NETGEAR®

Nighthawk M1 4GX Gigabit LTE Mobile Router Model MR1100

User Manual

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350 East Plumeria Drive
San Jose, CA 95134
USA

Support

Direct all calls and support for PIN numbers, SIM card registration, account and billing information, network services, and other general enquiries to Telstra at 13 22 00.

Direct general enquiries to Telstra at livechat.telstra.com.

See your warranty card for warranty and service information.

For additional information, visit *www.netgear.com/support* to access the full user manual (this document) and to download firmware updates.

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 Nighthawk M1 4GX Gigabit LTE Mobile Router features and instructions for how to set up your mobile router and connect to the Internet.

The chapter covers the following topics:

- *Get to Know Your Mobile Router*
- *Install the SIM Card and the Battery*
- *Download the NETGEAR Mobile App*
- *Power On Your Mobile Router*
- *Use the NETGEAR Mobile App to Set Up the Mobile Router*
- *External Antennas*

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 does not match what is described in this manual, you might need to update your firmware.

Get to Know Your Mobile Router

Your mobile router lets you create a WiFi access point in any location with cellular network coverage. Use a WiFi access point to connect your computer or mobile devices to your service provider's mobile broadband network and connect to the Internet.

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

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

Top Front View

The following figure shows the top front view of the mobile router.

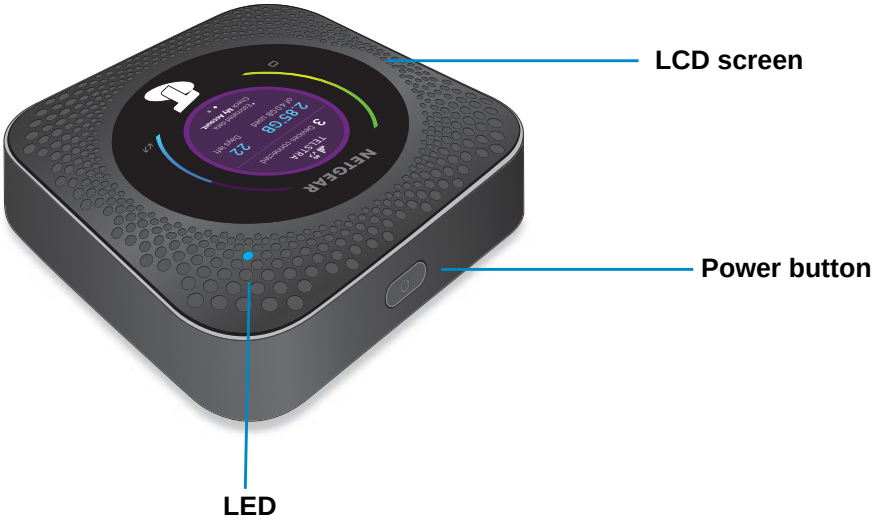


Figure 1. Mobile router buttons and features

Power Button

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

Table 1. Power button usage

Desired Result	Action
Turn on the mobile router.	Press and hold the **Power** button for three seconds.
Turn off the mobile router.	Press and hold the **Power** button for five seconds.
Wake the router.	Press and quickly release the **Power** button.
Switch between screens.	Press and quickly release the **Power** button.

Status LED

The LED indicates the device's connection status.

Table 2. LED indicator patterns

LED	What the Pattern Means
Slow blue blink	The Nighthawk M1 router is ready.
Fast blue blink	The Nighthawk M1 router is transferring data.
Slow amber blink	The Nighthawk M1 router is not ready.

LCD Screen

The LCD screen displays information shown in the following figure.

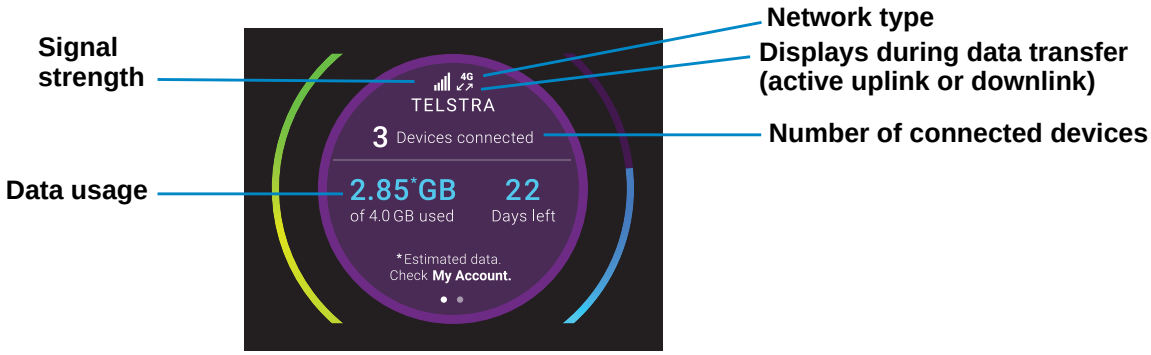


Figure 2. LCD screen

Rear View

The following figure shows the rear view of the mobile router.

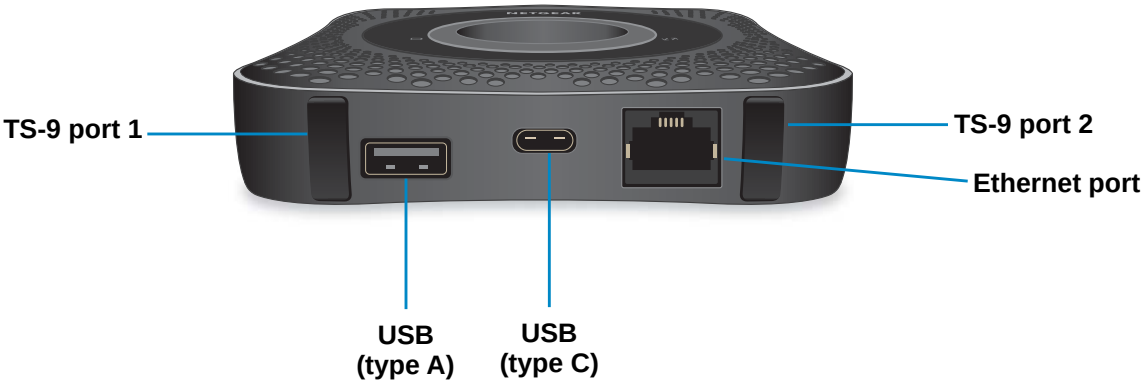


Figure 3. Mobile router rear view

The mobile router rear panel includes the following ports:

- **USB type A port**. Connect a USB storage device or charge a smartphone.

  For information about USB storage devices, see *Connect a USB Storage Device* on page 55.

  For information about charging a smartphone, see *Use the Mobile Router to Jump Boost Another Device* on page 24**.**

- **USB type C port**. Connect the USB type-C cable that came in the package to recharge the battery or for a tethered connection to a computer.

  For more information about recharging the battery, see *Recharge the Battery From a Wall Socket* on page 22 and *Recharge the Battery From a Computer USB Port* on page 23.

  A tethered connection to a computer lets you access the mobile router from a web browser without a WiFi connection. See *Tethered Connection* on page 16.

- **Ethernet port**. You can connect an Ethernet device to this port and you can offload your mobile Internet data. The Ethernet connection speed is about 500 Mbps.

  When you are using an Ethernet connection, you can use the USB type C cable and the AC adapter to recharge the mobile router battery.

  Note: You cannot use an Ethernet connection and use a tethered connection to access the mobile router at the same time.

  For information about offloading data, see *Offload Your Mobile Internet Connection* on page 29.

  For information about how to use a charge-only tethered connection, see *Use the USB Type C Cable to Charge Only* on page 23

Optional Accessories

The following optional accessories are also supported:

- **Optional micro SD card** (sold separately)
- **Optional antennas** (sold separately)

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

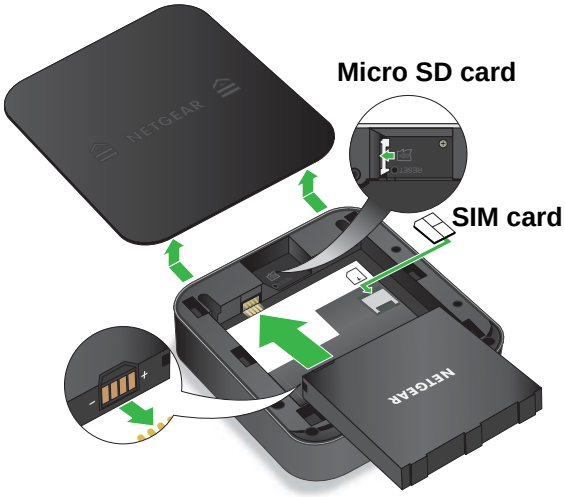
Install the SIM Card and the Battery

To obtain an activated micro SIM (3FF format) card, contact Telstra.

➢ **To install the SIM card and the battery:**

1. Make sure that power to the mobile router is off.
2. Remove the cover on the bottom of the mobile router.

   Place your thumbs on the arrows on the cover and press down while sliding the cover up.



3. Carefully slide the micro SIM card into the slot.
4. Align the battery connectors and insert the battery.
5. If you purchased a micro SD card, insert the card into the micro SD slot.
6. Replace the mobile router cover.

Download the NETGEAR Mobile App

The NETGEAR Mobile app lets you set up the mobile router. After initial setup, you can use the app to view or change the mobile router settings. You can also use it to enable Arlo support, play and share media, and enable the travel router feature.

➢ **To download the NETGEAR Mobile app:**

1. Connect your mobile device to the Internet.
2. Open a web browser.
3. Visit *http://netgear.com/mobileapp*.
4. Download the NETGEAR Mobile app.

Power On Your Mobile Router

➢ **To power on your mobile router:**

1. Press the **Power** button on your mobile router.

The LED lights blue.

2. To view the WiFi name and password, press and release the **Power** button to toggle through the Nighthawk M1 router LCD displays.

Use the NETGEAR Mobile App to Set Up the Mobile Router

You must use the NETGEAR Mobile app to set up the mobile router.

➢ **To set up the mobile router:**

1. Launch the NETGEAR Mobile app.

   The app prompts you to change the password for the admin user name and to change the WiFi name and WiFi password.

   Note: The default password for the admin user name is **admin**. We strongly recommend that you change this password to a more secure password.

2. Follow the onscreen instructions to set up your mobile router.

External Antennas

Using an external antenna might be recommended in areas of lower coverage to improve your device performance. MIMO Dual TS9 antennas are available from your retailer. Insert the connector carefully to avoid damage to your device.

Figure 4. External antennas with TS-9 connectors

Connect to the Mobile Router

2

This chapter covers the following topics:

- *Connect to the Mobile Router Network*
- *Use the NETGEAR Mobile App to Access the Mobile Router*
- *Use a Web Browser to Access the Router*

Connect to the Mobile Router Network

You can connect your computers and mobile devices to the mobile router WiFi network. You can also connect a computer to the mobile router through a tethered connection using the USB cable that came in the package with the mobile router.

Note: If you set up your computer to use a static IP address, change the settings so that it uses Dynamic Host Configuration Protocol (DHCP).

WiFi Connection

You can find and select the WiFi network or you can connect to the router's WiFi network with Wi-Fi Protected Setup (WPS). For information about using WPS, see *Use WPS to Connect to the Mobile Router WiFi Network* on page 49.

➢ **To find and connect to the WiFi network:**

1. Make sure that the mobile router is powered on (its LED is lit).
2. Check to make sure that WiFi is enabled on your computer or mobile device and search for WiFi networks.

   Refer to the following table or the manual for your WiFi-enabled device for further details on searching for WiFi networks.

Device	Instructions
Windows computer	Click the **Internet Access** icon, which is usually found on the bottom right side of your screen.
Mac computer	Go to the **WiFi** menu and select **Network**.
Mobile devices	Go to the **Settings** menu and tap the **WiFi** icon.

3. Select the WiFi name displayed on your Nighthawk M1 screen.
4. Enter the WiFi password exactly as shown on the Nighthawk M1 screen.

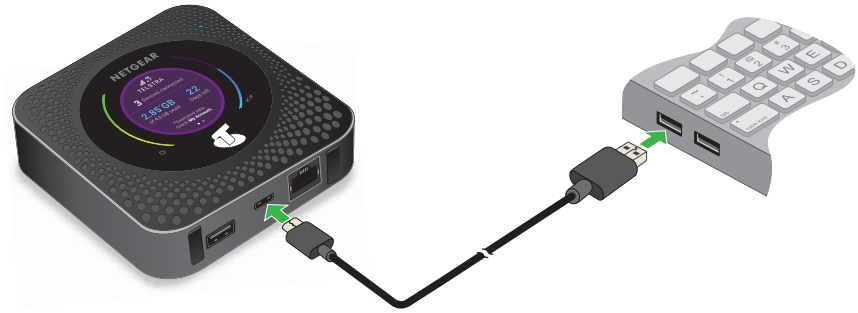
   The password is case-sensitive.

   Your computer or mobile device connects to the WiFi network.

Tethered Connection

➢ **To connect the mobile router to the USB port on your computer:**

Attach one end of the USB (type C) cable to the mobile router and plug the other end into the USB port on your computer.



Your computer automatically connects to the mobile router LAN (local area network). The first time you connect this way, your computer might display notifications about detecting a new device.

Note: If you want to use data offloading with a tethered connection, use WiFi offloading instead of Ethernet offloading. Tethered access is not supported during Ethernet offloading. For more information about offloading, see *Offload Your Mobile Internet Connection* on page 29.

Use the NETGEAR Mobile App to Access the Mobile Router

You use the NETGEAR Mobile app to set up the mobile router. After initial setup, you can launch the app again and use it to log in to the mobile router to view or change its settings.

➢ **To log in to the mobile router from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.

   You might be prompted to enter the admin password. During setup, you were prompted to change this password (the default password is **admin**).

3. If prompted, enter the admin password.

The app displays the following information:

- Notifications
- Data usage as provided by your carrier
- Your cellular and WiFi signals and battery
- Current WiFi band (swipeable)
- WiFi name and password
- Connected devices.

4. Swipe down.

The dashboard displays the icons shown in the following table.

Table 3. NETGEAR Mobile app dashboard icons

Icon	Description	Icon	Description
	WiFi		Storage
	Offloading		Security
	Number of connected devices		Network Map
	Messages		Settings
	Media		Power

Use a Web Browser to Access the Router

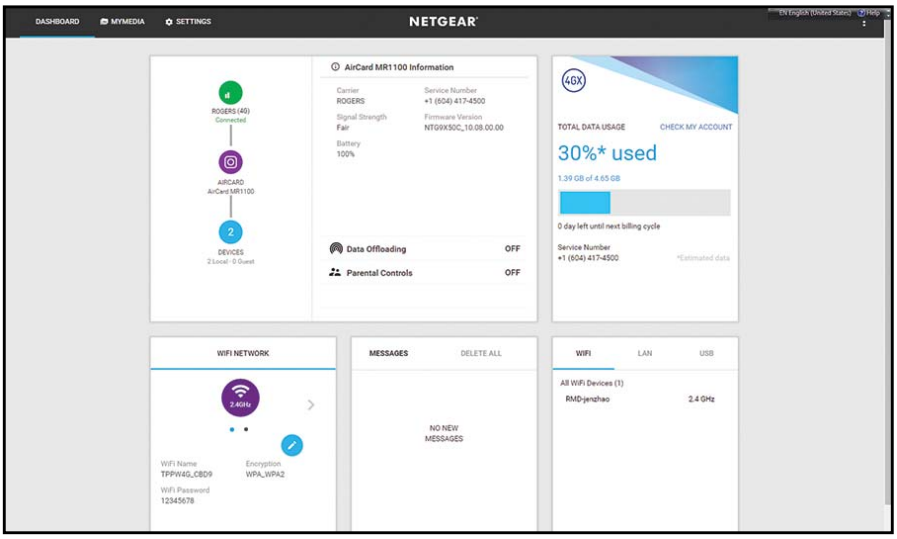
When you connect to the network (either with WiFi or with a tethered connection), you can use a web browser to access the router to view or change its settings.

➢ **To log in to the router from a web browser:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login window opens.
3. Enter the router user name and password.

   The user name is admin. The user name and password are case-sensitive.



Manage Battery Usage and Charging

3

This chapter includes the following sections:

- *Extend Battery Life*
- *Change the LCD Screen Display*
- *Recharge the Battery*
- *Use the Mobile Router to Jump Boost Another Device*
- *Battery Tips*
- *General Battery Safety*
- *Appropriate Batteries and Chargers*
- *Battery Disposal*

Extend Battery Life

The mobile router, by default, is configured to optimize battery life. If your mobile router is plugged in for an extended period of time, the mobile router automatically reduces charging levels to help protect 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 a tethered USB connection to your computer.

Change the LCD Screen Display

You can change the brightness and the time-out for the LCD.

Change the LCD Screen Time-Out and Brightness From the NETGEAR Mobile App

➢ **To change the LCD screen time-out and brightness:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **Settings**.

   The Settings page displays.

5. To change the screen time-out, select the number of minutes for the screen time-out.
6. To change the screen brightness, move the slider.

Change the LCD Screen Time-Out and Brightness From a Web Browser

➢ **To change the screen time-out:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Advanced Settings > Device**.

   The Device page displays.
5. To change the screen time-out, select the number of minutes for the screen time-out.
6. To change the screen brightness, move the slider.
7. Click the **Apply** button.

   Your settings are saved.

Recharge the Battery

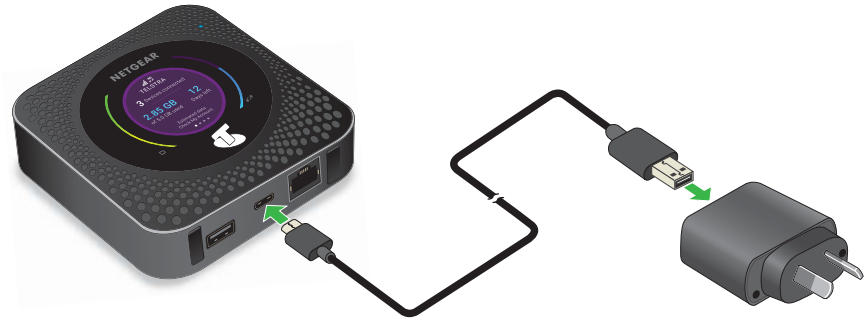
The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer. Recharging from a wall socket is faster than recharging from a USB port. The mobile router supports Quick Charge 2.0 technology. You can charge the mobile router with a Quick Charge–certified adapter, which charges the battery up to 75 percent faster than regular power adapters.

Turn off USB tethering if you only want to charge your mobile router with your computer. For more information, see *Turn Off USB Tethering* on page 38.

Recharge the Battery From a Wall Socket

➢ **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 router 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 LCD indicates when the battery is fully charged and a notification displays.

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

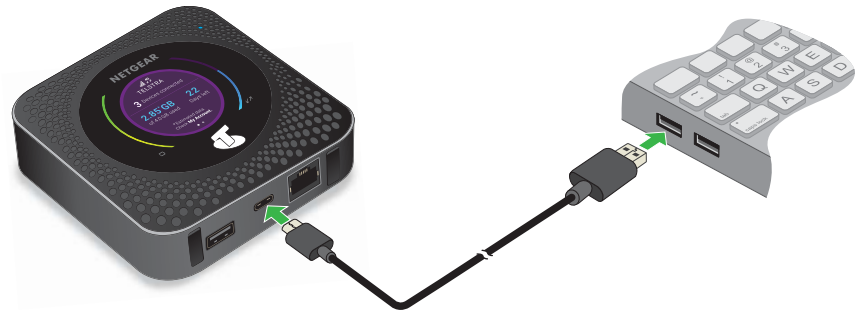
If your battery does not charge, check the following:

- Is the mobile router hot? If you are in a low-coverage area, are transferring a lot of data, or left the mobile router in a hot location, the internal temperature of the mobile router can rise above 45°C. In these conditions, the battery cannot be charged due to safety limits with lithium-ion battery technology.
- Make sure that the USB cable and the AC wall charger are connected securely and are working correctly.
- If the wall socket is controlled by a switch, make sure that the switch is in the power-on position.

Recharge the Battery From a Computer USB Port

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

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



The Battery icon includes a lightning bolt to indicate that the battery is charging.

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

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

Use the USB Type C Cable to Charge Only

You can log in to the mobile router and specify a setting so that the USB type C cable is used only for charging and not to access the mobile router using a web browser. You might want to do this if you are using the Ethernet port and a wall socket is not available to charge the mobile router.

➢ **To specify a USB type C cable charge-only setting:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

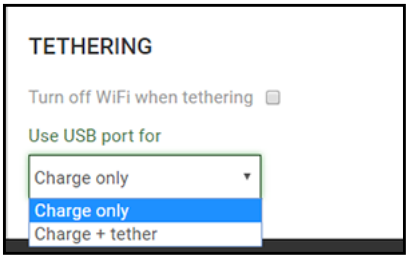
   A login window opens.
3. Enter the router user name and password.

   The user name is admin. The user name and password are case-sensitive.

   The mobile router dashboard displays.
4. Select **Setup > Router Setup**.

   The Router Setup page displays.

5. In the TETHERING section, select **Charge only**.



Your settings are saved. When you connect the USB type C cable, the mobile router battery charges, but you cannot use the tethered connection to access the mobile router with a web browser.

Use the Mobile Router to Jump Boost Another Device

If your smartphone or other device is low on or out of battery power, you can give it a boost by connecting it to the mobile router's USB port A connector.

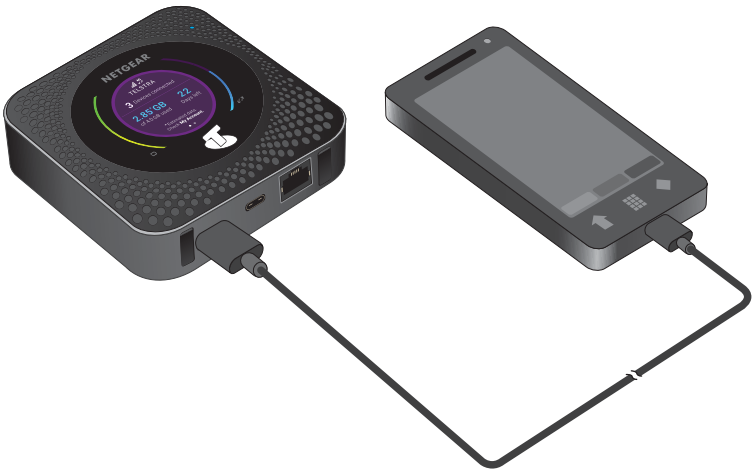


Figure 5. Jump boost begins automatically once the devices are connected

Battery Tips

The following tips explain best practices for battery usage and care:

- Charge batteries in a room-temperature environment, which is generally between 68°F and 79° F (20°C and 26°C). Charging might be temporarily disabled if the battery temperature exceeds 113°F (60°C). If the battery temperature is hot, but less than 113°F (60°C), the battery charges, but at a slower rate than usual.
- If a battery exhibits significantly shorter runtime or discharge capacity compared to when it was new, it reached the end of its reasonable lifetime. Consider replacing it.

- If a battery does not charge or exhibits excessive charging time, it is possible that it reached the end of its life and might need to be replaced.
- All batteries degrade and lose charge capacity over time as a result of use or storage and must eventually be replaced.
- Batteries are best stored in a cool, dark, dry place. Avoid storage in direct sunlight and in vehicles parked outdoors.
- Batteries might 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

Observe the following guidelines:

- 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 might 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 it might 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, might 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, buttons, 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

Observe the following guidelines:

- Use only approved batteries in the device. Purchase only 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, might sell incompatible or even counterfeit batteries and chargers.
- If you are unsure about whether a replacement battery or charger is compatible, contact NETGEAR.
- Quick Charge 2.0–enabled devices must be paired with Quick Charge 2.0–certified adapters.

Battery Disposal

Follow disposal regulations in your region, and handle batteries safely. Observe the following guidelines:

- 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.

Manage Your Internet Connection

4

This chapter explains how to manage your mobile router Internet connection.

The chapter covers the following topics:

- *View Your Data Usage*
- *Offload Your Mobile Internet Connection*
- *Specify Cellular Settings*
- *Enable VPN Service*

View Your Data Usage

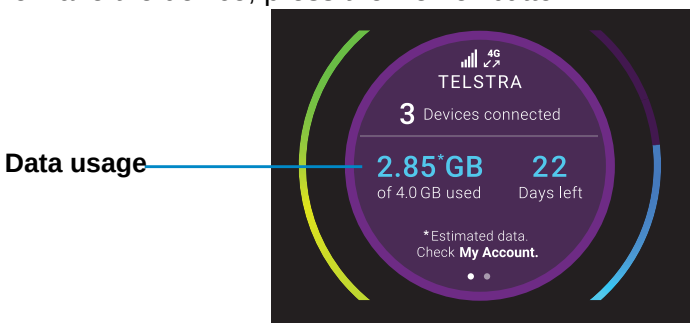
You can view an estimate of your data usage on the mobile router LCD, from the NETGEAR Mobile app, and on the mobile router web page.

To find out how to manage your data, visit *telstra.com/yourdata*.

View Data Usage on the Mobile Router LCD

➢ **To view estimated data usage on the mobile router LCD:**

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

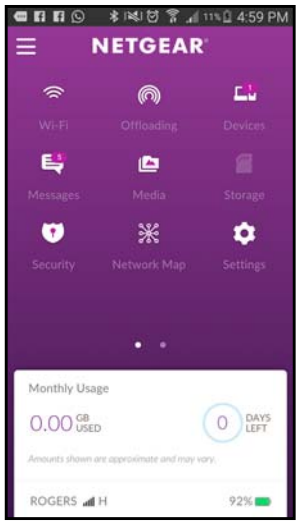


The LCD shows the estimated data usage for the current billing cycle.

View Data Usage From the NETGEAR Mobile App

➢ **To view estimated data usage from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.



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

View Data Usage From a Web Browser

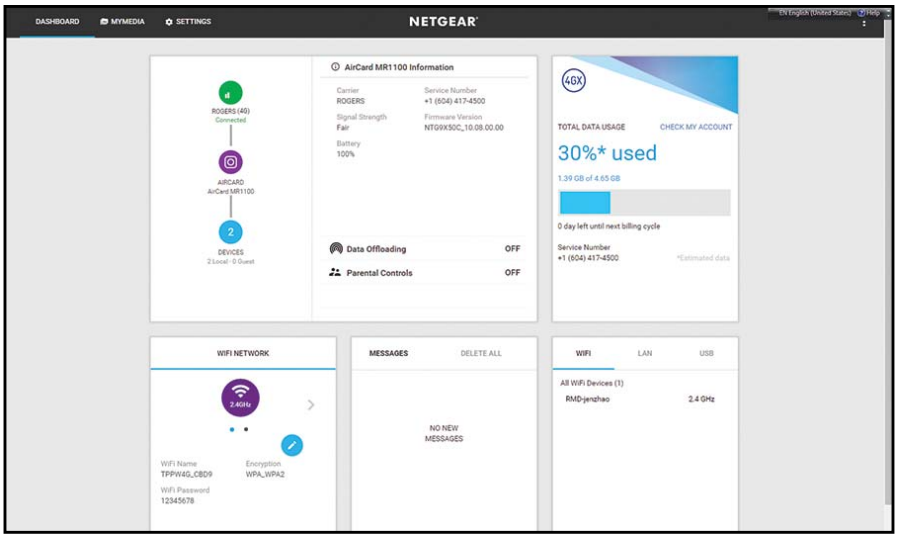
You can log in to the mobile router from a computer using a web browser.

➢ **To view estimated data usage information on the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.



   The mobile router dashboard displays the estimated data usage in the right pane.
4. To view more details, click the **CHECK MY ACCOUNT** link.

Offload Your Mobile Internet Connection

Data offloading lets you transfer the mobile router's Internet connection from mobile broadband to another WiFi or Ethernet connection. Data offloading reduces the amount of data that you are using on the cellular band. You might want to use this feature if you are in an area in which many others are using cellular connections at the same time or in areas with poor cellular reception.

During Ethernet offloading, you can use the micro USB port for AC charging and you can use the USB type A port to jump boost a device or to connect a USB device.

Figure 6. Ethernet offloading with AC charging and a USB storage device

If you want to use a tethered connection and offload, use WiFi offloading. You cannot use an Ethernet connection and a tethered connection at the same time.

Figure 7. Tethered access is not supported during Ethernet offloading

Turn On Data Offloading From the NETGEAR Mobile App

➢ **To turn on data offloading:**

1. Launch the NETGEAR Mobile app on your smartphone.
2. Swipe down.

   The dashboard displays.
3. Tap **Offloading**.

   The Offloading page displays.
4. Select **WiFi**.

   The Offloading page displays a list of WiFi networks in your area.
5. To connect to a network on the list, do the following:
   - **a.** Tap a WiFi network.
   - **b.** When prompted, enter the password for the WiFi network and tap **CONNECT**.
6. To join another WiFi network that is not in the list, do the following:
   - **a.** Tap **Join Network**.
   - **b.** When prompted, type the network name and the password.

   c. Tap **CONNECT**.
7. To offload to a preferred network, do the following:
   a. Tap **Preferred Networks**.

      A list of preferred networks displays.
   b. Select the network and enter the password.
   c. Tap **CONNECT**.

   When the hotspot is offloading the Internet connection, the WiFi icon is bright blue and displays the signal strength. The screen displays the SSID of the active WiFi network.

Turn On Data Offloading From a Web Browser

➢ **To turn data offloading on or off:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Setting > Setup > Data Offloading**.

   The Data Offloading page displays.
5. Select the **Enable** check box.
6. Select the **WiFi** or **Ethernet** radio button.
7. To use WiFi offloading, enter the WiFi network name and WiFi password.
8. Click the **Apply** button.

   Your settings are saved.

Specify Cellular Settings

You can specify cellular network settings for the mobile router.

Specify Cellular Settings From the NETGEAR Mobile App

➢ **To specify cellular settings:**

1. On your smartphone, connect to the mobile router’s WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

The dashboard displays.

4. Tap **Settings > Cellular**.

   The Cellular page displays. Domestic Data is selected by default.

5. To turn domestic data on and off, tap **Domestic Data**.
6. To turn roaming on and off, tap **International Roaming**.
7. To add an APN, do the following:
   - **a.** Tap **APN**.
   - **b.** Tap **+**.

     The Add a new APN page displays.
   - **c.** Complete the settings.
   - **d.** Tap **Add**.

     The APN is added.

Specify Cellular Settings From a Web Browser

➢ **To specify cellular settings:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

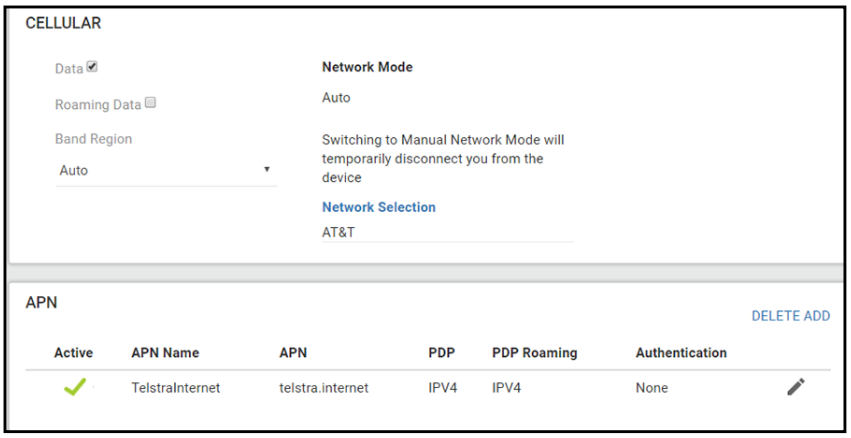
   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

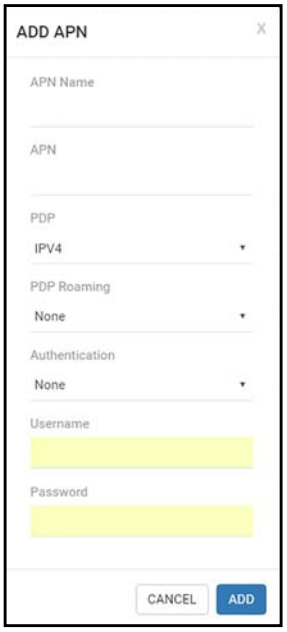
   The dashboard displays.

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



5. Change the settings as needed.
6. To add an APN, do the following:

a. Click the **ADD** button.



b. Complete the fields.

c. Click the **ADD** button.

The Cellular page displays the APN.

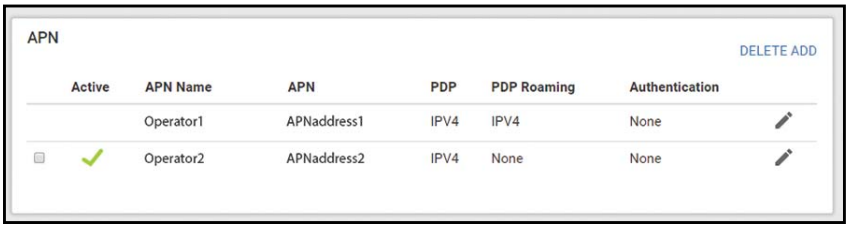
d. To make this APN active, click the **Edit** icon for this APN.

The Edit APN page displays.

e. Select the **Active** check box.

f. Click the **SAVE** button.

This APN is now the active APN. The Cellular Settings page displays a green check mark next to the active APN.



7. Click the **Apply** button.

Your settings are saved.

Enable VPN Service

To connect to a corporate network using VPN, you must first enable VPN service.

Enable VPN Service From a Web Browser

➢ **To enable VPN service:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Advanced Settings > Other**.
5. Select the VPN Service **Enable** check box.
6. Click the **Apply** button.

   Your settings are saved.

Control Internet Access

5

The router comes with a built-in firewall that helps protect your home network from unwanted intrusions from the Internet.

This chapter includes the following sections:

- *Set Up Parental Controls*
- *Access Control*
- *Turn Off USB Tethering*
- *Manage Website Filters*
- *Set Up a Schedule for Internet Access*
- *Enable SIM Security*
- *Enable Port Forwarding*
- *Set Up Port Filtering*
- *Enable DMZ*

Set Up Parental Controls

The first time that you select **Parental Controls**, your browser goes to the Live Parental Controls website, where you can learn more about parental controls and download the application.

After you set up and enable parental controls, you can change the web filtering level for each device on the network through the network map page on the genie app.

➢ **To set up parental controls:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Security > Parental Controls**.

   The Parental Controls page displays.
5. Select the **Enable** check box.

   Because Live Parental Controls uses free OpenDNS accounts, you must log in or create a free account.
6. Log in to your OpenDNS account:
   - If you already own an OpenDNS account, log in to your account.
   - If you do not own an OpenDNS account, click the **Sign Up** link to create a new account a log in.
7. Select a filtering level.
8. To create a list of unrestricted devices, do the following:
   a. In the Unrestricted Devices section, click the **ADD** button.
   b. Select the device.

   The device is added to the list.
9. Click the **Apply** button.

   Your settings are saved.

Access Control

You can use access control to set up a list of devices to be blocked from accessing the mobile router or to be allowed access.

Set Up Access Control From the NETGEAR Mobile App

➢ **To set up access control:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Devices**.

   The Devices page displays.
5. Tap **Block List** or **Allow List**.

   Depending on your selection, the page displays an Allow List or a Block List.
6. To turn blocking on or off, tap the **Block all in list** slider.
7. To turn an allow list on or off, tap the **Allow only in list** slider.
8. To add a device to the list, tap **+** and select the device.

   The device is added to the list.
9. To remove a device from the list, select the device and then tap the trash can.

   The device is removed from the list.

Set Up Access Control From a Web Browser

➢ **To set up access control:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Security > Access Control**.

   The Access Control page displays.
5. Select the **Enable** check box.

6. In the **Filter Type** menu, select **Allow List** or **Block List**.

   Depending on your selection, the page displays an Allow List or a Block List.

7. To add a device to the list, click the **ADD** button and select the device.

   The device is added to the list.

8. To remove a device from the list, select the device and then click the **DELETE** button.

   The device is removed from the list.

Turn Off USB Tethering

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

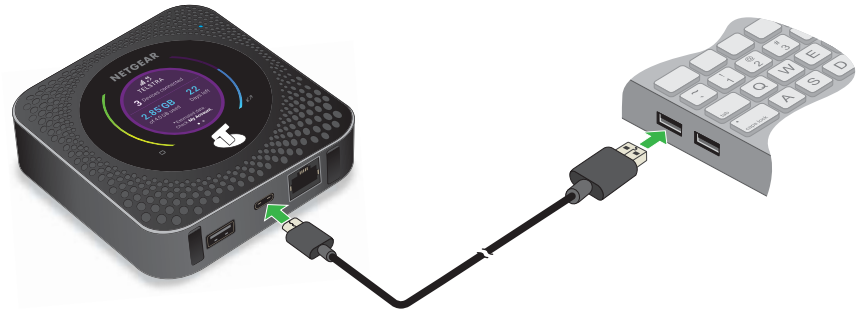


Figure 8. Mobile router tethered to a laptop computer

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

Turn Off USB Tethering From the NETGEAR Mobile App

➢ **To turn off tethering:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **Settings**.

   The Settings page displays.

5. Tap **General**.

   The General page displays.

6. Under ROUTER, tap **Tethering** to toggle between Charge only and Charge + tether.

Turn Off USB Tethering From a Web Browser

➢ **To turn off tethering:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Setup > Router Setup**.

   The Router Setup page displays.
5. In the Use USB port for section, select **Charge only**.
6. Click the **Apply** button.

   Your settings are saved.

Manage Website Filters

You can set up a filter to block or allow access to websites that you specify. You can also set up a list of devices that are unrestricted. The website filtering does not apply to unrestricted devices.

➢ **To set up a website filter:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Security > Website Filters**.

   The Website Filters page displays.
5. Select the **Enable** check box.
6. In the **Filter Type** menu, select **Block List** or **Allow List**.

   Depending on your selection, a Blocked Websites list or an Allowed Websites list displays.
7. To add a website to the list, click the **ADD** button and enter the website.

The website is added to the list.

8. To edit an entry in the list, do the following:
   a. Select its check box.
   b. Click the **Edit** icon.
   c. Enter the changes.
9. To remove a website from the list, select its check box and then click the **DELETE** button.

   The website is removed from the list.
10. To create a list of unrestricted devices, do the following:
    a. In the Unrestricted Devices section, click the **ADD** button.
    b. Select the device.

       The device is added to the list.
11. Click the **Apply** button.

    Your settings are saved.

Set Up a Schedule for Internet Access

➢ **To set up a schedule for Internet access:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Security > Schedule**.

   The Schedule page displays.
5. Select the **Enable** check box.
6. To add a schedule rule, click the **Add** button.

   The NEW RULE page displays.
7. Specify the name of the rule and the days and times for the rule.
8. Click the **SAVE** button.

   Your settings are saved.

Edit a Schedule Rule

➢ **To edit a schedule rule:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Security > Schedule**.

   The Schedule page displays.
5. Click the **Edit** icon for the rule.

   The EDIT RULE page displays.
6. Change the settings.
7. Click the **SAVE** button.

   Your settings are saved.

Delete a Schedule Rule

➢ **To delete a schedule rule:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Security > Schedule**.

   The Schedule page displays.
5. Select the check box for the rule.
6. Click the **DELETE** button.

   The rule is deleted.

Enable SIM Security

If you enable SIM security, you must enter a SIM PIN each time you power on the mobile router.

Enable SIM Security From the NETGEAR Mobile App

➢ **To enable SIM security:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Security**.

   The Security page displays.
5. Tap **SIM Security**.

   The SIM Security page displays.
6. Tap **ACTIVATE**.

   The Enter SIM Security page displays.
7. Enter a PIN.
8. Tap **OKAY**.

   Your settings are saved.

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

Enable SIM Security From a Web Browser

➢ **To enable SIM security:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Network > SIM Security**.

   The SIM Security page displays.

5. Click the **ACTIVATE** button.
6. Enter your PIN.
7. Click the **Apply** button.

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

Enable Port Forwarding

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

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

➢ **To enable port forwarding:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Router > Port Forwarding**.

   The Port Forwarding page displays.
5. Select the **Enable** radio button.

   The Port Forwarding list displays.

   Incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.
6. To add a port forwarding address, click the **ADD** button.

   The ADD SERVICE page displays.
7. Enter the following port forwarding information:
   - **Rule Name**. Enter a descriptive name.
   - **IP Address**. Enter the IP address of the connected device.
   - **Port**. Enter the port number that the application uses.
   - **Protocol**. If you are unsure, select **TCP**.
8. Click the **ADD** button.

Your settings are saved.

Set Up 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 set up port filtering:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Router > Port Filtering**.

   The Port Filtering page displays.
5. Select the **Enable** check box.

   The **Filter Type** menu displays.
6. Select **Block List** or **Allow List**.

   The ADD SERVICE page displays.
7. Enter the following port forwarding information:
   - **Service Name**. Enter a descriptive name.
   - **Port**. Enter the port number that the application uses.
   - **Protocol**. If you are unsure, select **TCP**.
8. Click the **ADD** button.

   Your settings are saved.

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 that is connected to your network, launch a web browser.

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

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.

4. Select **Settings > Advanced > Other**.

   The Other page displays.

5. Select the **Enable** check box.

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

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

7. Click the **Apply** button.

   Your settings are saved.

Specify Mobile Router Network Settings

6

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

- *Select a WiFi Profile*
- *WiFi Settings*
- *Use WPS to Connect to the Mobile Router WiFi Network*
- *Universal Plug-N-Play*
- *Enable IP Pass-Through Mode*
- *Specify the IP Addresses That the Mobile Router Assigns*
- *Disable the DHCP Server Feature in the Mobile Router*

Select a WiFi Profile

You can view or change the mobile router WiFi settings. The following WiFi profiles are available:

- **Dual-band WiFi (2.4 GHz and 5 GHz)**. Connect 2.4 GHz and 5 GHz devices to transfer data at higher throughputs.
- **2.4 GHz WiFi**. Use only the 2.4 GHz WiFi band.
- **5 GHz WiFi**. Use only the 5 GHz WiFi band.
- **Guest WiFi**. Share your WiFi with temporary visitors without exposing the devices on your network or letting visitors access the mobile router web page.
- **Turn Off WiFi**. This turns off the WiFi signal from the mobile router. With this setting, you can only connect to the mobile router with a tethered USB connection.

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

Select a WiFi Profile From the NETGEAR Mobile App

➢ **To select a WiFi profile:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Settings > WiFi > WiFi Profiles**.

   The WiFi Profiles displays.
5. Tap a WiFi network to select it.
6. Tap **SAVE**.

   Your settings are saved.

Select a WiFi Profile From a Web Browser

➢ **To select a WiFi profile:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

The password is case-sensitive.

The dashboard displays.

4. Select **Settings > Setup > WiFi Profiles**.

   The WiFi Profiles page displays.

5. Select the **Enable** button for the WiFi profile that you want to use.
6. Click the **Apply** button.

   The selected WiFi profile is activated.

WiFi Settings

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

Specify WiFi Settings From the NETGEAR Mobile App

➢ **To specify the WiFi settings from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **WiFi**.

   The WiFi page displays.

5. Change the settings.

   Your settings are saved.

Specify WiFi Settings From a Web Browser

➢ **To select a WiFi profile or create a custom profile on the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

The dashboard displays.

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

   The Wireless Network page displays the settings for the 2.4 GHz and the 5 GHz WiFi bands and global WiFi settings.

5. Change the settings as needed.

   By default, the **Broadcast WiFi Name SSID** check box is selected for each network so that the WiFi network name displays in the list of WiFi networks for computers or mobile devices.

6. To change the global WiFi settings, adjust the WiFi standby time or the WiFi range.
7. Click the **Apply** button.

   Your settings are saved.

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

Use WPS to Connect to the Mobile Router WiFi Network

To connect to the mobile router WiFi network, you can find the network and connect or you can use WPS. If the device is WPS enabled, you can use the WPS method to connect the device without using the WiFi password.

Use WPS From the NETGEAR Mobile App

➢ **To add a WPS-enabled WiFi device from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **WiFi**.

   The WiFi page displays.

5. Tap **WPS**.
6. Within two minutes, tap or click the **WPS** button on the mobile device or computer that you want to connect.

   Your mobile router and the mobile device or computer communicate and establish the connection.

Use WPS From a Web Browser

➢ **To add a WPS-enabled WiFi device from the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Wireless** or **Guest Network**.

   The Wireless or Guest Network page displays.
5. Click the **WPS** button for the network.

   The WPS page displays.
6. Choose the WPS method that you want to use:
   - **WPS button pairing**. If the device you want to connect includes a **WPS** button, click the **WPS button pairing** button and, within two minutes (120 seconds), press the device's **WPS** button.
   - **Enter WPS PIN**. If a WPS pin is associated with the device that you want to connect, click the **Enter WPS PIN** button and enter the device's WPS PIN.

   Your mobile router and the wireless device communicate and establish the connection.

Universal Plug-N-Play

Universal Plug N Play (UPnP) helps devices, such as Internet appliances and computers, access the network and connect to other devices as needed. UPnP devices can automatically discover the services from other registered UPnP devices on the network. UPnP is beneficial when you use applications such as multiplayer gaming, peer-to-peer connections, or real-time communications such as instant messaging or remote assistance (a feature in Windows XP). By default, UPnP is enabled in the mobile router.

Turn UPnP Off or On From the NETGEAR Mobile App

By default, UPnP is enabled in the mobile router, but you can disable and enable this feature.

➢ **To disable or enable UPnP:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

The dashboard displays.

4. Tap **Settings**.

   The Settings page displays.

5. Tap **General**.

   The General page displays.

6. Tap the **Enable UPnP** slider.

   UPnP toggles off or on.

Turn UPnP Off or On From a Web Browser

By default, UPnP is enabled in the mobile router, but you can disable and enable this feature.

➢ **To disable or enable UPnP:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.

4. Select **Settings > Advanced Settings > Other**.

   The Router Settings page displays.

5. Select the UPnP **Disable** or **Enable** button.

   UPnP toggles off and on.

6. Click the **Apply** button.

   Your settings are saved.

Enable IP Pass-Through Mode

To turn off the mobile 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 that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Setup > Router Setup**.

   The ROUTER SETUP page displays.
5. Select the IP PASSTHROUGH **ON** button.

   The default selection is AUTO.

Specify the IP Addresses That the Mobile Router Assigns

By default, the router acts as a Dynamic Host Configuration Protocol (DHCP) server. The router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is the LAN address of the router.

These addresses must be part of the same IP address subnet as the router's LAN IP address. Using the default addressing scheme, define a range between 192.168.1.2 and 192.168.1.254, although you can save part of the range for devices with fixed addresses.

➢ **To specify the pool of IP addresses that the mobile router assigns:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Setup > Router Setup**.

   The ROUTER SETUP page displays.
5. Enter the starting IP address and the ending IP address.

6. Click the **Apply** button.

   Your settings are saved.

Disable the DHCP Server Feature in the Mobile Router

By default, the mobile router acts as a DHCP server. The router assigns IP, DNS server, and default gateway addresses to all computers connected to the LAN. The assigned default gateway address is the LAN address of the router.

You can use another device on your network as the DHCP server, or specify the network settings of all your computers.

➢ **To disable the DHCP server feature in the mobile router:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Setup > Router Setup**.

   The ROUTER SETUP page displays.
5. Clear the **Use NETGEAR Mobile as DHCP server** check box.
6. Click the **Apply** button.

   Your settings are saved.
7. (Optional) If this service is disabled and no other DHCP server is on your network, set your computer IP addresses manually so that they can access the mobile router.

Share Media and Storage

7

You can use the mobile router to share media and storage devices. The mobile router supports MyMedia on mobile devices. You can insert a USB storage device in the mobile router USB type A port and you can install a micro SD card in the mobile router.

The chapter includes the following sections:

- *Manage Shared Storage Devices*
- *Install a Micro SD Card*
- *View Storage Device Usage and Capacity*
- *Upload Media Files to Mobile Router Storage*
- *Play Media*

Manage Shared Storage Devices

You can insert a USB storage device in the mobile router USB type A port and you can install a micro SD card in the mobile router. You can access the files and folders on these devices from computers and mobile devices that are connected to the mobile router network.

USB Device Requirements

The router works with most USB-compliant external flash and hard drives. Some USB external hard drives and flash drives require you to load the drivers onto the computer before the computer can access the USB device. Such USB devices do not work with the router.

The router supports the following file system types for full read/write access:

- FAT16
- FAT32

When you purchase a USB storage device, the package typically identifies its format. For information about how to format a USB storage device using a Windows or Mac computer, consult the help instructions for your computer or operating system.

Connect a USB Storage Device

You can access and share a USB storage device connected to the mobile router USB type A port. (If your storage device uses special drivers, it is not compatible.) You can continue use the micro USB port to charge the mobile router or for a tethered connection.

Figure 9. USB storage and tethering connections

➢ **To connect a USB storage device:**

1. Insert your USB storage drive into a USB port on the router.
2. If your USB device uses a power supply, connect it.

   You must use the power supply when you connect the USB device to the router.

   When you connect the USB device to the router USB port, it might take up to two minutes before it is ready for sharing.

Micro SD Card Requirements

The mobile router supports SD cards up to 128 GB in the following formats:

- FAT
- FAT-16
- FAT-32

Note: For information about how to format a USB storage device using a computer or other device, consult the instructions that came with your computer or device.

Formatting the USB storage device erases all data on the device.

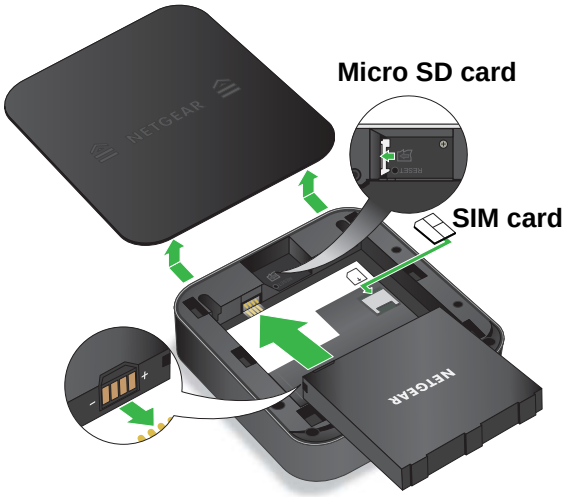
Install a Micro SD Card

Micro SD cards are sold separately.

➢ **To install the micro SD card:**

1. Obtain a micro SD card (sold separately).
2. Make sure that power to the mobile router is off.
3. Remove the cover on the bottom of the mobile router.

   Place your thumbs on the arrows on the cover and press down while sliding the cover up.



4. Insert the micro SD card into the micro SD slot.

   Replace the mobile router cover.

View Storage Device Usage and Capacity

You can view the storage capacity for a USB storage device attached to the mobile router and a micro SD card installed in the mobile router.

➢ **To view storage device capacity and usage:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **Storage**.

   The Storage page displays the used and available storage for each connected device.

Upload Media Files to Mobile Router Storage

You can upload media files to either a micro SD card or a USB storage device connected to the mobile router. Micro SD cards and USB drives are sold separately.

➢ **To upload media files onto a storage device:**

1. Insert the storage device into the mobile router.

   You can install a micro SD card and you can attach a USB storage device to the USB port. If your USB device uses a power supply, connect it. You must use the power supply when you connect the USB device to the router.

2. From a computer that is connected to your network, launch a web browser.
3. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

4. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.

5. Click the **MyMedia** tab.
6. Drag and drop your files on to the page.

Play Media

The NETGEAR Mobile app includes a MyMedia shortcut that displays categories of supported media types to play back. You can connect any DLNA-compatible client to the mobile router. This includes computers running Windows Media Player and other DLNA–enabled devices such as smart TVs.

➢ **To play media using the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Storage**.

   The Storage page displays the used and available storage for each connected device.
5. Tap **MyMedia**.

   The MyMedia shortcut displays categories of supported media types to play back.
6. Select the media to play.

   A list of devices on the network displays. You are prompted to select a device on which to play your media.
7. Select the device on which to play the media.

   The media plays on the selected device.

Manage Your Mobile Router Network

8

This chapter describes the router settings for administering and maintaining your router and home network.

The chapter includes the following sections:

- *View the Network Status*
- *View Mobile Router Device Status*
- *View WiFi Details*
- *View a Network Map*
- *View Connected Devices*
- *Update the Mobile Router Firmware*
- *Change the admin Password*
- *Manage SMS Messages*
- *LED Settings*
- *Back Up and Restore the Mobile Router Settings*
- *Factory Reset*
- *Reboot the Mobile Router*
- *Power Off the Mobile Router*
- *View Details About Your Mobile Router*

View the Network Status

➢ **To view the network status:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **SETTINGS> Mobile Router Status > ACCOUNT**.

   The Network Status page displays.

View Mobile Router Device Status

You can view details about the status of your modem router.

View Mobile Router Device Status From the NETGEAR Mobile App

➢ **To view device status:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Settings**.

   The Settings page displays.
5. Tab **About**.

   The About page displays.

View Mobile Router Device Status From a Web Browser

➢ **To view device status:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.

4. Select **SETTINGS > Mobile Router Status > DEVICE**.

   The Device Status page displays.

View WiFi Details

➢ **To view WiFi status:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.

4. Select **SETTINGS > Mobile Router Status > WIFI DETAILS**.

   The WIFI DETAILS page displays.

View a Network Map

The network map shows the status of your mobile router network and your Internet connection.

View a Network Map From the NETGEAR Mobile App

➢ **To view a network map:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **Network Map**.

   The network map displays.

View a Network Map From a Web Browser

➢ **To view a network map:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays a network map.

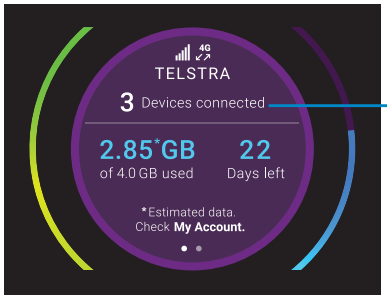
View Connected Devices

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

View the Connected Devices On the LCD

➢ **To view the connected devices from the LCD:**

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



Number of connected devices

The screen shows the number of connected devices.

View the Connected Devices From the NETGEAR Mobile App

➢ **To view the connected devices from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Connected Devices**.

   A list of connected devices displays.

View the Connected Devices From a Web Browser

➢ **To view the connected devices from the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

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

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

Update the Mobile Router Firmware

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

Update Firmware From an Alert

➢ **To update the firmware:**

1. Open the alert.
2. Click the **Download** button.

   When the download completes, the mobile router displays an alert with an **Install now** button.
3. Click the **Install now** button.

   The update installs. The mobile router reboots automatically and uses the new software.

Update Firmware From the NETGEAR Mobile App

➢ **To update firmware using the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Settings > Firmware**.

The Firmware page displays.

5. Tap **CHECK FOR UPDATE**.

   The mobile router checks for firmware updates. If an updated is available, it is automatically downloaded.

6. Tap **INSTALL UPDATE**.

   After the update install completes, a success message displays.

Update the Firmware From the Web Page

➢ **To update firmware using the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays. If a firmware update is available, a blue **INSTALL NEW FIRMWARE** link displays on the right.

4. Click the **INSTALL NEW FIRMWARE** link.

   The update downloads.

5. Follow the onscreen instructions to install the update.

   After the update completes, the mobile router reboots.

Change the admin Password

The admin password is used to log in to the mobile router with the user name admin. This password is not the one that you use for WiFi access.

When you used the NETGEAR Mobile app to set up the mobile router, you changed the admin password. To change it again, you must use web browser access from a computer. The ideal password contains no dictionary words from any language and contains uppercase and lowercase letters, numbers, and symbols.

➢ **To change admin password:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

The password is case-sensitive.

The dashboard displays.

4. Select **Settings > Administration > Set Password**.

   The Set Password page displays.

5. Enter your current password in the **Old Password** field.
6. Enter your new password in the **New Password** field and the **Repeat Password** field.

   Your settings are saved.

Manage SMS Messages

You can view messages from the NETGEAR Mobile app or the mobile router web page.

Manage Messages From the NETGEAR Mobile App

➢ **To manage SMS messages from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.

4. Tap **Messages**.

   The Messages page displays.

5. To read the full text of a message, tap the message.
6. To delete a message, tap and hold the message to select it, and then tap the **Delete** button.

   The message is deleted.

View or Delete Messages From a Web Browser

➢ **To view or delete SMS messages from the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays a list of messages, showing the first portion of the text.

4. Click a message to read the full text.

5. To delete a message, click the message and then click the **Delete** button.

   The message is deleted.

LED Settings

You can turn the LED blinking off and on.

➢ **To turn the LED blinking on or off:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. In the upper right corner, click the **menu** icon.

   The menu opens.
5. Select **LED Settings**.

   The LED Settings page displays.
6. Select the **Enable LED blinking** or **Disable LED blinking** radio button.
7. Click the **Apply** button.

   Your settings are saved.

Back Up and Restore the Mobile Router Settings

You can back up and restore mobile router 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.

Back Up the Mobile Router Settings

➢ **To back up mobile router settings:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

The dashboard displays.

4. Select **Settings > Administration > Backup**.

5. Click the **BACKUP Settings** button.

   By default, the file (`export.cfg`) is saved to your Downloads folder.

Restore the Mobile Router Settings

➢ **To restore mobile router settings:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Administration > Backup**.

5. Select the `export.cfg` file to restore using one of the following methods:
   - To browse and select a local file, click the **Choose File** button.
   - To select a backup file from the network, click the **UPLOAD** button.

   By default, mobile router setting files are saved to your Downloads folder.
6. Click the **Open** button.

   Your mobile router is restored with the imported file settings.

Factory Reset

You can return the mobile router to its factory settings.

Factory Reset From the NETGEAR Mobile App

➢ **To reset the mobile router and return it to its factory settings:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Settings > Firmware**.

   The Firmware page displays.
5. Tap **PERFORM FACTORY RESET**.
6. Tap **YES**.

   The mobile router resets and returns to its factory settings.

Factory Reset From a Web Browser

➢ **To perform a factory reset:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Administration > Factory Reset**.

   The Factory Reset page displays.
5. Click the **Factory Reset** button.
6. When prompted, click the **Yes** button to confirm.

   The mobile router resets and returns to its factory settings.

Factory Reset Using the Reset Button

You must remove the cover on the bottom of the mobile router to access the **Reset** button.

➢ **To perform a factory reset using the Reset button:**

1. Make sure that the mobile router LED is lit to indicate that it is receiving power from the battery.
2. Remove the cover on the bottom of the mobile router.
3. Place your thumbs on the arrows on the cover and press down while sliding the cover up.
4. Leave the battery in place.
5. Locate the **Reset** button.

6. With a sharp object such as a paperclip, press and hold the **Reset** button for five seconds.

   The mobile router returns to factory settings.
7. Replace the cover on the back of the mobile router.

Reboot the Mobile Router

You can reboot the mobile router from the NETGEAR mobile app or from a web browser.

Reboot the Mobile Router From the NETGEAR Mobile App

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Power**.

   The Power Options page displays.
5. Tap **REBOOT DEVICE**.

   The mobile router reboots.

Reboot the Mobile Router From a Web Browser

➢ **To reboot the mobile router:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. In the upper, right corner, click the **menu** icon.
5. The menu opens.
6. Select **Reboot**.
7. When prompted, click the **REBOOT** button.

   The mobile router reboots.

Power Off the Mobile Router

You can use the **Power** button on the mobile router to turn it off, or you can log in to the mobile router with a browser and shut down the mobile router.

Power Off the Mobile Router Manually

➢ **To power off the mobile router manually:**

Press and hold the **Power** button on the device for a few seconds.

Power Off the Mobile Router From the NETGEAR Mobile App

➢ **Power off the mobile router from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Power**.

   The Power Options page displays.
5. Tap **POWER OFF DEVICE**.

The mobile router turns off.

Power Off the Mobile Router From a Web Browser

➢ **To power off the mobile router from a web browser.**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. In the upper right corner of the page, click the **menu** icon.

   The menu opens.
5. Select **Power Off**.
6. When prompted, click the **SHUTDOWN** button.

   The mobile router powers off.

View Details About Your Mobile Router

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

View Mobile Router Details From the NETGEAR Mobile App

➢ **To view details about your device from the NETGEAR Mobile app:**

1. On your smartphone, connect to the mobile router's WiFi network.
2. Launch the NETGEAR Mobile app.
3. Swipe down.

   The dashboard displays.
4. Tap **Settings > About**.

   The About page displays.

View Mobile Router Details From a Web Browser

➢ **To view details about your device from the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.

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

   A login page displays.

3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.

4. Select **Settings > About**.

   The About page displays.

Frequently Asked Questions

9

This chapter provides answers to common questions about your mobile router. (Also see *Chapter 10, Troubleshooting*.)

The chapter covers the following topics:

- *Why can't my device connect to the mobile router?*
- *Why can't I access the Internet?*
- *Why is the signal indicator always low?*
- *Why is the download or upload speed slow?*
- *What do I do if I forget my admin login password?*
- *How do I disconnect from the mobile broadband network?*
- *The LCD is not lit. How do I know if the mobile router is still powered on?*
- *How do I find my computer's IP address?*
- *How do I find a device's MAC address?*
- *Where can I find more information?*

Why can’t my device connect to the mobile router?

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

- If you are using the NETGEAR Mobile app and it does not find the mobile router, make sure that your smartphone is connected to the mobile router’s WiFi network.
- 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 mobile device to connect to your mobile router. If you can, then the problem is with the device that cannot connect, not the mobile router.

Why can’t I access the Internet?

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

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

Why is the signal indicator always low?

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

Why is the download or upload speed slow?

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

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check WiFi interference by powering the mobile router off and on to find a better WiFi channel.
- Switch WiFi channel from 2.4 GHz to 5 GHz.

- If the Telstra network signal is low, consider using external antennas or cradle the mobile router with built-in high-gain antennas.

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

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

If you changed the admin login password and can't remember the password that you created, you must set the mobile router back to factory defaults. For information about how to reset to factory default settings, see *Factory Reset* on page 68.

How do I disconnect from the mobile broadband network?

➢ **To disconnect from the network from the mobile router web page:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the mobile router password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Advanced Settings > Cellular**.

   The Network Settings page displays.
5. Clear the **Data** check box.
6. Click the **Apply** button.

   Your settings are saved.

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

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

How do I find my computer's IP address?

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

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

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

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

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

1. In the Charms bar, click the **Search** icon.
2. Select **Command Prompt**.
3. At the command prompt, enter **`ipconfig`** and press Enter.
4. Write down the IP address for the entry that relates to the 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, go to the mobile router web page and log in as an administrator. The connected devices list appears on the left side of the dashboard. Click the device links to display IP and MAC addresses.

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

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

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

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

➢ **To find the MAC address on a Windows 8 device:**

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

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

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

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

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

Where can I find more information?

Review the following:

- The quick start guide hat came with your mobile router.
- Visit *support.netgear.com*, click the **Support for Home Products** link, search for your network service provider, and select your mobile router 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 mobile router.
- Information about accessories is available at *netgear.com/telstraaccessories*.

Troubleshooting

10

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

- *Diagnostics*
- *The WiFi Network Name Is Not in the List of Networks*
- *The No Signal Icon Displays*
- *Cannot Log In to the Mobile Router Using a VPN*
- *The Mobile Router Cannot Connect to a Computer Running Windows Vista*
- *The Mobile Router Does Not Connect to the Cellular Network*

Diagnostics

➢ **To view diagnostics:**

1. From a computer that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the administrator login password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Mobile Router Status > DIAGNOSTICS**.

   The Diagnostics page displays.

The WiFi Network Name Is Not in the List of Networks

If you do not see the mobile router's WiFi networks from your computer or mobile device, try these suggestions:

- Refresh the list of networks.
- If the LCD is dark, the WiFi radio might be asleep. Press the **Power** button to wake the mobile router.
- If the mobile router is tethered to your computer, make sure that WiFi is set to stay on when the mobile router is tethered. See *Use the USB Type C Cable to Charge Only* on page 23.

The No Signal Icon Displays

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

Cannot Log In to the Mobile Router Using a VPN

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

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

The Mobile Router Cannot Connect to a Computer Running Windows Vista

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

The Mobile Router Does Not Connect to the Cellular Network

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

- Make sure that your SIM account is active. To check SIM status, contact your Internet service provider.
- If you use a prepaid SIM card, make sure that the account balance is positive.
- If your mobile router 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 that is connected to your network, launch a web browser.
2. Enter **http://m.home** or **http://192.168.1.1**.

   A login page displays.
3. Enter the mobile router password.

   The password is case-sensitive.

   The dashboard displays.
4. Select **Settings > Advanced Settings > Cellular**.

   The Cellular page displays.
5. In the APN section, review the ISP settings.

6. To change the active APN or to change the APN settings, click the **Edit** icon.

For more information about changing these settings, see *Specify Cellular Settings* on page 31

Specifications

A

This appendix covers the following topics:

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

Mechanical Specifications

Table 4. Physical dimensions

Parameter	Dimension
Weight	132 g (4.66 oz)
Length	112 mm (4.41 in.)
Width	69 mm (2.7 in.)
Thickness	15 mm (.59 in.)

Environmental Specifications

Table 5. 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 6. Supported RF bands

Technology	Bands
4G LTE CA	1800+700, 1800+2600, 2600+700, 2600+2600, 700+1800+2600, 1800+2600+2600, 700+2600+2600 MHz
4G LTE	700, 900, 1800, 2100, 2600 MHz
3G	850, 900, 1900, 2100 MHz