

**NETGEAR®**

# User Manual

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## Nighthawk 5G Mobile Hotspot

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**NETGEAR, Inc.**  
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Thank you for purchasing this NETGEAR product.

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# 1

## Get Started

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This product regularly checks for new firmware and downloads any that is appropriate, 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:

- [Meet Your Mobile Hotspot](#)
- [Status LED](#)
- [Set Up Your Mobile Hotspot](#)
- [Recharge the Battery](#)
- [Connect to the Internet](#)
- [Replace a SIM Card](#)
- [Home Screen](#)
- [Powering Off/Resetting the Device](#)
- [Security Credentials](#)
- [Connect to the Mobile Hotspot With Tethering](#)
- [Customize the Mobile Hotspot Settings](#)
- [Log in to Your Mobile Hotspot Web Page](#)

# Meet Your Mobile Hotspot

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



Figure 1. Mobile hotspot buttons and connectors

The mobile hotspot comes with a USB-C charging cable.



Figure 2. Mobile Hotspot Charging Cable



## Status LED

The status LED indicates data connection status:

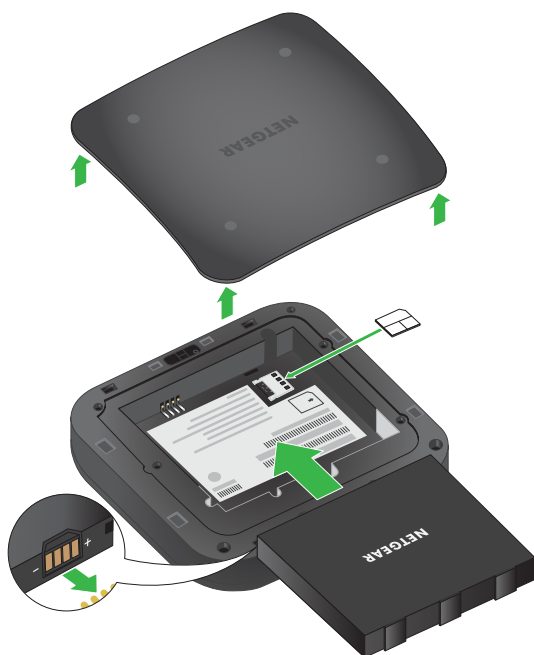
- **Blue, slow blink.** The mobile hotspot is ready.
- **Blue, double-blink.** The mobile hotspot is transferring data.
- **Red, slow blink.** The mobile hotspot is not connected to the network.

## Set Up Your Mobile Hotspot

The mobile hotspot comes with a preinstalled SIM card.

### To set up your mobile hotspot:

1. Insert the battery.



2. Install the back cover.
3. Firmly close the back cover.
4. Tap **Power** to power on the mobile hotspot.

## Recharge the Battery

Your battery comes partially charged.

### To recharge your battery:

1. Connect the USB-C charging cable to your mobile hotspot.



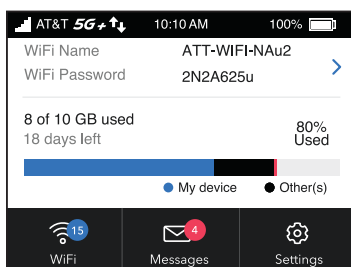
2. Connect the other end of the cable to the USB port on your computer or to the USB charger.

## 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 WiFi network to access the Internet.

### To connect to the Internet:

1. Tap **Power** to turn on the mobile hotspot.  
The device powers up and the Power Off/Restart menu appears.



2. On your laptop or WiFi device, open your WiFi network connection manager.
3. Connect your device to the hotspot with the WiFi name and password.

# Replace a SIM Card

The mobile hotspot comes with a preinstalled SIM card. This step is optional for initial setup.

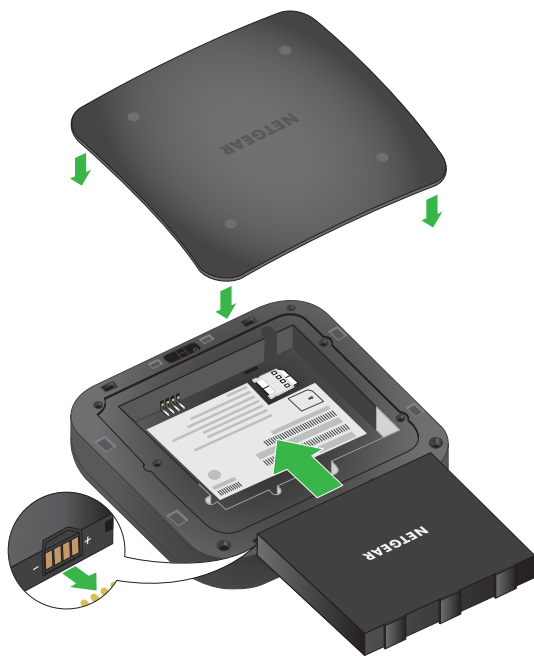
## **To replace a SIM card:**

1. Remove the back cover 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 to view the mobile hotspot's status, configure WiFi settings, view data usage details, and view system alerts.

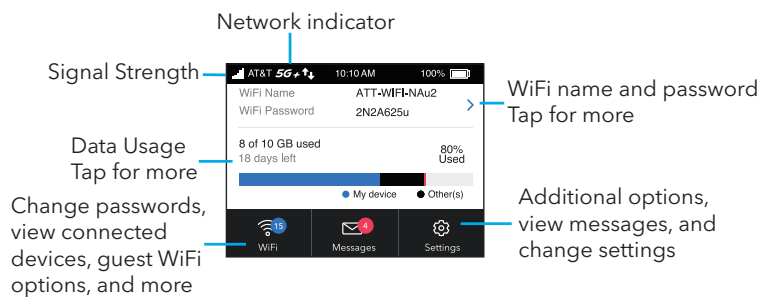





Figure 3. LCD screen display

Table 1. Icons

Icons	Description
	This indicates the strength of the mobile broadband network signal.
	Your 5G wireless device displays the following network indicator to let you know you are connected to AT&T's 5G+ network.
	This indicates the amount of charge in the battery.

## Powering Off/Resetting the Device

To power off or reset the device:

1. Hold down the **Power** button for 5 seconds.  
The Power Off/Reset menu appears and you are prompted to power off or reset the device.
2. Tap **Power Off** to power off the device, or choose **reset** to reset the device.

## Security Credentials

Three passwords are associated with the mobile hotspot:

- **WiFi password.** Use this to connect your computer or WiFi device to your mobile hotspot network. This character string is unique to your device. It displays on the main mobile hotspot touch screen. If the screen is blank (a power-saving feature), press and quickly release the Power button. The default WiFi password is also printed on a label under the battery.  
For information about changing WiFi passwords, see [Change WiFi Encryption Settings](#) on page 34.
- **Web 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, **attadmin**, is printed on a label under the battery. The password should be changed after installation by the user, and can be 5-31 characters in length.

# Connect to the Mobile Hotspot With Tethering

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

**Note:** The computer's operating system detects the Nighthawk 5G Mobile Hotspot the first time you use the USB-C cable to connect the computer to the mobile hotspot.

## To install drivers on computers running Windows:

1. Ensure that the mobile hotspot is powered off.
2. Connect the mobile hotspot to your computer using the USB cable.



The mobile hotspot automatically powers on.

**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.

# Customize the Mobile Hotspot Settings

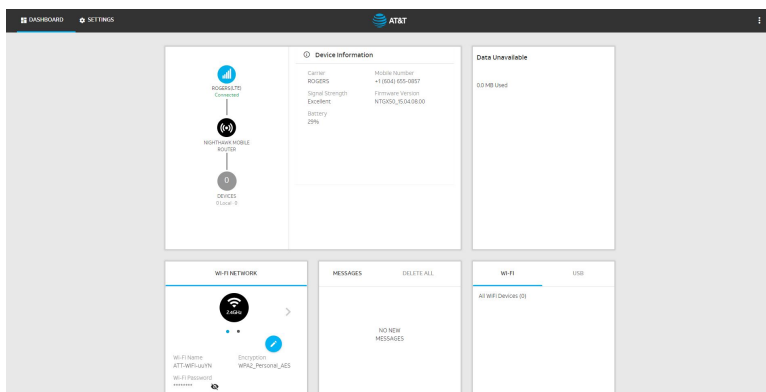
You can personalize the mobile hotspot and change its settings on the web page.

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

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.



## Log in to Your Mobile Hotspot Web Page

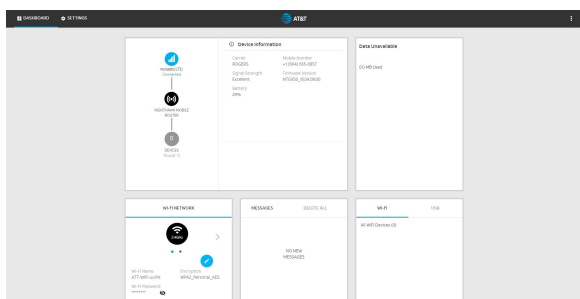
Your mobile hotspot comes configured and ready to use as is. You can use the mobile hotspot web page to manage advanced settings.

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

1. From the computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** for tethered connections and for WiFi connections, **http://192.168.2.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.



# 2

## Use Your Mobile Hotspot

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

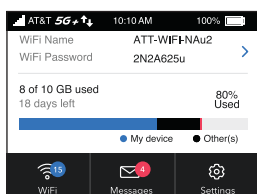
- [View Estimated Data Usage on the Mobile Hotspot](#)
- [View Data Usage on the Mobile Hotspot Web Page](#)
- [View Messages From the Mobile Hotspot](#)
- [View Messages From the Mobile Hotspot Web Page](#)
- [Delete a Message From the Mobile Hotspot](#)
- [Delete a Message From the Mobile Hotspot Web Page](#)
- [View Alerts From the Mobile Hotspot](#)
- [View Alerts From the Mobile Hotspot Web Page](#)
- [Turn On Dual-Band WiFi From the Mobile Hotspot Web Page](#)
- [Turn On Dual-Band WiFi From the Mobile Hotspot](#)
- [Manage Your Broadband Network Connection](#)
- [Connect to WiFi](#)
- [Manage WiFi](#)
- [Manage WiFi Security](#)



## View Estimated Data Usage on the Mobile Hotspot

### To view estimated data usage on the mobile hotspot:

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



The LCD screen shows the estimated data usage for the current billing cycle. Tapping in the data usage area provides more detailed information and options for configuring usage limit warnings.

## View Data Usage on the Mobile Hotspot Web Page

### To view data usage information on the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.

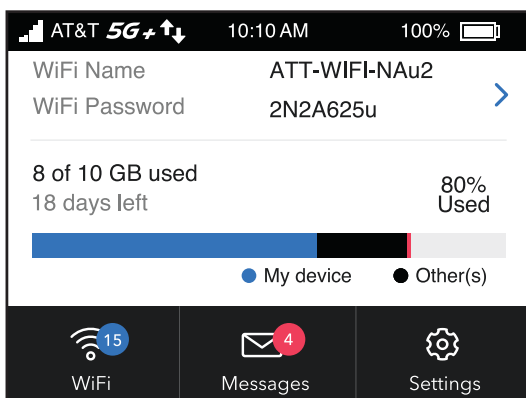
The mobile hotspot web page displays the data usage for the current billing cycle and for the current broadband session.

## View 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. Tap **Power** to wake the mobile hotspot.
2. Tap the **Messages** icon.  
The **Messages** screen displays.
3. Tap the message to read the full text.

**Note:** If you are logged in as an administrator, the **Messages** option on the side menu indicates unread network messages. You can view SMS messages from your network service provider on the mobile hotspot web page.

## View Messages From the Mobile Hotspot Web Page

### To view messages from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.

## 4. Select **Messages**.

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

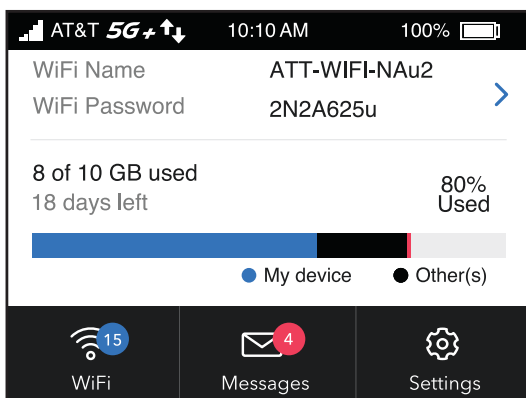
## 5. Click a message to read the full text.

# Delete a Message From the Mobile Hotspot

You can delete messages from your mobile hotspot display.

## To delete messages from the mobile hotspot display:

### 1. Tap **Power** to wake the mobile hotspot.



### 2. Tap the **Messages** icon.

The **Messages** screen displays.

### 3. Tap the message to select it.

### 4. Tap the **Delete** button.

The message is deleted.

# Delete a Message From the Mobile Hotspot Web Page

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

### 1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.

### 2. Enter **http://192.168.1.1** or **http://192.168.2.1**.

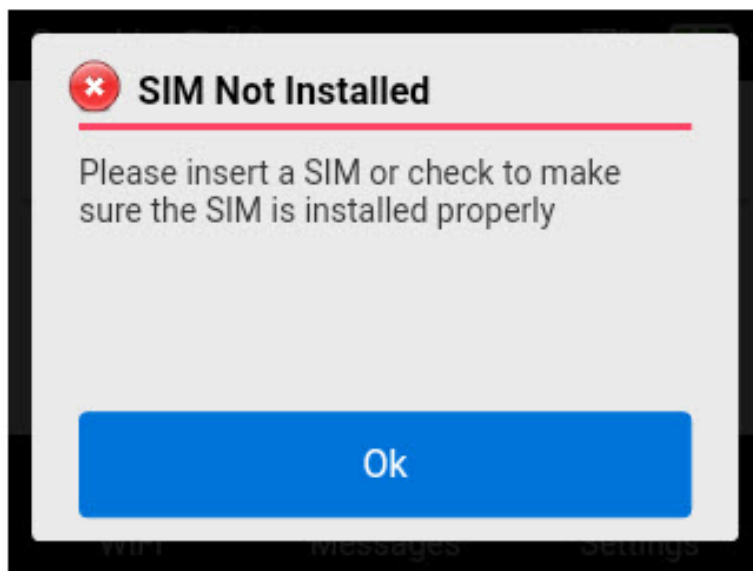
The mobile hotspot web page displays.

3. Enter the administrator login password.  
The default password is attadmin. The password is case-sensitive.  
The home page displays.
4. Select **Messages**.  
A list of messages displays, showing the first portion of the text.
5. Select the message and click the **Delete** button.  
The message is deleted.

## View Alerts From the Mobile Hotspot

When you unlock the device screen, the device displays any current alerts.

1. Unlock the device.  
Any current alerts are shown on the display. For example, if no SIM card is installed, the following alert appears:



2. Use the arrow keys to cycle through the alerts and view each alert.  
After you have viewed the alerts, the dashboard appears.

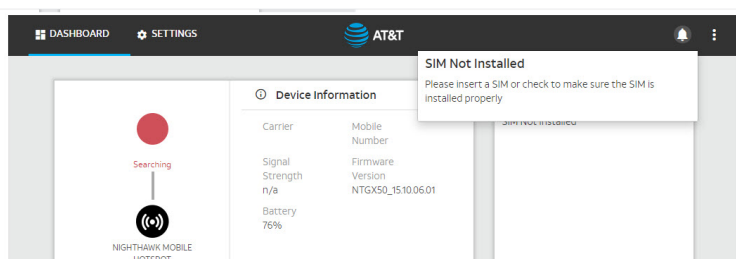
# View Alerts From the Mobile Hotspot Web Page

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 WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.

Any current alerts are shown on the display. For example, if no SIM card is installed, the following alert appears:



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

# Turn On Dual-Band WiFi From the Mobile Hotspot Web Page

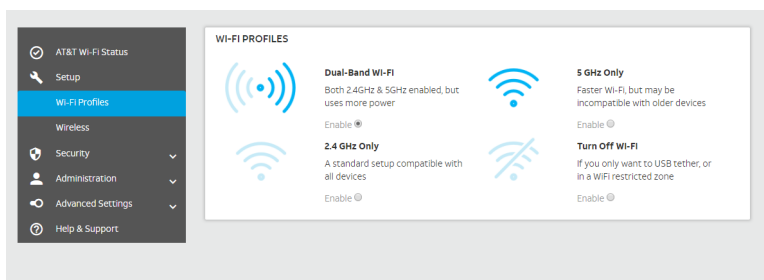
The mobile hotspot can broadcast WiFi signals in the 2.4 GHz and 5 GHz WiFi bands. Note that the overall throughput speed could decrease when WiFi dual-band is enabled.

## To turn on dual-band WiFi from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.  
The default password is attadmin. The password is case-sensitive.  
The home page displays.
4. Select **WiFi > Options**.



5. Select **Dual-Band WiFi**.  
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 WiFi connections.

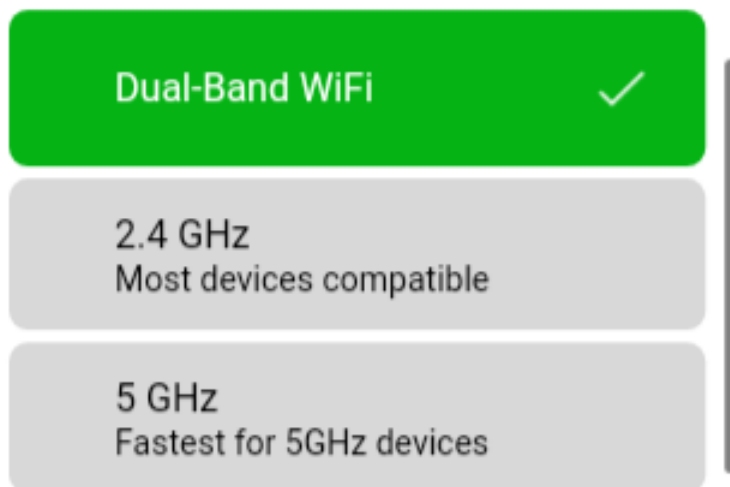
## Turn On Dual-Band WiFi From the Mobile Hotspot

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

### To turn on dual-band WiFi from the mobile hotspot web page:

1. Tap **Power** to wake the device.
2. Tap the **WiFi** button.  
The WiFi screen displays.
3. Tap the **Band** button.  
The Band screen displays.

## Band



4. Tap **Dual-Band WiFi**.
5. Tap the **OK** button.  
Your settings are saved.

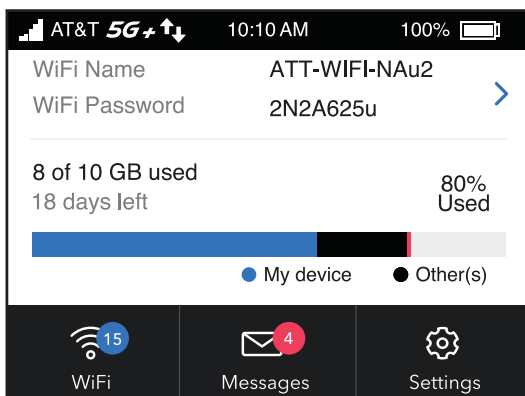
## Manage Your Broadband Network Connection

You can view the mobile broadband network status, turn domestic data on and off, and turn international roaming on and off.

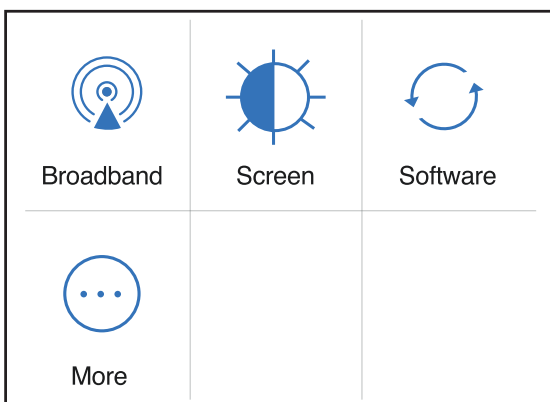
## View Mobile Broadband Network Status From the Mobile Hotspot

### To view network status from the mobile hotspot:

1. To wake the device, tap **Power**.



2. Tap **Settings**.



3. Tap **Broadband**.  
The Broadband screen displays the network status.
4. To view details about the network status, tap **Status**.  
The Network Status screen displays.



## View Mobile Broadband Network Status From the Mobile Hotspot Web Page

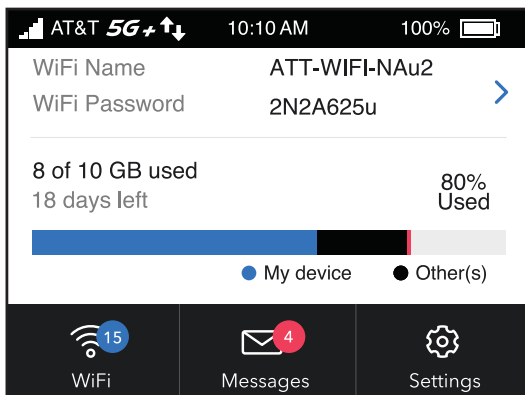
### To view network status from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is attadmin. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Network**.  
The Status page displays.
5. View the Network Status section.

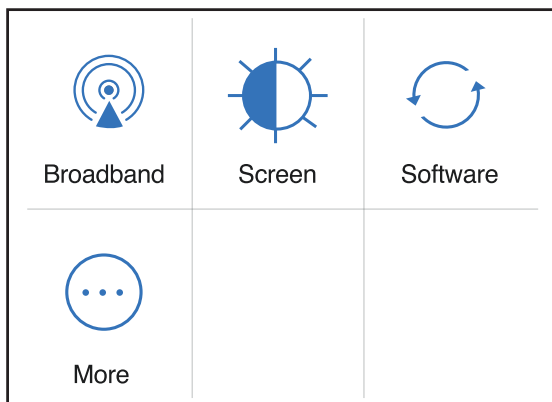
## Turn Domestic Data On and Off From the Mobile Hotspot

### To view network status from the mobile hotspot:

1. To wake the device, tap **Power**.



2. Tap **Settings**.



3. Tap **Broadband**.  
The Broadband screen displays the network status.
4. Tap **Domestic Data**.  
The Domestic Data screen displays.
5. Tap **Domestic Data On/Off**.  
Your settings are saved.

## Turn Domestic Data Off From the Mobile Hotspot Web Page

**Note:** You can turn domestic data off, but not on from the web page.

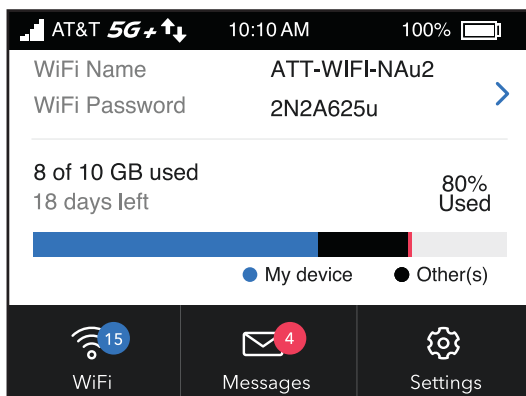
### To turn domestic data off from the mobile hotspot:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is attadmin. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Advanced Settings > Cellular**.  
The preferences page displays.
5. Uncheck the **Data** check box.  
The Save and Cancel buttons display at the bottom of the page.
6. Click the **Save** button.  
Your settings are saved.

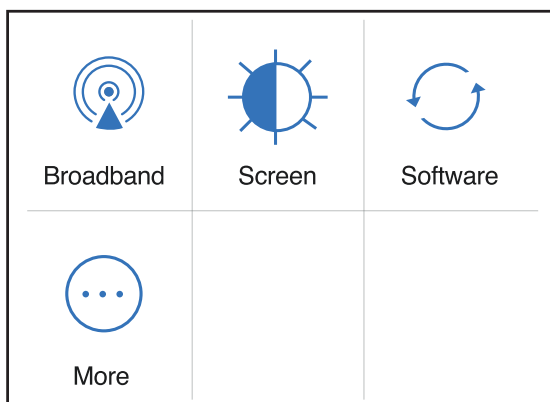
## Turn International Roaming On and Off From the Mobile Hotspot

### To view network status from the mobile hotspot:

1. To wake the device, tap **Power**.



2. Tap **Settings**.



3. Tap **Broadband**.  
The Broadband screen displays the network status.
4. Tap **International Roaming**.  
The International Roaming screen displays.
5. Tap **International Roaming On/Off**.  
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 WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Advanced Settings > Cellular**.  
The preferences page displays.
5. Uncheck the **Roaming Data** check box.  
The Save and Cancel buttons display at the bottom of the page.
6. Select the **Save** button.  
Your settings are saved.

## Connect to WiFi

You can connect up to 20 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 WiFi networks, see [View Mobile Broadband Network Status From the Mobile Hotspot](#) on page 24.

### To connect using the WiFi password:

1. On the WiFi device, view the list of available WiFi networks.
2. Connect to the network that corresponds to your mobile hotspot network as displayed on the LCD screen.
3. When prompted, enter the WiFi password for your mobile hotspot network.  
The WiFi 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.

# Manage WiFi

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

On the mobile hotspot web page, the following WiFi profiles are available:

- **Default, 2.4 GHz only.** Share your main WiFi with 2.4 GHz devices that you trust.
- **5 GHz WiFi.** Share your main WiFi with 5 GHz devices that you trust.
- **Turn Off WiFi.** Turn off WiFi.

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

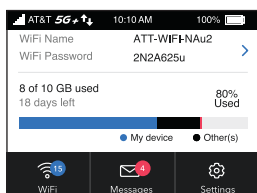
**Note:** Whenever you change WiFi settings, any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

## Turn On 5 GHz WiFi From the Mobile Hotspot

When all of your devices support 5 GHz WiFi, use 5 GHz WiFi for faster downloads.

**To turn 5 GHz WiFi on and off from the mobile hotspot:**

1. Tap **Power** to wake the device.



2. Tap the **WiFi** button.  
The WiFi screen displays.
3. Tap the **Band** button.  
The WiFi Band screen displays.
4. Tap the **5 GHz** radio button.  
A message displays to tell you that changing the WiFi info temporarily causes connectivity loss.
5. Tap the **OK** button.  
Your settings are saved.

## Turn On 5 GHz WiFi From the Mobile Hotspot Web Page

When all of your devices support 5 GHz WiFi, use 5 GHz WiFi for faster downloads.

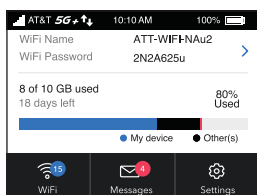
### To turn on 5 GHz WiFi from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1/**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is attadmin. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Setup > WiFi Profiles** .  
The WiFi Options page displays.
5. Select **5GHz Only**.  
The Save and Cancel buttons display at the bottom of the page.
6. Click the **Apply** button.  
A message displays telling you that to save this change, your device must restart WiFi connections.
7. Click the **Continue** button.  
Your settings are saved.

## Specify WiFi Settings From the Mobile Hotspot

### To specify the WiFi settings from the mobile hotspot:

1. Tap **Power** to wake the device.



2. To turn the WiFi signal on or off:
  - a. Tap the **WiFi** button.  
The WiFi screen displays.
  - b. Tap the **Options** button.

The WiFi Options screen displays.

c. Tap the **WiFi** field.

d. To toggle the WiFi radio, tap **WiFi On/Off**.

A message displays to tell you that changing the WiFi info temporarily causes connectivity loss.

e. Tap the **OK** button.

Your settings are saved.

3. To power down the WiFi radio after a set period of inactivity:

a. Tap the **WiFi** button.

The WiFi Options screen displays.

b. Tap the **Options** button.

The WiFi Options screen displays.

c. Tap the **WiFi Standby** field to modify the standby timer.

The WiFi Standby screen displays.

d. Tap the setting for the selection that you want.

The Changes Saved screen appears.

e. Tap **OK** to continue.

Your settings are saved.

Use the mobile hotspot web page to set up a profile that is more detailed than the basic profiles offered on the mobile hotspot.

## Change WiFi Settings From the Mobile Hotspot Web Page

### To select a WiFi profile or create a custom profile on the mobile hotspot web page:

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

2. Enter **http://192.168.1.1** or **http://192.168.2.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Settings > Setup > Wireless**.



5. Click the WiFi network to select it.
6. To allow the WiFi information to be displayed on the mobile hotspot home screen, leave the WiFi Info on Home check box selected.
7. Click the **Apply** button.

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

Your settings are saved.

## Manage WiFi Security

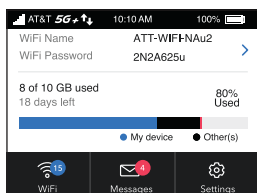
**Note:** When you change the WiFi settings, the mobile hotspot resets. Any devices connected to the mobile hotspot are disconnected when the mobile hotspot resets.

## Change WiFi Network Name and Password From the Mobile Hotspot

The WiFi network name identifies your WiFi network and is visible to other WiFi-enabled devices.

**To change the network name and password from the mobile hotspot.**

1. Press the **Power** button to wake the device.



2. Tap the **WiFi** button.

The WiFi screen displays.
3. Tap the **Main WiFi** button.

The settings screen for the network displays.
4. Tap the **Pencil** (Edit) icon beside the name or password.

A message displays telling you that currently connected devices must re-authenticate to the network with the updated information.
5. Tap the **Continue** button.

The message closes.

6. Enter the new WiFi name and password.
7. Tap the **Done** button.  
Your settings are saved.

## Change WiFi Network Names and Passwords From the Mobile Hotspot Web Page

The WiFi network name identifies your WiFi network and is visible to other WiFi-enabled devices.

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

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Setup > Wireless**.  
The WiFi connect page displays.
5. Change the **WiFi Name** and **WiFi Password** fields as desired.
6. Click the **Continue** button.  
A message displays telling you that to save this change, your device must restart WiFi connections.
7. Click the **Continue** button.  
Your settings are saved.  
All devices that were connected must reconnect with the new name and password.

## Change WiFi Encryption Settings

For information about WiFi security, see [Security Credentials](#) on page 13.

### To change the type of security used for main WiFi:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Settings > Setup > Wireless**.

The wireless settings display.

5. In the Encryption menu for main WiFi or guest WiFi, select a security option:

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

The Apply and Discard buttons display at the bottom of the page.

6. Click the **Apply and Discard** button.

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

7. Click the **Continue** button.

Your settings are saved.

8. Reconnect your WiFi devices, if necessary, using the new WiFi credentials.

# 3

## Manage Security

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For information about WiFi security settings, see [Manage WiFi Security](#) on page 33.

The chapter covers the following topics:

- [Change the Mobile Hotspot Web Page Login Settings](#)
- [Activate SIM Security](#)

# 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 WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is attadmin. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Administration > Set Password**.  
The password settings are displayed.
5. In the **Set Password** field, change the password used to log in as an administrator.  
Best practice is to set a more secure password.  
Enter a maximum of 31 characters.
6. Click the **Apply** button.  
Your settings are saved.

# Activate SIM Security

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

## To activate SIM security:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.

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

The home page displays.

4. Select **Settings > Security > SIM Security**.

The SIM Security page displays.

5. Click the **Activate** button.

6. Enter your PIN and click the **Apply** button.

If you enter an incorrect PIN three times, the SIM is blocked. If the SIM is blocked, contact your network service provider to receive a PUK number to unblock the SIM.

# 4

## Maintain Your Mobile Hotspot

---

The chapter covers the following topics:

- [Extend Battery Life](#)
- [View Details About Your Device From the Mobile Hotspot](#)
- [View Details About Your Device From the Mobile Hotspot Web Page](#)
- [Add and Select Access Point Names \(APN\)](#)
- [Enable DMZ](#)
- [Update Mobile Hotspot Software and Firmware](#)

# 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).
- WiFi range.

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

- Adjust WiFi settings.
- Adjust display settings.
- Use tethered USB.

## Adjust WiFi Settings to Optimize Battery Life

Set the standby timer to a shorter period to minimize the wait time when no devices are connected to either WiFi network before going into standby mode (the WiFi radios turn off).

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

You can set the following WiFi options to optimize battery life:

- Adjust the display settings. See [Set the Display to Increase Battery Life From the Mobile Hotspot Web Page](#) on page 41.
- Set the WiFi standby to 5 minutes.

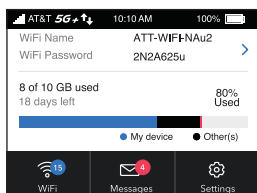
## Set the Display to Increase Battery Life From the Mobile Hotspot

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

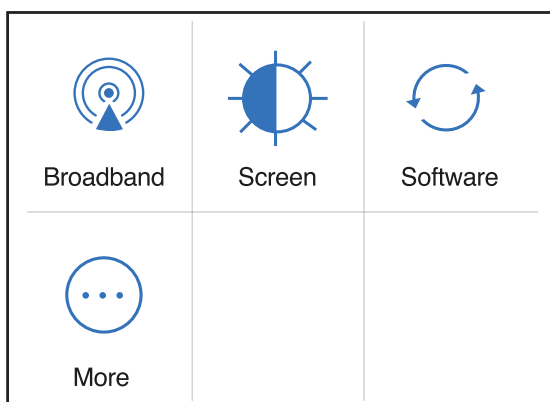


## To change the screen brightness from the mobile hotspot.

1. Tap **Power** to wake the device.



2. Tap the **Settings** button.



3. Tap the **Screen** button.  
The settings screen for the network displays.
4. Slide the **Screen Brightness** slider to the brightness that you want.  
Your settings are saved.
5. Tap the **Screen Timeout** button.  
The Screen Timeout screen displays.
6. Tap the field for the selection that you want.  
Your settings are saved.

## Set the Display to Increase Battery Life From the Mobile Hotspot Web Page

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

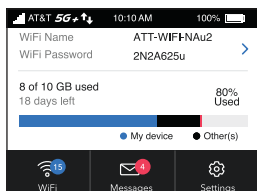
**To adjust display settings to increase battery life from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Advanced Settings > Device**.  
The device settings page opens.
5. Adjust any of these settings:
  - **Screen Brightness** . From the menu, select the screen brightness level.
  - **Screen Timeout** . From the menu, select a shorter time period.
6. Click the **Accept** button.  
Your settings are saved.

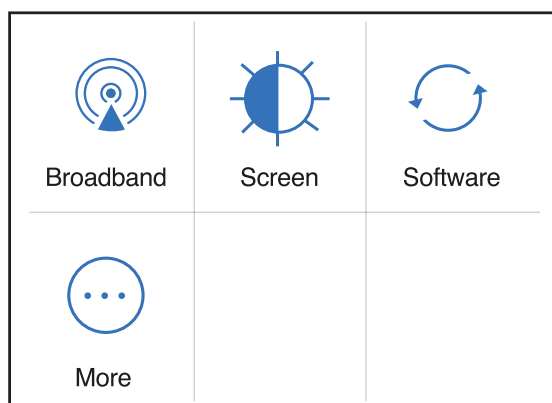
## View Details About Your Device From the Mobile Hotspot

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

1. Tap **Power** to wake the device.



2. Tap the **Settings** button.



3. Tap the **More** button.  
The additional settings screen displays.
4. Tap the **Device Information** button.  
The Device Information screen displays.

## View Details About Your Device From the Mobile Hotspot Web Page

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 WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Account**.  
The About page displays details for your mobile hotspot.

## Add and Select Access Point Names (APN)

Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider. You can add additional APNs and select among the configured APN for use by the mobile hotspot. The mobile hotspot checks the APN to determine the type of network connection to establish.

### Add an APN for Another Network

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

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Advanced Settings > Cellular**.  
The Add APN screen displays.
5. Click the **Add** button.  
The APN page displays.
6. Specify the APN name.  
The APN name is a label for display in the UI.

7. Specify the APN

This step specifies the APN as defined by the carrier

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. Select the network authentication mode:

- **None**
- **PAP**
- **CHAP**
- **PAP or CHAP**

11. Enter the name and password, if they are required for the network.

12. Click the **ADD** button.

The entry is added to the table.

## Select an APN to Use

### To select an APN to use:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.

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

The home page displays.

4. Select **Settings > Advanced Settings > Cellular**.

The APN page displays.

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

The APN is selected.

## Remove an APN Entry

### To remove an APN entry:

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

2. Enter **http://192.168.1.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Settings > Advanced Settings > Cellular**.

The APN page displays.

5. Select the box to the left of the APN.

6. 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.

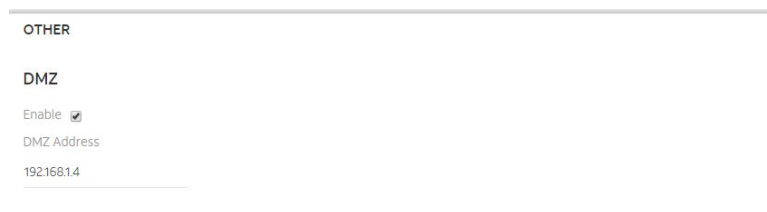
### To enable the DMZ and designate a computer to screen incoming traffic:

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

2. Enter **http://192.168.1.1**.

The mobile hotspot web page displays.

3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Advanced Settings > Other**.  
The mobile hotspot page displays.
5. Scroll down to display the DMZ section.



OTHER

DMZ

Enable ☒

DMZ Address

192.168.1.4

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 WiFi, the first WiFi client's IP address is usually 192.168.2.XX.
8. Click the **Apply** button.  
Your settings are saved.

## Update Mobile Hotspot Software and Firmware

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

## Update Mobile Hotspot Software and Firmware in Response to an Alert

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

1. To wake the device, tap **Power**.  
The home screen displays.
2. Tap **Power** again.  
The alert message displays.
3. Press and hold the **Power** button.  
The update process starts.  
After the update install completes, the mobile hotspot reboots.



# 5

## Frequently Asked Questions

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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 or Wifi device.
- Turn off or temporarily disable any security programs or firewalls.
- If possible, try using another computer or WiFi 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.
- Check the device information screen to make sure the SIM information is displayed (to ensure the MHS sees the SIM).
- 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 WiFi 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 Off From the Mobile Hotspot Web Page](#) on page 27.

## How do I find out how many devices are connected to my mobile hotspot's WiFi networks?

The number next to the **WiFi** button on the mobile hotspot's LCD home screen is the number of users (or devices) connected to your WiFi network. When you log in to the mobile hotspot web page, the number of connected devices displays on the home page.

## What do I do if the No Signal icon displays?

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

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

If you are using your mobile hotspot while connected to a VPN, you might not be able to access the mobile hotspot web page using **http://192.168.2.1**.

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 WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1** or **http://192.168.2.1**.  
The mobile hotspot web page displays.
3. Enter the mobile hotspot password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Advanced Settings > Cellular**.

**CELLULAR**

Data ☒ **Network Mode**  
Auto

Roaming Data ☐  
Switching to Manual Network Mode will temporarily disconnect you from the device

Band Region  
All Bands

**Network Selection**

**APN** DELETE ADD

Active	APN Name	APN	PDP	PDP Roaming	Authentication
<input checked="" type="checkbox"/>	AT&T Mobile	broadband	IPV4	IPV4	None

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 WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The mobile hotspot web page displays.

## What do I do if I forget my attadmin login password?

The default attadmin login password is **attadmin**, and the mobile hotspot web page URL is **http://192.168.2.1**.

If you changed the attadmin login password and can't remember the password that you created, you must reset the mobile hotspot back to factory defaults. See [Reset the Mobile Hotspot](#) on page 60.

# 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 WiFi devices. Review the following possibilities:

- Check your signal strength and network type (for example, 5G is generally faster than 4G).
- Check WiFi interference by powering the mobile hotspot off and on to find a better WiFi channel.
- Change the WiFi 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, tap 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 WiFi 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 WiFi 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 WiFi 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:  
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 WiFi 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 WiFi network connection.

It appears as a series of numbers and letters. This is the MAC address of your WiFi 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 WiFi 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 WiFi 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 WiFi network name doesn't appear in the list of networks?

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

- Refresh the list of networks.
- If the LCD screen is dark, the WiFi radio might be asleep. Tap the **Power** button to wake the mobile hotspot.
- Check the WiFi band settings and consider using the 2.4 GHz band for increased compatibility with client devices.

# 6

## Troubleshooting

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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 18.

## SIM Not Installed

Ensure that the micro SIM card is installed correctly. The mobile hotspot comes with a preinstalled SIM. For information about replacing a SIM, see [Replace a SIM Card](#) on page 11.

## SIM Error – Check SIM

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

## SIM Locked

You can unlock the SIM.

### **To unlock the micro SIM card from the mobile hotspot web page:**

1. Contact customer service for the PIN to unlock the micro SIM card.
2. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
3. Enter **http://192.168.1.1**.  
The mobile hotspot web page displays.
4. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
5. Enter the micro SIM PIN when prompted.
6. Click the **Save** button.  
Your settings are saved.

### Temperature-Related Alerts

The mobile hotspot is designed to work over a wide temperature range. (For more information, see [Environmental Specifications](#) on page ?.) 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.

### Reset the Mobile Hotspot

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

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

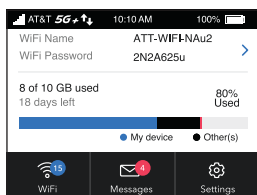
**Note:** When you reset the mobile hotspot, any currently connected devices lose access and must be reconnected after the mobile hotspot restarts.

### Reset the Mobile Hotspot From the Mobile Hotspot

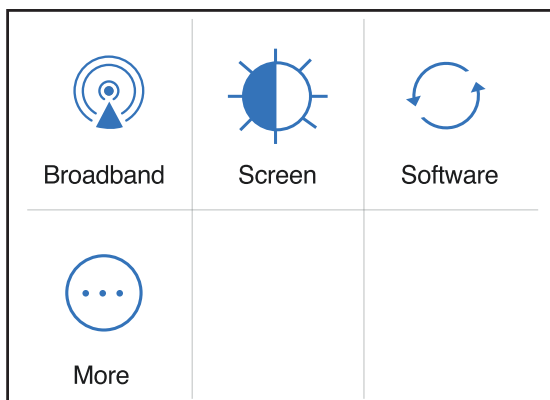
Start with the mobile hotspot turned on.

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

1. Tap **Power** to wake the device.



2. Tap the **Settings** button.



3. Tap the **More** button.  
The additional settings screen displays.
4. Tap the **Factory Reset** button.  
A message displays telling you that devices currently connected will lose Internet access.
5. Tap the **Yes** button.  
The mobile hotspot resets to its factory settings.

## Reset the Mobile Hotspot From the Mobile Hotspot Web Page

### To reset the mobile hotspot to its factory settings:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter **http://192.168.1.1**.  
The mobile hotspot web page displays.
3. Enter the administrator login password.  
The default password is **attadmin**. The password is case-sensitive.  
The home page displays.
4. Select **Settings > Administrator > Factory Reset**.  
The Factory Reset page displays.
5. Click the **Reset Defaults** button.

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

6. Click the **Yes** button.

The mobile hotspot returns to its factory settings.

# A

## Specifications

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This appendix covers the following topics:

- [Battery Specifications](#)
- [Display Specifications](#)
- [Mechanical Specifications](#)
- [Mobile Band Specifications](#)
- [Package Contents](#)
- [Port Specifications](#)
- [Security Specifications](#)
- [WiFi Specifications](#)
- [Environmental 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 a 2.4 in. LCD touch screen.

# Mechanical Specifications

Table 2. Physical dimensions

Parameter	Dimension
Weight	240 g (2.47 oz) with battery
Length	125 mm (4.92 in.)
Width	105 mm (4.13 in.)
Thickness	21.5 mm (0.81 in.)

# Mobile Band Specifications

Table 3. Mobile Bands

Technology	Band
4G/LTE bands	2, 4, 5, 12, 29, 30, 46, 66
5G	n260

# Package Contents

Your mobile hotspot package includes the following:

- Nighthawk 5G Mobile Hotspot
- Pre-installed SIM card
- Removable lithium ion battery
- AC charger
- USB Type-C cable
- Quick Start Guide

## Port Specifications

The mobile hotspot provides one USB 3.1 Type-C port.

## Security Specifications

Supported security features:

- WiFi security encryption
- VPN pass-through
- NAT firewall
- Password protected administration UI

# WiFi Specifications

WiFi support:

- WiFi 802.11ac, 2x2 MIMO
- 2.4/5 GHz Standalone

# Environmental Specifications

Table 4. Recommended operating and storage temperatures

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