



Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate

User Manual

April 2014
202-11387-01

350 East Plumeria Drive
San Jose, CA 95134
USA



Support

Contact your Internet service provider for technical support.

Compliance

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

See the regulatory compliance document before connecting the power supply.

Trademarks

NETGEAR, the NETGEAR logo, and Connect with Innovation are trademarks and/or registered trademarks of NETGEAR, Inc. and/or its subsidiaries in the United States and/or other countries. Information is subject to change without notice.

© NETGEAR, Inc. All rights reserved.

Contents

Chapter 1 Get Started

Know Your Device	7
Manage Your Device and Settings	7
Power and Navigation Keys	8
Status LED	8
LCD	8
LCD Elements	9
Accessories	10
Power Sources	11
Set Up and Connect to the Internet	11
Install the Battery	11
Install the Micro SIM Card	12
Connect to the Internet	13
Tethered Mode	14
NETGEAR AirCard App for Smartphones and Tablets	15
Hotspot Web Page	15
Security Credentials	16

Chapter 2 Use Your Mobile Hotspot

View Data Usage	18
Manage Wi-Fi	19
Choose a Wi-Fi Profile	20
Add a Wireless Device to Your Wi-Fi Network	22
Set the Maximum Number of Connected Devices	24
View or Block Connected Users	25
Set Mobile Broadband Auto Connect Options	28
View Messages	29
View Alerts	30
Extend Battery Life	31
Adjust Wi-Fi Settings to Optimize Battery Life	31
Adjust Display Settings to Increase Battery Life	32
Recharge the Battery	33
Establish Security	35
Change Hotspot Web Page Login Settings	36
Change Device Encryption Security Settings	37
View Details About Your Mobile Hotspot	38
Update Mobile Hotspot Software and Firmware	39

Chapter 3 Advanced Settings

Back Up and Restore Hotspot Settings.	42
Manage Wi-Fi.	43
Set Wi-Fi Network Options.	43
Enable SIM Security.	45
Configure Mobile Broadband.	45
View WAN Information.	46
Enable Port Forwarding.	46
Enable Port Filtering.	48
Enable IP Passthrough Mode.	49
Enable VPN PassThrough.	50
Configure APN Details.	50
Enable DMZ.	52
Set LAN Options.	54

Chapter 4 Frequently Asked Questions

Why can't I connect a device to the hotspot?	56
Why can't I access the Internet?	56
Why isn't my battery charging?	56
Why is the signal indicator always low?	56
Why is the download or upload speed slow?	57
How do I go back to the hotspot web page?	57
What do I do if I forget my admin login password?	57
How do I disconnect from the mobile broadband network?	58
Why doesn't the Connect / Disconnect button appear on the hotspot web page?	58
How can I extend the life of the battery?	59
How do I turn the hotspot off?	59
How do I find out how many users are connected to my hotspot's Wi-Fi networks?	59
The LCD is not lit. How do I know if the hotspot is still powered on?	60
How do I find my computer's IP address?	60
How do I find a device's MAC address?	61
Where can I find more information?	62

Chapter 5 Troubleshooting

The Wi-Fi network name does not appear in the list of networks.	64
The No Signal icon displays on either the LCD or the hotspot web page.	64
Your device cannot access the hotspot web page when connected to a VPN.	64
The hotspot cannot connect to a computer running Windows Vista.	64
The hotspot does not connect to your service provider's network.	65
Reset the hotspot.	65
View Alerts.	66
SIM Not Installed.	66
SIM Error — Check SIM.	66

SIM Locked. 66

SIM MEP Locked 66

Temperature-Related Alerts 67

Connection Alerts 67

Appendix A Specifications

Mechanical Specifications 70

Environmental Specifications. 70

Supported RF Bands 70

Get Started

1

This chapter provides an overview of Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate features, and instructions for how to set up your mobile hotspot and connect to the Internet. The chapter covers the following topics:

- *Know Your Device*
- *Set Up and Connect to the Internet*

Note: Firmware updates with new features and bug fixes are available at downloadcenter.netgear.com. Some products regularly check the site and download new firmware, or you can check for and download new firmware manually. If the features or behavior of your product do not match what is described in this manual, you might need to update your firmware.

Know Your Device

Your mobile hotspot enables you to create a Wi-Fi access point in any location with cellular network coverage. Use a Wi-Fi access point to connect your laptop and other Wi-Fi-capable devices to your service provider's mobile broadband network and connect to the Internet.

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

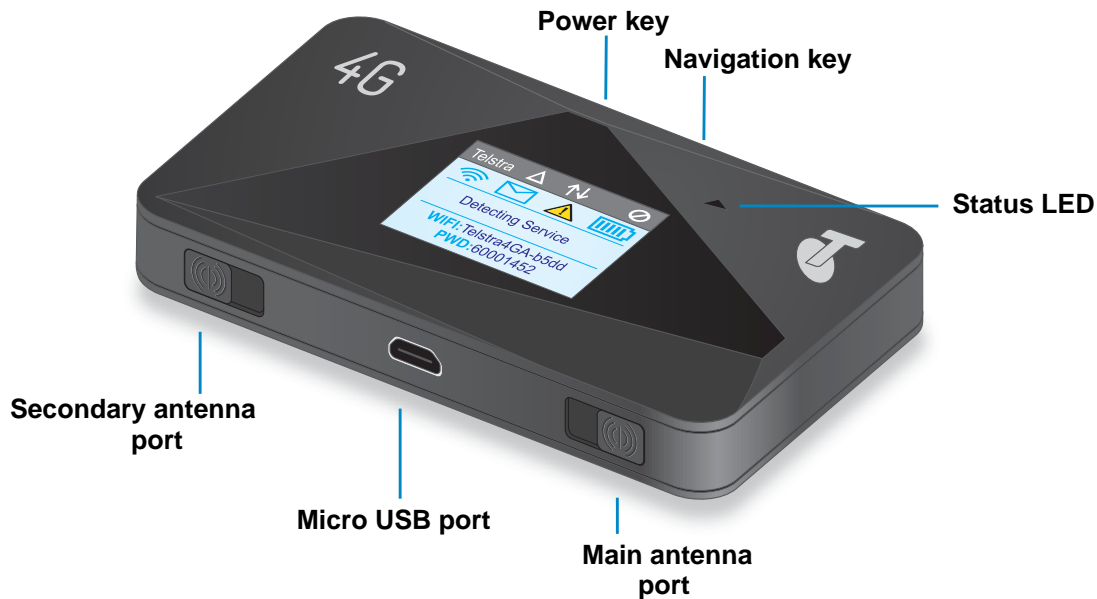


Figure 1. Hotspot keys and features

Manage Your Device and Settings

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

- The device's LCD. See [LCD](#) on page 8.
- The hotspot web page. See [Hotspot Web Page](#) on page 15.
- A mobile device application. See [NETGEAR AirCard App for Smartphones and Tablets](#) on page 15.

Power and Navigation Keys

Use either the Power or Navigation keys to awaken the hotspot and to power the device on and off.

Table 1. Power key usage

Desired Result	Action
Turn on hotspot.	Press and hold the Power key for three seconds.
Turn off hotspot.	Press and hold the Power key for five seconds.
Wake up Wi-Fi signal and screen.	Press and quickly release the Power or Navigation keys.

Use the Navigation key to cycle to the next screen.

Status LED

The LED indicates the device's connection status:

Table 2. LED indicator patterns

Color	LED pattern	What the pattern means
Blue	Slow blink (every five seconds)	The data connection is ready for use. The Wi-Fi is on, WWAN is connected, and Wi-Fi devices are available.
Amber	Blink (every five seconds)	The data connection is not ready for use (disconnected or no signal).
Blue	Double blink (every five seconds)	Data is transferring (uploading or downloading) on the data connection.
Blue/ Amber	Slow blink, alternating blue and amber	The device is installing firmware or software updates.

LCD

The hotspot's LCD displays the following information:

- Wi-Fi name and password.
- Network signal icons. See [Table 3](#) on page 10 for details.
- Data usage details.
- Wi-Fi details (Wi-Fi profile, number of connected devices).
- System alerts.
- Network provider message notification.

For advanced settings, use a Wi-Fi-enabled device to connect to the hotspot and then visit the hotspot web page at <http://m.home> or <http://192.168.1.1>.

LCD Elements

You can use the LCD icons and other screen elements to view the hotspot's status, configure Wi-Fi band settings, view data usage details, and view system alerts and carrier messages.

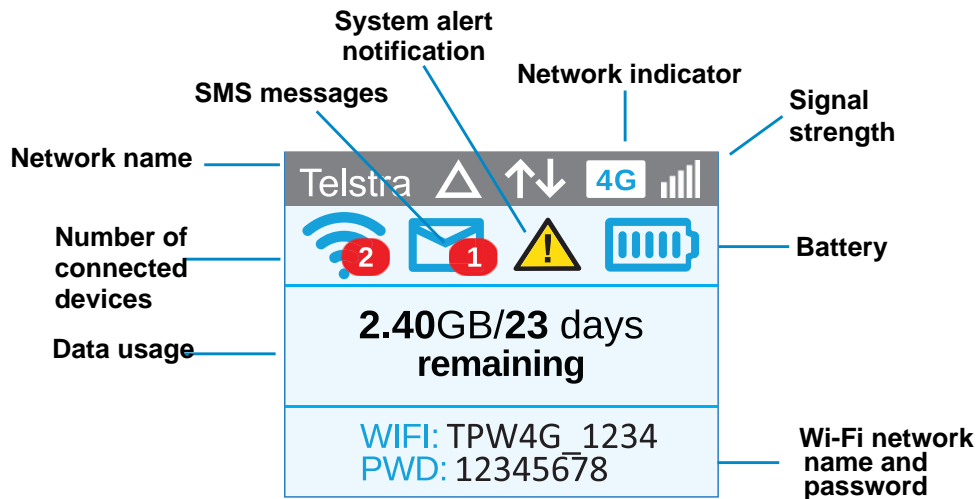










Figure 2. LCD display

Table 3. LCD elements

Element	Indicates
	<ul style="list-style-type: none"> • 1 bar. Low signal strength • 5 bars. Excellent signal strength • Triangle. Roaming (connected to a network other than Telstra's)
	No signal.
	<ul style="list-style-type: none"> • 4G. LTE network available • H. HSPA and Dual Carrier network available • 3G. 3G network available
	<ul style="list-style-type: none"> • 5 bars. Battery fully charged • 1 bars. Battery low
	Battery has less than 5% charge.
	Alert message notification.
Default main Wi-Fi name and password	Used by Wi-Fi-enabled devices to connect to the mobile hotspot.
Guest Wi-Fi name and password	<p>When guest Wi-Fi is enabled, press the Navigation key two times to display the guest Wi-Fi network name and password.</p> <p>For information about how to change these names and passwords, see Establish Security on page 35.</p>
2.40GB/23 days remaining	Estimated data usage for the current billing period.
	Wi-Fi status (blue when Wi-Fi is turned on).
	Messages (shows number of unread messages).

Accessories

The following accessories are included with your hotspot:

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

You can purchase the following accessories separately:

- Charging cradle
- Extended battery

For more information, visit www.netgear.com/telstraaccessories.

Power Sources

Your hotspot can receive power from any of the following sources:

- Rechargeable battery included with the hotspot
- Wall socket using the AC adapter and USB cable
- USB port on your computer

Set Up and Connect to the Internet

The battery and micro SIM card are pre-installed in your hotspot. If you need to re-install these components, complete the steps in the next two sections.

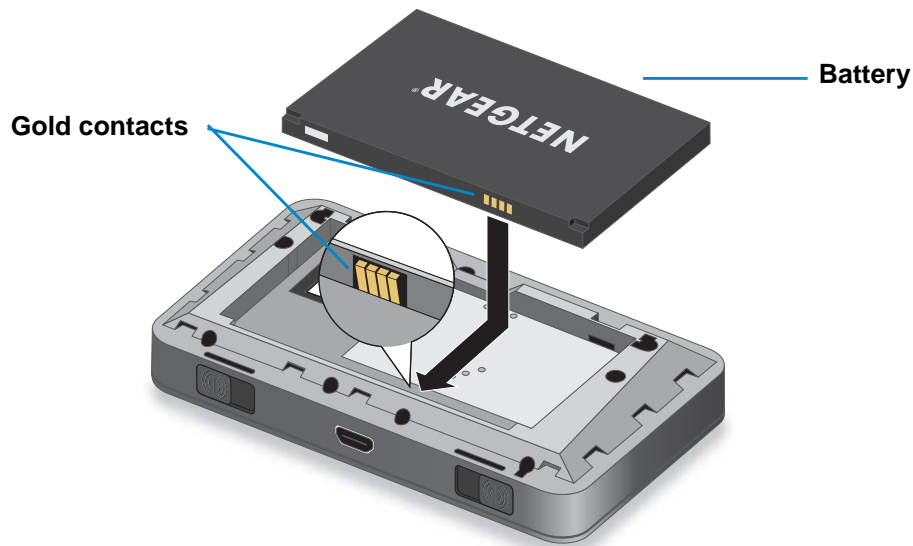
Install the Battery

➤ **To install the battery:**

1. Remove the back cover by lifting at the notch on either corner of the device.



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



3. Replace the back cover.

Note: The battery comes partially charged and ready to use. When the battery needs recharging, follow the instructions in *Recharge the Battery* on page 33.

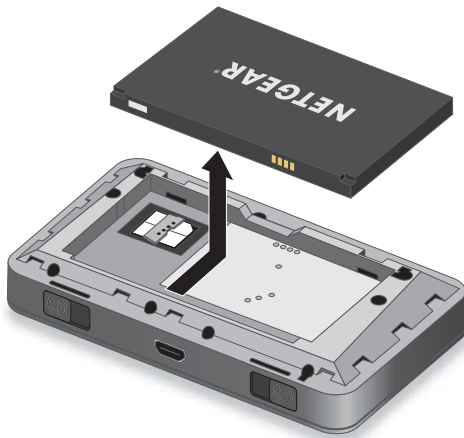
Install the Micro SIM Card

➤ **To insert the SIM card:**

1. Remove the hotspot cover.



2. Remove the battery.



3. Insert the micro SIM card.



4. Replace the battery.
5. Replace the hotspot cover.

Connect to the Internet

Your computer and other devices can connect to the hotspot wirelessly. You can also connect to the Internet with the hotspot tethered to a computer with the USB cable. See [Tethered Mode](#) on page 14.

➤ To connect to the Internet:

1. Press and hold the Power key for a few seconds.

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

2. Connect your computer or other device to your Wi-Fi network:
 - a. Check that Wi-Fi is enabled on your device and search for available Wi-Fi networks.
 - b. Select the Wi-Fi name displayed on the hotspot LCD and connect to it.
 - c. When prompted, enter your Wi-Fi password as it displays on the hotspot LCD.

Note: To personalize the hotspot and change advanced settings, use a Wi-Fi-enabled device to connect to the hotspot and then use a browser to display the hotspot web page (<http://m.home> or <http://192.168.1.1>). Log in as an administrator to make changes. The default administrator login password is **admin**. NETGEAR strongly recommends that you set a more secure password.

3. Launch your browser to surf the Internet.

Tethered Mode

You can use your hotspot in tethered mode (connected to a computer using the USB cable) instead of connecting to it using Wi-Fi.

Note: The first time that you use your hotspot in tethered mode, drivers are loaded on your computer to support the hotspot.

➤ **To install drivers on devices running operating systems other than Win XP:**

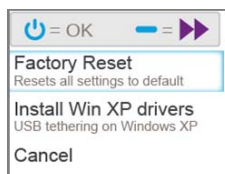
1. Ensure that the hotspot is powered off.
2. Connect the hotspot to your computer using the USB cable.

The hotspot automatically powers on and installs the necessary driver.

You can visit the hotspot web page at <http://m.home> or <http://192.168.1.1> to customize your hotspot's advanced settings.

➤ **To install drivers on a computer running Windows XP:**

1. On the hotspot, hold both the Power and Navigation keys down for five seconds.



2. Press the Navigation key until **Install Win XP drivers** is highlighted.
3. Press the Power key.
4. Follow the instructions to enable device driver installation mode.
5. Connect the hotspot to your computer using the USB cable.

The hotspot installs the necessary driver.

Once the driver is installed, you can visit the hotspot web page at <http://m.home> or <http://192.168.1.1> to customize your hotspot's advanced settings.

NETGEAR AirCard App for Smartphones and Tablets



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



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



Hotspot Web Page

Your hotspot comes configured and ready to use. Use the hotspot web page to manage advanced settings.

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

➤ To log in as an administrator:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **<http://m.home>** or **<http://192.168.1.1>**.

A login screen displays.

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

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

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

After you log in, you can access all of the features available on the LCD plus advanced features. For example, you can do the following:

- Change the SSID, Wi-Fi passwords, admin login, and Wi-Fi encryption settings
- Select a custom Wi-Fi profile (dual-band Wi-Fi, guest Wi-Fi)
- Set auto connect options
- View data usage
- Change security settings and router options

Security Credentials

Three passwords are associated with the hotspot:

- **Wi-Fi password.** Use to connect your computer or other Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It displays on the main hotspot LCD. If the screen is blank (a power-saving feature), press and quickly release the Power key. The default Wi-Fi password is printed on a label under the battery.
- **Guest Wi-Fi password.** When enabled, guests can use this password to access the guest Wi-Fi network.
- **Admin login password.** Use to log in to the hotspot web page as an administrator. You must log in as an administrator to use certain features and to make changes to your hotspot settings. The default admin login password, **admin**, is printed on a label under the battery. The admin login password can be 5–31 characters.

You can change these passwords on the hotspot web page (<http://m.home> or <http://192.168.1.1>). For more information, see [Establish Security](#) on page 35 and [Change Hotspot Web Page Login Settings](#) on page 36.

2. Use Your Mobile Hotspot

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

- *View Data Usage*
- *Manage Wi-Fi*
- *Set Mobile Broadband Auto Connect Options*
- *View Messages*
- *Extend Battery Life*
- *Establish Security*
- *View Details About Your Mobile Hotspot*
- *Update Mobile Hotspot Software and Firmware*

Note: To change settings, log in as an administrator. See *Hotspot Web Page* on page 15.

View Data Usage

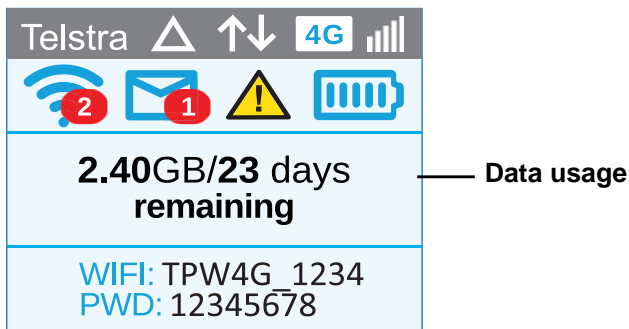
You can view an estimate of your data usage on the hotspot web page and on the hotspot LCD.

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

➤ **To view estimated data usage on the hotspot LCD:**

Press the Power key to awaken the hotspot.

The LCD shows the estimated data usage for the current billing cycle.



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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.

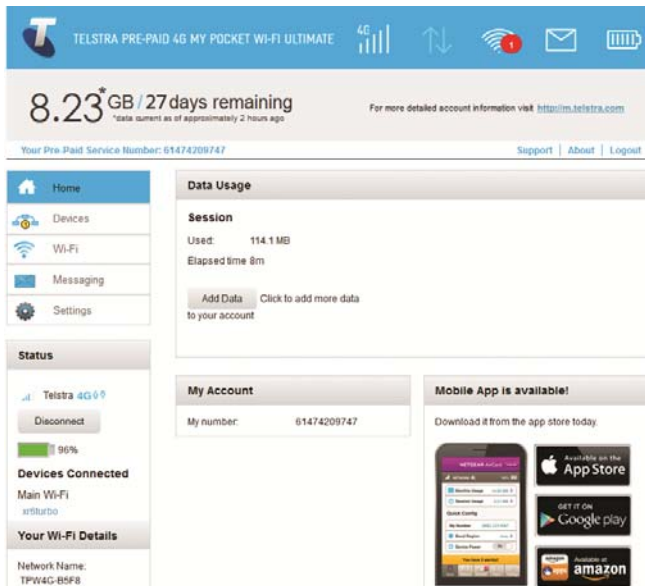
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

The hotspot web page displays the data usage for the current billing cycle (for monthly plans) or for the pre-paid plan, and for the current broadband session.



Manage Wi-Fi

You can set up the Wi-Fi radio of the hotspot to meet your Wi-Fi needs by choosing a predefined Wi-Fi profile or customizing your own. The Wi-Fi profile determines how the hotspot's Wi-Fi features are used.

You can establish any one of the following types of networks:

- **Default/main Wi-Fi.** Share your Wi-Fi with devices you trust.
- **Dual-band Wi-Fi (2.4 GHz and 5 GHz).** Gives you the flexibility of connecting devices that support dual-band Wi-Fi to transfer data at higher throughputs.
- **Guest Wi-Fi.** Share your Wi-Fi with temporary visitors without exposing the devices on the main Wi-Fi network or letting visitors access the hotspot web page.

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

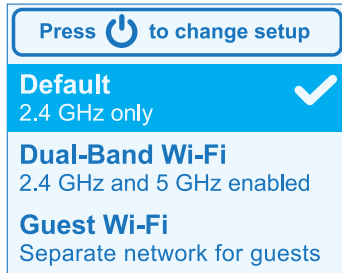
Note: Whenever you change Wi-Fi settings, the hotspot resets to activate the new settings. Any devices connected to the hotspot are disconnected when the hotspot resets.

Choose a Wi-Fi Profile

From the LCD, you can select from a set of basic profiles. For more detailed profile selections, visit the hotspot web page (<http://m.home> or <http://192.168.1.1>).

➤ **To select a Wi-Fi profile on the LCD:**

1. Press the Power key to wake the device.
2. Press the Navigation key until the Wi-Fi options screen displays.



3. To change the setup, press the Power key.
4. Press the Navigation key until the desired Wi-Fi option is highlighted.
5. Press the Power key.

Your setting is saved.

Note: When you choose a new profile, the hotspot resets. Any devices connected to the hotspot are disconnected when the hotspot resets.

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

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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **<http://m.home>** or **<http://192.168.1.1>**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Wi-Fi > Options**.

The Wi-Fi Options screen displays.

- In the **Wi-Fi Profiles** drop-down list, select a predefined profile or select **Custom Setup** to choose your own options.

- To modify the displayed profile (even if you selected a predefined profile), use the following options:
 - Select **Enable secondary Wi-Fi network** to use both Wi-Fi bands (2.4 GHz and 5 GHz)
 - Select the Wi-Fi frequency (2.4 GHz or 5 GHz) to use on the main, secondary, or both Wi-Fi networks.
 - Select **Guest Wi-Fi** to use the secondary Wi-Fi network for temporary visitors.

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

- Click the **Submit** button.

Your changes are saved.

If you select a predefined profile, change the frequency, or change the guest Wi-Fi options, the profile type changes automatically to **Custom Setup**.

Note: When you change your profile options (including disabling or enabling either Wi-Fi network), the hotspot resets. Any devices connected to the hotspot are disconnected when the hotspot resets.

Add a Wireless Device to Your Wi-Fi Network

You can connect up to 15 wireless devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your hotspot network. For information about setting connections for main Wi-Fi and guest Wi-Fi networks, see [Set the Maximum Number of Connected Devices](#) on page 24.

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

Add a Wireless Device Manually

1. On the wireless device that you want to add to your network, view the list of available Wi-Fi networks.
2. Connect to the network that corresponds to your hotspot network as displayed on the LCD.
3. When prompted, enter the Wi-Fi password for your hotspot network.

The Wi-Fi password displays on the hotspot LCD. If the screen is turned off, press and quickly release the Power key to awaken the hotspot.

Add a WPS-Enabled Device

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

➤ To add a WPS-enabled Wi-Fi device from the LCD:

1. Press the Power key to awaken the hotspot.
2. On the LCD device, press the Navigation key until the **Wi-Fi Protected Setup** screen displays.



3. Press the Power key.



4. Within two minutes, press the WPS key on the wireless device you want to connect.
Your mobile hotspot and the wireless device communicate and establish the connection.

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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Wi-Fi > Connect**.

Your Pre-Paid Service Number:
[Support](#) | [About](#) | [Logout](#)

Home

Devices

Wi-Fi

Messaging

Settings

Status

100%

Devices Connected

Main Wi-Fi

B4-F0-AB-3A-99-A9

Your Wi-Fi Details

Network Name:

Telstra4GA-b5dd

Password:

60001452

Connect

Options

MAC Filter

Main Wi-Fi

If you turn off your Wi-Fi signal, all connected devices will lose internet access from your hotspot. You may still use USB tethering.

Wi-Fi name:

Telstra4GA-b5dd

Wi-Fi password:

60001452

WPS

Edit

Secondary Wi-Fi

Guest Wi-Fi creates a one-time, unique password for temporary visitors to access your Wi-Fi hotspot.

5. Select **WPS** for either the main Wi-Fi or secondary Wi-Fi network (if available).



6. Choose the WPS method you want to use:
 - **WPS button pairing.** If the device you want to connect has a WPS key, click **WPS button pairing** and, within two minutes (120 seconds), press the device's WPS key.
 - **Enter WPS PIN.** If the device you want to connect has a WPS PIN associated with it, click **Enter WPS PIN** and enter the device's WPS PIN.

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

Set the Maximum Number of Connected Devices

You can connect up to 15 wireless devices to the hotspot. These connections are shared between the hotspot's main and secondary Wi-Fi networks.

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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Wi-Fi > Options**.

Wi-Fi Options supported

Max Wi-Fi: 15 (dropdown menu showing 1-15)

Main Wi-Fi: 15 + Secondary Wi-Fi: 0

Wi-Fi Info on Home: []

Wi-Fi Range: [] (options: 9: port (small coverage, less power), 10: medium, 11: ng (large coverage, more power))

USB Tether: [] (options: 13: -Fi stays Off, 14: -Fi stays On, 15: -Fi stays On)

Connection

RTS Threshold: 2347

Fragmentation Threshold: 2346

Security

Broadcast Network Name: ☐ Hide ☒ Show

5. From the **Max Wi-Fi** drop-down list, select the number of devices that are allowed to access your hotspot.
6. Click the < button or the > button to adjust the number of connections available on each of the Wi-Fi networks (main and secondary).

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

7. Click the **Submit** button.

View or Block Connected Users

You can view a list of devices that are connected to your hotspot and block undesired users on the hotspot web page.

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

➤ To view connected devices:

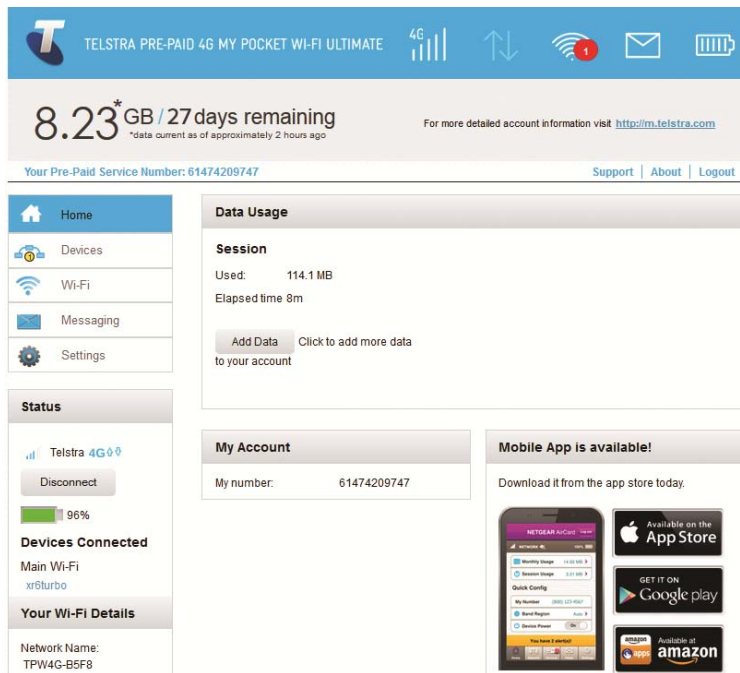
1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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



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

➤ **To block a device:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.

2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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

4. Click the device name.

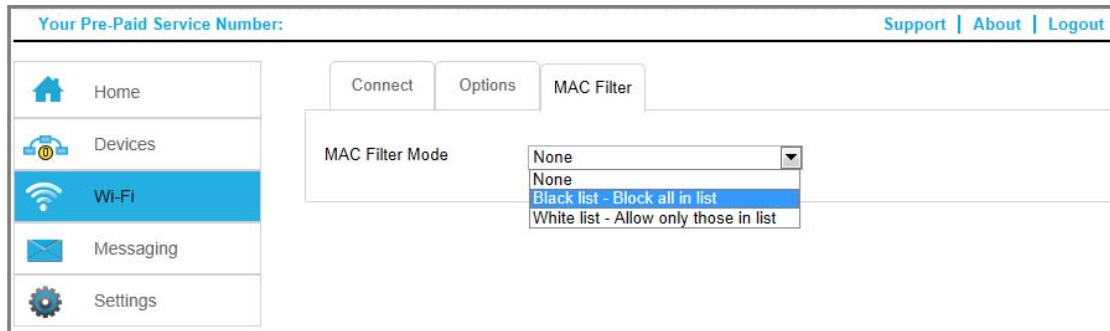
The device details display.

5. Click the **Block Device** button.

- When prompted, click the **Block Device** button again.

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

- Launch an Internet browser from a computer or wireless device that is connected to the network.
- Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
- Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays in the left column of the screen.
- Select **Wi-Fi > Mac Filter**.
- From the **MAC Filter Mode** drop-down list, select **Black list - Block all in list**.



The list of blocked devices displays.

➤ **To unblock a device:**

- Launch an Internet browser from a computer or wireless device that is connected to the network.
- Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
- Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
The Home screen displays. A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays in the left column of the screen.
- Select **Wi-Fi > Mac Filter**.
- From the **MAC Filter Mode** drop-down list, select **Black list - Block all in list**.
The list of blocked displays.
- Click the **x** button next to a device.
The device has access to your network.

Set Mobile Broadband Auto Connect Options

By default, the mobile hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so that the mobile hotspot automatically connects to another network when you are roaming or never auto connects.

➤ **To set auto connect options:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.

2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

4. Select **Settings > Network > Preferences**.

The screenshot shows the web interface for the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. At the top, there is a header with "Your Pre-Paid Service Number:" on the left and "Support | About | Logout" on the right. Below the header is a navigation menu with icons and labels: Home, Devices, Wi-Fi, Messaging, and Settings (which is highlighted in blue). To the right of the navigation menu is a tabbed interface with three tabs: General, Network (which is selected), and Router. Under the Network tab, there are four sub-tabs: Preferences (selected), APN, SIM Security, and Status Details. The main content area shows the "Preferences" settings. It includes a "Network Mode:" dropdown menu set to "Auto (Default)". Below this is the "Auto Connect" section with three radio button options: "Never (connect manually each use)", "Always except when roaming" (which is selected), and "Always". The "Prompt for Password" section has three radio button options: "Do Not Prompt" (selected), "Password", and "Username & Password". At the bottom, there is a "Network selection mode:" section with the "Auto" option selected and a "Scan" button.

5. From the **Network Mode** drop-down list, select the type of mobile broadband network to which that the device can connect.

You can select **Auto**, **WCDMA only**, or **LTE only**.

Note: For most users, it is best to leave the default setting (**Auto**). When this option is selected, your mobile hotspot connects to the fastest service available. If you change this setting, the mobile hotspot cannot connect if the option you choose is not available. For example, if you select **LTE only** and you are in an area without an LTE network, the mobile hotspot cannot connect to a mobile broadband network until you change this setting.

6. Select an Auto Connect option:

- **Never (connect manually each use)**. The mobile hotspot does not attempt to automatically connect to the mobile broadband network when powered on.

To connect to the network manually, view the Mobile Broadband Disconnected alert and click the **Connect** button.

- **Always except when roaming**. The mobile hotspot automatically attempts to connect only to your network provider's mobile broadband network when powered on.
- **Always**. The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on.

You might incur roaming charges if you are outside your network provider's coverage area.

Note: If SIM PIN security is enabled, you must enter the SIM PIN before the hotspot can establish a connection. See [Enable SIM Security](#) on page 45.

7. To select a mobile network other than your network service provider when roaming, click the **Scan** button and select the network from the list that displays.

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

8. Click the **Submit** button.

View Messages

If you are logged in as an administrator, the Messaging icon on the side menu indicates if you have unread network messages. You can view SMS messages from your network service provider on the hotspot web page.

➤ **To view SMS messages:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

4. Select **Messaging**.

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

5. Click a message to read the full text.

➤ **To delete a message:**

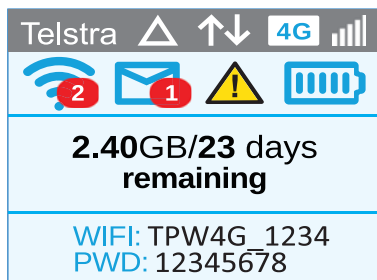
1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Messaging**.
A list of messages displays, showing the first portion of the text.
5. Select the message and click the **Delete** button.

View Alerts

Your mobile hotspot displays alerts to advise you of device status changes. A yellow triangle displays when you have system alerts.

➤ **To view alerts on the LCD:**

1. Press the Power key to wake the hotspot.



2. Press the Navigation key until the Alerts screen displays.
3. Read each alert that displays and follow any displayed instructions.
4. Click the Navigation key to move to the next alert.

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

➤ **To view alerts:**

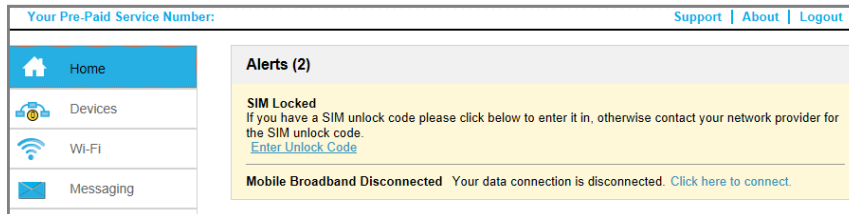
1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

Active alerts display at the top of the Home screen.



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

Extend Battery Life

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

- Standby time
- Data throughput
- Mobile broadband signal strength (the better the signal, the longer the battery life)
- Wi-Fi range

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

- Adjust Wi-Fi settings.
- Adjust display settings.

Adjust Wi-Fi Settings to Optimize Battery Life

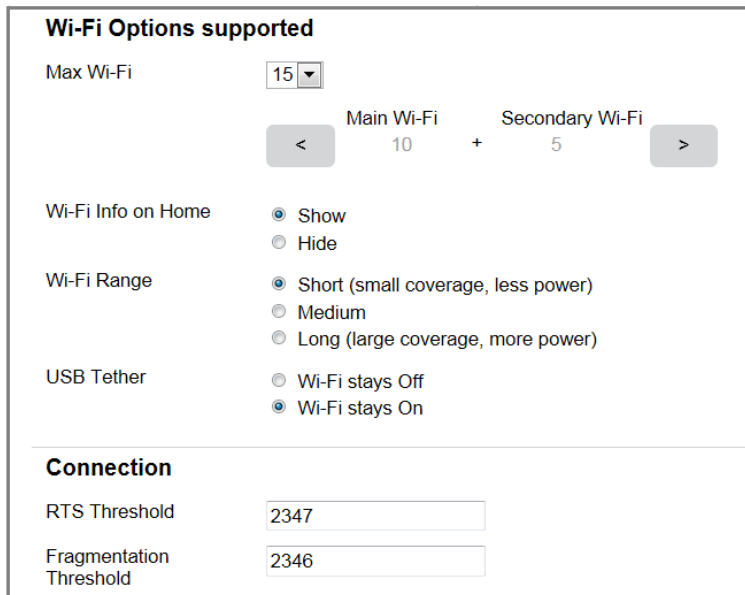
If the devices you are connecting to your Wi-Fi network are always close to your hotspot, shorten the Wi-Fi range. Set the standby timer to a shorter period to reduce the amount of time to wait when no devices are connected to either Wi-Fi network before going into standby mode (the Wi-Fi radio turns off).

➤ To adjust Wi-Fi settings to optimize battery life:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.

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

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



Wi-Fi Options supported

Max Wi-Fi

Main Wi-Fi 10 + Secondary Wi-Fi 5

Wi-Fi Info on Home ☒ Show ☐ Hide

Wi-Fi Range ☒ Short (small coverage, less power) ☐ Medium ☐ Long (large coverage, more power)

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

Connection

RTS Threshold

Fragmentation Threshold

5. Adjust any of these settings in the Wi-Fi Options supported section:

- **Wi-Fi Range:**
 - **Short** range has the smallest coverage, however battery life is longer.
 - **Medium** range provides moderate coverage and battery life.
 - **Long** range enables you to have connected Wi-Fi devices farther from your mobile hotspot and still connect to your Wi-Fi network, but battery life is shorter.
- **USB Tether.** If you are tethering your hotspot to your device and do not want to use Wi-Fi for other devices, select the **Wi-Fi stays Off** button.

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

6. Click the **Submit** button.

7. Select **Settings > General > Device**.

8. From the **Wi-Fi Standby** drop-down list, select a shorter time period.

The shorter the time, the longer the battery life.

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

9. Click the **Submit** button.

Adjust Display Settings to Increase Battery Life

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

➤ **To adjust display settings to increase battery life:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > General > Device**.

Your Pre-Paid Service Number: [Support](#) | [About](#) | [Logout](#)

Home | Devices | Wi-Fi | Messaging | **Settings**

Status

0%

Devices Connected

Main Wi-Fi
No Devices Connected

Your Wi-Fi Details

Network Name:
TPW4G_B5D7

Password:
60001395

General | Network | Router

Device | [Software and Reset](#) | [System Logs](#)

Screen

Screen Brightness ☒ Bright ☐ Dim

Wi-Fi Info on Home ☒ Show ☐ Hide

Timeout on Battery 1 minute

Timeout on AC 1 minute

Timeout on USB 1 minute

Hotspot LED

LED ☒ On ☐ Off

Sleep

Wi-Fi Standby 5 minutes (best battery life)

Homepage

Host Name m

Domain Name home

Password admin

5. Adjust any of these settings in the Screen section:
 - **Screen Brightness**. Select **Dim**.
 - **Timeout on Battery, Timeout on Charger, Timeout on USB**. From the drop-down lists, select shorter time periods.

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

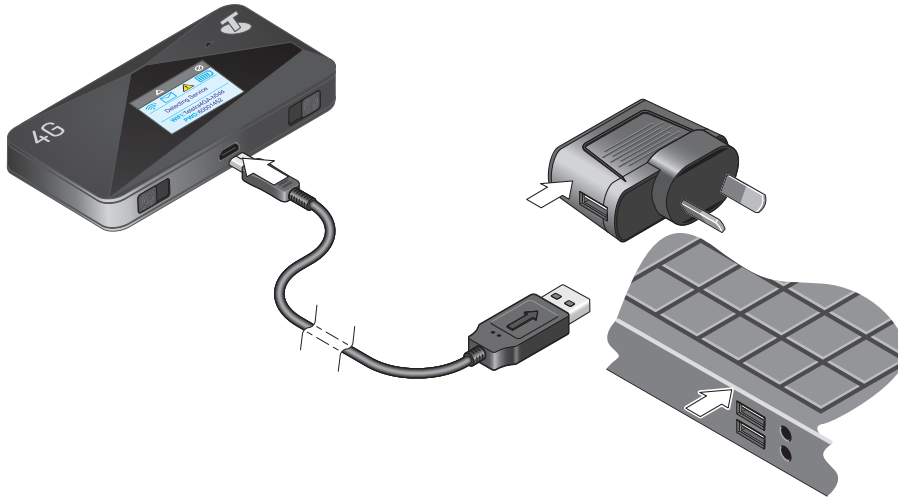
6. Click the **Submit** button.

Recharge the Battery

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

➤ **To recharge the battery from a wall socket:**

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



2. Plug the wall charger into a wall socket.

The battery icon includes a lightning bolt to indicate that the battery is charging (🔌).

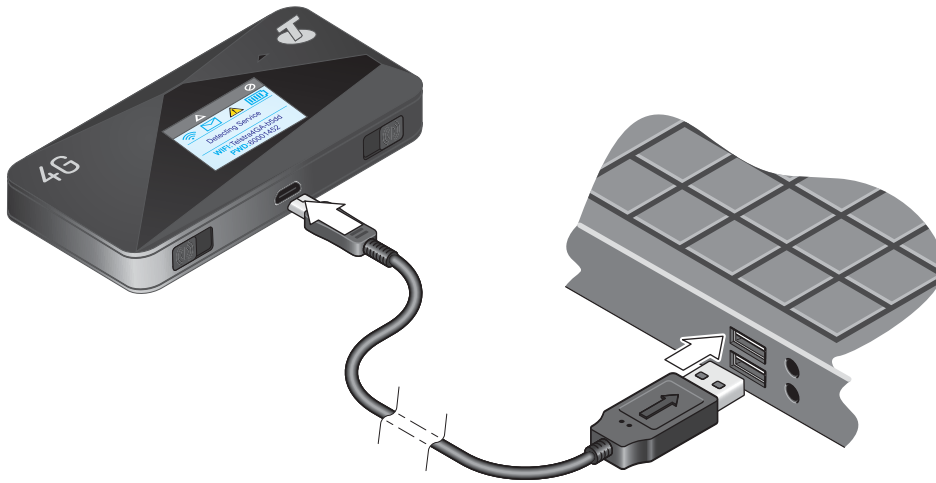
The battery icon on the LCD indicates when the battery is fully charged (🔌) and a notification displays.


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

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

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

The battery icon includes a lightning bolt to indicate that the battery is charging (🔌).



The battery icon on the LCD indicates when the battery is fully charged () and an notification displays.

Establish Security

The main and guest Wi-Fi network names identify your Wi-Fi networks and are visible to other Wi-Fi-enabled devices.

➤ To change network names and passwords:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Wi-Fi > Options**.
5. In the main Wi-Fi and secondary Wi-Fi sections, change the **Wi-Fi Name** and **Wi-Fi Password** fields as desired.
6. To change the guest Wi-Fi password automatically, select the **Generate a new password each time I turn on the Guest Wi-Fi** button.
7. Click the **Submit** button.
8. When prompted, click the **Submit** button again.

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

Change Hotspot Web Page Login Settings

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

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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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

The screenshot shows the web interface for the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. At the top, there's a header with 'Your Pre-Paid Service Number:'. Below this is a navigation menu on the left with icons for Home, Devices, Wi-Fi, Messaging, and Settings (which is highlighted). To the right of the menu are tabs for General, Network, and Router. Under the 'General' tab, there are sub-tabs for Device, Software and Reset, and System Logs. The 'Device' sub-tab is selected. The main content area shows settings for the Device, including Screen Brightness (Bright/Dim), Screen Timeout (Timeout on Battery, AC, and USB, all set to 1 minute), Hotspot LED (On/Off), Sleep (Wi-Fi Standby set to 5 minutes), and Homepage (Host Name, Domain Name, and Password). The Host Name is 'm', Domain Name is 'home', and Password is 'admin'.

5. (Optional) In the **Host Name** field, change the host name used to access the hotspot web page.

Enter a maximum of 31 characters.

6. (Optional) In the **Password** field, change the password used to log in as an administrator. NETGEAR strongly recommends that you set a more secure password.

Enter a maximum of 31 characters.

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

7. Click the **Submit** button.

Change Device Encryption Security Settings

- **To change the type of security used for main and secondary or guest Wi-Fi:**
 1. Launch an Internet browser from a computer or wireless device that is connected to the network.
 2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
 3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
 4. Select **Wi-Fi > Options**.

Main Wi-Fi	Secondary Wi-Fi
Wi-Fi name: <input type="text" value="TPW4G_B6CC"/>	<input type="checkbox"/> Enable secondary Wi-Fi network
Wi-Fi password: <input type="text" value="60003847"/>	Wi-Fi name: <input type="text" value="TPW4G_GB6CC"/>
Encryption: <input type="text" value="WPA2 Personal AES"/> ▼	Wi-Fi password: <input type="text" value="60003847"/>
Frequency: Channel	Guest Encryption: <input type="text" value="WPA2 Personal AES"/> ▼
<input checked="" type="radio"/> 2.4 GHz <input type="text" value="Auto"/> ▼	Frequency: Channel
<input type="radio"/> 5 GHz <input type="text" value="Auto"/> ▼	<input checked="" type="radio"/> 2.4 GHz <input type="text" value="Auto"/> ▼
	<input type="radio"/> 5 GHz <input type="text" value="Auto"/> ▼
	Guest Mode
	<input checked="" type="checkbox"/> Guest Wi-Fi
	Guest Wi-Fi allows you to share your Wi-Fi with temporary visitors without exposing them to your devices on main Wi-Fi.
	<input type="checkbox"/> Generate a new password each time I turn on the Guest Wi-Fi

5. In the **Encryption** list (for main Wi-Fi) or **Guest Encryption** list (for guest Wi-Fi), select a security option.

Select from the following Wi-Fi encryption options:

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

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

6. Click the **Submit** button.
7. Reconnect your Wi-Fi devices, if necessary, using the new Wi-Fi credentials.

See [Connect to the Internet](#) on page 13.

View Details About Your Mobile Hotspot

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

➤ To view details about your device:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Click the **About** link.

Your Pre-Paid Service Number: 61474209747 [Support](#) [About](#) [Logout](#)

Home Devices Wi-Fi Messaging Settings	Account Details My number: 61474209747 IMEI: 352256060001726 IMSI: 505013455583699 ICCID: 89610107219721000063	Device Model: AirCard 785S AC785S-200 Manager: http://m.home PRI Version: 01.05 Power State Online Current temperature 32°C Current voltage 4089mV Battery charge level 87% Battery status Normal Battery temperature 31°C
Status Telstra 4G+ Disconnect 87% Devices Connected Main Wi-Fi No Devices Connected Your Wi-Fi Details Network Name: TPW4G-B5F8 Password: 60001726	Wi-Fi Details Wi-Fi name: TPW4G-B5F8 Wi-Fi password: 60001726 MAC Address: 04-A1-51-57-B5-F8 Encryption WPA2_Personal_AES Wi-Fi Devices 0 Max Wi-Fi Devices 15 Max Secondary Wi-Fi Devices 0 Wi-Fi Range Short Broadcast Network Name Show	WWAN Info IP Address 10.96.84.236 Network Status View Details Open Source View Credits & Licenses
	Firmware FW Version: NTG9X25A_02.06.01.02 FW Build Date: 04/16/14 Web App Version: AC785S-2_03.03.13.00 Bootloader Version NTG9X25A_02.06.01.02 Hardware Version 0.2	

Update Mobile Hotspot Software and Firmware

The hotspot checks automatically for new software or firmware updates once a week. If an update becomes available, the hotspot displays an alert. Open the alert and select or click the **Install now** button to install the update. Your device reboots automatically to use the new software.

You can also check for updates manually without receiving an alert.

➤ To update software:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **<http://m.home>** or **<http://192.168.1.1>**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > General > Software and Reset**.

Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate

Your Pre-Paid Service Number: 61474209747

Support | About | Logout

Home

Devices

Wi-Fi

Messaging

Settings

Status

Telstra 4G

Disconnect

90%

Devices Connected

Main Wi-Fi

android-114dedcdfe27e723

Your Wi-Fi Details

Network Name:

TPW4G-B5F8

General | Network | Router

Device | Software and Reset | System Logs

Download / Backup Settings

Download a copy of your hotspot's settings onto your computer so you can restore it later.

Save

Restore Settings

If you saved your settings on a file previously, import it here to restore your hotspot with those settings.

Browse... No file selected.

Submit

Software Update

Checking for updates...

Reset

Factory Reset

Reset your hotspot to factory settings, just like when you took it out of the box the first time.

Reset

5. If the **Check for updates now** key displays, click it to check if a new update is available.
6. If an update is available, click the **Start Download** button.
The update downloads.
7. Click the **Update now** button to install the update.

3. Advanced Settings

This chapter provides information about how to configure various aspects of the hotspot such as Wi-Fi settings, WAN settings, router settings. The chapter covers the following topics:

- *Back Up and Restore Hotspot Settings*
- *Manage Wi-Fi*
- *Enable SIM Security*
- *Configure Mobile Broadband*

Back Up and Restore Hotspot Settings

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

➤ **To back up hotspot settings:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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

The screenshot shows the web interface of the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. The top navigation bar includes 'Your Pre-Paid Service Number:', 'Support', 'About', and 'Logout'. The left sidebar contains links for 'Home', 'Devices', 'Wi-Fi', 'Messaging', and 'Settings' (which is highlighted). Below the sidebar, there's a 'Status' section showing 'Telstra 4G' signal, a 'Disconnect' button, and a 50% battery level. The 'Devices Connected' section shows 'Main Wi-Fi: Arodi-T420-AU' and 'Secondary Wi-Fi: No Devices Connected'. The 'Your Wi-Fi Details' section shows 'Network Name: TPW4G_HP021'. The main content area has tabs for 'General', 'Network', and 'Router'. The 'General' tab is active, showing 'Device | Software and Reset | System Logs'. Under 'Software and Reset', there are two sections: 'Download / Backup Settings' with a 'Save' button, and 'Restore Settings' with a 'Choose File' button (showing 'No file chosen') and a 'Submit' button. Below these are sections for 'Software Update' (with a 'Check for update' button) and 'Reset' (with a 'Reset' button).

5. In the Download/Backup Settings section, click the **Save** button.
By default, the file (`export.cfg`) is saved to your Downloads folder.

➤ **To restore hotspot settings:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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

5. In the Restore Settings section, click the **Browse** button.

6. Navigate to the location where the export.cfg file is stored.

By default, hotspot setting files are saved to your Downloads folder.

7. Click the **Open** button.

Your hotspot is restored with the imported file settings.

Manage Wi-Fi

You can set Wi-Fi network options such as RTT threshold and the fragmentation packet size on the hotspot web page. You can also control which Wi-Fi devices can access your network by adjusting MAC filtering parameters.

Set Wi-Fi Network Options

➤ **To set the Wi-Fi network options:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.

2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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

5. Set the Wi-Fi options:

- **Channel**. The Wi-Fi channel being used.

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

Main Wi-Fi	Secondary Wi-Fi
Wi-Fi name: TPW4G_B5B5	<input checked="" type="checkbox"/> Enable secondary Wi-Fi network
Wi-Fi password: 60001056	Wi-Fi name: TPW4G_B5B5
Encryption: WPA2 Personal AES	Wi-Fi password: 60001056
Frequency: <input checked="" type="radio"/> 2.4 GHz	Guest Encryption: WPA2 Personal AES
Channel: Auto	Frequency: <input type="radio"/> 2.4 GHz
	Channel: Auto
	<input checked="" type="radio"/> 5 GHz
	Channel: Auto
	Guest Mode
	<input type="checkbox"/> Guest Wi-Fi
	Guest Wi-Fi allows you to share your Wi-Fi with temporary visitors without exposing them to your devices on main Wi-Fi.

- **RTS Threshold.** The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol.

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

Connection	
RTS Threshold	2347
Fragmentation Threshold	2346
Security	
Broadcast Network Name	<input type="radio"/> Hide
	<input checked="" type="radio"/> Show

- **Fragmentation Threshold.** The largest allowable size (in bytes) for a packet.

If a packet is larger than the threshold, it is sent in multiple packets, which can affect network performance. Keep this value as large as possible (up to 2346).

- **Broadcast Network Name.** If you select **Show**, your Wi-Fi network name (SSID) is broadcast to everyone nearby.

Select **Hide** if you do not want it broadcast.

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

6. Click the **Submit** button.

Enable SIM Security

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

➤ **To enable SIM security:**

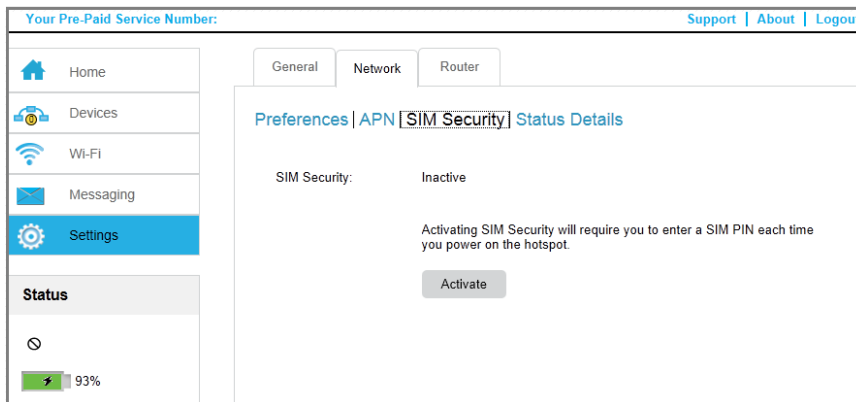
1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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



5. Click the **Activate** button.
6. Enter your PIN and click the **Submit** button.

You are allowed three attempts to enter the correct PIN. If you run out of available attempts, the PIN is locked. If the PIN locks, contact your network provider to receive a PUK number to unlock the PIN.

Configure Mobile Broadband

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

View WAN Information

➤ **To view network information:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Network > Status Details**.

The screenshot shows the web interface of the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. At the top, it displays 'Your Pre-Paid Service Number: 61474209747' and links for 'Support', 'About', and 'Logout'. The left sidebar contains navigation options: Home, Devices, Wi-Fi, Messaging, and Settings (highlighted). Below the sidebar, there's a 'Status' section showing 'Telstra 4G' signal strength, a 'Disconnect' button, and a 100% battery level. Under 'Devices Connected', it lists 'Main Wi-Fi' with the MAC address 'android-114dedcdfe27e723'. The 'Your Wi-Fi Details' section shows 'Network Name: TPW4G-B5F8' and 'Password: 60001726'. The main content area has tabs for 'General', 'Network', and 'Router', with 'Network' selected. Under 'Network', there are links for 'Preferences', 'APN', 'SIM Security', and 'Status Details' (selected). The '4G Details' section lists various network parameters:

Parameter	Value
Status	Connected
PS service type	LTE
Network	Telstra
Int'l Roaming	Off
RSRP	-106
RSRQ	-8
RS-SINR	8
PLMN	50501
LAC	12367
RAC	152
PSC	81
Cell ID	135794433
TX Power	-3276
IP Address	10.98.24.73
Quality	34
Channel UL	19275
Channel Number	2
IMSI	505013455583699
Current radio band	LTE B3
Reject Code	0
ICCID	89610107219721000063

Enable Port Forwarding

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

➤ **To enable port forwarding:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Router > Port Forwarding**.

The screenshot shows the web interface of the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. At the top, it displays 'Your Pre-Paid Service Number: 61474209747' and links for 'Support', 'About', and 'Logout'. The left sidebar contains navigation options: Home, Devices, Wi-Fi, Messaging, and Settings (highlighted). Below the sidebar is a 'Status' section showing 'Telstra 4G' signal strength, a 'Disconnect' button, and '100%' battery level. It also lists 'Devices Connected' with 'Main Wi-Fi' details and 'Your Wi-Fi Details' including Network Name (TPW4G-B5F8) and Password (60001726). The main content area has tabs for 'General', 'Network', and 'Router' (selected). Under the 'Router' tab, there are sub-tabs for 'Basic', 'Port Forwarding' (selected), and 'Port Filtering'. The 'Port Forwarding' section has a toggle for 'Port Forwarding' set to 'Enable'. Below this is a table with columns: Label, IP, Port, and Protocol. The 'Protocol' column has a dropdown menu currently showing 'TCP' and a '+' button to add more protocols. At the bottom of the table are 'Submit' and 'Cancel' buttons.

5. Select the **Enable** button.

The Port Forwarding list displays.

Incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.

Note: Port forwarding creates a security risk. When not required, disable port forwarding.

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

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

7. Click the **Submit** button.

Enable Port Filtering

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

➤ To enable port filtering:

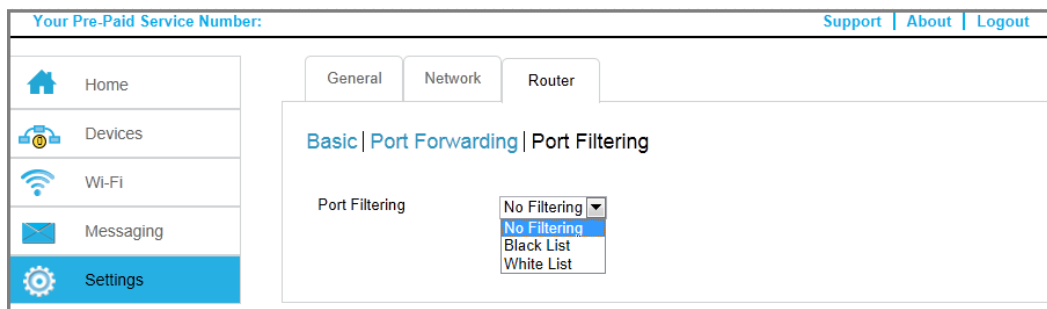
1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

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



5. From the **Port Filtering** list, select one of the following:
 - **Black List.** Specific applications are not allowed to access the Internet (block list).
 - **White List.** Specific applications are allowed to access the Internet (allow list).

Only one list at a time can be active, either a black list or a white list.

6. Identify the ports to filter.

Enter a meaningful label that describes the service.

7. Enter the port and communication protocol being used.

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

8. Click the **Submit** button.

Enable IP Passthrough Mode

To turn off the hotspot router functionality and assign the network IP address directly to the attached device, enable IP passthrough.

If you make this change, the attached device restarts using a different driver configuration.

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

➤ **To enable IP passthrough mode:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Router > Basic**.

The screenshot shows the web interface of the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. At the top, it displays 'Your Pre-Paid Service Number: 61474209747' and links for 'Support', 'About', and 'Logout'. The left sidebar contains navigation options: Home, Devices, Wi-Fi, Messaging, and Settings (highlighted). Below the sidebar, there's a 'Status' section showing 'Telstra 4G' signal and a 'Disconnect' button. The main content area is titled 'Router' and has tabs for 'General', 'Network', and 'Router' (selected). Under the 'Router' tab, there are sub-tabs: 'Basic' (selected), 'Port Forwarding', and 'Port Filtering'. In the 'Basic' section, the 'UPnP' option is set to 'Off'. The 'LAN' section shows 'IP Address' as 192.168.1.1, 'Netmask' as 255.255.255.0, and 'USB IP Address' as 192.168.1.4. The 'IP Passthrough Mode' is currently set to 'Disabled' (radio button selected). Below this, there is explanatory text: 'This option turns off the router function of the device and assigns the network IP address directly to the attached host. This option can be useful for implementing secure, enterprise VPNs. The device will reset after making this change to re-start using a different driver configuration.' and a warning: 'At this time, this feature is only available to PC users. If you are a Mac user, please do not enable this option as you will be unable to access your device. Please check support.netgear.com for further updates on future Mac support.' At the bottom, the 'VPN Passthrough' option is set to 'On'.

5. In the LAN section, select the **Enabled** radio button next to **IP Passthrough Mode**.
6. Click the **Submit** button.

Enable VPN PassThrough

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

➤ **To enable VPN passthrough:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

4. Select **Settings > Router > Basic**.

Pas

Your Pre-Paid Service Number: 61474209747 [Support](#) [About](#) [Logout](#)

Home Devices Wi-Fi Messaging **Settings**

Status

Telstra 4G 100% [Disconnect](#)

Devices Connected

Main Wi-Fi
No Devices Connected

Your Wi-Fi Details

Network Name:
TPW4G-B5F8
Password:

General **Router**

Basic | [Port Forwarding](#) | [Port Filtering](#)

UPnP

UPnP ☐ On ☒ Off

LAN

IP Address

Netmask

USB IP Address 192.168.1.4

IP Passthrough Mode ☐ Enabled ☒ Disabled

This option turns off the router function of the device and assigns the network IP address directly to the attached host. This option can be useful for implementing secure, enterprise VPNs. The device will reset after making this change to re-start using a different driver configuration.

At this time, this feature is only available to PC users. If you are a Mac user, please do not enable this option as you will be unable to access your device. Please check support.netgear.com for further updates on future Mac support.

VPN Passthrough ☒ On ☐ Off

5. In the LAN section, click the radio button next to **VPN Passthrough Mode Enabled**.

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

6. Click the **Submit** button.

Configure APN Details

Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider.

The hotspot checks the APN to determine the type of network connection to establish.

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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Network > APN**.

The screenshot shows the web interface for the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. At the top, it displays 'Your Pre-Paid Service Number: 61474209747' and links for 'Support', 'About', and 'Logout'. The left sidebar contains navigation options: Home, Devices, Wi-Fi, Messaging, and Settings (highlighted). Below the sidebar, the 'Status' section shows 'Telstra 4G' with a signal strength indicator, a 'Disconnect' button, and a 100% battery level. It also indicates 'Main Wi-Fi' with 'No Devices Connected'. The 'Your Wi-Fi Details' section shows the 'Network Name: TPW4G-B5F8'. The main content area has tabs for 'General', 'Network', and 'Router', with 'Network' selected. Under 'Network', there are sub-tabs for 'Preferences', 'APN', 'SIM Security', and 'Status Details', with 'APN' selected. The 'APN' settings table is shown below:

Active	Name	APN	Username	Password	Authentication	PDP	PDP Roaming
<input checked="" type="radio"/>	Telstra	telstra.i			None	IPv4	None
<input type="radio"/>					None	IPv4	None

A dropdown menu is open for the 'PDP' column of the second row, showing options: 'IPv4', 'IPv6', and 'IPv4V6'.

5. In the blank line, enter the name of the network service provider and the APN that you obtained from it.
6. Enter the user name and password, if they are required for the wireless network.
7. Select the network authentication mode:
 - None
 - PAP
 - CHAP
 - PAP or CHAP
8. Change the PDP (data protocol), if necessary:
 - IPv4
 - IPv6
 - IPv4V6

9. Change the PDP Roaming protocol, if necessary:

- None
- IPV4
- IPV6
- IPV4V6

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

10. Click the + symbol next to the new APN entry.

The entry is added to the table.

➤ **To select the APN to use:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Network > APN**.
5. Select the **Active** radio button next to the APN entry to be used.

➤ **To remove an APN entry:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Network > APN**.
5. Click the **x** button beside the APN entry.

Enable DMZ

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

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

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

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

4. Select **Settings > Router > Basic**.
5. In the DMZ section, select the **On** radio button next to DMZ Enabled.

The screenshot shows the web interface of the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. The top navigation bar includes 'Home', 'Devices', 'Wi-Fi', 'Messaging', and 'Settings'. The 'Settings' menu is expanded, showing 'Status', 'Devices Connected', and 'Your Wi-Fi Details'. The 'Router' tab is selected, and the 'Basic' sub-tab is active. The 'DMZ' section is visible, with 'DMZ Enabled' set to 'On' and 'DMZ Address' set to '192.168.1.4'. Other settings like 'UPnP', 'LAN', 'VPN Passthrough', 'DHCP Server', and 'DHCP IP Range' are also visible.

6. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent. If the hotspot is tethered using a USB cable, this address is 192.168.1.4. If the hotspot is connected using Wi-Fi, the first Wi-Fi client's IP address is usually 192.168.1.74.

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

7. Click the **Submit** button.

Set LAN Options

➤ **To set the hotspot's LAN options:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.

A login screen displays.

3. Enter the administrator login password.

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

4. Select **Settings > Router > Basic**.

The screenshot shows the web interface for the Telstra Pre-Paid 4G My Pocket Wi-Fi Ultimate. The top bar displays the service number 61474209747 and links for Support, About, and Logout. The left sidebar contains navigation options: Home, Devices, Wi-Fi, Messaging, and Settings (highlighted). Below the sidebar, the 'Status' section shows the Telstra 4G signal, a Disconnect button, and a 100% battery level. The 'Devices Connected' section lists the Main Wi-Fi as an Android device with MAC address 114dedcfe27e723. The 'Your Wi-Fi Details' section shows the Network Name as TPW4G-B5F8. The main content area is titled 'Router' and has tabs for General, Network, and Router (selected). Under the 'Basic' tab, there are sections for UPnP (set to Off), LAN (with IP Address 192.168.1.1 and Netmask 255.255.255.0), and USB IP Address (192.168.1.4). The IP Passthrough Mode is set to Disabled. A detailed note explains that this option turns off the router function and assigns the network IP address directly to the attached host, useful for secure enterprise VPNs. Another note states that this feature is currently only available for PC users. The VPN Passthrough option is set to On. At the bottom, there are Submit and Cancel buttons.

5. In the LAN section, enter the appropriate details.

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

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

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

6. Click the **Submit** button.

4. Frequently Asked Questions

This chapter provides answers to questions you might have about your hotspot. (Also see *Chapter 5, Troubleshooting*.) The chapter covers the following topics:

- *Why can't I connect a device to the hotspot?*
- *Why can't I access the Internet?*
- *Why isn't my battery charging?*
- *Why is the signal indicator always low?*
- *Why is the download or upload speed slow?*
- *How do I go back to the hotspot web page?*
- *What do I do if I forget my admin login password?*
- *How do I disconnect from the mobile broadband network?*
- *Why doesn't the Connect / Disconnect button appear on the hotspot web page?*
- *How can I extend the life of the battery?*
- *How do I turn the hotspot off?*
- *How do I find out how many users are connected to my hotspot's Wi-Fi networks?*
- *The LCD is not lit. How do I know if the hotspot is still powered on?*
- *How do I find my computer's IP address?*
- *How do I find a device's MAC address?*
- *Where can I find more information?*

Why can't I connect a device to the hotspot?

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

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

Why can't I access the Internet?

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

- Check the display status on the LCD.
- Make sure that network coverage is available in your area.
- Make sure that your micro SIM card is active and enabled with data services.
- Wait one to two minutes for the hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your hotspot off and on and restart your computer or Wi-Fi device.
- Check to see if you can access www.telstra.com. If you can access www.telstra.com but you cannot access other non-Telstra websites, you might need to top up or recharge your pre-paid SIM card.

Why isn't my battery charging?

If you are in a low-coverage area, are transferring a lot of data, or left the hotspot in a hot location, the internal temperature of the hotspot can rise above 45°C. In these conditions, the battery cannot be charged due to safety limits with lithium-ion battery technology.

Check to ensure that the USB cable and the AC wall charger are connected securely and are working correctly.

Why is the signal indicator always low?

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

Why is the download or upload speed slow?

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

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check Wi-Fi interference by powering the hotspot off and on to find a better Wi-Fi channel.
- Switch Wi-Fi channel from 2.4 GHz to 5 GHz.
- If Telstra network signal is low, consider using external antennas or cradle the hotspot with built-in high gain antennas.

How do I go back to the hotspot web page?

➤ To view the hotspot web page:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.

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

The default admin login password is **admin**, and the hotspot web page URL is **http://m.home** or **http://192.168.1.1**.

If you changed the admin login password and can't remember the password that you created, you must set the hotspot back to factory defaults.

➤ To reset the hotspot:

1. Hold the Power and Navigation keys for five seconds at the same time.
2. Press the Navigation key to cycle to Factory Reset.
3. To start factory reset, press the Power key.
A factory reset takes about one minute.
4. After the device resets, reconnect Wi-Fi devices.

How do I disconnect from the mobile broadband network?

➤ **To disconnect from the network:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the mobile hotspot password.
The default password is **admin**. The password is case-sensitive.
4. Click the **Disconnect** button (in the Connection Details section).

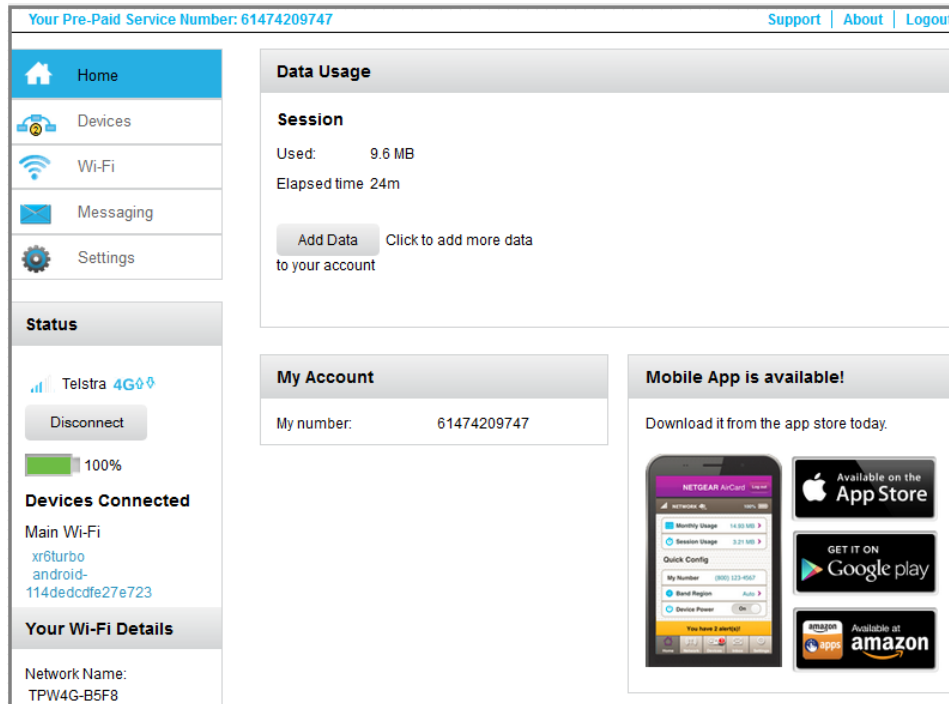
Why doesn't the Connect / Disconnect button appear on the hotspot web page?

You can use the Connect / Disconnect button only when you are logged in as an administrator.

➤ **To log in as an administrator:**

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the password in the **Sign In** field.
The default password is **admin**. The password is case-sensitive.
4. Click the **Sign In** button.

The Home screen displays.



How can I extend the life of the battery?

For information about extending the life of the battery, see [Extend Battery Life](#) on page 31.

How do I turn the hotspot off?

Press and hold the Power key for a few seconds.

How do I find out how many users are connected to my hotspot's Wi-Fi networks?

The number on the Wi-Fi icon on the hotspot's LCD is the number of users (or devices) connected to your Wi-Fi network. A list of connected devices appears in the hotspot web page's Devices Connected section. For more information about the devices or users connected to your network, see [View or Block Connected Users](#) on page 25.

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

The LCD dims to save energy. The LED continues to flash slowly to indicate that the mobile hotspot is still powered on. To wake up the LCD, press and quickly release the Power key.

How do I find my computer's IP address?

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

➤ **To find the IP address on a Windows 7, Windows Vista, or Windows XP device:**

1. Open the command prompt window:
 - a. Select **Start > Run**.
 - b. Enter `cmd` or `command` and click the **OK** button.
2. At the command prompt, enter `ipconfig` and press the Enter.
3. Write down the IP address for the entry that relates to the wireless network connection.

The IP address might be listed under IPv4 Address or something similar.

➤ **To find the IP address on a Windows 8 device:**

1. In the Charms bar, click the **Search** icon.
2. Select **Command Prompt**.
3. At the command prompt, enter `ipconfig` and press Enter.
4. Write down the IP address for the entry that relates to the wireless network connection.

The IP address might be listed under IPv4 Address or something similar.

➤ **To find the IP address on a Mac OS X device:**

1. From the Apple menu, select **System Preferences > Network**.
2. Select the wireless adapter.

The IP address is displayed in the right pane.

➤ **To find the IP address on devices running other operating systems:**

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

How do I find a device's MAC address?

You need to know the MAC address for a device when you are doing the following:

- Assigning an IP address based on a MAC address (when using DHCP)
- Allowing or denying devices access to your Wi-Fi network (MAC filtering)

Tip: To display a list of connected devices, including the MAC address of each device, go to the hotspot web page and log in as an administrator. The connected device list appears on the left side of the Home screen. Click the device links to display IP and MAC addresses.

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

➤ To find the MAC address on a Windows 7/Vista/XP device:

1. Open the command prompt window.
 - a. Select **Start > Run**.
 - b. Enter `cmd` or `command` and click the **OK** button.
2. At the command prompt, enter `ipconfig /all` and press Enter.
3. Write down the physical address for the entry that relates to the wireless network connection.

It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

➤ To find the MAC address on a Windows 8 device:

1. In the Charms bar, select the **Search** icon.
2. Select **Command Prompt**.
3. At the command prompt, enter `ipconfig /all` and press Enter.
4. Write down the physical address for the entry that relates to the wireless network connection.

It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

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

1. From the Apple menu, select **System Preferences > Network**.
2. Select the wireless adapter that is connecting to the routing hardware.
3. Select **Advanced**.
4. Select **Ethernet**.

The Ethernet ID is displayed. This is the same as the MAC address.

Where can I find more information?

Review the following:

- The Quick Start Guide that came with your mobile hotspot.
- Visit support.netgear.com, click the **Support for Home Products** link, search for your network service provider, and select your hotspot from the list of products to do the following:
 - Update the firmware on your device (if an update is available)
 - View a tutorial
- Learn tips and tricks at <http://www.netgear.com/learningcenter/mobile> to get the most from your hotspot.
- Information about accessories is available at <http://www.netgear.com/telstraaccessories>.

5. Troubleshooting

This chapter provides suggestions for troubleshooting problems that might arise when you are using your mobile hotspot. The chapter covers the following topics:


- *The Wi-Fi network name does not appear in the list of networks*
- *The No Signal icon displays on either the LCD or the hotspot web page*
- *Your device cannot access the hotspot web page when connected to a VPN*
- *The hotspot cannot connect to a computer running Windows Vista*
- *The hotspot does not connect to your service provider's network*
- *Reset the hotspot*
- *View Alerts*

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

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

- Refresh the list of networks.
- If the LCD is dark, the Wi-Fi radio might be asleep. Press the Power key to wake the hotspot.
- If the hotspot is tethered to your computer, make sure that Wi-Fi is set to stay on when the hotspot is tethered. See [Reset the hotspot](#) on page 65.

The No Signal icon displays on either the LCD or the hotspot web page

If the No Signal icon () displays on either the LCD or the hotspot web page, make sure that you are in your network provider's coverage area.

Your device cannot access the hotspot web page when connected to a VPN

If you are using your hotspot while connected to a VPN, you might not be able to access the hotspot web page using <http://m.home>.

To directly access the hotspot web page hosted on the device, enter the address <http://192.168.1.1> in your browser.

The hotspot cannot connect to a computer running Windows Vista

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

The hotspot does not connect to your service provider's network

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

- Make sure that your micro SIM account is active. To check micro SIM status and activate the account, visit <http://m.telstra.com>.
- If you use a prepaid or pay-as-you-go micro SIM card, make sure that the account has a positive balance.
- If your mobile hotspot still does not connect, you might need to create or update the default connection profile.

➤ To check the default connection profile settings:

1. Launch an Internet browser from a computer or wireless device that is connected to the network.
2. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
3. Enter the mobile hotspot password.
The default password is **admin**. The password is case-sensitive.
4. Select **Settings > Network > APN**
5. Review ISP settings.

Reset the hotspot

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

If you reset the hotspot, all of your customizations are lost. If you want to keep them, save them before doing the reset and restore them afterward. See [Back Up and Restore Hotspot Settings](#) on page 42.

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

➤ To reset the hotspot:

1. Hold the Power and Navigation keys for five seconds at the same time.
2. Press the Navigation key to cycle to Factory Reset.
3. To start factory reset, press the Power key.

It takes about one minute to complete a factory reset.

4. After the device resets, reconnect Wi-Fi devices.

View Alerts

Your mobile hotspot displays alerts to advise you of device status changes. This section describes some of the alert message that you might see.

SIM Not Installed

Ensure that the micro SIM card is installed correctly. See *Install the Micro SIM Card* on page 12.

SIM Error — Check SIM

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

SIM Locked

➤ **To unlock the micro SIM card:**

1. Contact Telstra customer service for the PIN to unlock the micro SIM card.
2. Launch an Internet browser from a computer or wireless device that is connected to the network.
3. Enter **http://m.home** or **http://192.168.1.1**.
A login screen displays.
4. Enter the administrator login password.
The default password is **admin**. The password is case-sensitive.
5. Enter the micro SIM PIN when prompted.
6. Click the **Save** button.

SIM MEP Locked

Contact Telstra customer service for the 8 digit MEP unlock code. On the hotspot web page screen popup, enter the MEP code.

Temperature-Related Alerts

The hotspot is designed to work over a wide temperature range. (For information, see [Environmental Specifications](#) on page 70.) The mobile hotspot shuts down automatically if it goes out of the supported temperature range.

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

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

Connection Alerts

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

Table 4. Connection alerts

Alert	Description
8	Operator determined barring
25	LLC or SNDCP failure
26	Insufficient resources
27	Missing or unknown APN
28	Unknown PDP address or type
29	User authentication failed
30	Activation rejected by GGSN
32	Service Option not supported
33	Service Option not subscribed
34	Service Option temporarily out of order
36	Regular deactivation
37	QoS not accepted
38	Network failure
39	Reactivation required
40	Feature not supported
41	Semantic error in the TFT operation

Table 4. Connection alerts (continued)

Alert	Description
42	Syntactical error in the TFT operation
43	Unknown PDP context
44	PDP context without TFT already activated
45	Semantic errors in packet filters
46	Syntactical errors in packet filters
67	Connection error
81	Invalid transaction identifier value
95	Semantically incorrect message
96	Invalid mandatory information
97	Message type nonexistent or not implemented
98	Message type not compatible with the protocol state
99	Information element non existent or not implemented
100	Conditional IE error
101	Message not compatible with the protocol state
111	Protocol error, unspecified
256	Invalid Connection ID
258	Invalid PRI NSAPI
259	Invalid Field
260	SNDCP Failure
261	RAB Setup Failure
262	No GPRS Context
263	PDP Establish Max Timeout
264	PDP Activate Max Timeout
265	PDP Modify Max Timeout
266	PDP Inactivate Max Timeout
267	PDP Lower layer Error
268	PDP Duplicate
269	UE RAT Change

A Specifications



This appendix covers the following topics:

- *Mechanical Specifications*
- *Environmental Specifications*
- *Supported RF Bands*

Mechanical Specifications

Table 5. Physical dimensions

Parameter	Dimension
Weight	127 g (4.5 oz)
Length	109.9 mm (4.33 in)
Width	68.9 mm (2.7 in)
Thickness	14.6 mm (.57 in)

Environmental Specifications

Table 6. Recommended operating and storage temperatures

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

Supported RF Bands

Table 7. Supported RF bands

Technology	Bands
4G LTE	APT700/900/1800/2100/2600 MHz
3G HSPA+	850/2100 MHz