

AirCard[®]

781S Mobile Hotspot

User Guide

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the NETGEAR® modem are used in a normal manner with a well-constructed network, the NETGEAR modem should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. NETGEAR accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the NETGEAR modem, or for failure of the NETGEAR modem to transmit or receive such data.

Safety and Hazards

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Do not operate the NETGEAR modem in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the NETGEAR modem **MUST BE POWERED OFF**. When operating, the NETGEAR modem can transmit signals that could interfere with various onboard systems.

The driver or operator of any vehicle should not operate the NETGEAR modem while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some states and provinces, operating such communications devices while in control of a vehicle is an offence.

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1: Get Started

This chapter provides an overview of the AirCard 781S Mobile Hotspot features, and instructions on how to set up your mobile hotspot and connect to the Internet.

Know your device

Your mobile hotspot enables you to create a Wi-Fi network anywhere there is cellular network coverage. You can use that Wi-Fi network to connect your laptop and other Wi-Fi capable devices to your network provider's mobile broadband network and connect to the Internet.

You can also use your mobile hotspot in tethered mode by connecting it to your laptop with the USB cable to access the Internet.

Additional features include:

- Touchscreen LCD interface — Configure basic Wi-Fi and display settings, view data usage details, view system and network provider alerts and messages
- Wi-Fi Protected Setup (WPS) — A fast, easy way to connect WPS-enabled devices to your Wi-Fi network
- Guest Wi-Fi — Create a second Wi-Fi network on the hotspot for guests to use



Power button

Table 1-1: Power button usage

Desired result	Action
Turn mobile hotspot on	Press and hold the power button for two seconds.
Turn mobile hotspot off	Press and hold the power button for two seconds.
Wake up Wi-Fi signal and device screen	Press and quickly release the power button.

LCD touchscreen

The mobile hotspot's touchscreen LCD displays:

- Wi-Fi network name and password
- Network signal icons (See [LCD screen elements](#) on page 9 for details.)
- Data usage details
- Wi-Fi details (Wi-Fi range, connected devices, etc.)
- Device settings (screen brightness, software updates, view wireless number, etc.)
- System alerts
- Network provider messages
- Device tutorial

To personalize the mobile hotspot and change basic settings, use the homescreen Settings and Wi-Fi options.

For advanced settings, use a Wi-Fi enabled device to connect to the hotspot and then visit the homepage at <http://192.168.1.1>.

LCD screen elements

Icons on the LCD screen's top row indicate the status of the mobile hotspot, and several screen elements can be tapped to configure Wi-Fi and device settings, view data usage details, and view system alerts and carrier messages.

Homescreen

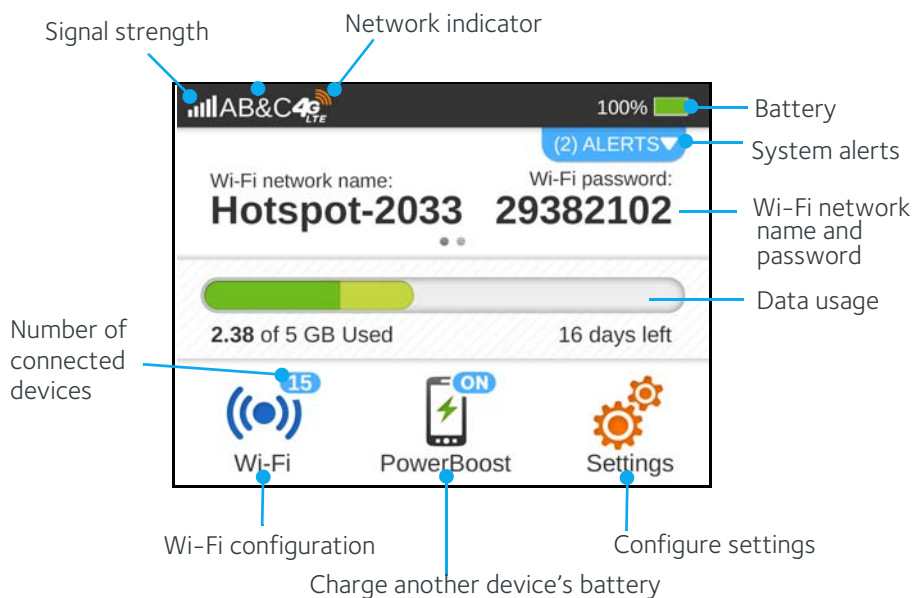


Figure 1-1: LCD homescreen

Table 1-2: LCD homescreen elements











Element	Indicates
	Signal strength The more bars the stronger the network provider's signal.
	No signal
	The type of network available.* 4G LTE—LTE 4G—HSPA, HSPA+
	Battery status Indicates the charge status of the battery. Green bar — 26–100% Yellow bar — 11–25% Red bar — <10%. Connect charger.
	Battery charging

Table 1-2: LCD homescreen elements (Continued)

Element	Indicates
	Number of system alerts Slide down to view the messages
Wi-Fi network name and Wi-Fi password	Mobile hotspot's Wi-Fi network name and password. Used by Wi-Fi enabled devices to connect to the mobile hotspot.
	Data usage for current billing period or prepaid plan. Tap the data bar to view detailed information.
	Wi-Fi menu Number indicates currently connected devices. Tap to configure basic Wi-Fi settings, including Wi-Fi profiles.
	PowerBoost Tap to charge another device's battery (using the PowerBoost cable).
	Settings menu Tap to configure basic device settings.

Status LED indicator

The LED indicates the device's connection status:

- Slow blue blink — Data connection ready
- Double blue blink — Transferring data
- Slow amber blink — Sleeping

Accessories

- Micro USB cable — Used mainly for recharging the battery, although you can also use it to tether the mobile hotspot to your computer
- Wall charger — Used with the USB cable to recharge the battery or to power the mobile hotspot from a wall socket

Power sources

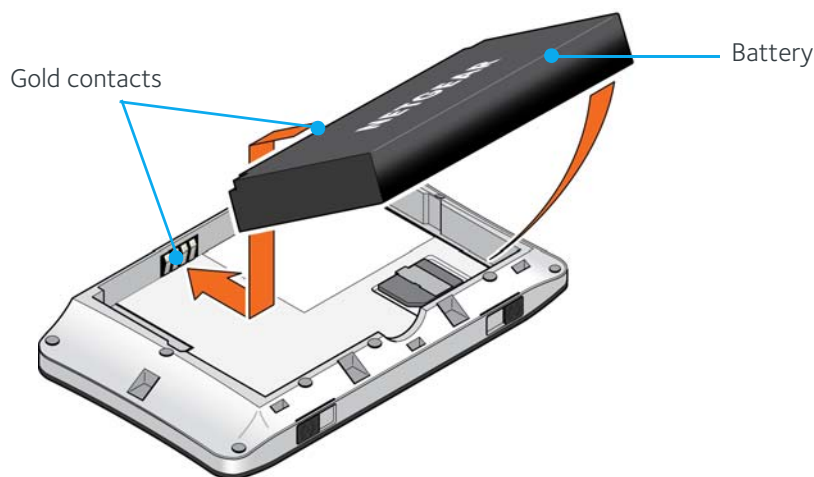
You can power your mobile hotspot from:

- Rechargeable battery included with the mobile hotspot
- Wall socket using the wall charger and USB cable
- USB port on your computer

Set up and connect to the Internet

Install the battery

1. Insert the battery as shown in the illustration. Ensure that the gold contacts on the battery are lined up with the gold contacts on the device.



2. Replace the back cover.

Note: The battery comes partially-charged and ready to go. When the battery needs recharging, follow the instructions in [Recharge the battery](#) on page 16.

Connect to the Internet

To connect to the Internet:

1. Turn on the mobile hotspot.
Press and hold the power button for a few seconds. Once powered up, the mobile hotspot automatically searches for and connects to your network provider's mobile broadband network.
2. Connect your computer or other device to your Wi-Fi network.
 - a. On your computer, view the list of available Wi-Fi networks.
 - b. Select the Wi-Fi network name displayed on the mobile hotspot LCD screen, and connect to it.
 - c. When prompted, enter your Wi-Fi network password, as it appears on the mobile hotspot LCD screen.
3. Launch your browser to surf the Internet.

Note: Your mobile hotspot does not need to be connected to the computer with the USB cable to connect to the Internet. The USB cable is used mainly for recharging the battery. (You can also connect to the Internet with the mobile hotspot tethered to the laptop with the USB cable.)

Note: To personalize the mobile hotspot and change basic settings, use the LCD homescreen [Settings and Wi-Fi options](#). For advanced settings, use a Wi-Fi enabled device to connect to the hotspot and then use a browser to display the homepage (<http://192.168.1.1>). Log in as Administrator to make changes.

Note: The LCD screen may go into sleep mode to save power. To wake up the LCD screen, press and quickly release the power button, then tap the Unlock icon.

Device configuration

Your mobile hotspot comes configured, perfectly secure and ready to use, but if you want to change the security settings, the Wi-Fi network name (SSID) and other settings, go to your mobile hotspot's homepage.

Note: Some basic Wi-Fi and device settings can be changed using the touchscreen LCD's Wi-Fi and Settings menus.

The homepage URL is shown on the LCD (**Settings > About**) and in the Quick Start Guide that came with your mobile hotspot.

You must be logged in as Administrator to change settings and view detailed information.

Security credentials

Three passwords are associated with the mobile hotspot:

- Wi-Fi password — Used to connect your computer or other Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It is displayed on the main mobile hotspot LCD screen. If the screen is blank (a power-saving feature), press and quickly release the power button to view the information on the screen. The default Wi-Fi Password is also printed on a label under the battery.
- Admin Login — Used to log into the homepage as Administrator. You must be logged in as Administrator to use certain features and to make changes to your mobile hotspot settings. The default Admin Login is printed on a label under the battery. The Admin Login can be 5–31 characters.
- Guest Wi-Fi Password — When enabled, guests can use this password to access the Guest Wi-Fi network.

You can change these passwords on the homepage, <http://192.168.1.1>.

2: Use Your Mobile Hotspot

This chapter provides information on how to use your mobile hotspot.

Note: To change settings you need to be logged in as Administrator. See [Set up and connect to the Internet](#) on page 11.

Add a wireless device to your Wi-Fi network

You can connect up to fifteen wireless devices such as smart phones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames to your mobile hotspot network.

You can add a wireless device to your Wi-Fi network manually, or if the device you are adding is Wi-Fi Protected Setup (WPS) enabled, you can use the WPS method to connect the device without using the Wi-Fi password.

Add a device manually

1. On the wireless device you want to add to your network, view the list of available Wi-Fi networks.
2. Connect to the network that corresponds to your mobile hotspot network, as displayed on the LCD.
3. When prompted, enter the Wi-Fi password for your mobile hotspot network. The Wi-Fi password is displayed on the mobile hotspot LCD screen. (If the screen has turned off to save power, press and quickly release the power button to wake up the screen.)

Add a WPS-enabled device

You can add a WPS-enabled Wi-Fi device to your Wi-Fi network without a Wi-Fi password, using the homepage or the mobile hotspot LCD screen.

On the LCD touchscreen:

1. On the home screen, tap **Wi-Fi > WPS**.
2. Tap **Pair with Main Wi-Fi** or **Pair with Guest Wi-Fi**.
3. Within two minutes (120 seconds), press the WPS button on the wireless device you want to connect.

Your mobile hotspot and the wireless device will communicate and establish the connection.

On the homepage:

1. On the homepage, log in as Administrator.

2. Click **Wi-Fi**.
3. Click **WPS** for either the Main Wi-Fi or Guest Wi-Fi.
4. Choose the WPS method you want to use:
 - If the device you want to connect has a WPS button:
Click **WPS button pairing**, and then within two minutes (120 seconds) press the device's WPS button, or
 - If the device you want to connect has a WPS PIN associated with it:
Click **Enter WPS PIN**, and then enter the device's WPS PIN.Your mobile hotspot and the wireless device will communicate and establish the connection.

Messages and Alerts

View SMS messages

You can view SMS messages from AT&T on the LCD touchscreen or the homepage.

On the LCD touchscreen:

On the home screen, the Messages icon indicates if you have unread network messages.

To view messages:

1. On the home screen, tap **Messages**. A list of messages appears, previewing the first portion of the text.
2. For any message in the list, tap the message to read the full text.

To delete a message:

1. Tap the desired message.
2. Tap **Delete**.

On the homepage:

If you have logged in as Administrator, the Messages icon on the side menu indicates if you have unread network messages.

To view messages:

1. Log in as Administrator.
2. Click **Messaging**. A list of messages appears, showing the first portion of the text.
3. For any message in the list, click the message to read the full text.

To delete a message:

1. Click the desired message.
2. Click **Delete**.

View alerts

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

On the LCD touchscreen:

On the home screen, the Alerts bar indicates that you have system alerts.

To view alerts:

1. On the home screen, tap the Alerts bar.
2. Read each alert that appears and follow any displayed instructions. Tap the '>' button to show the next alert.

Note: Alerts remain as long as the issues that cause them are active. When the issues are dealt with, the alerts are removed automatically.

On the homepage:

If you have logged in as Administrator, any active alerts will appear on the homepage.

To view alerts:

1. Log in as Administrator. Active alerts will appear at the top of the homepage.
2. Follow the instructions in each alert to address the conditions that caused them to appear.

Note: Alerts remain as long as the issues that cause them are active. When the issues are dealt with, the alerts are removed automatically.

Battery

Battery life

The mobile hotspot, by default, is configured to optimize battery life. Battery life is affected by:

- Standby time
- Data throughput
- Mobile Broadband signal strength (the better the signal, the longer the battery life)
- Wi-Fi range:
 - Standard — Longest battery life
 - Boost — Enables you to have connected Wi-Fi devices further from your mobile hotspot and still connect to your Wi-Fi network, but battery life is shorter

Recharge the battery

The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer.

To recharge the battery from a wall socket (Fastest option):

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



2. Plug the wall charger into a wall socket. The battery icon includes a lightning bolt to indicate that the battery is charging. (🔋⚡)

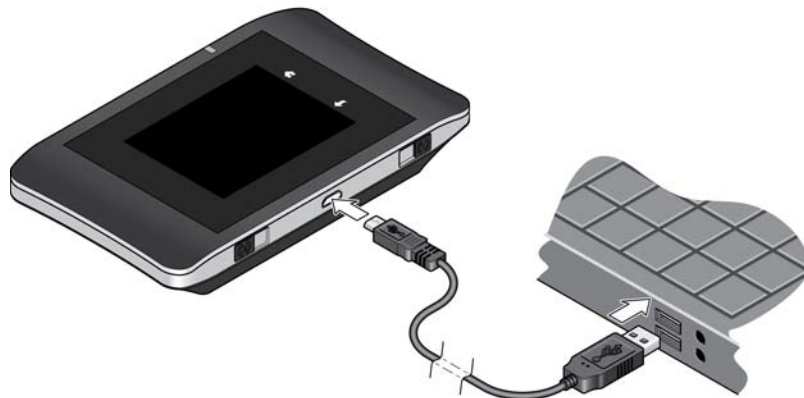
The battery icon on the LCD screen indicates when the battery is fully charged

(🔋) and an alert is displayed.


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

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

1. Attach one end of the micro USB cable to the mobile hotspot and plug the other end into the USB port on your computer. The battery icon includes a lightning bolt to indicate that the battery is charging. (🔋⚡).



The battery icon on the LCD screen indicates when the battery is fully charged

() and an alert is displayed.

3: Frequently Asked Questions

This chapter provides answers to questions you may have about your mobile hotspot. (Also see [Troubleshooting](#) on page 21.)

How do I turn the mobile hotspot off?

Press and hold the power button for a few seconds.

How do I find out how many users are connected to my mobile hotspot network?

The number on the Wi-Fi icon on the mobile hotspot LCD shows the number of users (or devices) connected to your Wi-Fi network, and a list of connected devices is shown in the homepage's Devices Connected section. For more details about the devices or users connected to your network, tap Wi-Fi > Devices.

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

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

Where can I find more information?

- Refer to the Quick Start that came with your mobile hotspot.

4: Troubleshooting

This chapter provides suggestions for troubleshooting problems that may arise when using your mobile hotspot.

Reset the mobile hotspot

You can reset the mobile hotspot to the factory setting on the device or on the homepage. (This is useful if you have lost your Admin Login for the homepage.)

Note: If you reset the modem, all of your customizations will be lost. If you want to keep them, save them before doing the reset, then restore them afterward. See [Download \(backup\) and restore settings](#) on page 44 for details.

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

On the LCD touchscreen:

1. On the home screen, tap **Settings > Factory Reset**.
2. Tap **Yes**.
3. Tap **Begin Reset**.
4. After the device has reset, click **Restart**.
5. Reconnect your Wi-Fi devices.

On the homepage:

1. On the home page, click **Settings > General > Software and Reset**.
2. Click **Reset**.
3. Click **Begin Reset**.
4. After the device has reset, reconnect Wi-Fi devices.

Alerts

Temperature-related alerts

The mobile hotspot is designed to work over a wide temperature range. (See [Environmental specifications](#) on page 23 for details.) The mobile hotspot will shut down automatically if it goes out of the supported temperature range.

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

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

5: Specifications

Mechanical specifications

Table 5-1: Mechanical specifications

Weight	165g (5.82 oz.)
Length	112 mm (4.41 in.)
Width	68 mm (2.68 in.)
Thickness	19 mm (0.75 in.) [excluding feet]

Environmental specifications

Table 5-2: Environmental specifications

Operating temperature	0° C to 35° C (32° F to 95° F)
Storage temperature	-10° C to +60° C, 96 hours (14° F to 140° F)

Supported RF bands

Table 5-3: Supported RF bands

Technology	Bands
LTE	Band 2 (1900 MHz) Band 4 (AWS) (1700/2100 MHz) Band 5 (850 MHz) Band 17 (700 MHz)
HSPA+	Band 2 (1900 MHz) Band 5 (850 MHz)

LTE Release 10 feature support

NETGEAR has confirmed with the FCC regarding the following LTE Release 10 feature support:

1. The AC781S supports LTE 3GPP Release 10, but only supports the Carrier Aggregation feature of Release 10. Furthermore, only downlink Carrier Aggregation is supported. There is no support for Carrier Aggregation in the uplink.
2. The AC781S does not support any other Release 10 LTE features.
3. The output power in LTE mode for the AC781S does not change (stays within ± 0.2 dB) with or without downlink Carrier Aggregation applied.
4. The AC781S supports the following bands and bandwidths for downlink (only) Carrier Aggregation:

Primary Cell Band	Primary Cell Bandwidth	Secondary Cell Band	Secondary Cell Bandwidth
B2	5 MHz	B17	5 MHz
B2	5 MHz	B17	10 MHz
B2	10 MHz	B17	5 MHz
B2	10 MHz	B17	10 MHz
B4	5 MHz	B17	5 MHz
B4	5 MHz	B17	10 MHz
B4	10 MHz	B17	5 MHz
B4	10 MHz	B17	10 MHz

6: Regulatory and Safety Information

Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (that is, have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the AirCard 781S Mobile Hotspot are used in a normal manner with a well-constructed network, the AirCard 781S Mobile Hotspot should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. NETGEAR and its affiliates accept no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the AirCard 781S Mobile Hotspot, or for failure of the AirCard 781S Mobile Hotspot to transmit or receive such data.

Safety and Hazards

The mobile hotspot **MUST BE POWERED OFF** in all areas that may be susceptible to radio interference, in particular:

- Prohibited areas
Obey all signs and notices and follow all rules and regulations. Power off the mobile hotspot when instructed to do so or when you suspect that it may cause interference or danger.
- In areas where blasting is in progress
- Where explosive atmospheres may be present
Areas with a potentially explosive atmosphere are not always clearly marked. Such areas include gas stations, fuel depots, chemical transfer or storage facilities, areas where blasting is in progress, areas where the air contains chemicals or particles such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your cellular phone or vehicle engine.
- Near medical or life-support equipment
Medical equipment may be susceptible to any form of radio interference. In such areas the mobile hotspot can transmit signals that could interfere with this equipment.
- On board aircraft
In addition to Federal Aviation Authority (FAA) requirements, many airline regulations state that you must suspend wireless operations before boarding an aircraft. The mobile hotspot is capable of transmitting signals that could interfere with various onboard systems and controls.

Failure to observe this instruction may lead to suspension or denial of cellular telephone services to the offender, legal action, or both.

Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. The mobile hotspot may be used normally at this time.

- **While operating a vehicle**

The driver or operator of any vehicle should not use a wireless data device while in control of a vehicle. Doing so detracts from the driver or operator's ability to control and operate the vehicle. In some countries, using such communications devices while in control of a vehicle is an offence.

Caution: Unauthorized modifications or changes not expressly approved by NETGEAR, Inc. could void compliance with regulatory rules, and thereby your authority to use this device.

Proper Battery Use and Disposal

Note: Improper battery use may result in a fire, explosion, or other hazard.

To ensure safe and responsible battery use:

- Do not open, disassemble, puncture, crush, bend, or shred.
- Do not expose to water or other liquids, fire, explosion, or other hazards.
- Use the battery only in the mobile hotspot.
- If using with a charger, use only the charger supplied with the mobile hotspot.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with the mobile hotspot.
- Follow local regulations when disposing of a used battery.
- Avoid dropping the mobile hotspot or the battery. If dropped and you suspect damage, take it to a service center for inspection.

Regulatory Information for North America

FCC ID: PY3AC781S

SAR information: 1.275 W/kg @ 1 g (body)

Caution: The AirCard 781S Mobile Hotspot was tested for typical body-worn operations. A minimum separation distance must be maintained between the user's body and the Hotspot: 1 cm to comply with the RF exposure requirements in the U.S. for FCC exposure requirements.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Where appropriate, the use of the equipment is subject to the following conditions:

Note: (EMI) – *United States FCC Information* – This equipment has been tested and found to comply with the limits pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

If you have purchased this product under a United States Government contract, it shall be subject to restrictions as set forth in subparagraph (c)(1)(ii) of Defense Federal Acquisitions Regulations (DFARs) Section 252.227-7013 for Department of Defense contracts, and as set forth in Federal Acquisitions Regulations (FARs) Section 52.227-19 for civilian agency contracts or any successor regulations. If further government regulations apply, it is your responsibility to ensure compliance with such regulations.

Wi-Fi Channel Information

The AC781S does not support the following channels:

- 2.4 GHz — Channels 12, 13, and 14 are not supported.
- 5 GHz — Channels 46 and 48 are not supported.

Note: *Wi-Fi channels 36 through 44 (5180–5220 MHz) are for indoor use only.*

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