifications:**
1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
 2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
 3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
 4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
 5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
 6. Click the **Submit** button.
The Account Overview page displays.

- In the Devices section, click your device.

Devices

4926452

Device ID: 4926452
 Active Plan: 1000MB Unlimited & Forever [Add a Plan](#)
 Remaining Balance: 996MB

Recent Usage

Date	Usage	Actions
02/05/2015	1MB	View Details
02/06/2015	2MB	View Details
02/10/2015	1MB	View Details

Recent Alerts & Notifications

Date & Time	Type	Actions
-------------	------	---------

Account Overview
Devices
 All Devices
 4926452
Overview
 Balance History
 Add a Plan
 Purchase History
 Alerts & Notifications
 Manage Services
 Manage Auto-Renew
 Settings
 Account Settings
 Payment Settings
 Logout

- On the right, click the **Alerts & Notifications** link.
 The Alerts & Notifications screen displays.
- Check to see if your notification email address is correct.
- To change your notification email address, do the following:
 - Click the **Change** link.
 The Update Notification E-mail Address screen displays.
 - Enter your new email address in the **New E-mail Address** field.
 - Click the **Submit** button.
 Your notification email address is changed.
- In the Product Expired Notification section, select the **Notify me by e-mail** check box.
- Click the **Submit** button.
 Your changes are saved.

Disable Data Plan Expiration Email Notifications

- **To disable email notifications:**
 - Launch a web browser from a computer or WiFi device.
 Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
 - Enter **http://aroundtowninternet.com** in the address field of the web browser.
 The Around Town web page displays.
 - At the top of the screen, click the **MY ACCOUNT** link.
 The Login page displays.

4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, click your device.

Devices

4926452

Device ID: 4926452
Active Plan: 1000MB Unlimited & Forever [Add a Plan](#)
Remaining Balance: 996MB

Recent Usage

Date	Usage	Actions
02/05/2015	1MB	View Details
02/06/2015	2MB	View Details
02/10/2015	1MB	View Details

Recent Alerts & Notifications

Date & Time	Type	Actions
-------------	------	---------

Account Overview
Devices
All Devices
4926452
Overview
Balance History
Add a Plan
Purchase History
Alerts & Notifications
Manage Services
Manage Auto-Renew
Settings
Account Settings
Payment Settings
Logout

8. On the right, select click the **Alerts & Notifications** link.
The Alerts & Notifications screen displays.
9. In the Product Expired Notification section, clear the **Notify me by e-mail** check box.
10. Click the **Submit** button.
Your changes are saved.

Upgrade Your Account to Smart Alerts

Your hotspot comes with free basic notifications that allow you to receive email notifications when your data plan is about to expire. You can upgrade your account to review smart alerts, for \$1.99 per month, that allow you to receive alerts based on a balance threshold. You will also receive alerts through email and text messages when your data plan is about to expire.

➤ To upgrade your account alerts to smart alerts:

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.

The Around Town web page displays.

3. At the top of the screen, click the **MY ACCOUNT** link.

The Login page displays.

4. Enter your account user name in the **Username** field.

Your user name is the email address that you set up when you registered your hotspot.

5. Enter your account password in the **Password** field.

This is the password that you set up when you registered your hotspot.

6. Click the **Submit** button.

The Account Overview page displays.

7. In the Devices section, click your device.

The screenshot shows the 'Devices' section of the account overview page. It includes a table for 'Recent Usage' and a sidebar with navigation options.

Date	Usage	Actions
02/05/2015	1MB	View Details
02/06/2015	2MB	View Details
02/10/2015	1MB	View Details

Recent Alerts & Notifications

Date & Time	Type	Actions
-------------	------	---------

Account Overview

Devices

- All Devices
- 4926452
- Overview
- Balance History
- Add a Plan
- Purchase History
- Alerts & Notifications
- Manage Services
- Manage Auto-Renew Settings

Account Settings

Payment Settings

Logout

8. On the right, click the **Manage Services** link.

The Services screen displays.

9. Select the **Upgrade to Smart Alerts** check box.

10. Click the **Update** button.

11. When prompted, enter your credit card information and billing address.

12. Click the **SUBMIT** button.

Your changes are saved.

View Account Alerts and Notifications

You can view alerts and notifications from your account overview page.

- **To view your account alerts and notifications:**

1. Launch a web browser from a computer or WiFi device.

Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.

2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
 3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
 4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
 5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
 6. Click the **Submit** button.
The Account Overview page displays.
 7. In the Devices section, click your device.
The Devices screen displays.
- Alerts and notifications that were sent to your account display in the Recent Alerts & Notification section.

Save Your Credit Card Information

You can save your credit card information to your account.

➤ **To save your credit card information:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.

The Account Overview page displays.

7. Select **Payment Settings**.

The Payment settings screen displays.

8. Enter your credit card information and billing address.

9. Click the **SUBMIT** button.

Your changes are saved.

Manage Data Auto-Renew Settings

You can set your account to automatically renew your data plan before you run out of data, or you can disable auto-renew.

Automatically Renew Your Data Plan

You can set your account to automatically renew a data plan that you already use before your run out of data.

➤ **To automatically renew your data plan before you run out of data:**

1. Launch a web browser from a computer or WiFi device.

Your computer or WiFi device does not need to be connected to the hotspot network in order to view your account settings.

2. Enter **http://aroundtowninternet.com** in the address field of the web browser.

The Around Town web page displays.

3. At the top of the screen, click the **MY ACCOUNT** link.

The Login page displays.

4. Enter your account user name in the **Username** field.

Your user name is the email address that you set up when you registered your hotspot.

5. Enter your account password in the **Password** field.

This is the password that you set up when you registered your hotspot.

6. Click the **Submit** button.

The Account Overview page displays.

- In the Devices section, click your device.

The screenshot displays the 'Devices' section of a user account. At the top left, the account number 4926452 is shown. Below it, details for a specific device are listed: Device ID: 4926452, Active Plan: 1000MB Unlimited & Forever (with an 'Add a Plan' link), and Remaining Balance: 996MB. A 'Recent Usage' table follows, with columns for Date, Usage, and Actions. The table contains three rows of usage data from 02/05/2015 to 02/10/2015. On the right side, a vertical menu includes 'Account Overview', 'Devices' (which is highlighted in orange), 'All Devices', 'Overview', 'Account Settings', 'Payment Settings', and 'Logout'. The 'Overview' section lists various account management options like Balance History, Add a Plan, and Manage Auto-Renew Settings.

- On the right, click the **Manage Auto-Renew** link.

The Manage Auto-Renew screen displays.

You must save your credit card information and billing address to your account before you can see this screen. For more information, see [Save Your Credit Card Information](#) on page 52.

- In the **Select your Auto-Renew options** menu, select the data plan you want to renew.
- Click the **SUBMIT** button.

Your changes are saved.

Disable Auto-Renew

You can disable auto-renew so that your account does not automatically renew your data plan when you run out of data.

➤ To disable auto-renew:

- Launch a web browser from a computer or WiFi device.

Your computer or WiFi device does not need to be connected to the hotspot network in order to view your account settings.

- Enter **http://aroundtowninternet.com** in the address field of the web browser.

The Around Town web page displays.

- At the top of the screen, click the **MY ACCOUNT** link.

The Login page displays.

- Enter your account user name in the **Username** field.

Your user name is the email address that you set up when you registered your hotspot.

5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, click your device.

The screenshot shows the 'Devices' section of the account overview. It displays account information for device ID 4926452, including the active plan (1000MB Unlimited & Forever) and remaining balance (996MB). Below this is a 'Recent Usage' table with columns for Date, Usage, and Actions. The table lists three entries from 02/05/2015 to 02/10/2015. To the right is a sidebar with navigation links: Account Overview, Devices (highlighted), All Devices, Overview, Balance History, Add a Plan, Purchase History, Alerts & Notifications, Manage Services, Manage Auto-Renew, Settings, Account Settings, Payment Settings, and Logout.

Date	Usage	Actions
02/05/2015	1MB	View Details
02/06/2015	2MB	View Details
02/10/2015	1MB	View Details

8. On the right, click the **Manage Auto-Renew** link.
The Manage Auto-Renew screen displays.
You must save your credit card information and billing address to your account before you can see this screen. For more information, see [Save Your Credit Card Information](#) on page 52.
9. In the **Select your Auto-Renew options** menu, select **Disable Auto-Renew**.
10. Click the **SUBMIT** button.
Your changes are saved.

Transfer Your Account to a New Hotspot

If you bought another hotspot, you can transfer your current account to your new hotspot. You can have multiple hotspots connected to one account.

You must activate your new hotspot first and then clear your account details before transferring your account. For more, information, see [Clear Account Details](#) on page 104.

➤ To transfer your account to your new hotspot:

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.

2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address that you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password that you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. In the Devices section, click on your device.

Devices

4926452

Device ID: 4926452
Active Plan: 1000MB Unlimited & Forever [Add a Plan](#)
Remaining Balance: 996MB

Recent Usage

Date	Usage	Actions
02/05/2015	1MB	View Details
02/06/2015	2MB	View Details
02/10/2015	1MB	View Details

Recent Alerts & Notifications

Date & Time	Type	Actions
-------------	------	---------

Account Overview
Devices
All Devices
4926452
Overview
Balance History
Add a Plan
Purchase History
Alerts & Notifications
Manage Services
Manage Auto-Renew
Settings
Account Settings
Payment Settings
Logout

8. On the right, click the **Settings** link.
The Settings screen displays.
9. Click the **Swap Devices** link.
10. Enter your new hotspot's activation code in the **New Activation Code** field.
11. Click the **Submit** button.
Your account transfers to your new hotspot.

Manage Your Around Town Password

If you forgot your Around Town account password, you can reset it from the Login page. If you know your current password, but you want to change it, you can change it after you log in to your account.

Reset Your Around Town Password

If you forgot your Around Town account password, you can use a link on the Login page to reset it.

➤ **To reset your Around Town account password:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Click the **Lost Password** link.
5. The Lost password screen displays.
6. Enter your Around Town account email address in the **E-mail Address** field.
If you forgot your Around Town account email address, you need to reset your hotspot to its factory default settings and reactivate your hotspot. For more information, see [Configure the TRU-Install Installation Settings](#) on page 37.
7. Click the **Submit** button.
An email is sent to you with instructions for how to reset your password.
8. Follow the instructions in the email to reset your password.

Change Your Around Town Account Password

You can change you Around Town account password if you can log into your account.

If you forgot your password and you want to reset it, see [Reset Your Around Town Password](#) on page 57.

➤ **To change your account password from your account:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.

Your user name is the email address you set up when you registered your hotspot.

5. Enter your account password in the **Password** field.

This is the password you set up when you registered your hotspot.

6. Click the **Submit** button.

The Account Overview page displays.

7. Select **Account Settings > Change Password**.

The Change Password screen displays.

8. Enter your old password in the **Old Password** field.

9. Enter your new password in the **Password** field.

10. Retype your new password in the **Retype New Password** field.

11. Click the **Save** button.

Your changes are saved.

Change Your Account Email Address

You can change your Around Town account email address.

- **To change your Around Town account email address:**

1. Launch a web browser from a computer or WiFi device.

Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.

2. Enter **http://aroundtowninternet.com** in the address field of the web browser.

The Around Town web page displays.

3. At the top of the screen, click the **MY ACCOUNT** link.

The Login page displays.

4. Enter your account user name in the **Username** field.

Your user name is the email address you set up when you registered your hotspot.

5. Enter your account password in the **Password** field.

This is the password you set up when you registered your hotspot.

6. Click the **Submit** button.

The Account Overview page displays.

7. Select **Account Settings > Change Email**.

The E-mail Address screen displays.

8. Enter your new email address in the **Enter new E-mail Address** field.

9. Enter your current account password in the **Enter Password** field.
10. Click the **Save** button.

Your changes are saved.

Manage Your Billing Address

You can view or change your credit card's billing address.

View Your Billing Address

➤ **To view your billing address:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. Select **Account Settings > View/Edit Address**.
The Address screen displays your billing address.

Edit Your Billing Address

➤ **To edit your credit card's billing address:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.

3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. Select **Account Settings > View/Edit Address**.
The Address screen displays.
8. Click your billing address.
The Change Address screen displays.
9. Edit your billing address.
10. Click the **Save** button.
Your changes are saved.

Manage Your Account PIN

The account PIN is used to track customer issues.

View Your Account PIN

➤ **To view your account PIN:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password you set up when you registered your hotspot.

6. Click the **Submit** button.

The Account Overview page displays.

7. Select **Account Settings > View/Edit Account PIN**.

The Account PIN screen displays your account PIN in the Current Account PIN section.

Edit Your Account PIN

➤ To edit your account PIN:

1. Launch a web browser from a computer or WiFi device.

Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.

2. Enter **http://aroundtowninternet.com** in the address field of the web browser.

The Around Town web page displays.

3. At the top of the screen, click the **MY ACCOUNT** link.

The Login page displays.

4. Enter your account user name in the **Username** field.

Your user name is the email address you set up when you registered your hotspot.

5. Enter your account password in the **Password** field.

This is the password you set up when you registered your hotspot.

6. Click the **Submit** button.

The Account Overview page displays.

7. Select **Account Settings > View/Edit Account PIN**.

The Account PIN screen displays.

8. Enter a new PIN in the **New Account PIN** field.

9. Click the **Save** button.

Your changes are saved.

Manage Your Account Phone Number

You can view or edit your account phone number. Your account phone number is your contact phone number.

View Your Account Phone Number

➤ **To view your account phone number:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password you set up when you registered your hotspot.
6. Click the **Submit** button.
The Account Overview page displays.
7. Select **Account Settings > View/Edit Phone Number**.
The Phone Number screen displays your phone number in the Current Phone Number section.

Edit Your Account Phone Number

➤ **To edit your account phone number:**

1. Launch a web browser from a computer or WiFi device.
Your computer or WiFi device does not need to be connected to the hotspot network for you to view your account settings.
2. Enter **http://aroundtowninternet.com** in the address field of the web browser.
The Around Town web page displays.
3. At the top of the screen, click the **MY ACCOUNT** link.
The Login page displays.
4. Enter your account user name in the **Username** field.
Your user name is the email address you set up when you registered your hotspot.
5. Enter your account password in the **Password** field.
This is the password you set up when you registered your hotspot.

6. Click the **Submit** button.
The Account Overview page displays.
7. Select **Account Settings > View/Edit Phone Number**.
The Phone Number screen displays.
8. Enter a new phone number in the **New Phone Number** field.
9. Click the **Save** button.
Your changes are saved.

4 Manage Your Hotspot

4

This chapter explains how to manage your hotspot.

This chapter covers the following topics:

- *Update the Hotspot Software*
- *Back Up and Restore Hotspot Settings*
- *Reset the Hotspot to Factory Default Settings*
- *Reset the Hotspot to Its Device Settings*
- *Extend Battery Life*
- *Adjust the Display Settings*
- *Set the Hotspot's WiFi Sleep Settings*

Update the Hotspot Software

The hotspot checks automatically for new software and updates once a week. If an update becomes available, the hotspot displays an alert. You can follow the instructions on the alert to update the software or you can manually check for software updates and update the software manually.

➤ **To update the software and firmware manually:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

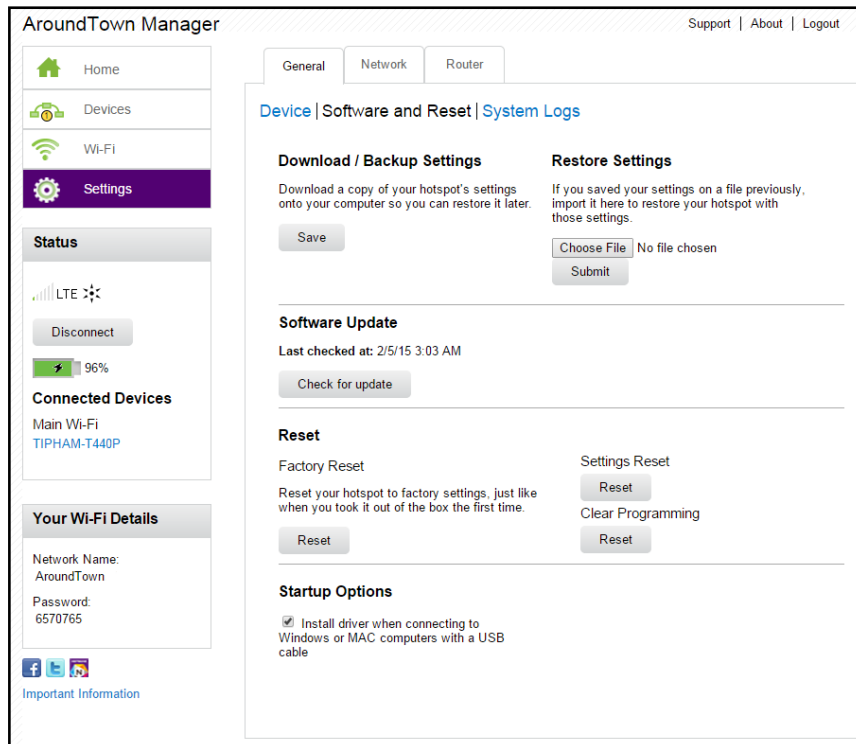
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset**.



6. In the Software Update section, click the **Check for update** button.

If an update is available, an **Install Now** button displays.

7. Click the **Install Now** button.

8. Click the **Continue** button.

Your hotspot updates the software and reboots.

Back Up and Restore Hotspot Settings

You can back up and restore your hotspot's settings. Backing up and restoring is useful if you use more than one hotspot and you want the same settings on all of your hotspots. You can also save your settings before resetting to factory defaults or changing the settings.

Download Your Hotspot's Settings

To restore your hotspot's settings later, you must download and save your hotspot's current settings to your computer.

➤ **To download a copy of your hotspot's settings:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

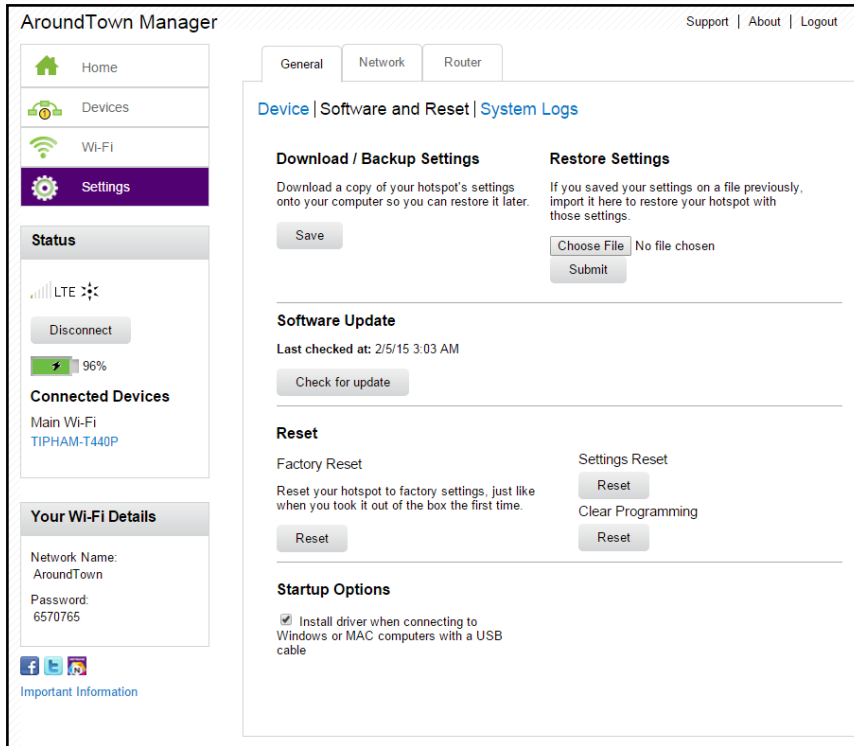
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset.**



6. In the Download/Backup Settings section, click the **Save** button.

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

Restore Your Hotspot's Settings

You can restore your hotspot to its previous settings if you downloaded and saved your hotspot's previous settings to your computer. Save your settings before resetting to factory defaults or changing the settings.

➤ **To restore your hotspot's settings:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

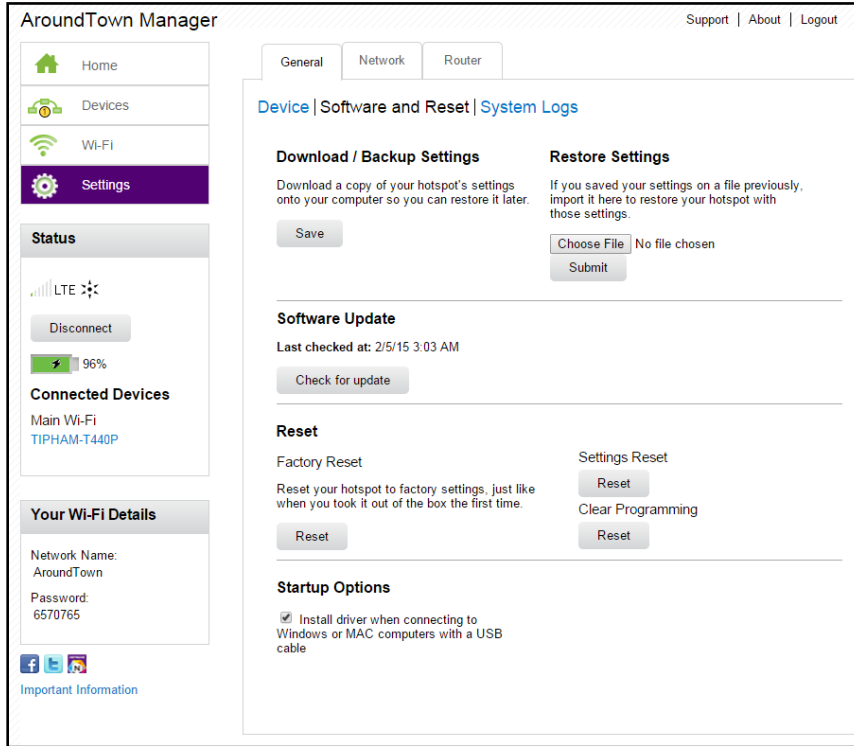
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset.**



6. In the Restore Settings section, click the **Choose File** button.
7. Navigate to the location where the `export.cfg` file is stored.
By default, hotspot setting files are saved to your Downloads folder.
8. Click the **Open** button.
Your hotspot is restored with the imported file settings.

Reset the Hotspot to Factory Default Settings

You can return your hotspot to its factory default settings. If you reset your hotspot to its factory default settings, you must activate your hotspot again.

If you just want to reset your hotspot to its default behavior and you don't want to change your account or reactivate your hotspot, you can reset the device settings. For more information, see [Reset the Hotspot to Its Device Settings](#) on page 71.

Reset your hotspot to its factory default settings in the following cases:

- You changed the default administrator login password and you can't remember the new password.
- You've changed the DHCP settings such that your device is inoperable. (For example, no communication is occ.)

Reset Factory Default Settings If You Forgot the Admin Login Password

You can reset the hotspot's factory default settings from the hotspot web page if you forgot the admin login password. If you know the admin login password and you want to reset the hotspot to its factory default settings, see *Reset Factory Default Settings If You Know the Admin Login Password* on page 69.

To reset your hotspot to its factory default settings, you must get a Master Subsidy Lock (MSL) code from Around Town support.

Note: The hotspot's default administrator login password is **password**.

➤ **To reset the hotspot to its factory default settings if you forgot the admin password:**

1. Contact Around Town support at 1-855-678-9123 to get an MSL code.
2. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
3. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

4. At the top of the screen, click the **Support** link.
5. In the Factory Reset section, click the **Reset** button.
6. Enter the MSL code in the field that displays.
7. Click the **Submit** button.

A confirmation screen displays.

8. Click the **Begin Reset** button.

The hotspot resets to its factory default settings.

Reset Factory Default Settings If You Know the Admin Login Password

You can reset the hotspot's factory default settings from the hotspot web page if you know the admin login password. If you forgot the administrator login password, see *Reset Factory Default Settings If You Forgot the Admin Login Password* on page 69.

To reset your hotspot to its factory default settings, you need to get a Master Subsidy Lock (MSL) code from Around Town support.

Note: The hotspot's default administrator login password is **password**.

➤ **To reset the hotspot to its factory default settings if you know the admin password:**

1. Contact Around Town support at 1-855-678-9123 to get a MSL code.
2. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
3. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

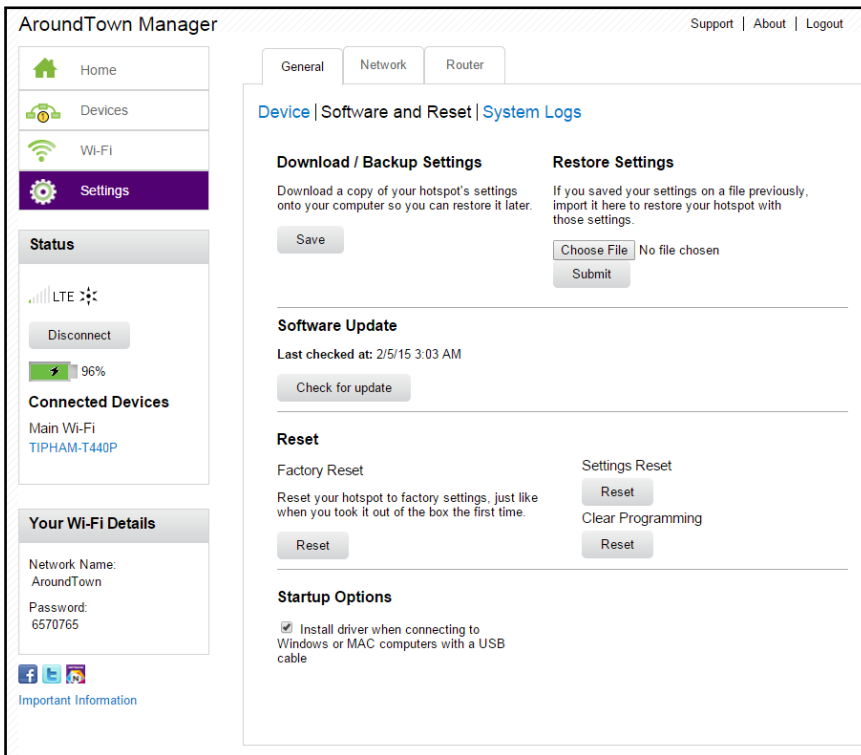
4. Enter the admin login password in the **Sign In** field.

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

5. Click the **Sign In** button.

The Sign In section closes.

6. Select **Settings > General > Software and Reset**.



7. In the Factory Reset section, click the **Reset** button.
8. Enter the MSL code in the field that displays.
9. Click the **Submit** button.

A confirmation screen displays.

10. Click the **Begin Reset** button.

The hotspot resets to its factory default settings.

Reset the Hotspot to Its Device Settings

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

If you want to reset your hotspot to its factory default settings and reset your account and reactivate your hotspot, see [Reset the Hotspot to Factory Default Settings](#) on page 68.

➤ To reset the hotspot to its device settings:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

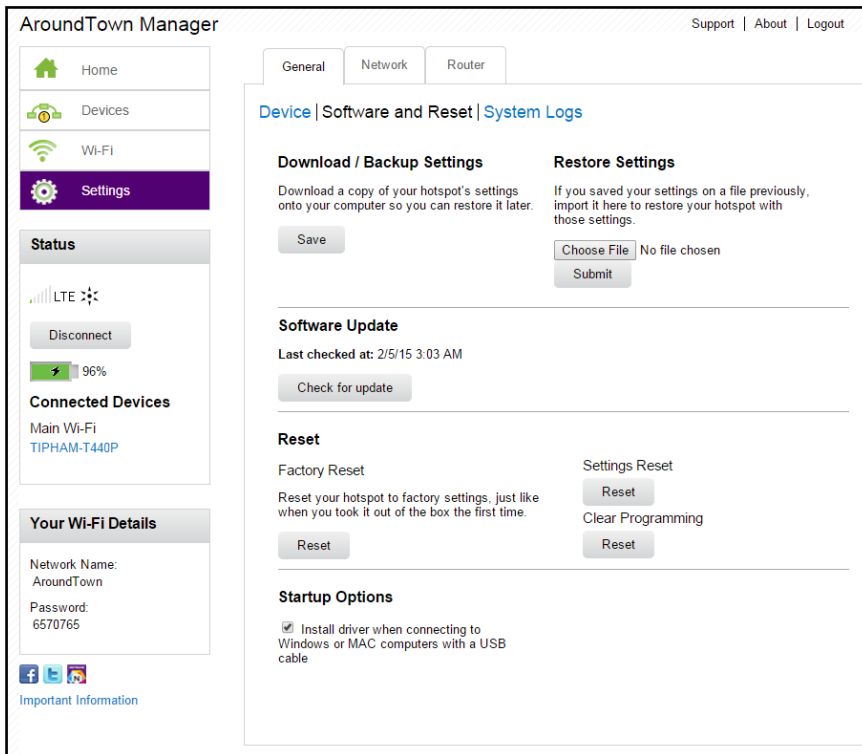
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset.**



6. In the Settings Reset section, click the **Reset** button.

A message displays confirming that you want to reset your device settings.

7. Click the **Begin Reset** button.

The hotspot resets to its device settings.

Extend Battery Life

By default, the hotspot is configured to optimize battery life. You can extend the battery life in several ways:

- When you're not using your hotspot, turn it off.
- Tether your hotspot to your computer using the micro-USB cable, and disable WiFi. For more information, see [Configure a Tethered Connection](#) on page 20.
- Adjust the LCD settings:
 - Decrease the brightness of the LCD. For more information, see [Adjust the LCD Screen's Brightness](#) on page 73.
 - Set the LCD to turn off sooner. For more information, see [Set the LCD Screen's Timeout Settings](#) on page 74.
- Use a shorter WiFi inactivity time out period. For more information, see [Set the Hotspot's WiFi Sleep Settings](#) on page 75.

- Limit the number of WiFi devices that can connect to the hotspot WiFi network. For more information, see *Set the Maximum Number of Connected Devices* on page 83.
- If only one network coverage type is available to you (LTE or 3G), set the allowed network mode to that coverage type only. For more information, see *Set the Allowed Network Mode* on page 121.

Adjust the Display Settings

The hotspot's LCD screen is automatically set to dim to save energy.

You can adjust the following display settings:

- Adjust the LCD screen's brightness level.
- Set the screen time-out to a shorter period to reduce the amount of time that LCD screen is not touched before the screen turns blank.

Adjust the LCD Screen's Brightness

➤ To adjust the LCD screen's brightness:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

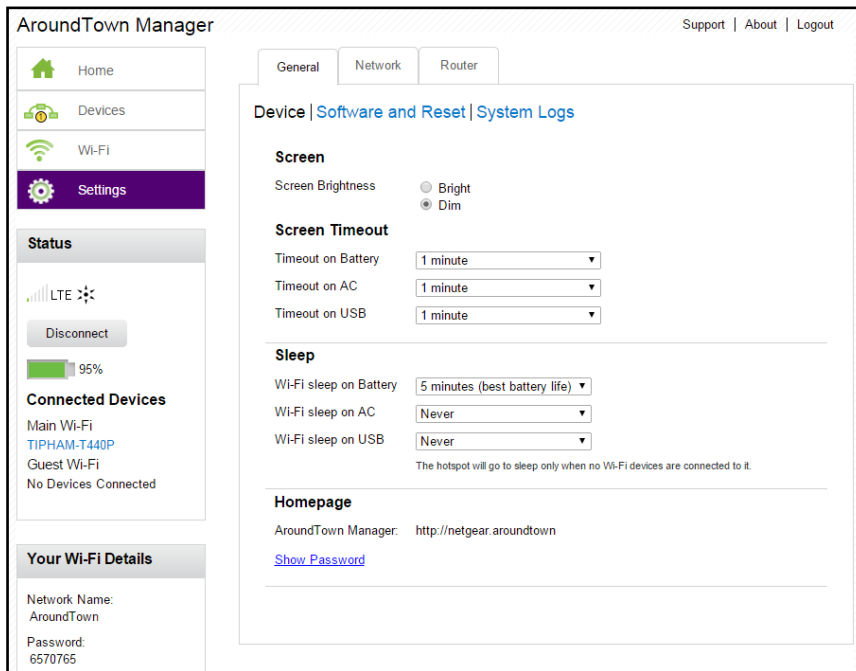
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Device**.



6. In the Screen section, select a brightness setting:
 - **Brightness.** Brightens the LCD screen.
 - **Dim.** Dims the LCD screen and prolongs the battery life.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.
Your changes are saved.

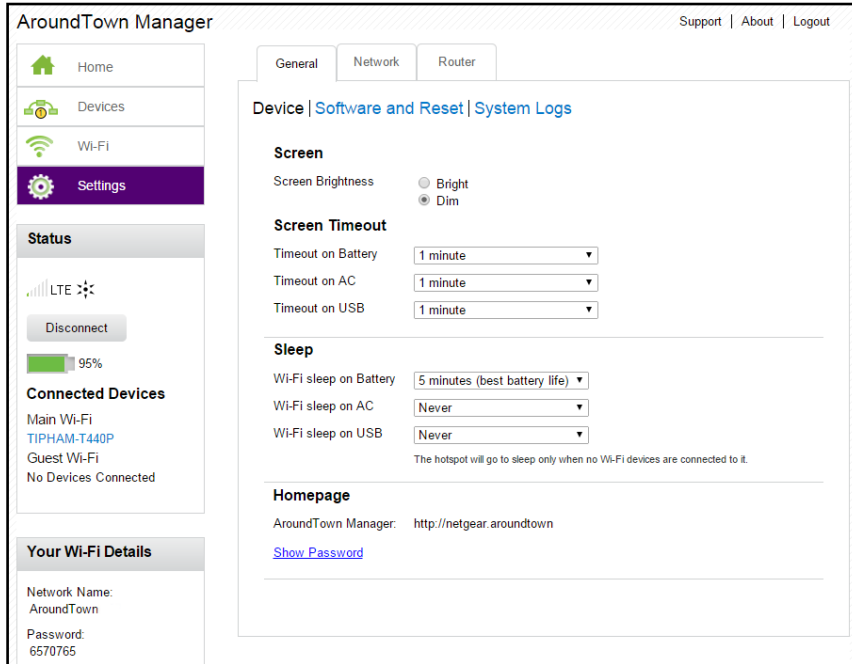
Set the LCD Screen's Timeout Settings

You can set the LCD screen to automatically turn off when the hotspot is it being powered on through the hotspot's battery, AC charger, or a USB connection between the hotspot and a computer.

- **To set the LCD screen's timeout settings:**
 1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
 2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
 3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
 4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Device**.



6. In the Screen Timeout section, select a value for the following settings:

- **Timeout on Battery.** This is the amount of time before the LCD screen turns off if the hotspot is powered on through the hotspot’s battery.
- **Timeout on AC.** This is the amount of time before the LCD screen turns off if the hotspot is powered on through the hotspot’s AC charger.
- **Timeout on USB.** This is the amount of time before the LCD screen turns off if the hotspot is powered on through a USB connection between the hotspot and the computer.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

Your changes are saved.

Set the Hotspot’s WiFi Sleep Settings

You can set the hotspot to turn off its WiFi radio if no devices are connected to WiFi for a period of time.

➤ **To set the hotspot’s WiFi sleep settings:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

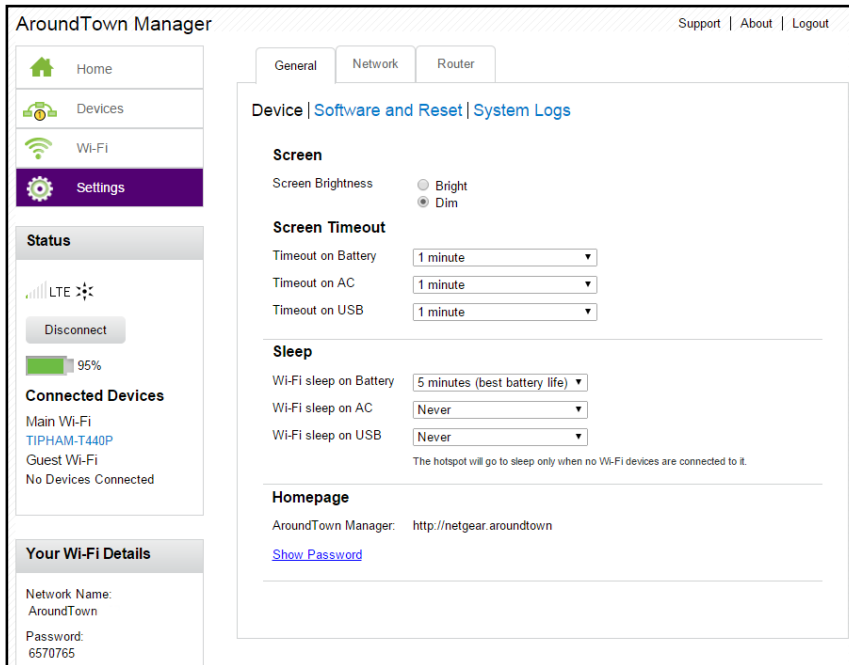
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Device**.



6. In the Sleep section, select a value for the following settings:

- **Wi-Fi sleep on Battery.** Turns off the WiFi radio if no devices are connected for this period of time, while the hotspot is on battery power. (Select 5 minutes to make your battery last longer.)
- **Wi-Fi sleep on AC.** Turns off the WiFi radio if no devices are connected for this period of time while the hotspot is connected to the AC charger. (Select 5 minutes to make your battery last longer.)
- **Wi-Fi sleep on USB.** Turns off the WiFi radio if no devices are connected for this period of time while the hotspot is tethered to the computer. (Select 5 minutes to make your battery last longer.)

The **Submit** button displays after you make a change.

7. Click the **Submit** button.

Your changes are saved.

Control Access to the Network

5

This chapter explains how control who can access your hotspot WiFi network.

This chapter covers the following topics:

- *Set Up a Guest Network*
- *Set the Maximum Number of Connected Devices*
- *View or Block Connected Devices*
- *Set Up MAC Filtering*
- *Configure the WiFi Signal If a Device Is Tethered*

Set Up a Guest Network

Guest networks allows visitors to connect to the hotspot's WiFi network and use the Internet without using your main WiFi network name and password. You can set up a guest network for visitors to access the network.

Turn On the Guest Network Using the Web Page

You can turn on the guest WiFi network form the hotspot web page or the hotspot's LCD screen.

➤ **To turn on the guest WiFi network using the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

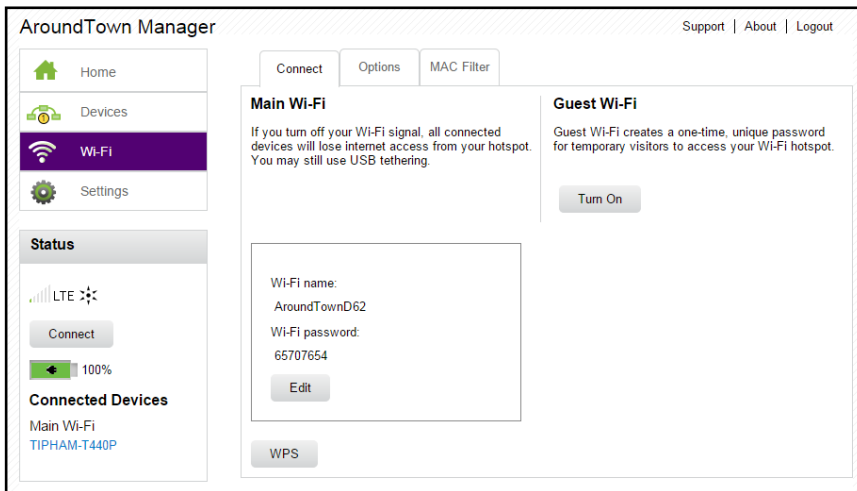
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Wi-Fi > Connect**.



6. In the Guest Wi-Fi section, click the **Turn On** button.

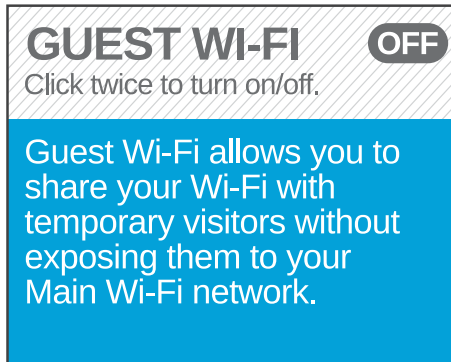
The guest WiFi turns on and the hotspot displays the guest WiFi network name and password.

Turn On the Guest Network Using the LCD screen

You can turn on the guest WiFi network from the hotspot web page or the hotspot's LCD screen.

➤ **To turn on the guest WiFi network using the hotspot's LCD screen:**

1. Press the **Power** button on the hotspot to wake up the LCD screen.
2. Press the **Power** button until the Guest WI-FI screen displays.



3. Press the **Power** button twice to turn on the guest WiFi network.

The guest WiFi turns on and the LCD screen displays the guest WiFi network's name and password.

Change the Guest Network Name or Password

You can change the guest WiFi network's name or password from the hotspot's web page.

➤ **To change the guest network name or password:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

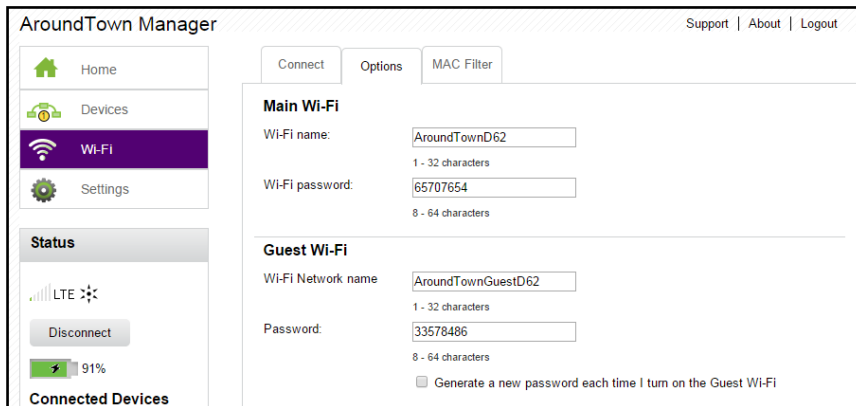
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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



6. In the Guest Wi-Fi section, enter a new WiFi network name or password in the fields.
7. (Optional) If you want the hotspot to generate a new password each time the guest WiFi is turned on, select the check box.

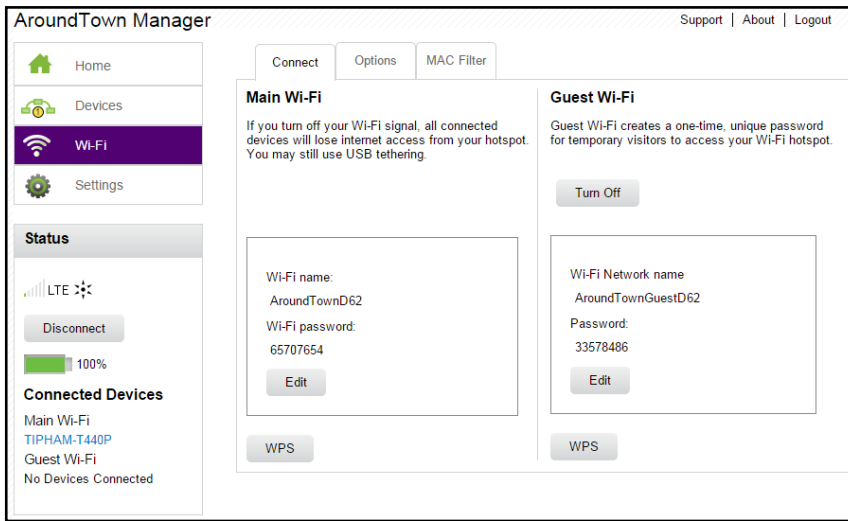
The **Submit** button displays after you make a change.

8. Click the **Submit** button.
Your changes are saved.

Turn Off the Guest Network Using the Web Page

You can turn off the guest WiFi network from the hotspot web page or the hotspot's LCD screen.

- **To turn off the guest network using the hotspot web page:**
 1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
 2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
 3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
 4. Click the **Sign In** button.
The Sign In section closes.
 5. Select **Wi-Fi > Connect**.



6. In the Guest Wi-Fi section, click the **Turn Off** button.

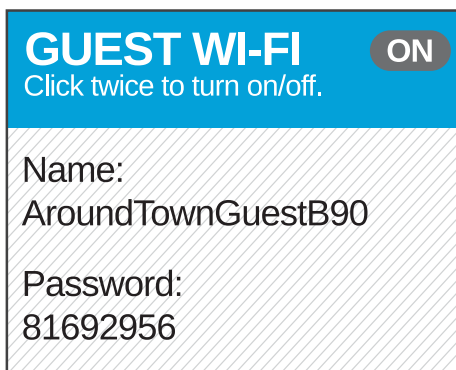
The guest WiFi turns off.

Turn Off the Guest Network Using the LCD screen

You can turn off the guest WiFi network from the hotspot web page or the hotspot's LCD screen.

- **To turn off the guest WiFi network using the hotspot's LCD screen:**

1. Press the **Power** button on the hotspot to wake the LCD screen.
2. Press the **Power** button until the Guest Wi-Fi screen displays.



3. Press the **Power** button twice to turn off the guest WiFi network.

The guest WiFi turns off.

Change Guest Encryption Security Settings

By default Wi-Fi security is enabled for your hotspot and its WiFi networks. You can change the security used for your guest WiFi network.

➤ **To change the encryption security settings for your guest WiFi network:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **WiFi > Options**.
6. Scroll down to the Security section.

Security

Broadcast Network Name Hide Show

Encryption WPA2 Personal AES is the most secure encryption type

Guest Encryption WPA2 Personal AES is the most secure encryption type

7. From the **Guest Encryption** menu, select a WiFi encryption option:
 - **None.** Anyone can access your WiFi network without a password and you are responsible for charges incurred. NETGEAR recommends that you do not select this option.
 - **WPA Personal TKIP.** Strong security standard that is supported by most WiFi devices.
 - **WPA Personal TKIP AES.** Strong security standard that is supported by most WiFi devices.
 - **WPA2 Personal AES.** Strong security that is supported by newer WiFi devices (default).
 - **WPA2 Personal TKIP AES.** A stronger, newer security standard that is limited to newer WiFi devices.
 - **WPA/WPA2.** Strong security that is supported by most WiFi devices. WiFi devices that use either WPA or WPA2 can connect to the hotspot.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.
Your changes are saved.

Set the Maximum Number of Connected Devices

You can connect up to 10 WiFi devices to the hotspot. These connections are shared between the hotspot's main and guest WiFi networks.

➤ **To set the number of devices that can connect to the hotspot's WiFi networks:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

6. Scroll down to the Max Wi-Fi section.

Max Wi-Fi

Set the total number of Wi-Fi devices that can connect to the hotspot at the same time. When the maximum devices are connected via Wi-Fi, the next device which tries to join will not be able to.

+

7. From the **Max Wi-Fi** menu, select the number of devices that are allowed to access your hotspot.

The maximum number of devices that you can select is 10.

8. Click the **<** button or the **>** button to adjust the number of connections available on the main and guest networks.

The **Submit** button displays after you make a selection.

9. Click the **Submit** button.

The number of devices that are allowed to access your hotspot is set.

View or Block Connected Devices

You can view a list of devices that are connected to your hotspot WiFi network on the hotspot web page. You can also block undesired devices that are already connected to the hotspot WiFi network from connecting later.

Note: When you block or unblock users, the hotspot resets to activate the new settings. Any devices connected to the hotspot are disconnected when the hotspot resets.

View Devices Connected to the Network

➤ **To view devices connected to the hotspot network:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Devices**.

A list of devices connected to the main WiFi and guest WiFi networks displays.

Block Devices from the Network

If a device is already connected to the hotspot WiFi network, and you want to block it from connecting, you can block this device from the hotspot web page. If the undesired device is not connected and you know the MAC address, you can manually add it to the black list. For more information, see *Block Devices from the Network Using MAC Filtering* on page 87.

➤ **To block a device from the connecting to the network:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Devices**.

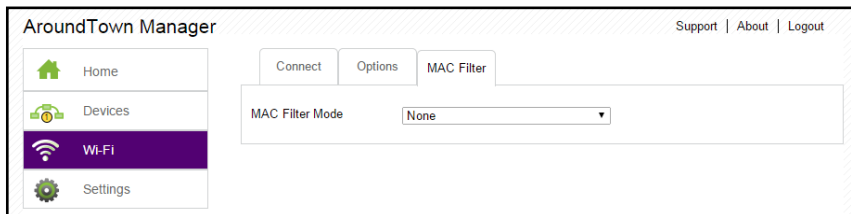
A list of devices connected to the main WiFi and guest WiFi networks displays.

6. Click the device name.
The device details display.
7. Click the **Block Device** button.
8. When prompted, click the **Block Device** button again.
The device cannot access your WiFi network.

View Devices Blocked from the Network

➤ **To view a list of blocked devices:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Wi-Fi > MAC Filter**.



6. From the **MAC Filter Mode** menu, select **Black list - Block all in list**.
The list of blocked devices displays.

Unblock a Device

➤ **To unblock a device:**

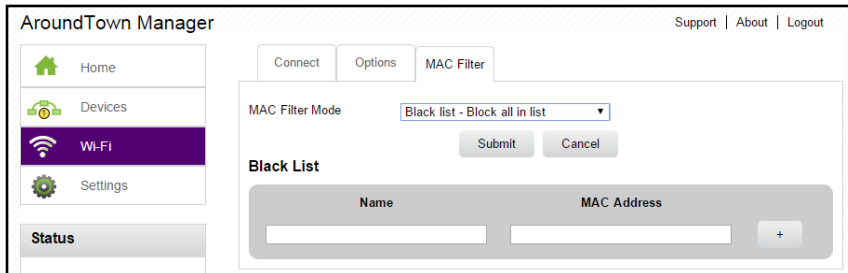
1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Wi-Fi > MAC Filter**.



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

The list of blocked devices displays.

7. Click the **X** button next to a device.

The device can access your network.

Set Up MAC Filtering

You can use Media Access Control (MAC) filtering to prevent unauthorized devices from connecting to the hotspot WiFi network. The MAC filter is used to grant (white list) or block (black list) devices access to the main and guest WiFi networks. Access is based on the MAC address of each device.

Allow All Devices to Access the Network

- **To allow all devices to connect to the hotspot WiFi network:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

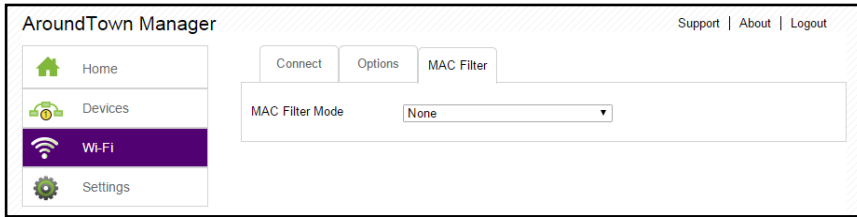
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Wi-Fi > MAC Filter**.



6. From the **MAC Filter Mode** menu, select **None**.

The Submit button displays.

7. Click the **Submit** button.

Your changes are saved.

Block Devices from the Network Using MAC Filtering

You block (black list) certain devices from accessing the network by adding their MAC address to a black list. All devices are allowed to access the hotspot WiFi network, unless they're in this black list.

➤ **To block a device from the WiFi network using MAC filtering:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.

2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

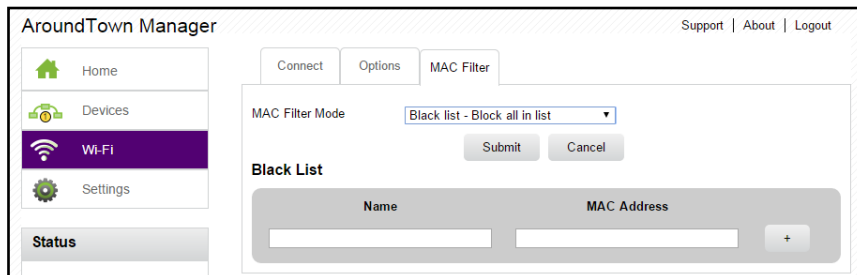
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Wi-Fi > MAC Filter**.



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

7. In the **Name** field, enter the name of the device you want to block.

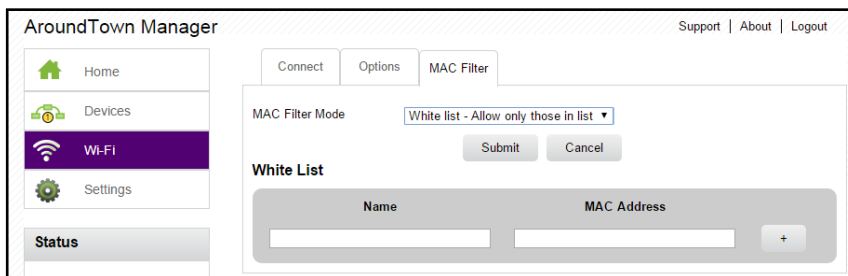
8. In the **MAC Address** field, enter the MAC address of the device you want to block.

9. Click the **+** button.
The device is added to the black list.
10. Click the **Submit** button.
Your changes are saved.

Allow Specific Devices to Access the Network Using MAC Filtering

You allow (white list) specific devices to access the network by adding their MAC addresses to the white list. Devices that are not added to the white list cannot access the hotspot WiFi network.

- **To allow specific devices to access the hotspot WiFi network using MAC filtering:**
1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
 2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
 3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
 4. Click the **Sign In** button.
The Sign In section closes.
 5. Select **Wi-Fi > MAC Filter**.



6. From the **MAC Filter Mode** menu, select **White List - Allow only those in list**.
7. In the **Name** field, enter the name of the device you want to grant access to.
8. In the **MAC Address** field, enter the MAC address of the device you want to grant access to.
9. Click the **+** button.
The device is added to the white list.
10. Click the **Submit** button.
Your changes are saved.

Configure the WiFi Signal If a Device Is Tethered

If a device is tethered to the hotspot through a USB connection, you can turn the hotspot's WiFi signal off so that other devices cannot connect to the hotspot WiFi network. If you allow the WiFi signal to stay on, all devices, including the tethered device, can connect to the hotspot WiFi network and access the Internet.

Note: To tether your hotspot to a computer, you must download the necessary device drivers using TRU-Install. For more information, see [Configure a Tethered Connection](#) on page 20.

Turn On the WiFi Signal If a Device Is Tethered

If you allow the WiFi signal to stay on when a device is tethered to the hotspot through a USB connection, all devices, including the tethered device, can connect to the hotspot WiFi network and access the Internet.

➤ **To turn on the WiFi signal if a device is tethered to the hotspot:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

6. Scroll down to the Wi-Fi Options section.

Wi-Fi Options

Wi-Fi Info on Home Show
 Hide

USB Tether Wi-Fi stays Off
 Wi-Fi stays On

You can turn off the Wi-Fi signal when you are USB tethering. Only the USB tethered device will access the internet.

7. Select the **Wi-Fi stays On** radio button.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

A warning message displays.

9. Click the **Submit** button.

Your changes are saved.

Turn Off the WiFi Signal If a Device Is Tethered

You can turn off the hotspot's WiFi signal if a device is tethered to the hotspot through a USB connection. Only the device tethered to the hotspot can access the Internet.

If you turn off the WiFi signal when a device is tethered, note the following:

- Only a computer that is tethered to your device can connect to the hotspot WiFi network and access the Internet.
- The hotspot's battery life is prolonged.
- The hotspot's battery charges faster.
- WPS is not available.

➤ **To turn off the WiFi signal if a device is tethered to the hotspot:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

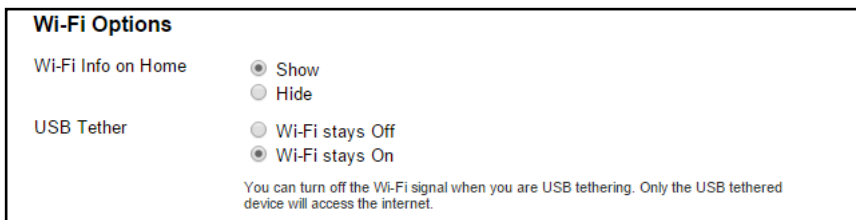
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Wi-Fi > Options**.
6. Scroll down to the Wi-Fi Options section.



7. Select the **Wi-Fi stays Off** radio button.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

A warning message displays.

9. Click the **Submit** button.
Your changes are saved.

Security Settings

6

This chapter explains how to manage the security settings on your hotspot.

This chapter covers the following topics:

- *Change the Hotspot Network Name and Password*
- *Change the Encryption Security Settings*
- *Configure Port Filtering*
- *Configure a DMZ*
- *Configure VPN Passthrough*

Change the Hotspot Network Name and Password

You can change the hotspot's main WiFi network name and password from the hotspot web page. For more information on how to change the guest WiFi networks' name and password, see [Change the Guest Network Name or Password](#) on page 79.

➤ **To change the hotspot's main WiFi network name and password:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

6. In the Main Wi-Fi section, enter a new WiFi network name or password in the appropriate field.

The **Submit** button displays after you make a change.

7. Click the **Submit** button.

Your changes are saved.

Change the Encryption Security Settings

By default Wi-Fi security is enabled for your hotspot and its WiFi networks. You can change the security used for your main and guest WiFi networks.

➤ **To change the encryption security settings for your WiFi networks:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **WiFi > Options**.
6. Scroll down to the Security section.

Security

Broadcast Network Name Hide Show

Encryption ▼
WPA2 Personal AES is the most secure encryption type

Guest Encryption ▼
WPA2 Personal AES is the most secure encryption type

7. Select a WiFi encryption option from the **Encryption** menu or **Guest Encryption** menu:
 - **None.** Anyone can access your WiFi network without a password and you are responsible for charges incurred. NETGEAR recommends that you do not select this option.
 - **WPA Personal TKIP.** Strong security standard that is supported by most WiFi devices.
 - **WPA Personal TKIP AES.** Strong security standard that is supported by most WiFi devices.
 - **WPA2 Personal AES.** Strong security that is supported by newer WiFi devices (default).
 - **WPA2 Personal TKIP AES.** A stronger, newer security standard that is limited to newer WiFi devices.
 - **WPA/WPA2.** Strong security that is supported by most WiFi devices. WiFi devices that use either WPA or WPA2 can connect to the hotspot.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.
Your changes are saved.

Configure Port Filtering

Port filtering lets you specify which applications (for example, HTTP, FTP, email servers) can (white list) or cannot (black list) access the Internet.

White List an Application Using Port Filtering

You can white list specific applications so that only those applications are allowed to access the Internet.

➤ **To white list an application:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

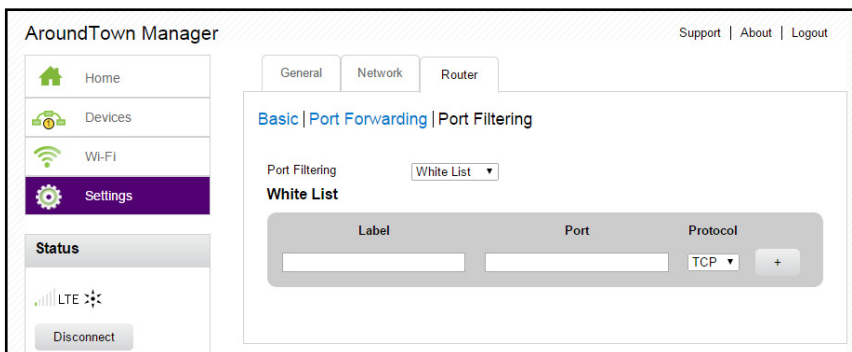
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Port Filtering**.



6. Select **White List** from the **Port Filtering** menu.
7. Enter a meaningful label that describes the service.
8. In the **Label** field, enter a name that describes the application being filtered (for example, RandomEmailApp).
9. In the **Port** field, enter the port used by the application.
10. Select **TCP** or **UDP** from the **Protocol** menu.
This is the protocol being used for this application.
The **Submit** button displays.
11. Click the **+** button.

The port filtering entry is added to the list.

12. Click the **Submit** button.

Your changes are saved.

Black List an Application Using Port Filtering

You can black list specific applications to prevent those applications from accessing the Internet.

➤ **To black list an application:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

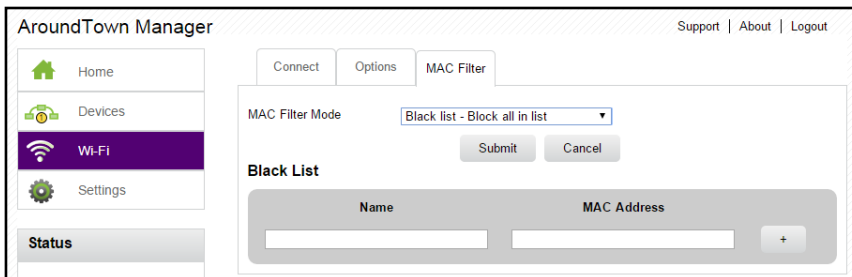
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Port Filtering**.



6. Select **Black List** from the **Port Filtering** menu.
7. Enter a meaningful label that describes the service.
8. In the **Label** field, enter a name that describes the application being filtered (for example, RandomEmailApp).
9. In the **Port** field, enter the port used by the application.
10. Select **TCP** or **UDP** from the **Protocol** menu.

This is the protocol being used for this application.

The **Submit** button displays.

11. Click the **+** button.

The port filtering entry is added to the list.

- Click the **Submit** button.

Your changes are saved.

Remove a Port Filtering Entry

If port filtering is currently enabled and some ports are already in the list (Black List or White List), you can remove any of those rows.

➤ **To remove a port filtering entry for an application:**

- Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
- Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

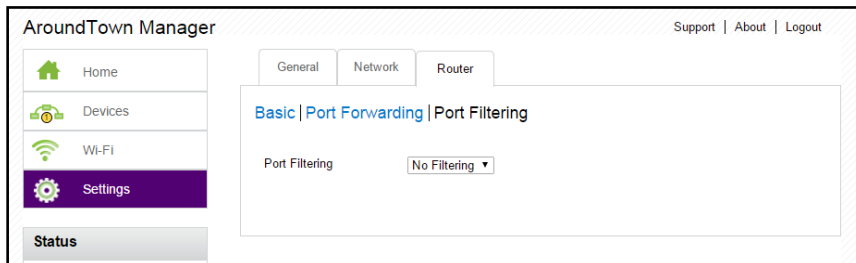
- Enter the admin login password in the **Sign In** field.

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

- Click the **Sign In** button.

The Sign In section closes.

- Select **Settings > Router > Port Filtering**.



- Select **Black List** or **White List** from the **Port Filtering** menu.

The entries display.

- Click the **X** button next to the entry that you want to remove.

The port filtering entry is removed.

The **Submit** button displays.

- Click the **Submit** button.

Your changes are saved.

Configure a DMZ

In a demilitarized zone (DMZ) network configuration, a computer runs outside the firewall in the DMZ. This computer intercepts incoming Internet traffic, providing an extra layer of

protection for the rest of the network, and sending all incoming data to a particular IP address.

Enable the DMZ

If DMZ is enabled, then incoming traffic is routed to the computer that uses the IP address specified by the DMZ settings.

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

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

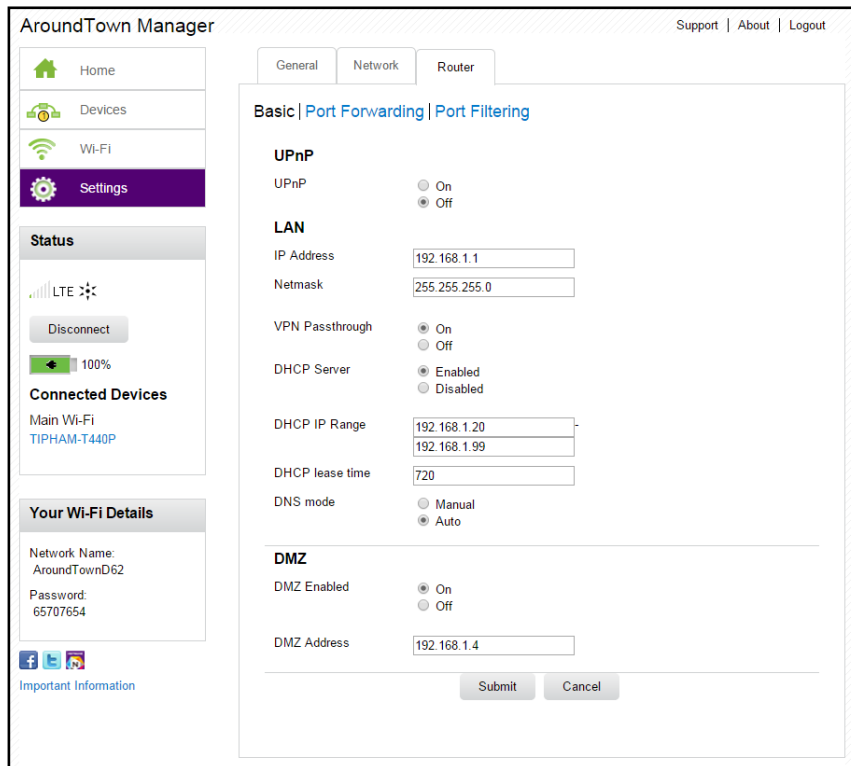
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



6. In the DMZ section, select the DMZ Enabled **On** radio button.

7. In the **DMZ Address** field, enter the IP address of the computer that you want exposed to the Internet.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

Your changes are saved.

Disable the DMZ

If the DMZ is not enabled, the incoming traffic is blocked.

➤ To disable the DMZ:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

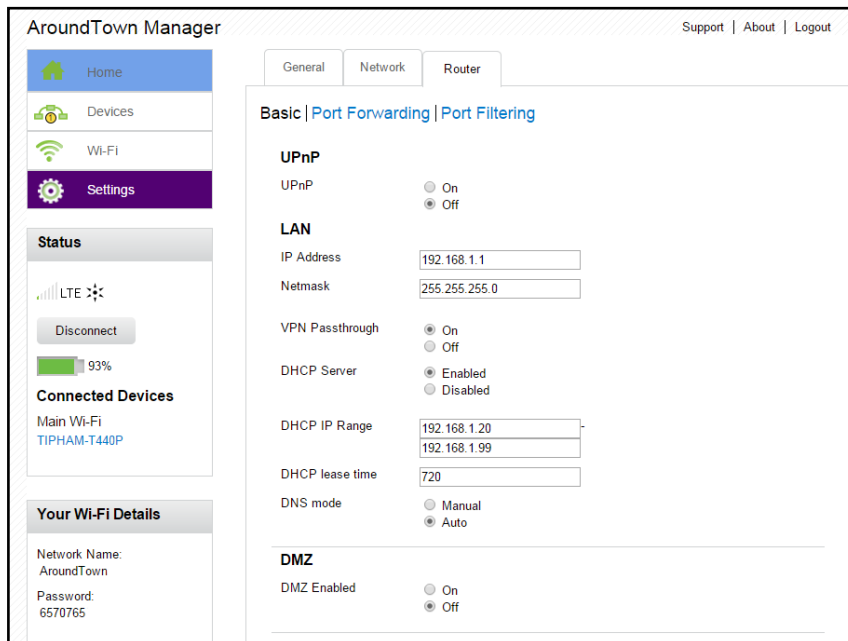
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



6. In the DMZ section, select the DMZ Enabled **Off** radio button.

The **Submit** button displays after you make a selection.

- Click the **Submit** button.
Your changes are saved.

Configure VPN Passthrough

You can set up a virtual private network (VPN) to connect to a corporate network.

Enable VPN Passthrough

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

➤ **To enable VPN passthrough:**

- Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
- Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

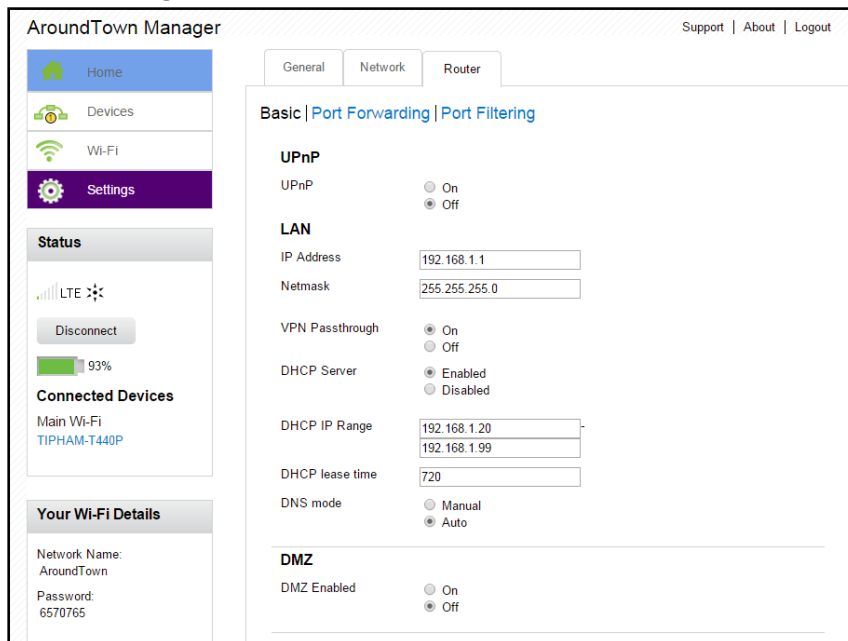
- Enter the admin login password in the **Sign In** field.

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

- Click the **Sign In** button.

The Sign In section closes.

- Select **Settings > Router > Basic**.



6. In the LAN section, click the VPN Passthrough **On** radio button.
The **Submit** button displays after you make a selection.
7. Click the **Submit** button.
Your changes are saved.

Disable VPN Passthrough

➤ **To disable VPN passthrough:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Settings > Router > Basic**.

The screenshot shows the 'AroundTown Manager' web interface. The left sidebar contains navigation options: Home, Devices, Wi-Fi, and Settings (highlighted). Below this is a 'Status' section showing LTE signal strength and a 'Disconnect' button. A 'Connected Devices' section lists 'Main Wi-Fi TIPHAM-T440P'. The 'Your Wi-Fi Details' section shows 'Network Name: AroundTownD62' and 'Password: 65707654'. The main content area has tabs for 'General', 'Network', and 'Router' (selected). Under the 'Router' tab, there are sub-tabs for 'Basic', 'Port Forwarding', and 'Port Filtering'. The 'Basic' sub-tab is active, showing settings for UPnP (Off), LAN (IP Address: 192.168.1.1, Netmask: 255.255.255.0), VPN Passthrough (On), DHCP Server (Enabled), DHCP IP Range (192.168.1.20 to 192.168.1.99), DHCP lease time (720), and DNS mode (Auto). The DMZ section shows DMZ Enabled (On) and DMZ Address (192.168.1.4). 'Submit' and 'Cancel' buttons are at the bottom.

6. In the LAN section, click the VPN Passthrough **Off** radio button.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

Your changes are saved.

Advanced Settings

7

This chapter provides information about how to configure advanced settings on your hotspot.

The chapter covers the following topics:

- *Clear Account Details*
- *Configure the Connection Mode*
- *Configure the WiFi Channel*
- *Configure the RTS Threshold*
- *Configure the Fragmentation Threshold*
- *Configure Port Forwarding*
- *Configure UPnP*
- *Configure the Hotspot's LAN*
- *Configure the Hotspot's Netmask*
- *Configure DHCP*
- *Set the DNS Mode*
- *Update the PRL*
- *Update the Network Profile*
- *Set the Allowed Network Mode*
- *Configure System Logs*
- *View Mobile Broadband Status Details*
- *View the SIM Security*
- *View Your Hotspot's Access Point Name*

Clear Account Details

If you want to use your hotspot with another account, you must clear your current account.

➤ **To clear the hotspot's account details:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

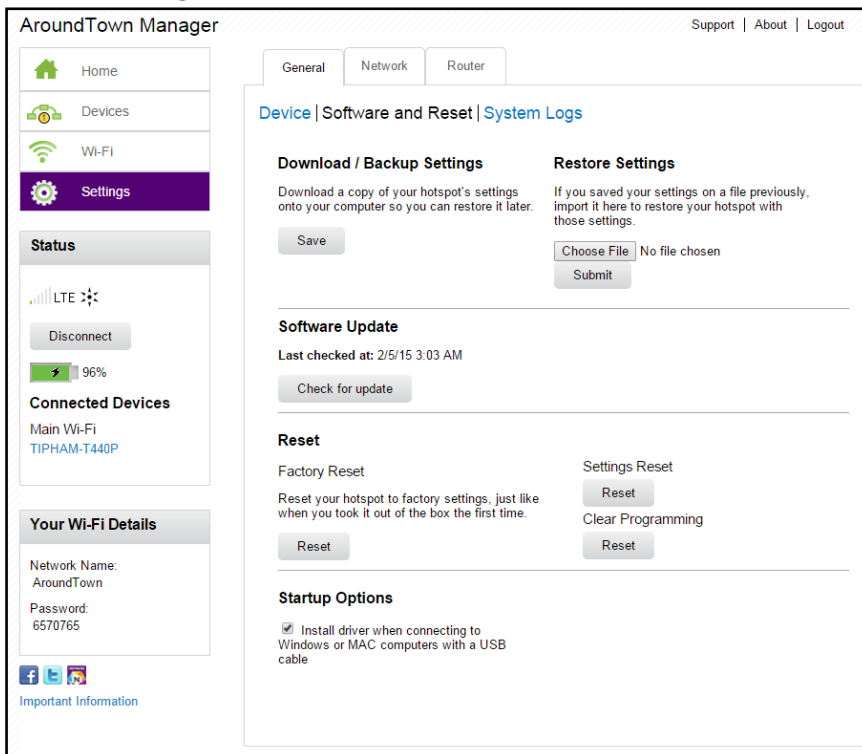
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > Software and Reset**.



6. In the Clear Programming section, click the **Reset** button.

A message displays confirming that you want to clear the hotspot's account details.

7. Click the **Begin Reset** button.

The hotspot resets to its device settings.

Configure the Connection Mode

You can set the connection mode to determine the type of WiFi devices that can connect to your network.

➤ **To set the mode:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

The WiFi Options screen displays.

6. Scroll down to the Connection section.

Connection	
Mode	802.11 B/G/N ▼
Wi-Fi Channel	Auto ▼
RTS Threshold	2347
Fragmentation Threshold	2346

7. Select a mode from the **Mode** menu:

- **802.11 B**
- **802.11 G**
- **802.11 B/G**
- **802.11 B/G/N**

Note: If you change the mode to 802.11 B/G/N and the specified Wi-Fi security encryption type is not supported by this value, the security encryption type might change to WPA/WPA2. For more information about the security encryption type, see [Change the Encryption Security Settings](#) on page 93.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

Your changes are saved.

Configure the WiFi Channel

The WiFi channel is the active channel of the WiFi access point. If your network is experiencing performance issues (possibly caused by other WiFi networks in the vicinity using the same channel), try a different WiFi channel.

➤ To configure the WiFi channel:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

The WiFi Options screen displays.

6. Scroll down to the Connection section.

Connection	
Mode	802.11 B/G/N ▼
Wi-Fi Channel	Auto ▼
RTS Threshold	2347
Fragmentation Threshold	2346

7. Select a WiFi channel from the **Wi-Fi Channel** menu.

NETGEAR recommends that you set the channel to **Auto**. The hotspot chooses the channel that provides the least interference.

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

Your changes are saved.

Configure the RTS Threshold

This setting specifies the smallest packet size, in bytes, for which RTS/CTS (Request to Send/Clear to Send) handshaking is used. The recommended value is 2347. Change this

value only if you're experiencing inconsistent data flow. Make only minor changes to this value.

➤ **To configure the RTS threshold:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

The WiFi Options screen displays.

6. Scroll down to the Connection section.

Connection	
Mode	802.11 B/G/N ▼
Wi-Fi Channel	Auto ▼
RTS Threshold	2347
Fragmentation Threshold	2346

7. In the **RTS Threshold** field, enter a RTS threshold value.

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

The **Submit** button displays after you make a selection.

8. Click the **Submit** button.

Your changes are saved.

Configure the Fragmentation Threshold

This setting specifies the largest allowable size, in bytes, for a packet. If the packet is larger than this, it is fragmented into multiple packets before it is transmitted. To prevent poor network performance, NETGEAR recommends that you keep this value as large as possible (up to 2346).

➤ **To configure the fragmentation threshold:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Wi-Fi > Options**.
The WiFi Options screen displays.
6. Scroll down to the Connection section.

Connection	
Mode	802.11 B/G/N ▼
Wi-Fi Channel	Auto ▼
RTS Threshold	2347
Fragmentation Threshold	2346

7. In the **Fragmentation Threshold** field, enter a fragmentation threshold value.
To prevent poor network performance, NETGEAR recommends that you keep this value as large as possible (up to 2346).
The **Submit** button displays after you make a selection.
8. Click the **Submit** button.
Your changes are saved.

Configure Port Forwarding

Port forwarding lets you forward incoming traffic to specific ports and devices (according to their local IP address) on your network. (Normally, incoming traffic is blocked.) You can enable or disable a port forwarding entry for an application.

Enable Port Forwarding for an Application

You can enable port forwarding for certain application types.

The following are some of the reasons to enable port forwarding:

- You can access your remote desktop from the Internet by specifying the WAN (public) IP address that your device is using.
- Internet users can access a web, FTP, or email server, or gaming or Internet application hosted by your computer.

➤ **To enable a port forwarding entry for an application:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

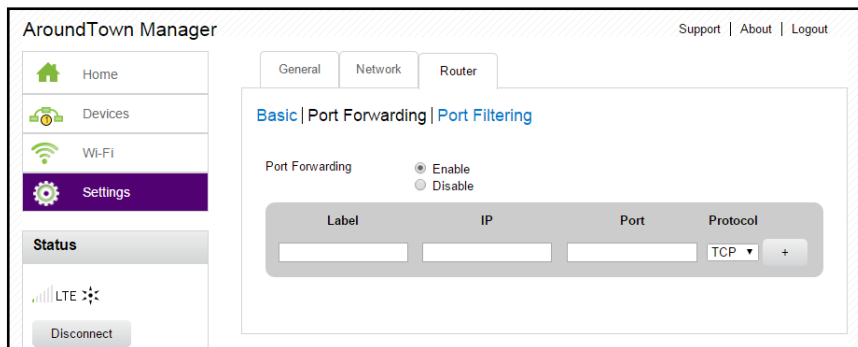
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Port Forwarding**.



6. Select the **Enable** radio button.
7. In the **Label** field, enter a name describing the application using the port (for example, RandomEmailApp).
8. In the **IP** field, enter the IP address of the server being accessed.
9. In the **Port** field, enter the port that is forwarded.

If the application uses more than one port, each port must be forwarded separately.

10. Select **TCP** or **UDP** from the **Protocol** menu.

This is the protocol being used for this application.

The **Submit** button displays.

11. Click the **+** button.

The port forwarding entry is added to the list.

12. Click the **Submit** button.

Your changes are saved.

Remove a Port Forwarding Entry

If you want to stop forwarding any ports, you can remove them from the port forwarding list.

➤ **To remove a port forwarding entry for an application:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

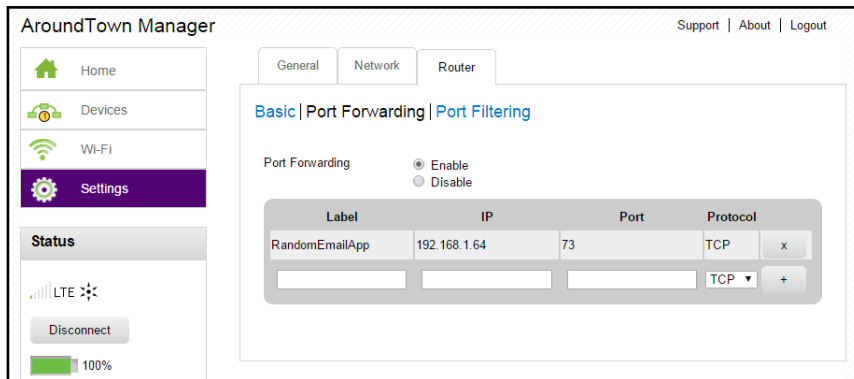
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Port Forwarding**.



6. Select the **Enable** radio button.
7. Click the **X** button next to the entry that you want to remove.

The port forwarding entry is removed.

The **Submit** button displays.

8. Click the **Submit** button.

Your changes are saved.

Configure UPnP

Universal Plug and Play (UPnP) helps devices, such as Internet appliances and computers, access the network and connect to other devices as needed. UPnP devices can automatically discover the services from other registered UPnP devices on the network.

Enable UPnP

➤ **To enable UPnP:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

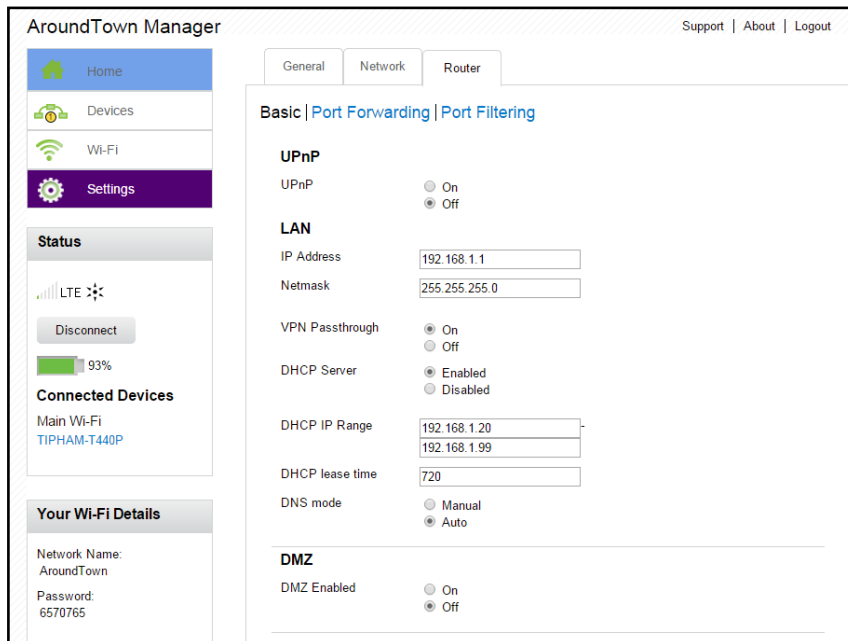
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

1. Select **Settings > Router > Basic**.



2. In the UPnP section, select the **On** radio button.
The **Submit** button displays after you make a selection.
3. Click the **Submit** button.

Your changes are saved.

Disable UPnP

➤ **To disable UPnP:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

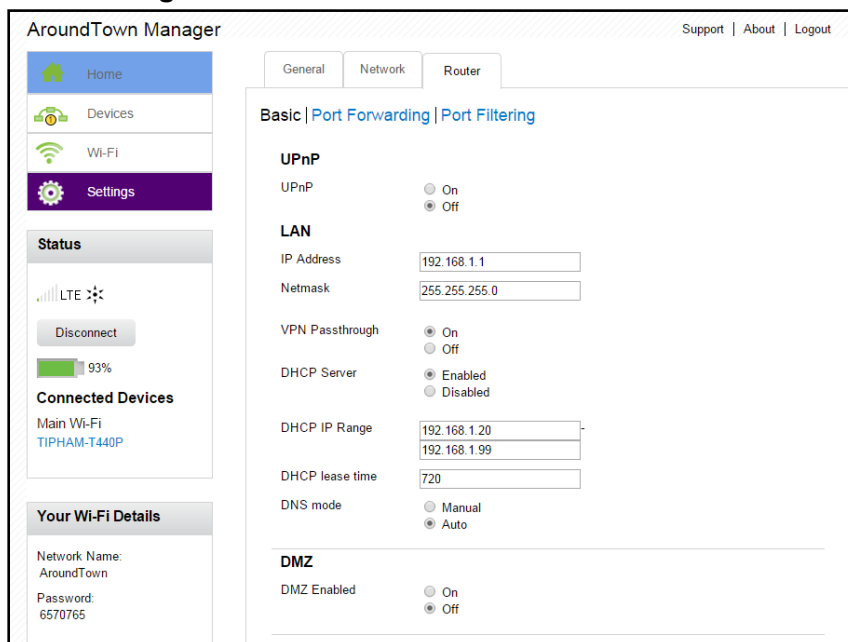
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



6. In the UPnP section, select the **Off** radio button.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

Your changes are saved.

Configure the Hotspot's LAN

The hotspot's LAN IP address is the routing hardware's IP address on the LAN.

View the Hotspot's LAN IP Address

➤ **To view the hotspot's LAN IP address:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

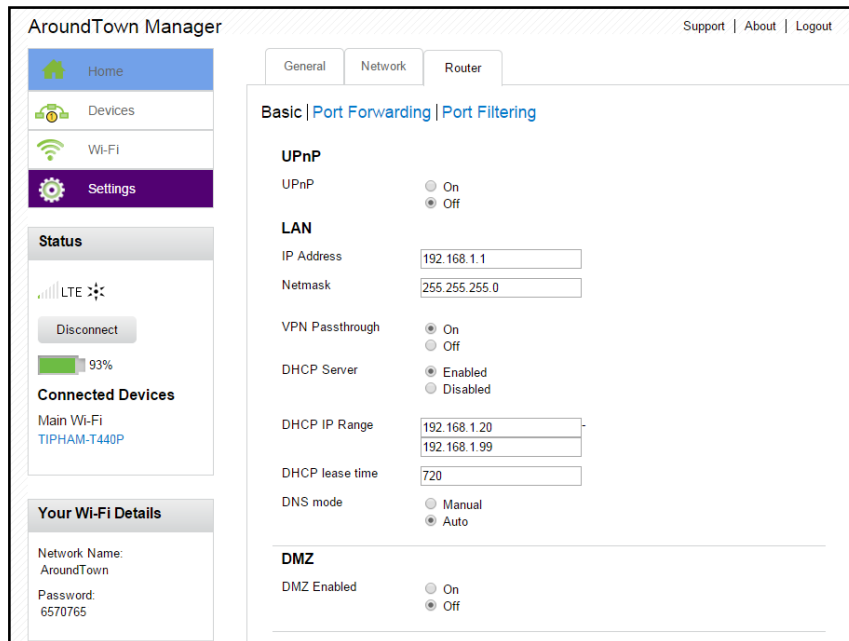
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



The hotspot's LAN IP address displays in LAN IP Address section.

Set the Hotspot's LAN IP Address

➤ **To set the hotspot's LAN IP address:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.

The screenshot shows the 'AroundTown Manager' web interface. The left sidebar contains navigation options: Home, Devices, Wi-Fi, and Settings (highlighted). Below this is a 'Status' section showing LTE signal strength, a 'Disconnect' button, and a 93% battery level. Under 'Connected Devices', it lists 'Main Wi-Fi TIPHAM-T440P'. The 'Your Wi-Fi Details' section shows 'Network Name: AroundTown' and 'Password: 6570765'. The main content area is titled 'Router' and has tabs for 'General', 'Network', and 'Router' (selected). Under the 'Router' tab, there are sub-tabs for 'Basic', 'Port Forwarding', and 'Port Filtering'. The 'Basic' sub-tab is active, showing settings for UPnP (Off), LAN (IP Address: 192.168.1.1, Netmask: 255.255.255.0), VPN Passthrough (Off), DHCP Server (Enabled), DHCP IP Range (192.168.1.20 to 192.168.1.99), DHCP lease time (720), DNS mode (Auto), and DMZ (Off).

6. In the LAN section, enter an IP address in the **IP Address** field.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.

Your changes are saved.

Configure the Hotspot's Netmask

The hotspot's netmask is the routing hardware's internal LAN subnet mask.

View the Hotspot's Netmask

➤ **To view the hotspot's netmask:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

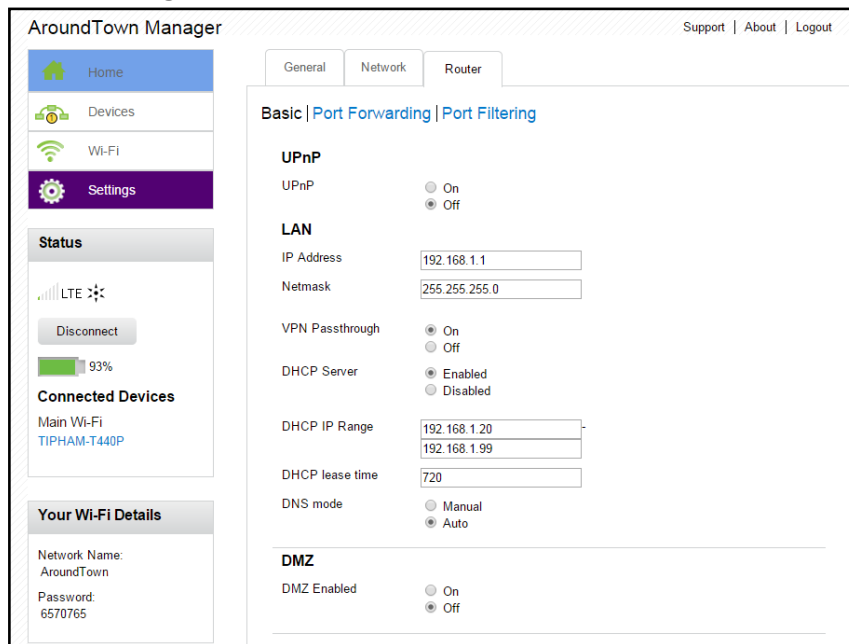
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



The hotspot's netmask displays in **Netmask** field.

Set the Hotspot's Netmask

➤ **To set the hotspot's netmask:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Settings > Router > Basic**.

The screenshot shows the 'AroundTown Manager' web interface. On the left is a sidebar with navigation links: Home, Devices, Wi-Fi, and Settings (highlighted). Below these are sections for 'Status' (showing LTE signal and a 93% battery level) and 'Connected Devices' (listing 'Main Wi-Fi TIPHAM-T440P'). The 'Your Wi-Fi Details' section shows 'Network Name: AroundTown' and 'Password: 6570765'. The main content area has tabs for 'General', 'Network', and 'Router' (selected). Under the 'Router' tab, there are sub-tabs for 'Basic', 'Port Forwarding', and 'Port Filtering'. The 'Basic' sub-tab is active, displaying configuration options for UPnP (On/Off), LAN (IP Address: 192.168.1.1, Netmask: 255.255.255.0), VPN Passthrough (On/Off), DHCP Server (Enabled/Disabled), DHCP IP Range (192.168.1.20 to 192.168.1.99), DHCP lease time (720), DNS mode (Manual/Auto), and DMZ Enabled (On/Off).

6. In the LAN section, enter netmask in the **Netmask** field.
The **Submit** button displays after you make a selection.
7. Click the **Submit** button.
Your changes are saved.

Configure DHCP

DHCP (Dynamic Host Control Protocol) automatically assigns an IP address to each device on the network and manages other network configuration information for devices connected to your network. You do not need to manually configure the IP address on each device that's on your network.

The assigned IP addresses are not permanent (as opposed to when you use static IP addresses).

Most ISPs (Internet service providers) use DHCP.

Enable DHCP

Normally, you should enable DHCP, in which case you must configure each device on the network with one of the following:

- TCP/IP settings set to obtain an IP address automatically.
- TCP/IP bound to the Ethernet connection with DHCP.

➤ **To enable DHCP:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

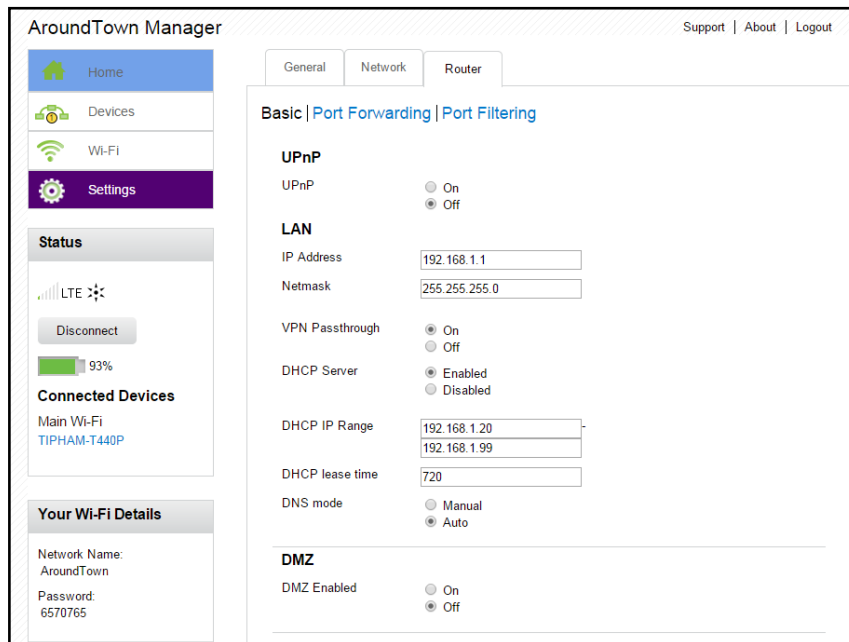
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



6. In the LAN section, select the DHCP Server **Enabled** radio button.
7. In the **DHCP IP Range** starting and ending fields, enter the starting and ending IP addresses.

These are the starting and ending addresses in the range of IP addresses available for your device to dynamically (that is, not permanently) assign to computers connected to it.

The start address must be 192.168.1.10 or higher. The ending address must be 192.168.1.50 or lower.

8. The the **DHCP lease time** field, enter a time that a computer can use its assigned IP address before it is required to renew the lease.

Enter a number between 2 and 10080.

This time is in minutes. After this time is up, the computer is automatically assigned a new dynamic IP address.

9. Set the DNS mode:
 - **Auto**. The DNS server specified by Around Town is used.
 - **Manual**. The routing hardware assigns to DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields. (These fields appear when the **Manual** radio button is selected.) Use this option to access a DNS server that provides customized addressing or if your network includes a local DNS server.

For more information about DNS, see *Set the DNS Mode* on page 118.

The **Submit** button displays after you make any changes.

10. Click the **Submit** button.

Your changes are saved.

Set the DNS Mode

The DNS mode setting specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained.

➤ To set the DNS mode:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

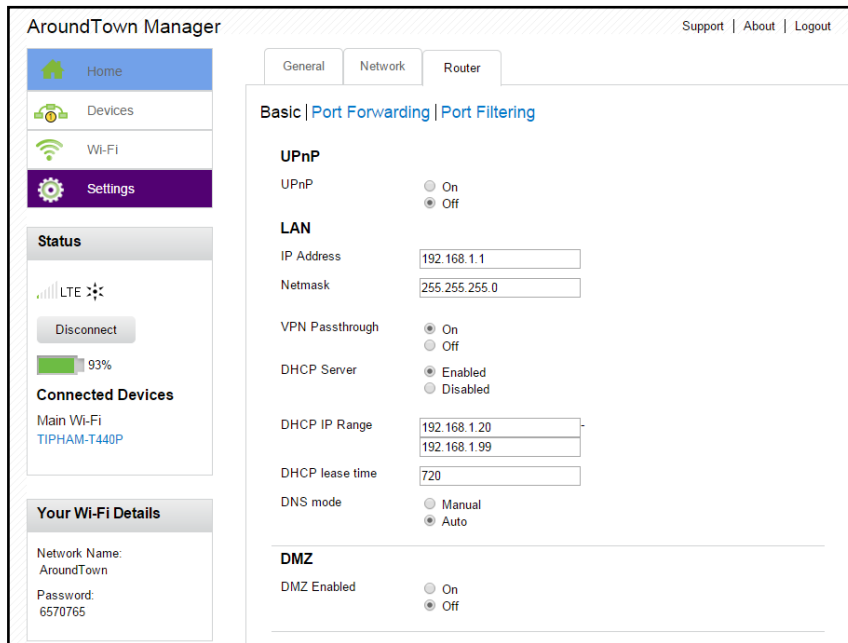
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Router > Basic**.



6. In the LAN section, select a DNS mode radio button:
- **Auto**. The DNS server specified by Around Town is used.
 - **Manual**. The routing hardware assigns to DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields. (These fields appear when the **Manual** radio button is selected.) Use this option to access a DNS server that provides customized addressing or if your network includes a local DNS server.

The **Submit** button displays after you make any changes.

7. Click the **Submit** button.
Your changes are saved.

Update the PRL

To improve your network service, periodically check to see if a new Preferred Roaming List (PRL) is available on the network. The PRL is an account configuration item set by the service provider. It controls the radio channels and network carrier used by the 3G modem.

➤ **To update the PRL:**

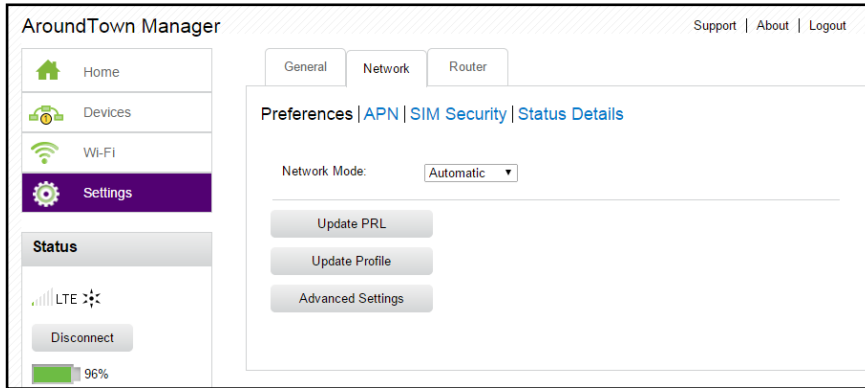
1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.
5. Select **Settings > Network > Preferences**.



6. Click the **Update PRL** button.

The hotspot checks for updates.

If an update is available, the hotspot automatically updates the PRL.

Update the Network Profile

You can update your hotspot's network profile.

➤ To update your hotspot's network profile:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

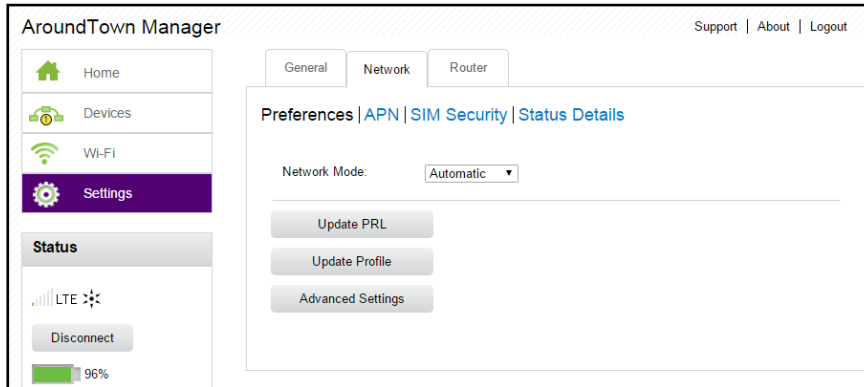
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Network > Preferences**.



6. Click the **Update Profile** button.

The hotspot checks for updates.

If an update is available, the hotspot automatically updates the network profile.

Set the Allowed Network Mode

By default, the hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so that the hotspot automatically connects to a LTE or CDMA service only.

➤ **To set the network mode connection type:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.

2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

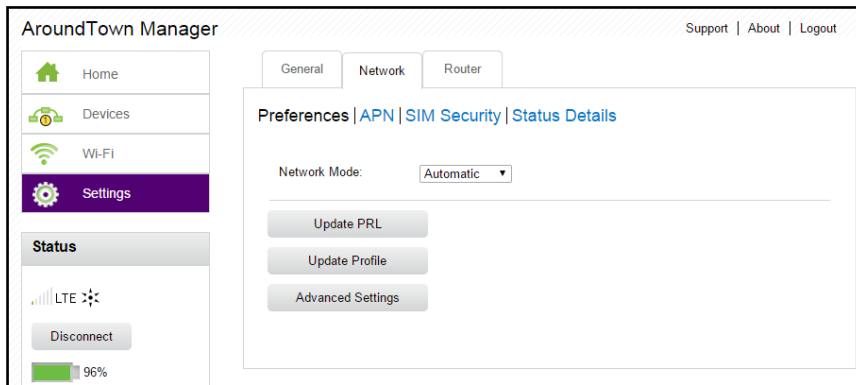
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Network > Preferences**.



6. From the **Network Mode** menu, select the type of mobile broadband network to which your devices can connect:
 - **Automatic**
 - **LTE Only**
 - **CDMA Only**
7. Click the **Submit** button.
Your changes are saved.

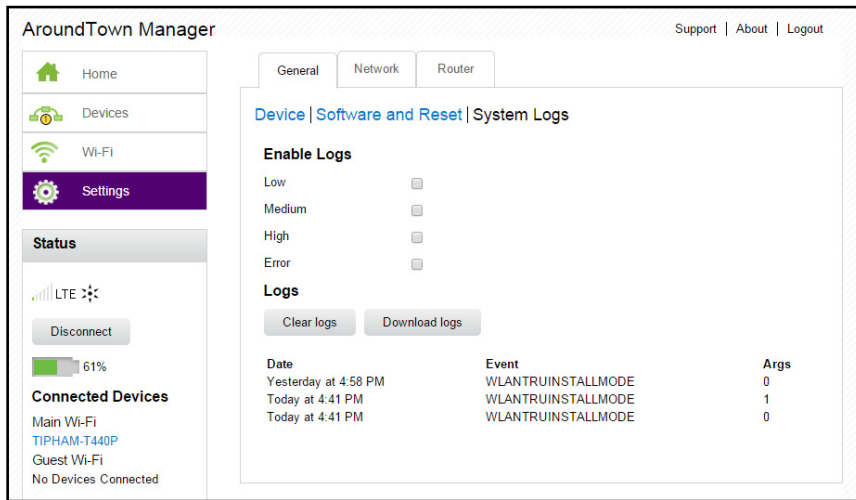
Configure System Logs

The technical support staff might need you to configure system logging in this tab for the purpose of error diagnosis.

You should adjust the log settings only under the direction of the technical support staff.

View Logs

- **To view the system logs:**
1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
 2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
 3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
 4. Click the **Sign In** button.
The Sign In section closes.
 5. Select **Settings > General > System Logs**.



The system logs display.

Enable System Logs

You can enable the system logs and set the level of detail in the logs.

➤ To enable system logs:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

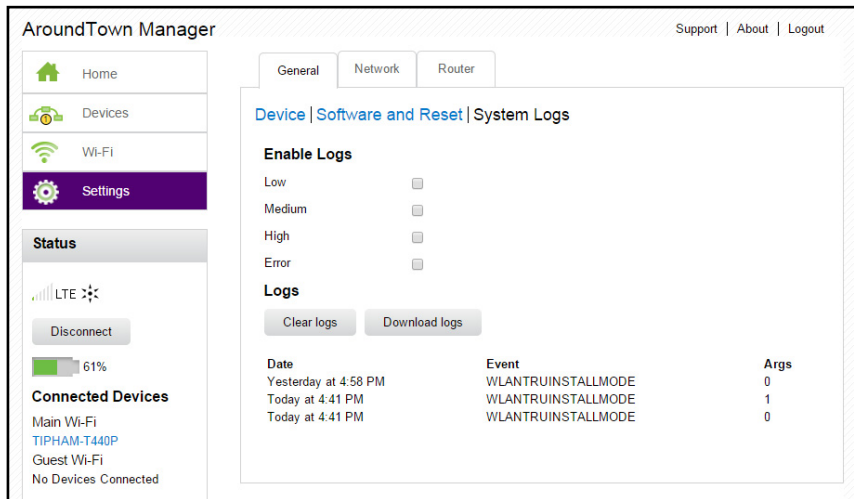
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > System Logs**.



6. In the Enable Logs section, select the level of information that you want included in the log:
 - **Low.** The hotspot logs low-level information.
 - **Medium.** The hotspot logs high-level information.
 - **High.** The hotspot logs error messages and other high-level information.
 - **Error.** The hotspot logs only error messages.

Note: The higher the level, the less information is included in the log.

The **Submit** button displays after you make a selection.

7. Click the **Submit** button.
Your changes are saved.

Clear the System Logs

➤ **To clear the system logs:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

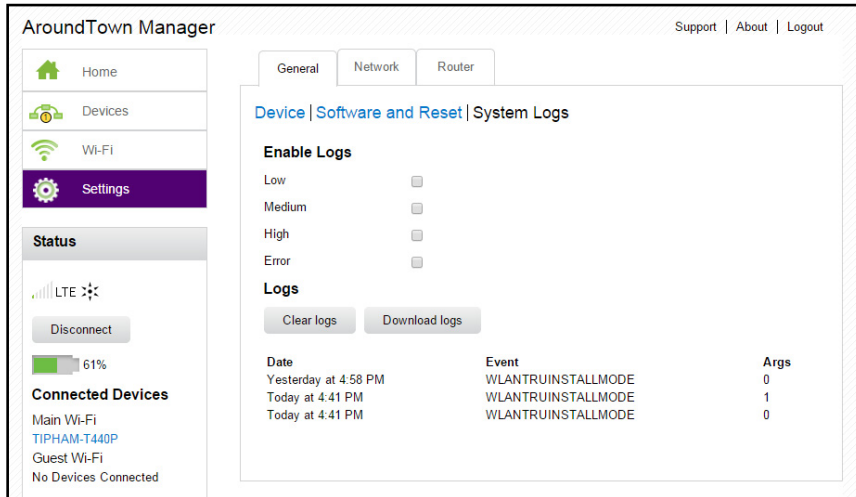
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > General > System Logs**.



6. In the Logs section, click the **Clear logs** button.

The system logs are cleared.

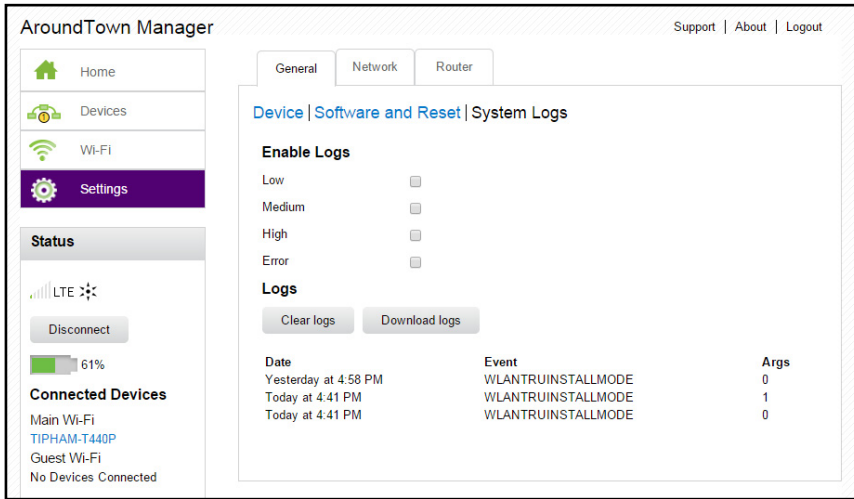
Download the System Logs

➤ **To download the system logs:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
4. Click the **Sign In** button.
The Sign In section closes.
5. Select **Settings > General > System Logs**.



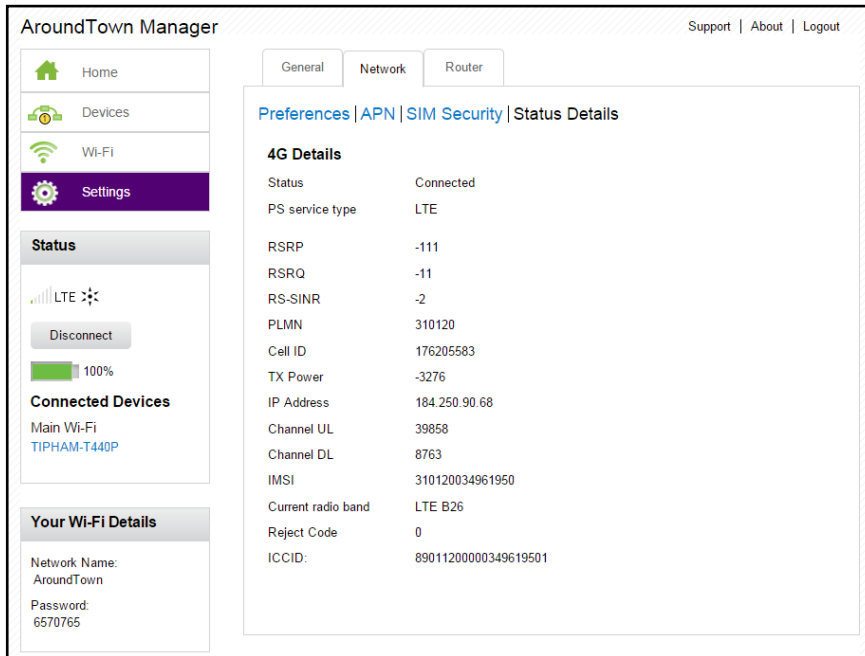
- In the Logs section, click the **Download** logs button.
The system logs are downloaded to your computer.

View Mobile Broadband Status Details

You can view status details about the current mobile broadband connection. If the hotspot is connected to a 4G LTE network, the 4G details display.

- **To view status details about the mobile broadband connection:**
 - Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
 - Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.
The hotspot web page displays.
 - Enter the admin login password in the **Sign In** field.
The default password is **password**. The password is case-sensitive.
 - Click the **Sign In** button.
The Sign In section closes.

5. Select **Settings > Network > Status Details**.



If the hotspot is connected to a 4G LTE network, the following 4G details display:

- **Status.** Indicates whether you are connected to an LTE network.
- **PS service type.** Indicates the LTE service type.
- **RSRP.** The reference signal received power (RSRP) indicates the signal strength of the LTE network.
- **RSRQ.** The reference signal received quality (RSRQ) indicates the signal quality of the LTE network. RSRQ is the ratio between the RSRP and the received signal strength indicator (RSSI).
- **RS-SINR.** The signal to interference noise ratio (SINR) based on reference signals (narrowband and wideband).
- **PLMN.** The public land mobile network (PLMN) is the code that describes the network (for example, Sprint's ID code or Virgin Mobile's ID code).
- **Cell ID.** The transmitter power. A higher number is better.
- **Tx Power.** The transmitter power. A higher number is better.
- **IP Address.** The IP address of the 4G LTE connection.
- **Channel UL.** The channel that is used to upload to the 4G LTE network.
- **Channel DL.** The channel that is used to download from the 4G LTE network.
- **IMSI.** The international mobile station identity (IMSI) is an identifier of a device on the network.
- **Current radio band.** The LTE band being used for the connection.
- **Reject Code.** Technical support staff might request this value from you.
- **ICCID.** The integrated circuit card ID (ICCID).

View the SIM Security

The hotspot's SIM security is disabled and displays as inactive. You cannot enable the SIM PIN to enable the SIM security.

➤ To view the SIM security:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

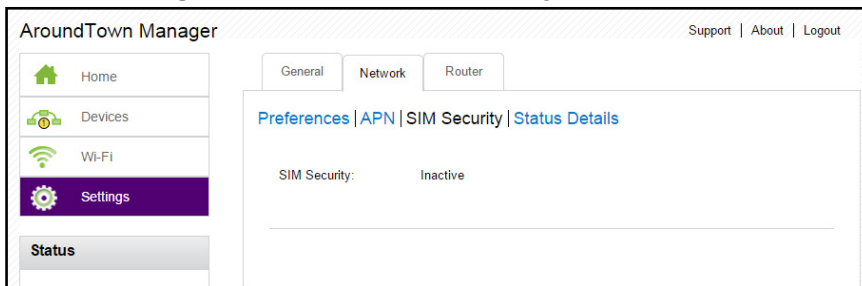
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Network > SIM Security**.



The SIM security displays as Inactive.

View Your Hotspot's Access Point Name

Your hotspot is preconfigured with an access point name (APN) for its carrier. The carrier checks the APN to determine the type of network connection to establish. You cannot change or add a new APN.

➤ To view your hotspot's APN:

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

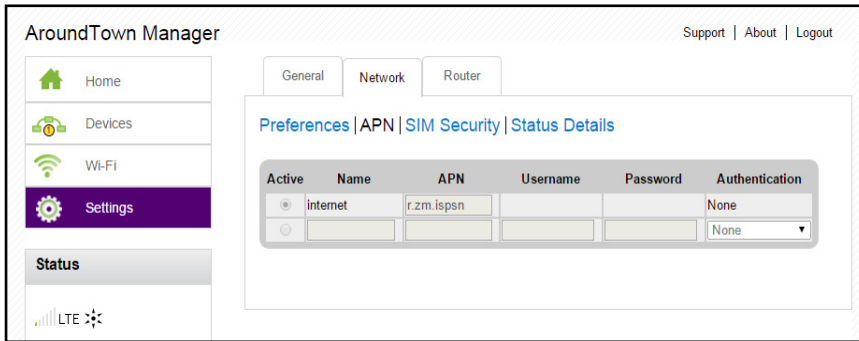
3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

5. Select **Settings > Network > APN**.



The APN displays.

8 Troubleshooting

8

This chapter provides answers to possible questions about your hotspot.

- *Questions About Activating Your Hotspot*
- *Questions About Connecting Devices and Accessing the Internet*
- *Questions About the Hotspot Battery*
- *Questions About the Hotspot Web Page*
- *Questions About Improving WiFi Performance*
- *Addition Questions*

Questions About Activating Your Hotspot

Review this section for answers to questions about activating your hotspot.

I powered on my hotspot before I activated it. What should I do?

If you powered on the hotspot before activating it, do the following:

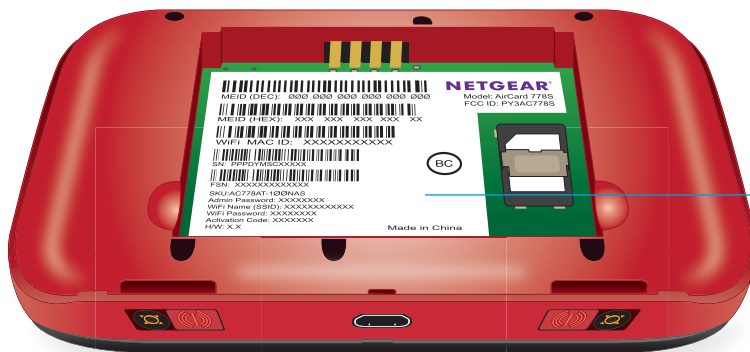
1. Power off your hotspot.
2. Remove the back cover from the hotspot.
3. Remove the battery.

You can now activate your hotspot.

For more information, see [Set Up Your Hotspot](#) on page 12.

Where can I find my activation code?

Your activation code is on a label on the back of your hotspot and on the retail packaging.



Label that contains your activation code

Questions About Connecting Devices and Accessing the Internet

Review this section for answers to questions about connecting and disconnecting devices and accessing the Internet.

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

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

- Verify that you are connecting with the correct WiFi network name and password.
- Check the WiFi card stability by turning the WiFi on the computer or WiFi device off and then back on.
- Turn off your computer or WiFi device and take the battery out, wait 10 seconds, put the battery back in, and turn your device on.

- Restart your computer or WiFi device.
- Turn off or temporarily disable any security programs or firewalls on your computer or WiFi device.
- If possible, try using another computer or WiFi device to connect to your hotspot. If you can, then the problem is with the device that cannot connect, not the hotspot.

What do I do if I can't access the Internet?


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

- Turn off your hotspot, remove the battery, wait 10 seconds, reinsert the battery, and turn on your hotspot.
- Check the display status on the LCD.
- Check the ALERTS screen and resolve any outstanding issues.
- Make sure that network coverage is available in your area.
- Wait one to two minutes for the hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Check your account details with your Internet service provider to see if your recharge credit expired.
- Switch your hotspot off and on and restart your computer or WiFi device.

The LCD screen on my hotspot turned off. Can I still access the Internet?

Yes, you can still access the Internet if the hotspot's LCD screen is not lit. The LCD screen goes to sleep if there is no activity on the screen, but the WiFi radio is still active. To wake up the LCD, press and quickly release the **Power** button.

Why does the No Signal icon display?

If the No Signal icon  displays on either the LCD or the hotspot web page, the hotspot is in a zero coverage area and is not connected to the mobile broadband network. Make sure that you are in your network provider's coverage area.

Why can't my device access the hotspot web page when connected to a VPN?

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

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

Why can't my hotspot connect to a computer running Windows Vista?

A known issue with Microsoft is that 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 visit the Microsoft support website and search for knowledge base article 928233.

Questions About the Hotspot Battery

Review this section for answers to questions if you have questions about your hotspot battery.

Why can't I power on my hotspot?

Make sure that the battery is inserted in the hotspot and that it is fully charged or is charging. For more information about the battery, see the following sections:

- [Install the Battery](#) on page 17
- [Recharge the Battery](#) on page 18

Why isn't my battery charging?

If you are in a low-coverage area, are transferring a lot of data, or left the hotspot in a hot location, the internal temperature of the hotspot can rise above 45°C. In these conditions, the battery cannot be charged due to safety limits with lithium-ion battery technology.

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

How can I extend the life of the battery?

For information about extending the life of the battery, see [View Details About Your Hotspot](#) on page 41.

Questions About the Hotspot Web Page

Review this section for answers to questions if you have questions about the hotspot web page.

How do I go back to the hotspot web page?

➤ **To view the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
2. Enter **<http://netgear.aroundtown>** or **<http://192.168.1.1>** in the address field of the web browser.

The hotspot web page displays.

3. Enter the admin login password in the **Sign In** field.

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

4. Click the **Sign In** button.

The Sign In section closes.

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

If you forgot the administrator login password to the hotspot web page, you must reset your hotspot to its factory default settings. To reset your hotspot to its factory default settings, you must get a Master Subsidy Lock (MSL) code from Around Town support.

Note: The hotspot's default administrator login password is **password**.

➤ **To reset the hotspot to its factory default settings if you forgot the admin password:**

1. Contact Around Town support at 1-855-678-9123 to get an MSL code.
2. Launch a web browser from a computer or WiFi device that is connected to the hotspot network.
3. Enter **http://netgear.aroundtown** or **http://192.168.1.1** in the address field of the web browser.

The hotspot web page displays.

4. At the top of the screen, click the **Support** link.

The Support screen displays.

5. In the Factory Reset section, click the **Reset** button.
6. Enter the MSL code in the field that displays.
7. Click the **Submit** button.

A confirmation screen displays.

8. Click the **Begin Reset** button.

The hotspot resets to its factory default settings.

Questions About Improving WiFi Performance

Review this section for answers to questions about improving the hotspot's WiFi performance.

Why is the WiFi signal always low?

If reception for your hotspot is poor, try the following suggestions to improve your signal strength:

- Make sure that you're inside a network coverage area.
- Try reorienting your hotspot.

- Move your hotspot and your computer or WiFi device to another location. You might be in or near a structure that is blocking the signal. Every obstacle (for example, walls, ceilings, furniture) between the hotspot and other WiFi devices decreases the signal strength.
- Place your hotspot in a centralized location, as high as possible in the room.
- Make sure that you allow plenty of space around your hotspot to provide the best signal reception.
- Keep your hotspot at least 3–6 feet away from electrical devices that generate RF interference (for example, microwaves, TVs, 2.4 GHz cordless phones, cellular phones, baby monitors, wireless speakers). If you're not using these electrical devices, turn them off.
- If possible, place your hotspot so that the signal passes through open doorways or drywall, as opposed to concrete, brick, metal, walls with insulation, and so on.

How can I improve my hotspot's WiFi performance?

To improve your hotspot's WiFi performance, try the following suggestions:

- Try a different channel number. For more information, see [Configure the WiFi Channel](#) on page 106.
- Check to see whether any hotspot software updates are available. For more information, see [Update the Hotspot Software](#) on page 65.
- Improve the WiFi signal strength. For more information, see [Why is the WiFi signal always low?](#) on page 134.
- Limit the number of computers or WiFi devices that can connect to the network. For more information, see [Set the Maximum Number of Connected Devices](#) on page 83.

Addition Questions

The following are additional questions about your hotspot.

Can I replace the micro-SIM card that came with my hotspot with another micro-SIM card?

No, you cannot replace the micro-SIM card. You can use only the micro-SIM card that came with your hotspot.

Why is the download or upload speed slow?

Data transfer speed depends on the LTE signal strength and interfering radio sources like electrical generators or other hotspot WiFi devices. Review the following possibilities:

- Check your LTE and WiFi signal strength.
- Check the WiFi interference by powering the hotspot off and on to find a better WiFi channel.
- If the LTE network signal is low, consider using external antennas or cradle the hotspot with built-in high-gain antennas.

What do I do if the hotspot's WiFi network name doesn't appear in the list of networks?

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

- Refresh the list of networks.
- On your hotspot, visit the WiFi options screen (select **WiFi > Options**). Make sure that the WiFi Info on Home **Show** radio button is selected. For more information, see [Show the WiFi Settings on the LCD Screen](#) on page 33.
- If the LCD is dark, the WiFi radio might be asleep. Press the **Power** button to wake the hotspot.
- If the hotspot is tethered to your computer, make sure that WiFi is set to stay on when the hotspot is tethered. For more information, see [Configure the TRU-Install Installation Settings](#) on page 37.

How can I reset the hotspot?

You can reset the hotspot to its factory settings or device settings. If you forgot your admin login password for the hotspot web page, you must reset your hotspot to its factory default settings. For more information, see the following sections:

- [Reset the Hotspot to Factory Default Settings](#) on page 68
- [Reset the Hotspot to Its Device Settings](#) on page 71

A System Requirements and Specifications



This appendix covers the following topics:

- *System Requirements*
- *Radio Frequency and Electrical Specifications*
- *Software Specifications*
- *Environmental Specifications*
- *Mechanical Specifications*

System Requirements

The following items are required to use your hotspot:

- One or more computers or WiFi devices that support WiFi (802.11b/g/n).
- The following web browsers are supported:
 - Internet Explorer (version 8.0 or later)
 - Mozilla Firefox (version 4.0 or later)
 - Google Chrome (version 17 or later)
 - Apple Safari (version 5.0 or later)
 - Apple Safari Mobile (version iOS 4.0)
 - Android Browser (Android OS 2.2 or later)
- The following operating systems are supported:
 - Windows 8 (x86)
 - Windows 7
 - Windows Vista
 - Windows XPR SP3
 - Mac OSR X (version 10.5 or later)
 - Mac OS 10.6.10.8
 - iOS (version 4 or later)
 - Android (version 2.1 or later)
 - Blackberry (version 5.0 or later)
- If you'll be connecting your device through USB, connect to a USB 2.0 or USB 3.0 port.

Radio Frequency and Electrical Specifications

Table 3. Radio frequency and electrical specifications

Item	Description
Approvals	FCC
Battery	Size: 1800 mAh Duration for full charge (AC charger / PC USB cable): 2.5 hours Charge life: <ul style="list-style-type: none"> • Up to 12.5 hours of active time • Up to 210 hours standby time
Current	Maximum: ~900 mA Standby current: <ul style="list-style-type: none"> • 4 mA (1xEV-DO/IS2000 hybrid mode) • ~6.5 mA (LTE)
Transmit	PCS: 1850–1910 MHz Cellular: 824–849 MHz Secondary 800 MHz: 817–824 MHz LTE: <ul style="list-style-type: none"> • Band 25: 1850–1915 MHz • Band 26: 814–849 MHz • Band 41 (TDD): 2496–2690 MHz
Receive	PCS: 1930–1990 MHz Cellular: 869–894 MHz Secondary 800 MHz: 862–869 MHz LTE: <ul style="list-style-type: none"> • Band 25: 1930–1995 MHz • Band 26: 859–894 MHz • Band 41 (TDD): 2496–2690 MHz

Software Specifications

Table 4. Software specifications

Item	Description
CDMA (3G) specification	IS-2000 Release 0
Data service	IS-707A
3GPP	Release 9
Wi-Fi specification	<ul style="list-style-type: none"> • IEEE 802.11b • IEEE 802.11g • IEEE 802.11n

Table 4. Software specifications (continued)

Item	Description
Wi-Fi security and encryption protocols	WPA Personal TKIP WPA Personal TKIP AES WPA2 Personal AES WPA2 Personal TKIP AES WPA/WPA2
WPS	Wi-Fi Simple Configuration 2.0 (WSC 2.0) based Wi-Fi Protected Setup (WPS)
SMS (IS-637)	Not supported
FAX	Not supported
IOTA	Supported
OTASP (IS-683A, IS-683B, IS-683C)	Supported
OTAPA	Supported
PRL (Preferred Roaming List)	Supported
Authentication	Supported
Voice	Not supported
NAM	Single
Position location	Standalone
TTY/accessibility	Not supported
Mobile IP	Supported
Network protocols (routing hardware)	TCP, UDP, ARP, RARP, ICMP
VPN	Pass-through of the following VPN types: <ul style="list-style-type: none"> • PPTP • IPSec Tunneling of multiple VPN sessions simultaneously is supported.

Environmental Specifications

Table 5. Environmental specifications

Item	Temperature
Operating temperature	0°C to 45°C (32 F to 113°F)
Storage temperature	-20°C to +60°C (-4°F to 140°F)
Humidity	45°C (113°F) / 86% RH max.

Mechanical Specifications

Table 6. Physical dimensions

Parameter	Dimension
Dimensions (W x L x H)	4.33 in. x 2.36 in. x 0.63 in. (11.00 cm x 5.99 cm x 1.60 cm)
Weight	3.67 oz