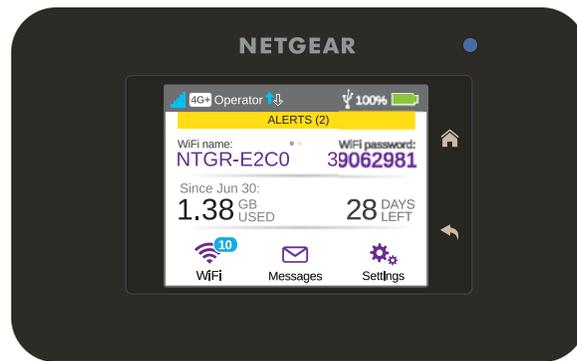




# AirCard 810 Mobile Hotspot

## User Manual



March 2016  
202-11640-01

350 East Plumeria Drive  
San Jose, CA 95134  
USA

## AirCard 810 Mobile Hotspot

### Support

Thank you for purchasing this NETGEAR product. You can visit [www.netgear.com/support](http://www.netgear.com/support) to register your product, get help, access the latest downloads and user manuals, and join our community. We recommend that you use only official NETGEAR support resources.

### Compliance

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

See the regulatory compliance document before connecting the power supply.

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# Get Started

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# 1

This chapter provides an overview of AirCard 810 Mobile Hotspot 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 Your Mobile Hotspot*
- *Create a Mobile Connection*
- *Personalize the Mobile Hotspot*
- *Mobile Hotspot Web Pages*
- *Security Passwords*
- *Install Drivers for Tethered Mode*
- *NETGEAR AirCard App for Smartphones and Tablets*

Firmware updates with new features and bug fixes are available at [downloadcenter.netgear.com](http://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 does not match what is described in this manual, you might need to update your firmware.

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**Note:** For more information about the topics covered in this manual, visit the support website at [support.netgear.com](http://support.netgear.com).

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## Know Your Device

Your mobile hotspot enables you to create a WiFi access point in any location with cellular network coverage. Use a WiFi access point to connect your laptop and other WiFi-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. For more information, see [Mobile Hotspot Web Pages](#) on page 19.

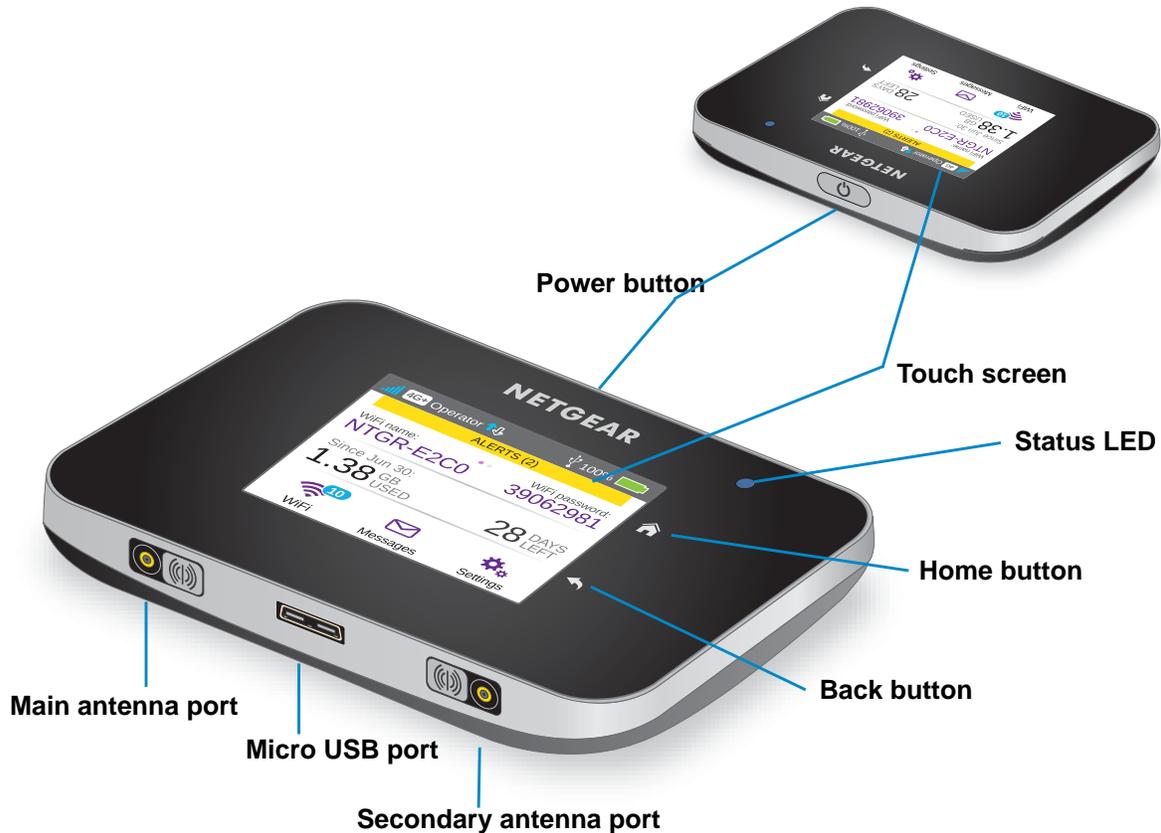


Figure 1. Mobile hotspot buttons and features

## Manage Your Device and Settings

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

- The device's touch screen. See [Touch Screen](#) on page 9.
- The mobile hotspot's web page. See [Mobile Hotspot Web Pages](#) on page 19.
- A mobile app. See [NETGEAR AirCard App for Smartphones and Tablets](#) on page 22.

## Power Button

Use the **Power** button to wake the mobile hotspot and to power the device on and off.

**Table 1. Power button usage**

| Desired Result                   | Action  |
|----------------------------------|---|
| Turn on the mobile hotspot.      | Press and hold the <b>Power</b> button for three seconds. |
| Turn off the mobile hotspot.     | Press and hold the <b>Power</b> button for five seconds.  |
| Wake the WiFi signal and screen. | Press and quickly release the <b>Power</b> button.        |

## 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<br>(every five seconds)        | The data connection is ready for use. WiFi is on, the WWAN is connected, and WiFi devices are available. |
| Amber          | Blink<br>(every five seconds)             | The data connection is not ready for use (disconnected or no signal).                                    |
| Blue           | Double-blink<br>(every five seconds)      | Data is transferring (uploading or downloading) on the data connection.                                  |
| Blue/<br>amber | Slow blink, alternating<br>blue and amber | The device is installing firmware or software updates.   |

## Touch Screen

The mobile hotspot's touch screen displays the following information:

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

For advanced settings, use a WiFi-enabled device to connect to the mobile hotspot and then visit the mobile hotspot web page at <http://netgear.aircard> or <http://192.168.1.1>.

---

**Note:** Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

---

## Touch Screen Elements

You can use the touch screen icons and other screen elements to view the mobile hotspot's status, configure WiFi band settings, view data usage details, and view system alerts.

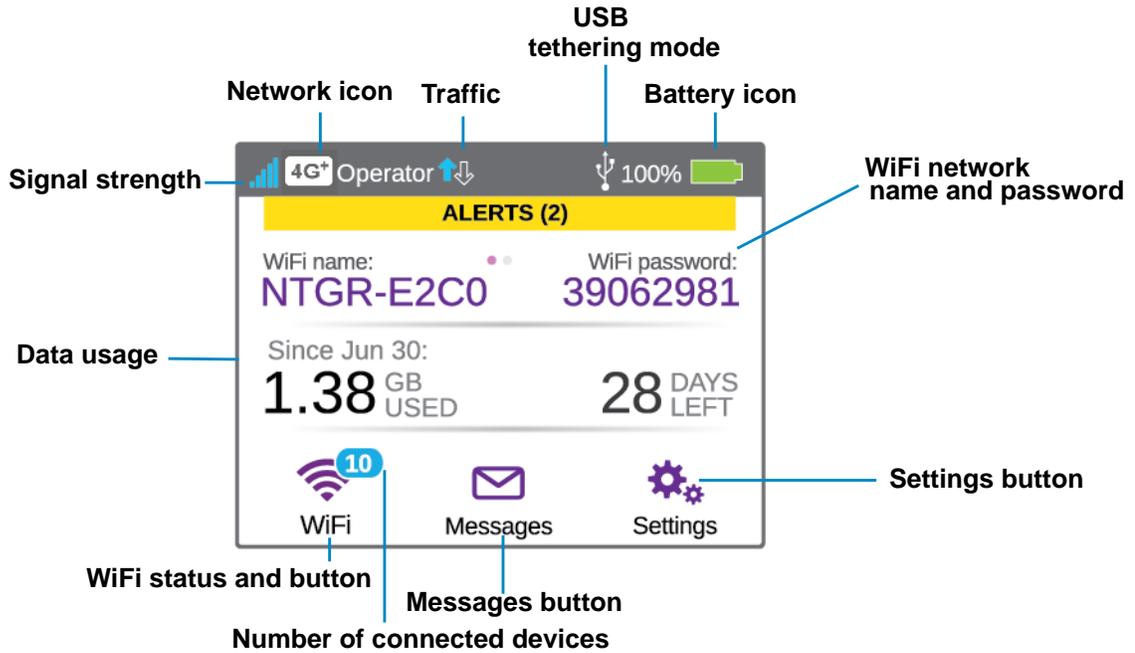


Figure 2. Touch screen display

Table 3. Touch screen icons

| Icon  | Indicates   |
|---|---|
|  | <b>Home button.</b> Displays the home screen.   |
|  | <b>Back button.</b> Returns to the screen that was previously displayed.  |
|  | <b>Signal strength</b> of the cellular Internet signal: <ul style="list-style-type: none"> <li>• <b>5 bars.</b> The mobile hotspot signal strength is excellent.</li> <li>• <b>1 bar.</b> The mobile hotspot signal strength is low.</li> </ul> |

Table 3. Touch screen icons (continued)

| Icon  | Indicates  |
|---|--|
|    | <p><b>Network indicator.</b> These icons show the type of cellular network:</p> <ul style="list-style-type: none"> <li>• <b>4G+.</b> An LTE advanced network is available.</li> <li>• <b>4G.</b> An LTE network is available.</li> <li>• <b>H+.</b> DC-HSPA+, HSPA+, and dual-carrier networks are available.</li> <li>• <b>H.</b> An HSPA/HSDPA network is available.</li> <li>• <b>3G.</b> A UMTS network is available.</li> </ul> |
|    | <p><b>WiFi offloading.</b></p> <ul style="list-style-type: none"> <li>• <b>Blue bars.</b> WiFi offloading is enabled and the mobile hotspot is offloading the Internet connection.</li> <li>• <b>White bars.</b> WiFi offloading is enabled and the mobile hotspot is not offloading the Internet connection.</li> <li>• <b>None.</b> WiFi offloading is not enabled.</li> </ul>   |
|   | <p><b>Traffic.</b> Arrows show the cellular Internet traffic status:</p> <ul style="list-style-type: none"> <li>• <b>Solid blue arrow.</b> The mobile hotspot is connected.</li> <li>• <b>White outline.</b> The mobile hotspot is sending or receiving information.</li> <li>• <b>None.</b> The mobile hotspot is not connected.</li> </ul>   |
|  | <p><b>Roaming.</b> The mobile hotspot is connected to a network other than your primary Internet service provider network.</p>   |
|  | <p><b>USB.</b> The mobile hotspot is connected to a USB port.</p>  |
|  | <p><b>Battery indicator.</b> Battery is partially or fully charged.</p>  |
| <p>ALERTS</p>   | <p>Alert message notification. To view the alerts, tap the <b>ALERTS</b> button.</p>   |
| <p>Default main WiFi name and password</p>  | <p>WiFi-enabled devices use the WiFi name and password to connect to the mobile hotspot.</p>   |
| <p>Guest WiFi name and password</p>   | <p>When guest WiFi is enabled, tap <b>WiFi &gt; Guest WiFi</b> to display the guest WiFi network name and password.</p>  |
|  | <p>Estimated data usage for the current billing period.</p>  |
|  | <p><b>WiFi status and button.</b> Displays WiFi status (blue when WiFi is turned on). To display the WiFi screen, tap the <b>WiFi</b> button.</p>  |

Table 3. Touch screen icons (continued)

| Icon  | Indicates  |
|---|--|
|  | <b>Messages button.</b> Displays the number of unread messages from the Internet service provider. |
|  | <b>Settings button.</b> To display the Settings screen, tap the <b>Settings</b> button.            |

## Accessories

The following accessories are included with your mobile hotspot:

- **Micro USB cable.** Use this cable to recharge the battery or tether the mobile hotspot to your computer. For more information, see [Mobile Hotspot Web Pages](#) on page 19.
- **Wall charger.** Use a wall charger with the USB cable to recharge the battery or to power the mobile hotspot from a wall socket. For more information, see [Recharge the Battery](#) on page 54.
- **Jump boost cable.** Use the jump boost cable to charge another mobile device, such as a smartphone. For more information, see [Jump Boost Another Device](#) on page 13.

## External Antennas

Using an external antenna in areas of lower coverage might improve your device performance.

MIMO antennas work with the AC810 mobile hotspot.

Insert the connector carefully to avoid damage to your device.



Figure 3. External antennas with TS-9 connectors

## Power Sources

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

- Rechargeable battery included with the mobile hotspot  
For more information, see [Install the Battery](#) on page 15.
- Wall socket using the AC adapter and USB cable  
For more information, see [Recharge the Battery](#) on page 54.
- USB port on your computer  
For more information, see [Recharge the Battery](#) on page 54.

## Jump Boost Another Device

You can give a boost to your smartphone if it is low on or out of battery power by connecting it to the mobile hotspot's jump boost cable and starting the boost from the touch screen or the mobile hotspot web page.

---

**Note:** You cannot charge the mobile hotspot while it is boosting another device.

---

- **To start the jump boost of another device from the touch screen:**
  1. Plug the jump boost cable into your mobile hotspot.
  2. Plug the device that you want to charge into the other end of the jump boost cable.

On the home screen, a pop-up window displays with boost options. If the pop-up window does not open, tap **Settings > Jump Boost**.
  3. Tap one of the boosting options (**30**, **60**, or **90** minutes).
- **To start the jump boost of another device from the mobile hotspot web page:**
  1. Plug the jump boost cable into your mobile hotspot.
  2. Plug the device that you want to charge into the other end of the jump boost cable.
  3. On the home page, log in as an administrator.
  4. Click the **Jump Boost** button.
  5. Select one of the boosting options (**30**, **60**, or **90** minutes).

## Set Up Your Mobile Hotspot

Before you connect to your mobile hotspot, you must insert a micro SIM card (3FF), install the battery, power on the mobile hotspot, and charge your battery.

---

**Note:** To obtain a micro SIM card, contact your Internet service provider.

---

### Insert the Micro SIM Card

- **To insert the micro SIM card:**
  1. Remove the back cover by lifting at the catch on either corner of the mobile hotspot.
  2. Remove the battery.
  3. Slide the micro SIM card into the slot with the gold-colored contacts facing down.

**Micro SIM card**



4. Ensure that the micro SIM card is seated securely.

5. Reinsert the battery.



6. Replace the cover.

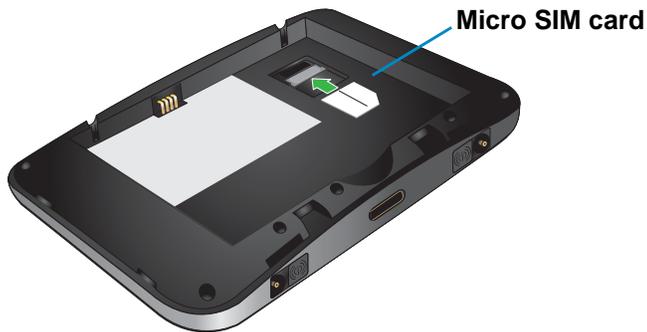
## Install the Battery

➤ **To install the battery:**

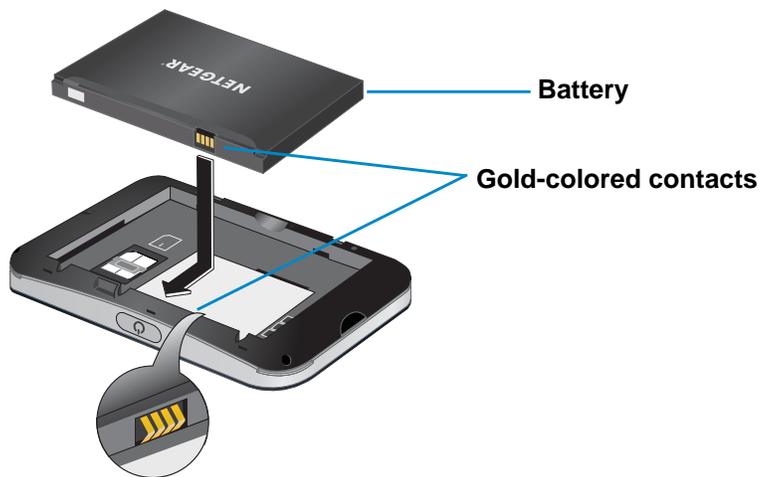
1. Remove the mobile hotspot back cover by lifting at the notch on either corner of the device.



Make sure that the micro SIM card is already installed. For more information, see [Insert the Micro SIM Card](#) on page 14.



2. Insert the battery as shown.



Ensure that the gold-colored 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 54.

---

## Power On Your Mobile Hotspot and Select a Language

➤ **To power on your mobile hotspot:**

1. Press and hold the **Power** button until the LCD screen lights.  
A language selection screen displays.
2. Press the **Navigation** button to cycle through the language options until your language is highlighted.

3. Press the **Power** button to select the language.

You can change the language again later from the mobile hotspot web page.

## Create a Mobile Connection

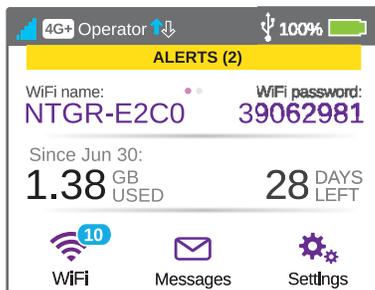
Your mobile hotspot comes preconfigured with the access point name (APN) for your network service provider. Your mobile hotspot checks the APN to determine the type of network connection to establish.

## Connect the Mobile Hotspot to Your Mobile Network

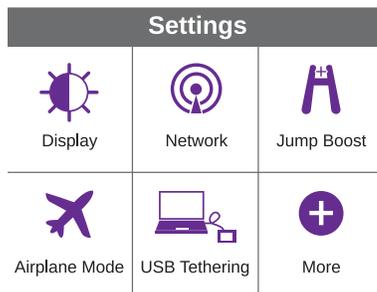
You must configure an APN for your mobile hotspot if you are setting up your mobile hotspot for the first time or if you see a message indicating that APN setup is required.

### ➤ To configure an APN:

1. Tap the **Home** (🏠) button.



2. Tap the **Settings** button.



3. Tap the **Network** button.

The Mobile Broadband screen displays.

4. Tap the APN > button.

The APN screen displays a list of APNs that might work with your current SIM.

5. Select the appropriate APN.

To view details about the APN, tap the **Edit** button for the APN.

6. If no APNs in the list are appropriate, set up an APN:

- a. Tap the **+Add** button.
- b. Enter the APN details.

Contact your network service provider for information about these specific details.

- c. Tap the **Save** button.

A message indicating that an APN was created displays.

## Connect to Your Mobile Hotspot

➤ **To connect to your mobile hotspot:**

1. Ensure that WiFi is enabled on your computer or WiFi device.
2. On your computer or WiFi device, search for WiFi networks:
  - For Windows devices, click the **Internet Access** button.
  - For Mac devices, from the **WiFi** menu, select the network.
  - For tablets, look for a settings option.
3. Select the WiFi name displayed on your LCD screen.
4. Enter the WiFi password exactly as it appears on the LCD screen.

Passwords are case-sensitive.

When a computer or mobile device connects to the mobile hotspot, a 1 displays beside the **WiFi** button on the LCD screen.

**Note:** For you to connect to the mobile broadband network, your SIM account must be active. If you use a prepaid or pay-as-you-go micro SIM, the account must show a positive balance.

5. Launch your browser and, if desired, visit the mobile hotspot web page at **<http://netgear.aircard>** to personalize your settings.

Your mobile hotspot is ready to use out of the box. You probably don't need to personalize any settings.

## Personalize the Mobile Hotspot

You can personalize the mobile hotspot and change its settings using the following methods:

- **On device touch screen.** Use the touch screen to make basic WiFi and other settings changes.
- **Web pages.** Use the mobile hotspot web pages to make more detailed settings changes than the basic settings changes offered on the touch screen.

Use a WiFi-enabled device to connect to the mobile hotspot and then use a browser to display the mobile hotspot web pages (<http://netgear.aircard> or <http://192.168.1.1>).

---

**Note:** Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

---

Log in as an administrator to make changes. The default administrator login password is **password**. We recommend setting a more secure password.

## Mobile Hotspot Web Pages

Your mobile hotspot comes configured and ready to use. Use mobile hotspot web pages to manage advanced settings.

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

➤ **To log in as an administrator:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

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

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

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

The home page displays.

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

- Change the SSID, WiFi passwords, login password, and WiFi encryption settings.
- Select a custom WiFi profile (dual-band WiFi, guest WiFi).
- Set auto-connect options.
- View data usage.
- Change security settings and mobile hotspot options.

## Security Passwords

Three passwords are associated with the mobile hotspot:

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

You can change these passwords on the mobile hotspot web page (<http://netgear.aircard> or <http://192.168.1.1>).

---

**Note:** Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

---

## Install Drivers for Tethered Mode

You can use your mobile hotspot in tethered mode (connected to a computer using the USB cable) instead of connecting to it using WiFi. For more information on USB tethering, see [USB Tethering](#) on page 56.

---

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

---

➤ **To install drivers on computers running operating systems other than Windows XP:**

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

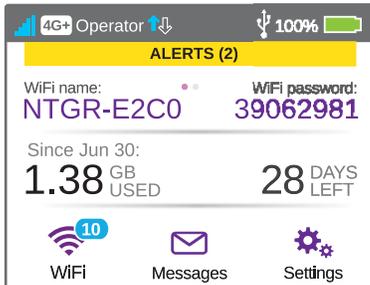
The mobile hotspot automatically powers on and installs the necessary driver.

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

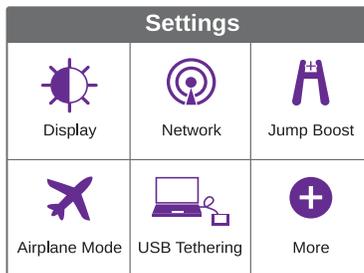
Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

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

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.

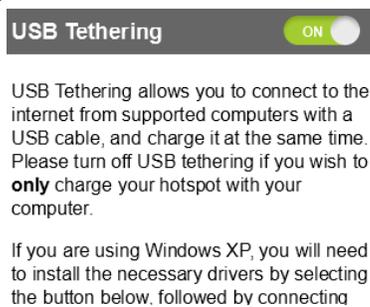


3. Tap the **Settings** button.



4. Tap the **USB Tethering** button.

USB tethering is on by default. If USB tethering is not on, slide the **OFF** button to the **ON** position.



5. Tap the **Install Win XP drivers** button.

This button is located at the bottom of the USB Tethering screen.

6. Connect the mobile hotspot to your computer using the USB cable.

The mobile hotspot installs the necessary driver.

After the driver is installed, you can visit the mobile hotspot web page at <http://netgear.aircard> or <http://192.168.1.1> to customize your mobile hotspot's advanced settings.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

## 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 mobile hotspot settings, visit the mobile hotspot web page at <http://netgear.aircard>.



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**Note:** Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

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## 2 Use Your Mobile Hotspot

---

# 2

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

- *View Data Usage*
- *SMS Messages*
- *Offload Your Mobile Internet Connection*
- *Manage WiFi*
- *Set Mobile Broadband Options*
- *View Alerts*
- *Extend Battery Life*
- *View Details About Your Mobile Hotspot*
- *Update Mobile Hotspot Software and Firmware*

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**Note:** To change settings, log in as an administrator. See *Mobile Hotspot Web Pages* on page 19.

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## View Data Usage

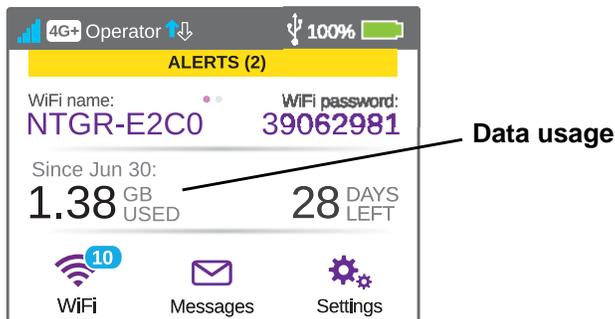
You can view an estimate of your data usage on the mobile hotspot web page and on the mobile hotspot touch screen.

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 mobile hotspot touch screen:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.

The touch screen shows the estimated data usage for the current billing cycle.



3. Tap the data usage area on the touch screen.

A data usage screen displays showing the data used, the days left in this month, and the date the counter reset.

4. To reset the data usage counter, tap the **Reset** button.

---

**Note:** Visit the mobile hotspot web page to control whether the mobile hotspot automatically resets the usage counter.

---

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

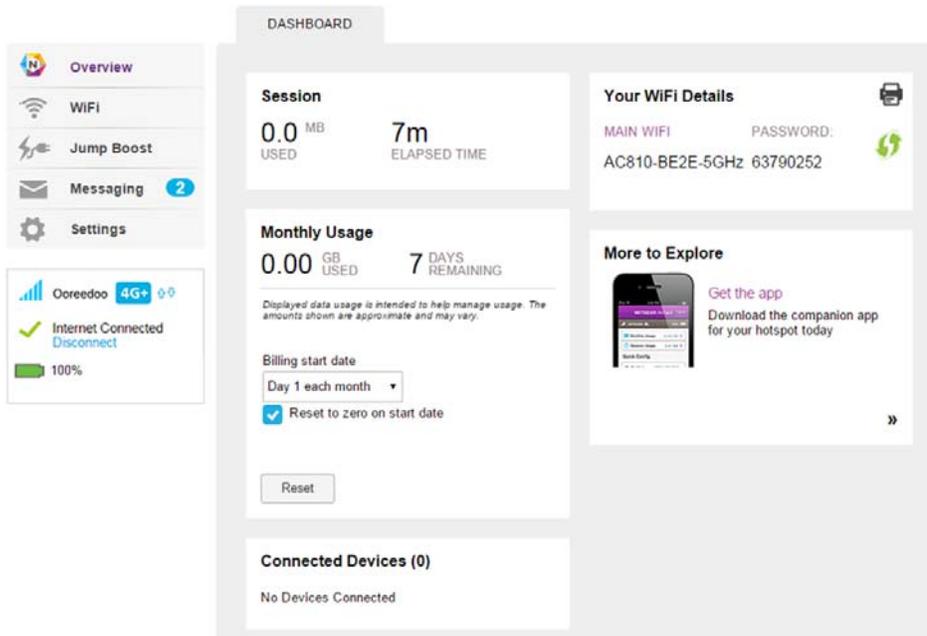
Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

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



## SMS Messages

You can view, delete, and compose SMS messages.

### View SMS Messages

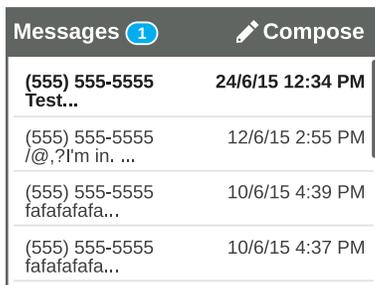
You can view messages from the mobile hotspot or the mobile hotspot web page.

➤ **To view SMS messages from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.

The home screen displays.

3. Tap the **Messages** button.



4. Tap the message to read the full text.

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

➤ **To view SMS messages from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Messages**.

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

5. Click a message to read the full text.

## Delete SMS Messages

You can delete messages from the mobile hotspot or the mobile hotspot web page.

➤ **To delete a message from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.  
The home screen displays.
3. Tap the **Messages** button.



4. Tap the message.
5. Tap the **Delete** button.

The message is deleted.

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Messaging**.

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

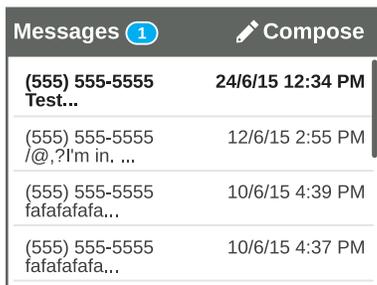
5. Select the message and click the **Delete** button.

The message is deleted.

## Compose an SMS Message

➤ **To compose an SMS message:**

1. Tap the **Home** (🏠) button.  
The home screen displays.
2. Tap the **Messages** button.



3. Tap the **Compose** button in the upper right corner.

If a valid SIM card is not inserted in your mobile hotspot, the **Compose** button appears gray.

4. Enter a telephone number.
5. Tap the **Next** button.
6. Compose the message.

7. Tap the **Send** button.

Your message is sent.

## Offload Your Mobile Internet Connection

Use the WiFi offload feature to transfer the mobile hotspot's Internet connection from mobile broadband to another WiFi source such as an access point in your office or a coffee house.

To use this feature, you must configure your mobile hotspot using the mobile hotspot web page.

➤ **To configure your mobile hotspot with WiFi AP details on the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **WiFi > Options**.

The Options page displays.

5. In the **WiFi Profiles** menu, select **Custom Setup**.

6. Enter the WiFi name and WiFi password of the alternate WiFi source.

7. Click the **Submit** button.

Mobile hotspot WiFi offloading is enabled.

When WiFi offloading is enabled, the WiFi icon displays in the status bar of the mobile hotspot screen. The icon appears gray when the mobile hotspot is not offloading the Internet connection. When the hotspot is offloading the Internet connection, the WiFi icon appears bright blue and displays the signal strength. The screen displays the SSID of the active WiFi network.

---

**Note:** Disable WiFi offloading when you do not need it. When WiFi offloading is enabled, WiFi performance is affected.

---

## Manage WiFi

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

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

- **2.4 GHz WiFi (default).** A 2.4 GHz WiFi network (no secondary network) that is compatible with most devices.
- **5 GHz WiFi.** A network with the fastest transfer rate. However, it is limited to devices that support 5 GHz.
- **Guest WiFi.** Share your WiFi with temporary visitors without exposing the devices on your main WiFi network or letting visitors access the mobile hotspot web page.
- **Dual-band WiFi (2.4 GHz and 5 GHz).** Connect 2.4 GHz and 5 GHz devices with your main WiFi simultaneously. Transfer speed is slower.

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

---

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

---

## Specify the WiFi Settings

From the touch screen, you can specify a number of WiFi settings. For more detailed profile selections, visit the mobile hotspot web page (<http://netgear.aircard> or <http://192.168.1.1>).

---

**Note:** Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

---

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

- **Default, 2.4 GHz (No secondary network).** Main WiFi only on the 2.4 GHz band. If you configured a custom profile using the mobile hotspot web page, you can return to the default WiFi setting.
- **5 GHz WiFi.** Use this choice to transfer data at higher throughputs.
- **Guest WiFi.** Main WiFi and guest WiFi on the 2.4 GHz band.
- **Dual-band WiFi (2.4 GHz and 5 GHz).** Connect 2.4 GHz and 5 GHz devices with your main WiFi simultaneously. Transfer speed is slower.

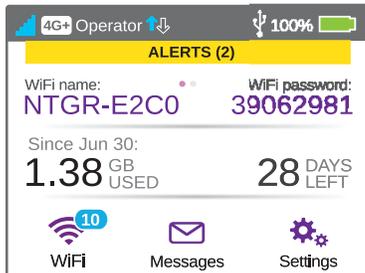
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**Note:** Whenever you change WiFi settings, any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

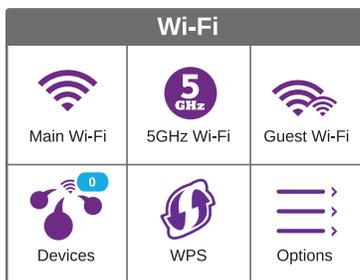
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➤ **To specify the WiFi settings from the touch screen:**

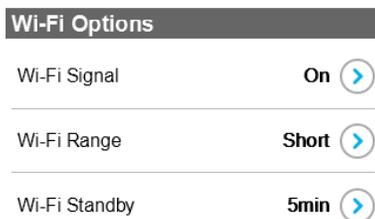
1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



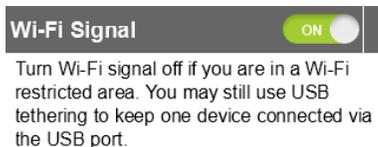
3. Tap the **WiFi** button.



4. Tap the **Options** button.



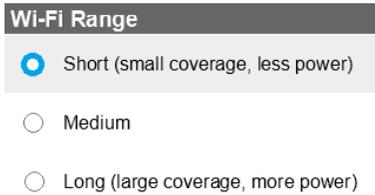
5. To disable the WiFi signal in a restricted area, tap the **Wi-Fi Signal >** button.



6. Slide the **ON** button to the **OFF** position.

Your settings are saved.

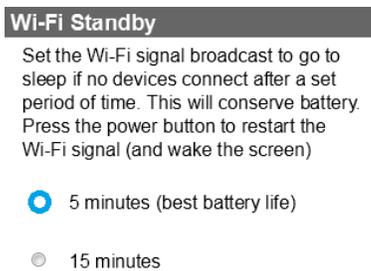
7. To set the WiFi range, tap the Wi-Fi Range > button.



8. Tap the radio button for the selection that you want.

Your settings are saved.

9. To power down the WiFi radio after a set period of inactivity, tap the Wi-Fi Standby > button.



10. Tap the radio button for the selection that you want.

Your settings are saved.

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

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **WiFi > Options**.

5. In the **WiFi Profiles** menu, select a predefined profile or select **Custom Setup** to choose your own options.

The Options page that displays depends on the WiFi profile that is selected.

6. To modify the displayed profile (even if you selected a predefined profile), use the following options:
  - **Secondary WiFi.** Select the **Enable secondary WiFi network** check box to use a secondary WiFi network.
  - **Frequency.** Select the WiFi frequency (2.4 GHz or 5 GHz) to use on the main, secondary, or both WiFi networks.
  - **Guest mode.** Select the **Guest WiFi** check box to use the secondary WiFi network for temporary visitors.

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

7. Click the **Submit** button.

Your settings are saved.

If you select a predefined profile and then change the frequency, or change the guest WiFi options, the profile type changes automatically to **Custom Setup**.

---

**Note:** When you change your profile options (including disabling or enabling either WiFi network), any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

---

## Connect to WiFi From a WiFi Device

You can connect up to 15 WiFi devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to your mobile hotspot network. For information about setting connections for main WiFi and guest WiFi networks, see *Set the Maximum Number of Connected Devices* on page 39.

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

### Connect With the WiFi Password

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

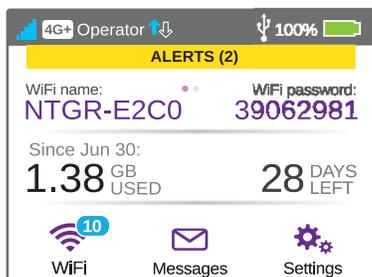
The WiFi password displays on the mobile hotspot touch screen. If the screen is turned off, press and quickly release the **Power** button to wake the mobile hotspot.

### Add a WPS-Enabled Device

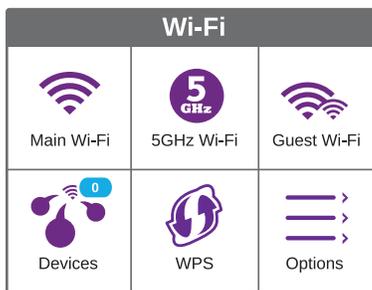
You can add a WPS-enabled WiFi device to your WiFi network without a WiFi password, using the mobile hotspot web page or the touch screen.

#### ➤ To add a WPS-enabled WiFi device from the touch screen:

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



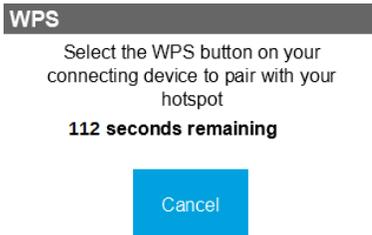
3. Tap the **WiFi** button.



4. Tap the **WPS** button.



5. Tap the **Pair with Main Wi-Fi** or **Pair with Secondary Wi-Fi** button.



6. Within two minutes, press the **WPS** button on the WiFi device that you want to connect.  
Your mobile hotspot and the WiFi device communicate and establish the connection.

➤ **To add a WPS-enabled WiFi device from the mobile hotspot web page:**

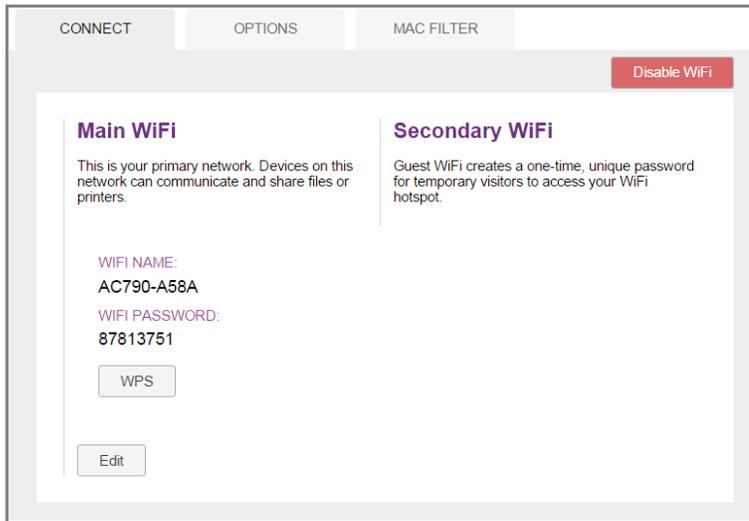
1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

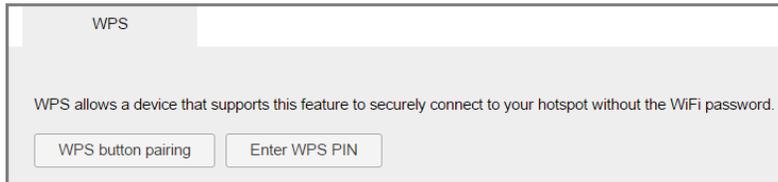
A login window opens.

3. Enter the administrator login password.  
The default password is **password**. The password is case-sensitive.  
The home page displays.

4. Select **WiFi > Connect**.



5. Click the **WPS** button for either the main WiFi or secondary WiFi network (if available).



6. Choose the WPS method that you want to use:

- **WPS button pairing.** If the device that you want to connect includes a **WPS** button, click the **WPS button pairing** button and, within two minutes (120 seconds), press the device's **WPS** button.
- **Enter WPS PIN.** If a WPS PIN is associated with the device that you want to connect, click the **Enter WPS PIN** button and enter the device's WPS PIN.

Your mobile hotspot and the WiFi device communicate and establish the connection.

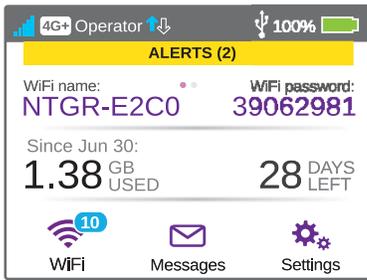
## Enable Guest WiFi

Guest WiFi creates a one-time unique password for temporary visitors to access your WiFi mobile hotspot.

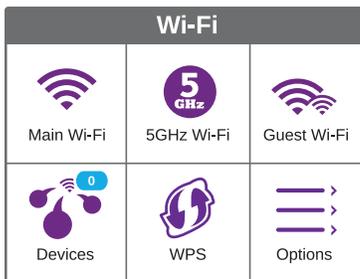
➤ **To enable guest WiFi from the touch screen:**

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

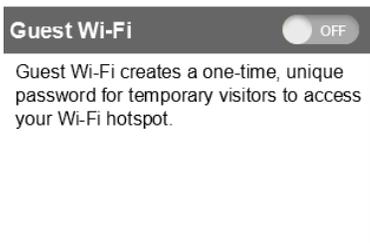
2. Tap the **Home** (🏠) button.



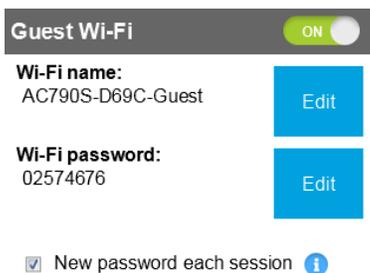
3. Tap the **WiFi** button.



4. Tap the **Guest Wi-Fi** button.



5. Slide the **OFF** button to the **ON** position.



➤ **To enable guest WiFi from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

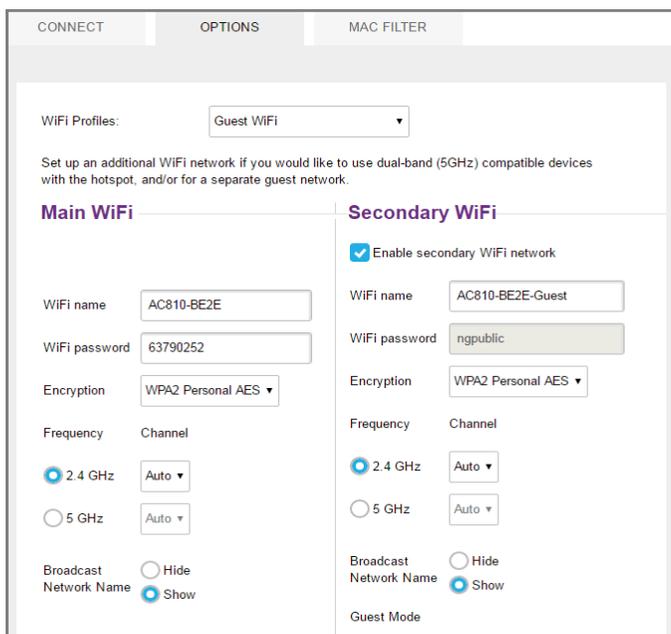
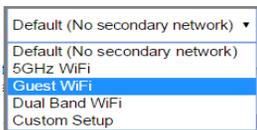
The default password is **password**. The password is case-sensitive.

The home page displays.

4. Select **WiFi > Options**.

The Options page displays.

5. In the **WiFi Profiles** menu, select **Guest WiFi**.



The **Submit** button displays near the bottom of the page after you make a selection.

---

**Note:** The default values are appropriate to support a guest network.

---

6. Click the **Submit** button.

Guest WiFi is enabled.

## Enable 5 GHz WiFi

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

### ➤ To enable 5 GHz WiFi from the mobile hotspot web page:

1. From a computer or WiFi device that is connected to your network, launch a web browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **WiFi > Options**.

The Options page displays.

5. In the **WiFi Profiles** menu, select **5GHz WiFi**.

After you make a selection, the **Submit** button displays near the bottom of the page.

6. Click the **Submit** button.

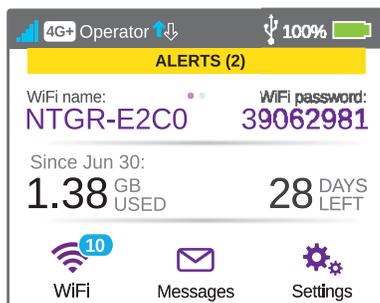
5 GHz WiFi is enabled.

## Set the Maximum Number of Connected Devices

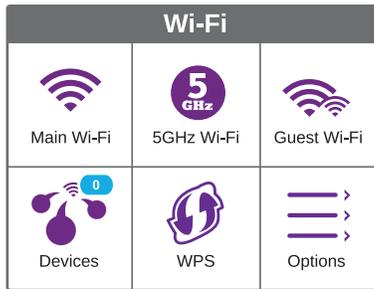
You can connect up to 15 WiFi devices to the mobile hotspot. These connections are shared between the mobile hotspot's main and secondary WiFi networks.

### ➤ To set the number of devices that can connect to each WiFi network from the touch screen:

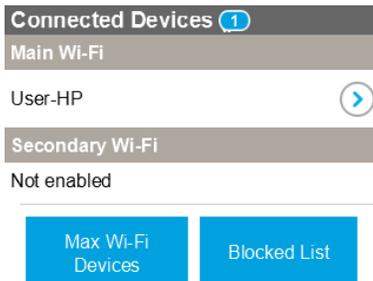
1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



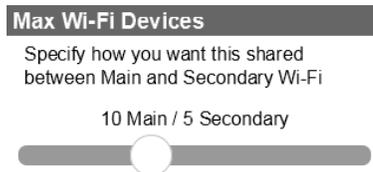
- Tap the **WiFi** button.



- Tap the **Devices** button.



- Tap the **Max Wi-Fi Devices** button.



- Slide the button to specify how you want the WiFi devices to be shared between the WiFi networks.

- Tap the **Submit** button.

Your settings are saved.

- **To set the number of devices that can connect to each WiFi network from the mobile hotspot web page:**

- From a computer or WiFi device that is connected to your network, launch an Internet browser.
- Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.  
The default password is **password**. The password is case-sensitive.  
The home page displays.
4. Select **WiFi > Options**.  
The Options page displays.
5. Scroll down to the bottom of the page.

**WiFi Options**

Max Wi-Fi: 15 (dropdown menu open with options 1-15)

2.4 GHz Bandwidth: [dropdown menu]

5 GHz Bandwidth: [dropdown menu]

WiFi Info on Home:  Show  Hide

WiFi Range:  Short (small coverage, less power)  Medium  Long (large coverage, more power)

USB Tethering:  Wi-Fi stays Off  Wi-Fi stays On

**Connection**

RTS Threshold: 2347

Fragmentation Threshold: 2346

Main WiFi: 14 + Secondary WiFi: 1 [ > ]

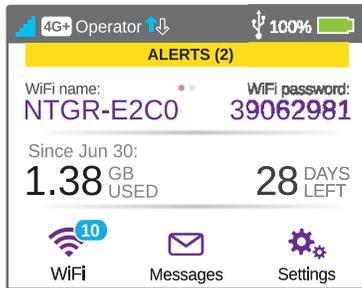
6. From the **Max Wi-Fi** menu, select the number of devices that are allowed to access your mobile hotspot.
7. Click the < button or the > button to adjust the number of connections available on each of the WiFi networks (main and secondary).  
The **Submit** button displays after you make a selection.
8. Click the **Submit** button.  
Your settings are saved.

## View Connected Users

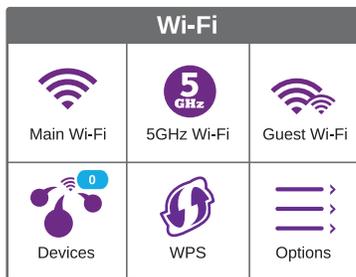
You can view a list of devices that are connected to your mobile hotspot.

➤ **To view the connected devices from the touch screen:**

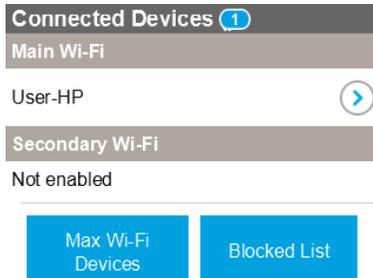
1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



3. Tap the **WiFi** button.



4. Tap the **Devices** button.



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

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

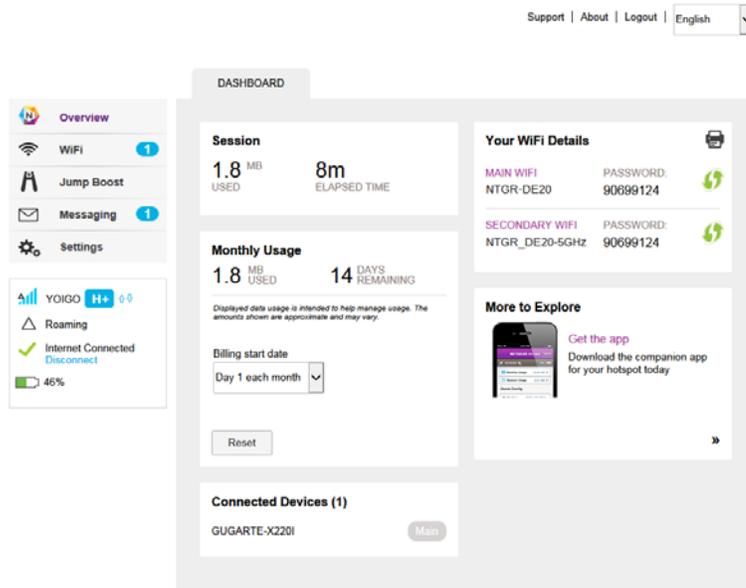
Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

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



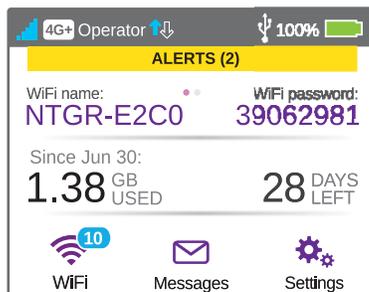
If you notice a WiFi device that you do not recognize, you can block that device from connecting to your WiFi network.

## Set Mobile Broadband Options

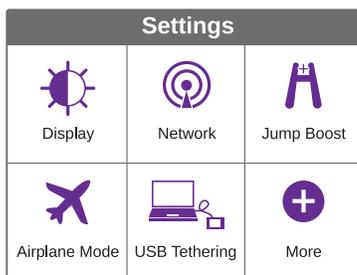
By default, the mobile hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so that the mobile hotspot automatically connects to another network when you are roaming or never auto-connects.

### ➤ To set auto-connect options from the touch screen:

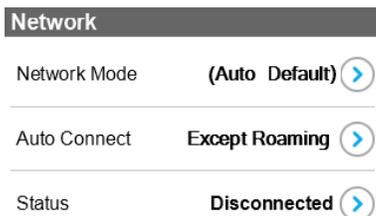
1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



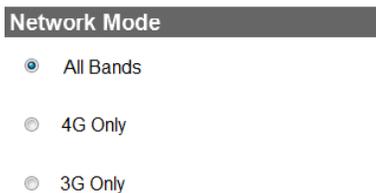
3. Tap the **Settings** button.



4. Tap the **Network** button.



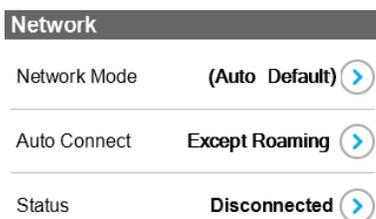
5. To set the network mode, tap the Network Mode > button.



6. Tap the radio button for the selection that you want.

Your settings are saved.

7. Tap **x** to close the confirmation message window.



8. To set the auto connection method, tap the Auto-Connect > button.

The Auto Connect screen displays.

9. Tap the radio button for the selection that you want.

Your settings are saved.

10. Tap **x** to close the confirmation message window.

➤ **To set auto-connect options from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

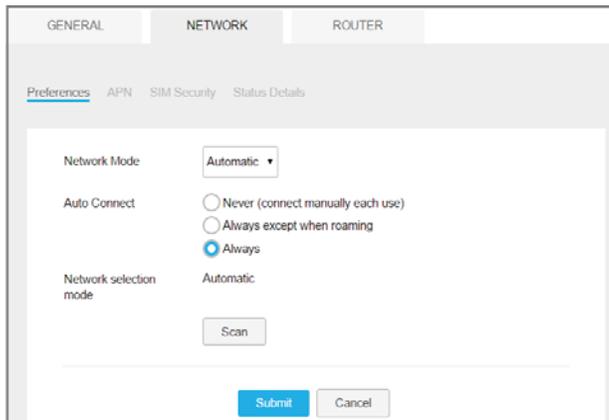
A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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



5. 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 mobile hotspot can establish a connection. See *Enable SIM Security* on page 86.

---

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

6. Click the **Submit** button.  
Your settings are saved.

## View Alerts

Your mobile hotspot displays alerts to advise you of device status changes. An Alert bar displays across the top of the screen. The color of the bar corresponds to the type of alert:

- **Red.** Critical alerts.
- **Amber.** Warning alerts.
- **Blue.** Web updates are available.
- **Yellow.** System alerts.

➤ **To view alerts from the touch screen:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.  
The home screen displays.
3. Tap the **Alerts** bar.  
Active alerts appear on the touch screen.
4. Read each alert that displays and follow any displayed instructions.

---

**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 from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

Active alerts display at the top of the home page.

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

## Extend 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).
- WiFi range.
- Dual-band WiFi (when all of your devices support 5 GHz WiFi, dual-band WiFi allows faster downloads but uses more power).
- Guest WiFi, when enabled, uses more power.

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

- Adjust WiFi settings.
- Adjust display settings.
- Use tethered USB.
- Use airplane mode.
- Use only for jump boost.

## Adjust WiFi Settings to Optimize Battery Life

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

---

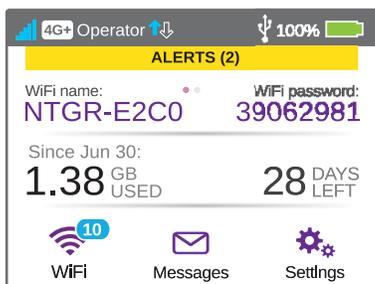
**Note:** When you change the WiFi settings, any devices connected to the mobile hotspot are disconnected and might need to be reconnected.

---

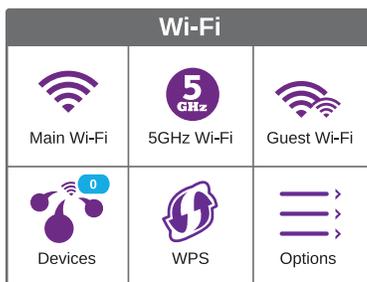
### ➤ To adjust WiFi setting to optimize battery life from the touch screen:

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

2. Tap the **Home** (🏠) button.



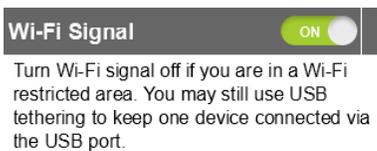
3. Tap the **WiFi** button.



4. Tap the **Options** button.

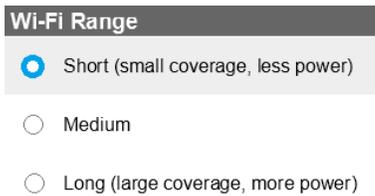


5. To disable the WiFi signal when you are on a USB tether, tap the WiFi Signal > button.



6. Slide the **ON** button to the **OFF** position.  
Your settings are saved.
7. Tap the **x** button.  
The Options page displays.

- To set the WiFi range, tap the Wi-Fi Range > button.



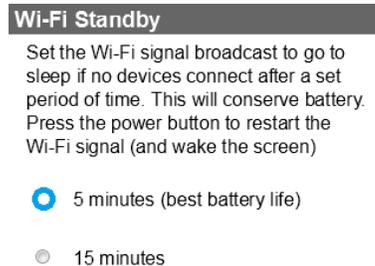
- Tap the radio button for the selection that you want.

Your settings are saved.

- Tap the **x** button.

The Options page displays.

- To power down the WiFi radio after a set period of inactivity, tap the Wi-Fi Standby > button.



- Tap the radio button for the selection that you want.

Your settings are saved.

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

➤ **To adjust WiFi settings to optimize battery life from the mobile hotspot web page:**

- From a computer or WiFi device that is connected to your network, launch an Internet browser.

- Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

- Enter the administrator login password.

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

The home page displays.

- Select **WiFi > Options**.

The Options page displays.

5. Scroll to the bottom of the page.

**WiFi Options**

Max WiFi: 15

Main WiFi: 15    Secondary WiFi: 0

2.4 GHz Bandwidth: 20 MHz

5 GHz Bandwidth: 80 MHz

WiFi Info on Home:  Show,  Hide

WiFi Range:  Short (small coverage, less power),  Medium,  Long (large coverage, more power)

USB Tethering:  WiFi stays Off,  WiFi stays On

---

**Connection**

RTS Threshold: 2347

Fragmentation Threshold: 2346

6. Adjust any of these settings in the WiFi Options section:

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

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

7. Click the **Submit** button.

Your settings are saved.

8. Select **Settings > General > Device**.

The screenshot shows the 'Device' settings page for the AirCard 810 Mobile Hotspot. The page is organized into several sections:

- Language:** Default Language is set to English.
- Display:** Display Brightness is set to 5.
- Screen Timeout:** Timeout on Battery, Timeout on AC, and Timeout on USB are all set to 1 minute.
- Hotspot LED:** The LED is currently turned On.
- Sleep:** WiFi Standby is set to 5 minutes (best battery life).
- Homepage:** Host Name is netgear, Domain Name is aircard, and Admin login is password. There is a checked checkbox for 'Display on LCD'.

9. From the **WiFi Standby** menu, select a shorter time period.

The shorter the time, the longer the battery life.

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

10. Click the **Submit** button.

Your settings are saved.

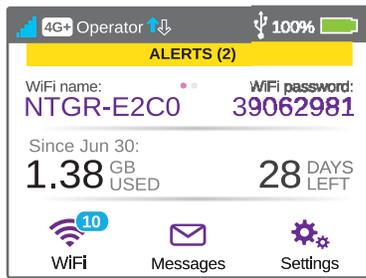
## Adjust Display Settings to Increase Battery Life

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

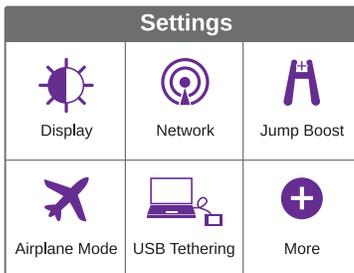
➤ **To adjust display settings to increase battery life from the touch screen:**

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

2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



4. Tap the **Display** button.



5. Tap the Display Brightness > button.

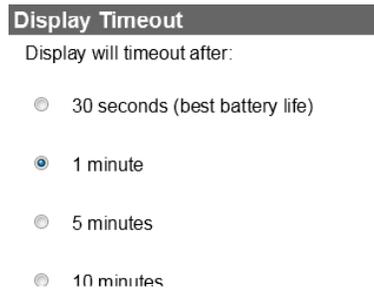


6. Slide the button to select the display brightness that you want.  
Your settings are saved.

7. Tap the **Back** (  ) button.



8. Tap the Display Timeout > button.



9. Tap the radio button for the selection that you want.

Your settings are saved.

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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

The screenshot shows the 'Device' settings page for the AirCard 810 Mobile Hotspot. The page is organized into sections: Language, Display, Screen Timeout, Hotspot LED, Sleep, and Homepage. Each section contains specific settings that can be adjusted via dropdown menus, text input fields, or radio buttons. A 'Submit' button is visible at the bottom of the settings area.

5. Adjust any of these settings:

- **Display Brightness**. From the menu, select a brightness level.
- **Timeout on Battery, Timeout on AC, Timeout on USB**. From the menus, select shorter time periods.

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

6. Click the **Submit** button.

Your settings are saved.

## 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.

Turn off USB tethering if you only want to charge your mobile hotspot with your computer. For more information, see [USB Tethering](#) on page 56.

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

1. Attach one end of the micro USB cable to the connector on the right on the mobile hotspot and attach the other end to the wall charger (included).
2. Plug the wall charger into a wall socket.

A lightning bolt appears on the Battery icon when the battery is charging (🔌).



The Battery icon on the touch screen indicates when the battery is fully charged (🔋) and a notification displays.

---

**Note:** The battery continues to charge when the mobile hotspot is powered off.

---

➤ **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 touch screen indicates when the battery is fully charged (🔋) and a notification displays.

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

## USB Tethering

Use USB tethering to connect to the Internet from supported computers with a USB cable and charge the mobile hotspot battery at the same time.

---

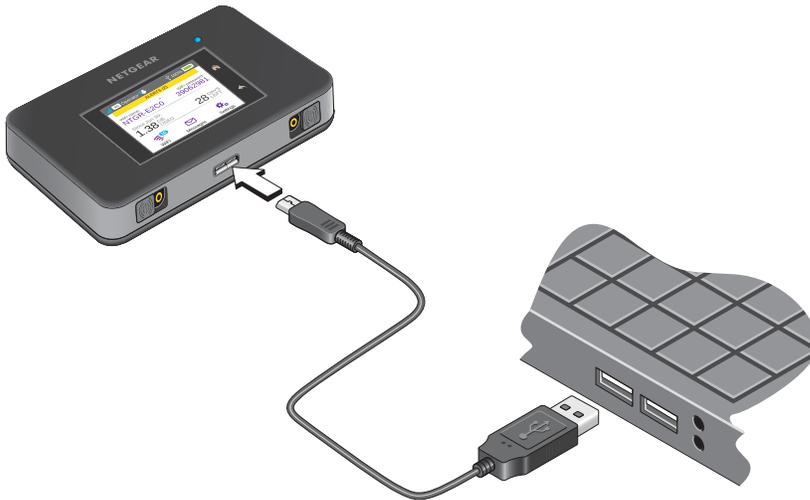
**Note:** The first time that you use your mobile hotspot in tethered mode, drivers are loaded on your computer to support the mobile hotspot. For more information, see *Install Drivers for Tethered Mode* on page 20.

---

Turn off USB tethering if you only want to charge your mobile hotspot with your computer.

➤ **To connect the mobile hotspot to the USB port on your computer:**

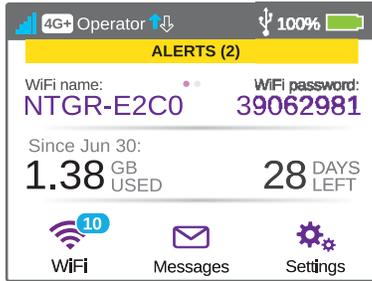
Attach one end of the micro USB cable to the mobile hotspot and plug the other end into the USB port on your computer.



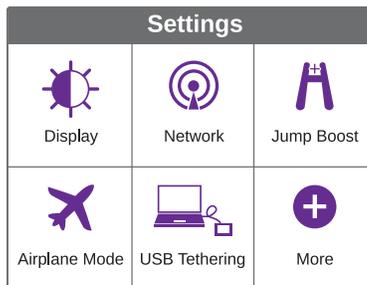
➤ **To enable USB tethering from the touch screen:**

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

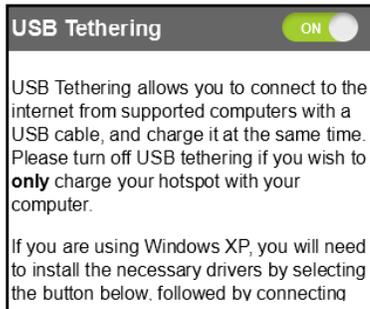
2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



4. Tap the **USB Tethering** button.



5. Slide the **OFF** button to the **ON** position.

USB tethering is enabled.

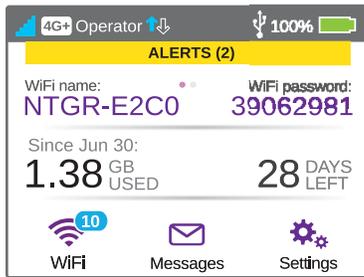
## Enable Airplane Mode

Turn on airplane mode if you want to use jump boost while on an airplane or in areas where WiFi is restricted.

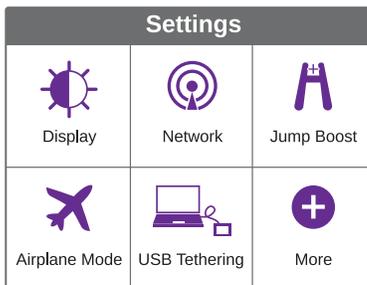
- **To enable airplane mode from the touch screen:**

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

2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



4. Tap the **Airplane Mode** button.



Turn on airplane mode if you would like to use "BatteryBoost" while on an airplane or in areas where Wi-Fi is restricted.

5. Slide the **OFF** button to the **ON** position.

Airplane mode is enabled.

➤ **To enable airplane mode from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

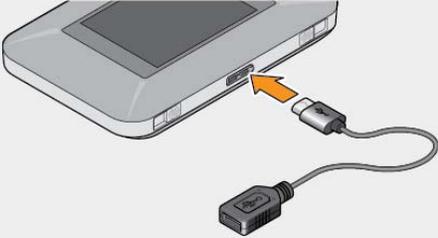
The home page displays.

4. Click the **Jump Boost** button.

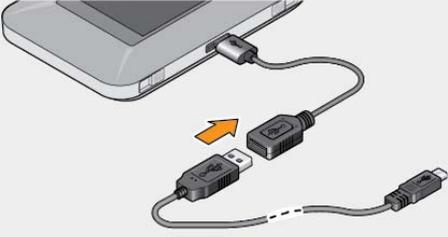
**Jump Boost**

If your tablet or smartphone is out of battery, you can give it some juice from your hotspot. Reminder: you can't charge while boosting.

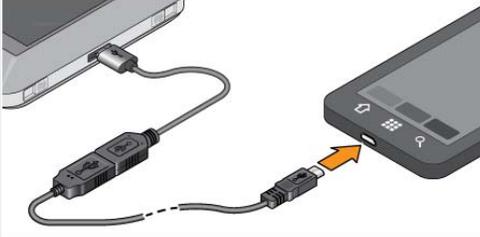
1. Connect the Jump Boost cable to the mobile hotspot's charging port. To ensure proper battery performance and charging, you must use the Jump Boost cable included in the box.



2. Connect your smartphone's charging cable to the Jump Boost connector.



3. Connect your smartphone to the charging cable.



4. Choose how long you want to enable boost for. The timer starts immediately after you press the button below.

30 minute boost   60 minute boost   90 minute boost

Optional: Enable airplane mode if you would like to charge your device while in airplane

Enable Airplane Mode

5. Click the **Enable Airplane Mode** button.

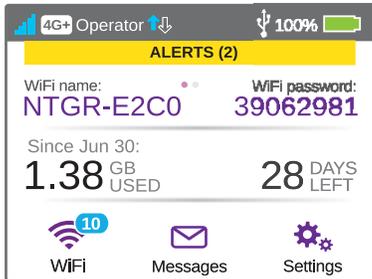
Airplane mode is enabled.

## View Details About Your Mobile Hotspot

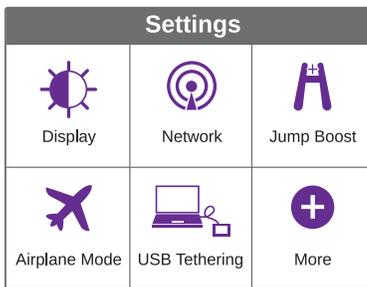
You can view details about your device such as the model number, software version, and IMEI (International Mobile Station Equipment Identity).

➤ **To view details about your device from the touch screen:**

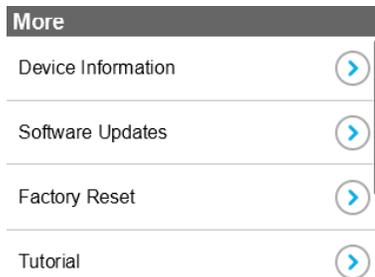
1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



4. Tap the **More** button.



5. Tap the **Device Information >** button.



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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.

2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Click the **About** link.

The screenshot displays the 'About' page of the AC810S Manager, organized into several sections:

- Account Details:** Lists fields for Wireless number, IMEI, IMEI SV, IMSI, FSN, and ICCID.
- WiFi Details:** Shows MAC Address (50-6A-03-8D-BE-2E), WiFi Range (Medium), and a 'Main WiFi' section with Name (AC810-BE2E), Password (63790252), Encryption (WPA2\_Personal\_AES), Mode (M802\_11\_BGN), Band (2.4 GHz), Bandwidth (20 MHz), Devices (1 / 15), and Broadcast Network Name (Show).
- Device:** Provides Model (AirCard 810S), AC810S Manager, PRI Version (23112922, 01.06), Power State (Online), Current temperature (23°C), Current voltage (4263mV), Battery charge level (100%), Battery status (Normal), and Battery temperature (23°C).
- Firmware:** Lists Firmware Version (NTG9X40C\_11.13.01.03), Firmware Build Date (2016/01/18), Web App Version (HDATA\_1RDMES\_03.03.103.77A), Bootloader Version (NTG9X40C\_11.13.01.03), Hardware Version (0.2), and TRU-Install (PHS\_B4059).
- WWAN Info:** Shows IP Address (10.17.251.58) and IPv6 Address.
- Network Status:** Includes a 'View Details' link.
- Open Source:** Features 'View Credits & Licenses' and 'GNU GPL' links.

A 'Save to File' button is located at the bottom left of the page.

## Update Mobile Hotspot Software and Firmware

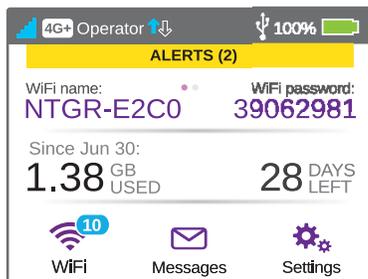
The mobile hotspot automatically checks for new software or firmware updates once a week. If an update becomes available, the mobile hotspot displays an alert.

You can also check for updates manually without receiving an alert. You can check from the touch screen, from the mobile hotspot web page, or using a file downloaded from the Internet.

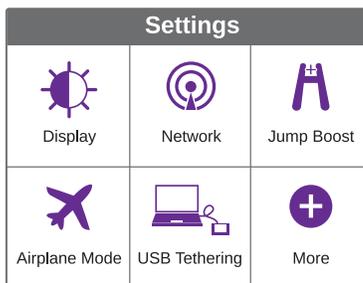
### Update Software From the Touch Screen

➤ **To update software from the touch screen:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



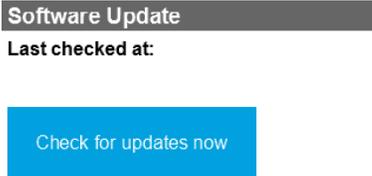
3. Tap the **Settings** button.



4. Tap the **More** button.



5. Tap the Software Updates > button.



6. Tap the **Check for updates now** button.
7. If an update is available, tap the **Start Download** button.  
The update downloads.
8. Tap the **Update now** button to install the update.

## Update Software From the Mobile Hotspot Web Page

- To update software from the mobile hotspot web page:

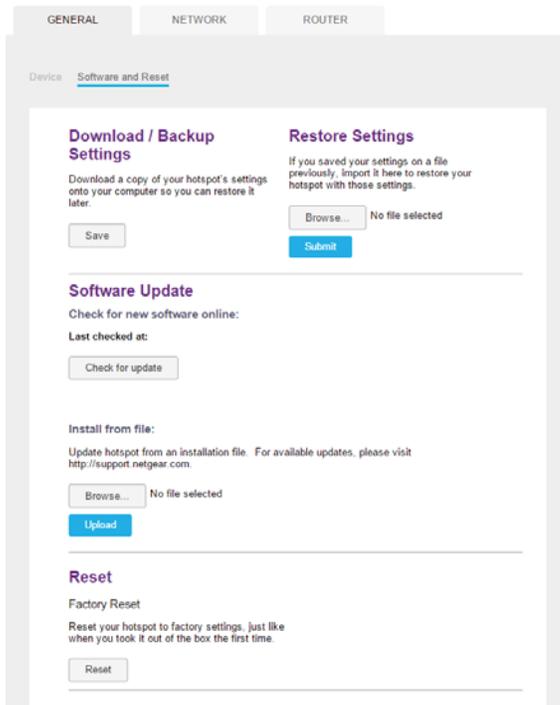
---

**Note:** To avoid using your data plan, you can download a file from the Internet and use that file to update the mobile hotspot software. See *Update Software Using a File From the Internet* on page 64.

---

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.  
Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.  
A login window opens.
3. Enter the administrator login password.  
The default password is **password**. The password is case-sensitive.  
The home page displays.

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



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

## Update Software Using a File From the Internet

### ➤ To update software using a file you downloaded from the Internet:

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://support.netgear.com**.
3. Select **Downloads** and enter **AC810** for the model number.
4. Select the **Firmware/Software** check box.

If available, the update downloads.

5. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

6. Enter the administrator login password.

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

The home page displays.

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

The screenshot shows the 'Software and Reset' settings page. At the top, there are three tabs: 'GENERAL', 'NETWORK', and 'ROUTER'. Below the tabs, the page title is 'Device Software and Reset'. The page is divided into four main sections:

- Download / Backup Settings:** Contains a 'Save' button and a 'Browse...' button with the text 'No file selected'.
- Restore Settings:** Contains a 'Submit' button and a 'Browse...' button with the text 'No file selected'.
- Software Update:** Contains a 'Check for update' button and an 'Install from file:' section with a 'Browse...' button and 'No file selected' text, and an 'Upload' button.
- Reset:** Contains a 'Reset' button.

8. In the Software Update section, click the **Browse** button.
9. Navigate to the location where the update file is stored and select it.  
By default, update files are saved to your Downloads folder.
10. Click the **Upload** button to update the software.

## 3. Manage Security

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For information about WiFi security settings, see [Connect to WiFi From a WiFi Device](#) on page 34.

This chapter covers the following topics:

- [Change the Mobile Hotspot Web Page Login Settings](#)
- [Set Up Content Filter Levels](#)
- [Block Access to Websites](#)
- [Allow Access to Websites](#)
- [Schedule Access to Websites](#)
- [Block or Unblock Connected Devices](#)
- [Activate SIM Security](#)
- [Enable Port Forwarding](#)
- [Enable Port Filtering](#)

## Change the Mobile Hotspot Web Page Login Settings

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

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

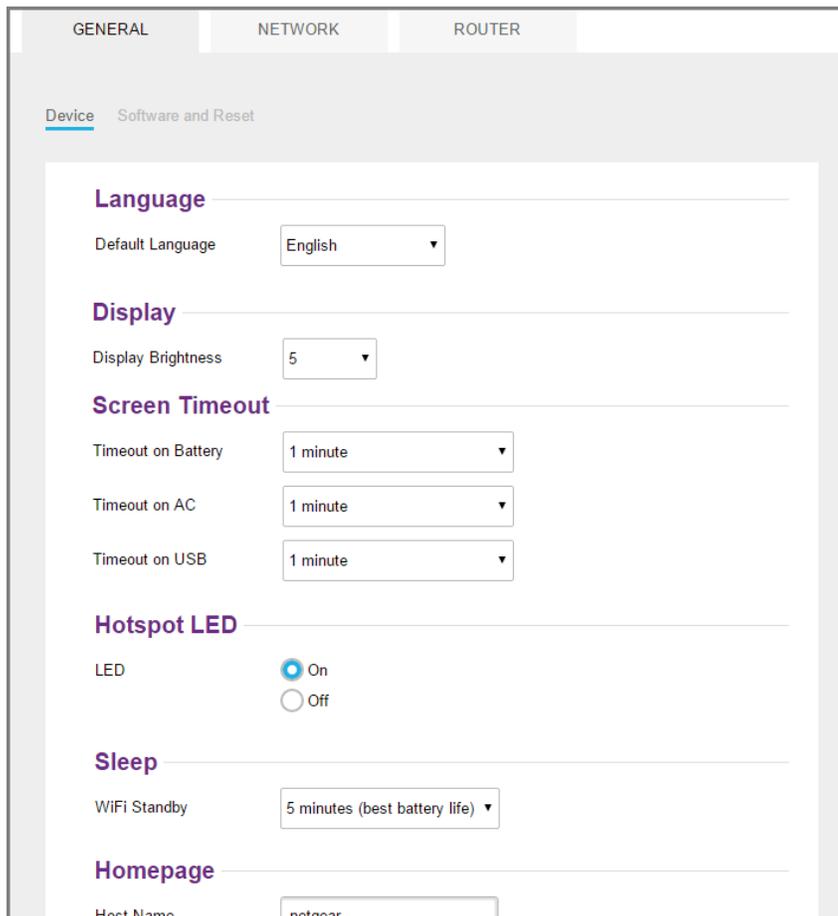
A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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



The screenshot shows the 'Device' settings page with the following options:

- Language:** Default Language is set to English.
- Display:** Display Brightness is set to 5.
- Screen Timeout:**
  - Timeout on Battery: 1 minute
  - Timeout on AC: 1 minute
  - Timeout on USB: 1 minute
- Hotspot LED:** LED is turned On.
- Sleep:** WiFi Standby is set to 5 minutes (best battery life).
- Homepage:** Host Name is set to netgear.

5. In the **Host Name** field, change the URL used to connect to the mobile hotspot.  
When you change settings, the **Submit** and **Cancel** buttons display.
6. In the **Admin login** field, change the password used to log in as an administrator.  
We recommend that you set a more secure password.  
Enter a maximum of 31 characters.
7. Click the **Submit** button.  
Your settings are saved.

## Set Up Content Filter Levels

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

### Set Up Content Filtering

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

➤ **To enable content filtering:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.  
The default password is **password**. The password is case-sensitive.  
The home page displays.
4. Select **Security > Content Filters**.  
The Content Filters page displays.

5. Click the **Content Filters** button.

**Information**

Username

Email

Password

Confirm Password

Your password must be between 8 to 256 characters long. It should include at least one uppercase letter, lowercase letter, digit, and a special character (e.g. \*, \$). Password must not contain your username.

**Sign Up**

**Default Filter Level**

You will be able to change or customize the settings after you sign in.

**None**- nothing blocked

**Minimal**- blocks phishing sites

**Low**- blocks phishing and pornography

**Moderate**- blocks all adult-related sites, illegal activity and phishing

**High**- blocks social networks, video sharing, general time wasters, adult related sites, illegal activity and phishing

Sign Up

6. If you do not own an OpenDNS account, do the following:
  - a. Click the **Sign Up** link.

CONTENT FILTERS WEBSITE FILTERS SCHEDULE

**Content Filters**

NETGEAR content filtering, powered by OpenDNS, makes the Internet safer for your household or business. By creating a free account with OpenDNS, you will have parental controls and phishing protection for all of your devices connected to the mobile hotspot.

Username

Password

Login

Forgot password

Don't have an OpenDNS account? [Sign Up](#)

- b. Complete the fields to create your OpenDNS account.
  - c. Click the **Sign Up** button.
7. If you already own an OpenDNS account, enter the user name and password.
  8. When prompted, select a **Filter Level** radio button.
  9. Click the **Submit** button.

Your settings are saved.

## Block Access to Websites

You can use website filters to block access to websites that you specify. You can also specify computers and devices to be allowed unrestricted access.

➤ **To block access to a website:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Security > Content Filters > Website Filters**.

The Website Filters page displays.

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

The screenshot shows the 'WEBSITE FILTERS' configuration page. At the top, there are three tabs: 'CONTENT FILTERS', 'WEBSITE FILTERS' (which is active), and 'SCHEDULE'. Below the tabs, the page title is 'Website Filters'. Under 'Filter Type', there are three radio buttons: 'Off - no filters', 'Block List - block access to list of sites', and 'Allow List - only allow access to specified sites'. The 'Allow List' option is selected. Below the radio buttons are 'Submit' and 'Cancel' buttons. The 'Website Allow List' section includes a note about wildcards and a list of sites with a 'Site Name' input field and a '+' button. The 'Unrestricted Devices' section includes a note and a table with 'Name' and 'MAC Address' columns, each with an input field and a '+' button.

6. Enter the website in the **Site Name** field and click the **+** button.
7. To allow unrestricted access on specific computers or devices, complete the **Name** and **MAC Address** fields and click the **+** button.

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

## Allow Access to Websites

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

➤ **To set up website filters:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **Security > Content Filters > Website Filters**.

The Website Filters page displays.

5. Select the **Allow List - only allow access to specified sites** radio button.

CONTENT FILTERS WEBSITE FILTERS SCHEDULE

### Website Filters

Filter Type

Off - no filters  
 Block List - block access to list of sites  
 Allow List - only allow access to specified sites

Submit Cancel

#### Website Allow List

Only sites listed below are allowed.

Notes: A wildcard (\*) can be used in configuring the URL's below. For example, to filter all top level domains (.com, .ca, etc.) and all subdomains (www.site.com & subdomain.site.com), create 2 separate entries for \*.site.\* and site.\*  
 Attempting to access a blocked site over the Guest Wi-Fi or with SSL will not redirect users to a default landing page.

Site Name

+

#### Unrestricted Devices

Devices listed below have full access to all sites.

| Name          | MAC Address              |
|---------------|--------------------------|
| Device Name + | e.g. 00:11:22:33:44:55 + |

6. Enter the website in the **Site Name** field and click the **+** button.
7. To allow unrestricted access on specific computers or devices, complete the **Name** and **MAC Address** fields and click the **+** button.
8. Click the **Submit** button.

Your settings are saved.

## Schedule Access to Websites

Enable a content filter schedule and create rules to establish when websites can be accessed through the mobile hotspot broadband Internet connection.

### ➤ To enable scheduling:

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

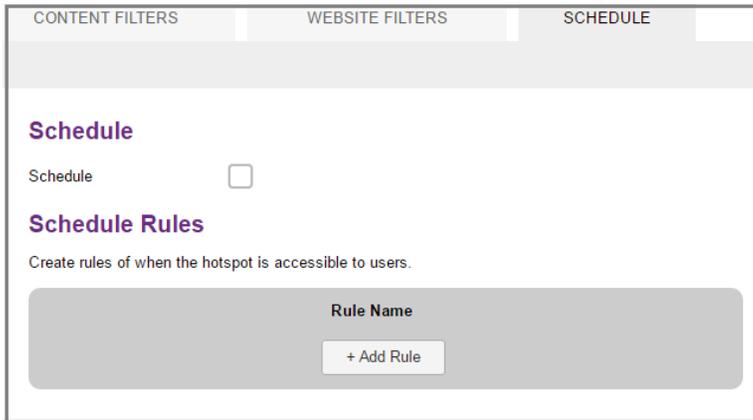
A login window opens.

3. Enter the administrator login password.

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

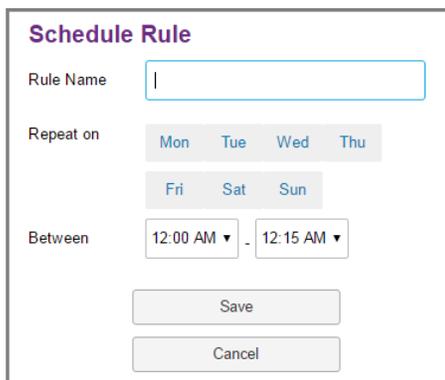
The home page displays.

4. Select **Security > Content Filters > Schedule**.



5. Select the **Schedule** check box.

6. Click the **Add Rule** button.



7. Enter a rule name.

8. Click the days on which you want to restrict website access.

9. Enter the times between which you want to restrict website access.

10. Click the **Save** button.

Your settings are saved.

## Block or Unblock Connected Devices

You can block specific devices from connecting to the mobile hotspot. For information on viewing connected devices, see [View Connected Users](#) on page 41.

## Block Connected Users

You can view a list of devices that are connected to your mobile hotspot and block undesired users.

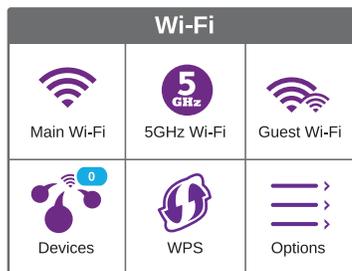
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**Note:** When you block or unblock users, the mobile hotspot resets to activate the new settings. Any devices connected to the mobile hotspot are disconnected when the mobile hotspot resets.

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➤ **To block a device from the mobile hotspot:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.  
The home screen displays.
3. Tap the **WiFi** button.



4. Tap the **Devices** button.  
The Connected Devices screen displays a list of connected devices.
5. Tap the device.  
Detailed information about the device displays.
6. Tap the **Block Device** button.  
The device is blocked from your network.

➤ **To block a device from the mobile hotspot web page:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.  
Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.  
A login window opens.
3. Enter the administrator login password.

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

The home page displays.

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

4. Click the device name.

The device details display.

5. Click the **Block Device** button.
6. When prompted, click the **Block Device** button again.

The device is blocked from your network.

## View Blocked Devices

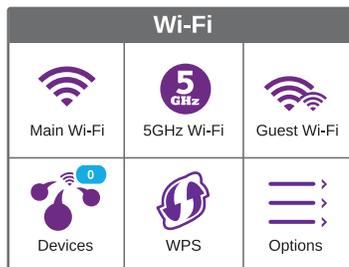
- **To view a list of blocked devices from the mobile hotspot:**

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

2. Tap the **Home** (🏠) button.

The home screen displays.

3. Tap the **WiFi** button.



4. Select **Devices**.

The Connected Devices screen displays.

5. Tap the **Blocked Device List** button.

The Blocked Device List screen displays. Devices display when the Blocked Device List feature is set to **ON**.

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

4. Select **WiFi > Mac Filter**.

The MAC Filter page displays.

5. From the **MAC Filter Mode** menu, select **Block list**.

The list of blocked devices displays.

## Unblock a Device

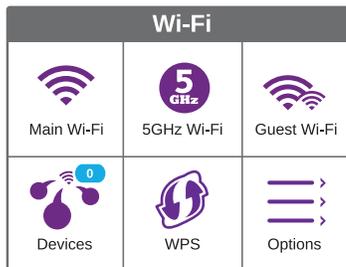
- **To unblock a device from the mobile hotspot:**

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

2. Tap the **Home** (🏠) button.

The home screen displays.

3. Tap the **WiFi** button.



4. Select **Devices**.

The Connected Devices screen displays.

5. Tap the **Blocked Devices List** button.

The Blocked Devices List screen displays. Devices display when Blocked Device List feature is set to **ON**.

6. Tap the device.

7. Tap the **Unblock** button.

The device can access your network.

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.

2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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

4. Select **WiFi > Mac Filter**.

The MAC Filter page displays.

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

The list of blocked devices displays.

6. Click the **x** button next to the device.

The device can access your network.

## Activate SIM Security

You can 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 activate SIM security:

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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

The SIM Security page displays.

5. Click the **Activate** button.

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

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

## Enable Port Forwarding

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

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

➤ **To enable port forwarding:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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

The port forwarding screen displays.

5. Select the **Enable** radio button.

| Label | IP | Port | Protocol |
|-------|----|------|----------|
|       |    |      | TCP +    |

Submit Cancel

6. Enter the following port forwarding information:
  - **Label.** Enter a descriptive name.

- **IP.** Enter the IP address of the connected device.
  - **Port.** Enter the port number that the application uses.
  - **Protocol.** If you are unsure, select **TCP**.
7. Click the **Submit** button.
- Your settings are saved.

## Enable Port Filtering

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

➤ **To enable port filtering:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

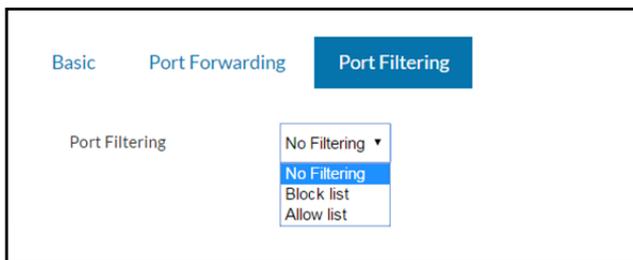
A login window opens.

3. Enter the administrator login password.

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

The home page displays.

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



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

When you change a setting, the **Submit** and **Cancel** buttons display at the bottom of the page.

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

6. Identify the ports to filter.

Enter a meaningful label that describes the application or service.

7. Enter the port being used.

8. Enter the communication protocol being used.

9. Click the **Submit** button.

Your settings are saved.

# 4 Advanced Settings

---

# 4

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

- *Back Up and Restore Mobile Hotspot Settings*
- *Manage WiFi Network Options*
- *Enable SIM Security*
- *Configure Mobile Broadband*
- *Enable DMZ*
- *Set LAN Options*

## Back Up and Restore Mobile Hotspot Settings

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

➤ **To back up mobile hotspot settings:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The screenshot shows the 'Software and Reset' configuration page. At the top, there are tabs for 'GENERAL', 'NETWORK', and 'ROUTER'. Below the tabs, the 'Device' dropdown is set to 'Software and Reset'. The page content is organized into four main sections:

- Download / Backup Settings:** Includes a description: 'Download a copy of your hotspot's settings onto your computer so you can restore it later.' and a 'Save' button.
- Restore Settings:** Includes a description: 'If you saved your settings on a file previously, import it here to restore your hotspot with those settings.' It features a 'Browse...' button (showing 'No file selected') and a 'Submit' button.
- Software Update:** Includes a description: 'Check for new software online:'. It shows 'Last checked at:' and a 'Check for update' button.
- Reset:** Includes a description: 'Factory Reset. Reset your hotspot to factory settings, just like when you took it out of the box the first time.' and a 'Reset' button.

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

➤ **To restore mobile hotspot settings:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

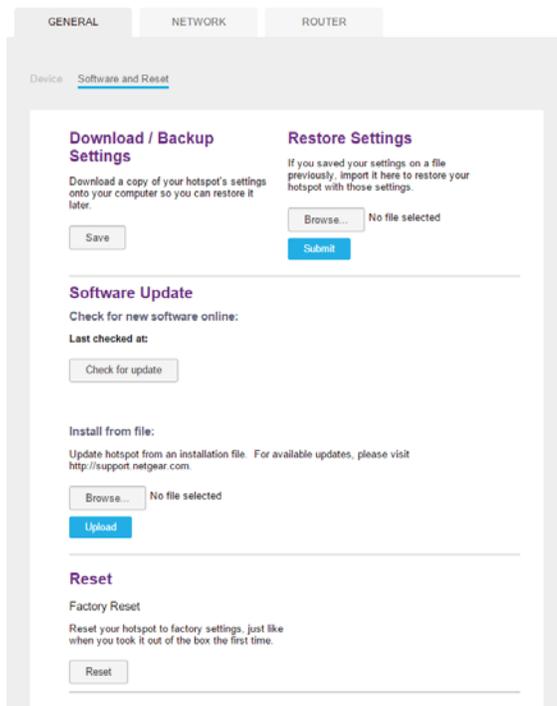
A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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 and select it.  
By default, mobile hotspot setting files are saved to your Downloads folder.
7. Click the **Open** button.  
Your mobile hotspot is restored with the imported file settings.

## Manage WiFi Network Options

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

➤ **To set the WiFi network options:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.

2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Select **WiFi > Options**.

The Options page displays.

5. Set the WiFi options:

- **Channel**. The WiFi channel being used.

We recommend setting the channel to **Auto**. The mobile hotspot chooses the channel that provides the least interference.

The screenshot shows the 'OPTIONS' tab of the AirCard 810 Mobile Hotspot configuration. At the top, there are three tabs: 'CONNECT', 'OPTIONS', and 'MAC FILTER'. Below the tabs, there is a 'WiFi Profiles' dropdown menu set to 'Default (No secondary network)'. A note states: 'Set up an additional WiFi network if you would like to use dual-band (5GHz) compatible devices with the hotspot, and/or for a separate guest network.' The interface is divided into two columns: 'Main WiFi' and 'Secondary WiFi'.  
**Main WiFi settings:**  
- WiFi name: AC790-A58A  
- WiFi password: 87813751  
- Encryption: WPA2 Personal AES  
- Frequency: 2.4 GHz (selected), 5 GHz  
- Channel: Auto (selected)  
- Broadcast Network Name: Show (selected), Hide  
**Secondary WiFi settings:**  
- Enable secondary WiFi network:   
- WiFi name: AC790-A58A-5GHz  
- WiFi password: 87813751  
- Encryption: WPA2 Personal AES  
- Frequency: 2.4 GHz, 5 GHz (selected)  
- Channel: Auto (selected)  
- Broadcast Network Name: Show (selected), Hide  
- Guest Mode:  Guest WiFi

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

We recommend using a value of 2347. If you are experiencing inconsistent data flow, you can make minor changes to this value to try to alleviate the problem.

The screenshot shows the 'Connection' section of the configuration interface. It contains two input fields:  
- RTS Threshold: 2347  
- Fragmentation Threshold: 2346

- **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 the **Show** radio button, your WiFi network name (SSID) is broadcast to everyone nearby.

Select the **Hide** radio button if you do not want it broadcast.

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

6. Click the **Submit** button.  
Your settings are saved.

## Enable SIM Security

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

➤ **To enable SIM security:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

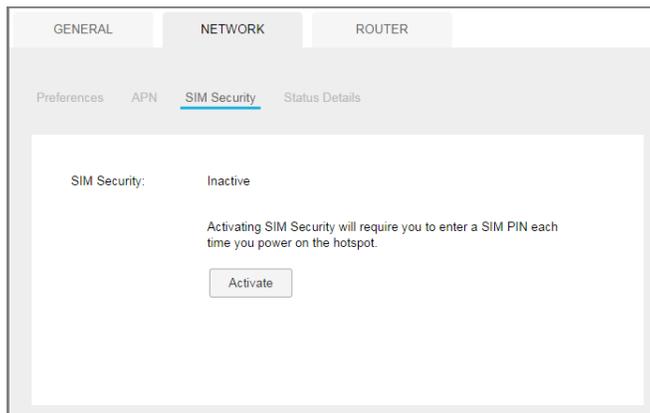
A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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



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

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

## Configure Mobile Broadband

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

## View WAN Information

➤ **To view network information:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Select **Settings > Network > Status Details**.

| GENERAL  |              | NETWORK |  | ROUTER |  |
|--|--------------|---------|--|--------|--|
| Preferences APN SIM Security <u>Status Details</u> |              |         |  |        |  |
| <b>4G Details</b>                                  |              |         |  |        |  |
| Status   | Connected    |         |  |        |  |
| PS service type                                    | LTE          |         |  |        |  |
| Network  |              |         |  |        |  |
| Int'l Roaming                                      | Off          |         |  |        |  |
| RSRP   | -103         |         |  |        |  |
| RSRQ   | -10          |         |  |        |  |
| RS-SINR  | 2            |         |  |        |  |
| PLMN   | 505<br>01    |         |  |        |  |
| LAC  | 12367        |         |  |        |  |
| RAC  | 160          |         |  |        |  |
| PSC  | 81           |         |  |        |  |
| Cell ID  | 135794433    |         |  |        |  |
| TX Power   | 0            |         |  |        |  |
| IP Address   | 10.98.78.132 |         |  |        |  |
| Quality  | 33           |         |  |        |  |
| Channel UL   | 0            |         |  |        |  |
| Channel Number                                     | 1275         |         |  |        |  |
| IMSI   |              |         |  |        |  |
| Current radio band                                 | LTE B3       |         |  |        |  |
| Reject Code  | 0            |         |  |        |  |
| ICCID  |              |         |  |        |  |

## 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. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

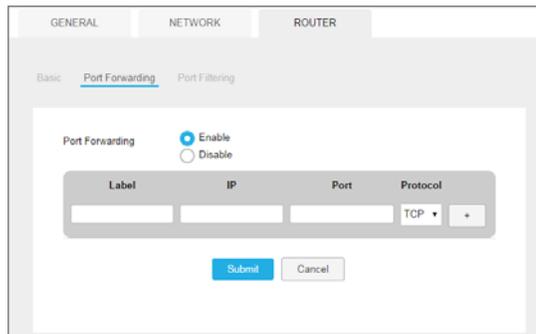
A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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



5. Select the **Enable** radio button.

The Port Forwarding table 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 of a connected device.
  - **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.

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

## Enable Port Filtering

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

### ➤ To enable port filtering:

- From a computer or WiFi device that is connected to your network, launch an Internet browser.
- Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

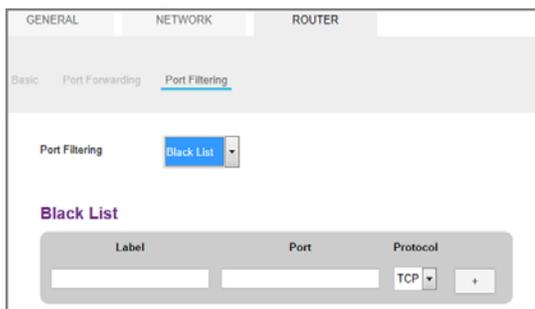
A login window opens.

- Enter the administrator login password.

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

The home screen displays.

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



- From the **Port Filtering** menu, 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.

- Identify the ports to filter.  
Enter a meaningful label that describes the service.
- Enter the port being used.
- Enter the communication protocol being used.

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

9. Click the **Submit** button.

Your settings are saved.

## Enable IP Pass-Through Mode

To turn off the mobile hotspot router functionality and assign the network IP address directly to the attached device, enable IP pass-through.

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



### **WARNING:**

**If you enable this feature, WiFi is disabled and you must use a USB cable to tether the device.**

---

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

---

### ➤ **To enable IP pass-through mode:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The Basic page displays.

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

6. Click the **Submit** button.

Your settings are saved.

## Enable VPN Pass-Through

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

➤ **To enable VPN pass-through:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The Basic page displays.

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

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

6. Click the **Submit** button.

Your settings are saved.

## Configure APN Details

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

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

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Select **Settings > Network > APN**.



5. Click the **Add** button.
6. Enter the name of the network service provider and the APN that you obtained from it.
7. Enter the user name and password, if they are required for the WiFi network.
8. Select the network authentication mode:
  - **None**. The service provider does not require authentication. This is the default setting.
  - **PAP**. The service provider uses Password Authentication Protocol (PAP).
  - **CHAP**. The service provider uses Challenge Handshake Authentication Protocol (CHAP).
  - **PAP or CHAP**. The service provider uses either PAP or CHAP.
9. Change the PDP (data protocol), if necessary:
  - **IPV4**. The mobile broadband network uses IPv4 only. This is the default setting.
  - **IPV6**. The mobile broadband network uses IPv6 only.
  - **IPV4V6**. The mobile broadband network uses either IPv4 or IPv6.
10. Change the PDP roaming protocol, if necessary:
  - **None**. The mobile hotspot does not use the specified PDP for roaming. This is the default setting.
  - **IPV4**. The mobile broadband network uses IPv4 only for roaming.
  - **IPV6**. The mobile broadband network uses IPv6 only for roaming.
  - **IPV4V6**. The mobile broadband network uses either IPv6 or IPv6 for roaming.

---

**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).

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

The entry is added to the table.

➤ **To select the APN to use:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

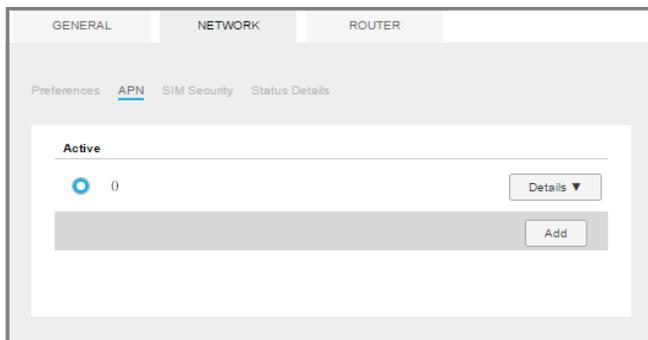
A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Select **Settings > Network > APN**.



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

The APN is selected.

➤ **To remove an APN entry:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Select **Settings > Network > APN**.

The APN screen displays.

5. Click the **Details** button beside the APN entry.
6. Click the **Delete** button.

The APN is removed.

## Enable DMZ

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

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The screenshot shows the 'Router > Basic' settings page. The 'UPnP' section has 'UPnP' set to 'Off'. The 'LAN' section has 'IP Address' set to '192.168.1.1', 'Netmask' set to '255.255.255.0', and 'USB IP Address' set to '192.168.1.4'. The 'IP Passthrough Mode' is set to 'Automatic (while docked on Smart Cradle)'. The 'VPN Passthrough' is set to 'On'. The 'DHCP Server' is set to 'Enabled', with a 'DHCP IP Range' of '192.168.1.20 - 192.168.1.99' and a 'DHCP lease time (minutes)' of '720'. The 'DNS mode' is set to 'Auto'. The 'DMZ' section has 'DMZ Enabled' set to 'Off'.

5. In the DMZ section, select the DMZ Enabled **On** radio button.
6. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.

If the mobile hotspot is tethered using a USB cable, this address is 192.168.1.4. If the mobile hotspot is connected using WiFi, the first WiFi client's IP address is usually 192.168.1.74.

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

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

## Set LAN Options

### ➤ To set the mobile hotspot's LAN options:

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The Basic page displays.

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.

Your settings are saved.

## 5. Frequently Asked Questions

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# 5

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

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

## Questions About Connecting and Disconnecting Devices and Accessing the Internet

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

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

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

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

### What do I do if I can't access the Internet?

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

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

### How do I disconnect from the mobile broadband network?

You can disconnect using the mobile hotspot web page or the mobile hotspot.

#### Disconnect From the Broadband Network From the Mobile Hotspot Web Page

- **To disconnect from the network from the mobile hotspot web page:**
1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
  2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Click the **Disconnect** button (in the Connection Details section).

## Disconnect From the Broadband Network From the Mobile Hotspot

- **To disconnect from the network from the mobile hotspot:**

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

2. Tap **Home** (🏠) button.

The home screen displays.

3. Tap the **Settings** button.

The Settings screen displays.

4. Tap the **Network** button.

The Network screen displays.

5. Tap the Status Disconnect > button.

Your mobile hotspot is disconnected from the network.

## Why doesn't the Connect or Disconnect button appear on the mobile hotspot web page?

You can use the **Connect** or **Disconnect** buttons only when you are logged in as an administrator.

- **To log in as an administrator:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.

2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The number next to the **WiFi** button on the mobile hotspot's LCD screen is the number of users (or devices) connected to your WiFi network. A list of connected devices appears in the mobile hotspot web page. For more information about the devices or users connected to your network, see *View Connected Users* on page 41.

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

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

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

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

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

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

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

## What do I do if my mobile hotspot doesn't connect to my service provider's network?

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

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

➤ **To check the default connection profile settings:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

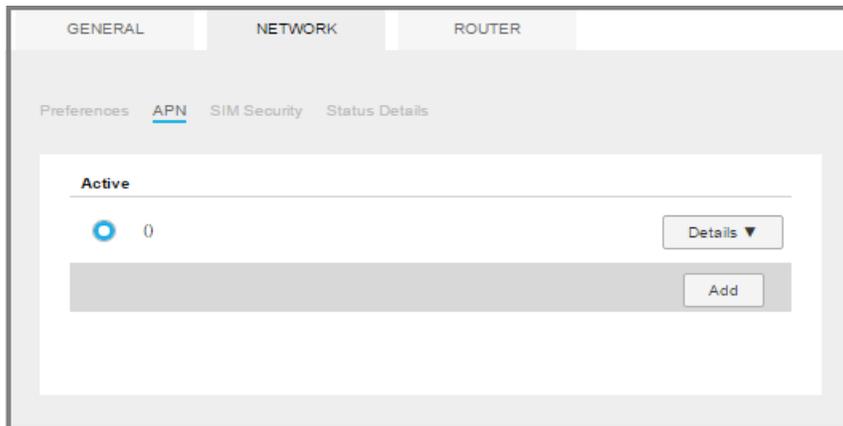
A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

4. Select **Settings > Network > APN**.



5. Click the **Details** button.

APN details display.

6. Review ISP settings.

## Questions About the Mobile Hotspot Web Page

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

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

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

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the administrator login password.

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

The home screen displays.

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

The default admin login password is **password**, and the mobile hotspot web page URL is **http://netgear.aircard**.

If you changed the admin login password and can't remember the password that you created, you must reset the mobile hotspot back to factory defaults. See [Reset the mobile hotspot](#) on page 111.

## General Questions

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

### Why isn't my battery charging?

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

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

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

### Why is the Signal Strength indicator always low?

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

## Why is the download or upload speed slow?

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

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

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

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

## How do I find my computer's IP address?

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

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

1. Open the command prompt window:
  - a. Select **Start > Run**.
  - b. Enter `cmd` or `command` and click the **OK** button.
2. At the command prompt, enter `ipconfig` and press Enter.
3. Write down the IP address for the entry that relates to the WiFi network connection.  
The IP address might be listed under IPv4 Address or something similar.

### ➤ To find the IP address on a Windows 8 or newer device:

1. In the Charms bar, click the **Search** button.
2. Select **Command Prompt**.
3. At the command prompt, enter `ipconfig` and press Enter.
4. Write down the IP address for the entry that relates to the WiFi network connection.  
The IP address might be listed under IPv4 Address or something similar.

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

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

The IP address is displayed in the right pane.

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

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

## How do I find a device's MAC address?

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

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

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

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

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

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

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

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

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

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

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

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

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

## What do I do if the WiFi network name doesn't appear in the list of networks?

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

- Refresh the list of networks.
- If the LCD screen is dark, the WiFi radio might be asleep. Press the **Power** button to wake the mobile hotspot.
- If the mobile hotspot is tethered to your computer, make sure that WiFi is set to stay on when the mobile hotspot is tethered. [USB Tethering](#) on page 56.

## 6 Troubleshooting

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# 6

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

- *The WiFi network name does not appear in the list of networks*
- *The No Signal icon displays on either the touch screen or the hotspot web page*
- *Your device cannot access the mobile hotspot web page when connected to a VPN*
- *The mobile hotspot cannot connect to a computer running Windows Vista*
- *The mobile hotspot does not connect to your service provider's network*
- *A networking error displays and WiFi offloading is disabled*
- *Reset the mobile hotspot*
- *View alerts*

## The WiFi network name does not appear in the list of networks

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

- Refresh the list of networks.
- If the touch screen is dark, the WiFi radio might be asleep. Press the **Power** button to wake the mobile hotspot.
- If the mobile hotspot is tethered to your computer, make sure that WiFi is set to stay on when the mobile hotspot is tethered. See *A networking error displays and WiFi offloading is disabled* on page 109.

## The No Signal icon displays on either the touch screen or the hotspot web page

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

## Your device cannot access the mobile 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 mobile hotspot web page using `http://netgear.aircard`.

To directly access the mobile hotspot web page hosted on the device, enter the address **`http://192.168.1.1`** in your browser. Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

## The mobile hotspot cannot connect to a computer running Windows Vista

A known Microsoft issue is that computers running Windows Vista cannot obtain an IP address from certain routers. More information and a fix are available at [support.microsoft.com/kb/928233](http://support.microsoft.com/kb/928233), or visit the Microsoft support website and search for knowledge base article 928233.

## The mobile 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 your Internet service provider website.
- If you use a pay-as-you-go micro SIM card, make sure that the account balance is positive.
- If your mobile hotspot still does not connect, you might need to create or update the default connection profile.

### ➤ To check the default connection profile settings:

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter <http://netgear.aircard> or <http://192.168.1.1>.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

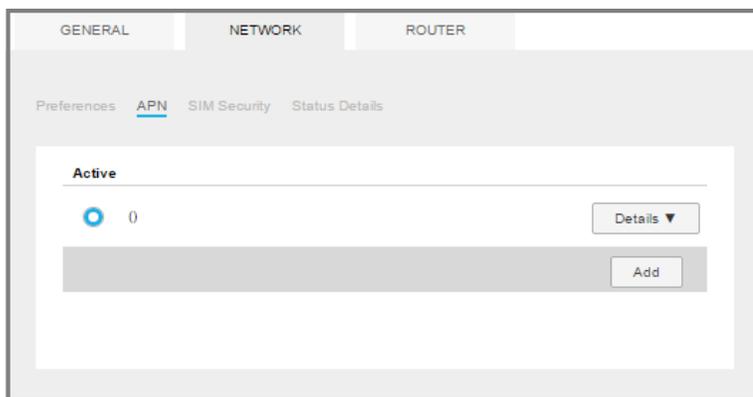
A login window opens.

3. Enter the mobile hotspot password.

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

The home page displays.

4. Select **Settings > Network > APN**.



5. Click the **Details** button.  
Review the ISP settings.

## A networking error displays and WiFi offloading is disabled

If your WiFi offload setting is being automatically disabled and an error message about needing a unique IP range displays, to continue using the feature you must change your mobile hotspot IP and DHCP range to unique values. For example, change 192.168.1.1 to 192.168.10.1.

➤ **To change the mobile hotspot IP value:**

1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

3. Enter the mobile hotspot password.

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

The home page displays.

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

The Basic page displays.

The screenshot shows the configuration interface for the AirCard 810 Mobile Hotspot, specifically the NETWORK tab. The interface is divided into three main sections: GENERAL, NETWORK, and ROUTER. Under the NETWORK tab, there are three sub-sections: Basic, Port Forwarding, and Port Filtering. The Basic section is currently active and contains the following settings:

- UPnP:** A radio button selection with 'Off' selected. A note below states: "UPnP should only be enabled if absolutely necessary as it can result in high security risks for your network."
- LAN:** A section with several fields:
  - IP Address:** A text input field containing '192.168.1.1'.
  - Netmask:** A text input field containing '255.255.255.0'.
  - USB IP Address:** A text input field containing '192.168.1.4'.
  - IP Passthrough Mode:** A radio button selection with 'Automatic (while docked on Smart Cradle)' selected. A note below states: "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."
  - VPN Passthrough:** A radio button selection with 'On' selected.
  - DHCP Server:** A radio button selection with 'Enabled' selected.
  - DHCP IP Range:** Two text input fields containing '192.168.1.20' and '192.168.1.99' separated by a hyphen.
  - DHCP lease time (minutes):** A text input field containing '720'.
  - DNS mode:** A radio button selection with 'Auto' selected.
- DMZ:** A radio button selection with 'Off' selected.

5. In the LAN section, in the **IP address** field, enter a new IP address.

The default IP address is 192.168.1.1.

The **Submit** button displays after you change the IP address.

6. In the **Netmask** field, enter a new network mask.

The default network mask is 255.255.255.0.

7. Click the **Submit** button.

Your settings are saved and the mobile hotspot restarts. Any devices that are connected to the mobile hotspot are disconnected when the mobile hotspot restarts. You can reconnect the devices to the mobile hotspot using the new IP address of the mobile hotspot.

## Reset the mobile hotspot

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

If you reset the mobile hotspot, all of your customizations are lost. If you want to keep them, save them before doing the reset and restore them afterward. See [Back Up and Restore Mobile Hotspot Settings](#) on page 82.

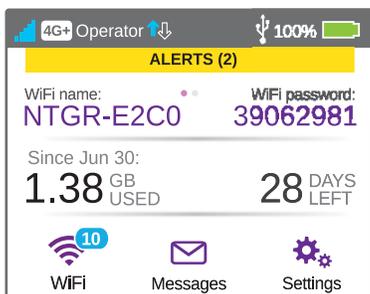
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**Note:** When you reset the mobile hotspot, any currently connected devices lose access and must be reconnected after the mobile hotspot restarts.

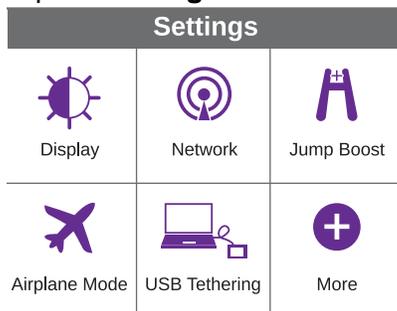
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➤ **To reset the mobile hotspot from the touch screen:**

1. To wake the device, press the **Power** button.
2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



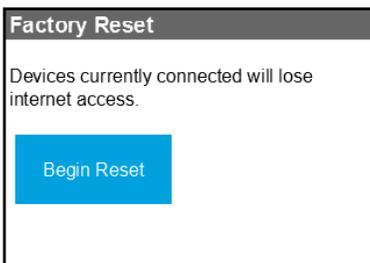
4. Tap the **More** button.



5. Tap Factory Reset > button.



6. Tap the **Yes** button.



7. Tap the **Begin Reset** button.  
A factory reset takes about one minute.
8. After the device resets, reconnect WiFi devices.

## View alerts

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

## SIM Not Installed

Ensure that the micro SIM card is installed correctly. See *Insert the Micro SIM Card* on page 14.

## SIM Error — Check SIM

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

## SIM Locked

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

1. Contact your Internet service provider customer service for the PIN to unlock the micro SIM card.
2. From a computer or WiFi device that is connected to your network, launch an Internet browser.
3. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web address. To get the web address for your device, tap **Settings > More > Device Information > AC810S Manager** or look at the label under the device battery.

A login window opens.

4. Enter the administrator login password.

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

The home page displays.

5. Enter the micro SIM PIN when prompted.
6. Click the Submit button.

Your micro SIM card is unlocked.

## Temperature-Related Alerts

The mobile hotspot is designed to work over a wide temperature range. (For information, see *Environmental Specifications* on page 117.) 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.

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

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## 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 SMDCP 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         |
| 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 |

**Table 4. Connection alerts (continued)**

| <b>Alert</b> | <b>Description</b>                                  |
|--------------|---|
| 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

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# A

This appendix covers the following topics:

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

## Mechanical Specifications

**Table 5. Physical dimensions**

| Parameter | Dimension            |
|-----------|----------------------|
| Weight    | 136 g<br>(4.5 oz)    |
| Length    | 110 mm<br>(4.33 in.) |
| Width     | 68 mm<br>(2.7 in.)   |
| Thickness | 15 mm<br>(.57 in.)   |

## Environmental Specifications

**Table 6. Recommended operating and storage temperatures**

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

## Supported RF Bands

**Table 7. Supported RF bands**

| Technology | Bands                              |
|------------|------------------------------------|
| 3G         | B1, B2, B5, AND B8                 |
| LTE        | B1, B3, B7, B8, B20, B38, B40, B41 |



# B

## B. Tips and Safety Guidelines for Lithium-Ion Batteries

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This appendix covers the following topics:

- *Battery Tips*
- *General Battery Safety*
- *Appropriate Batteries and Chargers*
- *Battery Disposal*

## Battery Tips

- Charge batteries in a room-temperature environment, which is generally between 68° F and 79° F (20° C and 26° C). Charging may be temporarily disabled if the battery temperature exceeds 113° F (60° C).
- If a battery exhibits significantly shorter runtime or discharge capacity compared to new, it may have reached the end of its reasonable lifetime; consider replacing it.
- A battery that does not charge or exhibits excessive charging time may have reached the end of its life and may need to be replaced.
- All batteries degrade and lose charge capacity over time as a result of use or storage, and eventually need to be replaced.
- Batteries are best stored in a cool, dark, dry place. Avoid storage in direct sunlight and in vehicles parked outdoors.
- Batteries may get warm while charging and discharging; this is normal behavior for all batteries.
- Use the AC adapter and the USB cable that came with this device.
- Use the latest firmware; check for updates on a regular basis.
- Device performance and runtime are affected by workload or usage. Higher workloads or usage can lead to higher battery temperatures and faster battery power consumption.
- Streaming large amounts of data affects the power consumption and reduces the operating time of the battery.

## General Battery Safety

- Stop using a battery if its case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.
- Do not expose batteries to fire or other heat-generating environments.
- Do not place the battery or the device in areas that may get hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.
- Do not get the battery or the device wet. Even though they may dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.
- Do not crush, puncture, deform, or put a high degree of pressure on the battery, which can cause an internal short circuit, resulting in overheating.
- Avoid dropping the battery or the device. Dropping it, especially on a hard surface, may cause damage to the battery and the device. If you suspect damage to the battery or the device, replace it.
- When the battery is outside the device, do not allow the battery to come in contact with metal objects, such as coins, keys, jewelry, or tools.

- Do not disassemble or modify batteries. Do not use a battery for anything other than its intended purpose.

## Appropriate Batteries and Chargers

- Use only approved batteries in the device. Only purchase products and accessories recommended by NETGEAR or your carrier. Use of unapproved batteries, products, or accessories will void your warranty.
- Do not use incompatible batteries and chargers. Some websites and second-hand dealers, not associated with reputable manufacturers and carriers, may sell incompatible or even counterfeit batteries and chargers.
- If you are unsure about whether a replacement battery or charger is compatible, contact NETGEAR.

## Battery Disposal

- Disposal regulations vary by region. Dispose of old batteries and equipment in compliance with your local regulations.
- Proper disposal might include recycling programs for batteries, cell phones, or other electronic waste.
- Do not dispose of batteries in a fire.