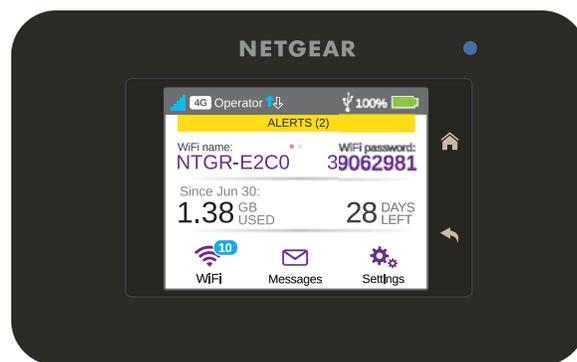




AirCard 790 Mobile Hotspot

User Manual



November 2015
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350 East Plumeria Drive
San Jose, CA 95134
USA

AirCard 790 Mobile Hotspot

Support

Thank you for purchasing this NETGEAR product. You can visit 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.

Conformity

For the current EU Declaration of Conformity, visit http://kb.netgear.com/app/answers/detail/a_id/11621.

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

1

This chapter provides an overview of AirCard 790 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 and Connect to the Internet*
- *Additional Information*

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

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

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 [Tethered Mode](#) on page 17.

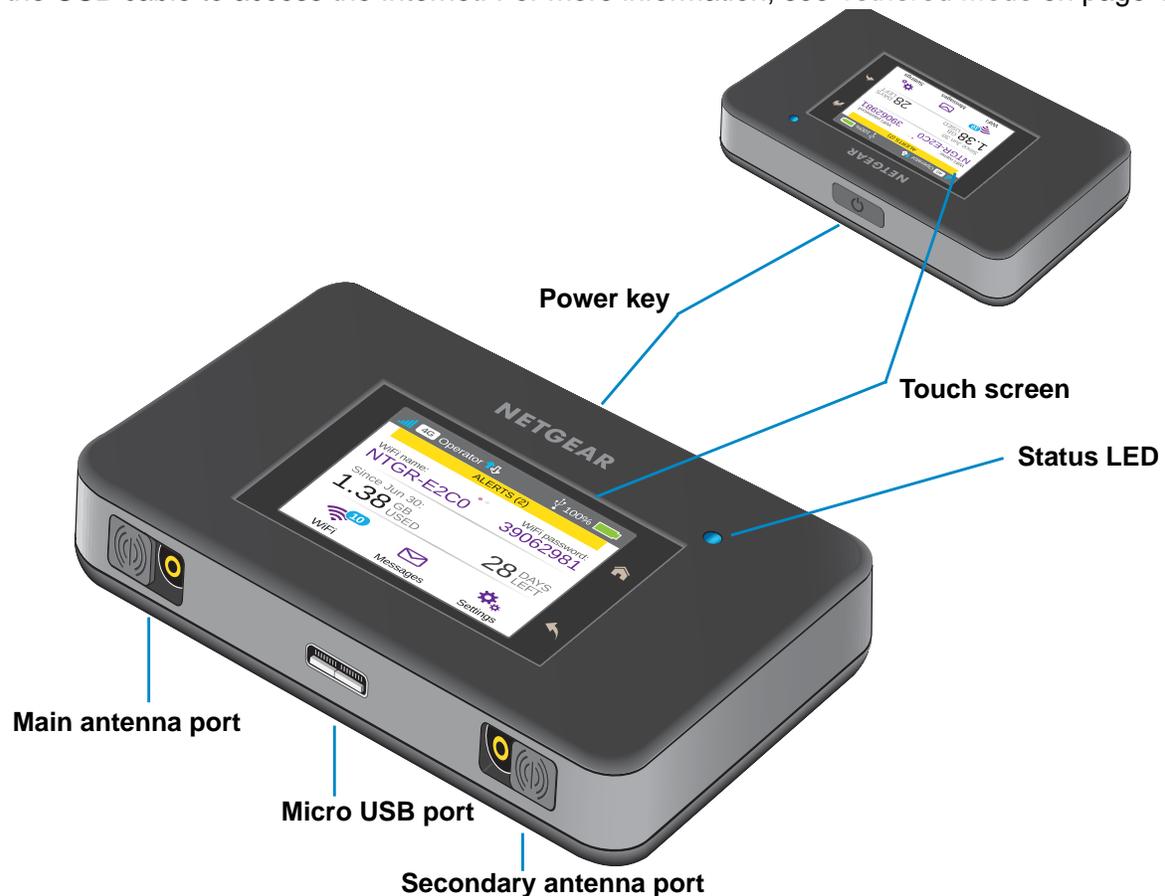


Figure 1. Hotspot keys and features

Manage Your Device and Settings

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

- The device's touch screen. See [Touch Screen](#) on page 8.
- The hotspot web page. See [Hotspot Web Pages](#) on page 19.
- A mobile app. See [NETGEAR AirCard App for Smartphones and Tablets](#) on page 18.

Power Key

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

Table 1. Power key usage

Desired Result	Action
Turn on the hotspot.	Press and hold the Power key for three seconds.
Turn off the hotspot.	Press and hold the Power key for five seconds.
Wake the WiFi signal and screen.	Press and quickly release the Power key.

Status LED

The LED indicates the device's connection status:

Table 2. LED indicator patterns

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

Touch Screen

The hotspot's touch screen displays the following information.

- WiFi name and password.
- Network signal icons. See [Table 3](#) on page 9 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 hotspot and then visit the hotspot web page at <http://netgear.aircard> or <http://192.168.1.1>.

Note: Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

Touch Screen Elements

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

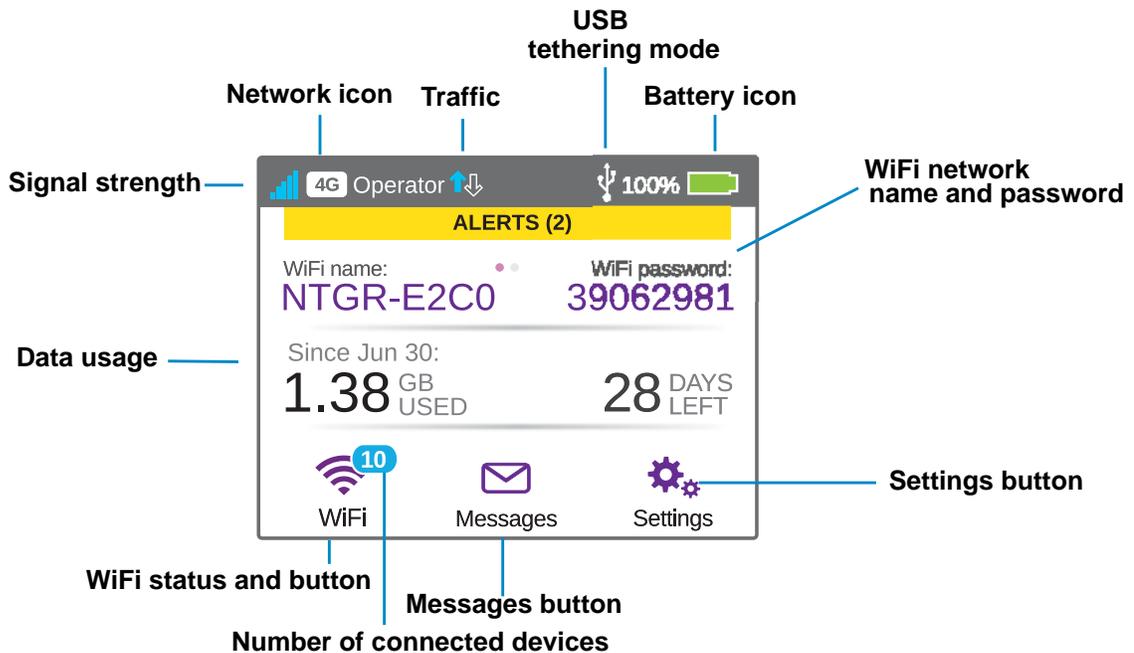


Figure 2. Touch screen display

Table 3. Touch screen icons

Icon	Indicates
	Home button. Displays the home screen.
	Back button. Returns to the screen that was previously displayed.
	Signal strength of the cellular Internet signal: <ul style="list-style-type: none"> • 5 bars. Excellent signal strength. • 1 bar. Low signal strength.

Table 3. Touch screen icons (continued)

Icon	Indicates
	<p>Network indicator. These icons show the type of cellular network:</p> <ul style="list-style-type: none"> • 4G. An LTE network is available. • H+. DC-HSPA+, HSPA+, and dual-carrier networks are available. • H. An HSPA/HSDPA network is available. • 3G. A UMTS network is available.
	<p>Traffic. Arrows show the cellular Internet traffic status:</p> <ul style="list-style-type: none"> • Gray outline. The hotspot is connected. • Solid white outline. The hotspot is sending or receiving information. • None. The hotspot is not connected.
	<p>Roaming. The hotspot is connected to a network other than your primary Internet service provider network.</p>
	<p>USB. The hotspot is connected to a USB port.</p>
	<p>Battery indicator. Battery is partially or fully charged.</p>
ALERTS (2)	Alert message notification. To view the alerts, tap the ALERTS button.
Default main WiFi name and password	WiFi-enabled devices use the WiFi name and password to connect to the mobile hotspot.
Guest WiFi name and password	When guest WiFi is enabled, tap WiFi > Guest WiFi to display the guest WiFi network name and password. For information about how to change these names and passwords, see Manage Hotspot Security on page 61.
	Estimated data usage for the current billing period.
	WiFi status and button. Displays WiFi status (blue when WiFi is turned on). To display the WiFi screen, tap the WiFi button.
	Messages button. Displays the number of unread messages from the Internet service provider.
	Settings button. To display the Settings screen, tap the Settings button.

Accessories

The following accessories are included with your hotspot:

- **Micro USB cable.** Use this cable to recharge the battery or tether the mobile hotspot to your computer. For more information, see [Tethered Mode](#) on page 17.
- **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 56.
- **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 12.

Power Sources

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

- Rechargeable battery included with the hotspot
For more information, see [Install the Battery](#) on page 14.
- Wall socket using the AC adapter and USB cable
For more information, see [Recharge the Battery](#) on page 56.
- USB port on your computer
For more information, see [Recharge the Battery](#) on page 56.

Jump Boost Another Device

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



Figure 3. Jump boost cable

Note: You cannot charge the 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 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 opens 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 hotspot web page:**
 1. Plug the jump boost cable into your 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 and Connect to the Internet

The battery and micro SIM card are preinstalled in your hotspot. If you need to reinstall these components, complete the steps in the sections listed in steps 1 and 2.

➤ To set up and connect to the Internet:

1. Install the Micro SIM card.

For more information, see [Install the Micro SIM Card](#) on page 13.

2. Install the battery.

For more information, see [Install the Battery](#) on page 14.

3. Connect to the Internet.

For more information, see [Connect to the Internet](#) on page 15.

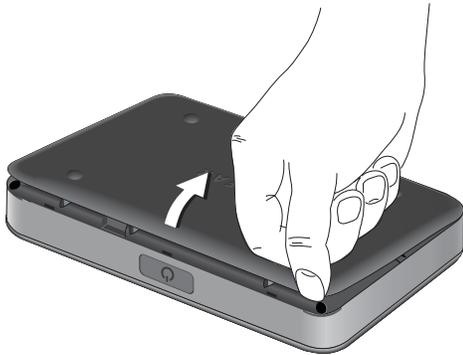
4. Personalize the hotspot.

For more information, see [Personalize the Hotspot](#) on page 16.

Install the Micro SIM Card

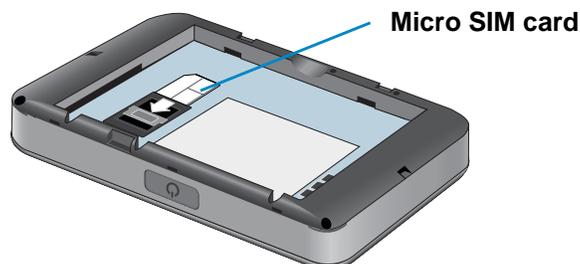
➤ To insert the SIM card:

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

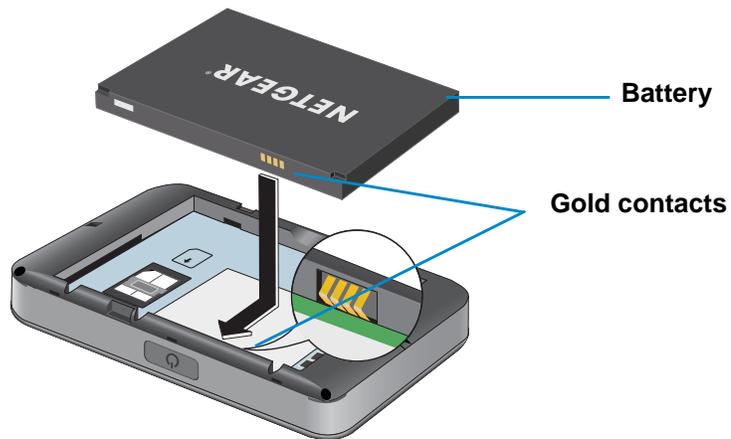


2. If present, remove the battery.

3. Insert the micro SIM card.



4. Insert the battery as shown.



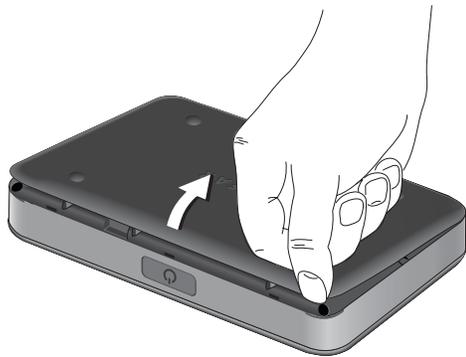
Ensure that the gold contacts on the battery line up with the gold contacts on the device.

5. Replace the hotspot cover.

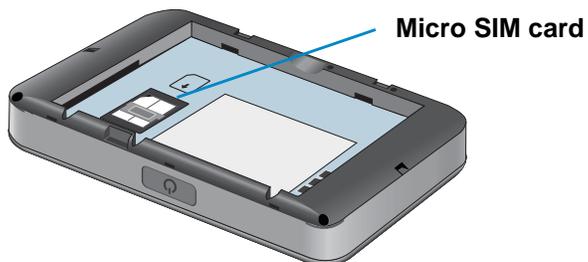
Install the Battery

➤ To install the battery:

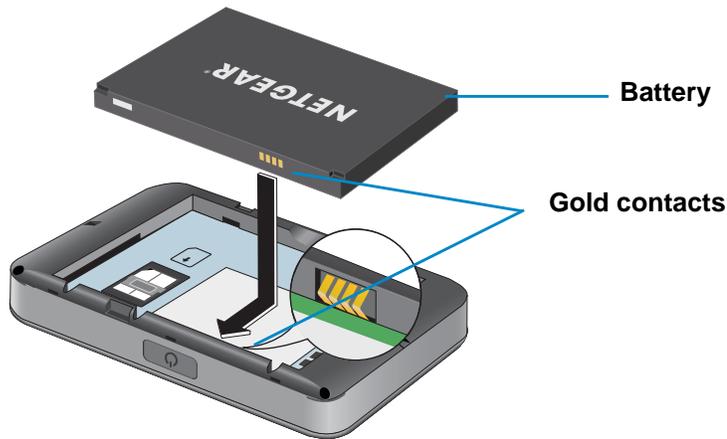
1. Remove the hotspot back cover by lifting at the notch on either corner of the device.



Make sure that the micro SIM card is already installed. For more information, see [Install the Micro SIM Card](#) on page 13.



2. Insert the battery as shown.



Ensure that the gold contacts on the battery line up with the gold contacts on the device.

3. Replace the back cover.

Note: The battery comes partially charged and ready to use. When the battery needs recharging, follow the instructions in *Recharge the Battery* on page 56.

Connect to the Internet

Your computer and other devices can connect to the hotspot wirelessly. You can also connect to the Internet with the hotspot tethered to a computer with the USB cable. See *Tethered Mode* on page 17.

➤ **To connect to the Internet:**

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



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

Note: If your hotspot cannot automatically detect a mobile broadband network, you might need to enter an access profile name (APN) profile. For information on entering a APN profile manually, see [Configure APN Details](#) on page 85.

2. Connect your computer or other device to your WiFi network:
 - a. Make sure that WiFi is enabled on your device and search for available WiFi networks.
 - b. Select the WiFi name displayed on the hotspot touch screen and connect to it.
 - c. When prompted, enter your WiFi password as it displays on the hotspot touch screen.
3. Launch your browser to surf the Internet.

Personalize the Hotspot

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

- **Touch screen.** Use the touch screen to make basic WiFi and other settings changes.
- **Web pages.** Use the 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 hotspot and then use a browser to display the hotspot web pages (<http://netgear.aircard> or <http://192.168.1.1>).

Note: Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

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

Additional Information

The following topics are covered in this section:

- [Tethered Mode](#) on page 17
- [NETGEAR AirCard App for Smartphones and Tablets](#) on page 18
- [Hotspot Web Pages](#) on page 19
- [Security Credentials](#) on page 19
- [External Antennas](#) on page 20

Tethered Mode

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

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

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

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

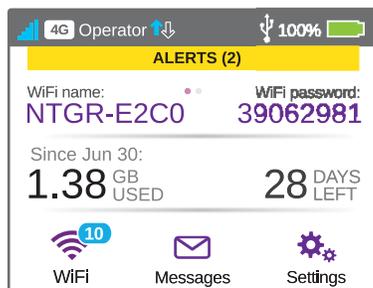
The hotspot automatically powers on and installs the necessary driver.

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

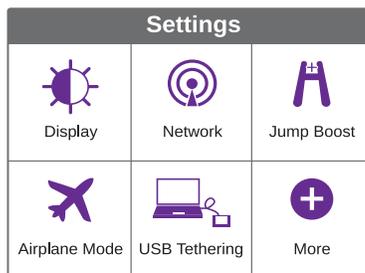
Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

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

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

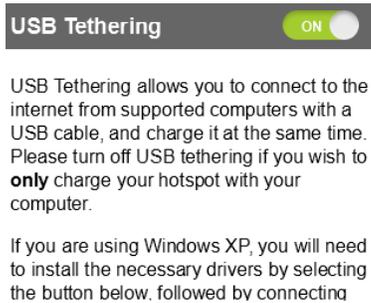


3. Tap the **Settings** button.



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

USB tethering should be 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 hotspot to your computer using the USB cable.

The hotspot installs the necessary driver.

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

Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 hotspot settings, visit the hotspot web page at <http://netgear.aircard> or <http://192.168.1.1>.



Note: Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

Hotspot Web Pages

Your hotspot comes configured and ready to use. Use 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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, password login, 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 hotspot options.

Security Credentials

Three passwords are associated with the 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 hotspot touch screen. If the screen is blank (a power-saving feature), press and quickly release the **Power** key. The default WiFi password is 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 hotspot web page as an administrator. You must log in as an administrator to use certain features and to make changes to your hotspot settings. The default password login password, **password**, is printed on a label under the battery. The password login password can be 5–31 characters.

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

Note: Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

For more information, see [Manage Hotspot Security](#) on page 61 and [Change Hotspot Web Page Login Settings](#) on page 65.

External Antennas

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

MIMO antennas work with the AC790 mobile hotspot.

Insert the connector carefully to avoid damage to your device.



Figure 4. External antennas with TS-9 connectors

2

2 Use Your Mobile Hotspot

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

- *View Data Usage*
- *Manage WiFi* Your settings are saved. Your settings are saved.
- *Set Mobile Broadband Options*
- *View Alerts*
- *Extend Battery Life*
- *Manage Hotspot Security*
- *View Details About Your Mobile Hotspot*
- *Update Mobile Hotspot Software and Firmware*

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

View Data Usage

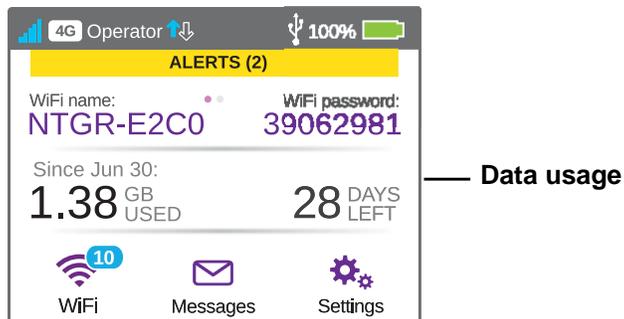
You can view an estimate of your data usage on the hotspot web page and on the hotspot touch screen.

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 hotspot touch screen:

1. To wake the device, press the **Power** key.
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 resets.

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

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

➤ To view detailed data usage information on the 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**.

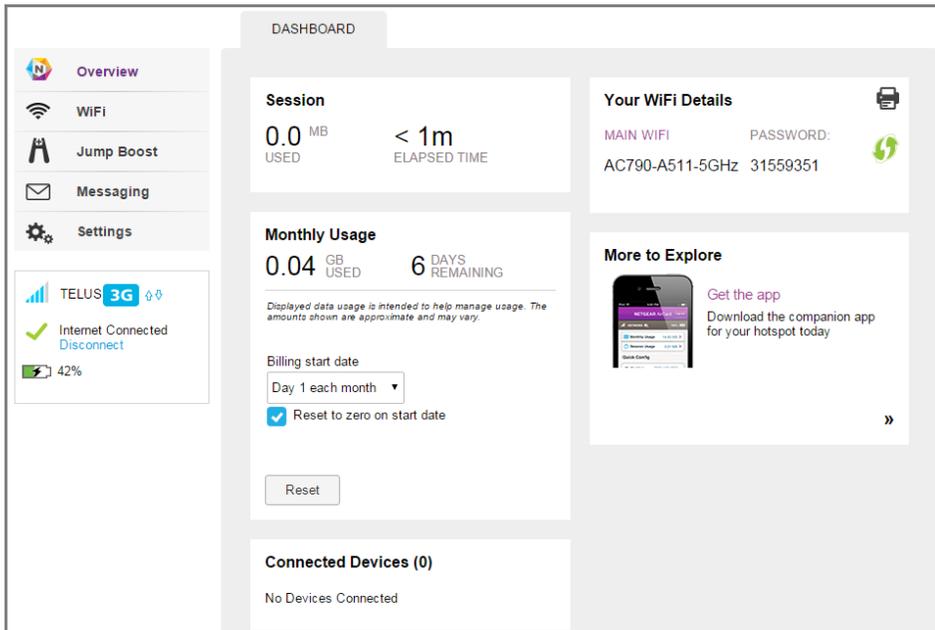
Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login window opens.

3. Enter the administrator login password.

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

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



Manage WiFi

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

On the 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 hotspot web page.
- **Dual-band WiFi (2.4 GHz and 5 GHz).** Gives you the flexibility to 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 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 hotspot web page (<http://netgear.aircard> or <http://192.168.1.1>).

Note: Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

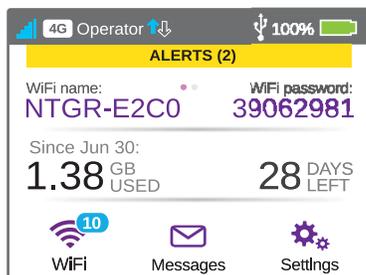
You can establish any one of the following types of networks:

- **Default, 2.4 GHz (No secondary network).** Main WiFi only on the 2.4 GHz band. If you configured a custom profile using the 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.

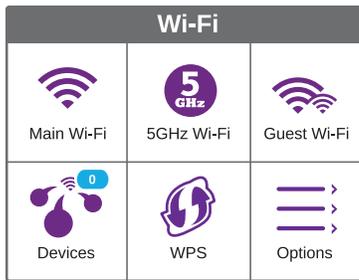
Note: Whenever you change WiFi settings, any devices connected to the hotspot are disconnected and might need to be reconnected.

➤ To specify the WiFi settings from the touch screen:

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



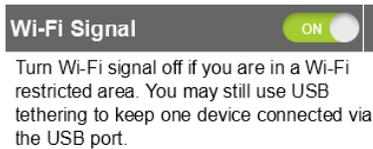
3. Tap the **WiFi** button.



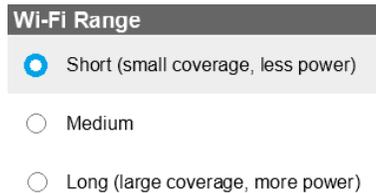
4. Tap the **Options** button.



5. To disable the WiFi signal in a restricted area, tap the > button next to WiFi Signal.

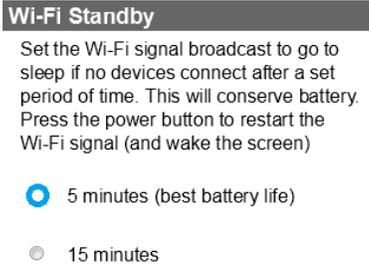


6. Slide the **ON** button to the **OFF** position.
Your settings are saved.
7. To set the WiFi range, tap the > button next to WiFi Range.



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 > button next to WiFi Standby.



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

Your settings are saved.

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

➤ **To select a WiFi profile or create a custom profile on the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 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 hotspot network. For information about setting connections for main WiFi and guest WiFi networks, see [Set the Maximum Number of Connected Devices](#) on page 35.

You can add a WiFi device to your WiFi network manually. If the device 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 hotspot network as displayed on the touch screen.
3. When prompted, enter the WiFi password for your hotspot network.

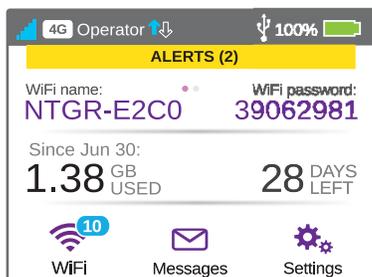
The WiFi password displays on the hotspot touch screen. If the screen is turned off, press and quickly release the **Power** key to wake the hotspot.

Add a WPS-Enabled Device

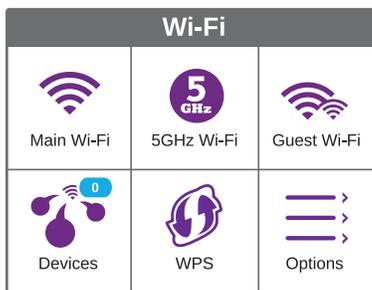
You can add a WPS-enabled WiFi device to your WiFi network without a WiFi password, using the hotspot web page or the touch screen.

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

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



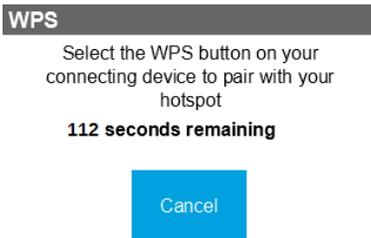
3. Tap the **WiFi** button.



4. Tap the **WPS** button.



5. Tap the **Pair with Main WiFi** or **Pair with Secondary WiFi** button.



6. Within two minutes, press the **WPS key** 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 hotspot web page:**

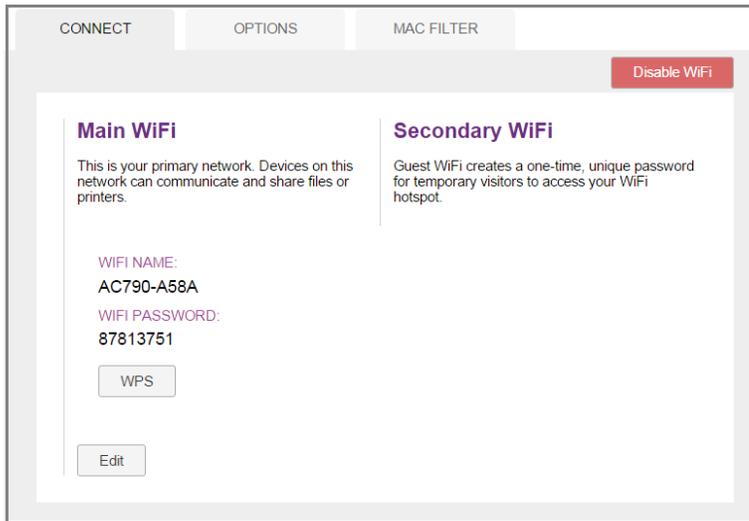
1. From a computer or WiFi device that is connected to your network, launch an Internet browser.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

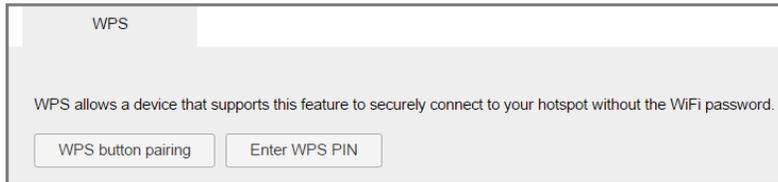
A login window opens.

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 you want to use:

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

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

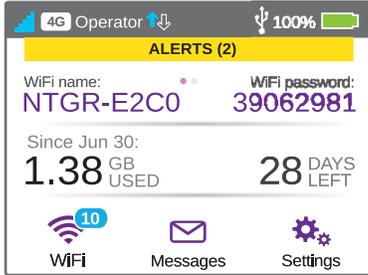
Enable Guest WiFi

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

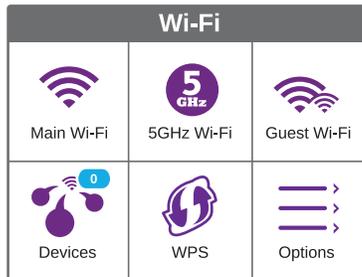
➤ **To enable Guest WiFi from the touch screen:**

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

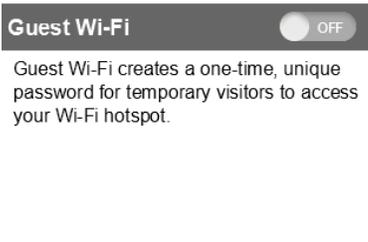
2. Tap the **Home** (🏠) button.



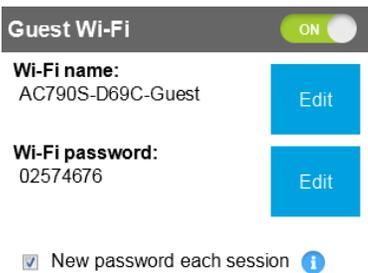
3. Tap the **WiFi** button.



4. Tap the **Guest WiFi** button.



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



➤ **To enable guest WiFi from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login window opens.

3. Enter the administrator login password.

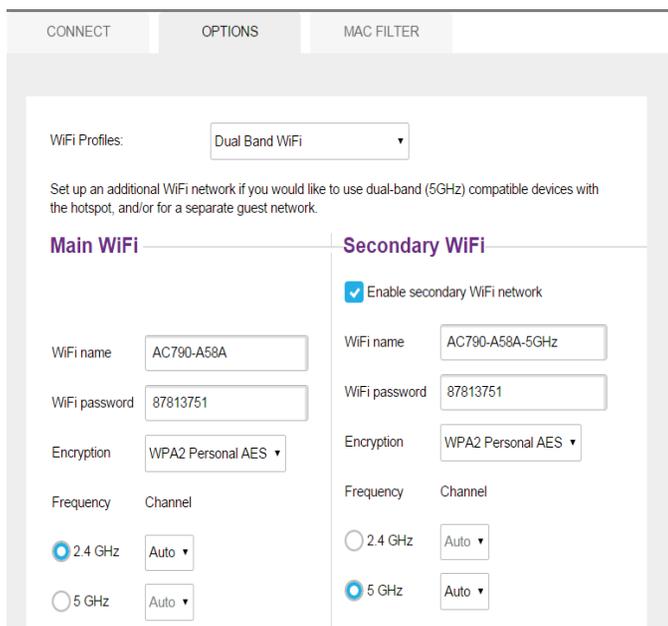
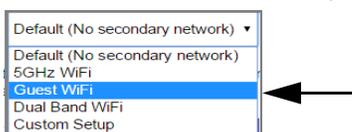
The default password is **password**. The password is case-sensitive.

The home page displays.

4. Select **WiFi > Options**.

The WiFi **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.

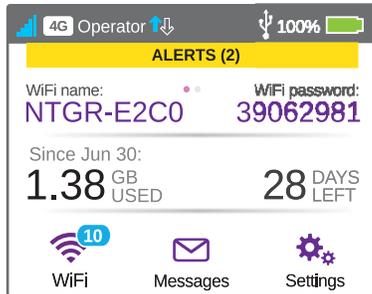
Guest WiFi is enabled.

Enable 5 GHz WiFi

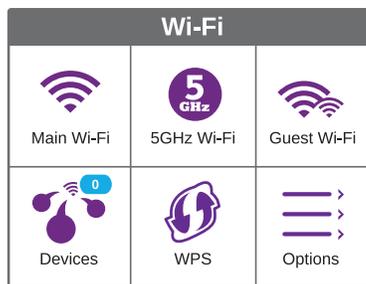
When all of your devices support 5 GHz WiFi, select 5 GHz WiFi for faster downloads. 5 GHz WiFi uses more power.

➤ **To enable 5 GHz WiFi from the touch screen:**

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



3. Tap the **WiFi** button.



4. Tap the **5 GHz WiFi** button.
The 5 GHz WiFi screen displays.
5. Slide the **OFF** button to the **ON** position.
5 GHz WiFi is enabled.

➤ **To enable 5 GHz WiFi from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 **Dual-Band WiFi**.

The screenshot shows the 'OPTIONS' tab of the AirCard 790 Mobile Hotspot settings. At the top, there are three tabs: 'CONNECT', 'OPTIONS', and 'MAC FILTER'. Below the tabs, there is a 'WiFi Profiles' dropdown menu set to 'Dual Band WiFi'. A note reads: '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 settings are divided into two columns: 'Main WiFi' and 'Secondary WiFi'. The 'Main WiFi' section includes fields for 'WiFi name' (AC790-A58A), 'WiFi password' (87813751), 'Encryption' (WPA2 Personal AES), and 'Frequency' (radio buttons for 2.4 GHz and 5 GHz, with 'Auto' dropdown for Channel). The 'Secondary WiFi' section includes a checked checkbox for 'Enable secondary WiFi network', 'WiFi name' (AC790-A58A-5GHz), 'WiFi password' (87813751), 'Encryption' (WPA2 Personal AES), and 'Frequency' (radio buttons for 2.4 GHz and 5 GHz, with 'Auto' dropdown for Channel).

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

Note: The default values are appropriate for dual-band WiFi.

6. Click the **Submit** button.

Dual-Band WiFi is enabled.

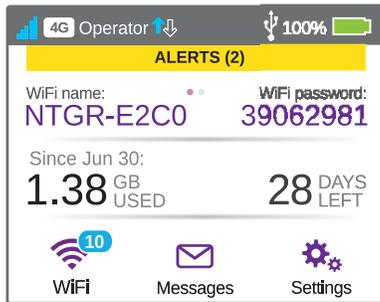
Set the Maximum Number of Connected Devices

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

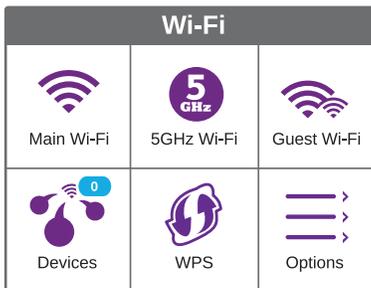
- **To set the number of devices that can connect to each WiFi network from the touch screen:**

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

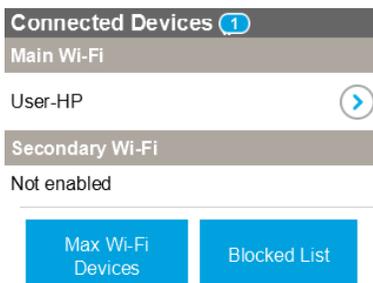
2. Tap the **Home** (🏠) button.



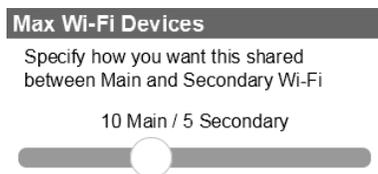
3. Tap the **WiFi** button.



4. Tap the **Devices** button.



5. Tap the **Max WiFi Devices** button.



6. Slide the button to specify how you want the WiFi devices to be shared between each WiFi network.
7. Tap the **Submit** button.
Your settings are saved.

➤ **To set the number of devices that can connect to each WiFi network from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 WiFi Options screen displays.

5. Scroll down to the bottom of the page.

WiFi Options

Max Wi-Fi: 15 (dropdown menu: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14)

2.4 GHz Bandwidth: 1z (dropdown menu)

5 GHz Bandwidth: 1z (dropdown menu)

WiFi Info on Home: 15 now (radio buttons: 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 WiFi** menu, select the number of devices that are allowed to access your 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.

- Click the **Submit** button.

Your settings are saved.

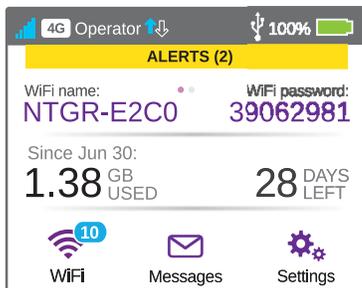
View or Block Connected Users

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

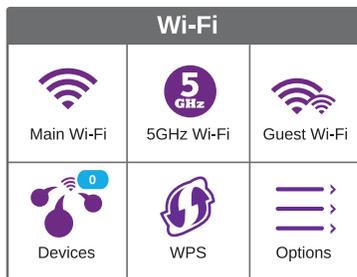
Note: When you block or unblock users, the hotspot resets to activate the new settings. Any devices connected to the hotspot are disconnected when the hotspot resets.

➤ To view the connected devices from the touch screen:

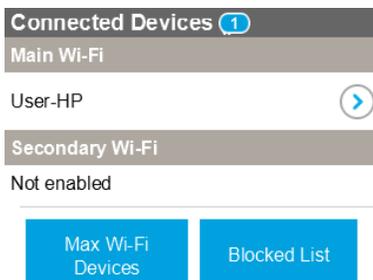
- To wake the device, press the **Power** key.
- Tap the **Home** (🏠) button.



- Tap the **WiFi** button.



- Tap the **Devices** button.



➤ **To view the connected devices from the 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**.

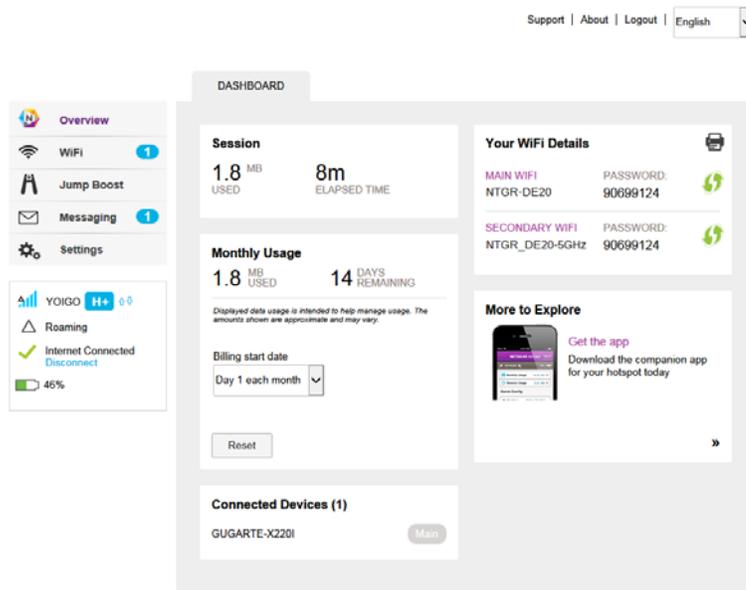
Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

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.

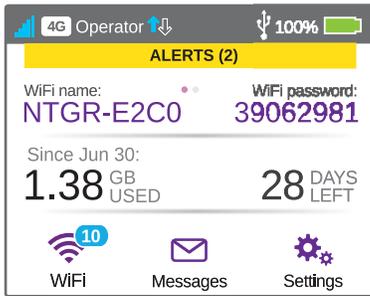


If you notice a WiFi device that you do not recognize, you can block that device from connecting to your WiFi network.

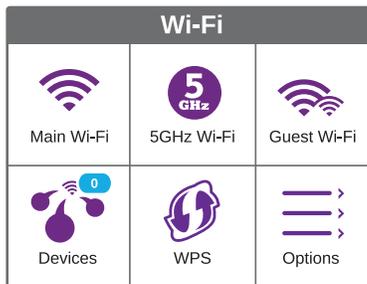
➤ **To block a device from the touch screen:**

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

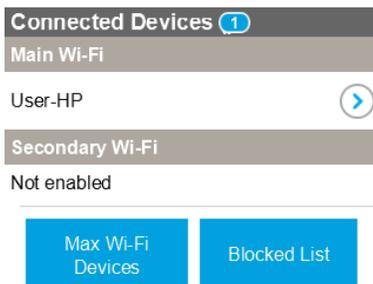
2. Tap the **Home** (🏠) button.



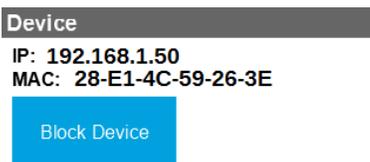
3. Tap the **WiFi** button.



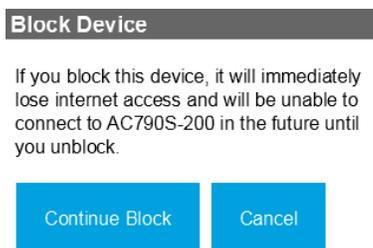
4. Tap the **Devices** button.



5. Tap the device that you want to block.



6. Tap the **Block Device** button.



7. Tap the **Continue Block** button.

The device is blocked from your network.

➤ **To block a device from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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.

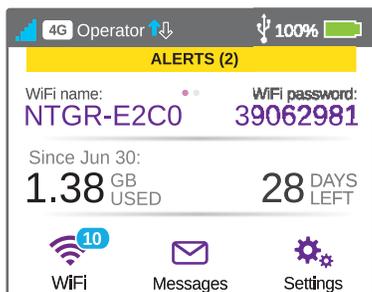


5. Click the **Block Device** button.
6. When prompted, click the **Block Device** button again.

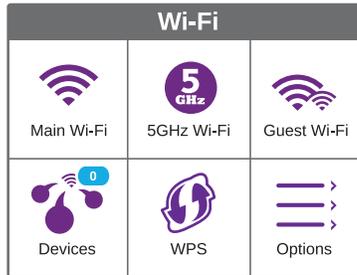
The device is blocked from the hotspot web page.

➤ **To view a list of blocked devices from the touch screen:**

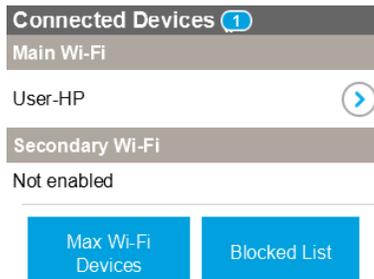
1. To wake the device, press the **Power key**.
2. Tap the **Home** (🏠) button.



3. Tap the **WiFi** button.



4. Tap the **Devices** button.



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



Note: Devices display when Blocked List feature is set to **ON**.

➤ **To view a list of blocked devices from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login window opens.

3. Enter the administrator login password.

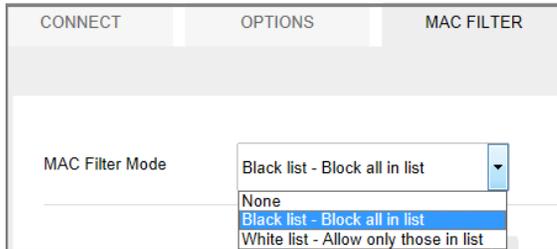
The default password is **password**. The password is case-sensitive.

The home page displays.

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



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

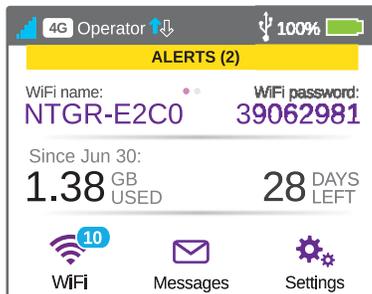


5. From the **MAC Filter Mode** menu, select **Black list - Block all in list**.

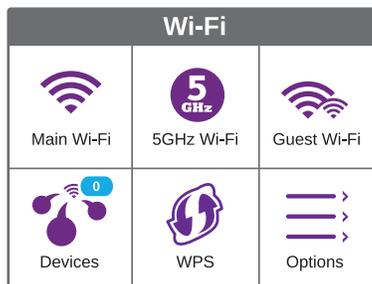
The list of blocked devices displays.

➤ **To unblock a device from the touch screen:**

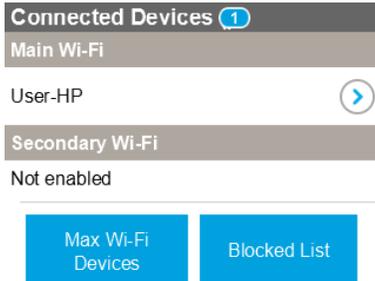
1. To wake the device, press the **Power key**.
2. Tap the **Home** (🏠) button.



3. Tap the **WiFi** button.



4. Tap the **Devices** button.



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



Note: Devices display when Blocked List feature is set to **ON**.

6. Tap the device that you want to unblock.



7. Tap the **Unblock** button.

The device can access your network.

➤ **To unblock a device from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 in the right column of the page.

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



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

The list of blocked devices displays.

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

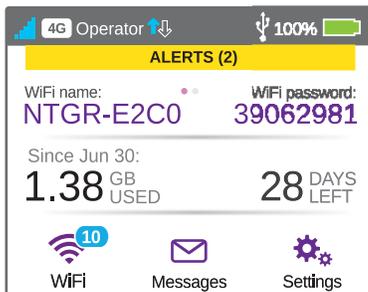
The device can access your network.

Set Mobile Broadband Options

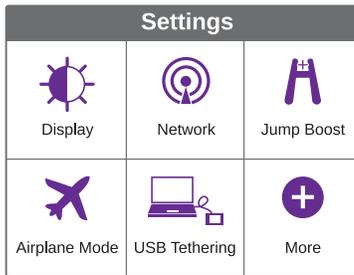
By default, the mobile hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so that the mobile hotspot automatically connects to another network when you are roaming or never auto-connects.

➤ **To set auto connect options from the touch screen:**

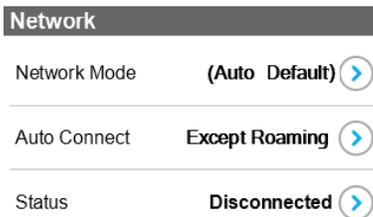
1. To wake the device, press the **Power key**.
2. Tap the **Home** (🏠) button.



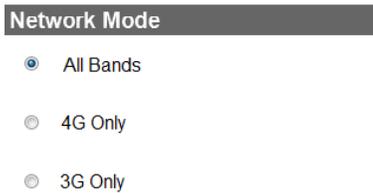
3. Tap the **Settings** button.



4. Tap the **Network** button.



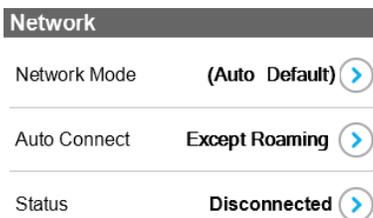
5. To set the network mode, tap the Network Mode > button.



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.

11. Tap the **Home** (🏠) button.

The home page displays.

➤ **To set auto connect options from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

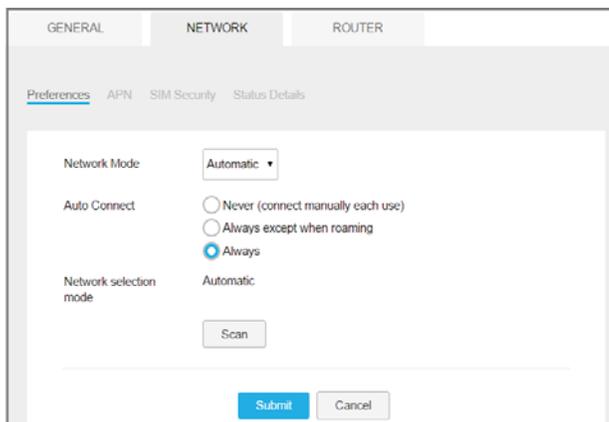
A login window opens.

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 hotspot can establish a connection. See [Enable SIM Security](#) on page 80.

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

6. Click the **Submit** button.

Your mobile broadband options 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 key**.
2. Tap the **Home** (🏠) button.
The Home screen displays.
3. Tap the **Alerts** bar.
Active alerts appear on the touchscreen.
4. Read each alert that displays and follow any displayed instructions.
5. To return to the home screen, tap the **Home** (🏠) button.

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 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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

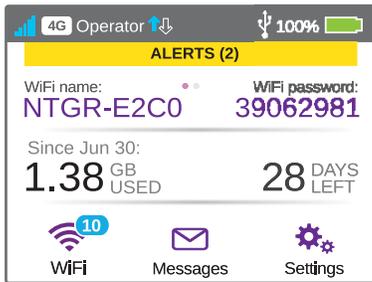
If the devices you are connecting to your WiFi network are always close to your hotspot, shorten the WiFi range. Set the standby timer to a shorter period to reduce the amount of time to wait when no devices are connected to either WiFi network before going into standby mode (the WiFi radio turns off).

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

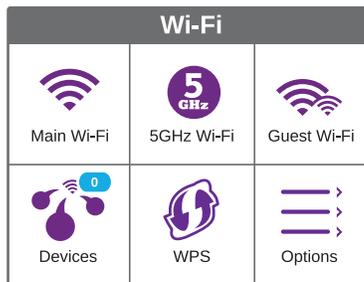
- **To adjust WiFi setting to optimize battery life from the touch screen:**

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

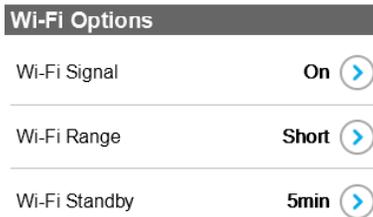
2. Tap the **Home** (🏠) button.



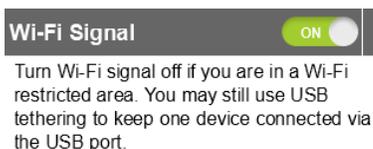
3. Tap the **WiFi** button.



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 WiFi Options screen displays.

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



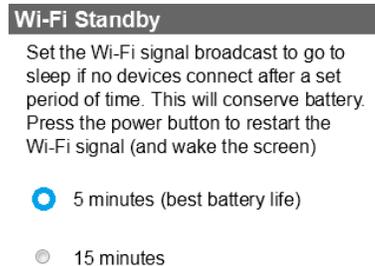
- Tap the radio button for the selection that you want.

Your settings are saved.

- Tap the **x** button.

The WiFi Options screen displays.

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



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

Your settings are saved.

Use the 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 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login window opens.

- Enter the administrator login password.

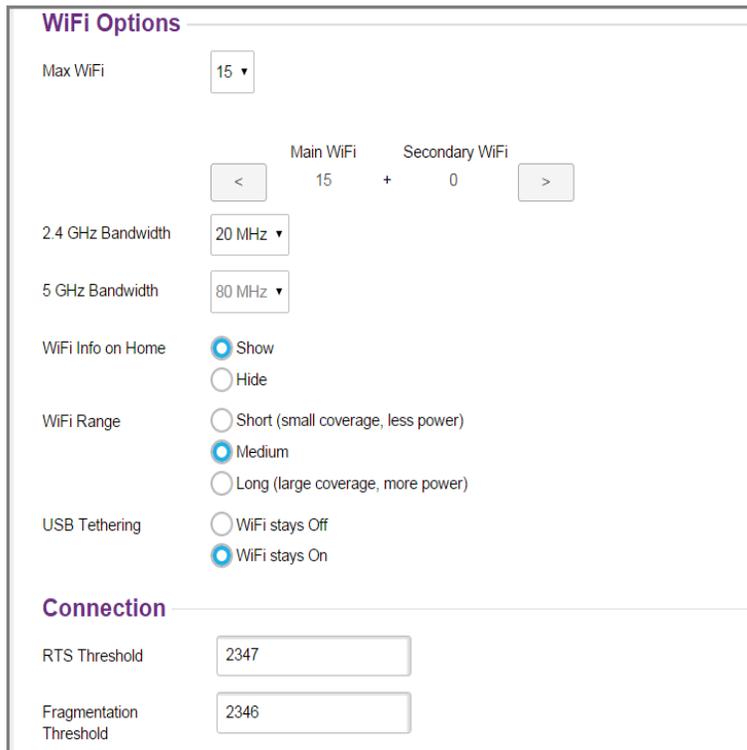
The default password is **password**. The password is case-sensitive.

The home page displays.

- Select **WiFi > Options**.

The WiFi Options page displays.

5. Scroll to the bottom of the screen.



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 supported 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 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 790 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.

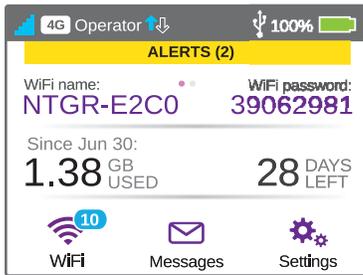
Adjust Display Settings to Increase Battery Life

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 to wait without the touch screen being touched before the screen turns blank.

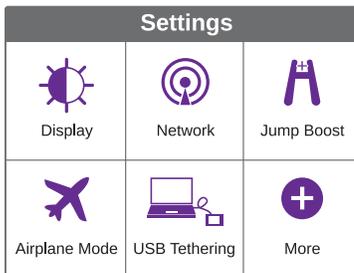
➤ **To adjust display settings to increase battery life from the touch screen:**

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

2. Tap the **Home** (🏠) button.



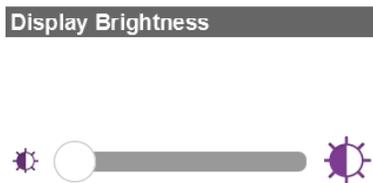
3. Tap the **Settings** button.



4. Tap the **Display** button.



5. Tap the Display Brightness > button.

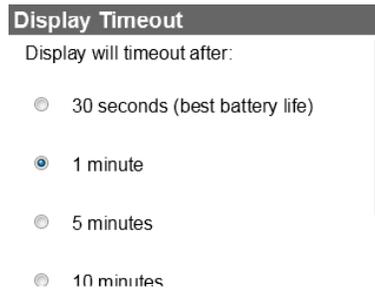


6. Slide the button to select the display brightness that you want.
Your settings are saved.

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 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 790 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, radio buttons, or checkboxes.

5. Adjust any of these settings:

- **Display Brightness**. Select the **Dim** radio button.
- **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.

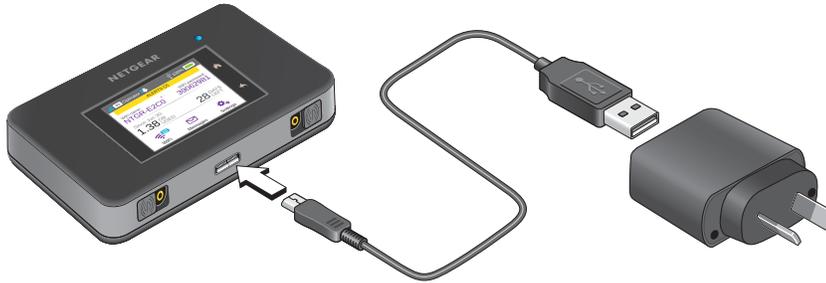
Recharge the Battery

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 hotspot with your computer. For more information, see [USB Tethering](#) on page 58.

➤ **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.

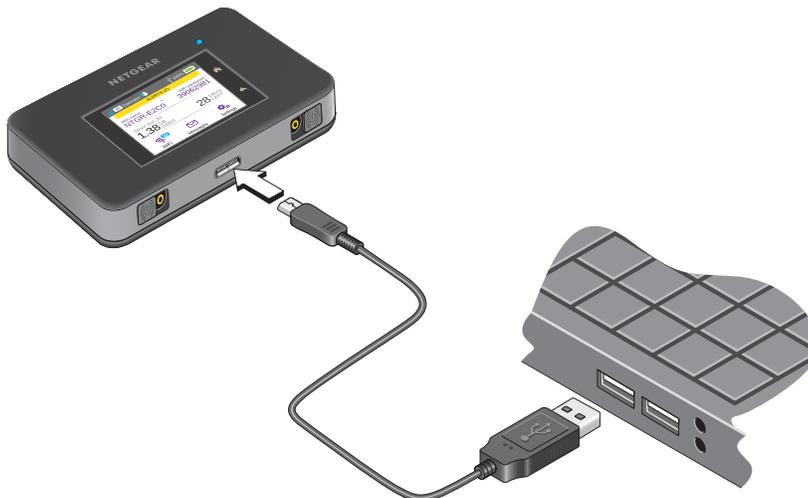
A lightning bolt appears on the Battery icon when the battery is charging (🔌🔋).

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 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 key**.

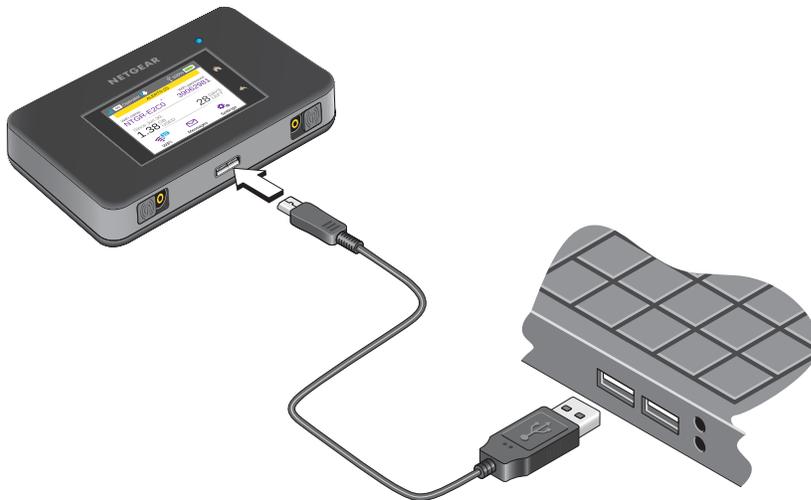
USB Tethering

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

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

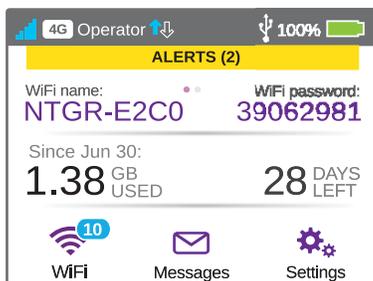
➤ **To connect the hotspot to the USB port on your computer:**

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

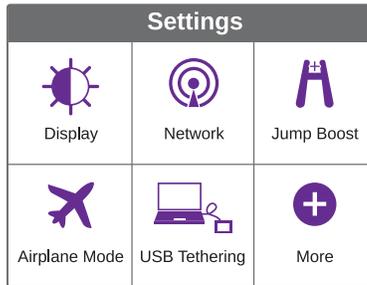


➤ **To enable USB tethering from the touch screen:**

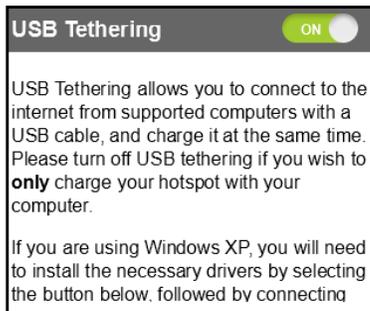
1. To wake the device, press the **Power key**.
2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



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



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

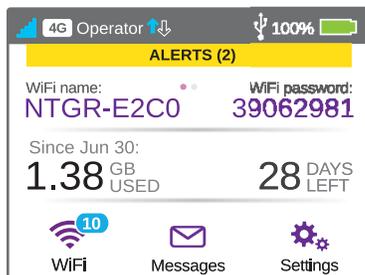
USB tethering is enabled.

Enable Airplane Mode

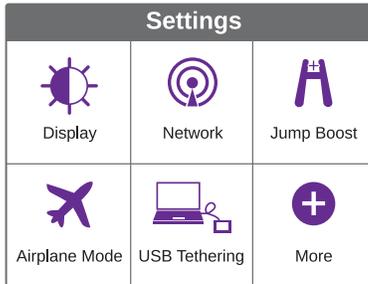
Turn on airplane mode if you want to use jump boost while on an airplane or in areas where WiFi is restricted.

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

1. To wake the device, press the **Power key**.
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 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login window opens.

3. Enter the administrator login password.

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

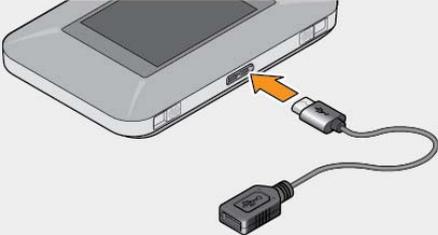
The home page displays.

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

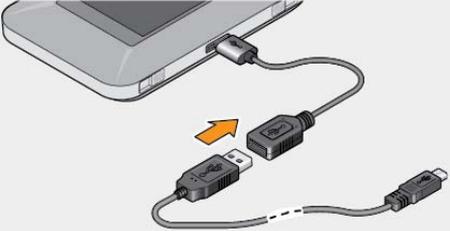
Jump Boost

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.

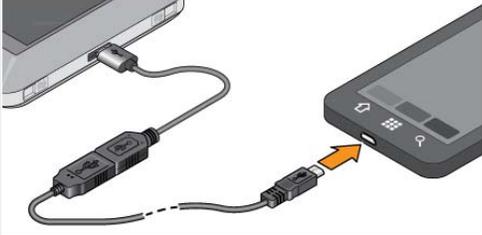
1. Connect the Jump Boost cable to the mobile hotspot's charging port. To ensure proper battery performance and charging, you must use the Jump Boost cable included in the box.



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.

Manage Hotspot Security

The following topics are covered in this section:

- [Change Network Names and Passwords](#) on page 62
- [Change Hotspot Web Page Login Settings](#) on page 65
- [Change Device Encryption Security Settings](#) on page 67

You can also block undesired hotspot users. For more information, see [View or Block Connected Users](#) on page 38.

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

Change Network Names and Passwords

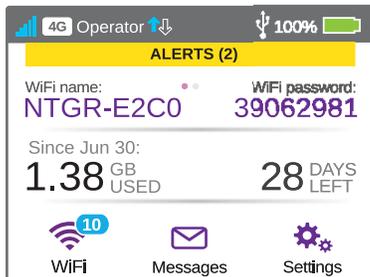
The main and guest WiFi network names identify your WiFi networks and are visible to other WiFi-enabled devices.

The procedure to change the main and guest WiFi network names and passwords is the same. The following settings differ:

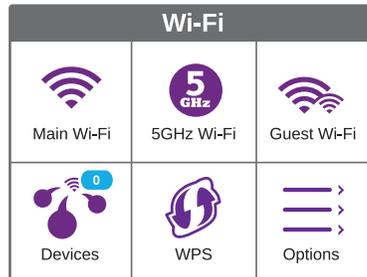
- **Main WiFi.** For added security, you can prevent the main WiFi network name and password from displaying on the touch screen home page.
- **Guest WiFi.** For added security, you can specify that the guest WiFi password changes each time you enable guest WiFi.

➤ To change network names and passwords from the touch screen:

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



3. Tap the **WiFi** button.



4. To change the network name and password of the main WiFi, tap the **Main Wi-Fi** button.



5. To change the network name and password of the guest WiFi, tap the **Guest Wi-Fi** button.



6. To change the WiFi name, tap the **Edit** button that is next to Wi-Fi name.
A warning message displays.
7. Tap the **Continue** button.
The WiFi name displays.
8. Enter the new WiFi name.
9. Tap the **Done** button.
Your settings are saved.
The Main Wi-Fi screen displays.
10. To change the WiFi password, tap the **Edit** button that is next to Wi-Fi password.
A warning message displays.
11. Tap the **Continue** button.
The WiFi password displays.
12. Enter the new WiFi password.
13. Tap the **Done** button.
Your settings are saved.
The Main Wi-Fi screen displays.
14. For main WiFi, to prevent the WiFi name and password from displaying on the home screen, clear the **Display on home screen** check box.
Your settings are saved.

15. For guest WiFi, to change the password each time you enable guest WiFi, select the **New password each session** check box.

When this option is selected, the password entered in Step 12 remains only for the current session.

Your settings are saved.

➤ **To change network names and passwords from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

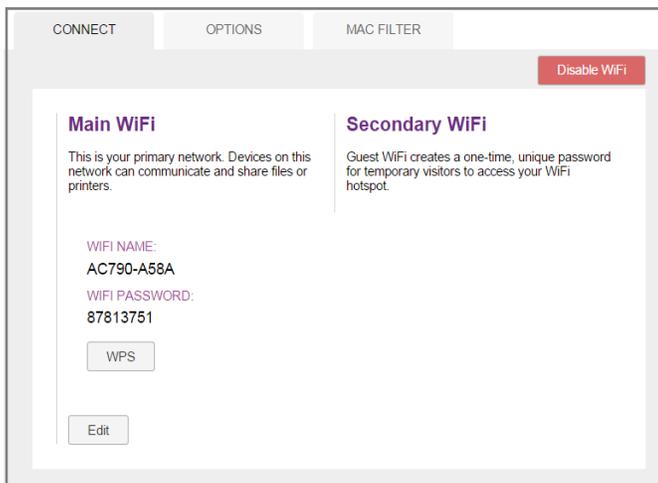
A login window opens.

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 **Edit** button.

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

6. In the Main WiFi and Secondary WiFi sections, change the **WiFi Name** and **WiFi Password** fields as desired.
7. To create a new guest password each time you power on the hotspot, select the **Generate a new password each time I turn on the Guest WiFi** check box.
8. Click the **Submit** button.
9. When prompted, click the **Submit** button again.

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

Change Hotspot Web Page Login Settings

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

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

1. 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

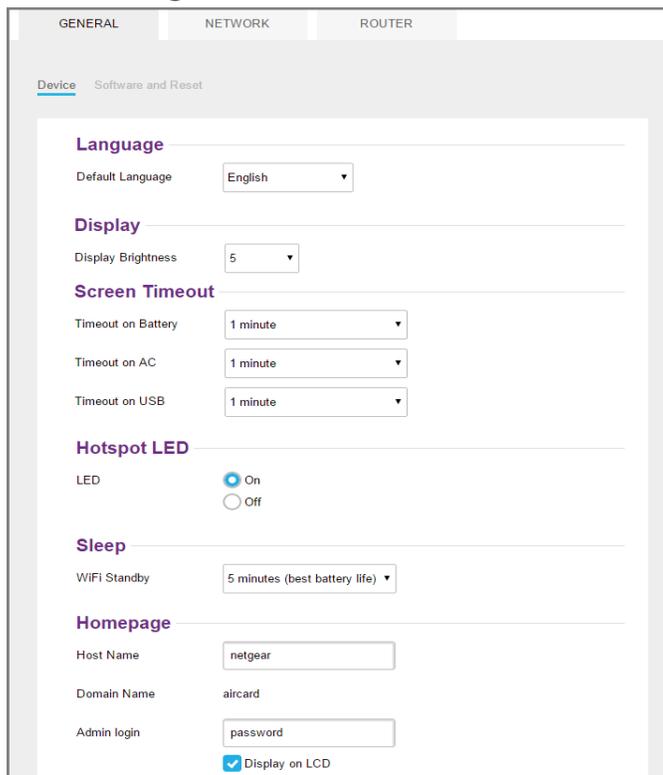
A login window opens.

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**.



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

Enter a maximum of 31 characters.

6. (Optional) In the **Password** field, change the password used to log in as an administrator.

NETGEAR recommends setting a more secure password.

Enter a maximum of 31 characters.

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

7. Click the **Submit** button.

Your settings are saved.

Change Device Encryption Security Settings

➤ **To change the type of security used for main and secondary or guest WiFi:**

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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 that displays depends on the WiFi profile that is selected.

The screenshot shows the 'OPTIONS' tab of the AC790 Manager interface. It is divided into 'Main WiFi' and 'Secondary WiFi' sections. The 'Main WiFi' section includes fields for 'WiFi name' (AC790-A58A), 'WiFi password' (87813751), and 'Encryption' (WPA2 Personal AES). The 'Secondary WiFi' section includes a checked 'Enable secondary WiFi network' checkbox, 'WiFi name' (AC790-A58A-5GHz), 'WiFi password' (87813751), and 'Encryption' (WPA2 Personal AES). A callout box highlights the 'Encryption' dropdown menu, which is open to show the following options: WPA2 Personal AES (selected), None, WPA2 Personal AES, and WPA/WPA2. Other settings include Frequency (2.4 GHz and 5 GHz), Broadcast Network Name (Show), and Guest Mode (checked).

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

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

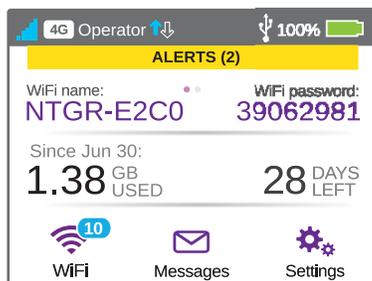
6. Click the **Submit** button.
Your settings are saved.
7. Reconnect your WiFi devices, if necessary, using the new WiFi credentials.
See [Connect to the Internet](#) on page 15.

View Details About Your Mobile Hotspot

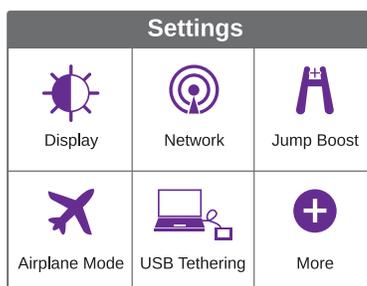
You can view details about your device such as the model number, software version, and IMEI (International Mobile Station Equipment Identity).

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

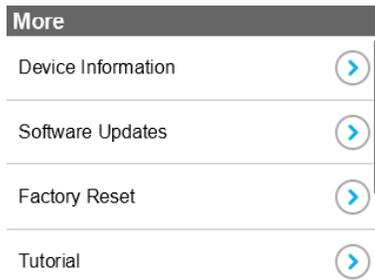
1. To wake the device, press the **Power key**.
2. Tap the **Home** (🏠) button.



3. Tap the **Settings** button.



4. Tap the **More** button.



5. Tap the Device Information > button.



➤ **To view details about your device from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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.

ABOUT

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Account Details</p> <p>Wireless number:</p> <p>IMEI: 357504060518941</p> <p>IMEI SV: 04</p> <p>IMSI: N/A</p> <p>FSN: 41T155PR04043</p> <p>ICCID: N/A</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>WiFi Details</p> <p>MAC Address: 08-BD-43-32-A5-8A</p> <p>WiFi Range: Medium</p> <p>Main WiFi</p> <p>Name: AC790-A58A</p> <p>Password: 87813751</p> <p>Encryption: WPA2_Personal_AES</p> <p>Mode: M802_11_BGN</p> <p>Band: 2.4 GHz</p> <p>Bandwidth: 20 MHz</p> <p>Devices: 0 / 15</p> <p>Broadcast Network Name: Show</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>WWAN Info</p> <p>IP Address: 0.0.0.0</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Network Status</p> <p>View Details</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Open Source</p> <p>View Credits & Licenses</p> <p>GNU GPL</p> </div>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Device</p> <p>Model: AirCard 790S</p> <p>AC790S Manager: http://netgear.aircard</p> <p>PRI Version: 23112775, 01.04</p> <p>Power State: Online</p> <p>Current temperature: 26°C</p> <p>Current voltage: 4318mV</p> <p>Battery charge level: 100%</p> <p>Battery status: Normal</p> <p>Battery temperature: 26°C</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p>Firmware</p> <p>Firmware Version: NTG9X35C_11.11.00.00</p> <p>Firmware Build Date: 2015/08/13</p> <p>Web App Version: AC790S-1_03.03.103.62</p> <p>Bootloader Version: NTG9X35C_11.11.00.00</p> <p>Hardware Version: 1.0</p> <p>TRU-Install: PHS_B4059</p> </div>
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Save to File

Update Mobile Hotspot Software and Firmware

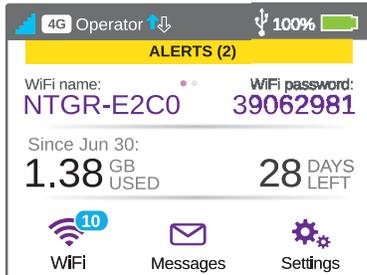
The hotspot checks automatically for new software or firmware updates once a week. If an update becomes available, the hotspot displays an alert. Open the alert and click the **Download** button. When the download completes, the hotspot displays an alert with an **Install now** button. Click the **Install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

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

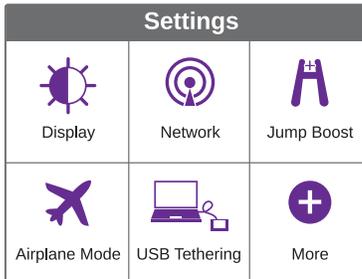
Update Software from the Touch Screen

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

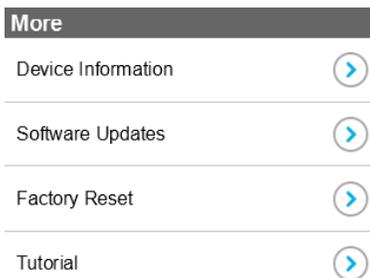
1. To wake the device, press the **Power** key.
2. Tap the **Home** (🏠) button.



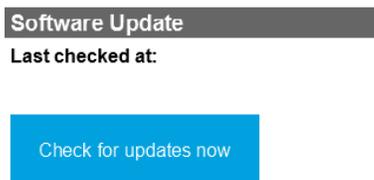
3. Tap the **Settings** button.



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 Hotspot Web Page

- To update software from the 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 hotspot software. See [Update Software Using a File from the Internet](#) on page 73.

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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

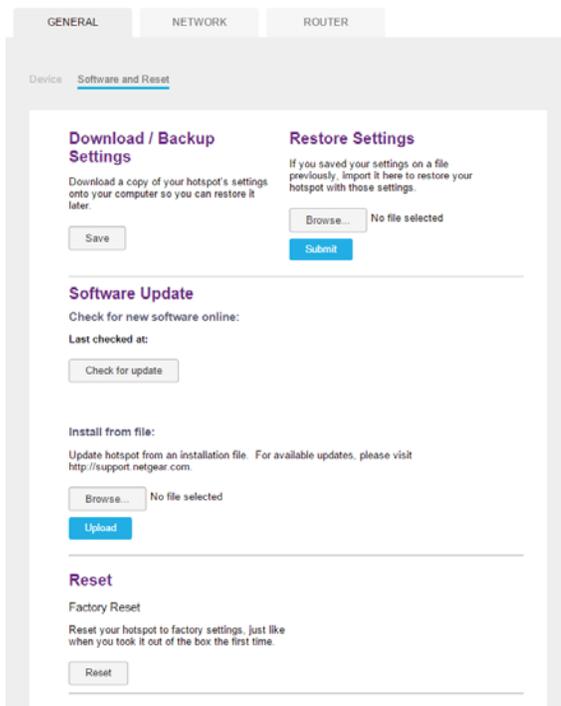
A login window opens.

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. If the **Check for update** button displays, click it to check if a new update is available.

6. If an update is available, click the **Start Download** button.
The update downloads.
7. Click the **Update now** button to install the update.

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 **AC790** 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

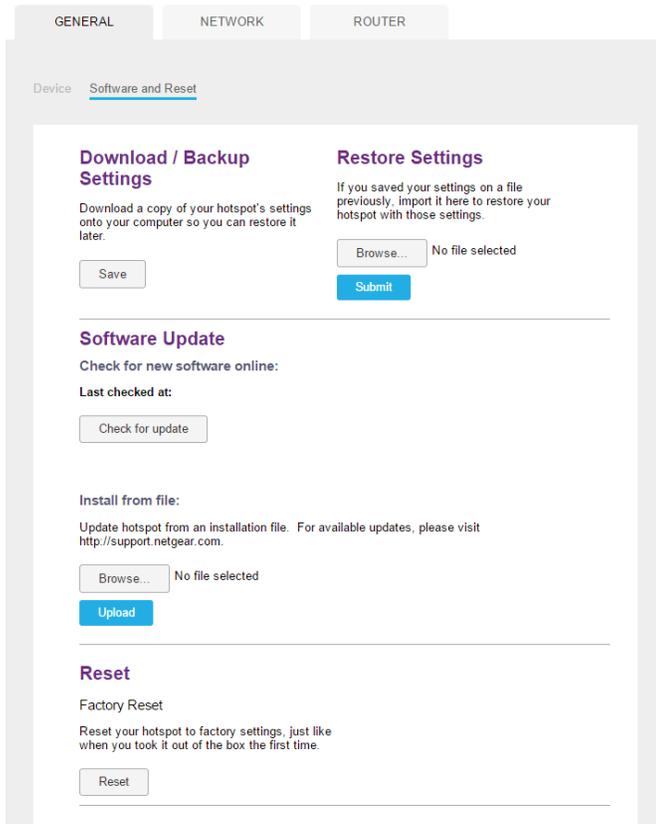
A login window opens.

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.**



8. In the Software Update section, click the **Browse** button.
9. Navigate to the location where the your 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. Advanced Settings

3

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

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

Back Up and Restore Hotspot Settings

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

➤ **To back up hotspot settings:**

1. From a computer or wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

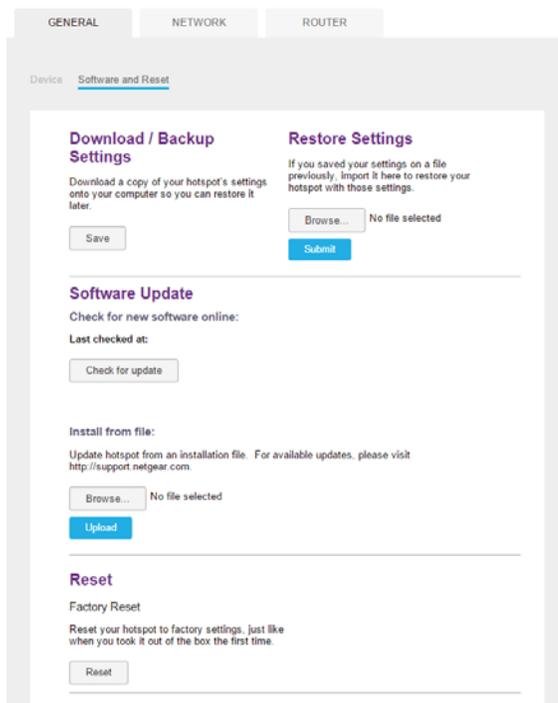
A login screen displays.

3. Enter the administrator login password.

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

The Home screen displays.

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



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

➤ **To restore hotspot settings:**

1. From a computer or wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

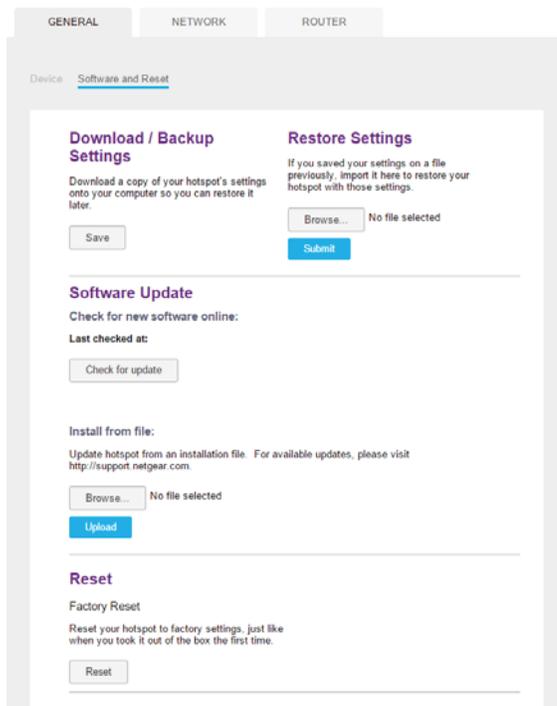
A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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, hotspot setting files are saved to your Downloads folder.
7. Click the **Open** button.
Your 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 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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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.

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

The screenshot shows the 'OPTIONS' tab of the AirCard 790S Mobile Hotspot configuration interface. It features two columns: 'Main WiFi' and 'Secondary WiFi'.
Main WiFi Settings:
 - WiFi Profiles: Default (No secondary network)
 - WiFi name: AC790-A58A
 - WiFi password: 87813751
 - Encryption: WPA2 Personal AES
 - Frequency: 2.4 GHz (selected), Channel: Auto
 - Broadcast Network Name: Show (selected)
Secondary WiFi Settings:
 - Enable secondary WiFi network:
 - WiFi name: AC790-A58A-5GHz
 - WiFi password: 87813751
 - Encryption: WPA2 Personal AES
 - Frequency: 5 GHz (selected), Channel: Auto
 - Broadcast Network Name: Show (selected)
 - Guest Mode: Guest WiFi

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

NETGEAR recommends 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' settings section with 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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

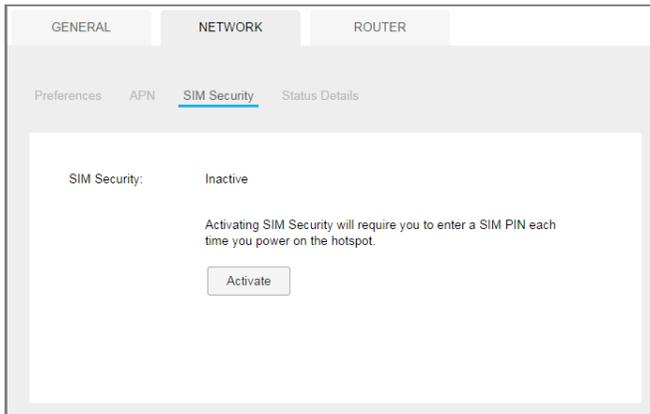
A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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 to view WAN details such as the active network, connection status, and signal strength. You can also adjust these settings to establish which users and applications can access your network.

View WAN Information

➤ **To view network information:**

1. From a computer or wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

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

The Home screen displays.

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

The screenshot shows the 'Status Details' page in the AC790 Manager interface. The page has a top navigation bar with 'GENERAL', 'NETWORK', and 'ROUTER' tabs. Below this is a sub-navigation bar with 'Preferences', 'APN', 'SIM Security', and 'Status Details' (which is selected and underlined). The main content area is titled '3G Details' and lists various network parameters and their values.

Status	Connected
PS service type	HSPA
Network	AT&T
Int'l Roaming	Off
RSSI	-91
ECIO	-10
RSCP	-91
PLMN	310 410
LAC	31983
RAC	239
PSC	13
Cell ID	37197374
TX Power	0
IP Address	10.194.56.250
Quality	19
Channel UL	0
Channel Number	4360
IMSI:	310410632067858
Wireless number	14088391619
Current radio band	WCDMA 850(V)
Reject Code	0
ICCID:	89014104276320678580

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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

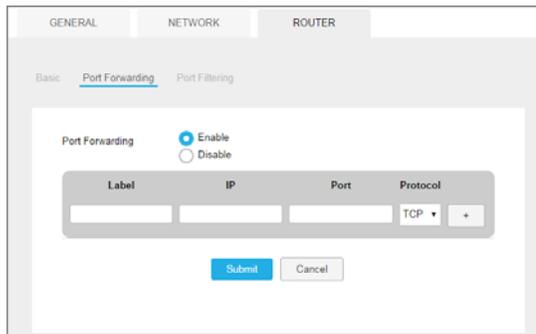
A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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 wireless device that is connected to your network, launch an Internet browser.
- Enter **http://netgear.aircard** or **http://192.168.1.1**.

Your device might have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

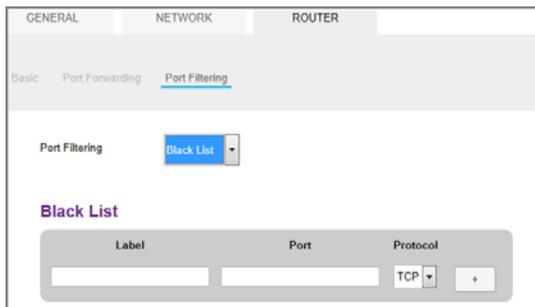
A login screen displays.

- Enter the administrator login password.

The default password is **admin**. 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 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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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 **Enabled** radio button next to IP Passthrough Mode.

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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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 **On** radio button next to VPN Passthrough.

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 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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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 wireless network.
8. Select the network authentication mode:
 - **None**. The service provider does not require authentication. This setting 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 setting 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 setting 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).

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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

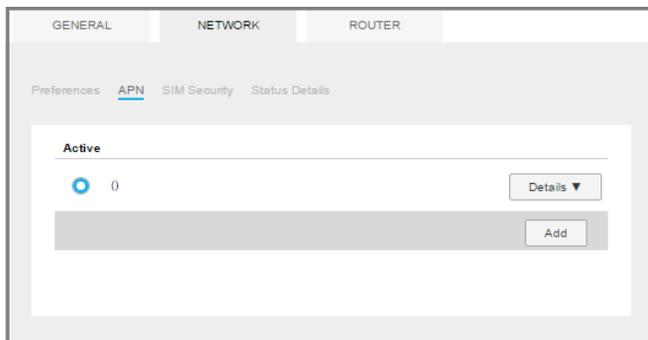
A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

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

The Home screen displays.

4. Select **Settings > Network > APN**.
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 wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

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

The Home screen displays.

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

5. In the DMZ section, select the **On** radio button next to DMZ Enabled.

6. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.

If the hotspot is tethered using a USB cable, this address is 192.168.1.4. If the hotspot is connected using 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 hotspot's LAN options:

1. From a computer or wireless 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 have a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login screen displays.

3. Enter the administrator login password.

The default password is **admin**. 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.

Frequently Asked Questions

This chapter provides answers for difficulties you might experience with your hotspot. (Also see *Chapter 5, Troubleshooting*.) The chapter covers the following topics:

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

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

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

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

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

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

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

Why isn't my battery charging?

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

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

Why is the signal indicator always low?

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

Why is the download or upload speed slow?

Data transfer speed depends on signal strength and interfering radio sources like electrical generators or other hotspot 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 hotspot off and on to find a better WiFi channel.
- Switch the WiFi channel from 2.4 GHz to 5 GHz.
- If the network signal is low, consider using external antennas or cradle the hotspot with built-in high-gain antennas.

How do I go back to the hotspot web page?

➤ To view the hotspot web page:

1. 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

A login window opens.

3. Enter the administrator login password.

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

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

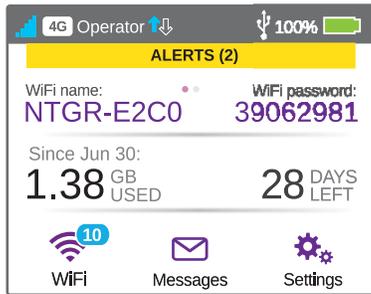
The default password login password is **password**, and the hotspot web page URL is **http://netgear.aircard** or **http://192.168.1.1**. Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

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

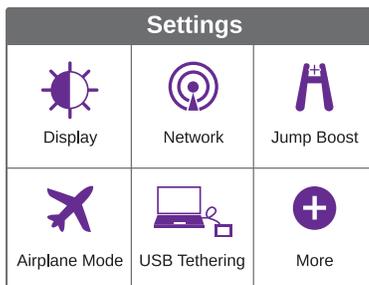
➤ To reset the hotspot from the touch screen:

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

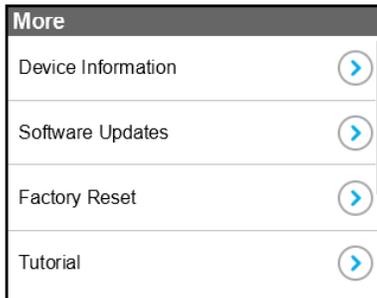
2. Tap the **Home** (🏠) button.



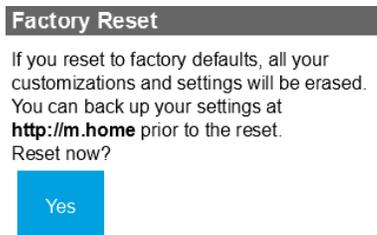
3. Tap the **Settings** button.



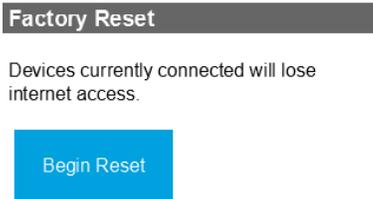
4. Tap the **More** button.



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.

How do I disconnect from the mobile broadband network?

➤ To disconnect from the network from the 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**.

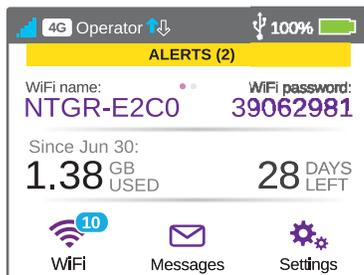
Your device might use a different web page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

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. In the Connection Details section, click the **Disconnect** button.

➤ To disconnect from the network from the touch screen:

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



3. Tap the **Settings** button.
4. Tap the **Network** button.

5. Tap the > next to Status Disconnect.

Your hotspot is disconnected from the network.

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

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

➤ To log in as an administrator:

1. 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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.

How can I extend the life of the battery?

For information about extending the life of the battery, see [Extend Battery Life](#) on page 49.

How do I turn the hotspot off?

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

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

The number on the WiFi icon on the hotspot's touch screen is the number of users (or devices) connected to your WiFi network. A list of connected devices appears in the hotspot Connected Devices section. For more information about the devices or users connected to your network, see [View or Block Connected Users](#) on page 38.

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

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

How do I find my computer's IP address?

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

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

1. Open the command prompt window:
 - a. Select **Start > Run**.
 - b. Enter `cmd` or `command` and click the **OK** button.
2. At the command prompt, enter `ipconfig` and press the Enter key.
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 device:

1. In the Charms bar, click the **Search** icon.
2. Select **Command Prompt**.
3. At the command prompt, enter `ipconfig` and press the Enter key.
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 wireless adapter.

The IP address is displayed in the right pane.

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

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

How do I find a device's MAC address?

You 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, visit the 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 here, see the appropriate operating system documentation.

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

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

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

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

Where can I find more information?

Review the following:

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

5 Troubleshooting

5

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 hotspot web page when connected to a VPN*
- *The hotspot cannot connect to a computer running Windows Vista*
- *The hotspot does not connect to your service provider's network*
- *Reset the hotspot*
- *View Alerts*

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

If you do not see the 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 key** to wake the hotspot.
- If the hotspot is tethered to your computer, make sure that WiFi is set to stay on when the hotspot is tethered. See *Reset the hotspot* on page 103.

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 hotspot web page, make sure that you are in your network service provider's coverage area.

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

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

To directly access the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

The 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, or visit the Microsoft support website and search for knowledge base article 928233.

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

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

- Make sure that your micro SIM account is active. To check micro SIM status and activate the account, visit 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath the device battery.

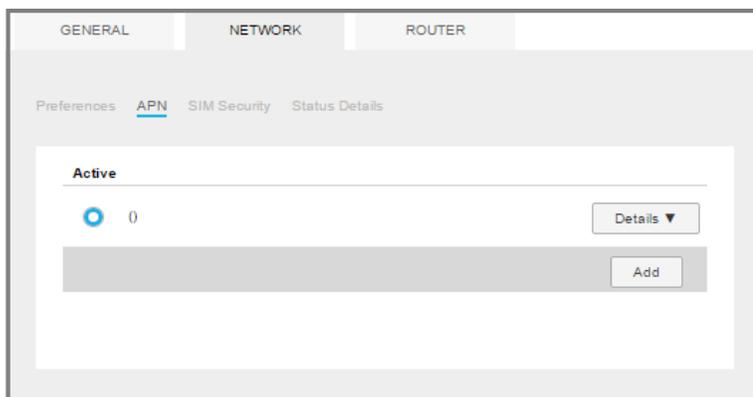
A login window opens.

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. Review the ISP settings.

Reset the hotspot

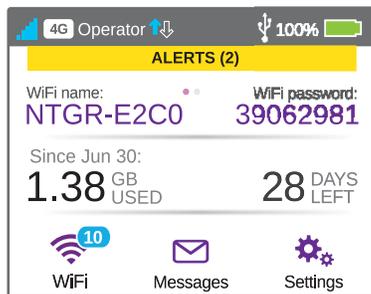
You can reset the hotspot to the factory settings. This is useful if you forgot your login password for the hotspot web page.

If you reset the hotspot, all of your customizations are lost. If you want to keep them, save them before doing the reset and restore them afterward. See [Back Up and Restore Hotspot Settings](#) on page 76.

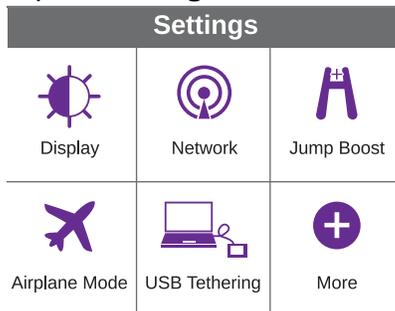
Note: When you reset the hotspot, any currently connected devices lose access and must be reconnected after the hotspot restarts.

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

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



3. Tap the **Settings** button.



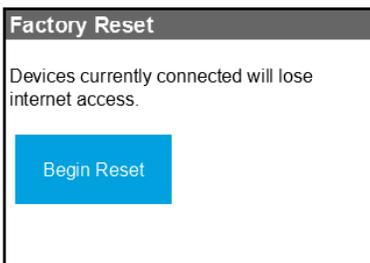
4. Tap the **More** button.



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 *Install the Micro SIM Card* on page 13.

SIM Error — Check SIM

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

SIM Locked

➤ **To unlock the micro SIM card from the 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 page address. To get the web page address for your device, tap **Settings > More > Device Information > AC790 Manager** or look at the label underneath 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 **Save** button.

Your micro SIM card is unlocked.

Temperature-Related Alerts

The hotspot is designed to work over a wide temperature range. (For information, see [Environmental Specifications](#) on page 109.) The mobile hotspot shuts down automatically if it goes out of the supported temperature range.

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

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

Connection Alerts

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

Table 4. Connection alerts

Alert	Description
8	Operator determined barring
25	LLC or 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)

Alert	Description
98	Message type not compatible with the protocol state
99	Information element non existent or not implemented
100	Conditional IE error
101	Message not compatible with the protocol state
111	Protocol error, unspecified
256	Invalid Connection ID
258	Invalid PRI NSAPI
259	Invalid Field
260	SNDCP Failure
261	RAB Setup Failure
262	No GPRS Context
263	PDP Establish Max Timeout
264	PDP Activate Max Timeout
265	PDP Modify Max Timeout
266	PDP Inactivate Max Timeout
267	PDP Lower layer Error
268	PDP Duplicate
269	UE RAT Change

A Specifications



This appendix covers the following topics:

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

Mechanical Specifications

Table 5. Physical dimensions

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

Environmental Specifications

Table 6. Recommended operating and storage temperatures

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

Supported RF Bands

Table 7. Supported RF bands

Technology	Bands
4G LTE CA	B3+B20/B3+B7/B7+B20/B38+B38/B3+B3/B7+B7
4G LTE	B1, B3, B7, B8, B20, B38, B40
3G	B1, B2, B5, B8

B

B. Tips and Safety Guidelines for Lithium-Ion Batteries

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.