AirCard 797S Mobile Hotspot
Support
To manage your AT&T account, visit http://www.att.com/HowTo or visit http://attwifimanager and click the three dot icon in the upper right corner. Or call 611 from any AT&T wireless phone, or 800.331.0500, and when prompted, enter your device's 10-digit number. (To get the number, visit http://attwifimanager and click the Dashboard button.)

See your warranty card for warranty and service information. For additional information, visit http://www.netgear.com/support to access the full user manual (this document) and to download firmware updates.

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

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

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

• Set Up Your Mobile Hotspot
• Meet Your Mobile Hotspot
• Connect to the Internet
• Recharge the Battery
• Replace a SIM Card
• Home Screen
• Connect to the Mobile Hotspot With Tethering
• Use the USB Micro Cable to Charge Only
• Security Credentials
• NETGEAR Mobile App for Smartphones and Tablets
• Customize the Mobile Hotspot Settings
Set Up Your Mobile Hotspot

To set up your mobile hotspot:
1. Insert the battery.
2. Install the back cover.
3. Firmly close the back cover.
4. Press the **Power** button to power on the mobile hotspot.

Meet Your Mobile Hotspot

Before you connect your mobile hotspot, familiarize yourself with its LCD screen, icons, buttons, and connectors.
The mobile hotspot comes with a micro USB charging cable.

Control Your Device Using the Power Button

The Power button is used to turn the NETGEAR Mobile Hotspot on or off and to choose which information screen to display on the LCD:

- Turn mobile hotspot on. Press and hold the Power button for 3-4 seconds
- Turn mobile hotspot off. Press and hold the Power button for 3-4 seconds
- Wake up Wi-Fi signal and device screen. Press and release the Power button.
• Cycle through screens. Press and release the **Power** button.

• If the factory reset via the Power button feature is enabled, perform a factory reset. Press and hold the **Power** button for 3-4 seconds until the shut down screen displays and continue pressing and holding the **Power** button until the Factory Reset screen displays. Follow the onscreen instructions to complete the factory reset.

**Sleep Mode**

Your device automatically enters sleep mode to save power when no Wi-Fi client connects for more than five minutes.

In sleep mode, Wireless Radio is disabled.

Press the **Power** button to turn the display on and exit sleep mode.

Wireless Radio is enabled and Wi-Fi devices can reconnect to the hotspot.

The time required to recover the network connection varies by environment, settings, etc.

**Status LED**

The status LED indicates data connection status:

- **Blue, slow blink.** The mobile hotspot is ready.
- **Blue, double-blink.** The mobile hotspot is transferring data.
- **Amber, slow blink.** The mobile hotspot is not connected to the network or is in standby mode.

**Connect to the Internet**

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

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

2. On your laptop or Wi-Fi device, open your Wi-Fi network connection manager.

3. Connect your device to the hotspot with the Wi-Fi name and password.

   **Note:** Your Wi-Fi network name is different from this example.

**Recharge the Battery**

Your battery comes partially charged.

**To recharge your battery:**

1. Connect the micro USB charging cable to your mobile hotspot.

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

To replace a SIM card:
1. Remove the back cover by lifting the corners.
2. Remove the battery.
3. Slide out the SIM card.
4. Insert the replacement SIM card.
5. Insert the battery.

6. Install the back cover.

Home Screen

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

![Figure 3. LCD screen display](image)

Table 1. Icons

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Signal strength icon" /></td>
<td>This indicates the strength of the mobile broadband network signal.</td>
</tr>
</tbody>
</table>
Table 1. Icons (Continued)

Your 4G LTE wireless device displays one of the following network indicators to let you know which wireless network you are connected to.

- Connected to AT&T’s 4G LTE network.
- Connected to AT&T’s HSPA+ network.

This indicates the battery is charging.

This indicates the battery is fully charged.

This indicates there are unread alerts.

Connect to the Mobile Hotspot With Tethering

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

Note: The tethering feature is not available on the model AC797ABS-1A1NAS, but you can use your computer to access the mobile hotspot web page.

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

To install drivers on computers running Windows:
1. Ensure that the mobile hotspot is powered off.
2. Connect the mobile hotspot to your computer using the USB cable.

If powered off, the mobile hotspot automatically powers on.
**Note:** Make sure that your computer has access to Internet when you first use the tethering feature because your computer might need to access the Internet in order to download the required software driver.

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

### Use the USB Micro Cable to Charge Only

You can log in to the mobile hotspot and specify a setting so that the micro USB cable is used only for charging and not to access the mobile hotspot using a web browser. You might want to do this if a wall socket is not available to charge the mobile hotspot.

**To specify a Micro USB cable charge-only setting:**

1. From a computer that is connected to your network, launch a web browser.

   A login window opens.

3. Enter the mobile hotspot user name and password.

   The default login password is printed on the product label underneath the battery.

   The password is case-sensitive.

   The mobile hotspot dashboard displays.

4. Select **Settings > Router**.

   The Router Setup page displays.

5. Scroll down to the DMZ section of the page.

6. In the Use USB for drop-down menu, select **Charge only**.

   Your settings are saved. When you connect the USB micro cable, the mobile hotspot battery charges, but you cannot use the tethered connection to access the mobile hotspot with a web browser.

### Security Credentials

Two passwords are associated with the mobile hotspot:

- **Wi-Fi password.** Use this to connect your computer or Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It displays on the main mobile hotspot screen. If the screen is blank (a power-saving feature), press
and quickly release the Power button. The default Wi-Fi password is also printed on a label under the battery. For information about changing Wi-Fi passwords, see Change Wi-Fi Encryption Settings on page 36.

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

- **Admin login password.** Use this to log in to the mobile hotspot web page as an administrator. You must log in as an administrator to use certain features and to make changes to your mobile hotspot settings. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The admin login password can be 5–31 characters.

**NETGEAR Mobile App for Smartphones and Tablets**

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

To manage all mobile hotspot settings, visit the mobile hotspot web page at http://attwifimanager/ or http://192.168.1.1.

**Customize the Mobile Hotspot Settings**

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

**To log in to your mobile hotspot web page:**

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

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
Use Your Mobile Hotspot

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

- View New Messages From the Mobile Hotspot
- View Messages From the Mobile Hotspot Web Page
- Delete a Message From the Mobile Hotspot Web Page
- View Alerts From the Mobile Hotspot Web Page
- Manage Your Broadband Network Connection
- Connect to Wi-Fi
- Manage Wi-Fi
- Change Wi-Fi Settings From the Mobile Hotspot Web Page
- Turn Guest Wi-Fi On and Off From the Mobile Hotspot Web Page
- Manage Wi-Fi Security
View New Messages From the Mobile Hotspot

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

This hotspot display indicates you have an unread message.

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

**To view messages from the mobile hotspot display:**
1. Press the **Power** button to wake the mobile hotspot.
2. Continue to press and release the **Power** button until the new message displays on the screen.
3. If the message length spans more than one page, press and release the Power button to continue viewing the message.
4. Select the message to read the full text.

View Messages From the Mobile Hotspot Web Page

**To view messages from the mobile hotspot web page:**
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.

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

5. Click a message to read the full text.

Delete a Message From the Mobile Hotspot Web Page

**To delete a message from the mobile hotspot web page:**

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.

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

5. Select the message and click the Delete button.
   The message is deleted.

View Alerts From the Mobile Hotspot Web Page

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

**To view alerts from the mobile hotspot web page:**

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.

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

**Manage Your Broadband Network Connection**

You can view the mobile broadband network status, turn domestic data on and off, and turn international roaming on and off.
View Mobile Broadband Network Status From the Mobile Hotspot Web Page

To view network status from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.
4. Select Settings > About.
   The About page displays.
5. View the Network Status section.

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.
4. Select Settings > Mobile Broadband > Preferences.
   The preferences page displays.
5. Click the Domestic Data button.
   The Save and Cancel buttons display at the bottom of the page.
6. Click the Save button.
   Your settings are saved.
Turn International Roaming On and Off From the Mobile Hotspot Web Page

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

To turn international roaming on and off:

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.

4. Select Settings > Mobile Broadband > Preferences.
   The preferences page displays.

5. Click the International Roaming button.
   The Save and Cancel buttons display at the bottom of the page.

6. Click the Save button.
   Your settings are saved.

View or Manage Network Mode from the Mobile Hotspot Web Page

You can view or manage Network Mode and network selection mode. Also, you can scan for AT&T MicroCells on your network.

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
The home page displays.

4. Select **Settings > Mobile Broadband > Preferences**.
   The preferences page displays.

![Preferences page](image)

5. In the **Network Mode** menu, select a network mode.
   - **All Bands**. Use all bands. This is the default setting.
   - **LTE Only**. Use LTE only.
   - **4G Only**. Use 4G only.

6. View the network selection mode.
   The default value is Auto. Other possible values are **LTE Only** and **4G Only**.

7. To initiate a scan for AT&T microcell, select the **Scan for AT&T MicroCell** button.
   The device scans the network for AT&T MicroCells.

8. To save any changes to the Network Mode setting, click the **Save** button.
   Your settings are saved.

---

**Connect to Wi-Fi**

You can connect up to 15 Wi-Fi devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your mobile hotspot network. For information about setting connections for 2.4GHz Wi-Fi and 5GHz Wi-Fi networks, see **Manage Your Broadband Network Connection** on page 21.
You can add a Wi-Fi device to your Wi-Fi network manually. If the device that you are adding is WPS enabled, you can use the WPS method to connect the device without using the Wi-Fi password.

**Connect Using the Wi-Fi Password**

*To connect using the Wi-Fi password:*

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

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

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://attwifimanager/** or **http://192.168.1.1**. The mobile hotspot web page displays.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
4. Select **Wi-Fi > Connect**.

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

6. Click the button for the WPS method that you want to use:

   - **WPS button pairing**. If the device that you want to connect includes a WPS key, click the **WPS button pairing** button and, within two minutes (120 seconds), press the device’s WPS key.

   - **Enter WPS PIN**. If a WPS pin is associated with the device that you want to connect, click the **Enter WPS PIN** button and enter the device’s WPS PIN.

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

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

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

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

By default, 2.4GHz Wi-Fi is enabled. If your place of business does not allow Wi-Fi or for any other reason you want to disable Wi-Fi and use the mobile hotspot only in tethered mode, the mobile hotspot gives you that option.

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

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

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

**To turn on 5 GHz Wi-Fi from the mobile hotspot web page:**

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   - The default login password is printed on the product label underneath the battery.
   - The password is case-sensitive.
   The home page displays.
4. Select **Wi-Fi > Options.**
5. Select 5GHz Only.
   The Save and Cancel buttons display at the bottom of the page.

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

7. Click the Save button.
   Your settings are saved.

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

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

To turn on dual-band Wi-Fi from the mobile hotspot web page:
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.
4. Select Wi-Fi > Options.
5. Select **Dual-Band 2.4 & 5 GHz**.
   The Save and Cancel buttons display at the bottom of the page.

6. Click the **Save** button.
   A message displays telling you that to save this change, your device must restart Wi-Fi connections.

7. Click the **Save** button.
   Your settings are saved.

Change Wi-Fi Settings From the Mobile Hotspot Web Page

**To select a Wi-Fi profile or create a custom profile on the mobile hotspot web page:**

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
4. Select **Wi-Fi > Options**

5. Click the down arrow next to Wi-Fi options.

6. To change the maximum number of devices that can connect to the Wi-Fi network, in the **Max Connected Devices** menu, select a number.

7. To change the maximum number of devices that can connect to the main Wi-Fi and to the guest Wi-Fi, click the arrow to the right to increase the main Wi-Fi connections and decrease the guest Wi-Fi connections, or click the arrow to the left to decrease the maximum main Wi-Fi connections and increase the maximum guest Wi-Fi connections.

   **Note:** The increase and decrease arrows only display if guest Wi-Fi is enabled.

8. Set the Wi-Fi channel.
Best practice is to set the channel to Auto. The mobile hotspot chooses the channel that provides the least interference.

9. Set the Wi-Fi bandwidth.
   For 2.4 GHz you can set this to 20 MHz or 40 MHz. For 5 GHz, you can set this to 40 MHz or 80 MHz.

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

11. Set the Wi-Fi range.
    Selecting the Extended radio button expands the range of the mobile hotspot. This setting uses more battery power than the Standard setting.

12. Specify advanced connection settings:
   - **RTS Threshold.** The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol.
     Best practice is to use a value of 2347. If you are experiencing inconsistent data flow, you can make minor changes to this value to try to alleviate the problem.
   - **Fragmentation Threshold.** The largest allowable size (in bytes) for a packet.
     If a packet is larger than the threshold, it is sent in multiple packets, which can affect network performance. Keep this value as large as possible (up to 2346).

13. Click the **Save** button.
    A message displays to tell you that changing the Wi-Fi info will temporarily cause connectivity loss.

14. Click the **OK** button.
    Your settings are saved.

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

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

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

2. Enter **http://attwifimanager/** or **http://192.168.1.1**.
   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.

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

**Note:** Guest Wi-Fi can be enabled when the Wi-Fi profile is set to **2.4GHz Only** or **5GHz Only**.
5. Click the **Guest Wi-Fi Edit** button.

6. Click the **Guest Wi-Fi** button.
   The Save and Cancel buttons display at the bottom of the page.

7. Specify the Wi-Fi name for Guest Wi-Fi access.
   The Wi-Fi name can be from 3 to 32 characters in length.

8. Specify the password to access Guest Wi-Fi.
   The password can be from 8 to 63 characters in length.

9. If you want to lock the Guest Wi-Fi password so that it cannot be edited, check the Generate Passphrase check box.

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

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

11. Select the length of time in the **Guest Timer** menu, to set a timer for the guest network.

12. Use the **Broadcast Network Name** switch to enable the broadcast network for Guest Wi-Fi.
    By default, Broadcast Network Name is enabled. If you need to disable it, toggle the switch to off. If you set Broadcast Network Name to off, you are prompted to save or cancel the Broadcast Network Name. If you choose **Save**, the device restarts Wi-Fi connections, and any currently devices temporarily lose their connection.
13. Click the **Save** button. 
   A message displays telling you that to save this change, your device must restart 
   Wi-Fi connections.

14. Click the **Save** button. 
   Your settings are saved.

Manage Wi-Fi Security

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

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

The main Wi-Fi network name identifies your Wi-Fi network and is visible to other 
Wi-Fi-enabled devices.

The procedure to change the main Wi-Fi network name and password involves specifying 
the following setting:

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a 
   web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password. 
   The default login password is printed on the product label underneath the battery. 
   The password is case-sensitive.
4. Select **Wi-Fi > Connect**.
5. Click the **Edit** button for the main Wi-Fi network.

The Wi-Fi Options page with Guest Disabled appears.

6. Change the **Wi-Fi Name** and **Wi-Fi Password** fields as desired. The Save and Cancel buttons display at the bottom of the page.

7. Click the **Save** button.
   
   A message displays telling you that to save this change, your device must restart Wi-Fi connections.

8. Click the **Save** button.
   
   Your settings are saved.

   All devices that were connected must reconnect with the new name and password.
Change Wi-Fi Encryption Settings

For information about Wi-Fi security, see Security Credentials on page 15.

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

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


3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.

4. Select Wi-Fi > Connect.

5. Click the Edit button for the main Wi-Fi or for the guest Wi-Fi network.
6. In the Encryption menu for main Wi-Fi or guest Wi-Fi, select a security option:

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

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

7. Click the **Save** button.
   A message displays telling you that to save this change, your device must restart Wi-Fi connections.

8. Click the **Save** button.
   Your settings are saved.

9. Reconnect your Wi-Fi devices, if necessary, using the new Wi-Fi credentials.
3

Manage Security

For information about Wi-Fi security settings, see Manage Wi-Fi Security on page 34.

The chapter covers the following topics:

• Change the Mobile Hotspot Web Page Login Settings
• Content Filter Levels
• View, Block, or Unblock Connected Devices
• Activate SIM Security
• Enable Port Forwarding
• Enable Port Filtering
Change the Mobile Hotspot Web Page Login Settings

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

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

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


3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.

4. Select **Settings > General > Device**.

5. In the **Wi-Fi Manager** field, change the URL used to connect to the mobile hotspot. When you change settings, the Save and Cancel buttons display.

6. In the **Admin login** field, change the password used to log in as an administrator. Best practice is to set a more secure password.
Enter a minimum of 4 characters and a maximum of 31 characters.

7. Click the **Save** button.
   Your settings are saved.

## Content Filter Levels

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

### Set Up Content Filtering

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

**Note:** Content filtering is powered by OpenDNS. A network connection is required to set up or change content filtering.

**To enable content filtering:**

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.

4. Select **Security > Content Filters**.
   The Content Filters page displays.

5. Select the **Content Filters** button and enable Content Filters.
6. If you do not have an OpenDNS account, do the following:
   a. Click the **Sign Up** link.
   ![Sign Up Form]
   b. Complete the fields to create your OpenDNS account.
   c. Click the **Sign Up** button.

7. If you already have an OpenDNS account, enter the user name and password.
8. When prompted, select a **Filter Level** radio button.
9. Click the **Save** button.
   Your settings are saved.

**Block Access to Websites**

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

**To block access to a website:**

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.
4. Select **Security > Content Filters > Website Filters**.

5. Select the **Block List - block access to list of sites** radio button.
   The page adjusts.

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

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

8. Click the **Save** button.
   Your settings are saved.

**Allow Access to Websites**

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

**To set up website filters:**

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive
   The home page displays.

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

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

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

8. Click the **Save** button.

   Your settings are saved.

**View, Block, or Unblock Connected Devices**

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

**View Connected Devices From the Mobile Hotspot Web Page**

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

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


3. Enter the administrator login password.

   The default login password is printed on the product label underneath the battery. The password is case-sensitive.

   The home page displays.
4. Select **Wi-Fi > Connect**.

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

Unblock a Device From the Mobile Hotspot Web Page

To **unblock a device from the mobile hotspot web page**:

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

2. Enter **http://attwifimanager/** or **http://192.168.1.1**. The mobile hotspot web page displays.

3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive.

   The home page displays.

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

4. Select **Security > Access Control**. The MAC Filter page displays.
5. From the **MAC Filter Mode** menu, select **Black list - Block all in list**.
   The list of blocked devices displays.

6. Click the x button next to the device.
   The device can access your network.

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://attwifimanager/**.
   The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.
4. To view a list of connected devices, select **Wi-Fi > Connect**.
5. Select **Security > Access Controls**.
   The Access Control page displays.
6. From the **MAC Filter Mode** menu, select **Block list**.
   The list of blocked devices displays.

**Activate SIM Security**

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

**To activate SIM security:**

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://attwifimanager/** or **http://192.168.1.1**.
   The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default login password is printed on the product label underneath the battery.  
The password is case-sensitive.  
The home page displays.

4. Select **Settings > Mobile Broadband > SIM Security**.  
The SIM Security page displays.

5. Click the **Activate** button.

6. Enter a PIN and click the **Save** button.

### Enable Port Forwarding

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

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

**To enable port forwarding:**

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

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.

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

5. Select the **Enable** radio button.
   The page adjusts.

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

7. Click the **Save** button.
   Your settings are saved.

**Enable Port Filtering**

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

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


3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.

4. Select Settings > Router > Port Filtering.

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

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

6. Identify the ports to filter. Enter a meaningful label that describes the application or service.

7. Enter the port being used.

8. Enter the communication protocol being used.

9. Click the **Save** button. Your settings are saved.
Maintain Your Mobile Hotspot

The chapter covers the following topics:

- Extend Battery Life
- View Details About Your Mobile Hotspot
- Back Up and Restore Mobile Hotspot Settings
- Configure Mobile Broadband
- Enable DMZ
- Set LAN Options
- Update Mobile Hotspot Software and Firmware
- Enable or Disable Factory Reset
Extend Battery Life

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

- Screen brightness.
- Standby time.
- Data throughput.
- Mobile broadband signal strength (the better the signal, the longer the battery life).
- Wi-Fi range.
- Dual-band Wi-Fi (when all of your devices support 5 GHz Wi-Fi, dual-band Wi-Fi allows faster downloads but uses more power).
- Guest Wi-Fi, when enabled, uses more power.

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

- Adjust Wi-Fi settings.
- Adjust display settings.
- Use tethered USB with Charge and Tether or Charge Only enabled.

Adjust Wi-Fi Settings to Optimize Battery Life

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

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

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

- Adjust the display settings. See Adjust Display Settings to Increase Battery Life on page 51.
- Set the Wi-Fi range to Standard, not Extended, and set the Wi-Fi standby to 5 minutes.
Adjust Display Settings to Increase Battery Life

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
5. Adjust any of these settings:
   - Display Brightness. From the menu, select the display brightness level.
   - Display Timeout. From the menu, select a shorter time period.
6. Click the Save button. Your settings are saved.

Turn Off USB Tethering

USB tethering lets you connect to the Internet from supported computers with a USB cable and charge the mobile hotspot battery at the same time.
Turn off USB tethering if you only want to charge your mobile hotspot with your computer.

Turn Off USB Tethering From a Web Browser

To turn off tethering:
1. From a computer that is connected to your network, launch a web browser.
   A login page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The dashboard displays.
4. Select SETTINGS > Setup > Router.
   The Router Setup page displays.
5. Scroll down to the DMZ section of the page.
6. In the Use USB port for drop-down menu, select Charge only.
7. Click the Apply button.
   Your settings are saved.

Turn Off USB Tethering From the NETGEAR Mobile App

To turn off tethering:
1. On your smartphone, connect to the mobile hotspot’s Wi-Fi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.  
The dashboard displays.

4. Tap **Settings**.  
The Settings page displays.

5. Tap **General**.  
The General page displays.

6. Under ROUTER, tap **Tethering** to toggle between Charge only and Charge + tether.

### View Details About Your Mobile Hotspot

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

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

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

The mobile hotspot web page displays.

3. Enter the administrator login password.  
The default login password is printed on the product label underneath the battery.  
The password is case-sensitive.  
The home page displays.
4. Select **Settings > About**.

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<td>IPv6 Address</td>
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**Back Up and Restore Mobile Hotspot Settings**

You can back up and restore mobile hotspot settings. Backing up and restoring are useful if you use more than one device and you want the same settings on all of your devices. You can also save your settings before resetting to factory defaults or changing the settings.
Back Up Mobile Hotspot Settings Using the Web Page

To back up mobile hotspot settings using the web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
4. Select **Settings > General > Software and Reset**.
5. Click the **Save** button. By default, the file (export.cfg) is saved to your Downloads folder.

Restore Mobile Hotspot Settings Using the Web Page

To restore mobile hotspot settings:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password.
The default login password is printed on the product label underneath the battery. The password is case-sensitive.

The home page displays.

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

5. Click the **Choose File** button.

6. Navigate to the location where the export.cfg file is stored and select it.
   By default, mobile hotspot setting files are saved to your Downloads folder.

7. Click the **Import** button.
   Your mobile hotspot is restored with the imported file settings.

**Restore Mobile Hotspot Settings Using the LCD Display**

If the system administrator has configured Factory Reset using the Power button, then you can restore the mobile hotspot settings using the LCD display. Start with the mobile hotspot turned on.

**To restore mobile hotspot settings directly from the mobile hotspot:**

1. Press and hold the **Power** button for at least 15 seconds.
   If Factory Reset by using the Power button is configured, then the mobile hotspot enters factory reset mode and first displays the message, "Shutting down," followed by the message "Continue holding Power button to reset all settings to factory default," and then "Resetting Device. Please do not power off."

   **Note:** If you release the **power** button too soon, the mobile hotspot turns off instead of resetting.
Configure Mobile Broadband

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

Enable IP Pass-Through Mode

To turn off the mobile hotspot router functionality and assign the network IP address directly to the attached device, enable IP pass-through. If you make this change, the attached device restarts.

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

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

To enable IP pass-through mode:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
4. Select **Settings > Router > Basic.**

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

6. Click the **Save** button.

   **Note:** Enabling IP pass-through will disable Wi-Fi.

Enable VPN Pass-Through

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

**To enable VPN pass-through:**

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.
4. Select **Settings > Router > Basic**.

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

6. Click the **Save** button.

   Your settings are saved.

**Configure APN Details**

Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider.
The mobile hotspot checks the APN to determine the type of network connection to establish.

**Add an APN for Another Network** You can configure the mobile hotspot to add an APN for another network.

**To add an APN for another network:**

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
4. Select **Settings > Mobile Broadband > APN**. The APN screen displays.
5. Click the **Add** button.

![APN Screen](image_url)

6. Enter the name and password, if they are required for the network.
7. Select the network authentication mode:
   - **None**
   - **PAP**
8. Change the PDP (data protocol), if necessary:
   - IPV4
   - IPV6
   - IPV4V6

9. Change the PDP roaming protocol, if necessary:
   - None
   - IPV4
   - IPV6
   - IPV4V6

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

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

**Select an APN to Use** You can select a specific APN to use with the mobile hotspot.

**To select an APN:**
1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.
4. Select **Settings > Mobile Broadband > APN**.

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

**Remove an APN Entry** You can remove an existing APN from the APN setup.

**To remove an APN:**

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

2. Enter **http://attwifimanager/ or http://192.168.1.1**.
   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.

4. Select **Settings > Mobile Broadband > APN**.

5. Click the **Delete** button.
   The APN is removed.

**Enable DMZ**

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

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

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
4. Select **Settings > Router > Basic**. The Router Basic page displays.
5. Scroll down to display the DMZ section.
6. Select the DMZ Enabled **On** radio button.
7. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent. If the mobile hotspot is tethered using a USB cable, this address is 192.168.1.4. If the mobile hotspot is connected using Wi-Fi, the first Wi-Fi client’s IP address is usually 192.168.1.74.
8. Click the **Save** button. Your settings are saved.
Set LAN Options

To set the mobile hotspot’s LAN options:

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

   The mobile hotspot web page displays.

3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery.
   The password is case-sensitive.
   The home page displays.
4. Select **Settings > Router > Basic**.

5. In the LAN section, enter the appropriate details.
   - If the DHCP server is enabled, it automatically assigns an IP address to each device on the network and manages its configuration information.
   - The DNS mode setting specifies how the DNS servers are obtained. If you select the **Auto** radio button, the servers use the DNS relay specified by the Internet provider.

6. Click the **Save** button.
   - Your settings are saved.
Update Mobile Hotspot Software and Firmware

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

Update in Response to an Alert

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

1. To wake the device, press the **Power** button.
   The home screen displays.

2. Press and release the **Power** button until the **Update Available** alert displays.

3. Press and hold the **Power** button.
   The update process starts.
   When the download completes, the alert changes to **Software Update**.

4. Press and hold the **Power** button until the upgrade process starts.
   After the update install completes, the mobile hotspot reboots.

Update Software Downloaded Over the Air From the Mobile Hotspot Web Page

You can update the software on your mobile hotspot by downloading the software over the air as part of the update.
To update software from the mobile hotspot web page:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The home page displays.
   ![Settings Menu]
5. If the Check for update button displays, click it to see if a new update is available.
6. If an update is available, click the Start Download button. The update downloads.
7. Click the Update now button to install the update. After the update install completes, the mobile hotspot reboots.
Enable or Disable Factory Reset

Administrators have the ability to lock down the AC797S and prevent the end user from starting an "unauthenticated" Factory Reset request. By default, a long press of the AC797S power button results in a Factory Reset. Administrators can use the new controls to disable this feature and prevent the end user from performing a factory reset with the hardware button.

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.
4. Select the administrator login password.
5. Select Settings > General.
   The General settings web page displays.
6. In the Factory Reset section, select **Enabled** or **Disabled**.
7. Click the **Save** button to save the Factory Reset setting.
5

Frequently Asked Questions

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

• Questions About Connecting and Disconnecting Devices and Accessing the Internet
• Questions About the Mobile Hotspot Web Page
• General Questions
Questions About Connecting and Disconnecting Devices and Accessing the Internet

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

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

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

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

What do I do if I can’t access the Internet?

If you are connected to the mobile hotspot but cannot connect to the Internet, try the following suggestions:

- Check the display status on the mobile hotspot’s LCD screen.
- Make sure that network coverage is available in your area.
- Make sure that your micro SIM card is active and enabled with data services.
- Wait one to two minutes for the mobile hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your mobile hotspot off and on and restart your computer or Wi-Fi device.
How do I disconnect from the mobile broadband network?

Turning off domestic data and international roaming disconnects your mobile hotspot from the mobile broadband network. For more information, see Turn Domestic Data On and Off From the Mobile Hotspot Web Page on page 22.

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

The number next to the Wi-Fi button on the mobile hotspot’s LCD home screen is the number of users (or devices) connected to your Wi-Fi network. On the mobile hotspot web page, log in and on the home page click the Connected devices button to see the number of connected devices.

What do I do if the No Signal icon displays?

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

Why can’t my device access the mobile hotspot web page when connected to a VPN?

If you are using your mobile hotspot while connected to a VPN, you might not be able to access the mobile hotspot web page using http://attwifimanager/. To directly access the mobile hotspot web page hosted on the device, enter the address http://192.168.1.1 in your browser.

Why can’t my mobile hotspot connect to a computer running Windows Vista?

A known issue exists whereby computers running Microsoft Windows Vista cannot obtain an IP address from certain routers. More information and a fix are available at http://support.microsoft.com/kb/928233, or visit the Microsoft support website and search for knowledge base article 928233.
What do I do if my mobile hotspot doesn’t connect to my service provider’s network?

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

- Make sure that your micro SIM account is active. To check micro SIM status, contact your wireless service provider.
- If you use a prepaid micro SIM card, make sure that the account balance is positive.
- If your mobile hotspot still does not connect, you might need to create or update the default connection profile.

To check the default connection profile settings:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
   The mobile hotspot web page displays.
3. Enter the mobile hotspot password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.
4. Select Settings > Mobile Broadband > APN.

5. Review ISP settings.
Questions About the Mobile Hotspot Web Page

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

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

**To view the mobile hotspot web page:**

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
3. Enter the administrator login password. The default login password is printed on the product label underneath the battery. The password is case-sensitive. The mobile hotspot web page displays.

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

The default login password is printed on the product label underneath the battery. The password is case-sensitive. The mobile hotspot web page URL is [http://attwifimanager/](http://attwifimanager/) or [http://192.168.1.1](http://192.168.1.1).

If you changed the admin login password and can’t remember the password that you created, you must reset the mobile hotspot back to factory defaults. See Reset the Mobile Hotspot on page 82.

General Questions

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

Why isn’t my battery charging?

If you are in a low-coverage area, are transferring a lot of data, or left the mobile hotspot in a hot location, the internal temperature of the mobile hotspot can rise above 45°C. In these conditions, the battery cannot be charged due to safety limits with lithium-ion battery technology.
Check to ensure that the USB cable and the AC wall charger are connected securely and are working correctly.

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

Why is the Signal Strength indicator always low?

Your mobile hotspot’s reception is poor. Try moving it to a location with a clear view of the sky (for example, near a window).

Why is the download or upload speed slow?

Data transfer speed depends on signal strength and interfering radio sources like electrical generators or other mobile hotspot Wi-Fi devices. Review the following possibilities:

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check Wi-Fi interference by powering the mobile hotspot off and on to find a better Wi-Fi channel.
- Change the Wi-Fi band from 2.4 GHz to 5 GHz.

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

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

How do I find my computer’s IP address?

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

**Find the IP address on a Windows 7, Windows Vista, or Windows XP device**
To find the IP address on a Windows 7, Windows Vista, or Windows XP device:
1. Open the command prompt window:
   a. Select **Start > Run**.
   b. Enter **cmd** or **command** and click the **OK** button.
2. At the command prompt, enter **ipconfig** and press **Enter**.
3. Write down the IP address for the entry that relates to the Wi-Fi network connection.
   The IP address might be listed under IPv4 Address or something similar.

Find the IP address on a Windows 8 device
To find the IP address on a Windows 8 device:
1. In the Charms bar, click the **Search** button.
2. Select **Command Prompt**.
3. At the command prompt, enter **ipconfig** and press **Enter**.
4. Write down the IP address for the entry that relates to the Wi-Fi network connection.
   The IP address might be listed under IPv4 Address or something similar.

Find the IP address on a Mac OS X device
To find the IP address on a Mac OS X device:
1. From the Apple menu, select **System Preferences > Network**.
2. Select the Wi-Fi adapter.
   The IP address is displayed in the right pane.

Find the IP address on devices running other operating systems
To find the IP address on devices running other operating systems:
1. Refer to the user documentation for your operating system or computer.

How do I find a device’s MAC address?
You must know the MAC address for a device when you are doing the following:
- Assigning an IP address based on a MAC address (when using DHCP)
- Allowing or denying devices access to your Wi-Fi network (MAC filtering)
Tip: To display a list of connected devices, including the MAC address of each device, go to the mobile hotspot web page and log in as an administrator. The connected devices list appears on the left side of the home page. Click the device links to display IP and MAC addresses.

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

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

1. Open the command prompt window:
   a. Select Start > Run.
   b. Enter cmd or command and click the OK button.

2. At the command prompt, enter `ipconfig /all` and press Enter.

3. Write down the physical address for the entry that relates to the Wi-Fi network connection.
   It appears as a series of numbers and letters. This is the MAC address of your Wi-Fi adapter.

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

1. In the Charms bar, click the Search button.
2. Select Command Prompt.
3. At the command prompt, enter `ipconfig /all` and press the Enter button.
4. Write down the physical address for the entry that relates to the Wi-Fi network connection.
   It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

Find the MAC address on a Mac OS X device
To find the MAC address on a Mac OS X device:

1. From the Apple menu, select System Preferences > Network.
2. Select the Wi-Fi adapter that is connecting to the routing hardware.
3. Select Advanced.
4. Select Ethernet.
   The Ethernet ID is displayed. This is the same as the MAC address.
What do I do if the Wi-Fi network name doesn’t appear in the list of networks?

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

- Refresh the list of networks.
- If the LCD screen is dark, the Wi-Fi radio might be asleep. Press the **Power** button to wake the mobile hotspot.
- Check the Wi-Fi band settings and consider using the 2.4 GHz band for increased compatibility with client devices.
This chapter provides suggestions for troubleshooting problems that might arise when you are using your mobile hotspot. The chapter covers the following topics:

- View Alerts
- Reset the Mobile Hotspot
View Alerts

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

SIM Not Installed

Ensure that the micro SIM card is installed correctly. For information about replacing a SIM, see Replace a SIM Card on page 12.

SIM Error – Check SIM

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

Temperature-Related Alerts

The mobile hotspot is designed to work over a wide temperature range. (For more information, see Environmental Specifications on page 88.) The mobile hotspot shuts down automatically if it goes out of the supported temperature range.

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

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

Connection Alerts

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

Table 2. Connection alerts

<table>
<thead>
<tr>
<th>Alert</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Operator determined barring</td>
</tr>
<tr>
<td>25</td>
<td>LLC or SNDCP failure</td>
</tr>
<tr>
<td>26</td>
<td>Insufficient resources</td>
</tr>
</tbody>
</table>
Table 2. Connection alerts (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>27</td>
<td>Missing or unknown APN</td>
</tr>
<tr>
<td>28</td>
<td>Unknown PDP address or type</td>
</tr>
<tr>
<td>29</td>
<td>User authentication failed</td>
</tr>
<tr>
<td>30</td>
<td>Activation rejected by GGSN</td>
</tr>
<tr>
<td>32</td>
<td>Service Option not supported</td>
</tr>
<tr>
<td>33</td>
<td>Service Option not subscribed</td>
</tr>
<tr>
<td>34</td>
<td>Service Option temporarily out of order</td>
</tr>
<tr>
<td>36</td>
<td>Regular deactivation</td>
</tr>
<tr>
<td>37</td>
<td>QoS not accepted</td>
</tr>
<tr>
<td>38</td>
<td>Network failure</td>
</tr>
<tr>
<td>39</td>
<td>Reactivation required</td>
</tr>
<tr>
<td>40</td>
<td>Feature not supported</td>
</tr>
<tr>
<td>41</td>
<td>Semantic error in the TFT operation</td>
</tr>
<tr>
<td>42</td>
<td>Syntactical error in the TFT operation</td>
</tr>
<tr>
<td>43</td>
<td>Unknown PDP context</td>
</tr>
<tr>
<td>44</td>
<td>PDP context without TFT already activated</td>
</tr>
<tr>
<td>45</td>
<td>Semantic errors in packet filters</td>
</tr>
<tr>
<td>46</td>
<td>Syntactical errors in packet filters</td>
</tr>
<tr>
<td>67</td>
<td>Connection error</td>
</tr>
<tr>
<td>81</td>
<td>Invalid transaction identifier value</td>
</tr>
<tr>
<td>95</td>
<td>Semantically incorrect message</td>
</tr>
<tr>
<td>96</td>
<td>Invalid mandatory information</td>
</tr>
<tr>
<td>97</td>
<td>Message type nonexistent or not implemented</td>
</tr>
<tr>
<td>98</td>
<td>Message type not compatible with the protocol state</td>
</tr>
<tr>
<td>99</td>
<td>Information element non-existent or not implemented</td>
</tr>
<tr>
<td>100</td>
<td>Conditional IE error</td>
</tr>
<tr>
<td>101</td>
<td>Message not compatible with the protocol state</td>
</tr>
</tbody>
</table>
Table 2. Connection alerts (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>111</td>
<td>Protocol error, unspecified</td>
</tr>
<tr>
<td>256</td>
<td>Invalid Connection ID</td>
</tr>
<tr>
<td>258</td>
<td>Invalid PRI NSAPI</td>
</tr>
<tr>
<td>259</td>
<td>Invalid Field</td>
</tr>
<tr>
<td>260</td>
<td>SNDCP Failure</td>
</tr>
<tr>
<td>261</td>
<td>RAB Setup Failure</td>
</tr>
<tr>
<td>262</td>
<td>No GPRS Context</td>
</tr>
<tr>
<td>263</td>
<td>PDP Establish Max Timeout</td>
</tr>
<tr>
<td>264</td>
<td>PDP Activate Max Timeout</td>
</tr>
<tr>
<td>265</td>
<td>PDP Modify Max Timeout</td>
</tr>
<tr>
<td>266</td>
<td>PDP Inactivate Max Timeout</td>
</tr>
<tr>
<td>267</td>
<td>PDP Lower layer Error</td>
</tr>
<tr>
<td>268</td>
<td>PDP Duplicate</td>
</tr>
<tr>
<td>269</td>
<td>UE RAT Change</td>
</tr>
</tbody>
</table>

Reset the Mobile Hotspot

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

If you reset the mobile hotspot, all of your customizations are lost. If you want to keep them, save them before doing the reset and restore them afterward. See Back Up and Restore Mobile Hotspot Settings on page 54.

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

Reset the Mobile Hotspot From the Mobile Hotspot

Start with the mobile hotspot turned on.

**To reset the mobile hotspot directly from the mobile hotspot:**

1. Press and hold the Power button for at least 15 seconds.
   
   If Factory Reset via the Power button is enabled, the mobile hotspot enters factory reset mode and first displays the message, “Shutting down,” followed by the message
"Continue holding Power button to reset all settings to factory default," and then "Resetting Device. Please do not power off."

**Note:** If you release the Power button too soon, the mobile hotspot turns off instead of resetting.

Reset the Mobile Hotspot From the Mobile Hotspot Web Page

This feature is controlled in software and the hardware button factory reset may be disabled in the UI. To reset the mobile hotspot to its factory settings:

1. From a computer or Wi-Fi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://attwifimanager/** or **http://192.168.1.1**. The mobile hotspot web page displays.
3. Enter the administrator login password.
   The default login password is printed on the product label underneath the battery. The password is case-sensitive.
   The home page displays.
4. Select **Settings > General > Software and Reset**.

5. Click the **Reset** button.
   
   A message displays telling you that devices currently connected will lose Internet access.

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

This appendix covers the following topics:

- Battery Specifications
- Display Specifications
- Environmental Specifications
- Mechanical Specifications
- Mobile Band Specifications
- Package Contents
- Port Specifications
- Security Specifications
- Wi-Fi Specifications
Battery Specifications

Battery specifications:

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

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

The mobile hotspot includes an 1.77 in. LCD display.
Environmental Specifications

Table 3. Recommended operating and storage temperatures

<table>
<thead>
<tr>
<th>Environment</th>
<th>Temperature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>0°C to 35°C (32°F to 95°F)</td>
</tr>
<tr>
<td>Storage</td>
<td>-10°C to +60°C (14°F to 140°F)</td>
</tr>
</tbody>
</table>

Mechanical Specifications

Table 4. Physical dimensions

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Dimension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>78 g (2.75 oz) without battery, 136 g (4.80 oz) with battery</td>
</tr>
<tr>
<td>Length</td>
<td>110 mm (4.33 in.)</td>
</tr>
<tr>
<td>Width</td>
<td>68 mm (2.68 in.)</td>
</tr>
<tr>
<td>Thickness</td>
<td>15.4 mm (0.61 in.)</td>
</tr>
</tbody>
</table>

Mobile Band Specifications

Table 5. Mobile Bands

<table>
<thead>
<tr>
<th>Technology</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>4G/LTE bands</td>
<td>1, 2, 3, 4, 5, 7, 12, 14, 29, 30, 66</td>
</tr>
<tr>
<td>3G fallback support (DC-HSPA+)</td>
<td>850, 1900, 2100</td>
</tr>
</tbody>
</table>
### Technology

<table>
<thead>
<tr>
<th>Technology</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTE</td>
<td>1, 3, 7, 8, 20, 28, 38, 40</td>
</tr>
<tr>
<td>WCDMA</td>
<td></td>
</tr>
</tbody>
</table>

### Package Contents

Your mobile router package includes the following:

- AT&T Unite Express 2 (AirCard 797S Mobile Hotspot)
- Pre-installed SIM card
- Removable lithium ion battery
- AC charger
- USB cable
- Quick Start Guide

### Port Specifications

The mobile router provides one micro-USB 2.0 port.

### Security Specifications

Supported security features:

- Content filtering/Parental controls
- Wi-Fi security encryption
- Wi-Fi Protected Setup (WPS)
- VPN pass-through
- NAT firewall
- Password protected administration UI
Wi-Fi Specifications

Wi-Fi support:
- WiFi 802.11ac, 2x2 MIMO
- Dual-Band 2.4/5 GHz, standalone or simultaneous
- WPS (Wi-Fi Protected Setup)