

Frequently Asked Questions

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This chapter provides answers to possible questions about your hotspot.

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

Questions About Connecting and Disconnecting Devices and Accessing the Internet

Review these questions if you have questions about connecting and disconnecting devices and accessing the Internet.

What do 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 Wi-Fi device to connect to your hotspot. If you can, then the problem is with the device that cannot connect, not the hotspot.

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

How do I disconnect from the mobile broadband network?

➤ **To disconnect from the network:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **<http://netgear.aircard>** or **<http://192.168.1.1>**.

A login screen displays.

3. Enter the hotspot password.

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

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

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

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

➤ To log in as an administrator:

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

A login screen displays.

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.

You are logged in as an administrator.

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 LCD is the number of users (or devices) connected to your WiFi network. A list of connected devices appears in the hotspot web page's Devices Connected section. For more information about the devices or users connected to your network, see [View or Block Connected Users](#) on page 28.

Why does the No Signal icon display?

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

Why can't my device 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.

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

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

What do I do if my hotspot doesn't connect to my 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 you got the correct micro-SIM card and APN for your hotspot. For more information, see *Important Account Information* on page 11.
- Make sure that your micro SIM account is active. To check micro SIM status and activate the account, visit <http://netgear.aircard.com>.
- If you use a prepaid or pay-as-you-go micro SIM card, make sure that a positive balance is listed for the account.
- You might need to add an APN to your hotspot. For more information, see *Configure Your Hotspot's Access Point Name* on page 15.
- If your hotspot still does not connect, you might need to create or update the default connection profile.

➤ To check the default connection profile settings:

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

Questions About the Hotspot Battery

Review these questions if you have questions about your hotspot battery.

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.

How can I extend the life of the battery?

For information about extending the life of the battery, see *Extend Battery Life* on page 33.

Questions About the Hotspot Web Page

Review these questions if you have questions about the hotspot web page.

How do I go back to the hotspot web page?

➤ **To view the hotspot web page:**

1. Launch a web browser from a computer or WiFi device that is connected to the network.
2. Enter **http://netgear.aircard** or **http://192.168.1.1**.

A login screen displays.

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.

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

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

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

➤ **To reset the hotspot:**

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

A factory reset takes about one minute.

4. After the device resets, reconnect WiFi devices.

General Questions

Review these general questions the hotspot.

Why is the signal indicator always low?

If reception for your hotspot 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 WiFi channel from 2.4 GHz to 5 GHz.
- If network signal is low, consider using external antennas or cradle the hotspot with built-in high gain antennas.

How do I turn the hotspot off?

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

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

The LCD dims to save energy. The LED continues to flash slowly to indicate that the mobile hotspot is still powered on. To wake up the LCD, press and quickly release the **Power** 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 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 need to know the MAC address for a device when you are doing the following:

- Assigning an IP address based on a MAC address (when using DHCP)
- Allowing or denying devices access to your 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 device list appears on the left side of the Home screen. Click the device links to display IP and MAC addresses.

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

➤ **To find the MAC address on a Windows 7, Vista, 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 key.
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 wireless adapter.

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

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

What do I do if the WiFi network name doesn't 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.
- Visit the WiFi options screen **WiFi > Options**. Make sure that WiFi Info on Home **Show** radio button is selected.
- If the LCD is dark, the WiFi radio might be asleep. Press the **Power** button 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 [How can I reset the hotspot?](#) on page 64.

How can I reset the hotspot?

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

If you reset the hotspot, all of your customizations are lost.

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

➤ **To reset the hotspot:**

1. Press the **Power** and **Navigation** buttons at the same time for five seconds.
2. Press the **Navigation** button to cycle to the Factory Reset screen.
3. To start the factory reset, press the **Power** button.

It takes about one minute to complete a factory reset.

4. After the device resets, reconnect WiFi devices.

Where can I find more information?

Review the following:

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

Information about accessories is available at <http://www.netgear.com/aircardaccessories>.