NIGHTHAWK 5G

User Manual

Nighthawk 5G M8 Pro

Model: MR8400

202-12921-02
November 2026

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Compliance

FCC regulations restrict operation of this device to indoor use only when it is operating in the 6 GHz band (5.925-7.125 GHz). The operation of 6 GHz band devices is prohibited on oil platforms, cars, trains, boats, and aircraft, except that operation of this device is permitted in large aircraft while flying above 10,000 feet. Operation of transmitters in the 5.925-7.125 GHz band is prohibited for control of or communications with unmanned aircraft systems.

6 GHz is available only when the device is powered by an AC adapter and connected to AC mains. The device cannot be used outdoors on 6 GHz, as required by FCC/IC rules.

When using external antennas, their net gain (antenna + cable loss) must be less than what is specified in "LTE and 5GNR transmission specifications" in Appendix A, "Specifications" as required by the FCC.

ISED regulation requires that the device shall not be used for control of or communications with unmanned aircraft systems. Operation shall be limited to indoor use only. Operation on oil platforms, automobiles, trains, maritime vessels and aircraft shall be prohibited except for on large aircraft flying above 3,048 m (10,000 ft).

In the Singapore market, only 2-pin EU (Type C) and 3-pin UK (Type G) plug adapters are approved and suitable for use with this device.

Restrictions applicable in AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MT/NL/NO/PL/PT/RO/SI/SK/TR/FI/SE/CH/UK(NI)/HR/HK:

Operation in 5150-5350MHz and 5470-5875MHz is restricted to indoor use only. This device is restricted to indoor use only when operating in the 5945 to 6425 MHz band (to the extent that these frequencies are made available).

This equipment should be installed and operated with a minimum distance of 20 cm between the

radiator and your body.
SAR is measured with the device at 10 mm to the body, while transmitting at the highest certified output power level in all frequency bands of the device. The maximum SAR value is 1.6 W/kg (body) averaged over 1 gram of tissue.

Revision History

Publication Part Number	Publish Date	Comments
202-12921-02	November 2026	Improved grammar and style guide alignment, and updated the default IP address.
202-12921-01	October 2026	Initial publication

Contents

Introduction 1

Overview and Setup 3
- Install or replace a SIM card 3
- Set up for travel or fixed use 4
  - Travel setup 4
  - Fixed setup 5
  - Set up Plugged-In Mode for fixed usage 6
- Power on your mobile hotspot and finish setup 7
- View the home screen 9
- Charge a mobile device with Battery Boost 10
- Power off or restart your mobile hotspot 10
- Wake your mobile hotspot from standby 10
- Set up an eSIM or install a SIM card 10
  - Set up a third-party eSIM in the NETGEAR app 11
- Download the NETGEAR app 11
- Manage your mobile hotspot with NETGEAR Insight 12

Connect Devices to the Internet 14
- Connect to WiFi using the SSID and password 14
- Connect to WiFi using the QR code and view WiFi settings 15
- Connect a computer to the internet using tethering 16
- Connect a computer to the internet using Ethernet 17

View Alerts, SMS Messages, and Usage Information 18
- View alerts from your mobile hotspot 18
- Update software and firmware from an Update Available alert 19
- View SMS messages from your mobile hotspot 20
- Delete an SMS message from your mobile hotspot 21
- View data usage from your mobile hotspot 21
- View mobile broadband network status from your mobile hotspot 22
- View a network map of connected devices 22
- View details about your mobile hotspot 22
- View the current firmware version 23
- Change user interface language 23

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Manage your Mobile Hotspot from the NETGEAR App 24
Manage eSIMs and physical SIM 24
Best practices for travel eSIMs 25
Switch between eSIMs and physical SIM 25
Delete eSIMs 27
Change WiFi band settings 27
Change WiFi network name, password, encryption, or channel settings 28
Change WiFi standby, range, bandwidth, and info display settings 29
Enable or disable WiFi offloading 30
Configure cellular settings 30
Configure access point names (APNs) 31
Add an APN for another network 31
Select an APN to use 32
Remove an APN entry 32
View data usage 33
Change display settings 33
View details about your mobile hotspot 34
Update firmware 34
Factory reset your mobile hotspot 34
View and change the web user interface login password 35

Adjust Network, Security, and Performance Settings 37
Connect through local WiFi or Ethernet to conserve data 37
Enable WiFi offloading 38
Enable Ethernet offloading 38
Change the WiFi network name and password 39
Enable or disable Guest WiFi 39
Change Guest WiFi settings 40
Change WiFi bands or enable dual-band WiFi 41
Disable or re-enable WiFi 41
Change WiFi range 42
Change WiFi standby time 42
Enable or disable Airplane Mode 43
Enable or disable Screen Lock 43
Configure access point names (APNs) 44
Select an APN 44
Add a new APN 45
Edit an APN entry 46
Disable or re-enable domestic data 46
Enable or disable roaming data 47

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Select a cellular band 47
Adjust screen brightness 48
Change screen timeout 48
Hide or show WiFi credentials on the home screen 49
Manually check for software and firmware updates 49
Enable or disable Ethernet 50
Enable or disable IP passthrough 51
Perform a factory reset 52
Change the displayed date format 52
Change the displayed time format 53
Change USB tethering settings 53
Enable or disable GPS 54

Access the Web User Interface to Manage Advanced Settings 55
Log in to the web user interface from a web browser 56
Log in to the web user interface from the NETGEAR app 56
View SMS messages from the web user interface 56
Delete an SMS message from the web user interface 57
View details about your mobile hotspot from the web user interface 57
Enable WiFi offloading from the web user interface 57
Enable Ethernet offloading from the web user interface 58
Disable WiFi or Ethernet offloading from the web user interface 59
Change WiFi encryption or channel settings from the web user interface 59
Change WiFi network name or password from the web user interface 60
Change WiFi band settings from the web user interface 61
Change WiFi standby, range, channel bandwidth, and info display settings from the web user interface 62
Enable or disable the guest WiFi network from the web user interface 62
Change the guest WiFi network settings from the web user interface 63
Enable or disable Airplane Mode from the web user interface 64
Configure access controls from the web user interface 64
Enable SIM security from the web user interface 65
Change the web user interface login password 65
Update firmware from the web user interface 66
Back up mobile hotspot settings from the web user interface 66
Restore backed up settings from the web user interface 66
Factory reset your mobile hotspot from the web user interface 67
Disable the factory reset button from the web user interface 67
Disable or re-enable DNS rebind protection from the web user interface 68
Disable or re-enable the DHCP server feature from the web user interface 68

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View data usage from the web user interface . . . 69
Change tethering settings from the web user interface . . . 69
Configure cellular settings from the web user interface . . . 70
Enable or disable IP pass-through from the web user interface . . . 70
Configure access point names from the web user interface . . . 71
Add an APN for another network . . . 71
Select an APN to use . . . 72
Remove an APN entry . . . 72
Configure port forwarding from the web user interface . . . 72
Configure port filtering from the web user interface . . . 73
Change display settings from the web user interface . . . 74
Disable or re-enable VPN pass-through from the web user interface . . . 74
Disable or re-enable UPnP from the web user interface . . . 75
Configure a DMZ server from the web user interface . . . 75

Troubleshooting . . . 77
View alerts . . . 77
SIM Error: Check SIM or SIM Not Installed . . . 77
SIM Locked . . . 77
Temperature-related alerts . . . 78
Extend battery life . . . 79
Third-party power adapters and USB cables . . . 79
Improve reception with an external antenna . . . 80
Factory reset your mobile hotspot . . . 82

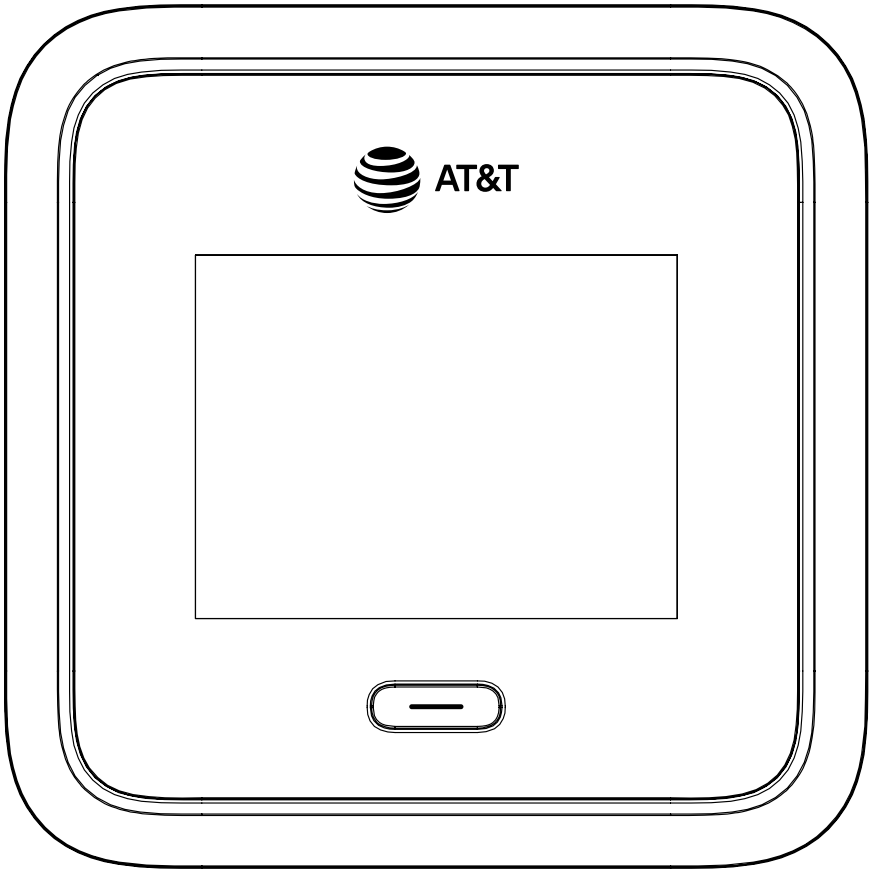
Specifications . . . 83
LTE and 5GNR transmission specifications . . . 83
Mobile band specifications . . . 84
WiFi specifications . . . 85

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Introduction

This user manual is for the NETGEAR Nighthawk 5G M8 Pro WiFi 7 Mobile WiFi Router Model MR8400.

Figure 1.Nighthawk 5G M8 Pro WiFi 7 mobile WiFi router



This manual describes how to manage your mobile WiFi router from the device user interface and web user interface.

NOTE: This manual might refer to the Nighthawk 5G M8 Pro WiFi 7 mobile WiFi router as the mobile hotspot.

The mobile hotspot supports BE5800 tri-band WiFi 7 with dual-band concurrent radio operation and multi-link operation (MLO) for dynamic switching between any two of the three WiFi bands:

- 2.4 GHz radio: 40 MHz channel width, speeds up to 688 Mbps
- 5 GHz radio: 160 MHz channel width, speeds up to 2882 Mbps
- 6 GHz radio: 320 MHz channel width, speeds up to 5764 Mbps

NOTE: 6 GHz WiFi and UNII-4 Indoor AP mode are restricted to indoor use only. The power adapter must be plugged in to activate the 6 GHz band and UNII-4 Indoor AP mode.

The mobile hotspot also provides one 2.5G Multi-Gig RJ45 Ethernet port, one USB 3.2 Type-C port with 10 Gbps tethering support, and two TS-9 external antenna ports.
The mobile hotspot includes a USB power adapter and a USB cable. USB tethering speed depends on the cable that you use.
To view the Nighthawk 5G M8 Pro Quick Start Guide, visit netgear.com.

For more information about the topics covered in this manual, visit the support website at netgear.com/support.

Overview and Setup

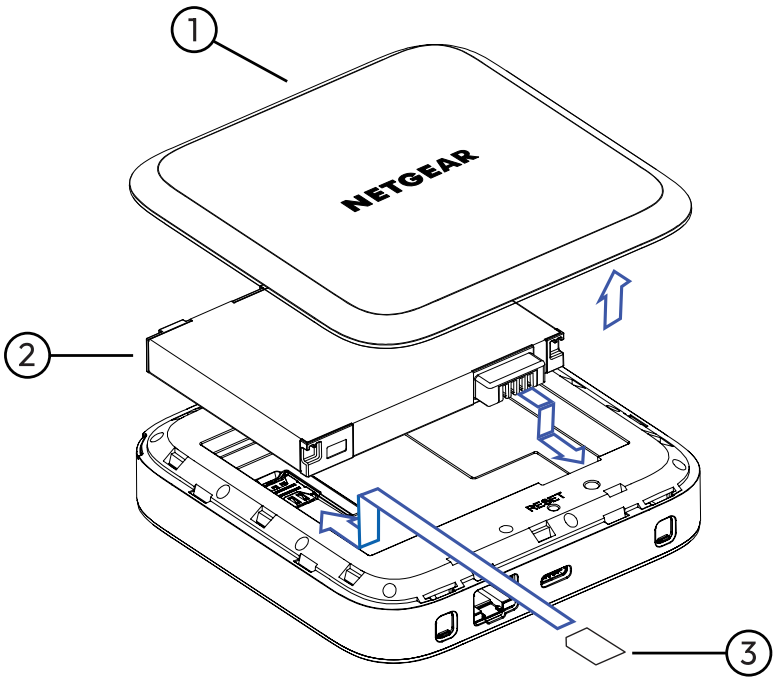
This chapter contains the following sections:

- Install or replace a SIM card
- Set up for travel or fixed use
- Power on your mobile hotspot and finish setup
- View the home screen
- Charge a mobile device with Battery Boost
- Power off or restart your mobile hotspot
- Wake your mobile hotspot from standby
- Set up an eSIM or install a SIM card
- Download the NETGEAR app
- Manage your mobile hotspot with NETGEAR Insight

Install or replace a SIM card

To use your mobile hotspot, you need to install either an eSIM or a valid, activated nano SIM card with a data plan from your mobile provider. Depending on where you purchased your mobile hotspot, a SIM card with an active data plan might already be installed.
If you change your mobile data provider or plan, you might need to replace the eSIM or physical SIM card that you previously installed. For more information about eSIMs, see Set up an eSIM or install a SIM card on page 10.

Figure 2.SIM card installation



To install or replace a SIM card:

1. Remove the mobile hotspot back cover by lifting the corners.
2. Remove the battery.
3. If a SIM card is already installed, slide the SIM card out of its slot.
4. Insert the replacement SIM card in the slot.
5. Reinstall the battery.
6. Reinstall the back cover.

Set up for travel or fixed use

You can set up your mobile hotspot for travel usage using battery power, or you can set it up for fixed usage inside a home or office using wall power for extra performance.

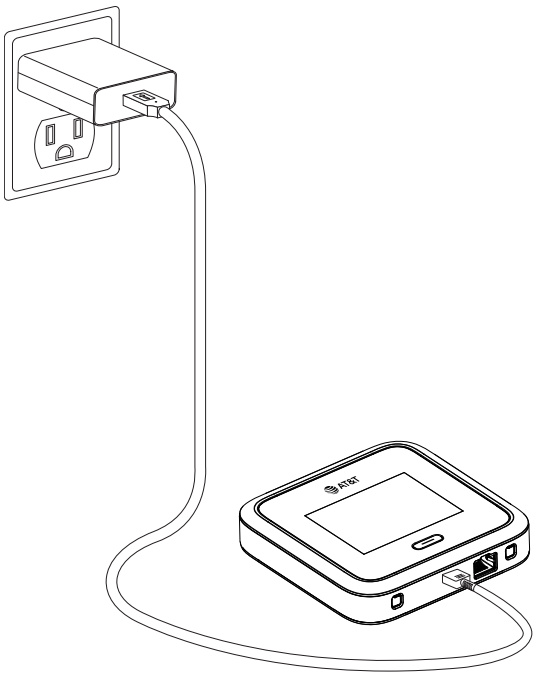
Travel setup

To set up your mobile hotspot for travel usage, install and fully charge the battery before turning the device on.

Charge the battery

Your mobile hotspot battery comes partially charged. We recommend that you fully charge the battery before using your mobile hotspot away from home.

Figure 3.Battery charging



To charge your battery:

1. Connect the USB charging cable to your mobile hotspot.
2. Connect the other end of the charging cable to the USB power adapter.
3. Plug the USB power adapter into a wall outlet.

Charging best practices

Charging your mobile hotspot properly helps ensure its longevity and maintain its performance. Follow these best practices:

- Use a high-quality USB cable and power adapter: Typical third-party USB power adapters and computer USB ports do not provide the same amount of current as official NETGEAR power adapters and might not charge your battery as quickly. Third-party cables can also limit charging speed. However, high-quality third-party adapters and cables that meet certain standards can provide similar performance. For more information, see Third-party power adapters and USB cables on page 79.
- Check the charging status: When you plug in the charging cable, check the device's charging status. The charging indicator shows a lightning bolt over the battery icon if the device is charging. If it does not appear, unplug the cable and plug it back in.
- Charge the device fully: Charge the mobile hotspot fully before first use, and allow it to recharge fully after discharging. This helps maintain battery lifespan and performance.
- Avoid overcharging: Overcharging can damage the battery and shorten its lifespan. When the device is fully charged, unplug it. Avoid leaving it plugged in overnight or for long periods. Remove the battery and use **Plugged-In Mode** if using the device in a fixed location.
- Charge in a well-ventilated area: Charging in a well-ventilated area prevents overheating and ensures efficient charging. Avoid enclosed spaces or direct sunlight.

Following these guidelines helps ensure that your mobile hotspot stays charged and performs well over time.

Fixed setup

Depending on your needs, you might want to use your mobile hotspot in a fixed location as a replacement for a conventional modem or a modem router or gateway. You can set up your mobile hotspot for fixed use either by itself or connected to a conventional WiFi router using the Ethernet port.

For fixed use, we recommend Plugged-In Mode. With the battery removed and the device connected to wall power, your mobile hotspot sustains higher performance for longer, because it no longer needs to limit heat to protect the battery. It operates within higher temperature limits, which suits continuous use such as video streaming, online gaming, or large file downloads. Plugged-In Mode also improves WiFi coverage and gives you access to the 6 GHz band.

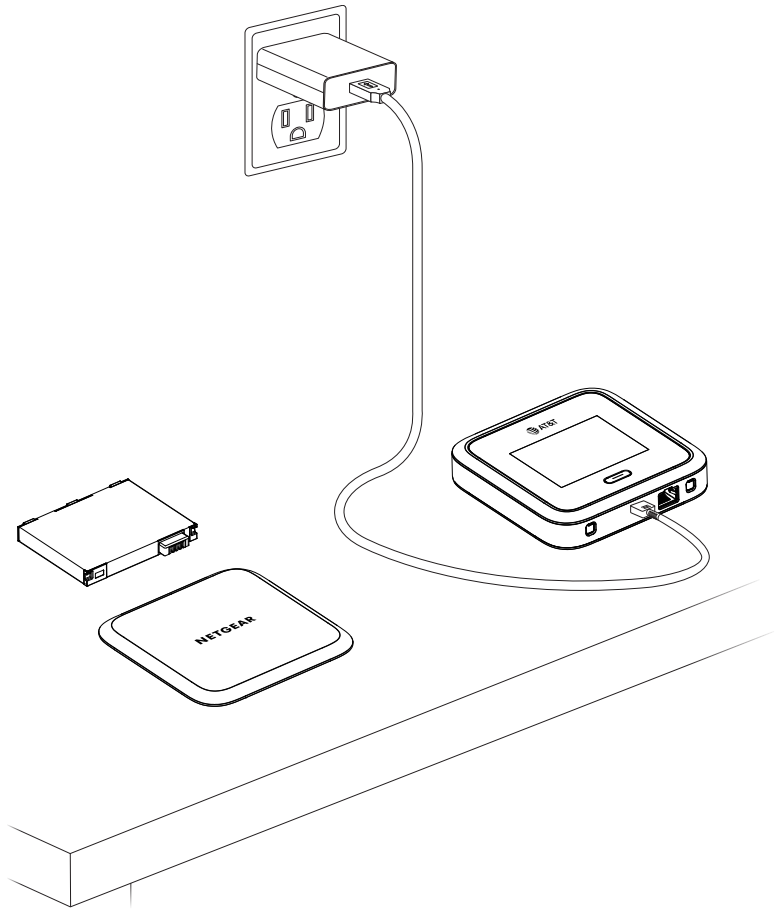
NOTE: Attempting to use **Plugged-In Mode** with low-quality third-party USB power adapters or cables might cause your mobile hotspot to malfunction. For more information, see Third-party power adapters and USB cables on page 79.

Set up Plugged-In Mode for fixed usage

Removing your Nighthawk 5G M8 Pro's battery and plugging it into wall power enables **Plugged-In Mode**, which boosts performance, improves WiFi coverage, and enables 6 GHz WiFi.

NOTE: 6 GHz WiFi is restricted to indoor use only. You can only use the 6 GHz band by connecting your mobile hotspot to the power adapter and enabling 6 GHz WiFi from the device or web user interface. For more information, see Change WiFi bands or enable dual-band WiFi on page 41.

Figure 4. Fixed setup



To enable Plugged-In Mode for fixed usage:

1. Remove the mobile hotspot back cover by lifting the corners.

2. Remove the battery.

> **NOTE:** When using Plugged-In Mode, we recommend that you do not reinstall the back cover after removing the battery for better device cooling performance.

3. Connect the USB charging cable to your mobile hotspot.
4. Connect the other end of the charging cable to the USB power adapter.
5. Plug the USB power adapter into a wall outlet.

Power on your mobile hotspot and finish setup

After configuring your mobile hotspot for travel or fixed usage, power on the device to complete the setup process. This process takes about one minute.

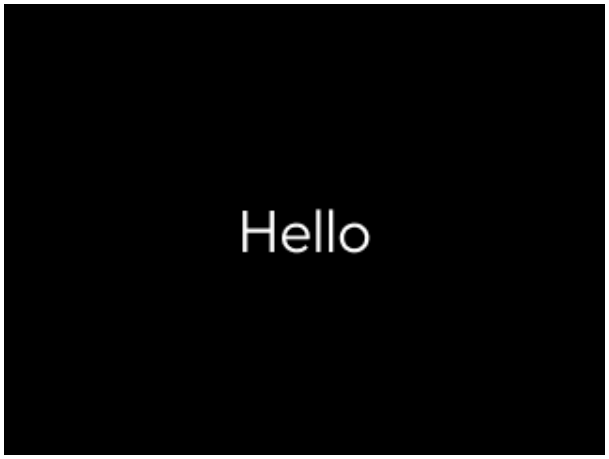
> **NOTE:** When idle, the touch screen goes dark to save power. Quickly press and release the **Power** button to wake the screen.

To power on your mobile hotspot and finish setup:

1. Press and hold the **Power** button for two seconds.
   The NETGEAR logo displays and your mobile hotspot starts up.
   Figure 5.Nighthawk 5G M8 Pro startup screen



   The welcome screen displays.
   Figure 6.Nighthawk 5G M8 Pro welcome screen



2. Tap to select a device language.
3. Tap **Let's go**.
4. Follow the onscreen instructions to set up a unique WiFi network name, WiFi password, and admin password.
   Customizing your WiFi settings helps to protect your mobile hotspot's WiFi network.

   NOTE: If you don't customize the settings, your device uses the WiFi network name, WiFi password, and admin password printed on the label underneath the battery.

5. Tap **Done**.
   The home screen displays.
   Your mobile hotspot is set up.

View the home screen

From your mobile hotspot's home screen, you can view your connection status, configure WiFi settings, view data usage details, and more.

Figure 7.Home screen

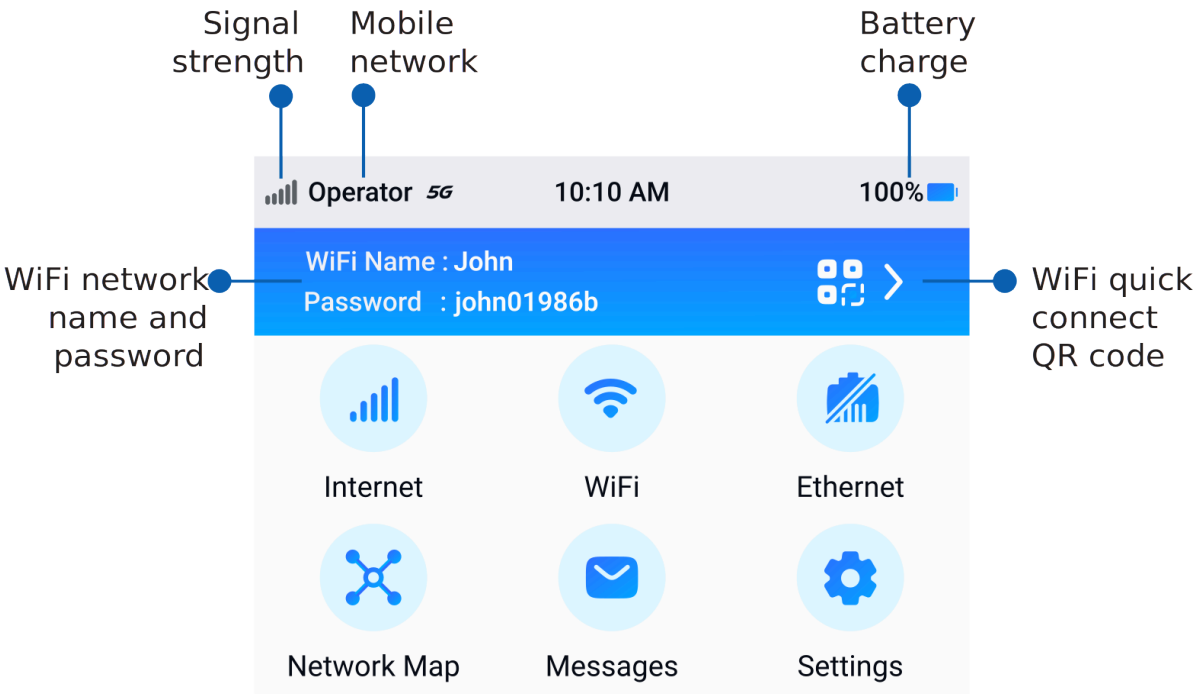


Table 1.Icons

Icons	Description
	Indicates the strength of the mobile broadband network signal.
	Indicates that you are connected to the 5G network.
	Indicates the amount of charge in the battery.

Charge a mobile device with Battery Boost

Your mobile hotspot's Battery Boost feature can charge other devices through the USB-C port. The mobile hotspot provides 5V @ 500mA (2.5W) to charge compatible mobile devices.

NOTE: Certain mobile devices can be configured to charge your mobile hotspot instead. You might need to adjust your device's USB settings to enable this function.

1. Locate a cable with a USB-C connector on one end and the appropriate connector for your mobile device on the other end.
   This might be a Micro USB, Apple Lightning, or USB-C connector, depending on your mobile device.
2. Connect one end of the cable to your mobile hotspot.
3. Connect the other end of the cable to your mobile device.
   If your mobile device is compatible with Battery Boost, the charge indicator displays and the device begins charging.

Power off or restart your mobile hotspot

When you are done using your mobile hotspot, power it off to preserve battery life. You can also restart your mobile hotspot.

To put your mobile hotspot on standby or restart it:

1. Hold down the **Power** button for 5 seconds.
   The Standby/Charging and Restart menu appears.
2. Tap one of the following buttons:
   - **Standby/Charging**: Puts the device on standby.
   - **Restart**: Restarts the device.

Wake your mobile hotspot from standby

To wake your mobile hotspot from standby:

Hold down the **Power** button for 5 seconds.
The mobile hotspot powers on.

Set up an eSIM or install a SIM card

To access the internet with your mobile hotspot, you can set up an existing eSIM with the NETGEAR app or install a physical SIM card.

NOTE: If you use your own third-party eSIM or physical SIM card for cellular data, check with your carrier to make sure it's valid, activated, and compatible with mobile hotspots. NETGEAR cannot guarantee compatibility with eSIMs or SIM cards purchased from other vendors.

Set up a third-party eSIM in the NETGEAR app

Your mobile hotspot supports eSIMs so you can access the internet without a physical SIM card. If you have an existing hotspot-capable eSIM or purchase an eSIM from a third-party marketplace, you can set it up in the NETGEAR app.

To set up a third-party eSIM in the NETGEAR app:

1. From the NETGEAR app dashboard, tap **Manage SIMs**.
   The SIM Management page displays.
2. Tap the **+** (plus) symbol in the top right corner, then **Add My Own eSIM**.
   The Add your own eSIM screen displays.
3. Select **Scan QR Code** and scan the eSIM QR code to add your eSIM.
   Your third-party eSIM is set up.

Download the NETGEAR app

We recommend that you use the NETGEAR app to set up your mobile hotspot. After your mobile hotspot is set up, the NETGEAR app provides an easy way to manage your mobile hotspot and change settings when needed.

Figure 8. NETGEAR app icon





To download the app, visit the NETGEAR app page on your mobile device, or download from the

Apple App Store or Google Play Store (depending on your mobile device).

Manage your mobile hotspot with NETGEAR Insight

On supported models, you can manage your mobile hotspot with NETGEAR Insight, a cloud-based platform for remote deployment, configuration, and monitoring.

NOTE: NETGEAR Insight is a subscription service. For subscription details and more information about NETGEAR Insight, visit https://www.netgear.com/insight/mobile-hotspot.

You can configure device profiles and apply them centrally to multiple devices. Changes to a profile are automatically applied to all assigned devices. You can also monitor devices individually and control access for specific devices or groups that share a profile.
For groups of mobile hotspots, Insight can also track device locations with GPS and geofencing, and turn a mobile hotspot's Ethernet port on or off remotely. These features require a supported firmware version. For supported models and firmware versions, see https://kb.netgear.com/000070858/.

NOTE: For a list of mobile hotspot models that support Insight, see https://kb.netgear.com/000064423/.

Figure 9.NETGEAR Insight app icon

When a device is managed with Insight, the Insight icon appears in the dashboard status bar.
For instructions for adding a device to an Insight account, scan the following QR code or visit https://kb.netgear.com/000063752/.

Figure 10.QR code for Insight setup



Connect Devices to the Internet

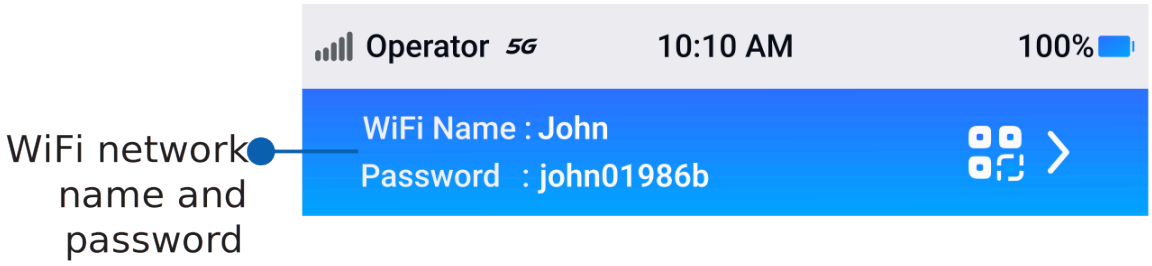
When you turn on your mobile hotspot, it automatically connects to the mobile broadband network in your area. To access the internet on other devices, connect them to your mobile hotspot's WiFi or wired network.

This chapter contains the following sections:

- Connect to WiFi using the SSID and password
- Connect to WiFi using the QR code and view WiFi settings
- Connect a computer to the internet using tethering
- Connect a computer to the internet using Ethernet

Connect to WiFi using the SSID and password

When your mobile hotspot is powered on, it broadcasts a WiFi network name (SSID) and password. You can connect to the internet by selecting your mobile hotspot's SSID and entering the password on your WiFi devices.

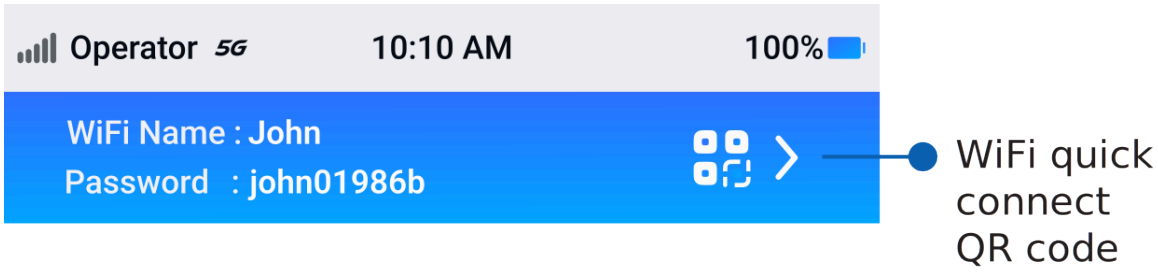


To connect to WiFi using the SSID and password:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays, with your mobile hotspot SSID in the **WiFi** field and your mobile hotspot password in the **Password** field.
3. From your WiFi device, open your WiFi network connection manager.
4. Select or enter the SSID shown on your mobile hotspot's home screen.
5. Enter the password shown on your mobile hotspot's home screen.
   Your WiFi device connects to your mobile hotspot's WiFi network.

Connect to WiFi using the QR code and view WiFi settings

You can tap the WiFi credentials on your mobile hotspot's home screen to display a large QR code. Scanning the QR code on mobile devices like smartphones and tablets connects you to WiFi without manually entering the SSID and password.



To connect to WiFi using the QR code:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays, with a QR code icon displayed to the right of the SSID and password.
3. Tap the QR code icon.
   A larger QR code displays.
4. Open your mobile device's camera application and aim the camera at the QR code.
   Depending on your mobile device, you might need to tap the QR code in your camera app to proceed.
   Your mobile device connects to your mobile hotspot's WiFi network.

On this screen, you can also scroll down to view your currently configured WiFi settings. The following information is displayed for each WiFi band (2.4 GHz, 5 GHz, or 6 GHz) that you currently have enabled:

- WiFi QR Code
- WiFi Name
- WiFi Password

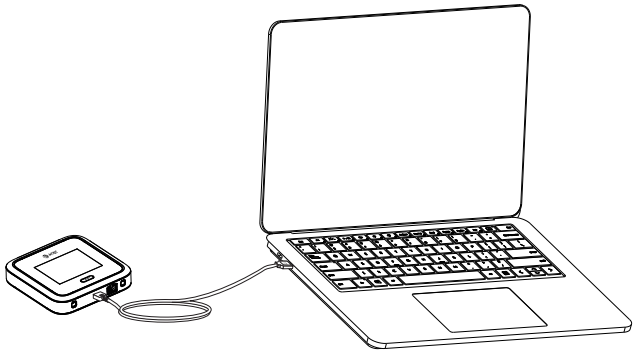
You can tap the pencil icon next to the WiFi network name and password to change the settings. For more information, see Change WiFi bands or enable dual-band WiFi on page 41.

Connect a computer to the internet using tethering

You can connect a computer to your mobile hotspot using the included USB cable instead of connecting with WiFi or over Ethernet. This kind of cable connection is called tethering.

NOTE: There might be a brief delay when your computer's operating system detects the mobile hotspot the first time you use the USB cable to connect your mobile hotspot to your computer.

Figure 11. Laptop tethering



To connect a computer to the internet using tethering:

1. If your mobile hotspot is powered on, hold down the **Power** button for 5 seconds, then tap **Standby/Charging**.
2. Connect your mobile hotspot to your computer using the included USB cable.
   The mobile hotspot powers on and your computer detects the mobile hotspot.
   Your computer connects to the internet.

Connect a computer to the internet using Ethernet

You can connect a computer to your mobile hotspot using an Ethernet cable instead of connecting with WiFi or tethering.

NOTE: The Ethernet port is disabled by default and must be enabled before the first use. You must enable the Ethernet port from the home screen to connect using Ethernet, and the port will go to sleep after two minutes if using battery power and not connected to a device. For setup instructions, see Enable or disable Ethernet on page 50.

To connect a computer to the internet using Ethernet:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Using an Ethernet cable, connect your mobile hotspot to your computer.
   Your computer detects the Ethernet connection.

   NOTE: If your computer does not automatically switch to the Ethernet connection, you might need to manually select the Ethernet connection from your computer's network connection manager.

   Your computer connects to the internet.

View Alerts, SMS Messages, and Usage Information

This chapter contains the following sections:

- View alerts from your mobile hotspot
- Update software and firmware from an Update Available alert
- View SMS messages from your mobile hotspot
- Delete an SMS message from your mobile hotspot
- View data usage from your mobile hotspot
- View mobile broadband network status from your mobile hotspot
- View a network map of connected devices
- View details about your mobile hotspot
- View the current firmware version
- Change user interface language

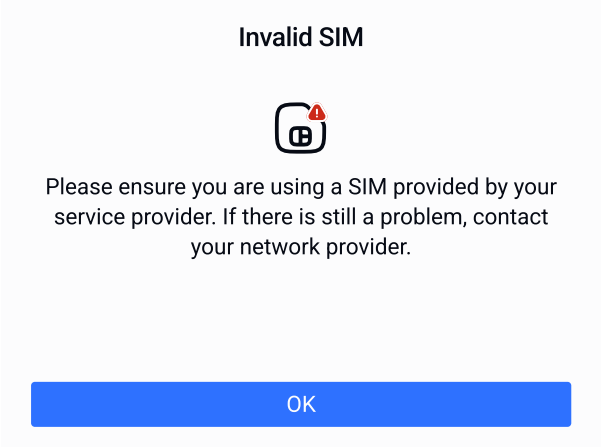
View alerts from your mobile hotspot

Your mobile hotspot displays alerts on the LCD screen to inform you of device status changes. Alerts display as long as the cause of the alert is present. When the cause of an alert is resolved, the corresponding alert is removed automatically.

To view alerts from your mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   If any alerts are active, your mobile hotspot displays them.
   For example, if your mobile hotspot is detecting an invalid SIM card, the following alert appears:
   Figure 12.SIM error alert



Update software and firmware from an Update Available alert

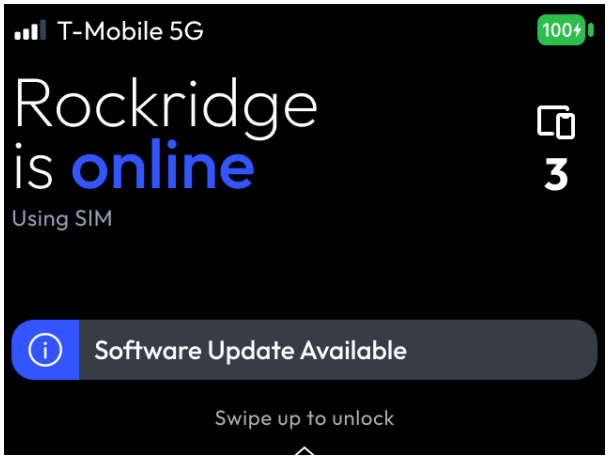
Your mobile hotspot automatically checks for new software and firmware updates. If an update becomes available, your mobile hotspot displays an alert. Because software and firmware updates typically improve device performance and usability, we recommend that you update your mobile hotspot whenever possible.

NOTE: Updating your mobile hotspot temporarily interrupts your network connection. Make sure that you are prepared to lose connectivity before starting the update process.

To update software or firmware from an Update Available alert:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays an Update Available alert.
   Figure 13.Update Available alert



3. Tap **Install/Update**.
   The update process runs, and your mobile hotspot restarts. Your mobile hotspot software and firmware is updated.

NOTE: Some updates might restore default mobile hotspot settings. You might need to reconfigure any settings that you previously changed.

View SMS messages from your mobile hotspot

Your mobile hotspot can receive text (SMS) messages. The display notifies you if you have any unread messages, and you can view them directly from your mobile hotspot.

To view SMS messages from your mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Messages**.
   A list of received SMS messages displays.
4. Tap a message to read the full text.

Delete an SMS message from your mobile hotspot

You can delete SMS messages from your mobile hotspot when you are done reading them.

To delete an SMS message from your mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Messages**.
   A list of received SMS messages displays.
4. Tap a message.
   The full text displays.
5. Scroll down to the bottom of the message.
   The **Delete** button displays at the bottom of the message.
6. Tap **Delete**.
   The message is deleted.
7. (Optional) To delete all messages, tap **Delete All.**
   All messages are deleted.

View data usage from your mobile hotspot

Your mobile hotspot displays the amount of data that you have used and the days remaining in your monthly billing cycle on the lock screen. You can also view your data usage and reset the counter from the touch screen.

To view data usage from your mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays your data usage and days remaining.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > Data Usage**.
   Your data usage displays.

View mobile broadband network status from your mobile hotspot

You can view the status of your mobile broadband network from your mobile hotspot. This might provide helpful information if you think you are experiencing a network outage or other connectivity problems.

To view network status from your mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > Status**.
   The Status screen displays.

View a network map of connected devices

Your mobile hotspot's network map displays your connection status, along with all of the devices connected to your hotspot and any devices that you have blocked from connecting.

To view a network map of connected devices:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Network Map**.
   The network map displays information about your connection status and devices.

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 mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.

3. Tap **Settings > More > Device Information**.
4. Scroll down to view additional device information.

View the current firmware version

You can view the current firmware version that your mobile hotspot uses. You might need this information if you are experiencing problems with your mobile hotspot.

To view the current firmware version:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Software**.
   The current firmware version displays.

Change user interface language

Your mobile hotspot supports multiple user interface languages. You can change the language your mobile hotspot uses.

NOTE: The languages that your mobile hotspot supports might vary depending on what region you purchased your device in.

To change the user interface language:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Screen > Default Language**.
   The Default Language page displays.
4. Tap a language for your mobile hotspot user interface to display.
5. Tap **Ok**.
   Your mobile hotspot restarts and displays its user interface in the language that you selected.

Manage Your Mobile Hotspot from the NETGEAR App

The NETGEAR app provides an easy way to manage your mobile hotspot and change settings when needed. If you didn't download the NETGEAR app when you first set up your mobile hotspot, visit the NETGEAR app page on your mobile device, or download from the Apple App Store or Google Play Store (depending on your mobile device).

Figure 14. NETGEAR app icon





This chapter contains the following sections:

- Manage eSIMs and physical SIM
- Change WiFi band settings
- Change WiFi network name, password, encryption, or channel settings
- Change WiFi standby, range, bandwidth, and info display settings
- Enable or disable WiFi offloading
- Configure cellular settings
- Configure access point names (APNs)
- View data usage
- Change display settings
- View details about your mobile hotspot
- Update firmware
- Factory reset your mobile hotspot
- View and change the web user interface login password

Manage eSIMs and physical SIM

You can manage your eSIMs and physical SIM directly in the NETGEAR app.

Best practices for travel eSIMs

The mobile hotspot supports several eSIM profiles, including eSIMs from other carriers. You can complete the following steps to help make sure there is reliable internet access when traveling:

Before travel

We recommend setting up a travel eSIM while you have access to reliable internet and a power source. The following steps help to make sure there is a smooth activation process:

- Purchase a travel eSIM in advance to prepare connectivity for when you arrive.
- Download and install the eSIM while connected to a secure and reliable WiFi network.
- Verify the plan region or coverage area. Some eSIMs support multiple countries or regional zones.
- Check roaming and APN settings for the carrier providing the travel eSIM.
- Confirm that the mobile hotspot firmware is up to date.

NOTE: It can be helpful to keep a physical SIM or secondary eSIM profile as an alternate option.

After arrival

When you arrive at the destination, the mobile hotspot might need a network refresh. Your mobile hotspot might also require a SIM switch to connect to a local carrier.

- Select the correct travel eSIM profile or physical SIM card.
- Check the mobile hotspot home screen for local carrier signal strength and network type.
- Verify the data usage immediately after connecting to avoid unexpected data use.
- If available, enable WiFi offloading to reduce cellular data usage on trusted local networks. For more information, see Enable or disable WiFi offloading on page 30, Enable WiFi offloading from the web user interface on page 57, or Enable Ethernet offloading from the web user interface on page 58.
- Restart the mobile hotspot if the eSIM does not automatically connect to the local network.

For more information about installing eSIM profiles, see Set up a third-party eSIM in the NETGEAR app on page 11.

Switch between eSIMs and physical SIM

You can use the NETGEAR app to switch between third-party eSIMs and a physical SIM.

NOTE: To switch between eSIMs, the eSIMs must be downloaded in the NETGEAR app.

To switch between eSIMs and SIMs:

1. From the NETGEAR app dashboard, tap your mobile hotspot.
   The mobile hotspot dashboard displays.
2. Tap **Manage SIMs**.
   The SIM management page displays with all available eSIMs and SIM cards.
   The NETGEAR eSIM wallet stores both active and inactive eSIMs, and displays your physical SIM card (if installed). The displayed eSIMs include third-party eSIMs.
3. Select the SIM card or eSIM to use:
   - A **third-party eSIM** if you installed an eSIM from another provider.
   - A **physical SIM** if you have a physical 4FF nano SIM card installed in the SIM slot.
4. Tap **use eSIM** or **use SIM**.
   The option displayed differs depending on the selected SIM type.
   The mobile hotspot might briefly disconnect and reconnect while switching networks.
5. Check the home screen for updated carrier name, signal strength, and network type to confirm your connection.
   The selected SIM becomes the active data source. Any inactive eSIMs remain stored in the eSIM wallet and can be switched to later.

NOTE: If the mobile hotspot does not connect to the expected network, try restarting the mobile hotspot or selecting a different eSIM profile.

Delete eSIMs

You can remove an unused or expired eSIM from the eSIM wallet using the NETGEAR app. Before deleting, confirm that the eSIM to delete is not currently active. You must switch to another SIM before deleting an eSIM.

To delete eSIMs:

1. From the NETGEAR app dashboard, tap your mobile hotspot.
   The mobile hotspot dashboard displays.
2. Tap **Manage SIMs**.
   The SIM management page displays.
3. Navigate to the eSIM section.
4. Tap the Settings icon to the right of the eSIM you want to delete.

   NOTE: If the eSIM is currently active, switch to another SIM before continuing.
5. Tap **Remove From Device**.
6. Tap **Remove** when prompted.

   NOTE: Deleting an eSIM permanently removes it from the mobile hotspot. You might need the original activation details to reinstall it later.

   The eSIM is deleted.

Change WiFi band settings

By default, your mobile hotspot broadcasts WiFi on the 5 GHz band. Your mobile hotspot can also broadcast WiFi on the 2.4 GHz band for dual-band WiFi. Note that the overall throughput speed might decrease when dual-band WiFi is enabled.

NOTE: If you have dual-band WiFi enabled, you can cycle to either the 2.4 GHz or the 5 GHz screen and connect to the 2.4 GHz band (slower speeds, longer range) or the 5 GHz band (faster speeds, shorter range) band as desired.

To change WiFi band settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.

2. Tap **Wi-Fi Settings**.
   The Wi-Fi page displays.
3. Select or clear the check box for the 2.4 GHz WiFi band to enable or disable 2.4 GHz WiFi.
4. Tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
5. Tap the **Continue** button.
   Your settings are saved.

Change WiFi network name, password, encryption, or channel settings

The WiFi network name (SSID) identifies your WiFi network and is visible to other WiFi-enabled devices. From the web UI, you can change the SSID, password, WiFi encryption type, and broadcast channel settings. When WiFi offloading is enabled (default setting), the WiFi channel is set to Auto and cannot be changed. To select a specific channel, you must disable WiFi offloading. See Enable or disable WiFi offloading on page 30 for more information.

NOTE: In some regions, not all channels are available. Do not change the channel unless you experience interference (shown by lost connections or slow data transfers). If this happens, experiment with different channels to see which is the best.

To change the WiFi network name, password, encryption, or channel settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Wi-Fi Settings**.
   The Wi-Fi page displays.
3. Enter a **WiFi Name** and **WiFi Password**.

4. Select an **Encryption Type** and **Channel**.
   The following encryption (WiFi security) types are available:
   - WPA2 Personal AES
   - WPA2 + WPA3 mixed
   - WPA3 Personal AES

   Your WiFi client devices must support the encryption type that you select for your mobile hotspot, or they will not be able to connect.

   NOTE: Wi-Fi Protected Access (WPA) is a security standard that protects your WiFi network. WPA3 is the latest and strongest version. However, some older WiFi devices do not support WPA3 connections. We recommend that you use WPA2 + WPA3 mixed for the best possible security if you need to connect older WiFi devices.

5. Clear or select the **Broadcast WiFi Name SSID** check box.
   If you clear the check box, you must manually enter your SSID when connecting your WiFi devices.
6. Tap the **Apply** button
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
7. Tap the **Continue** button.
   Your settings are saved.
   If you changed the SSID or password, your previously connected WiFi devices must reconnect using the new credentials.

Change WiFi standby, range, bandwidth, and info display settings

To change WiFi standby, range, bandwidth, and info display settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Wi-Fi**.
   The Wi-Fi page displays.
3. Scroll down to **Advanced Settings**.
4. Select a **WiFi Standby** time period and **WiFi Range** setting.
5. Select a **Bandwidth** (channel frequency) option for each WiFi band that your mobile hotspot supports.

6. To allow the WiFi information to be displayed on your mobile hotspot home screen, leave the **Display info on LCD** check box selected.
7. Tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
8. Tap the **Continue** button.
   Your settings are saved.

Enable or disable WiFi offloading

To enable or disable WiFi offloading:

1. Using a mobile device, connect to your hotspot's WiFi network.
2. Launch the NETGEAR app and log in to your NETGEAR account.
   The NETGEAR app dashboard displays.
3. Select your mobile hotspot.
   The mobile hotspot dashboard displays.
4. Select Wi-Fi Offload.
   The Wi-Fi Offload page displays.
5. Tap the Wi-Fi Offload toggle to enable or disable WiFi offloading.
   - If the toggle is green, WiFi offloading is enabled and used when available.
   - If the toggle is gray, WiFi offloading is disabled.
6. Tap the Continue button.
   Your hotspot's WiFi restarts.
7. Reconnect to your hotspot's WiFi network.
8. Select the network name to access.
9. Enter the network password and tap Connect.
10. Tap the Continue button.
    WiFi offloading is enabled or disabled.

Configure cellular settings

To configure cellular settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.

2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Change the data, band region, and network mode settings as needed.

Configure access point names (APNs)

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

NOTE: Your carrier determines its own APN information and must provide you with the information for its own data plan. APN settings can also vary depending on the type of plan that you subscribe to. We recommend that you contact your carrier for the correct APN settings and only use the APN that your carrier instructs you to use for your specific plan.

Add an APN for another network

To add an APN for another network:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Tap **Add**.
   The APN page displays.
4. Specify the APN name.
   The APN name is a label for display in the UI.
5. Specify the APN.
   This step specifies the APN as defined by the carrier.
6. Change the PDP (data protocol), if necessary:
   - **IPV4**
   - **IPV6**
   - **IPV4V6**

7. Change the PDP roaming protocol, if necessary. Using IPV4V6 is recommended:
   - **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).

8. Select the network authentication mode supplied by the network provider:
   - **None**
   - **PAP**
   - **CHAP**
   - **PAPCHAP**
9. Enter the name and password, if they are required for the network.
10. Tap **Add**.
    The entry is added to the table.

Select an APN to use

To select an APN to use:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. 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 the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Select the box to the left of the APN.

4. Tap **Delete**.
   The APN is removed.

View data usage

NOTE: You must turn off WiFi offloading to reset the data usage counter, or to set a regular reset date or data plan limit.

To view data usage:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Data usage**.
   The Data usage page displays.
3. (Optional) To reset the data usage counter, tap the **Reset** button.
   The counter is reset.
4. (Optional) To set a regular reset date or data plan limit, select the appropriate check box and enter or select your desired values.
5. Tap the **Apply** button.
   Your settings are saved.

Change display settings

You can change your mobile hotspot's display settings from the NETGEAR app. Lowering the LCD screen's brightness level or reducing the screen time-out to a shorter period reduces power consumption and might increase your mobile hotspot's battery life.

To change display settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Display**.
   The Display page displays.
3. Adjust the following settings:
   - **Screen Brightness**: From the menu, select the screen brightness level.
   - **Screen Timeout**: From the menu, select a time period.
4. Tap the **Apply** button.
   Your settings are saved.

View details about your mobile hotspot

You can view details about your mobile hotspot from the NETGEAR app.

To view details about your mobile hotspot:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Router information**.
   The Router information page displays.
3. Review the following information about your mobile hotspot:
   - Hardware Version
   - Firmware Version
   - Software Version
   - GUI Version
   - PRI Version

Update firmware

To update firmware from the web UI:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Software update**.
   The Software update page displays.
3. Tap the **Check for Updates** button.
   If a firmware update is available, a blue Install New Firmware button displays.
4. Click or tap the **Install Now** button.
   The update downloads.
5. Follow the onscreen instructions to install the update.
   After the update completes, your mobile hotspot restarts.
   Your firmware is updated.

Factory reset your mobile hotspot

To factory reset your mobile hotspot:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.

2. Select **Router > Factory reset**.
   The Factory reset page displays.
3. Tap the **Reset** button.
4. Tap **Yes** to confirm.
   Your mobile hotspot resets and returns to its factory settings.

NOTE: When you reset your mobile hotspot, any connected devices are disconnected and must reconnect after the mobile hotspot restarts. A factory reset restores the mobile hotspot to its default settings but does not remove installed eSIMs.

View and change the web user interface login password

If you set your mobile hotspot using the NETGEAR app, it uses a randomly generated web UI login password (also known as an admin password). If you later access the mobile hotspot using the app after completing setup through the web UI, the app prompts you to enter this password. If you set up your mobile hotspot from the web UI, you created your own password during initial setup. You can view or change the password from the NETGEAR app.

NOTE: If you set your mobile hotspot up with the web user interface and then access your mobile hotspot from the app, the app prompts you for your password to confirm your access privileges.

To change the web UI login password:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Advanced Settings**.
   The Advanced Settings page displays.
3. In the Admin Settings section, tap the **Password** field to view the current password.
   You might need to enter your mobile hotspot passcode to proceed and view the current password.
4. Tap **Edit Password** to change the password.
   The Edit Password page displays.
5. In the **New Password** field, enter the password that you want to use.
   The password must be between 8 and 31 characters, and must include an uppercase letter, a special character, and a number.
6. In the **Confirm Password** field, enter the new password a second time to confirm.

7. Tap the **Submit** button.
   Your settings are saved.

Adjust Network, Security, and Performance Settings

This chapter contains the following sections:

- Connect through local WiFi or Ethernet to conserve data
- Enable WiFi offloading
- Enable Ethernet offloading
- Change the WiFi network name and password
- Enable or disable Guest WiFi
- Change Guest WiFi settings
- Change WiFi bands or enable dual-band WiFi
- Disable or re-enable WiFi
- Change WiFi range
- Change WiFi standby time
- Enable or disable Airplane Mode
- Enable or disable Screen Lock
- Configure access point names (APNs)
- Disable or re-enable domestic data
- Enable or disable roaming data
- Select a cellular band
- Adjust screen brightness
- Change screen timeout
- Hide or show WiFi credentials on the home screen
- Manually check for software and firmware updates
- Enable or disable Ethernet
- Enable or disable IP passthrough
- Perform a factory reset
- Change the displayed date format
- Change the displayed time format
- Change USB tethering settings
- Enable or disable GPS

Connect through local WiFi or Ethernet to conserve data

Your mobile hotspot supports WiFi offloading and Ethernet offloading, which can lower your device's cellular data usage and power consumption, along with other benefits:

- WiFi offloading lets your mobile hotspot use a local WiFi internet connection for data instead of your cellular network. WiFi offloading can extend your battery life, prevent connection interruptions when switching between networks, and enable consistent internet access in areas where cellular coverage is weak or unavailable.

- Ethernet offloading lets your mobile hotspot use a local Ethernet internet connection for data instead of your cellular network. Ethernet offloading can improve data transfer rates when cellular service is weak. It also provides a more reliable connection by dynamically switching between Ethernet and cellular connections when outages occur.

You might want to use WiFi or Ethernet offloading in locations where a public internet connection is available, but you get poor cellular reception on your mobile hotspot or want to conserve cellular data usage.

For example, if you need to use the internet at an airport that provides public WiFi or workstations with Ethernet connections, you can set up your mobile hotspot to offload data to the airport WiFi or Ethernet. In addition to conserving your cellular data, using offloading to connect through your mobile hotspot to public internet connections provides an extra layer of security for your devices.

You can enable either feature from the **Internet** menu on your mobile hotspot.

Enable WiFi offloading

To enable WiFi offloading:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Internet**.
4. Tap **WiFi + Cellular**.
   A pop-up notification displays.
5. Follow the instructions displayed on the pop-up notification.
   WiFi offloading is active.

Enable Ethernet offloading

To enable Ethernet offloading:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Internet**.

4. Tap **Ethernet + Cellular**.
   A pop-up notification displays.
5. Follow the instructions displayed on the pop-up notification.
   Ethernet offloading is active.

Change the WiFi network name and password

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

To change the WiFi network name and password from your mobile hotspot:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap the QR code on the home screen, or tap **WiFi > WiFi Info**.
   The WiFi page displays.
4. Scroll down and 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 **Continue**.
6. Enter a new WiFi network name and password.
7. Tap **Done**.
   Your settings are saved.

Enable or disable Guest WiFi

You can turn on Guest WiFi to share your internet connection with temporary visitors on a separate connection from your personal WiFi devices. Guest WiFi is disabled by default.

To enable or disable Guest WiFi:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.

3. Tap **WiFi > Guest WiFi**.
   The Guest WiFi page displays.
4. Tap the **Guest WiFi** toggle on.
   A pop-up displays to confirm that WiFi is restarting to enable Guest WiFi.
5. To disable Guest WiFi, return to the Guest WiFi page and tap the **Guest WiFi** toggle off.
   A pop-up displays to confirm that WiFi is restarting to disable Guest WiFi.

Change Guest WiFi settings

When Guest WiFi is enabled, your mobile hotspot displays additional settings for the Guest WiFi network. You can change the Guest WiFi network name and password. You can also choose to randomly generate a Guest WiFi password.

NOTE: Your mobile hotspot's web user interface displays advanced Guest WiFi settings like encryption type and channel selection. For more information, see Change the guest WiFi network settings from the web user interface on page 63.

To change Guest WiFi settings:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **WiFi > Guest WiFi**.
   The Guest WiFi page displays.

   NOTE: The Guest WiFi must be turned on for these settings to be available. For more information, see Enable or disable Guest WiFi on page 39.

4. Scroll down and tap the **Pencil** (Edit) icon beside the name.
   A message displays telling you that currently connected devices must re-authenticate to the network with the updated information.
5. Tap **Continue**.
6. Enter a new guest WiFi network name.
7. Tap **Done**.
   Your settings are saved.

8. (Optional) Clear or select the **New password each session** check box.
   If you clear the check box, you must enter your own WiFi password for the guest network.
9. Tap the **Pencil** (Edit) icon beside the password.
   A message displays telling you that currently connected devices must re-authenticate to the network with the updated information.
10. Tap **Continue**.
11. Enter a new guest WiFi password.
12. Tap **Done**.
    Your settings are saved.

Change WiFi bands or enable dual-band WiFi

By default, your mobile hotspot only broadcasts a WiFi signal on the 5 GHz band. Depending on your WiFi needs, you can also broadcast on the 2.4 GHz band, which is slower but has better range. If your device supports 6 GHz WiFi, you can also enable 6 GHz WiFi.

To change WiFi bands or enable dual-band WiFi:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **WiFi > Band**.
   The Band page displays.
4. Tap the band setting that you want your device to broadcast.
   Your mobile hotspot temporarily pauses WiFi to change the settings.
5. Tap **Ok**.
   Your WiFi band settings are saved.

Disable or re-enable WiFi

If you use your mobile hotspot to access the internet with an Ethernet or tethering connection, or if you are in an area where WiFi broadcasting is restricted, you might want to disable WiFi. Disabling WiFi reduces your mobile hotspot's power consumption and increases the battery life.

To disable or re-enable WiFi:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **WiFi > WiFi Signal**.
   The WiFi Signal page displays.
4. Tap the **WiFi Signal** toggle off.
   WiFi is disabled.
5. To re-enable WiFi, tap the **WiFi Signal** toggle on.

Change WiFi range

Broadcasting WiFi at a longer range requires more power from your mobile hotspot's battery. Depending on how you use your mobile hotspot, you might not need the maximum possible WiFi range. You can increase your battery life by reducing the WiFi broadcast range.

To change WiFi range:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **WiFi > Options > WiFi Range**.
   The WiFi Range page displays.
4. Tap a WiFi range option:
   - **Standard**: shorter range, but consumes less power.
   - **Long**: longer range, but consumes more power.

   A pop-up informs you that the WiFi is restarting to save your changes.
5. Tap **Ok**.
   Your WiFi range setting is saved.

Change WiFi standby time

By default, your mobile hotspot disables its WiFi after a period of inactivity to increase your battery life. Depending on how you use your mobile hotspot, you might want to set a specific WiFi standby time, or disable WiFi standby so that WiFi is always broadcasted to your devices.

To change WiFi standby time:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **WiFi > Options > WiFi Standby**.
   The WiFi Standby page displays.
4. Tap a WiFi standby option.
   The minimum setting is Never, and the maximum setting is 60 minutes.
5. Tap **Ok**.
   Your WiFi standby setting is saved.

Enable or disable Airplane Mode

You can turn on Airplane Mode to disable cellular service, but keep your WiFi or Ethernet connection active. Airplane Mode is disabled by default.

To enable or disable Airplane Mode:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Airplane Mode**.
   The Airplane Mode page displays.
4. Tap the **Airplane Mode** toggle on.
   Airplane Mode is enabled.
5. To disable Airplane Mode after enabling it, tap the **Airplane mode** toggle off.
   Airplane Mode is disabled.

Enable or disable Screen Lock

Depending on how you use your mobile hotspot, you might want to prevent other people with physical access from accessing your mobile hotspot or changing its settings. You can enable the Screen Lock feature to require a four-digit passcode to access the device and change its settings. Screen Lock is disabled by default.

To enable or disable Screen Lock:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Security > Screen Lock**.
   The Screen Lock page displays.
4. Tap the **Screen Lock** toggle on.
   Your mobile hotspot prompts you to enter and confirm a four-digit passcode.
5. Using the on-screen keypad, enter and confirm a four-digit passcode of your choice, then tap **Ok**.
   Screen Lock is enabled.
6. To change your Screen Lock passcode after enabling it, tap the **Pencil** icon from the Screen Lock page.
   Your mobile hotspot prompts you to enter the current four-digit passcode, then enter and confirm a new passcode. Your Screen Lock passcode is changed.
7. To disable Screen Lock after enabling it, tap the **Screen Lock** toggle off from the Screen Lock page.
   Your mobile hotspot prompts you to enter the current four-digit passcode. Screen Lock is disabled.

Configure access point names (APNs)

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

Select an APN

To select an APN:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > APN**.
   The APN page displays.
4. Tap the APN to use.
   The selected APN is active.

Add a new APN

NOTE: Your carrier determines its own APN information and must provide you with the information for its own data plan. APN settings can also vary depending on the type of plan that you subscribe to. We recommend that you contact your carrier for the correct APN settings and only use the APN that your carrier instructs you to use for your specific plan.

To add a new APN:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > APN**.
   The APN page displays.
4. Tap **+ Add**.
   The Add APN page displays.
5. Specify the APN name.
   The APN name is a label for display in the UI.
6. Specify the APN.
   This step specifies the APN as defined by the carrier.
7. Select the network authentication mode:
   - **None**
   - **PAP**
   - **CHAP**
   - **PAPCHAP**
8. Enter the name and password, if they are required for the network.
9. Change the PDP (data protocol), if necessary:
   - **IPV4**
   - **IPV6**
   - **IPV4V6**

10. 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).

11. Click or tap **Save**.
    The entry is added to the table.

Edit an APN entry

To edit an APN entry:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > APN**.
   The APN page displays.
4. Tap **Edit** for an APN entry.
5. Tap any field to make changes.
6. Click or tap **Save**.
   Your changes are saved.

Disable or re-enable domestic data

By default, your mobile hotspot uses the domestic cellular data plan linked to your SIM card. In some cases, you might want to disable domestic data usage. For example, if you have Ethernet offloading enabled and access to a reliable Ethernet internet connection, you might want to disable domestic data to make sure that you do not use any of your cellular data plan's monthly allowance.

To disable or re-enable domestic data:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > Domestic Data**.
   The Domestic Data page displays.
4. Tap **OFF > Ok**.
   Domestic data is disabled.
5. To re-enable domestic data after disabling it, tap **ON > Ok** from the Domestic Data page.
   Domestic data is enabled.

Enable or disable roaming data

By default, your mobile hotspot does not use roaming data on the cellular data plan linked to your SIM card. Roaming data might be subject to additional fees or costs from your cellular carrier. However, you might want to enable roaming data in situations where a consistent cellular data connection is more important than paying any additional fees or costs.

To enable or disable roaming data:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > Roaming Data**.
   The Roaming Data page displays.
4. Tap **ON > Ok**.
   Roaming data is enabled.
5. To disable roaming data after enabling it, tap **OFF > Ok** from the Roaming Data page.
   Roaming data is disabled.

Select a cellular band

Your mobile hotspot has both 4G and 5G cellular band connectivity. By default, your mobile hotspot connects to the fastest available band. However, you can limit connectivity to the 4G band if you prefer.

To select a cellular band:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Mobile > Band Region**.
   The Band Region page displays.
4. Select a band option:
   - **4G + 5G**: Your mobile hotspot connects to the best available band, whether 4G or 5G.
   - **4G**: Your mobile hotspot only connects to the 4G band.
5. Tap **Ok**.
   Your band setting is saved.

Adjust screen brightness

You can adjust how bright your mobile hotspot's screen is. A brighter setting might make the display easier to see in bright environments, but uses more of the device's battery power.

To adjust screen brightness:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Screen > Screen Brightness**.
   The Screen Brightness page displays.
4. Use the slider to adjust the screen brightness to your desired setting.

Change screen timeout

By default, your mobile hotspot disables its screen after a period of inactivity to increase your battery life. Depending on how you use your mobile hotspot, you might want to set a specific screen timeout period, or disable screen timeout so that the screen is always active.

To change screen timeout:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Screen > Screen Timeout**.
   The Screen Timeout page displays.

4. Tap a screen timeout option.
   The minimum setting is Never, and the maximum setting is 10 minutes.
5. Tap **Ok**.
   Your screen timeout setting is saved.

Hide or show WiFi credentials on the home screen

By default, your mobile hotspot displays its WiFi network name (SSID) and password on the home screen for convenient reference when connecting your WiFi devices. However, you might want to hide this information when using your mobile hotspot in some public areas to prevent unauthorized access to your device.

NOTE: This setting also applies to the Guest WiFi network name and password, if you turn Guest WiFi on. For more information, see Enable or disable Guest WiFi on page 39.

To hide or show WiFi credentials on the Home screen:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **WiFi > Options > WiFi Info on Home**.
   The WiFi Info on Home page displays.
4. Tap **Hide** to mask your WiFi credentials on the Home screen, or tap **Show** to display them.
   The default setting is Show.
5. Tap **Ok**.
   Your WiFi Info on Home setting is saved.

Manually check for software and firmware updates

Your mobile hotspot will notify you when it detects the availability of new software or firmware. However, you can also check for updates manually. Because software and firmware updates typically improve device performance and usability, we recommend that you update your mobile hotspot whenever possible.

NOTE: Updating your mobile hotspot temporarily interrupts your network connection. Make sure that you are prepared to lose connectivity before starting the update process.

To manually check for software and firmware updates:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > Software**.
   The Firmware Update page displays.
4. Tap the **Check for updates now** button.
   The screen refreshes, showing any available update.
5. Do one of the following:
   - If an upgrade is available and you want to install it, tap the **Update now** button to install the update.
   - To postpone the update, tap **Postpone**.
6. If you tap **Update now**, follow the on-screen instructions.
   The update proceeds.
7. If you tap **Postpone**, confirm the delay.
   The update is postponed for 4 hours.
8. When prompted, tap **Continue Update**.
9. If the battery is low, connect the device to the charger and tap **Apply**.
   After the update is complete, your mobile hotspot restarts.

Enable or disable Ethernet

The Ethernet port is disabled by default. You can manually enable or disable your mobile hotspot's Ethernet port from the home screen.

NOTE: After enabling the Ethernet port, its behavior varies depending on how you are using your mobile hotspot:

- If operating in Plugged-In Mode, the Ethernet port remains enabled for as long as the device is plugged in.
- If operating on battery power, the Ethernet port goes to sleep after two minutes if a connection is not made. When the Ethernet port is in sleep mode, you can quickly press and release the **Power** button to wake it.

To enable or disable Ethernet:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.

2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Ethernet**.
   The Ethernet page displays.
   The icon in the top right corner displays ON or OFF to indicate the current Ethernet status.
4. Tap the **ON** or **OFF** icon.
   Your mobile hotspot asks you to confirm that it must restart to enable or disable Ethernet.
5. Tap **Continue**.
   Your mobile hotspot restarts with Ethernet enabled or disabled.

Enable or disable IP passthrough

Depending on how you use your mobile hotspot, you might want to enable IP passthrough. When IP passthrough is enabled, your mobile hotspot takes the IP address that your cellular service provider assigned to your device and passes it through to a connected device.
Enabling IP passthrough can help prevent a double network address translation (double NAT) scenario when you connect your mobile hotspot to a downstream routing device. When double NAT occurs, you might experience problems with secure websites that use SSL, VPN connections, online games, and other communication problems.

NOTE: Most carriers issue a private wireless wide area network (WWAN) IP address to your device. Some carriers have special plans that issue a public WWAN IP, or can add a public WWAN IP to your existing plan for an additional charge. Contact your carrier for more information if your situation requires a public WWAN IP address.

To enable or disable IP passthrough:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > IP Passthrough**.
   The IP Passthrough page displays.
4. Tap the **ON** or **OFF** icon.
   Your mobile hotspot asks you to confirm that it must restart to enable or disable IP passthrough.
5. Tap **Continue**.
   Your mobile hotspot restarts with IP passthrough enabled or disabled.

Perform a factory reset

In some cases, you might want to reset your mobile hotspot to factory settings. Performing a factory reset clears all settings from your mobile hotspot and initiates the first-time setup process.

To perform a factory reset:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > Factory Reset**.
   The Factory Reset page displays.
4. Tap the **Reset Now** button.
   Your mobile hotspot prompts you to confirm the factory reset.
5. Tap **Confirm**.
   Your mobile hotspot restarts with factory settings.

Change the displayed date format

Your mobile hotspot is initially set to display a date format that is common for your region. However, if you prefer to use a different date format, you can change the format that your device uses.

To change the displayed date format:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > Date Format**.
   The Date Format page displays.
4. Tap a date format, then tap **Ok**.
   Your mobile hotspot uses the new date format.

Change the displayed time format

By default, your mobile hotspot's clock displays a time format that is common for your region. However, if you prefer to use a different time format, you can change the clock format.

To change the displayed time format:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > Time Format**.
   The Time Format page displays.
4. Tap a time format, then tap **Ok**.
   Your mobile hotspot uses the new time format.

Change USB tethering settings

By default, your mobile hotspot has USB tethering enabled so that you can connect computers to the internet with a USB cable instead of WiFi or Ethernet. You can optionally disable USB tethering entirely, or restrict internet connections exclusively to USB tethering.

To change USB tethering settings:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > USB Tethering**.

   NOTE: Depending on the power mode that you are currently using, USB tethering might be enabled or disabled when you reach the USB Tethering page.

   The USB Tethering page displays.
4. Select the USB tethering options:
   - To enable or disable USB tethering entirely, tap the **ON** or **OFF** button.
   - To allow internet connections via WiFi or USB tether, tap **USB Tether**.
   - To restrict internet connections to a USB tethered device, tap **USB Tether Only (Disables WiFi)**.

5. If your mobile hotspot restarts, wait for it to finish restarting.

NOTE: Your mobile hotspot might need to restart.

Enable or disable GPS

You can enable GPS location services on your mobile hotspot. When GPS is enabled, you can turn on location services to launch GPS-enabled apps on connected devices and use the NMEA port to obtain a GPS location.

NOTE: Not all mobile hotspot models support GPS location services. Check the Technical Specification Sheet for your product on the NETGEAR website or the information provided by your service provider to see if your device supports GPS.

To enable or disable GPS:

1. Quickly press and release the **Power** button to wake your mobile hotspot.
   The lock screen displays.
2. Swipe up to unlock your mobile hotspot.
   The home screen displays.
3. Tap **Settings > More > GPS**.
   The GPS page displays.
4. Tap the slider button to enable or disable GPS.
   Your settings are saved.

Access the Web User Interface to Manage Advanced Settings

This chapter contains the following sections:

- Log in to the web user interface from a web browser
- Log in to the web user interface from the NETGEAR app
- View SMS messages from the web user interface
- Delete an SMS message from the web user interface
- View details about your mobile hotspot from the web user interface
- Enable WiFi offloading from the web user interface
- Enable Ethernet offloading from the web user interface
- Disable WiFi or Ethernet offloading from the web user interface
- Change WiFi encryption or channel settings from the web user interface
- Change WiFi network name or password from the web user interface
- Change WiFi band settings from the web user interface
- Change WiFi standby, range, channel bandwidth, and info display settings from the web user interface
- Enable or disable the guest WiFi network from the web user interface
- Change the guest WiFi network settings from the web user interface
- Enable or disable Airplane Mode from the web user interface
- Configure access controls from the web user interface
- Enable SIM security from the web user interface
- Change the web user interface login password
- Update firmware from the web user interface
- Back up mobile hotspot settings from the web user interface
- Restore backed up settings from the web user interface
- Factory reset your mobile hotspot from the web user interface
- Disable the factory reset button from the web user interface
- Disable or re-enable DNS rebind protection from the web user interface
- Disable or re-enable the DHCP server feature from the web user interface
- View data usage from the web user interface
- Change tethering settings from the web user interface
- Configure cellular settings from the web user interface
- Enable or disable IP pass-through from the web user interface
- Configure access point names from the web user interface
- Configure port forwarding from the web user interface
- Configure port filtering from the web user interface
- Change display settings from the web user interface
- Disable or re-enable VPN pass-through from the web user interface
- Disable or re-enable UPnP from the web user interface
- Configure a DMZ server from the web user interface

Log in to the web user interface from a web browser

You can access the mobile hotspot web UI by visiting either mywebui.net or the mobile hotspot's IP address in a web browser on a computer, laptop, or other WiFi device.

To log in to the web UI:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter either mywebui.net or your mobile hotspot's IP address.
   By default, the IP address is 192.168.1.1. If you've configured a different IP address, are using WiFi offloading, or are using other advanced features, your IP address might be different.
   The mobile hotspot web page displays.
3.
4. Log in using your web UI password (admin password).
   If you set up your mobile hotspot via the web UI, the password is the one that you specified when you set up your mobile hotspot. The password is case sensitive.
   If you set up your mobile hotspot using the NETGEAR app, the default password is displayed on and can be changed from the app's **Settings > Advanced Settings > Admin Settings** screen.
   The web UI dashboard displays. The dashboard displays any active alerts.

Log in to the web user interface from the NETGEAR app

You can also access the mobile hotspot web UI from the NETGEAR app on a mobile device.

To log in to the web UI from the NETGEAR app:

1. From the app dashboard, tap the **Settings** icon in the bottom right corner.
   The Settings page displays.
2. Click or tap **Advanced Settings**.
   The Advanced Settings page displays.
3. Click or tap **web user interface**.
   The web UI dashboard displays. The dashboard displays any active alerts.

View SMS messages from the web user interface

Your mobile hotspot can receive text (SMS) messages. You can view them from the web UI.

To view SMS messages from the web UI:

1. From the web UI dashboard, select **Messages**.
   A list of messages displays, showing the first portion of the text.
2. Click or tap a message to read the full text.

Delete an SMS message from the web user interface

You can delete SMS messages from the web UI when you are done reading them.

To delete an SMS message from the web UI:

1. From the web UI dashboard, select **Messages**.
   A list of messages displays, showing the first portion of the text.
2. Select a message and click or tap **Delete Message**.
   The message is deleted.

View details about your mobile hotspot from the web user interface

You can view details about your mobile hotspot from the web user interface.

To view details about your mobile hotspot from the web user interface:

1. From the web user interface dashboard, select **Settings > Status**.
   The Status menu expands.
2. Select one of the following pages to view additional information:
   - **Account**: Displays cellular account info, such as your service number, IMEI, and MAC address.
   - **Network**: Displays network connection info, such as your time connected, data transfer totals, and IP addresses.
   - **Device**: Displays mobile hotspot info, such as the hardware and software versions.
   - **WiFi Details**: Displays WiFi network info, such as your encryption type, connected devices, and broadcast mode.
   - **Diagnostics**: Displays diagnostic info, such as cellular band technical info, device temperature, and battery voltage.

Enable WiFi offloading from the web user interface

To enable WiFi offloading from the web user interface:

1. From the web user interface dashboard, select **Settings > General > Internet**.
   The Internet page displays.

2. Click or tap **WiFi Offloading** to enable WiFi offloading.
   The default setting is 4G/5G (Cellular only, no offloading).
3. Click or tap **Apply**.
   A message displays telling you that to save this change, your device must restart WiFi connections.
4. Click or tap **Continue**.
   A message displays telling you that no mobile router is online.
5. Reconnect your mobile router connection to your device. See Connect to WiFi using the SSID and password on page 14 or Connect to WiFi using the QR code and view WiFi settings on page 15 for more information.
6. Log in to the web user interface. See Log in to the web user interface from a web browser on page 56 for more details.
7. From the web user interface dashboard, select **Settings > General > Internet**.
   The Internet page displays.
8. Navigate to the **Scan List** and select a network.
9. Enter your network credentials, including the WiFi Name (SSID), encryption type, and password. Click or tap **Continue**.
   Your network displays in the Preferred Networks section.
10. From the Preferred Networks section, select the check box for your network.
    Your settings are saved.

Enable Ethernet offloading from the web user interface

To enable Ethernet offloading from the web user interface:

1. From the web user interface dashboard, select **Settings > General > Internet**.
   The Internet page displays.
2. Click or tap **Ethernet + 4G/5G Backup** to enable Ethernet offloading.
   The default setting is 4G/5G (Cellular only, no offloading).
3. (Optional) Select the Enable Auto enable Ethernet + 4G/5G Backup when detected check box to automatically switch to Ethernet with cellular backup when available.
4. Click or tap **Apply**.
   A message displays telling you that to save this change, your device must restart WiFi connections.

5. Click or tap **Continue**.
   A message displays telling you that no mobile router is online. Your settings are saved.
6. Reconnect your mobile router connection to your device. See Connect to WiFi using the SSID and password on page 14 or Connect to WiFi using the QR code and view WiFi settings on page 15 for more information.

Disable WiFi or Ethernet offloading from the web user interface

To disable WiFi or Ethernet offloading from the web user interface:

1. From the web user interface dashboard, select **Settings > General > Internet**.
   The Internet page displays.
2. Tap **4G/5G Only** to disable WiFi offloading or Ethernet + 4G/5G Backup.
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.
4. Click or tap the **Continue** button.
   Your settings are saved.

Change WiFi encryption or channel settings from the web user interface

From the web user interface, you can change the WiFi encryption type and broadcast channel settings.

NOTE: In some regions, not all channels are available. Do not change the channel unless you experience interference (shown by lost connections or slow data transfers). If this happens, experiment with different channels to see which is the best.

To change WiFi encryption or channel settings from the web user interface:

1. From the web user interface dashboard, select **Settings > Wi-Fi Networks > Advanced Settings**.
   The Advanced Settings page displays.

2. From the **Encryption Type** menu for a band, select one of the following encryption (WiFi security) types:
   - WPA2 Personal AES
   - WPA2 + WPA3 mixed
   - WPA3 Personal AES

   Your WiFi client devices must support the encryption type that you select for your mobile hotspot, or they will not be able to connect.

> **NOTE:** The encryption for the 6 GHz WiFi network is automatically set to WPA3-Personal. This security option enables WiFi devices that support WPA3 to join the 6 GHz WiFi network. WPA3 is the latest security standard, uses SAE encryption, and is required to join the 6 GHz WiFi network.

3. Select a specific channel from the **Channel** menu for a band.
   By default, the channel setting is Auto select channel. To select a specific channel, you must first clear the **Auto select channel** check box.

> **NOTE:** When WiFi offloading is enabled, the WiFi channel is set to Auto and you cannot change it. To select a specific channel, you must first disable WiFi offloading.

4. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.
5. Click or tap the **Continue** button.
   Your settings are saved. If you changed the SSID or password, your previously connected WiFi devices must reconnect using the new credentials.

Change WiFi network name or password from the web user interface

The WiFi network name (SSID) identifies your WiFi network and is visible to other WiFi-enabled devices. From the web user interface, you can change the SSID and password settings.

To change the WiFi network name or password from the web user interface:

1. From the web user interface dashboard, select **Settings > Wi-Fi Networks > Main Wi-Fi**.
   The Main Wi-Fi page displays.
2. In the **WiFi Name** /////////field, enter a name for the WiFi network, and in the **WiFi Password** field, enter a password for the WiFi network.

3. Clear or select the **Broadcast WiFi Name SSID** check box.
   If you clear the check box, you must manually enter your SSID when connecting your WiFi devices.
4. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.
5. Click or tap the **Continue** button.
   Your settings are saved. If you changed the SSID or password, your previously connected WiFi devices must reconnect using the new credentials.

Change WiFi band settings from the web user interface

Your mobile hotspot can broadcast WiFi signals on two WiFi bands simultaneously. Depending on your specific model, you might be able to use 2.4 GHz, 5 GHz, or 6 GHz. Note that the overall throughput speed might decrease when WiFi dual-band WiFi is enabled.

To change WiFi band settings from the web user interface:

1. From the web user interface dashboard, select **Settings > Wi-Fi Networks > Wi-Fi Band**.
   The Wi-Fi Band page displays.
2. Select a WiFi band option.
   Depending on your mobile hotspot model, the following options might be available:
   - Dual-Band (5 & 6 GHz)
   - Dual-Band (2.4 & 6 GHz)
   - Dual-Band (2.4 & 5 GHz)
   - 6 GHz Only
   - 5 GHz Only
   - 2.4 GHz Only
   - Turn Off WiFi
3. Click or tap **Apply**.
   A message displays telling you that to save this change, your device must restart WiFi connections.
4. Click or tap **Continue**.
   Your settings are saved.

Change WiFi standby, range, channel bandwidth, and info display settings from the web user interface

To change WiFi standby, range, bandwidth, and info display settings from the web user interface:

1. From the web user interface dashboard, select **Settings > Wi-Fi Networks > Advanced**.
   The Advanced Settings page displays.
2. From the **WiFi Standby** menu, select a time period.
3. From the **WiFi Range** menu, select a standard or long range.
4. From the **Bandwidth** menu, select a channel frequency (also called channel binding) option for each WiFi band that your device supports.
5. To allow the WiFi information to be displayed on your mobile hotspot home screen, leave the **Display info on LCD** check box selected.
6. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.
7. Click or tap the **Continue** button.
   Your settings are saved.

Enable or disable the guest WiFi network from the web user interface

You can turn on the guest WiFi network to share your internet connection with temporary visitors on a separate connection from your personal WiFi devices. The guest network is a dedicated WiFi network for visitors, separate from your other WiFi networks. The guest WiFi network is disabled by default.

To enable or disable the guest WiFi network from the web user interface:

1. From the web user interface dashboard, select **Settings > Wi-Fi Networks > Guest Wi-Fi.**
   The Guest Network page displays.
2. Select the **Enable** check box to enable the guest WiFi network, or clear the check box to disable the guest WiFi network.
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.

4. Click or tap the **Continue** button.
   The guest WiFi network setting is updated.
   If enabled, a QR code for devices to connect displays on the Guest Network page, along with additional settings.

Change the guest WiFi network settings from the web user interface

When the guest WiFi network is enabled, your mobile hotspot's web user interface displays additional settings for the guest WiFi network. You can change the guest WiFi network name (the guest SSID), password, encryption, and channel settings. You can also choose to randomly generate a guest WiFi password or disable the SSID broadcast of the guest WiFi network.

To change guest WiFi settings from the web user interface:

1. From the web user interface dashboard, select **Settings > Wi-Fi Networks > Guest Wi-Fi**.
   The Guest Network page displays.
2. In the **WiFi Name** field, enter a name (the SSID) for the guest WiFi network.
3. In the **WiFi Password** field, enter a password for the guest WiFi network.
4. From the **Encryption Type** menu, select an encryption (WiFi security) type.
   Your WiFi client devices must support the encryption type that you select for your mobile hotspot, or they will not be able to connect.
5. Leave the channel as is, or select a specific channel from the **Channel** menu.
6. Clear or select the **Generate Passphrase** check box.
   If you clear the check box, you must enter your own WiFi password for the guest WiFi network.
7. Clear or select the **Broadcast WiFi Name SSID** check box.
   If you clear the check box, you must manually enter the guest WiFi network name (guest SSID) when connecting your WiFi devices.
8. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.
9. Click or tap the **Continue** button.
   If you changed the SSID or password, your previously connected WiFi devices must reconnect using the new credentials.
   Your settings are saved.

Enable or disable Airplane Mode from the web user interface

You can turn on Airplane Mode to disable cellular service, but keep your WiFi or Ethernet connection active. Airplane Mode is disabled by default.

To enable or disable Airplane Mode from the web user interface:

1. From the web user interface dashboard, select **Settings > General > Airplane Mode**.
   The Airplane Mode page displays.
2. Select the **Enable** check box to enable Airplane Mode, or clear the check box to disable Airplane Mode.
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your device must restart WiFi connections.
4. Click or tap the **Continue** button.
   Airplane Mode is enabled.

Configure access controls from the web user interface

You can use access control to set up a list of specific devices (an access control list, or ACL) to be allowed access or blocked from accessing your mobile hotspot's internet connection.

NOTE: If you set up a list of devices that are allowed, make sure that you add the device with which you are accessing the web user interface, otherwise you might be locked out.

To configure access controls from the web user interface:

1. From the web UI dashboard, select **Settings > Security > Access Controls**.
   The Access Controls page displays.
2. Select the **Enable** check box.
3. From the **Filter Type** menu, select **Allow List** or **Block List**.
   Depending on your selection, the page displays an Allow List or a Block List.
4. To add a device to the list, click or tap **Add**.
   The Add Device window displays.
5. In the **Device Name** field, enter a name for the device that you are adding, and in the **MAC Address** field, enter the MAC address for the device.
6. Click or tap the **Add** button.
   The device is added to the list.

7. To remove a device from the list, select the device and then click or tap the **Delete** button.
   The device is removed from the list.

Enable SIM security from the web user interface

You can create another level of security by configuring a SIM PIN that you must enter each time that you power on your mobile hotspot.

To enable SIM security from the web UI:

1. From the web UI dashboard, select **Settings > Security > SIM Security**.
   The SIM Security page displays.
2. Click or tap the **ACTIVATE** button.
3. Enter a PIN to use for your mobile hotspot and click or tap the **Apply** button.

   CAUTION: If you enter an incorrect PIN three times, the SIM is blocked. If the SIM is blocked, contact your cellular data service provider to receive a PUK code to unblock the SIM. After 10 unsuccessful PUK attempts, the SIM card is disabled entirely. In this unlikely situation, you must contact your service provider for a replacement SIM card.

   Your PIN is saved.

Change the web user interface login password

When you first set up your mobile hotspot, you choose an web UI login password (also known as an admin password) for your mobile hotspot. You can change the password later on from the web UI.

To change the web UI login password:

1. From the web UI dashboard, select **Settings > Administration > Set Password**.
   The password settings are displayed.
2. In the **New Password** field, enter the password that you want to use.
   The password must be between 8 and 31 characters, and must include an uppercase letter, a special character, and a number.
3. In the **Repeat Password** field, enter the new password a second time to confirm.
4. Click or tap the **Apply** button.
   Your settings are saved.

Update firmware from the web user interface

To update firmware from the web user interface:

1. From the web user interface dashboard, select **Settings > Administration > Software Update**.
   The Firmware Update page displays.
2. Click or tap **Check for Updates**.
   If a firmware update is available, a blue button displays.
3. Click or tap **Install New Firmware**.
   The update downloads.
4. Follow the onscreen instructions to install the update.
   After the update completes, your mobile hotspot reboots.
   Your firmware is updated.

Back up mobile hotspot settings from the web user interface

You can back up and restore mobile hotspot settings. Backing up and restoring is useful if you use more than one mobile hotspot and you want the same settings on all of your devices.
We recommend that you save your settings before resetting to factory defaults or changing the settings.

NOTE: You can access the backup settings only from your computer.

To back up mobile hotspot settings from the web UI:

1. From the web UI, select **Settings > Administration > Backup Settings**.
   The Backup Settings page displays.
2. Click the **Backup** button.
   By default, the file (`export.cfg`) is saved to your Downloads folder.

Restore backed up settings from the web user interface

NOTE: You can access the backup settings only from your computer.

To restore backed up settings from the web UI:

1. From the web UI dashboard, select **Settings > Administration > Backup Settings**.
   The Backup Settings page displays.

2. Select the `export.cfg` file to restore.
   - To browse and select a local file, click or tap the **Choose File** button.
   - To select a backup file from the network, click or tap the **Upload** button.

   By default, mobile hotspot setting files are saved to your Downloads folder.
3. Click or tap the **Open** button.
   Your mobile hotspot is restored with the uploaded file's settings.

Factory reset your mobile hotspot from the web user interface

To factory reset your mobile hotspot from the web user interface:

1. From the web user interface dashboard, select **Settings > Administration > Factory Reset**.
   The Factory Reset page displays.
2. Click or tap the **Reset** button.
3. Click or tap the **Yes** button to confirm.
   Your mobile hotspot resets and returns to its factory settings.

NOTE: When you reset your mobile hotspot, any connected devices are disconnected and must reconnect after the mobile hotspot restarts. A factory reset restores the mobile hotspot to its default settings but does not remove installed eSIMs.

Disable the factory reset button from the web user interface

To prevent users from resetting the mobile hotspot using the Reset button, you can disable the hardware button. This also disables the factory reset option on your mobile hotspot.

To disable the factory reset button from the web user interface:

1. From the web user interface dashboard, select **Settings > Administration > Factory Reset**.
   The Factory Reset page displays.
2. Click or tap to clear the **Enable** check box.
3. Click or tap the **Apply** button.
   Your settings are saved.

Disable or re-enable DNS rebind protection from the web user interface

DNS rebind protection is a security feature that blocks the use of private IP addresses by public domains. This can sometimes cause connection issues with some specific network setups, including when an account is given a custom APN (Access Point Name) and private static IP address. In this situation, disabling DNS rebind protection can resolve the issue.

NOTE: DNS rebind protection is enabled by default.

To disable or re-enable DNS rebind protection from the web user interface:

1. From the web user interface dashboard, select **Settings > Advanced > Mobile Router Setup**.
   The Mobile Router Setup page displays.
2. Clear the **DNS Rebind Protection** check box to disable DNS rebind protection, or select it to re-enable DNS rebind protection.
3. Click or tap the **Apply** button.
   Your mobile hotspot asks you to confirm that it must restart to disable or enable DNS rebind protection.
4. Click or tap the **Continue** button.
   Your mobile hotspot restarts with DNS rebind protection disabled or enabled.

Disable or re-enable the DHCP server feature from the web user interface

By default, your mobile hotspot acts as a DHCP server. The server assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is the LAN address of the mobile hotspot.
You can use another device on your network as the DHCP server, or specify the network settings of all your computers.

To disable or re-enable the DHCP server feature from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Mobile Router Setup**.
   The Mobile Router Setup page displays.
2. Clear the **Use mobile router as DHCP server** check box to disable the DHCP server feature, or select the check box to re-enable it.
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart.

4. Click or tap the **Continue** button.
   Your settings are saved.

View data usage from the web user interface

To view data usage from the web UI:

1. From the web UI dashboard, click or tap **See data usage**, or select **Settings > Advanced > Data Usage**.
   The Data Usage page displays.
2. (Optional) To reset the data usage counter, click or tap the **Reset** button.
   When WiFi offloading is enabled (which is the default setting), you cannot reset the data usage. To reset the data usage counter, you must disable WiFi offloading. For more information, see Disable WiFi or Ethernet offloading from the web user interface on page 59.
   The counter is reset.
3. (Optional) To set a regular reset date or data plan limit, select the appropriate check box and enter or select your desired values.
4. Click or tap the **Apply** button.
   Your settings are saved.

Change tethering settings from the web user interface

By default, tethering is enabled on your mobile hotspot, and it continues broadcasting WiFi when tethering is used. You can change these settings from the web UI.

To change tethering settings from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Mobile Router Setup**.
   The Mobile Router Setup page displays.
2. In the TETHERING section, select the **Turn off WiFi when tethering** check box to disable WiFi broadcasting when tethered, or clear it to enable WiFi broadcasting when tethered.
3. Select an option from the **Use USB port for** menu:
   - **Charge + tether (default)**: Your mobile hotspot battery charges and uses WiFi tethering when connected to a computer USB port.
   - **Charge only**: Tethering is disabled and your mobile hotspot only charges when connected to a computer USB port.
4. Click or tap the **Apply** button.
   Your settings are saved.

Configure cellular settings from the web user interface

To configure cellular settings from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Change the data, band region, and network mode settings as needed.

Enable or disable IP pass-through from the web user interface

Depending on how you use your mobile hotspot, you might want to enable IP pass-through. When IP pass-through is enabled, your mobile hotspot takes the IP address that your cellular service provider assigned to your device and passes it through to a connected device.
Enabling IP pass-through can help prevent a double network address translation (double NAT) situation when you connect your mobile hotspot to a downstream routing device. When double NAT occurs, you might experience problems with secure websites that use SSL, VPN connections, online games, and other communication problems.

NOTE: Most carriers issue a private wireless wide area network (WWAN) IP address to your device. Some carriers have special plans that issue a public WWAN IP, or can add a public WWAN IP to your existing plan for an additional charge. Contact your carrier for more information if your situation requires a public WWAN IP address.

To enable or disable IP pass-through from the web user interface:

1. From the web user interface dashboard, select **Settings > Advanced > Mobile Router Setup**.
   The Mobile Router Setup page displays.
2. Select the IP Passthrough **ON** or **OFF** button.
   If you select **ON**, additional options display:
   a. From the **Type** menu, select IP pass-through over **Ethernet** or **USB**.
   b. Enter a **MAC** address.
3. Click or tap the **Apply** button.
   Your mobile hotspot asks you to confirm that it must restart to enable or disable IP pass-through.
4. Click or tap the **Continue** button.
   Your mobile hotspot restarts with IP pass-through enabled or disabled.

Configure access point names from the web user interface

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

NOTE: Your carrier determines its own APN information and must provide you with the information for its own data plan. APN settings can also vary depending on the type of plan that you subscribe to. We recommend that you contact your carrier for the correct APN settings and only use the APN that your carrier instructs you to use for your specific plan.

Add an APN for another network

To add an APN for another network:

1. From the web user interface dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Click or tap **Add**.
   The APN page displays.
3. Specify the APN name.
   The APN name is a label for display in the UI.
4. Specify the APN.
   This step specifies the APN as defined by the carrier.
5. Change the PDP (data protocol), if necessary:
   - **IPV4**
   - **IPV6**
   - **IPV4V6**
6. 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).

7. Select the network authentication mode supplied by the network provider:
   - **None**
   - **PAP**
   - **CHAP**
   - **PAPCHAP**
8. Enter the name and password, if they are required for the network.
9. Click or tap the **Add** button.
   The entry is added to the table.

Select an APN to use

To select an APN to use:

1. From the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. 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 the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Select the check box to the left of the APN.
3. Click or tap the **Delete** button.
   The APN is removed.

Configure port forwarding from the web user interface

Port forwarding allows external users to access services hosted on devices connected to your network.

NOTE: Port forwarding can create security risks. Disable port forwarding when it is not required.

To configure port forwarding from the web user interface:

1. From the web user interface dashboard, select **Settings > Advanced > Port Forwarding**.
   The Port Forwarding page displays.

2. Select the **Enable** check box.
   Incoming traffic is forwarded to specific devices on your network by using their local IP addresses.
   The Port Forwarding settings display.
3. Select **Add**.
   The Add Service page displays.
4. Configure the port forwarding rule:
   a. In the **Rule Name** field, enter a descriptive name.
   b. In the **IP Address** field, enter the IP address of the connected device.
   c. In the **Port** field, enter the port number or port range used by the application.
   d. From the **Protocol** menu, select the communication protocol.
      If you are unsure which protocol to use, select **TCP**.
5. Select the **Add** button.
   The port forwarding rule is added.
6. Click or tap the **Apply** button.
   Your settings are saved.

Configure port filtering from the web user interface

Port filtering controls which applications and services can access the internet. Combined with other security features such as a firewall, port filtering can improve network security.
To configure port filtering:

1. From the web user interface dashboard, select **Settings > Advanced > Port Filtering**.
   The Port Filtering page displays.
2. Select the **Enable** check box.
   The Port Filtering settings display.
3. From the **Port Filtering** menu, select the port filtering mode:
   - Select **Block List** to prevent specified applications and services from accessing the internet.
   - Select **Allow List** to allow only specified applications and services to access the internet.

   Only one mode can be active at a time.
4. Configure the port filtering rule:
   a. Enter a name for the application or service.
   b. Enter the port number.
   c. Select the communication protocol.
5. Click or tap the **Apply** button.
   The settings are saved.

Change display settings from the web user interface

You can change your mobile hotspot's display settings from the web UI. Lowering the LCD screen's brightness level or reducing the screen time-out to a shorter period reduces power consumption and might increase your mobile hotspot's battery life.

To change display settings from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Device**.
   The Device page displays.
2. Adjust the following settings:
   - **Screen Brightness**: From the menu, select the screen brightness level.
   - **Screen Timeout**: From the menu, select a time period.
3. Click or tap the **Apply** button.
   Your settings are saved.

Disable or re-enable VPN pass-through from the web user interface

VPN pass-through allows VPN traffic to pass through your mobile hotspot so you can connect to workplace VPN networks. VPN pass-through is enabled by default but can be disabled if you don't use VPN tools.

NOTE: The VPN pass-through feature allows devices like mobile phones, laptops, and tablets to connect to third-party VPN services through your mobile hotspot. The mobile hotspot itself does not run a VPN or include a built-in VPN client or service.

To disable or re-enable VPN pass-through from the web user interface:

1. From the web user interface dashboard, select **Settings > Advanced > Other**.
   The Other page displays.
2. In the VPN Passthrough section, clear the **Enable** check box to disable VPN pass-through, or select the check box to re-enable it.
   VPN pass-through is enabled by default.
3. Click or tap the **Apply** button.
   Your settings are saved.

Disable or re-enable UPnP from the web user interface

UPnP (Universal Plug and Play) allows devices to discover each other and automatically configure the network as needed. This improves experiences in multiplayer games, peer-to-peer apps, and real-time communication tools.
UPnP is enabled by default. Disabling UPnP stops devices from automatically managing router settings such as port forwarding.

To disable or re-enable UPnP from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Other**.
   The Other page displays.
2. In the UPnP section, clear the **Enable** check box to disable UPnP, or select the check box to re-enable it.
   UPnP is enabled by default.
3. Optional: If you enable UPnP, select a **UPnP IGD Version** from the menu.
   This setting typically does not need to be changed unless a specific application or device requires it.
4. Click or tap the **Apply** button.
   Your settings are saved.

Configure a DMZ server from the web user interface

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 configure a DMZ server from the web user interface:

1. From the web user interface dashboard, select **Settings > Advanced > Other**.
   The Other page displays.
2. In the DMZ section, select the **Enable** check box.
3. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.
   If your mobile hotspot is tethered using a USB cable, this address is 192.168.1.4. If your mobile hotspot is connected using WiFi, the first WiFi client's IP address is usually 192.168.1.2. For more information about IP addresses of connected devices to the mobile hotspot, see View a network map of connected devices on page 22.

NOTE: IPv6 addresses are not supported.

4. Click or tap the **Apply** button.
   Your settings are saved.

Troubleshooting

This chapter provides suggestions for troubleshooting problems that might arise when you are using your mobile hotspot.

This chapter covers the following topics:

- View alerts
- Extend battery life
- Third-party power adapters and USB cables
- Improve reception with an external antenna
- Factory reset your mobile hotspot

View alerts

Your mobile hotspot displays alerts to advise you of mobile hotspot status changes.

SIM Error: Check SIM or SIM Not Installed

Make sure that your cellular data carrier's SIM card is fully inserted in your mobile hotspot's SIM card slot. If a problem still exists, contact your carrier's customer service. The SIM card might be damaged and need replacement.

SIM Locked

If your SIM card is locked, you can unlock the SIM.

To unlock the SIM card:

1. If you did not add a PIN for the SIM, contact your cellular data carrier's customer service for the PIN to unlock the 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. Log in using your admin password.
   The default admin login password is printed on the product label in the battery compartment. The password is case sensitive.
   The web user interface dashboard displays.
5. Enter the SIM PIN when prompted.

6. Click or tap **Apply**.
   Your settings are saved.

Temperature-related alerts

To get the best pzerformance and longest life from your mobile hotspot, managing the device's temperature is important. As your mobile hotspot's temperature increases, its performance is reduced, while overheating the device will cause it to shut down entirely. Considering thermal management when you use your mobile hotspot can prevent it from overheating and make sure that you have the best experience with your device.
Your mobile hotspot has specific heat limits for each operating mode. Removing the battery and plugging your mobile hotspot in raises its temperature limits, as it doesn't need to limit heat as much to protect the battery. Exceeding these limits results in reduced performance, stability issues, or even automatic shutdown.

Understanding temperature limits

- **Battery Powered mode**:
  - **Level 1**: Battery is slow charging. Carrier 4G and 5G connections are limited to fewer bands. Device speed is reduced.
  - **Level 2**: Battery stops charging. Carrier 4G connections are limited to one band. 5G bands stop operating. Device speeds are reduced further, and data connection errors might occur.
  - **Level 3 (Critical)**: Device shuts down to protect itself.
- **Plugged-In Mode (no battery)**:
  - **Level 1**: Carrier 4G and 5G connections are limited to fewer bands. Device speed is reduced.
  - **Level 2**: Carrier 4G connections are limited to one band. 5G bands stop operating. Device speeds are reduced further, and data connection errors might occur.
  - **Level 3 (Critical)**: Device shuts down to protect itself.

Managing temperature for best performance

The following tips can help you manage your mobile hotspot's heat to get the best performance:

- **Make sure there is proper ventilation**: Use your mobile hotspot in a well-ventilated area to help keep it cool. Avoid using the device on soft surfaces like beds or couches, because they can block airflow and trap heat.
- **Avoid extreme temperatures**: The mobile hotspot is designed for safe operation in the 0°C to 35°C (32°F to 95°F) ambient air temperature range. Avoid exposing the device to direct sunlight, high-temperature environments, or extremely cold conditions, because they can reduce performance and cause device problems.
- **Remove the battery and battery cover and use Plugged-In Mode**: When using your mobile hotspot continuously for long periods of time, we recommend that you remove the battery

and battery cover and plug your mobile hotspot in to enable Plugged-In Mode. Plugged-In Mode allows your mobile hotspot to safely operate at higher temperatures with increased performance. This mode is particularly beneficial for applications that require heavy data usage, such as online gaming, video streaming, or large file downloads. Removing the battery enables Plugged-In Mode and removing its cover helps your mobile hotspot stay cool.

- **Reduce load on the device**: When using your mobile hotspot in higher temperature environments, limit the number of simultaneous connections and bandwidth-intensive activities. This can help reduce the heat generated by the device.
- **Install firmware updates**: Keep your mobile hotspot's firmware up to date. NETGEAR firmware updates can include performance optimizations and thermal management improvements, ensuring the best performance for your mobile hotspot.

Extend battery life

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

- Screen brightness
- Standby time
- Data throughput
- Mobile broadband signal strength (the better the signal, the longer the battery life)
- WiFi range

For example, you can increase battery life by reducing the LCD screen's brightness level, or set the screen time-out to a shorter period.

You might want to try the following to improve your battery life:

- Change WiFi range on page 42
- Change WiFi standby time on page 42
- Adjust screen brightness on page 48
- Change screen timeout on page 48

Third-party power adapters and USB cables

The power adapter and USB cable that you use with your mobile hotspot must meet certain standards to provide sufficient power for device charging and Plugged-In Mode.

For mobile hotspot models that include a power adapter, NETGEAR supplies a Quick Charge 2.0-certified or Quick Charge 3.0-certified power adapter (depending on region) and a USB cable. If your mobile hotspot includes a power adapter and USB cable, we recommend that you use the included parts with your mobile hotspot for best performance.

NETGEAR cannot guarantee the performance of specific third-party power adapters or USB cables with your mobile hotspot. However, high-quality third-party power adapters and USB cables that meet the following standards should provide similar performance to the official

NETGEAR parts:

- Quick Charge 2.0 power adapter
- Quick Charge 3.0 power adapter
- Quick Charge 4.0 power adapter
- USB Power Delivery 3.0 power adapter

Use a USB 2.0 or newer cable with any of these power adapters.

Improve reception with an external antenna

If your mobile hotspot has less than 2 bars of reception, slow data transfer speeds, or unstable connectivity.

Poor reception can result from distance to the cell tower, obstacles, or interference. Using an external antenna can improve the reception of your mobile hotspot and increase your data transfer speeds. The NETGEAR Omnidirectional MIMO Antenna is compatible with all recent NETGEAR mobile hotspots and fixed wireless devices.

NOTE: If you have more than 2 bars of reception, using an external antenna might decrease your reception due to interference.

1. Connect the external antenna to your device.
   NETGEAR mobile hotspots and fixed wireless devices are all equipped with two TS-9 connectors for use with external antennas. The NETGEAR Omnidirectional MIMO Antenna comes with two SMA to TS-9 adapters so that it can work with devices that have either SMA or TS-9 connectors.
   Figure 15. NETGEAR Omnidirectional MIMO Antenna and accessories



   a. SMA to TS-9 adapters
   b. SMA connectors

CAUTION: Be gentle when plugging and unplugging the TS-9 connectors from your device because they can be delicate.

2. Position and aim the antenna to improve reception.
   - The positioning and aiming of your antenna can have a large impact on its performance.
   - Aim your antenna towards your closest cell tower. Contact your carrier for information about where your closest cell tower is located.
   - Finding the best location for your antenna might require some trial and error. Move it around your space while monitoring the reception on your device to find the best location.

Factory reset your mobile hotspot

You can reset your mobile hotspot to the factory settings. This is useful if you reset the admin login password for the web user interface and forgot the new password, or if you want to set up your mobile hotspot in a different way.

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

For more information, see the following sections:

- Perform a factory reset on page 52
- Factory reset your mobile hotspot from the web user interface on page 67

Specifications

This appendix covers the following topics:

- LTE and 5GNR transmission specifications
- Mobile band specifications
- WiFi specifications

LTE and 5GNR transmission specifications

Transmission specifications

The following tables indicate the LTE and 5GNR transmission characteristics.

Table 2.LTE transmission characteristics for mobile hotspot

Frequency (MHz)	Bands	Ant0 Gain (dBi)	Ant3 Gain (dBi)	Ant1 Gain (dBi)	Ant2 Gain (dBi)
1850-1910	LTE B2	1.25	2.20		
1710-1755	LTE B4	1.17	1.33		
824-849	LTE B5	1.08			
2500-2570	LTE B7	1.23	1.60		
698-716	LTE B12	-0.21			
777-787	LTE B13	-0.05			
788-798	LTE B14	-0.05			
704-716	LTE B17	-0.25			
1850-1915	LTE B25	1.25	2.20		
814-849	LTE B26	1.08			
2305-2315	LTE B30	0.51	1.38		
2570-2620	LTE B38	1.00	1.45		
2300-2400	LTE B40		1.38		
2496-2690	LTE B41	1.22	1.545		
3400-3600	LTE B42	3.28	2.00		
3699-3800	LTE B43	2.75	1.91		
3550-3700	LTE B48	2.75	2.00		
1710-1780	LTE B66	1.17	1.18		

Frequency (MHz)	Bands	Ant0 Gain (dBi)	Ant3 Gain (dBi)	Ant1 Gain (dBi)	Ant2 Gain (dBi)
663-698	LTE B71	-1.05			

Table 3.5GNR transmission characteristics for mobile hotspot

Frequency (MHz)	Bands	Ant0 Gain (dBi)	Ant3 Gain (dBi)	Ant1 Gain (dBi)	Ant2 Gain (dBi)
1850-1910	n2	1.25	2.20		
824-849	n5	1.08			
2500-2570	n7	1.23	1.60		
698-716	n12	-0.21			
777-787	n13	-0.05			
788-798	n14	-0.05			
1850-1915	n25	1.25	2.20		
814-849	n26	1.08			
2305-2315	n30	0.51	1.38		
2570-2620	n38	1.00	1.45		
2300-2400	n40		1.38		
2496-2690	n41	1.22	1.45	0.95	1.08
3550-3700	n48	2.75	2.00	1.92	1.82
1710-1780	n66	1.17	1.18		
1695-1710	n70	1.17	1.18		
663-698	n71	-1.05			
3300-4200	n77	3.28	2.51	3.01	2.75
3300-3800	n78	3.28	2.00	2.60	2.75

Mobile band specifications

The following table indicates the Nighthawk 5G M8 Pro WiFi 7 Mobile WiFi Router (model MR8400) mobile band specifications.

Mobile bands

Technology	Band
4G/LTE bands	B1, B2, B3, B4, B5, B7, B12, B13, B14, B25, B26, B29, B30, B38, B40, B41, B42, B43, B48, B66, B71
5GNR bands	n1, n2, n3, n5, n7, n12, n13, n14, n25, n26, n30, n38, n40, n41, n48, n66, n70, n71, n77, n78

NOTE: The n29 5GNR is currently disabled and might be enabled in a future software release.

WiFi specifications

WiFi support

- WiFi 802.11a/b/g/n/ac/ax/be, 2x2 MIMO
- 2.4/5/6 GHz Standalone

The following restrictions apply in AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/LV/LI/LT/LU/HU/MT/NL/NO/PL/PT/RO/SI/SK/TR/FI/SE/CH/UK(NI)/HR/HK:

- Operation in 5150-5350MHz and 5470-5875MHz is restricted to indoor use only.
- This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.
- SAR is measured with the device at 10 mm to the body, while transmitting at the highest certified output power level in all frequency bands of the device. The maximum SAR value is 1.6 W/kg (body) averaged over 1 gram of tissue.