User Guide

Verizon Jetpack® 4G LTE Mobile Hotspot - AC791L

NETGEAR®

Support

Contact your Internet service provider for technical support.

Compliance

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

See the regulatory compliance document before connecting the power supply.

Trademarks

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Get Started

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The Verizon Jetpack® 4G LTE Mobile Hotspot - AC791L delivers speed and performance for up to 15 Wi-Fi-capable devices, like your smartphone, tablet, or printer, almost anywhere you go.

This chapter covers the following topics:

- *Package Contents*
- *Meet Your Jetpack*
- *Accessories*
- *Install the Battery*
- *Charge the Battery*
- *Use Your Jetpack to Charge a Mobile Device*
- *Access the SIM Card*
- *Power the Jetpack On and Off*
- *Manage Your Jetpack and Settings*
- *NETGEAR AirCard App for Smartphones and Tablets*

Package Contents

Your package contains the following items:

- Verizon Jetpack® 4G LTE Mobile Hotspot - AC791L
- Preinstalled SIM card
- Removable lithium ion battery
- Wall/USB charger
- Universal charging cable
- Verizon Wireless brochures

Meet Your Jetpack

Before you connect your Jetpack, familiarize yourself with the Jetpack display, icons, buttons, and connectors.

Power Button

Power Indicator

Home Screen Display

Status Bar

Data Usage & Alert Panel

Usage cycle ends 7/30/2015
8.23GB/20GB

< Wi-Fi Name/Password >

Navigate Left/Up Select Left Option

Navigate Right/Down Select Right Option

Select Center Option

Accessory Port

Universal Charging Port and Jetpack Charge/Tether

Accessory Port

Universal Charging Cable

Connect this end to the Jetpack

Bottom View/Top View

Connect this end to the device US cable

Power Button

WARNING! Use only an approved charger to charge your Jetpack. Improper handling of the charging port as well as the use of an incompatible charger may cause damage to your device and void the warranty.

Operation Status

Operations	Actions
Power On	To turn ON, press and hold the **Power** button for 2 seconds.
Power Off.	To turn OFF, press and hold the **Power** button for 3 seconds.
Display Wake-Up	When the display is on, the first quick press of the **Power** button puts the display to sleep.
Power Indicator ●	When the Jetpack is powered on, the Power Indicator light will blink.

Jetpack Home Screen
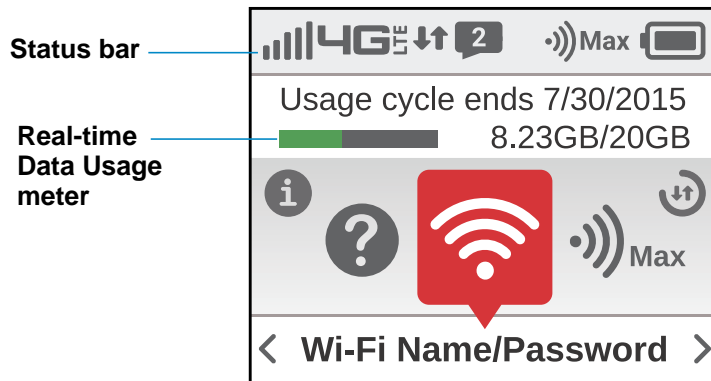
- Use the status bar to monitor network signal strength, data activity, roaming, messages, connected devices, universal charging, and battery life.

- Use the Real-time Data Usage meter to monitor current data usage and billing cycle schedule.

- Use the navigation buttons to scroll to the desired menu option.

Jetpack Display

Display Indicators

STATUS ICONS	
▂▃▅▆▇	**Network Signal Strength Indicator**.
4G LTE	**Network Technology Indicator** displays when you are connected to the 4G LTE network.
↓↑	**Activity Indicator** appears when data is being transferred between the Verizon network and your Jetpack.
▲	**Roaming Indicator** appears when you are roaming.
2	**Message Indicator** appears when you have unread Verizon system messages.
•))Max	**Connected Device Indicator** displays the number of devices connected to your Jetpack.
⚊	**Tethered Mode Indicator** displays when your Jetpack has a tethered connection.
▭	**Battery Indicator** displays the remaining battery charge and battery charging status.

CAROUSEL ICONS	
📶	**Wi-Fi**. View Wi-Fi Name/Password.
•))5	**Connected Devices**. View currently connected/blocked device details.
↻	**Data Usage**. View data usage and billing cycle details.
⚙	**Settings**. View /change basic Jetpack and Wi-Fi settings.
▯	**Universal Charging**. Displays the universal charging status.
↱	**Software Update**. View the current software version and check for updates.

CAROUSEL ICONS	
	Messages. View/delete system messages.
	About Jetpack. Displays device details/Internet status.
	Help. Displays help, tips and advanced features.

SIM ICONS	
	No SIM. The Jetpack does not detect a SIM card.
	SIM Locked. You must enter a PIN to unlock the SIM and use the Jetpack.
	SIM Error. The Jetpack cannot read the SIM that is installed.
SIM Blocked. The wrong PIN was entered too many times. Contact customer service to get the code to unblock the SIM.	
SIM Rejected. The Jetpack can read the SIM, but the network rejects it.	

Accessories

Your Jetpack ships with the following accessories:

- **Micro-USB cable**. Use this cable to recharge the battery or to tether the Jetpack to your computer.
- **Wall/USB charger**. Your Jetpack comes with a USB/charger adapter and a USB cable that connect together to charge your Jetpack.

External antennas are not included with your Jetpack.

You can purchase the following accessories separately:

- **AirCard Signal Boosting Cradle (DC113A)**. Dock your Jetpack to charge its battery, boost signal strength, and extend coverage indoors and in areas with low signal strength.

  This cradle is built with an Ethernet port so that you can connect Ethernet-enabled devices like a router or laptop.

- **MIMO antenna**. This external antenna boosts signal strength and extends coverage indoors and in areas with low signal strength.

For more information, visit *www.netgear.com/JetpackAC791L*.

Install the Battery

Before you use your Jetpack, be sure to charge the battery for at least three hours to ensure a full initial charge. When the battery needs recharging, follow the instructions in *Charge the Battery* on page 13.

➢ **To install the battery:**

1. If the back cover is attached to the Jetpack, remove the back cover by lifting at the notch on either corner of the Jetpack.
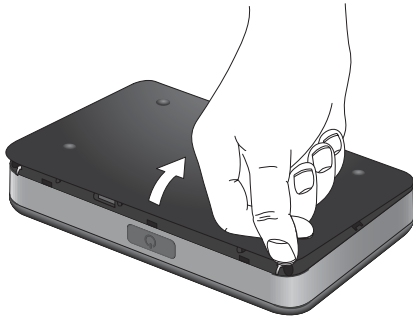
2. Align the gold contacts. Press down gently to secure the battery.

Battery

Gold contacts
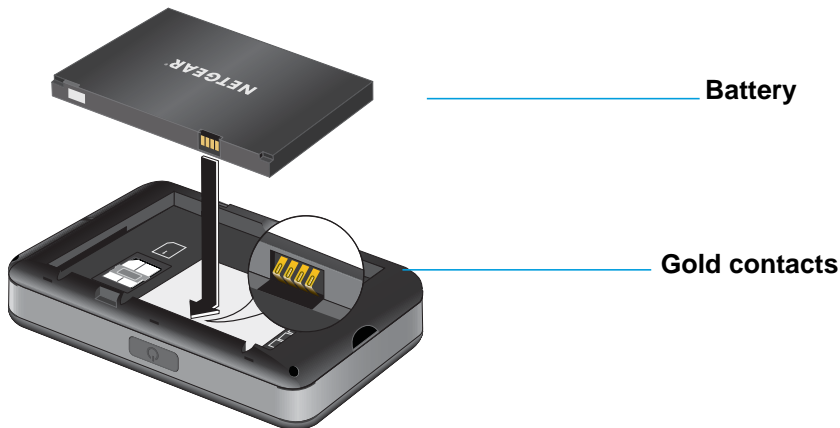
3. Line up the 2 tabs on the back cover with the slots at the bottom of the Jetpack, and then press down along the edges to secure the cover.
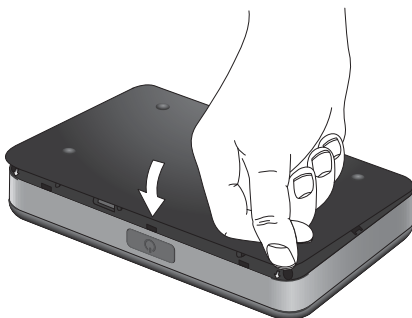
Charge the Battery

You can charge the battery from a wall socket or from the USB port on your computer. Charging using the wall charger is faster than charging using a USB port on a computer.

Charge the Battery Using the Wall Charger

➢ **To charge the battery using the wall charger:**

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

Wall charger

Micro-USB cable
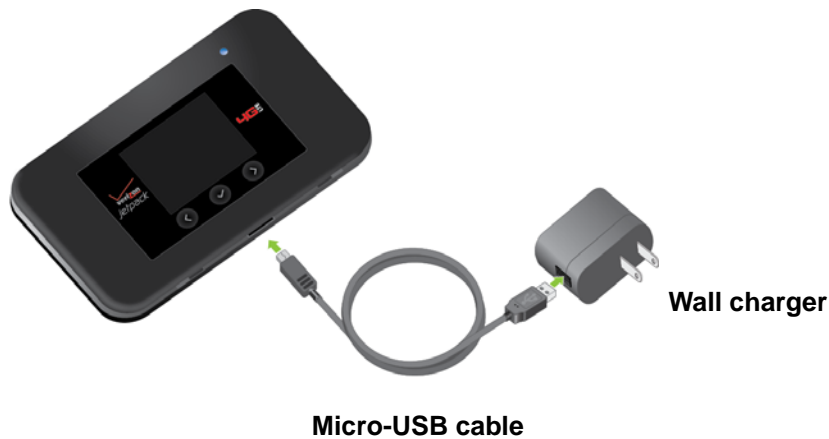
2. Plug the wall charger into an electrical outlet.

The Battery icon 🔋 on the Jetpack display indicates the percentage of remaining battery charge. When the battery is fully charged, a notification tells you that the battery is fully charged and to remove from power.

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

Charge the Battery Using Your Computer

To charge the battery using your computer, you must connect the Jetpack to the computer using the micro-USB cable that came with your Jetpack.

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

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

The Battery icon ⬛ on the Jetpack display indicates the percentage of remaining battery charge. When the battery is fully charged, a notification tells you that the battery is fully charged and to remove from power.

Use Your Jetpack to Charge a Mobile Device

The universal charging cable allows you to use your Jetpack to charge small, portable USB devices such as smartphones, to keep you powered and connected longer.

➢ **To charge an external USB device using the universal charging cable:**

1. Verify the Jetpack is powered on. Connect the universal charging cable to the Jetpack.

2. Connect the other end of the charging cable to a USB cable, then connect the other end of the USB cable to the device you wish to charge.
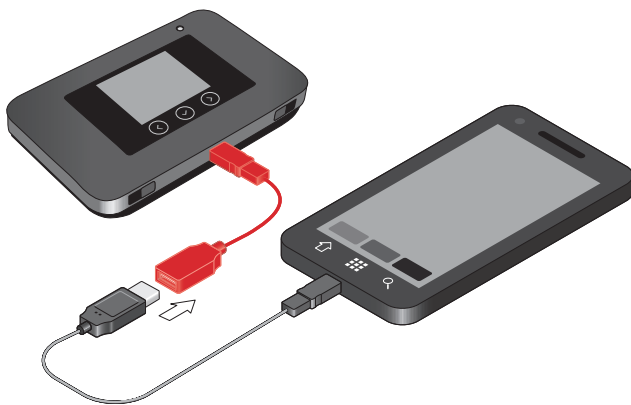
3. Select your charging preference: Continuous or Timed Charge.

Access the SIM Card

Your Jetpack comes with a preinstalled SIM card.

➢ **To access the SIM card:**

1. If the back cover is attached to the Jetpack, remove the back cover by lifting at the notch on either corner of the Jetpack.
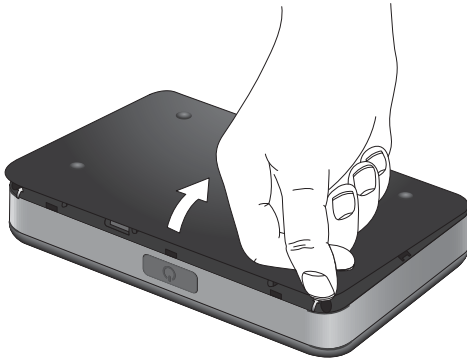
2. Remove the battery.

    The SIM card is located as shown.
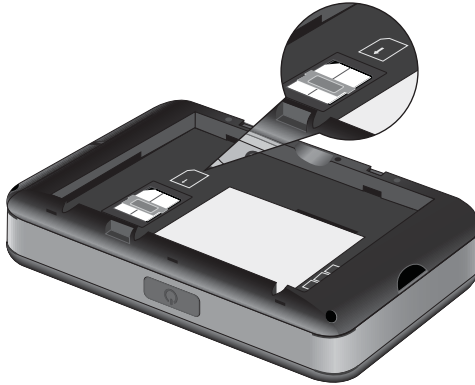
➢ **To switch between SIM cards:**

1. To remove, slide the SIM card forward and out from underneath the metal holder.
2. To insert another SIM card, slide the SIM card underneath the metal holder, ensuring the notch matches the image.

Power the Jetpack On and Off

Power On

Press the **Power** button until the Jetpack display lights up. After the initial startup screens display, the Home screen and menu options are available.

Power Off

Press and hold the **Power** button until the display shows **Shutting down...**

The Jetpack continues its shutdown process and then automatically turns off the display.

Using the Navigate/Select Buttons

The **Navigation/Select** buttons on your Jetpack respond to a light touch. You only need to tap them to view or change your Jetpack settings.

Current Selection

Tap to select the carousel icon to the left.

Tap to open the currently selected screen or menu.

Tap to select the carousel icon to the right.

Use the **Navigation/Select** buttons to change the current selection on the Jetpack display.

To navigate to the current selection, tap the center **Navigation/Select** button.

In this example, the **Wi-Fi Name/Password** screen opens.

Wi-Fi Name / Password
Guest Wi-Fi Name:
Verizon-791L-DAA1
Guest Wi-Fi Password:
13a3d0ae
Wi-Fi Band:
2.4 GHz
Exit   Next
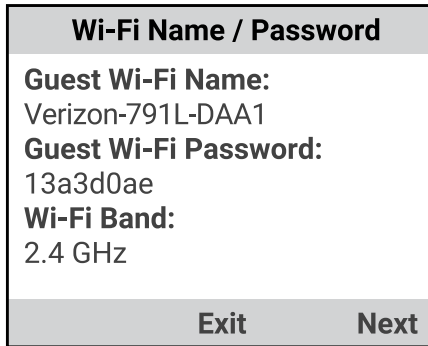
The center and right **Navigation/Select** buttons correspond to the onscreen **Exit** and **Next** selections.

To select **Next**, tap the **Navigation/Select** button on the right.

Wi-Fi Name / Password
Wi-Fi Protected Setup
Wi-Fi Settings
Exit
Up   Select   Down
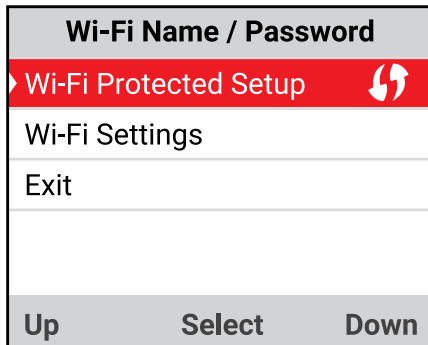
The left, center, and right **Navigation/Select** buttons correspond to the **Up**, **Select**, and **Down** onscreen selections.

Manage Your Jetpack and Settings

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

- **The Jetpack display**. See *Jetpack Home Screen* on page 9.
- **The Jetpack Admin website**. See *Jetpack Admin Website* on page 22.
- **Your account overview page**. See *View Your Account Settings* on page 46.
- **A mobile app**. See *NETGEAR AirCard App for Smartphones and Tablets* on page 18.

NETGEAR AirCard App for Smartphones and Tablets

Download the complimentary mobile app from *www.netgear.com/AirCardApps* or from the other sources listed here. Use this app to view your Jetpack's settings, connection status, and data usage information from your smartphone or tablet.

To manage all Jetpack settings, visit the Jetpack Admin website at **http://my.jetpack** or **http://192.168.1.1**.

Use Your Jetpack

2

This chapter explains how to connect to your Jetpack using Wi-Fi or a tethered USB connection and how to manage Jetpack basics from the Jetpack display and the Jetpack Admin website.

The chapter covers the following topics:

- *Using Your Jetpack for the First Time*
- *Connect to the Jetpack Using Wi-Fi*
- *Configure a Tethered Connection*
- *Jetpack Admin Website*
- *Monitor Data Usage*
- *Manage Alerts*
- *Manage Messages*
- *Change the Password for the Jetpack Admin Website*

Using Your Jetpack for the First Time

The first time you use your Jetpack, do the following:

1. Charge the battery.

   For information about how to charge the battery, see *Charge the Battery* on page 13.

2. Power on the Jetpack.

3. Connect your computer or Wi-Fi-capable device to the Jetpack using Wi-Fi.

   For information about how to connect using Wi-Fi, see *Manage Your Jetpack and Settings* on page 17.

Connect to the Jetpack Using Wi-Fi

The default settings allow 15 Wi-Fi–capable devices (such as smartphones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames) to connect to the primary Wi-Fi network, one Wi-Fi–capable device to connect to the guest Wi-Fi network, and one additional tethered device to connect to the Jetpack via USB.

The guest network is turned off on initial start-up. To use the guest network, you must turn it on using the Wi-Fi option of the **Settings** menu.

To change the number of devices that can connect to either network, see *Set the Maximum Number of Connected Devices* on page 37.

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

Connect Using a Wi-Fi Network Manager

You can connect to the Jetpack Wi-Fi network using the Wi-Fi network manager on your computer or Wi-Fi device.

➢ **To connect to the Jetpack Wi-Fi network using a Wi-Fi network manager:**

1. Open the Wi-Fi network manager on your computer or Wi-Fi device.

2. Find and select the Jetpack Wi-Fi network name (SSID).

   Note: To view your Jetpack's Wi-Fi name (SSID) and password on the Jetpack display, open the **Wi-Fi Name/Password** menu 🛜.

3. When prompted, enter the Wi-Fi password.

   The Jetpack's password is on the Jetpack's display.

   The computer or Wi-Fi device connects to the Jetpack Wi-Fi network.

Connect Using WPS

You can add a WPS-enabled computer or device to your Wi-Fi network without a Wi-Fi password.

➢ **To connect to the Jetpack Wi-Fi network using the device's WPS button:**

1. Verify the Jetpack is powered on.

2. Open the **Wi-Fi Name/Password** menu 📶 and select **Wi-Fi Protected Setup**.

3. Select the main network or the guest network.

4. When prompted, select **Start**.

5. Within 2 minutes, press the **WPS** button on your computer or Wi-Fi device.

   The computer or Wi-Fi device connects to the Jetpack Wi-Fi network.

Configure a Tethered Connection

Your Jetpack supports a direct connection through a USB cable to a Windows or Mac computer. (This is commonly referred to as a "tethered" connection.)

Note: The first time that you tether your Jetpack, drivers are loaded onto your computer to support it.

If you use a USB connection for data transfer (and not just for charging your device) on a computer using Windows XP, you must install the device drivers. To download these drivers, sign in to the Jetpack admin website (**http://my.jetpack.com**) and select **Jetpack Settings > USB Connection** and click the **Download Win XP Drivers** link.

Jetpack Admin Website

Your Jetpack comes configured and ready to use. You can use the Admin website to manage your Jetpack's settings.

Sign In to the Jetpack Admin Website

➢ **To sign in to the Jetpack Admin website:**

1. Connect your Wi-Fi–capable device to the Jetpack.

   For information about how to connect to the Jetpack, see *Manage Your Jetpack and Settings* on page 17.

2. Open a web browser on your connected device and enter **http://my.jetpack** or **http://192.168.1.1** in the address field of the web browser.

   Some computers only accept the IP address to connect to the Jetpack Admin website.
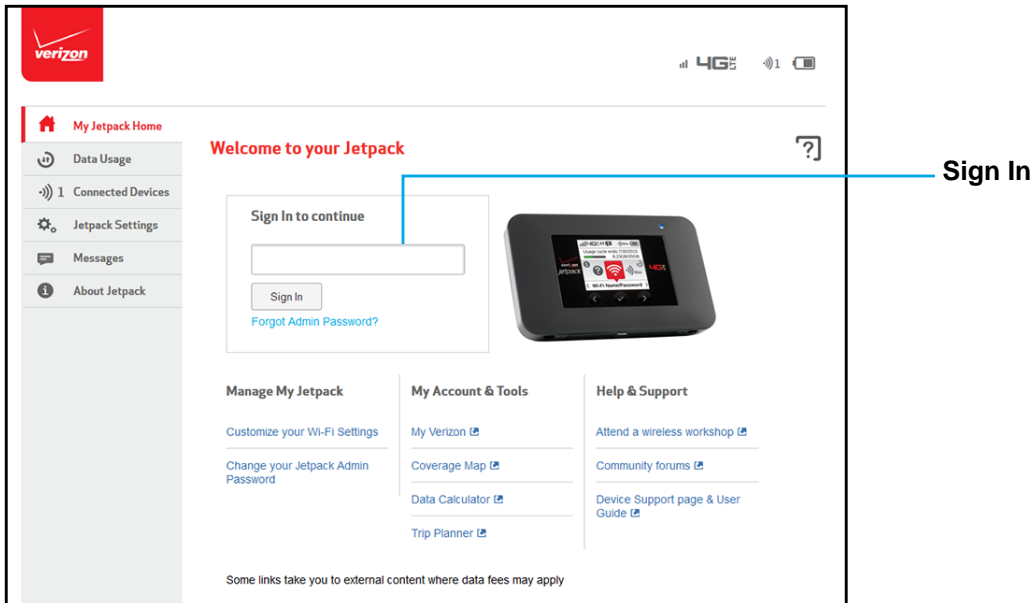
3. Sign in with the Jetpack Admin password:

a. Verify the Jetpack is powered on.

b. On the Jetpack display, open the **Jetpack Admin website** option in the **Help** menu to view the Admin password.

Note: The default Admin password is the same as the default Wi-Fi password. For information about how to change these passwords, see *Change the Password for the Jetpack Admin Website* on page 27 and *Change the Settings for a Jetpack Wi-Fi Network* on page 30.

The Sign In section closes.

Jetpack Admin Home Page

My Jetpack Home allows you to quickly access commonly used links and all available menu options for your Jetpack.
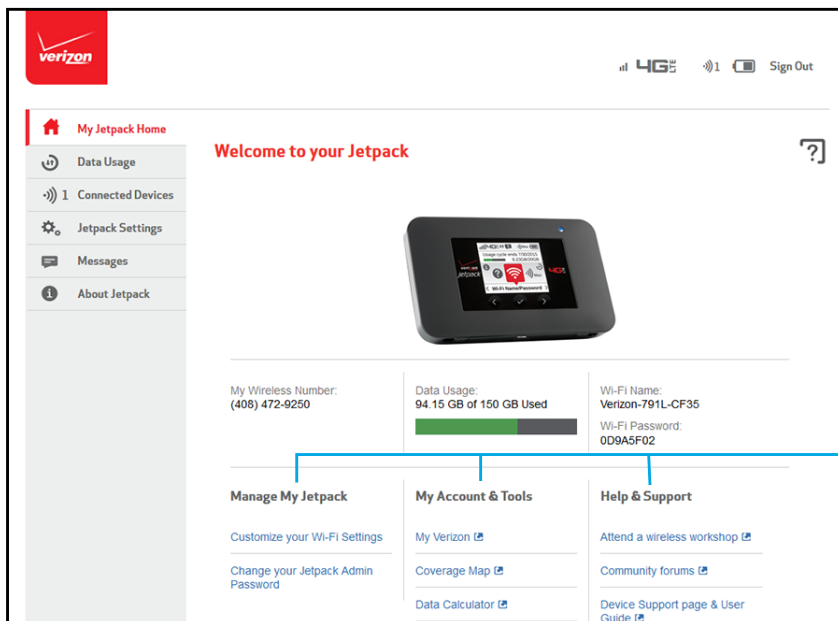
Quick link menu options

My Jetpack Home contains the following quick link menu options:

- **Manage My Jetpack**
- **My Account & Tools**
- **Help & Support**

Monitor Data Usage

You can monitor data usage using the Jetpack display or the Jetpack Admin website.

Monitor Data Usage on the Jetpack Display

➢ **To view estimated data usage on the Jetpack display:**

1. Verify the Jetpack is powered on.
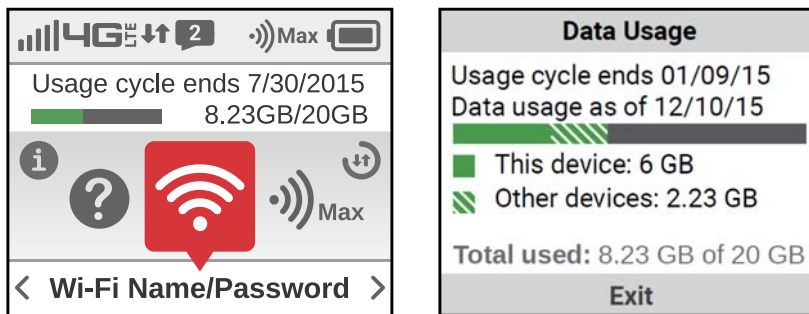
2. On the Home screen, use the Real-time Data Usage meter.

3. To view more, open the **Data Usage** screen .

4. View the session usage or the billing cycle usage.

Monitor Data Usage on the Jetpack Admin Website

Your data usage displays in the Data Usage section of the My Jetpack Home page.
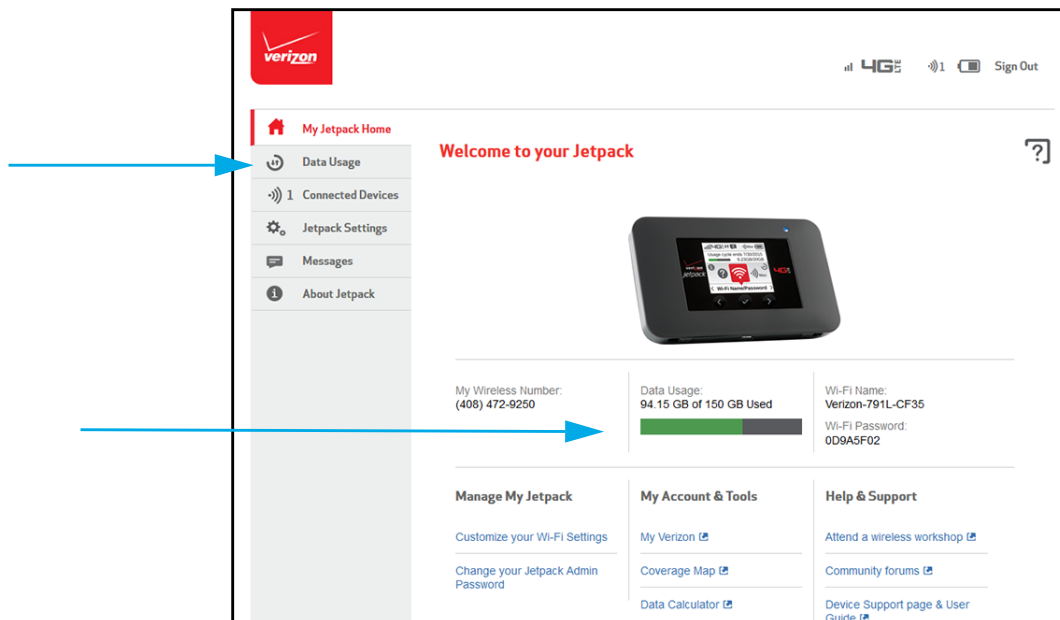
For more information, select **Data Usage** from the menu.
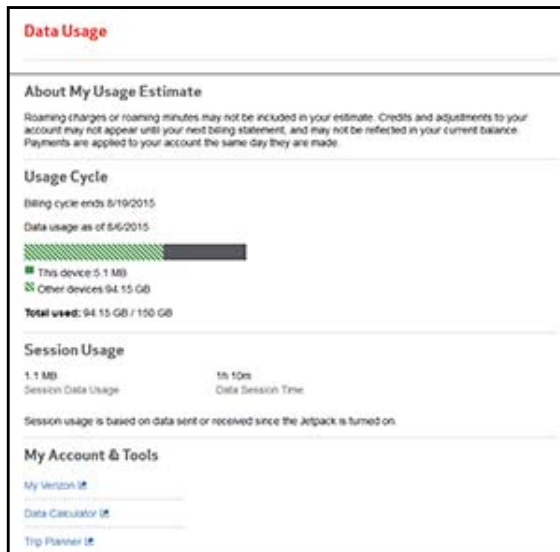
Manage Alerts

Your Jetpack displays alerts about situations that require your attention. The alerts suggest the actions you must take to resolve them.

The following are some of the alerts that you might encounter:

- **Software update available**. For information about how to update your software, see *Update the Jetpack Software* on page 42.
- **SIM errors**. Reboot the Jetpack. If the SIM error still displays, contact support.

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

View Alerts on the Jetpack Display

➢ **To view alerts on the Jetpack display:**

1. Verify the Jetpack is powered on.
2. Read each alert that displays and follow any displayed instructions.

View Alerts on the Jetpack Admin Website

➢ **To view alerts on the Jetpack Admin website:**

Active alerts display at the top of the page.

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

Manage Messages

You can view the number of unopened Verizon system messages sent to your Jetpack, and you can read, save, or delete each message.

Manage Messages From the Jetpack Display

The Message icon 2 shows the number of unread messages.

➢ **To manage messages from the Jetpack display:**

1. Verify the Jetpack is powered on.
2. On the Home screen, scroll to the **Messages** icon and press the select button to open the first unread message.
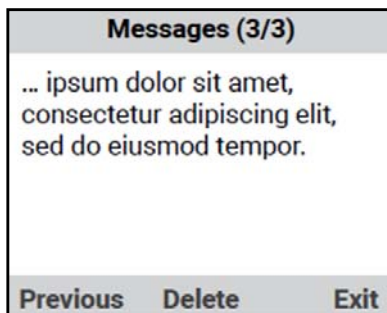
Manage Messages From the Jetpack Admin Website

➢ **To manage messages from the Jetpack Admin website:**

1. From the My Jetpack Home page, select **Messages**.

Change the Password for the Jetpack Admin Website

You can change the password for the Jetpack Admin website.

➢ **To change the password:**

1. from the Jetpack Admin website home page, select **Jetpack Settings > Jetpack**.

2. Enter a new password in the **Enter New Admin password** field and in the **Confirm New Admin password** field.

3. Select a **Security challenge question** and enter the **answer** for each field.

4. Click the **Save** button.

Your settings are saved.

Customize the Wi–Fi Settings

3

The Jetpack comes with Wi-Fi network profiles for the 2.4 GHz and 5 GHz bands and for a guest network. The guest network is turned off by default, so if you want to use it, you must turn it on. You can customize the Jetpack Wi-Fi settings to suit your preferences.

The chapter covers the following topics:

- *Select a Wi-Fi Profile*
- *Show or Hide the Wi-Fi Settings*
- *Change the Settings for a Jetpack Wi-Fi Network*
- *Configure the Wi-Fi Channel*
- *Specify the Wi-Fi Range*
- *Set Up a Guest Network*
- *Set the Maximum Number of Connected Devices*
- *Turn Off Wi-Fi*
- *Turn Wi-Fi On or Off When the Jetpack Is Tethered*
- *Enable or Disable Wi-Fi Multimedia*

Select a Wi–Fi Profile

Your Jetpack comes with Wi-Fi profiles for the 2 GHz, 5 GHz main, dual-band, and guest networks, and a profile that turns off Wi-Fi. The Jetpack broadcasts the Wi-Fi profile that you select. Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

Select a Wi–Fi Profile From the Jetpack Display

➢ **To select a Wi-Fi Profile on the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the **Settings** menu ⚙ and select **Wi-Fi**.

3. Select the desired Wi-Fi profile.

Select a Wi–Fi Profile From the Jetpack Admin Website

➢ **To select a WiFi profile:**

1. From the Jetpack Admin website, select **Wi-Fi**.
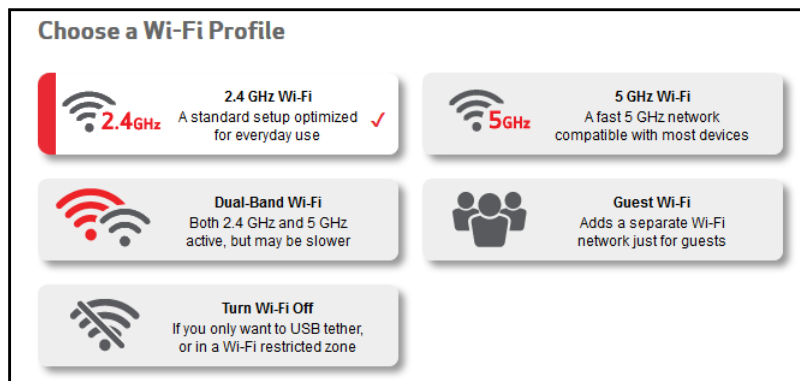
2. Click a Wi-Fi profile button to select it.

3. Click the **Save** button to confirm.

   Your Jetpack uses the Wi-Fi profile that you selected.

Show or Hide the Wi-Fi Settings

By default, the Wi-Fi network name and password can be viewed on the Jetpack display in case you forget what they are. For added security, you can hide this information.

➢ **To show or hide the Wi-Fi settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.

2. To select a different profile, click a Wi-Fi profile button and click the **Save** button to confirm.

   Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. Below the **Wi-Fi Password** field, select or clear the **Display On Jetpack Screen** check box.

4. Click the **Save** button.

   Your settings are saved.

Change the Settings for a Jetpack Wi-Fi Network

Your Jetpack comes with a randomly generated and secured Wi-Fi network name and password that you can continue to use as is. You can change the Wi-Fi network name and password for your main Wi-Fi or guest Wi-Fi network. By default Wi-Fi security is enabled for your Jetpack and its Wi-Fi networks. You can change the security used for your main and guest Wi-Fi networks.

> ➢ **To change the Wi-Fi settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.

2. To select a different profile, click a Wi-Fi profile button and click the **Save** button to confirm.

   Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. To enter a new Wi-Fi name and Wi-Fi password, complete the fields.

4. To change the encryption settings, expand the **Network Settings** section and select a setting in the **Encryption** menu.

The following settings are available:

- **None**. Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred. NETGEAR recommends that you do not select this option.
- **WPA2 Personal AES**. Strong security that is supported by newer Wi-Fi devices (default).
- **WPA/WPA2**. Strong security that is supported by most Wi-Fi devices. Wi-Fi devices that use either WPA or WPA2 can connect to the Jetpack.

5. Click the **Save** button.

    A confirmation page displays.

6. Click the **Save** button.

    Your settings are saved.

Note: During this change, all Wi-Fi-connected devices are disconnected from the Jetpack Wi-Fi network and must reconnect.

Configure the Wi‑Fi Channel

The Wi-Fi channel is the active channel used by the Jetpack's Wi-Fi network. When many Wi-Fi networks in the same location use the same channel, it can cause interference. By default, the Jetpack selects the best available channel, but you can specify the Jetpack's Wi-Fi channel if you want.

➢ **To configure the Wi-Fi channel:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.
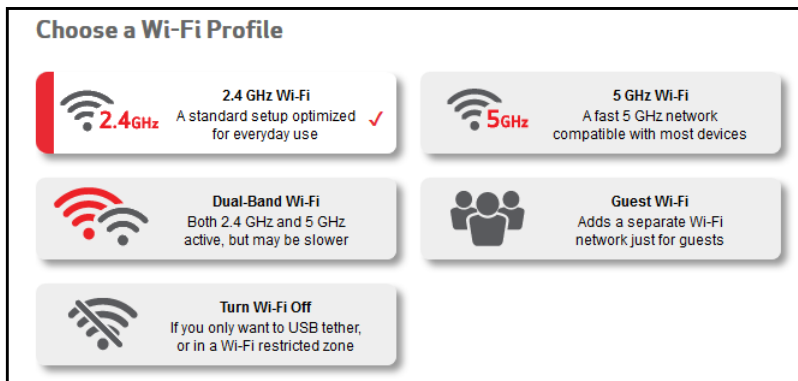
2. To select a different profile, click a Wi-Fi profile button and click the **Save** button to confirm.

    Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. Expand the **Network Settings** section.
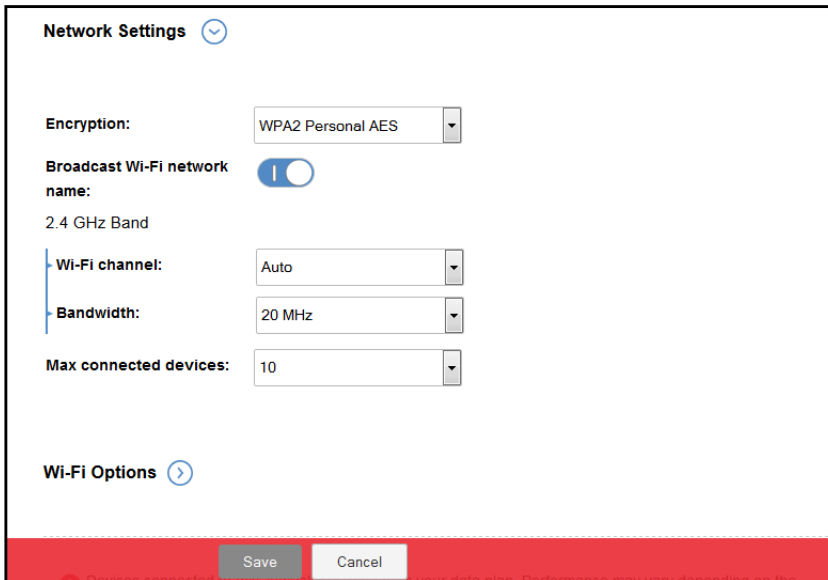
4. Select a Wi-Fi channel from the **Wi-Fi Channel** menu.

Best practice is to set the channel to **Auto**. The Jetpack chooses the channel that provides the least interference.

5. Click the **Save** button.

Your settings are saved.

Specify the Wi-Fi Range

You can specify the range of the Jetpack's Wi-Fi signal. Broadcasting the Wi-Fi signal to a smaller area consumes less power than broadcasting the signal to a large area. By default, the Jetpack is set to broadcast in a short range.

➢ **To specify the Wi-Fi range:**

1. From the Jetpack Admin website, select **Jetpack Settings > Wi-Fi**.
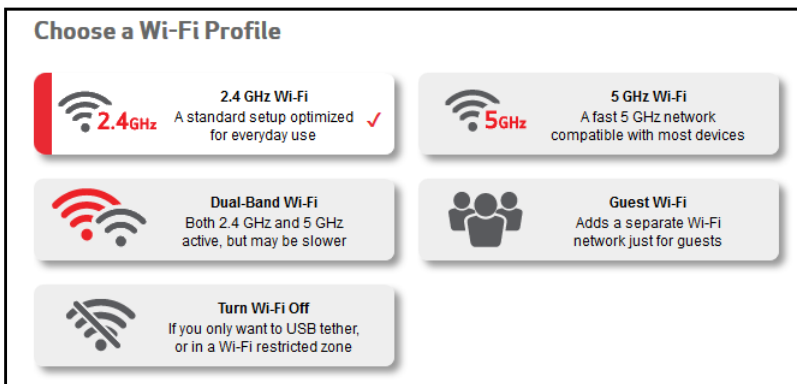
2. To select a different profile, click a Wi-Fi profile button and click the **Save** button to confirm.

   Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. Expand the **Wi-Fi Options** section.
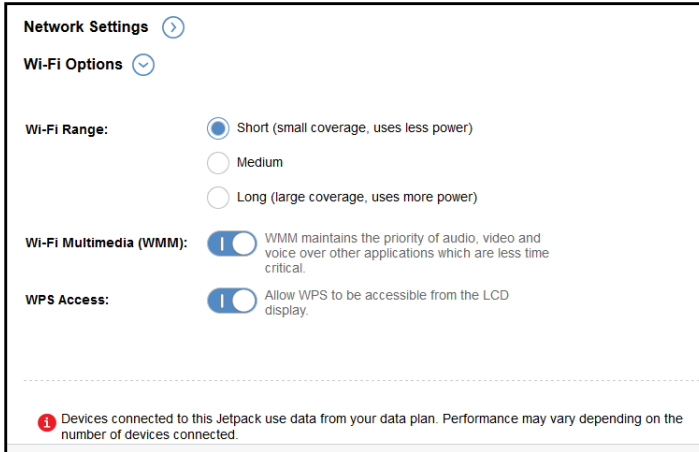
4. Select a Wi-Fi Range radio button.

5. Click the **Save** button.

   A confirmation page displays.

6. Click the **Save** button.

   Your settings are saved.

Note: During this change, all Wi-Fi-connected devices are disconnected from the Jetpack Wi-Fi network and must reconnect.

Set Up a Guest Network

Guest networks allow visitors to connect to the Jetpack's Wi-Fi network and use the Internet without using your main Wi-Fi network name and password. Initially, the guest network is turned off. You must turn it on before you can use it.

Turn On the Guest Network

➢ **To turn on the guest Wi-Fi network using the Jetpack Admin website:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.

2. Click the **Guest Wi-Fi** button.

   Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. Click the **Save** button to confirm.

4. To customize the settings for your guest network, scroll down and complete the fields.

5. Click the **Save** button.

   Your settings are saved.

Change the Guest Network Settings

You can change the guest Wi-Fi network's name, password, or Wi-Fi encryption settings from the Jetpack Admin website.

➢ **To change the guest network settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.

2. Make sure that the **Guest Wi-Fi** button is selected.

   Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. If you want the Jetpack to generate a new password each time the guest Wi-Fi is turned on, select the **New password each session** check box.

4. To change the encryption, expand the **Network Settings** section and select a setting in the **Encryption** menu.
   - **None**. Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred. NETGEAR recommends that you do not select this option.
   - **WPA2 Personal AES**. Strong security that is supported by newer Wi-Fi devices (default).
   - **WPA/WPA2**. Strong security that is supported by most Wi-Fi devices. Wi-Fi devices that use either WPA or WPA2 can connect to the Jetpack.

5. Click the **Save** button.

   Your settings are saved.

Set the Maximum Number of Connected Devices

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

➢ **To set the number of devices that can connect to the Jetpack's Wi-Fi networks:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.
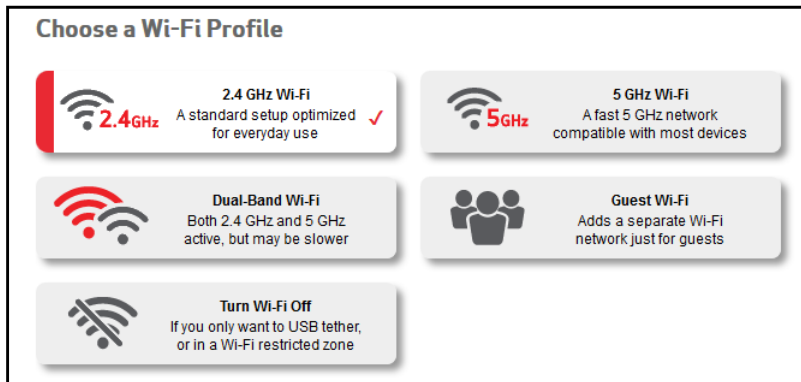
2. To select a different profile, click a Wi-Fi profile button and click the **Save** button to confirm.

    Selecting a different Wi-Fi profile will disconnect all current Wi-Fi connections.

3. Expand the **Network Settings** section.
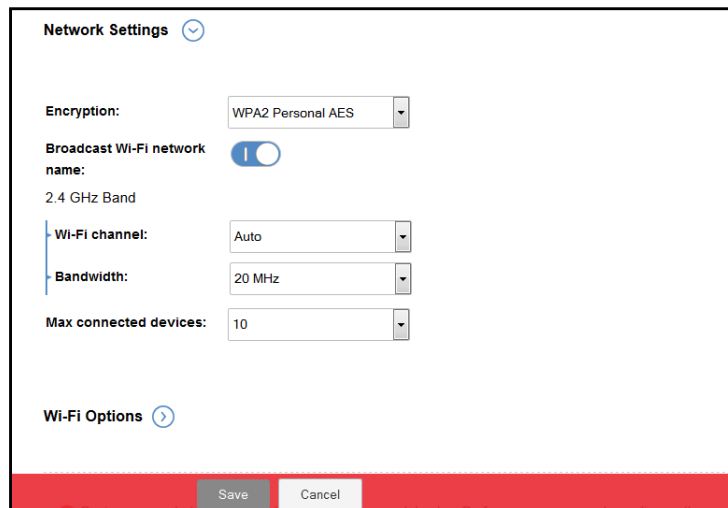
4. From the **Max connected devices** menu, select the number of devices that are allowed to access your Jetpack.

    The maximum number of devices that you can select is 15.

5. Adjust the number of connections available on the main and guest networks.

6. Click the **Save** button.

    The number of devices that are allowed to access your Jetpack is set.

Turn Off Wi-Fi

You can turn off Wi-Fi so that the Jetpack does not broadcast a Wi-Fi signal. When Wi-Fi is turned off, to connect to the Jetpack you must use the USB cable.

Turn Off Wi-Fi From the Jetpack Display

➢ **To turn off Wi-Fi from the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the **Settings** menu ⚙ and select **Wi-Fi > Turn Wi-Fi Off**.

   Wi-Fi is turned off. To connect to the Jetpack, you must use a tethered connection until Wi-Fi is turned back on.

Turn Off Wi-Fi From the Jetpack Admin Website

➢ **To turn off Wi-Fi:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.
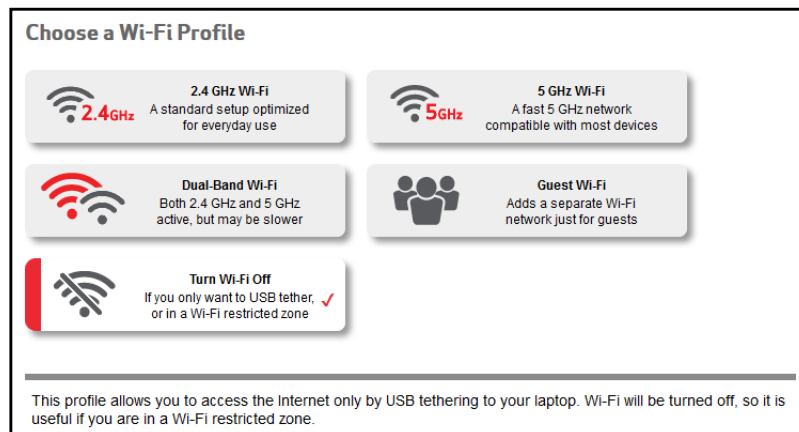
2. Click the **Turn Wi-Fi Off** button.
3. Click the **Save** button.
4. When prompted, click the **Save** button to confirm.

   The Jetpack Wi-Fi signal is turned off. To connect to the Jetpack, you must use the USB cable for a tethered connection.

Turn Wi-Fi On or Off When the Jetpack Is Tethered

If a device is tethered to the Jetpack through a USB connection, you can turn the Jetpack's Wi-Fi signal off so that other devices cannot connect to the Jetpack Wi-Fi network. If you allow the Wi-Fi signal to stay on, all devices, including the tethered device, can connect to the Jetpack Wi-Fi network and access the Internet.

Note: To tether your Jetpack to a computer, you must download the necessary device drivers using TRU-Install. For more information, see *Configure a Tethered Connection* on page 21.

➢ **To turn on the Wi-Fi signal if a device is tethered to the Jetpack:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Preferences**.

2. Select or clear the **Turn off Wi-Fi when tethered** check box.

3. Click the **Save** button.

   Your settings are saved.

Enable or Disable Wi-Fi Multimedia

By default Wi-Fi Multimedia is enabled to automatically use Quality of Service (QoS) to assign priority to Wi-Fi traffic based on whether it is video, voice, audio, and so on.

➢ **To enable or disable Wi-Fi Multimedia:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Wi-Fi**.
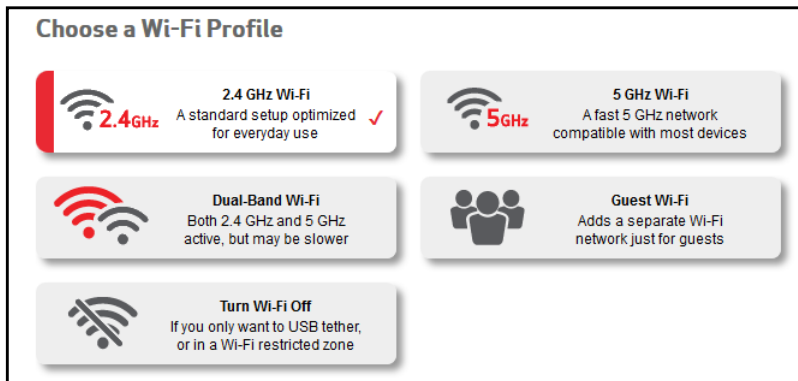
2. Click a Wi-Fi profile button to select it.

3. Expand the **Wi-Fi Options** section.
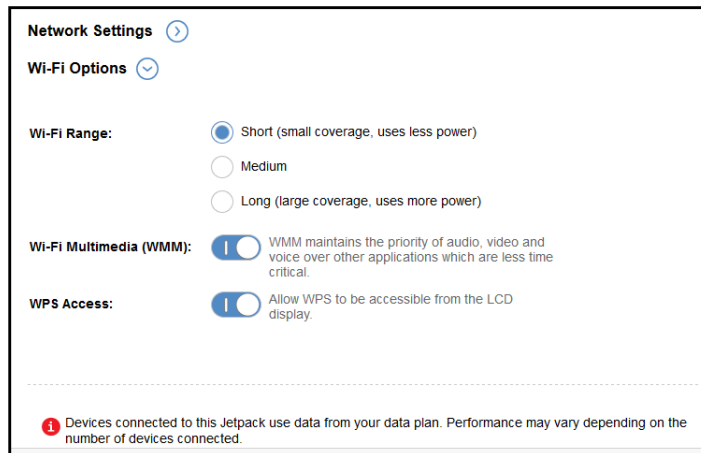
4. Select or clear the **Wi-Fi Multimedia (WMM)** setting.

5. Click the **Save** button.

   A confirmation page displays.

6. Click the **Save** button.

   Your settings are saved.

Note: During this change, all Wi-Fi-connected devices are disconnected from the Jetpack Wi-Fi network and must reconnect.

Manage Your Jetpack 4

This chapter explains how to manage your Jetpack.

The chapter covers the following topics:

- *Update the Jetpack Software*
- *Back Up and Restore Jetpack Settings*
- *Reset the Jetpack to Factory Default Settings*
- *Extend Battery Life*
- *Adjust the Jetpack Screen Settings*
- *Set the Jetpack's Wi-Fi Sleep Settings*
- *Use Airplane Mode*
- *GPS Over Wi-Fi Settings*
- *Specify Universal Charging Settings*

Update the Jetpack Software

The Jetpack checks automatically for new software and updates once a week. If an update becomes available, the Jetpack displays an alert. You can follow the instructions in the alert to update the software or you can manually check for software updates and update the software manually.

Update the Software From the Jetpack Display

➢ **To update the software and firmware:**

1. Verify the Jetpack is powered on.

2. Open the **Software Update** screen ↻ .

   The Software Update screen displays the current software level and the last time you checked for a software update.

3. To check for an update, select **Check Now**.

   The Jetpack checks to see if newer software is available.

4. Follow the onscreen instructions to update the software.

Update the Software From the Jetpack Admin Website

➢ **To update the software and firmware manually:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Software Update**.

   Software Update

Current software version:	NTG9X35C_02.08.23.00
Config version:	F14.NTG.AC791L.0
Last check for update:	7/7/2015 2:00 PM

   Check Now

   Install From File

   Update Jetpack from an installation file.

   Choose file   No file selected

   Upload

2. Click the **Check Now** button.

   If an update is available, it is downloaded.

3. To install the update from the file, click the **Browse** button and select the file.

4. Click the **Upload** button.

Your Jetpack updates the software and reboots.

Back Up and Restore Jetpack Settings

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

Download Your Jetpack's Settings

To restore your Jetpack's settings later, you must download and save your Jetpack's current settings to your computer.

➢ **To download a copy of your Jetpack's settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Backup & Restore**.

2. Click the **Download** button.
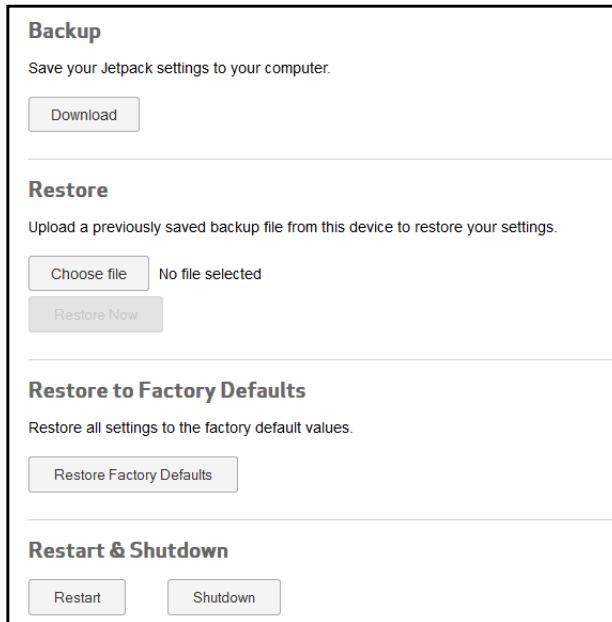
The file (`export.cfg`) is saved to your Downloads folder.

Restore Your Jetpack's Settings

You can restore your Jetpack to its previous settings if you downloaded and saved the previous settings to your computer. Save your settings before resetting to factory defaults or changing the settings.

➢ **To restore your Jetpack's settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Backup & Restore**.

Backup

Save your Jetpack settings to your computer.

[Download]

Restore

Upload a previously saved backup file from this device to restore your settings.

[Choose file] No file selected

[Restore Now]

Restore to Factory Defaults

Restore all settings to the factory default values.

[Restore Factory Defaults]

Restart & Shutdown

[Restart]   [Shutdown]

2. Click the **Browse** button.

3. Navigate to the location where the `export.cfg` file is stored.

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

4. Click the **Open** button.

5. Click the **Restore Now** button.

   Your Jetpack is restored with the imported file settings.

Reset the Jetpack to Factory Default Settings

You can return your Jetpack to its factory default settings. Reset your Jetpack to its factory default settings in the following cases:

• You changed the default Administrator login password and you can't remember the new password.

• You've changed the DHCP settings so that your device is inoperable.

Reset the Jetpack to Factory Settings From the Jetpack Display

➤ **To reset the Jetpack to its factory settings using the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the **Settings** menu ⚙ and select **Factory Reset**.

3. Select **Yes** to confirm.

   A message explains that all active connections will end.
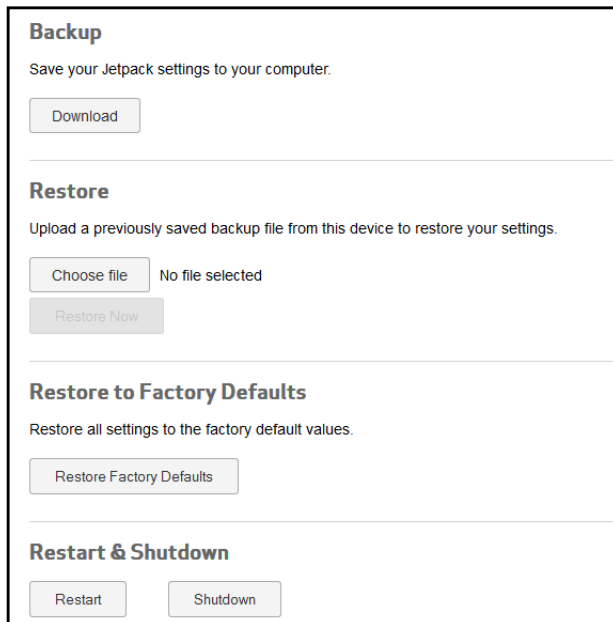
4. Select **Yes**.

   The Jetpack returns to its factory settings and restarts.

Reset the Jetpack to Factory Settings From the Jetpack Admin Website

➤ **To reset the Jetpack to its factory default settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Backup & Restore**.

   Backup

   Save your Jetpack settings to your computer.

   [Download]

   Restore

   Upload a previously saved backup file from this device to restore your settings.

   [Choose file] No file selected

   [Restore Now]

   Restore to Factory Defaults

   Restore all settings to the factory default values.

   [Restore Factory Defaults]

   Restart & Shutdown

   [Restart] [Shutdown]

2. Click the **Restore Factory Defaults** button.

   A confirmation page displays.

3. Click the **Restore Factory Defaults** button.

   The Jetpack resets to its factory default settings.

Extend Battery Life

By default, the Jetpack is configured to optimize battery life. You can extend the battery life in several ways:

- When you're not using your Jetpack, turn it off.

- Tether your Jetpack to your computer using the micro-USB cable, and disable Wi-Fi. For more information, see *Configure a Tethered Connection* on page 21.

- Adjust the Jetpack display settings:
  - Decrease the brightness of the Jetpack display. For more information, see *Adjust the Screen Settings From the Jetpack Admin Website* on page 47.
  - Set the Jetpack display to turn off sooner. For more information, see *Adjust the Jetpack Screen Settings* on page 46.

- Use a shorter Wi-Fi inactivity time-out period. For more information, see *Set the Jetpack's Wi-Fi Sleep Settings* on page 48.

- Limit the number of Wi-Fi devices that can connect to the Jetpack Wi-Fi network. For more information, see *Set the Maximum Number of Connected Devices* on page 37.

- If only one network coverage type is available to you (LTE or 3G), set the allowed network mode to that coverage type only. For more information, see *Set the Allowed Network Technology Mode* on page 67.

Adjust the Jetpack Screen Settings

The Jetpack's display is automatically set to dim to save energy.

You can adjust the following display settings:

- Adjust the brightness level.

- Set the time-out to a shorter period to reduce the amount of time that Jetpack display is not touched before the screen turns blank.

- Use Stealth mode for discreet use. Stealth mode keeps the LCD screen off until the **Power** button is pressed (the LCD does not light for any notifications)

Adjust the Screen Settings From the Jetpack Display

➢ **To adjust the screen settings using the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the **Settings** menu ⚙ and select **Screen**.
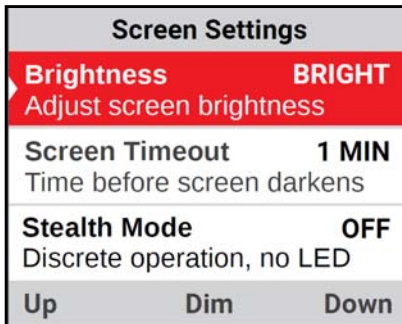
3. Adjust the settings.

Your settings are saved.

Adjust the Screen Settings From the Jetpack Admin Website

➢ **To adjust the brightness of the Jetpack display:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Preferences**.
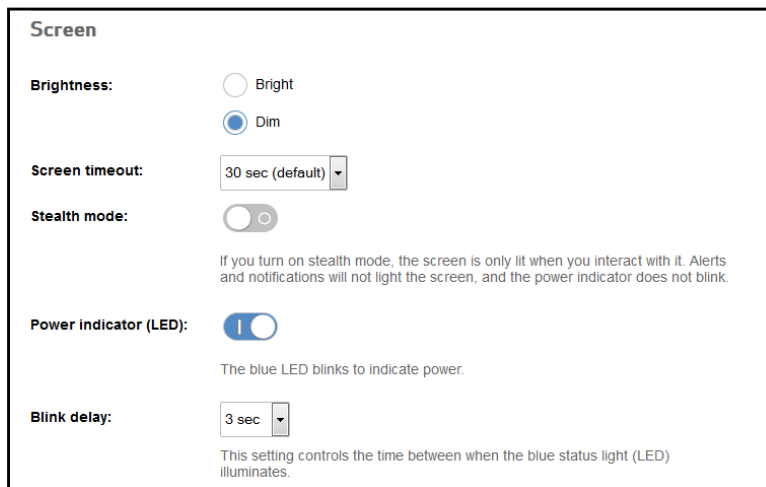
2. In the Screen section, select a brightness setting:
   - **Bright**. Brightens the Jetpack display.
   - **Dim**. Dims the Jetpack display and prolongs the battery life.
3. From the **Screen timeout** menu, select a value for the time-out.
4. To use Stealth mode, click the **Stealth mode** button.

   Stealth mode keeps the LCD screen off until the **Power** button is pressed (the LCD does not light for any notifications).

5. Click the **Save** button.

Your settings are saved.

Set the Jetpack's Wi-Fi Sleep Settings

➢ **To set the Jetpack's Wi-Fi sleep settings using the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the **Settings** screen ⚙ and select **Sleep**.

> **Jetpack Sleep Mode**
>
> To conserve power, Jetpack will sleep if no devices are connected. Press the power button to wake the Jetpack.
>
> ▸ After 5 mins (default) ✔
>
> After 15 mins
>
> | Up | Select | Down |
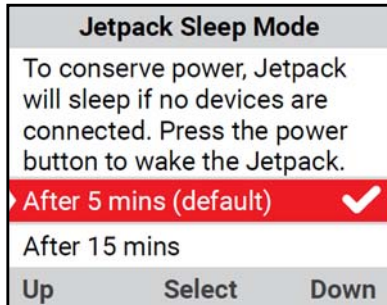
3. Select a sleep setting.

    Your settings are saved.

Use Airplane Mode

You can set the Jetpack to use airplane mode using the Jetpack display or the Jetpack Admin website.

Turn Airplane Mode On or Off From the Jetpack Display

➢ **To turn Airplane mode on or off:**

1. Make sure the Jetpack is powered on.

2. Open the **Settings** screen ⚙ and select **Airplane Mode**.

3. Select **Turn Off** or **Turn On**.

    Your settings are saved.

Turn Airplane Mode On or Off From the Jetpack Admin Website

➢ **To specify airplane mode using the Jetpack Admin website:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Preferences**.
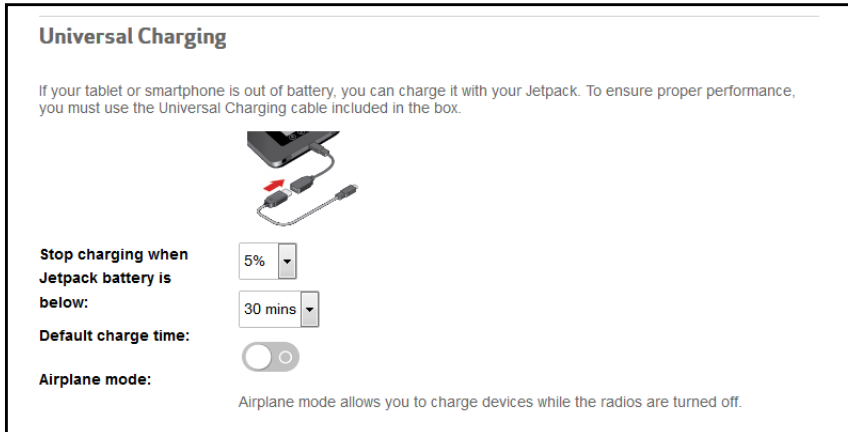
2. Click the **Airplane mode** button.
3. Click the **Save** button.

   The Jetpack enters airplane mode. You will be disconnected from the Wi-Fi network.

GPS Over Wi-Fi Settings

To use GPS over Wi-Fi, you must use an app such as Microsoft Streets & Trips that supports NMEA GPS stream technology.

➢ **To set up GPS over Wi-Fi:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > GPS**.
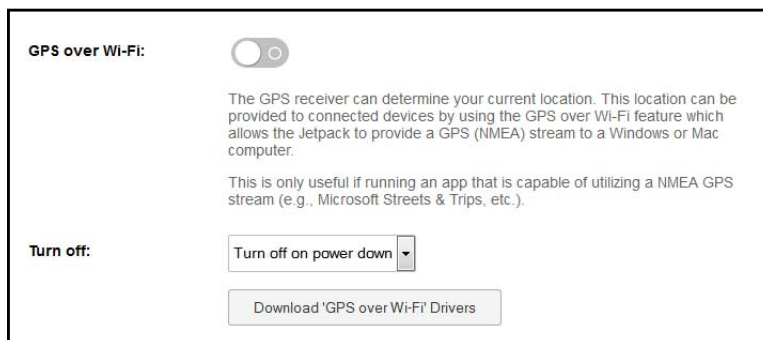
2. Select the **GPS over Wi-Fi** button.

   The GPS Agreement displays.

3. Read the agreement, select the **I Agree** check box, and click the **Yes, proceed** button.

GPS Over Wi-Fi is enabled.

Specify Universal Charging Settings

The universal charging cable allows you to use your Jetpack to charge small, portable USB devices such as smartphones, to keep you powered and connected longer. (See *Use Your Jetpack to Charge a Mobile Device* on page 14.)

You can view a universal charging demo on the Jetpack display. You can view or change the universal charging settings from the Jetpack Admin website.

View a Universal Charging Demo on the Jetpack Display

➢ **To view the universal charging demo using the Jetpack display:**

1. Make sure the Jetpack is powered on.

2. Open the **Universal Charging** screen 🔌 and select **Demo**.

Specify Universal Charging Settings From the Jetpack Admin Website

➢ **To specify universal charging settings:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Jetpack > Preferences**.
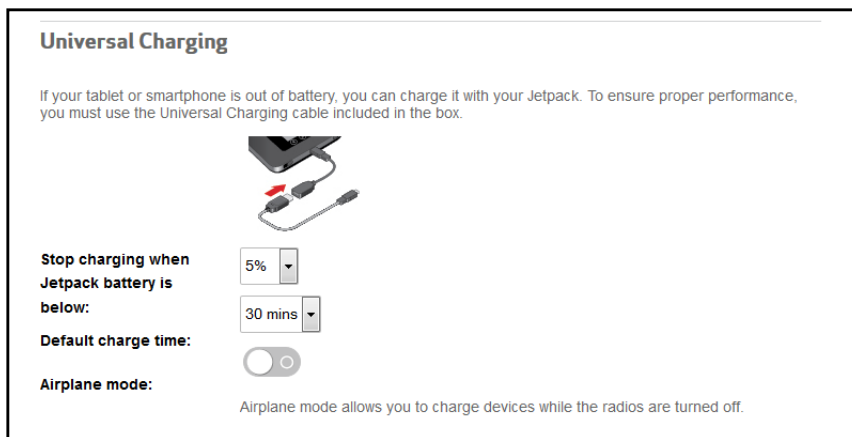
2. Specify the desired charging settings.

3. Click the **Save** button.

Your settings are saved.

Control Internet Access

5

You can customize your Jetpack settings to control which devices can connect to the Jetpack using Wi-Fi and the local area network (LAN). You can also specify custom rules about how Internet traffic is managed using port forwarding and port filtering.

This chapter covers the following topics:

- *View Connected Devices*
- *Manage Blocked Devices*
- *Set Up MAC Filtering*
- *Enable or Disable a DMZ*
- *Enable or Disable VPN Pass-Through*
- *Configure Port Forwarding*
- *Configure Port Filtering*

View Connected Devices

You can view a list of devices that are connected to your Jetpack Wi-Fi network on the Jetpack Admin website. You can also block undesired devices that are already connected to the Jetpack Wi-Fi network from connecting later.

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

View Connected Devices From the Jetpack Display

Connected devices are using the Jetpack Wi-Fi network or tethered to the Jetpack.

➢ **To view connected, devices:**

1. Verify the Jetpack is powered on.

2. Open the **Connected Devices** ·))5 menu.
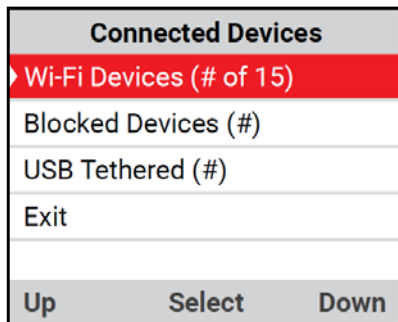
3. View Wi-Fi, blocked, or tethered devices.

View Connected Devices From the Jetpack Admin Website

➢ **To view a list of devices connected to the Jetpack network:**

From the Jetpack Admin website home page, select **Connected Devices**.
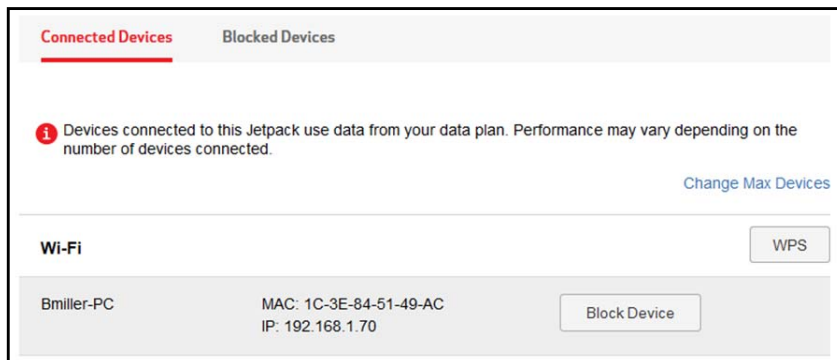
Manage Blocked Devices

You can block devices using the Connected Devices page or by setting up MAC address filtering. See *Block Connected Devices From the Jetpack Display* on page 53. If the undesired device is not connected and you know the MAC address, you can manually add it to the black list. For more information, see *Use MAC Filtering to Block Devices* on page 57.

Block Connected Devices From the Jetpack Display

➢ **To block connected devices:**

1. Verify the Jetpack is powered on.

2. Open the **Connected Devices** ·))⁵ menu.

Connected Devices		
▶ Wi-Fi Devices (# of 15)		
Blocked Devices (#)		
USB Tethered (#)		
Exit		
Up	Select	Down
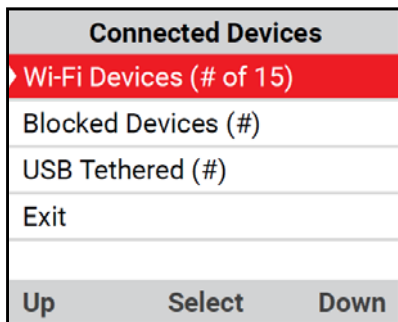
3. Select **Wi-Fi Devices** or **USB Tethered** to view the device.

4. Select **Block**.

5. Select **Yes** to confirm.

   The device is blocked and cannot connect to the Jetpack.

Block Connected Devices From the Jetpack Admin Website

➤ **To block a connected device:**

1. From the Jetpack Admin website home page, select **Connected Devices**.
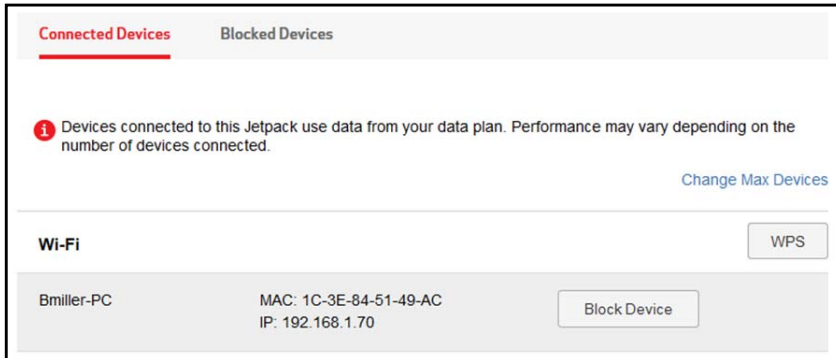
   A list of devices connected to the main Wi-Fi and guest Wi-Fi networks displays.

2. Click the device name.

   The device details display.

3. Click the **Block Device** button.

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

   The device cannot access your Wi-Fi network.

View Blocked Devices From the Jetpack Display

➤ **To view blocked devices:**

1. Verify the Jetpack is powered on.

2. Open the Connected Devices ·))⁵ menu and select **Blocked Devices**.
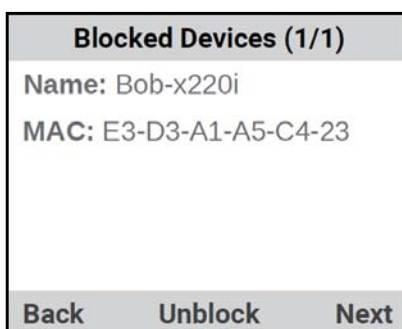
View Blocked Devices From the Jetpack Admin Website

➢ **To view blocked devices:**

From the Jetpack Admin website home page, select **Connected Devices > Blocked Devices**.
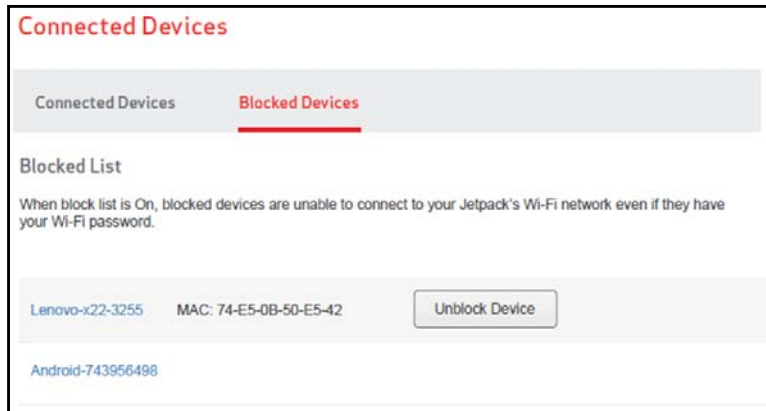
Unblock Devices From the Jetpack Display

➢ **To unblock a device:**

1. Verify the Jetpack is powered on.

2. Open the **Connected Devices** •))5 menu and select **Blocked Devices**.
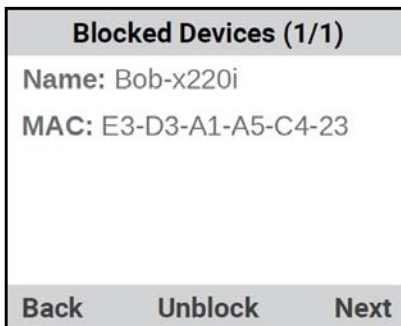
3. Select the device.
4. Select **Unblock**.
5. Select **Yes** to confirm.

The device is unblocked.

Unblock Devices From the Jetpack Admin Website

➢ **To unblock a device:**

1. From the Jetpack Admin website home page, select **Connected Devices > Blocked Devices**.
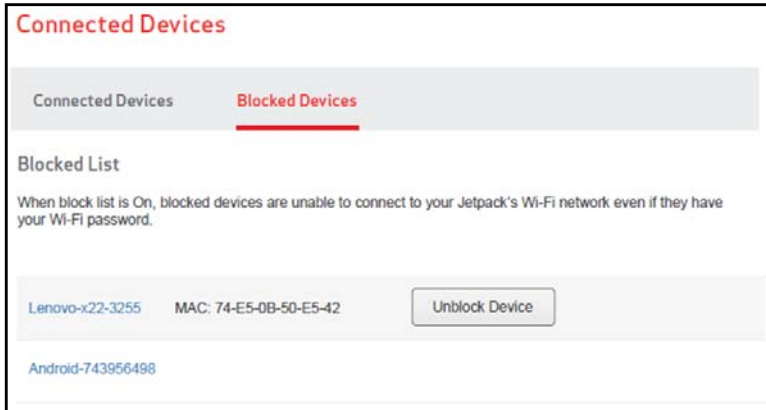
2. Select the device.
3. Click the **Unblock Device** button.

   The device is unblocked.

Set Up MAC Filtering

You can use Media Access Control (MAC) filtering to prevent unauthorized devices from connecting to the Jetpack Wi-Fi network. The MAC filter is used to grant (white list) or block (black list) devices access to the main and guest Wi-Fi networks. Access is based on the MAC address of each device.

Allow All Devices to Access the Network

➢ **To allow all devices to connect to the Jetpack Wi-Fi network:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > MAC Filter**.
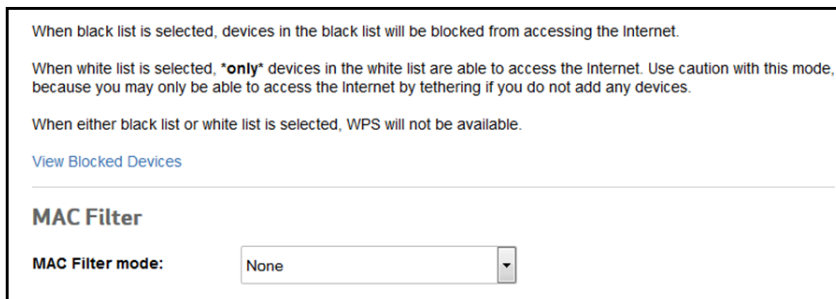
2. From the **MAC Filter Mode** menu, select **None**.

3. Click the **Save** button.

   Your settings are saved.

Use MAC Filtering to Block Devices

You block (black list) certain devices from accessing the network by adding their MAC addresses to a black list. Devices blocked from the connected list are automatically added to this list. All devices are allowed to access the Jetpack Wi-Fi network unless they're in this black list.

➢ **To use MAC filtering to block devices:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > MAC Filter**.

2. From the **MAC Filter Mode** menu, select **Black List (Block all devices in list)**.

When black list is selected, devices in the black list will be blocked from accessing the Internet.

When white list is selected, *only* devices in the white list are able to access the Internet. Use caution with this mode, because you may only be able to access the Internet by tethering if you do not add any devices.

When either black list or white list is selected, WPS will not be available.

View Blocked Devices

MAC Filter

MAC Filter mode: Black List (Block all devices in list)   ▾

Black List

Device Name   MAC Address

[   ] [   ]   Add

3. In the **Name** field, enter the name of the device.

4. In the **MAC Address** field, enter the MAC address of the device you want to block.

5. Click the **Add** button.

   The device is added to the black list.

6. Click the **Save** button.

   Your settings are saved.

Use MAC Filtering to Allow Devices

You allow (white list) specific devices to access the network by adding their MAC addresses to the white list. Devices that are not added to the white list cannot access the Jetpack Wi-Fi network.

➢ **To use MAC filtering to allow specific devices:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > MAC Filter**.

When black list is selected, devices in the black list will be blocked from accessing the Internet.

When white list is selected, *only* devices in the white list are able to access the Internet. Use caution with this mode, because you may only be able to access the Internet by tethering if you do not add any devices.

When either black list or white list is selected, WPS will not be available.

View Blocked Devices

MAC Filter

MAC Filter mode: White List (Allow only devices in list) ▾

White List

Device Name   MAC Address

[   ] [   ]   [Add]

2. From the **MAC Filter Mode** menu, select **White List (Allow only devices in list)**.

3. In the **Name** field, enter the name of the device.

4. In the **MAC Address** field, enter the MAC address of the device.

5. Click the **Add** button.

   The device is added to the white list.

6. Click the **Save** button.

   Your settings are saved.

Enable or Disable a 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.

If the DMZ is enabled, then incoming traffic is routed to the computer that uses the IP address specified by the DMZ settings. If the DMZ is not enabled, the incoming traffic is blocked.

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Firewall**.

VPN passthrough: ◉

DMZ (IPv4)

DMZ: ○

2. Click the **DMZ** button.

   The **Destination IP address** field appears.

3. Enter the IP address.

4. Click the **Save** button.

   Your settings are saved.

Enable or Disable VPN Pass-Through

You can set up a virtual private network (VPN) to connect to a corporate network. To connect to a corporate network using VPN, you must first enable VPN connections (pass-through).

➢ **To enable or disable VPN pass-through:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Firewall**.
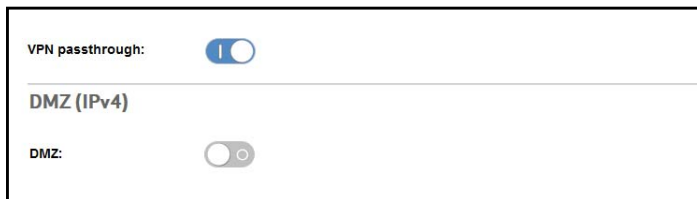
2. Click the **VPN passthrough** button.

3. Click the **Save** button.

   Your settings are saved.

Configure Port Forwarding

Port forwarding lets you forward incoming traffic to specific ports and devices (according to their local IP addresses) on your network. (Normally, incoming traffic is blocked.)

Enable Port Forwarding for an Application

You can enable port forwarding for certain application types.

The following are some of the reasons to enable port forwarding:

- You can access your remote desktop from the Internet by specifying the WAN (public) IP address that your device is using.

- Internet users can access a web, FTP, or email server, or a gaming or Internet application hosted by your computer.

➢ **To enable a port forwarding entry for an application:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Port Forwarding**.

2. Select the **Port Forwarding** button.

3. In the **Application Name** field, enter a name describing the application using the port.

   For example, enter RandomEmailApp.

4. In the **IP** field, enter the IP address of the server being accessed.

5. In the **Port** field, enter the port that is forwarded.

   If the application uses more than one port, each port must be forwarded separately.

6. From the **Protocol** menu, select **TCP** or **UDP**.

   This is the protocol being used for this application.

7. Click the **Add** button.

   The port forwarding entry is added to the list.

8. Click the **Save** button.

   Your settings are saved.

Remove a Port Forwarding Entry

If you want to stop forwarding any ports, you can remove them from the port forwarding list.

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Port Forwarding**.

By default, all incoming connections will be blocked. To allow certain incoming traffic to pass through the built-in firewall and be forwarded to specified devices on your LAN, you must turn on Port Forwarding and specify what ports are allowed.

Port Forwarding

Port Forwarding:

Application Name	IP	Port	Protocol	
			TCP ▾	Add

Save   Cancel

2. Select the **Port Forwarding** button.
3. Click the **X** button next to the entry.

    The port forwarding entry is removed.

4. Click the **Save** button.

    Your settings are saved.

Configure Port Filtering

Port filtering lets you specify which applications (for example, HTTP, FTP, email servers) can (white list) or cannot (black list) access the Internet.

Add an Application to a Port Filtering White List

You can white list specific applications so that only those applications are allowed to access the Internet.

➢ **To add an application to the port filtering white list:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Port Filtering**.

2. Select **White List** from the **Port Filtering** menu.

3. In the **Application Name** field, enter a name that describes the application being filtered (for example, RandomEmailApp.

4. In the **Port** field, enter the port used by the application.

5. From the **Protocol** menu, select **TCP** or **UDP**.

   This is the protocol being used for this application.

6. Click the **Add** button.

   The port filtering entry is added to the list.

7. Click the **Save** button.

   Your settings are saved.

Add an Application to a Port Filtering Black List

You can black list specific applications to prevent those applications from accessing the Internet.

➢ **To add an aplication to a port forwarding black list:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Port Filtering**.

   The Port Filtering page displays.

2. Select **Black List** from the **Port Filtering** menu.

3. In the **Application Name** field, enter a name that describes the application being filtered (for example, RandomEmailApp.

4. In the **Port** field, enter the port used by the application.

5. From the **Protocol** menu, select **TCP** or **UDP**.

   This is the protocol being used for this application.

6. Click the **Add** button.

The port filtering entry is added to the list.

7. Click the **Save** button.

Your settings are saved.

Remove a Port Filtering Entry

If port filtering is currently enabled and some ports are already in the list (black list or white list), you can remove any of those rows.

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Port Filtering**.

The Port Filtering page displays.

2. From the **Port Filtering** menu, select **Black List or White List**.

The entries display.

3. Click the **X** button next to the entry that you want to remove.

The port filtering entry is removed.

4. Click the **Save** button.

Your settings are saved.

Advanced Settings

6

This chapter provides information about how to configure advanced settings on your Jetpack.

The chapter covers the following topics:

- *View or Change the Jetpack's IP Address and Subnet Mask*
- *Configure DHCP*
- *Set the DNS Mode*
- *Set the Allowed Network Technology Mode*
- *View Details About Your Jetpack*
- *Turn On a SIM PIN Lock*

View or Change the Jetpack's IP Address and Subnet Mask

You can view or change the Jetpack's IP address and subnet mask. Each device on the local area network (LAN) has its own IP address. The Jetpack's IP address is the routing hardware's IP address on the LAN. The Jetpack's netmask is the routing hardware's internal LAN subnet mask.

➢ **To view or change the Jetpack's IP address and subnet mask:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > LAN**.

IPv4	
IP Address:	192.168.1.1
Subnet Mask:	255.255.255.0
MAC Address:	04-A1-51-FE-D8-73
DHCP server:	⬤
DHCP address range:	192.168.1.20 - 192.168.1.99
DHCP lease time (minutes):	720
IPv6	
Link-Local Address:	

The Jetpack's LAN IP address displays in the **IP Address** field.

The Jetpack's netmask displays in the **Subnet Mask** field.

⚠ **CAUTION:**

To avoid creating potential conflicts in the LAN, NETGEAR recommends that you do not change the IP address and subnet mask settings unless you are technically skilled and familiar with LAN best practices.

2. To change the LAN IP address, enter a new IP address in the **IP Address** field.
3. To change the netmask, enter the subnet mask value in the **Subnet Mask** field.
4. Click the **Save** button.

   Your settings are saved.

Configure DHCP

Dynamic Host Control Protocol (DHCP) automatically assigns an IP address to each device on the network and manages other network configuration information for devices connected to your network. You do not need to manually configure the IP address on each device that's on your network.

The assigned IP addresses are not permanent (as opposed to when you use static IP addresses).

Enable DHCP

Normally, DHCP is enabled and each device on the network must be configured with TCP/IP settings to allow the device to obtain an IP address automatically.

➢ **To enable DHCP:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > LAN**.

2. Select the **DHCP server** button.

3. In the **DHCP address range** fields, enter the starting and ending IP addresses.

    These are the starting and ending addresses in the range of IP addresses available for your device to dynamically (that is, not permanently) assign to computers connected to it.

    The start address must be 192.168.1.10 or higher. The ending address must be 192.168.1.50 or lower.

    For more information about DNS, see *Set the DNS Mode* on page 67.

4. Click the **Save** button.
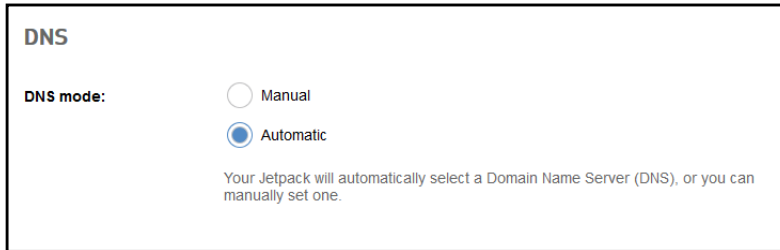
    Your settings are saved.

Set the DNS Mode

The DNS mode setting specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained.

➢ **To set the DNS mode:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > DNS**.

   DNS

   DNS mode: ◯ Manual

                    ◉ Automatic

                   Your Jetpack will automatically select a Domain Name Server (DNS), or you can
                   manually set one.

2. Select a DNS mode radio button:
   - **Manual**. The routing hardware assigns to DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields. (These fields appear when the **Manual** radio button is selected.) Use this option to access a DNS server that provides customized addressing or if your network includes a local DNS server.
   - **Automatic**. The DNS server specified by your network is used.

3. Click the **Save** button.

   Your settings are saved.

Set the Allowed Network Technology Mode

By default, the Jetpack automatically connects to your service provider's mobile broadband network. You can change this feature so that the Jetpack automatically connects to a LTE or CDMA service only.

Set the Network Mode From the Jetpack Display

➢ **To set the network mode from the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the **Settings** screen ⚙ and select **Network Technology**.

Network Technology	
▸ Global (default)	✔
LTE only	
CDMA only	
LTE / UMTS / GSM	
Back	
Up	Select	Down
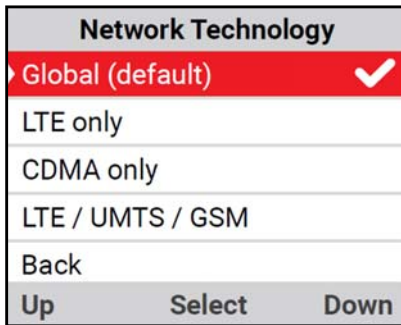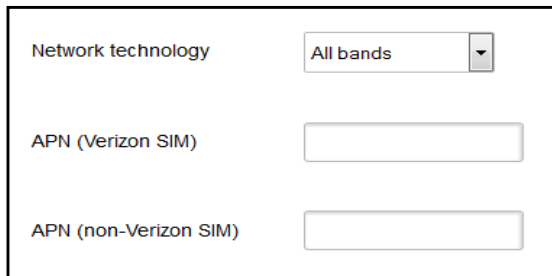
3. Select the network technology that you use for your account.

   The Jetpack connects with the new setting.

Set the Network Mode From the Jetpack Admin Website

➢ **To set the network mode connection type:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > Networks**.

Network technology	All bands ▾
APN (Verizon SIM)	
APN (non-Verizon SIM)	

2. From the **Network technology** menu, select the type of mobile broadband network to which your devices can connect.

3. Click the **Save** button.

   Your settings are saved.

View Details About Your Jetpack

You can view details about your Jetpack on the Jetpack display and on the Admin website.

View Details About Your Jetpack on the Jetpack Display

You can view details about your Jetpack on the Jetpack display. For information about how to view more information about your account, see *View Details About Your Jetpack on the Admin Website* on page 69.

➢ **To view details about your Jetpack on the Jetpack display:**

1. Verify the Jetpack is powered on.

2. Open the About screen ⓘ .

View Details About Your Jetpack on the Admin Website

You can view information about your Jetpack's model, hardware, and software.

➢ **To view details about your Jetpack on the Admin website:**

1. From the Jetpack Admin website home page, select **About Jetpack > Jetpack Info**.

Manufacturer:	Netgear, Incorporated
Model:	AC791L
Firmware version:	NTG9X35C_02.08.27.00
Firmware build date:	2015/07/24
Hardware version:	2.0
PRI version:	231-12491-01, 00.33
Web app version:	AC791S-1VZNAS_03.03.120.21
MAC address:	08-BD-43-32-CF-35
Warranty date code:	08/04/2015 07:37

View Internet Status Details

You can view technical details about the status of your Internet connection.

➢ **To view details about your Internet status:**

1. From the Jetpack Admin website home page, select **About Jetpack > Internet Status**.

IPv4	
IP Address:	192.168.1.1
Subnet Mask:	255.255.255.0
MAC Address:	08-BD-43-32-CF-35
DHCP server:	◉
DHCP address range:	192.168.1.10 - 192.168.1.254
DHCP lease time (minutes):	720
IPv6	
Link-Local Address:	2600:1010:b000:bd3d:e5a7:e930:3e01:fc00

Display Diagnostic Information

The diagnostic page contains information that can be used by the technical support teams for troubleshooting purposes.

➢ **To display diagnostic information on the Admin website:**

1. From the Jetpack Admin website home page, select **About Jetpack > Diagnostics**.

This detailed information is used only for troubleshooting and technical support.

Modem

Phone number (MDN):	(408) 472-9250
IMEI:	359071060023049
IMEISV:	00
MEID:	A1000043414642
FW version:	NTG9X35C_02.08.27.00
SIM status:	Ready
IMSI:	311480184722689
ICCID:	89148000001832510001
MIN (MSID):	4083188201
ESN:	80A13C73
Home SID:	5983
ERI version:	5
PRL version:	15414

4G LTE Network

Status:	Available
Network operator:	Verizon Wireless
Signal strength (RSRP):	-98 dBm
SNR:	3
Band:	LTE B13
Roaming:	Off

GSM/UMTS/HSPA Network

Status:	Not Available
Network operator:	

View Jetpack Support

The support page displays information about available Jetpack support resources.

➢ **To view Jetpack support on the Admin website:**

From the Jetpack Admin website home page, select **About Jetpack > Jetpack Support**.

My Account & Tools

My Verizon ⧉

Coverage Map ⧉

Data Calculator ⧉

Trip Planner ⧉

Help & Support

Attend a wireless workshop ⧉

Community forums ⧉

Device Support page & User Guide ⧉

Open Source

View Credits & Licenses

Verizon Customer Support

1-800-922-0204
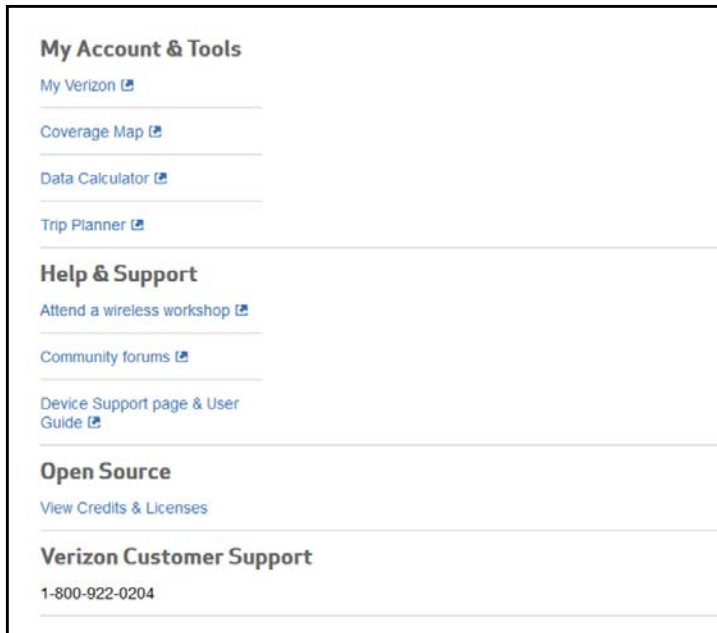
Turn On a SIM PIN Lock

The Jetpack's SIM security is disabled. You can turn on a PIN lock and enter a PIN.

➢ **To turn on a SIM PIN lock:**

1. From the Jetpack Admin website home page, select **Jetpack Settings > Advanced > SIM**.

For additional security, the SIM card inside your Jetpack can be locked with a PIN code. When locked, the PIN code must be entered before the Jetpack will connect to the Internet.

If the PIN Lock feature is on, you will need to enter the SIM PIN every time the Jetpack is powered on, and before the Jetpack will be able to connect to the Internet.

SIM PIN Lock Feature: Off

Turn On PIN Lock

2. Click the **Turn On PIN Lock** button and enter a PIN.

3. Click the **Save** button.

Your settings are saved.

Troubleshooting 7

This chapter provides suggestions for troubleshooting problems that might arise when you are using your Jetpack.

The chapter includes the following sections:

* *Questions About Connecting Devices and Internet Access*
* *Questions About the Jetpack Battery*
* *Questions About Improving Wi-Fi Performance*
* *Additional Questions*

Questions About Connecting Devices and Internet Access

Review this section for answers to questions about connecting and disconnecting devices and accessing the Internet.

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

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

- Verify that you are connecting with the correct Wi-Fi network name and password.
- Check the Wi-Fi stability by turning the Wi-Fi on the computer or Wi-Fi device off and then back on.
- Turn off your computer or Wi-Fi device and take the battery out, wait 10 seconds, put the battery back in, and turn your device on.
- Restart your computer or Wi-Fi device.
- Turn off or temporarily disable any security programs or firewalls on your computer or Wi-Fi device.
- If possible, try using another computer or Wi-Fi device to connect to your Jetpack. If you can, then the problem is with the device that cannot connect, not the Jetpack.

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

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

- Turn off your Jetpack, remove the battery, wait 10 seconds, reinsert the battery, and turn on your Jetpack.
- Check the display status on the LCD screen for your connection status, alerts or messages.
- Check the Alerts screen and resolve any outstanding issues.
- Make sure that network coverage is available in your area.
- Confirm that your account is activated and that no other Internet connections are active.
- Check your account details with your Internet service provider to see if your account is in good standing.
- Switch your Jetpack off and on, then restart your computer or Wi-Fi device.

The LCD screen on my Jetpack turned off. Can I still access the Internet?

Yes, you can still access the Internet if the Jetpack's LCD screen is not lit.The LCD screen goes to sleep if there is no activity on the screen, but the Wi-Fi radio is still active. To wake up the LCD, quickly press and release the **Power** button.

Why does the No Signal icon display?

If the No Signal icon displays on either the LCD or the Jetpack Admin website, the Jetpack is in a zero coverage area and is not connected to the mobile broadband network. Make sure that you are in your network provider's coverage area.

Why can't my device access the Jetpack Admin website when connected to a VPN?

If you are using your Jetpack while connected to a VPN, you might not be able to access the Jetpack Admin website using **http://my.jetpack**.

To directly access the Jetpack Admin website hosted on the device, enter **http://192.168.1.1** in your browser.

Why can't my Jetpack 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.

Questions About the Jetpack Battery

Review this section for answers to questions about your Jetpack battery.

Why can't I power on my Jetpack?

Make sure that the battery is inserted in the Jetpack and that it is fully charged or is charging. For more information about the battery, see the following sections:

- *Install the Battery* on page 12
- *Charge the Battery* on page 13

Why isn't my battery charging?

If you are in a low-coverage area, are transferring a lot of data, or left the Jetpack in a hot location, the internal temperature of the Jetpack 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 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 46.

Questions About Improving Wi–Fi Performance

Review this section about improving the Jetpack's Wi-Fi performance.

Why is the Wi–Fi signal always low?

If reception for your Jetpack is poor, try the following suggestions to improve your signal strength:

- Make sure that you're inside a network coverage area.
- Try reorienting your Jetpack.
- Move your Jetpack and your computer or Wi-Fi device to another location. You might be in or near a structure that is blocking the signal. Every obstacle (for example, walls, ceilings, furniture) between the Jetpack and other Wi-Fi devices decreases the signal strength.
- Place your Jetpack in a centralized location, as high as possible in the room.
- Make sure that you allow plenty of space around your Jetpack to provide the best signal reception.
- Keep your Jetpack at least 3–6 feet away from electrical devices that generate RF interference (for example, microwaves, TVs, 2.4 GHz cordless phones, cellular phones, baby monitors, wireless speakers). If you're not using these electrical devices, turn them off.
- If possible, place your Jetpack so that the signal passes through open doorways or drywall, as opposed to concrete, brick, metal, walls with insulation, and so on.

How can I improve my Jetpack's Wi–Fi performance?

To improve your Jetpack's Wi-Fi performance, try the following suggestions:

- Try a different channel number. For more information, see *Configure the Wi-Fi Channel* on page 32.
- Check to see whether any Jetpack software updates are available. For more information, see *Update the Jetpack Software* on page 42.
- Improve the Wi-Fi signal strength. For more information, see *Why is the Wi-Fi signal always low?* on page 75.
- Limit the number of computers or Wi-Fi devices that can connect to the network. For more information, see *Change the Password for the Jetpack Admin Website* on page 27.

Additional Questions

The following are additional questions about your Jetpack.

Can I replace the micro–SIM card that came with my Jetpack with another micro–SIM card?

Yes, but you must provision your account for the SIM card.

Why is the download or upload speed slow?

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

- Check your LTE and Wi-Fi signal strength.

- If your computer or device supports it, try using the 5 GHz band Wi-Fi network.

- Check the Wi-Fi interference by powering the Jetpack off and then powering it on to find a better Wi-Fi channel.

- If the LTE network signal is low, consider using an external antenna like the MIMO Antenna or an AirCard Cradle from NETGEAR that has built-in high-gain antennas.

What do I do if the Jetpack Wi–Fi network name doesn't appear in the list of networks?

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

- Refresh the list of networks.

- On your Jetpack, view the Wi-Fi options page (select **Settings > Wi-Fi > Help Me Choose**).

- If the LCD is dark, the Wi-Fi radio might be asleep. Press the **Power** button to wake the Jetpack.

If the Jetpack is tethered to your computer, make sure that Wi-Fi is set to stay on when the Jetpack is tethered. For more information, see *Your settings are saved.* on page 27.

System Requirements and Specifications

A

This appendix covers the following topics:

- *System Requirements*
- *Radio Frequency and Electrical Specifications*
- *Software Specifications*
- *Environmental Specifications*
- *Mechanical Specifications*

System Requirements

The following items are required for you to use your Jetpack:

- One or more computers or Wi-Fi devices that support Wi-Fi (802.11ac/b/g/n).
- The following web browsers are supported:
  - Internet Explorer (version 8.0 or later)
  - Mozilla Firefox (version 4.0 or later)
  - Google Chrome (version 17 or later)
  - Apple Safari (version 5.0 or later)
  - Apple Safari Mobile (version iOS 4.0)
  - Android Browser (Android OS 2.2 or later)
- The following operating systems are supported:
  - Windows 8 (x86)
  - Windows 7
  - Windows Vista
  - Windows XPR SP3
  - Mac OS X (version 10.6.8 or later)
  - Mac OS 10.6.10.8
  - iOS (version 4 or later)
  - Android (version 2.1 or later)
  - Blackberry (version 5.0 or later)
- If you'll be connecting your device through USB, connect to a USB 2.0 or USB 3.0 port.

Radio Frequency and Electrical Specifications

Item	Description
Approvals	FCC
Battery	Size: 4340 mAh Duration for initial charge (wall charger / PC USB cable): 3 hours Charge life: • Up to 24 hours of active time • Up to 650 hours of standby time
Current	Maximum: ~900 mA Standby current: • 4 mA (1xEV-DO/IS2000 hybrid mode) • ~6.5 mA (LTE)
Technology/Bands	• 4G LTE CA: 700+1700 (B13+B4) • 4G LTE: 1900 (B2) / 1800 (B3) / 1700 (B4) / 2600 (B7) / 700 MHz (B13) MHz • UMTS/HSPA/HSPA+: 850 / 900 / 1900 / 2100 MHz • CDMA 1X/EvDO/eHRPD: 800 / 1900 MHz • GSM/GPRS/EDGE: 850 / 900 / 1800 / 1900 MHz

Software Specifications

Item	Description
CDMA (3G) specification	IS-2000 Release 0
Data service	IS-707A
3GPP	Release 9
Wi-Fi specification	• IEEE 802.11ac • IEEE 802.11b • IEEE 802.11g • IEEE 802.11n
Wi-Fi security and encryption protocols	WPA2 Personal AES WPA/WPA2
WPS	Wi-Fi Simple Configuration 2.0 (WSC 2.0) based Wi-Fi Protected Setup (WPS)
SMS (IS-637)	Supported
FAX	Not supported
IOTA	Supported

Item	Description
OTASP (IS-683A, IS-683B, IS-683C)	Supported
OTAPA	Supported
PRL (Preferred Roaming List)	Supported
Authentication	Supported
Voice	Not supported
NAM	Single
Position location	Standalone
TTY/accessibility	Not supported
Mobile IP	Supported
Network protocols (routing hardware)	TCP, UDP, ARP, RARP, ICMP
VPN	Pass-through of the following VPN types: • PPTP • IPSec Tunneling of multiple VPN sessions simultaneously is supported.

Environmental Specifications

Item	Temperature
Operating temperature	0°C to 35°C (32 F to 95°F)
Storage temperature	–0°C to +60°C (–4°F to 140°F)
Humidity	45°C (113°F) / 86% RH max.

Table 1. Environmental specifications

Mechanical Specifications

Parameter	Dimension
Dimensions (W x L x H)	4.33 in. x 2.67 in. x 0.75 in. (110 mm x 68 mm x 19 mm)
Weight	5.8 oz (164 g)

Tips and Safety Guidelines for Lithium–Ion Batteries

B

Battery Tips

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

General Battery Safety

- Stop using a battery if its case appears damaged, swollen, or compromised. Examples include, but are not limited to, leaking, odors, dents, corrosion, rust, cracks, swelling, melting, and scratches.
- Do not expose batteries to fire or other heat- generating environments.
- Do not place the battery or the device in areas that may get hot. Examples include, but are not limited to, on or near a space heater, cooking surface, cooking appliance, iron, radiator, or fireplace.

- Do not get the battery or the device wet. Even though they may dry and appear to operate normally, the circuitry can slowly corrode and defeat its safety circuitry.
- Do not crush, puncture, deform, or put a high degree of pressure on the battery, which can cause an internal short circuit, resulting in overheating.
- Avoid dropping the battery or the device. Dropping it, especially on a hard surface, may cause damage to the battery and the device. If you suspect damage to the battery or the device, replace it.
- When the battery is outside the device, do not allow the battery to come in contact with metal objects, such as coins, keys, jewelry, or tools.
- Do not disassemble or modify batteries. Do not use a battery for anything other than its intended purpose.

Appropriate Batteries and Chargers

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

Battery Disposal

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

(BC)