# NETGEAR® Zing Mobile Hotspot™

## User Guide

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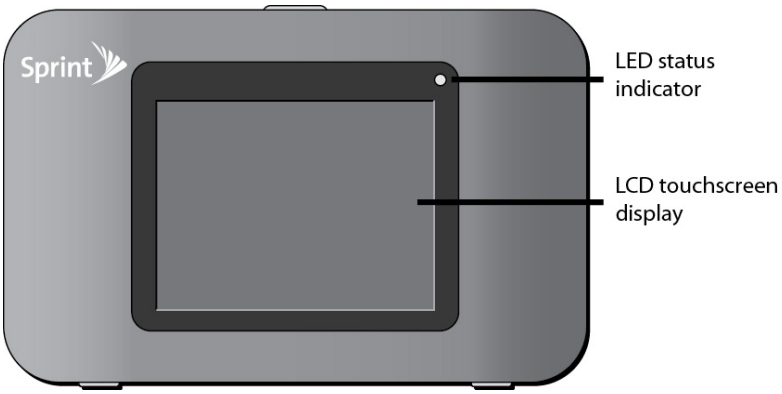
# Get Started

The following topics give you all the information you need to set up your device and Sprint service the first time.

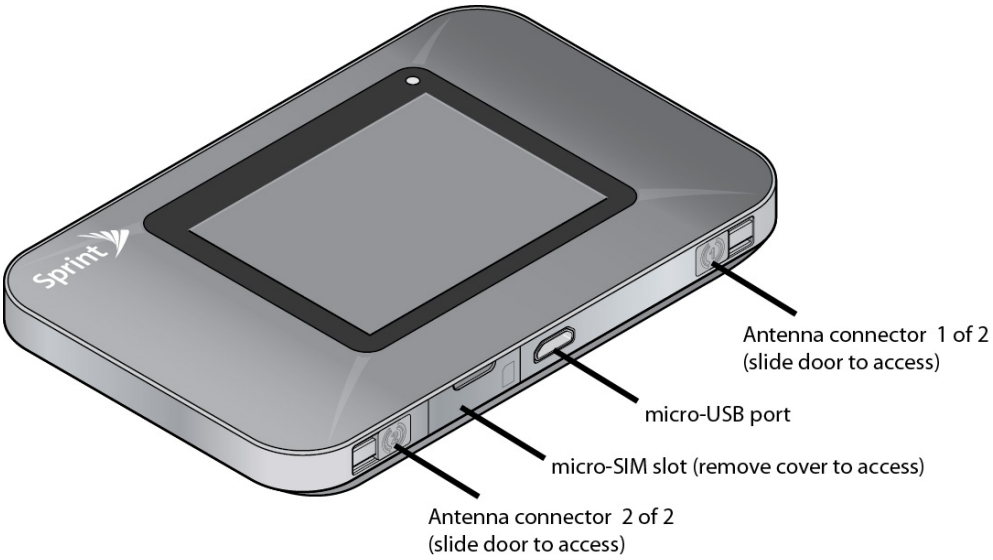
## Your Device

The following illustrations show your device's primary external features and buttons.

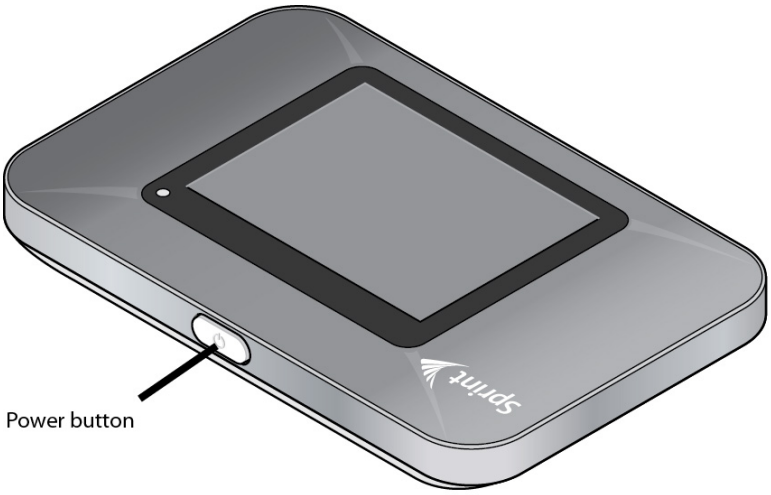
### Front View



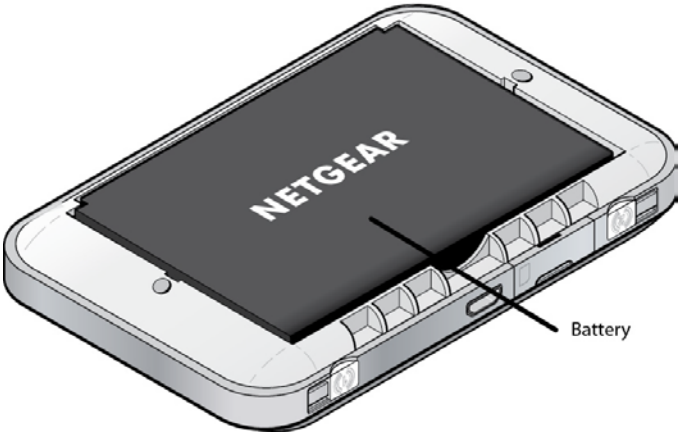

### Bottom View



### Top View




### Back View (Battery Cover Removed)




## *Package Contents*

Your package includes several items.

- NETGEAR Zing Mobile Hotspot
- Battery cover
- Rechargeable battery
- AC charger with type-A USB port
- Micro-USB cable

- Micro-SIM (pre-installed)
- Get Started poster
- Recycling envelope

## Care and Maintenance

As with any electronic device, you should handle this device with care to ensure reliable operation. Follow these guidelines in using and storing your device.

- Protect your device from liquids, dust, and excessive heat.
- Do not handle or operate your device while driving or operating a vehicle. Doing so may distract you from properly operating the vehicle. In some jurisdictions, operating communication devices while in control of a vehicle is a criminal offense.
- Do not apply adhesive labels to your device. They may cause your device to overheat and may alter the antenna's performance.

# System Requirements

The following items are required to use your NETGEAR Zing Mobile Hotspot.

- One or more computers that support Wi-Fi (802.11b/g/n)
- Web browser (required if you'll be using the Zing Manager browser interface to view status and to configure settings). The following browsers are supported:
  - Internet Explorer® (version 7.0 or higher)
  - Mozilla Firefox® (version 3.0 or higher)
  - Google Chrome™ (version 2.0.172.28 or higher)
  - Apple Safari® (version 4.0 or higher)
  - Opera™ (version 9.64)
- If you'll be connecting your device through USB:
  - Computer running Windows® 8 (x86), Windows 7, Windows Vista®, Windows XP®, or Mac OS® X (version 10.5 or higher)
  - USB 2.0 slot

# Setting Up Your Device

The following topics describe how to set up and start using your device.

## Device Setup

This section describes how to set up your device.

1. Install the battery (see Installing the Battery for details).
2. The battery is shipped partially charged. If you want to fully charge the battery at this time, connect your device to the AC charger (see Charging the Battery for details).
3. Plug the AC charger into an electrical outlet.

**Important:** Charge your device until the battery icon is full ( ).

## Starting Your Device for the First Time

The NETGEAR Zing Mobile Hotspot is designed to activate automatically the first time that it is turned on, using 'hands-free activation'. Typically, the activation process will be seamless, not requiring any action on your part; you might not even see any activation-related messages displayed on your device's LCD.

If your account did not activate for some reason, an alert will appear on the home screen and on the Zing Manager home page with an option to try the activation again. You must activate your account before you can use Sprint data services.

After going through the activation process, you will have the option of running a quick tutorial to learn the LCD's features.

### Power On and Activate Your Account

1. Turn on the hotspot (press and hold the **Power** button for 2 seconds).
2. When the Welcome message appears, tap **Continue**.
3. Read the End User License Agreement and, when you are ready, tap **I Agree** to accept the terms of the agreement.
    - If the account is still activating, a Hands Free Activation message will display the current status. Wait for the process to finish (recommended) or tap **Cancel**. If you cancel the activation, follow the instructions that appear to finish the activation process.
    - If the activation succeeds, the Activation Complete message will appear, showing your device's Wi-Fi name and Wi-Fi password.
4. If you want to change the Wi-Fi name and/or password immediately:

- Tap the arrow beside **Wi-Fi name**. See Using the LCD Keyboard.
- Tap the arrow beside **Wi-Fi password**. See Using the LCD Keyboard.

5. When you are ready to continue, tap **Finish**.

If your account could not be activated, a message will display the reason (not in cellular coverage area, roaming internationally, etc.).

► Follow the instructions, and tap to clear the message.

### Activate Your Account From the Home Screen

If your account was not activated, you cannot use Sprint data services. An alert will be shown on the LCD home screen.

To try again to activate your account:

1. On the home screen, tap the **Alerts** bar.
2. Go through the alerts (tap the down arrow ) until you see the **Hotspot not activated** alert.
3. Tap **Retry Activation**.
4. Follow any instructions that may appear.

### View the Device Tutorial

The LCD home screen displays a **Tutorial** tab below the status bar, which remains until you access the tutorial for the first time.

To view the tutorial for the first time:

► Either tap the **Tutorial** tab on the home screen,

-- or --

Tap **> Settings > More > Support > View Tutorial**.

See Device Tutorial for details.

**Note:** If you want to see the tutorial again, see Device Tutorial.

# *Getting Help*

Learn where you can get more information or assistance.

## *Visiting the Sprint Website*

Sign on to sprint.com to get up-to-date information on Sprint services and options.

- Review coverage maps.
- Access your account information.
- Add additional options to your service plan.
- Purchase accessories.
- Check out frequently asked questions.
- And more.

## *Contacting Sprint Customer Service*

You can reach Sprint Customer Service online or by calling toll-free.

- Log in to your account at sprint.com.
- Call us toll-free at **1-888-788-4727** (business use) or **1-888-211-4727** (personal use).

# Device Basics

Learn about the buttons, connectors, and other components of your NETGEAR Zing Mobile Hotspot.

Your device provides a simple way to use your Internet connection (GSM, 3G, or LTE) with any Wi-Fi-enabled device, and to share your Internet connection with friends and family.

## Components of Your Device

Your device consists of several main components.

- **Main and Guest Wi-Fi networks:** The Wi-Fi networks (access points) connect your computers and other Wi-Fi-enabled devices to your device.

- **Modem:** The modem connects your device to the Internet via the best available network (customizable):
  - LTE – Newer technology, faster speeds compared with 3G and GSM
  - 3G – CDMA technology, more widely available compared with LTE
  - GSM – GPRS/EDGE/HSPA/HSPA+, available for international roaming
- **Routing hardware:** The routing hardware handles traffic between the modem, the Wi-Fi access point, and the Wi-Fi network.

# GSM, 3G, and LTE Networks

These wireless networks connect you to the Internet.

Depending on your coverage area, you may have:

- Only LTE coverage
- Only 3G coverage
- Only GSM coverage (GSM coverage is always roaming)
- A combination of these networks

Your device automatically connects to the fastest network that is available to you. If you have both 3G and LTE coverage and your connection happens to get disrupted, your device can automatically switch to the other network. (For more information, see Mobile Broadband Information and Settings.)

## Mobile Broadband Information and Settings

The network icon indicates the active network service type.

| Icon | Description |
|---|---|
| | LTE service is available. |
| | 3G service is available. |
| | GSM (EDGE/GPRS/HSPA/HSPA+) service is available. |
| No icon | You have no service. Try the suggestions in Cannot Connect to the Mobile Broadband Network. |

Your device is designed to always connect to an available network if possible. If your device is not connected (dropped signal, roaming not supported, etc.) an alert is displayed. The connection status can also be seen on your device's Status Screen, and on the web page's Network > Status Details Tab.

Your device can be set to connect automatically to the best available network, or to LTE, 3G, or GSM networks only. See Setting the Allowed Network Mode.

Your device can also be set to allow roaming on Sprint networks, domestically, and internationally. See Setting the Roaming Mode.

## *Signal Information*

Learn how to determine the signal strength and get detailed network status information.

### Signal Strength

The signal strength icon appears on your device's home screen and in the web page's **Connection Details** panel.

| Icon | Description |
|---|---|
| | No signal |
| | Very weak signal |
| | Excellent signal |

### Active Network

The network that is currently being used for your data connection appears on your device's home screen and in the web page's **Connection Details** panel.

### Network Status

Detailed network information (such as Connection Status, RSSI, Ec/Io, etc.) appear on your device's Status Screen, and on the web page's Network > Status Details Tab.

# *Internet Connection Information*

Information about your Internet connection is available.

- Data usage for the current connection session and the current billing period. (See Viewing Data Usage.)
- Router information. (See Router > Basic Tab, Router > Port Forwarding Tab, and Router > Port Filtering Tab.)

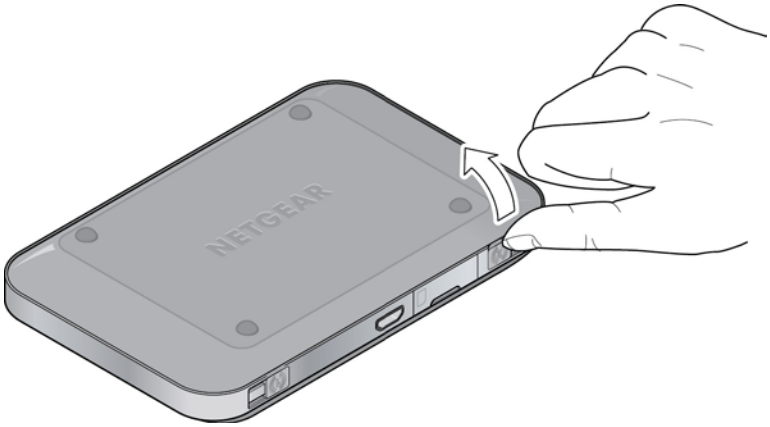
# *Battery*

The battery compartment is on the back of your device. The battery is replaceable. New batteries, chargers, and other accessories are available from the Sprint Store at sprint.com.

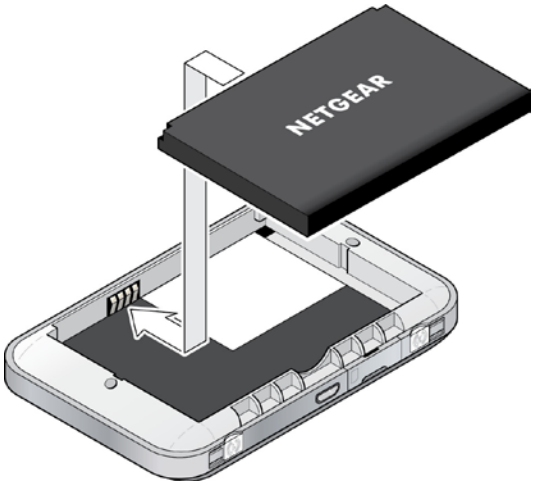
## *Installing the Battery*

Before you use your device, install the battery.

1. At antenna connector 1 or antenna connector 2, lift the raised edge of the battery cover to remove it.




2. Insert the battery into your device, contacts end first. Make sure the battery contact points align with those inside the battery compartment.



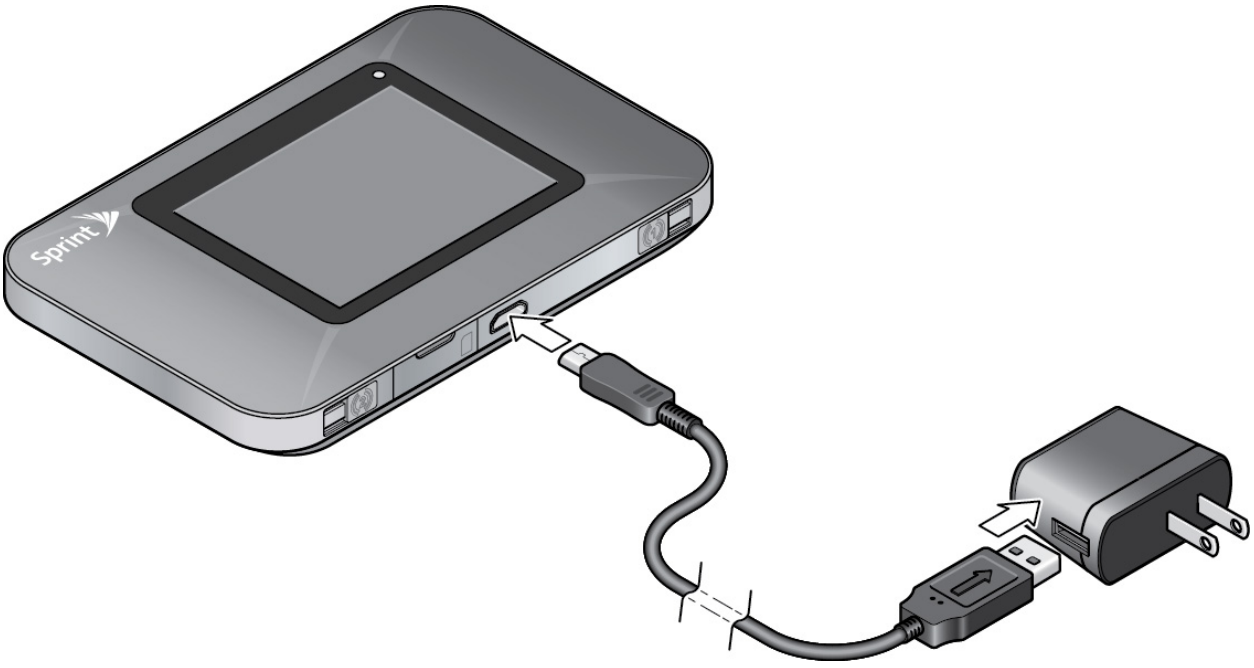
3. Replace the battery cover.

## *Charging the Battery*

You need to recharge your device's battery periodically. You can continue using your device while it is charging.

The faster method is to connect your device to the AC charger. (See Using the AC Charger with Your Device's micro-USB Port, below). Alternatively, you can connect your device to your computer, although this charges more slowly. (See Charging Through Your Computer, below.)

### Using the AC Charger with Your Device's micro-USB Port




1. Insert the larger (Type A) end of the micro-USB cable into the AC charger.

2. Insert the other end of the cable into the micro-USB port on the side of your device.

3. Insert the AC charger into an electrical outlet. (If the battery is already partially changed when the charger is plugged into the outlet, your device will power on automatically.)

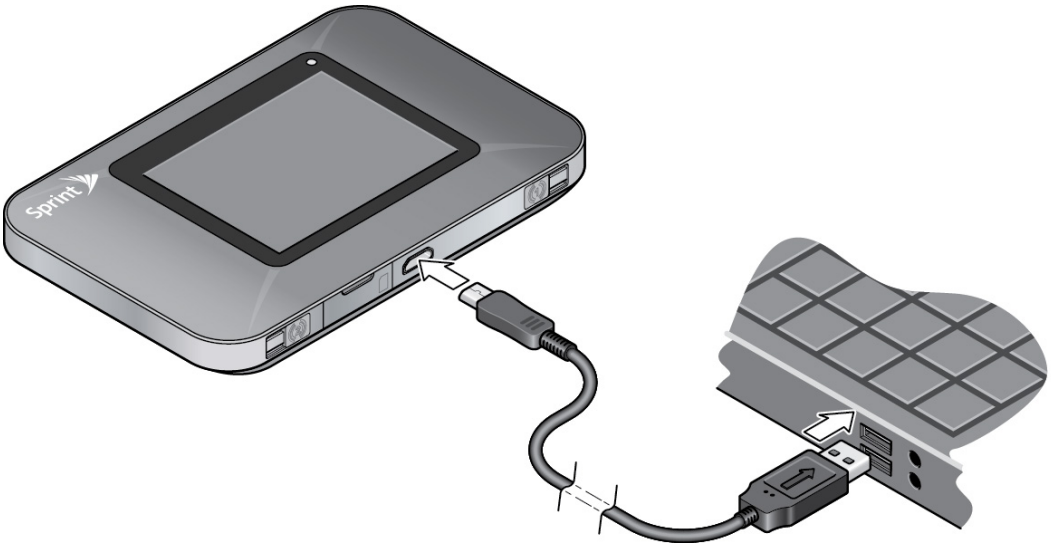
While your device is charging, the LCD (and the Zing Manager home page, if your device is on) shows:

- If your device is on – and the percentage charged (for example, “92%”).
- If your device is off – , the percentage charged (for example, “92%”), and the message “Charging…”

When your device is fully charged, the LCD (and the Zing Manager home page, if your device is on) shows:

- If your device is on – and the message “Battery is Fully charged. Please remove power.” Tap the ‘X’ to close the message.
- If your device is off – and the message “Battery is Fully charged. Please remove power.” Tap the ‘X’ to close the message.

## Charging Through Your Computer




**Note:** If you will be using the USB connection to connect to the Internet (and not just for charging your device), you must install the device driver. (See TRU-Install.)

**Note:** If you are using Mac OS X 10.4.x, after you connect your device you may see a warning message that your computer is running on UPS backup battery and that you should

prevent a computer shutdown. You can continue with your work. To prevent this message from being displayed, install the device driver.

1. Make sure your computer is turned on.
2. Insert the larger (Type A) end of the micro-USB cable into your computer.
3. Insert the other end of the cable into the micro-USB port on the side of your device.

While your device is charging, the LCD (and the Zing Manager home page, if your device is on) shows:

- If your device is on – and the percentage charged (for example, “92%”)
- If your device is off – , the percentage charged (for example, “92%”), and the message “Charging…”

When your device is fully charged, the LCD (and the Zing Manager home page, if your device is on) shows:

- If your device is on – and the message “Battery is Fully charged. Please remove power.”. Tap the ‘X’ to close the message.
- If your device is off – and the message “Battery is Fully charged. Please remove power.” Tap the ‘X’ to close the message.

## *Battery Information and Settings*

The battery icon indicates the state of the battery of your device.

The text next to the icon indicates the remaining charge.

The icon appears on your device’s home screen and in the web page’s **Connection Details** panel.

| Icon | Description |
|---|---|
| | Battery is charged (26%-100%). |
| | Battery level is low (11-25%). Charge your device. (See Charging the Battery) |
| | Battery level is critical (<10%). Charge your device immediately. (See Charging the Battery) |
| | Charging through the AC charger or computer. |

The battery's life is affected by the following conditions, some of which can be adjusted from your device and from the web page:

- Standby time (See Setting the Sleep (Inactivity) Timer.)
- Data throughput
- Network signal strength (the better the signal, the longer the battery life)
- LED (if LED indicator is disabled, the battery lasts longer) (See Turning the LED On or Off.)

# Power Button

Use the power button to turn your device on and off.

## Turning Your Device On and Off

Use the power button on your device to turn it on and off.

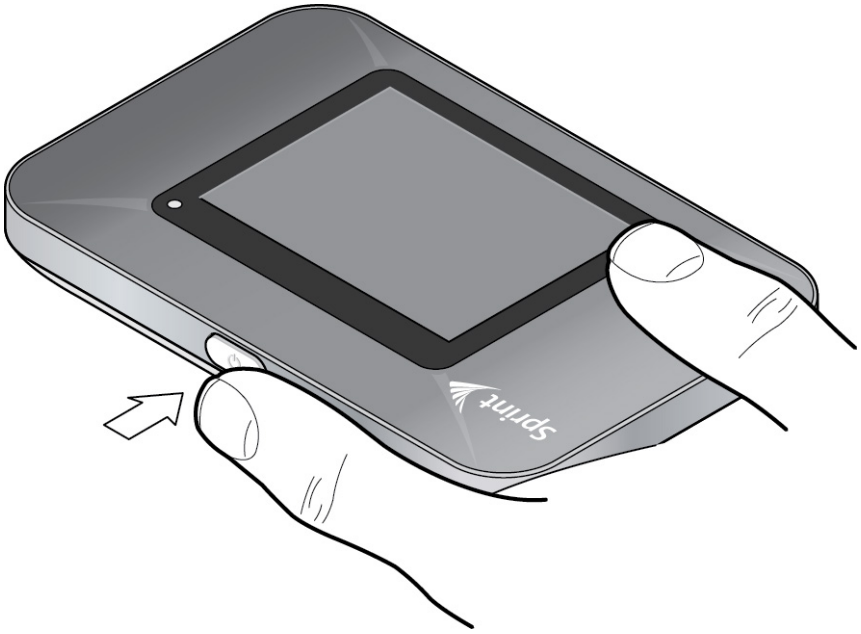
### Turning Your Device On

1. Make sure that:
   - Your device has a charged battery inserted.

     — or —

   - Your device is connected to the AC charger or a computer (through the micro-USB cable).

2. If the LCD is blank, press and hold the **Power** button until the screen lights up.




### Turning Your Device Off

1. Press and hold the **Power** button until the Shut Down button appears.
2. Press the **Shut Down** button.

## *Controlling Your Device Using the Power Button*

The power button supports two types of presses.

| Type of press | Result |
|---|---|
| **Quick press** | Removes device from standby (low power) mode.<br>Wakes up (turns on) the LCD if the LCD was dormant. (The LCD turns dark, after a configurable time of inactivity.) |
| **Long press (press and hold for two seconds)** | Turns your device on.<br>Turns your device off.<br>Press the **Shut Down** button that appears on the screen to confirm that your device should be turned off. |

# *Restarting Your Device*

If you need to restart your device for some reason, you can use these methods.

- Press and hold the **Power** button for two seconds.
- If the touchscreen is not responding, press and hold the **Power** button for five seconds.
- Remove and replace the battery.

# LED

The LED status indicator shows the hotspot's connection status.

- Blue single blink – Device is connected to network and Wi-Fi is ready.
- Blue double blink – Data is being transferred.
- Amber blink – Network is not ready. (Mobile broadband is disconnected, no signal is available, or Wi-Fi is asleep.)
- Alternating orange and amber blink – Software updates being applied.

# Device Tutorial

The NETGEAR Zing Mobile Hotspot includes a device tutorial that shows the key features of the LCD home screen.

To view the tutorial:

1. Launch the tutorial in one of the following ways:
   - Tap **> Settings > More > Support > View Tutorial**.
   - If viewing for the first time, on the home screen tap the **Tutorial** tab.
2. Shaded areas appear around each of the home screen's elements. Tap a shaded area to read a description of it.

3. Tap to close the description and continue to view other screen elements.
4. When finished, tap **Close Tutorial**.

# LCD Touchscreen

The LCD has several icons that help you determine the status of your device and its connections, and links to screens that let you configure Wi-Fi and device settings, view data usage, view system alerts, and perform GPS fixes. See LCD Touchscreen Interface for details.

If the LCD is not lit, see “Turning Your Device On” in Turning Your Device On and Off.

# Micro-SIM

Your NETGEAR Zing Mobile Hotspot comes with a pre-installed micro-SIM that gives you access to the Sprint network.

# Alerts

Alerts notify you about situations that require your attention and suggest the actions you need to take to resolve them.

Some of the alerts you may encounter include:

- Software Update Available
- Max Wi-Fi devices reached
- Mobile Broadband disconnected
- Wi-Fi is off
- Hotspot is not activated
- SIM errors
- Roam Guard

# Your Network Connection

Find out how to launch, share, and end your network connection.

## Launching Your Network Connection

After your device powers on and boots up, a connection to the best available network is launched automatically.

Your device will remain connected at all times, unless:

- You are out of signal range or the signal is blocked (in a tunnel, etc.).
- You are in a roaming area and you have chosen not to allow roaming.

**Note:** Even though your device is connected, you are only billed when data is sent or received. See If the Connection is "Always On," Am I Always Being Billed?

See also:

- Internet Connection Information
- Mobile Broadband Information and Settings
- Signal Information

## Setting up a Guest Wi-Fi Network

Your NETGEAR Zing Mobile Hotspot lets you create a separate Guest Wi-Fi network that you can share with temporary users.

Devices on the Guest Wi-Fi network:

- Cannot access devices that are on the Main Wi-Fi network (such as printers or other computers)
- Cannot use the Zing Manager to change any device settings

### Turning the Guest Wi-Fi Network On

You can turn on the Guest Wi-Fi network on your device's Guest Wi-Fi screen, and on the Zing Manager's Wi-Fi page.

#### On the Touchscreen

1. Tap **> Wi-Fi > Guest Wi-Fi**.

2. Tap **Turn on Guest Wi-Fi**. A message shows the Guest Wi-Fi network name and password that your temporary user can use.

3. Tap to close the message.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Wi-Fi**.

3. In the Guest Wi-Fi area, click **Turn On**.

## *Turning the Guest Wi-Fi Network Off*

You can turn off the Guest Wi-Fi network on your device's Guest Wi-Fi screen, and on the Zing Manager's Wi-Fi page.

### On the Touchscreen

1. Tap **> Wi-Fi > Guest Wi-Fi**.

2. Tap **Turn off Guest Wi-Fi**.

### In the Zing Manager (http://sprinthotspot)

1. Make sure you're logged in to the home page.

2. Click **Wi-Fi**.

3. In the Guest Wi-Fi area, click **Turn Off**.

## *Randomizing the Guest Wi-Fi Password*

You can set the hotspot to use the same Guest Wi-Fi password all the time, or for greater security, you can have it generate a random password each time the Guest Wi-Fi network is turned on.

**Note:** The password only changes when Guest Wi-Fi is turned on – for example, if Guest Wi-Fi was on when your device was restarted, the password doesn't change because the Guest Wi-Fi is still on.

### On the Touchscreen

1. Tap **> Wi-Fi > Options > Guest Wi-Fi Password**.

2. Tap **Fixed** to always use the same Guest Wi-Fi password

   -- or --

Tap **Random** to use a new Guest Wi-Fi password each time Guest Wi-Fi is turned on.

### In the Zing Manager (http://sprinthotspot)

1. Make sure you're logged in to the home page.
2. Click **Wi-Fi > Options**.
3. In the Guest Wi-Fi section, select **Generate a new password each time I turn on the Guest Wi-Fi**.
4. Click **Submit**.

## *Change the Guest Wi-Fi Password*

You can change your Guest Wi-Fi password immediately.

- Change it manually (see Change Wi-Fi Network Names and Passwords)
- Generate a random password:
    1. Make sure the random password setting is on (see Randomizing the Guest Wi-Fi Password).
    2. Turn off Guest Wi-Fi (see Turning the Guest Wi-Fi Network Off).
    3. Turn Guest Wi-Fi back on (see Turning the Guest Wi-Fi Network On).

# *Sharing Your Connection*

Your NETGEAR Zing Mobile Hotspot provides two ways of sharing your network connection with other users.

- User manually enters the Main or Guest Wi-Fi network information.
- User connects to the Main or Guest Wi-Fi network using WPS.

## *Manually Entering the Wi-Fi Information*

Users can connect to the network by manually entering the Wi-Fi information.

Share your network connection with others:

1. Provide the Main or Guest Wi-Fi network name and password to them.
2. On their computers, users must open the Wi-Fi network manager and connect to the Main or Guest Wi-Fi network of the NETGEAR Zing Mobile Hotspot the password you provided. (See How Do I Connect to Wi-Fi?)

## *Connecting Through WPS*

Wi-Fi Protected Setup (WPS) provides a fast, simple, and secure way to connect WPS-enabled devices to your Wi-Fi network. You don't have to give the name (SSID) and Wi-Fi password of your Main or Guest network to other users.

The WPS feature is available on certain cameras, printers, smartphones, and laptops. These devices have either a hardware button or a WPS-related option in the software. Please consult the user documentation of your device.

WPS is always available for the Main and Guest Wi-Fi networks as long as the Wi-Fi radio is on (device is not asleep due to standby option, or off while device is tethered).

WPS is not available in any of these situations:

- Wi-Fi radio is off while your device is sleeping due to inactivity.
- Wi-Fi radio is off while your device is tethered. See Disable Wi-Fi When Tethering Device (Connected Through USB).
- The Wi-Fi security option is WPA Personal, WEP, or WEP-related (for example, "WEP 64 Bit Open"). (**Note:** WPS is available if the Wi-Fi security option is WPA/WPA2 Personal.) (See Wi-Fi Security.)
- Broadcast network name is not enabled. (See Options Tab.)
- MAC Filter Mode is "White list (Allow only those in list)", but no computers have been added to the list. (See "Specifying Computers That Can Access the Network" in Allowing or Denying Computers Access to the Network (MAC Filter).)

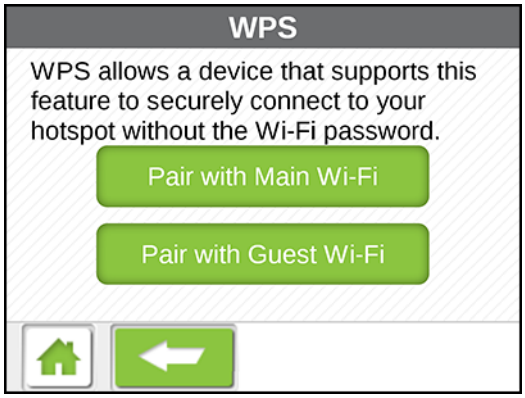
If the maximum number of connected devices on the chosen network (Main or Guest) has already been met, an error message indicating that the maximum number of devices has been reached is displayed when you attempt WPS. Disconnect one of the connected devices and then retry.

You can use the WPS feature on your device's **WPS** screen, and on the Zing Manager's **Wi-Fi > Connect** page.

## On the Touchscreen

1. Tap **> Wi-Fi > WPS**.

2. Tap either **Pair with Main Wi-Fi** or **Pair with Guest Wi-Fi**.




**Note**: If a Pair button is gray, that wireless network is currently unavailable. (Guest Wi-Fi could be turned off, Wi-Fi could be turned off because your device is tethered, etc.)

3. When the LCD of your device displays “Select the WPS button on your device to pair”, press (within 2 minutes) the WPS button on the wireless device you want to connect or select the WPS-related option in your device’s software.

Your NETGEAR Zing Mobile Hotspot and the wireless device will communicate and establish the connection. If no problems are encountered, the LCD of your NETGEAR Zing Mobile Hotspot displays “Your device can now access your hotspot.” If your device does not connect, try to connect it manually. (See How Do I Connect to Wi-Fi?)

**Note:** If you want to stop the pairing process, tap **Cancel** in the WPS screen.

## In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Wi-Fi**.
3. Below the **Main Wi-Fi** or **Guest Wi-Fi** sections, click **WPS**.
4. Perform one of the following, depending on whether the Wi-Fi device you are adding to your Wi-Fi network supports the PBC (Push Button Configuration) method or the PIN (Personal Information Number) method.

   If the Wi-Fi device supports the PBC (Push Button Configuration) method:

   - Click **WPS button pairing**.
   - Within 2 minutes, press the WPS button on the wireless device you want to connect or select the WPS-related option in your device's software.

   -- or –

   If the Wi-Fi device has a PIN associated with it:

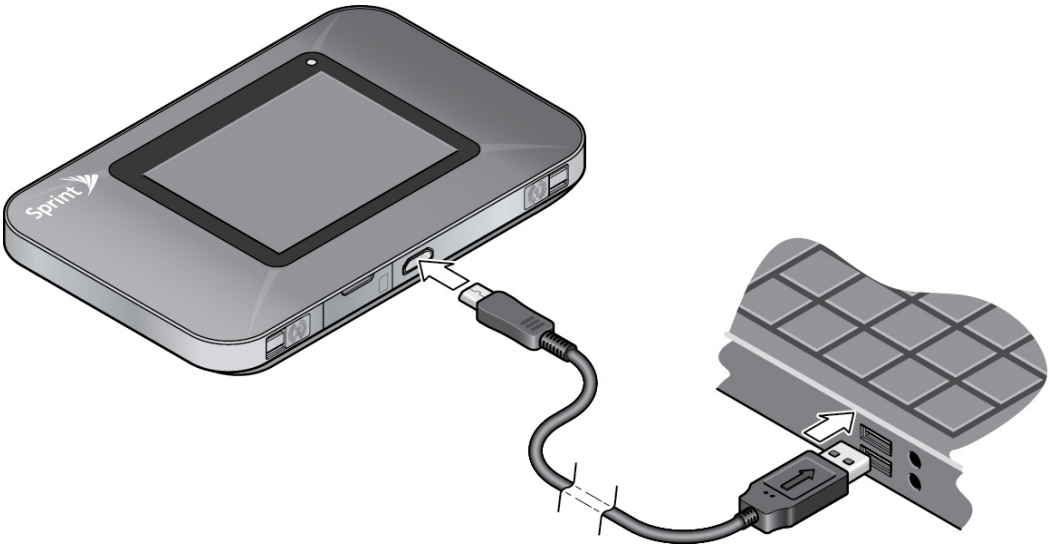
   - Find out the PIN for the Wi-Fi device you are adding. To do this, use the PIN option in your device's software. Alternatively, use the Wi-Fi Protected Setup Wizard that may be available, depending on the manufacturer of your device.
   - In the web page, click **Enter WPS PIN**.
   - Enter your device's PIN.
   - Click **Submit**.

Your NETGEAR Zing Mobile Hotspot and the wireless device will communicate and establish the connection. If no problems are encountered, the message "The device can now access your hotspot" displays. If your device does not connect, the message "No device was connected …" displays – try to connect it manually. (See How Do I Connect to Wi-Fi?)

**Note:** If you want to stop the pairing process, click **Cancel**.

# Connecting Through USB

Use the micro-USB cable (included) to connect your device to your computer.




**Note**: If you'll be using USB for to connect to the Internet (and not just for charging your device), you must install the device driver. (See Making a Tethered Connection.)

Use the micro-USB cable when:

- You want to charge your device, but you don't want to use the AC charger, or the AC charger is not available.
- Your computer does not have Wi-Fi.
- You want to prevent any other devices from using the hotspot. (See Disable Wi-Fi When Tethering Device (Connected Through USB).)

**Note:** You can also block individual devices. See Displaying and Blocking Currently Connected Devices (Block List) and Allowing or Denying Computers Access to the Network (MAC Filter).

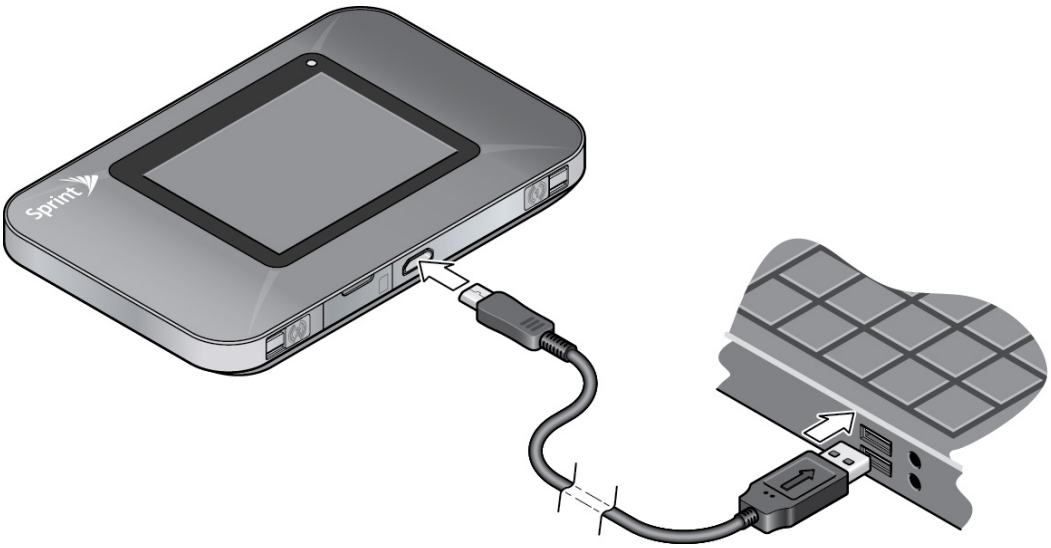
To connect your device to your computer:

1. Insert the larger (Type A) end of the micro-USB cable into your computer.
2. Insert the other end of the cable into the micro-USB port on the side of your device.

**Note**: If you're having problems, see Cannot Connect Through USB.

## Making a Tethered Connection

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



**Note**: If you'll be using USB for data transfer (and not just for charging your device), you must install the device driver. (See "Windows" or "Mac", below.) No Installation CD is required – your device supports the TRU-Install feature.

**Note**: If you're using Mac OS X 10.4.x, after you connect your device you may see a warning message that your computer is running on UPS backup battery and that you should perform a computer shutdown. You can continue with your work. To prevent this message from being displayed, install the device driver (see "Mac", below).

## Windows

To install the device driver on Windows:

1. Make sure your device is turned on.
2. Connect your device to your computer through the micro-USB cable.
3. If the TRU-Install window is not displayed, in Windows Explorer browse to the TRU-Install entry TRU-Install (under My Computer), then browse to the Win folder and run **Setup.exe**.

   — or —

   If you're running Windows Vista and the AutoPlay window opens, click **Run setup.exe**.
4. In the TRU-Install window, click **OK**.
5. Follow the onscreen instructions.

### Mac

To install the device driver on Mac:

1. Make sure your device is turned on.
2. Connect your device to your computer through the micro-USB cable.
3. In the window that appears, double-click the **.pkg** file.
4. Follow the onscreen instructions.
5. When prompted for your password, enter your Mac password.

## *TRU-Install*

TRU-Install is a feature that installs the necessary drivers the first time you connect your device to your Windows or Mac computer through the micro-USB cable. (For details, see Making a Tethered Connection.) An installation CD is not required.

TRU-Install is enabled by default.

To change the setting:

1. In the address bar of your Web browser, type one of the following:
   - http://SprintHotspot
   - http://192.168.1.1
2. In the **Sign In** field, enter the Zing Manager administrator password (1-31 letters, numbers, and symbols). (The default password is "**password**".)
3. Click **Settings > General > Software and Reset**.
4. Select (to enable TRU-Install) or clear (to disable TRU-Install) the checkbox labeled **"Install driver when connecting to Windows or MAC computers with a USB cable"**.

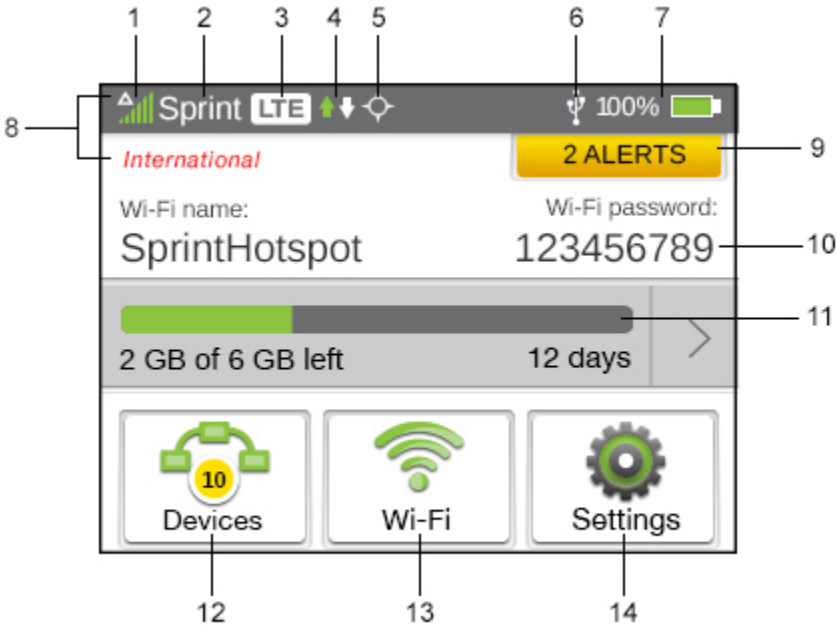
# LCD Touchscreen Interface

Access your device and connection information, and configure device settings from the LCD touchscreen interface.

If the LCD is not lit, see "Turning Your Device On" in Turning Your Device On and Off.

## Interpreting the LCD

The LCD home screen shows icons and text that reflect the status of your device and your connection, and screen elements that link to other configuration screens.




| Item | Description |
|---|---|
| 1 | Signal strength |
| 2 | Network carrier name |
| 3 | Network type (GSM, 3G, LTE) |
| 4 | Data transfer indicator (WAN traffic – upload (send) / download (receive)) |
| 5 | GPS indicator – Appears only when GPS tracking is on. The icon pulses/glows when searching for satellites or while tracking is in progress. (See GPS Settings.) |
| 6 | USB tether indicator – Appears when your device is tethered to a computer. (See Connecting Through USB.) |

| | |
|---|---|
| **7** | Battery status<br>(See Battery Information and Settings.) |
| **8** | Roaming indicator – When device is roaming, a triangle appears in the Signal strength icon, and a roaming message appears.<br>(See also Setting the Roaming Mode.) |
| **9** | Alerts – Indicates number of alerts to be read.<br>(See Alerts Screen.) |
| **10** | Wi-Fi network name and password – Main network name and password, or Guest network name and password (if active). |
| **11** | Data usage – Indicates the amount of data used and days remaining.<br>(See Data Usage.) |
| **12** | Connected devices list<br>Icon shows number of connected devices and is grey when no devices are connected.<br>(See Connected Devices Screen.) |
| **13** | Wi-Fi network configuration and management<br>Icon shows number of connected devices and is grey when Wi-Fi networks (Main and Guest) are turned off.<br>(See Wi-Fi.) |
| **14** | Settings<br>(See Settings Screen.) |

**Tip**: Information on the LCD can also be viewed and configured in the Zing Manager interface. See Home Page.

# *LCD Information Screens*

The LCD home screen links to several screens used to configure your device.

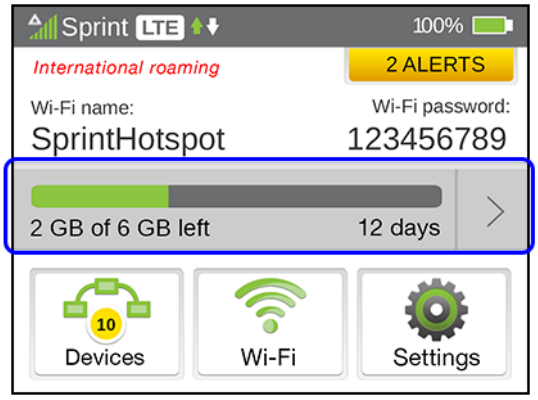
- Data Usage – Details of data amounts used in current session and current billing cycle. See Data Usage for details.
- Devices – Show devices connected to Main and Guest Wi-Fi networks; block devices from using the hotspot. See Connected Devices Screen for details.
- Wi-Fi – Wi-Fi network setup and management. See Wi-Fi Screen for details.
- Settings – Device configuration. See Settings Screen for details.
- Alerts – Show network and device messages. See Alerts Screen for details.

**Tip**: The information on the LCD screens can also be viewed and configured in the Zing Manager interface. See Zing Manager (Browser) Interface.

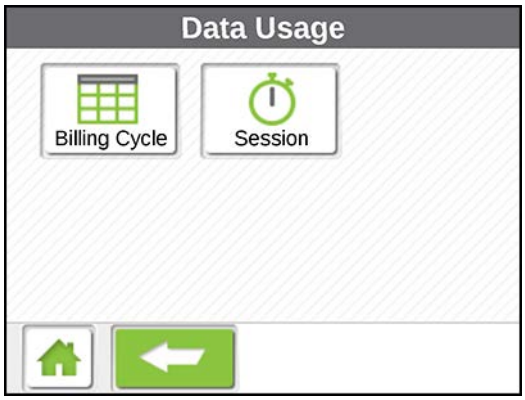
## *Data Usage Screen*

The Data Usage screen links to two screens that show data usage details for the current session and for the current plan billing cycle.

1. On the LCD home screen, tap the **Data Usage** display area.




2. On the Data Usage screen, options are shown to view Billing Cycle and current Session data usage. Click an icon to view the data usage details.

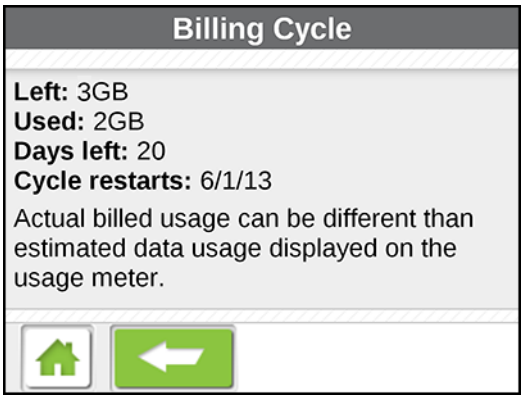



| Item | Description |
|---|---|
| **Billing Cycle** | Show estimated data usage details for the current billing cycle.<br>See Billing Cycle Screen. |
| **Session** | Show estimated data usage details for the current session.<br>See Session Screen. |

See Viewing Data Usage for details.

## *Billing Cycle Screen*

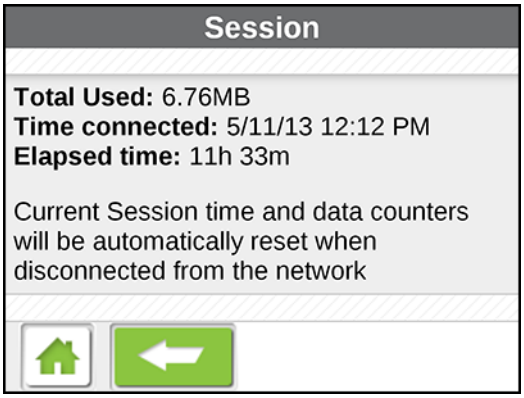
The Billing Cycle screen shows estimated data usage details for the current billing cycle.




| Item | Description |
|---|---|
| **Left** | Data amount still available for use in the current billing cycle |
| **Used** | Data amount used since the beginning of the current billing cycle |
| **Days left** | Days until the next billing cycle begins |
| **Cycle restarts** | Date the next billing cycle begins |

## *Session Screen*

The Session screen shows estimated data usage details since your device connected to the network.

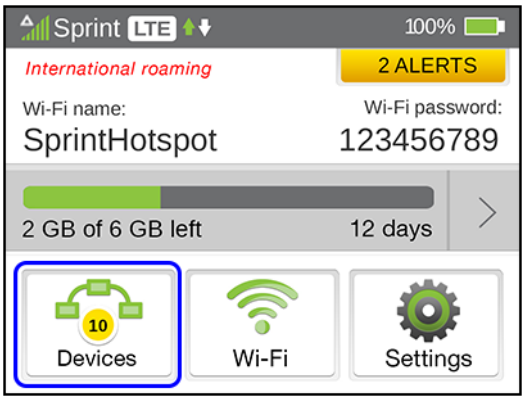



| Item | Description |
|---|---|
| **Total Used** | Data amount used since your device connected to the network |
| **Time connected** | Time that your device connected to the network |
| **Elapsed time** | Elapsed time since your device connected to the network |

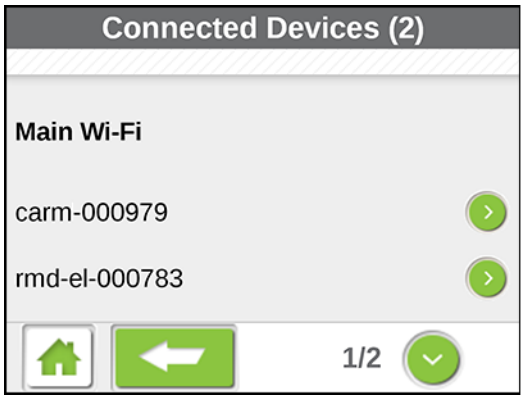
## *Connected Devices Screen*

The Connected Devices screen shows a list of all devices that are currently connected to the Main or Guest Wi-Fi networks.

1. On the LCD home screen, tap **Devices** (the icon indicates the number of connected devices).




2. On the Connected Devices screen, all connected devices are shown for the Main and Guest Wi-Fi networks, and USB (if your device is tethered). Tap a listed device to see device details.



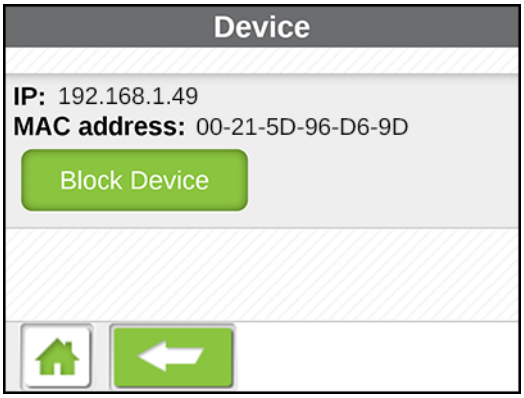
| Item | Description |
|---|---|
| **Main Wi-Fi** | List of devices currently connected to the Main Wi-Fi network.<br>Tap the arrow to view device details or to block a device.<br>See Device Screen. |
| **Guest Wi-Fi** | List of devices currently connected to the Guest Wi-Fi network.<br>Tap the arrow to view device details or block your device.<br>See Device Screen. |
| **Block List** | Tap this button to turn the block list on or off, and to view a list of blocked devices. See Enable / Disable the Block List. |

Connected devices can also be seen in the Zing Manager. See Connection Details.

See also Displaying and Blocking Currently Connected Devices (Block List).

## *Device Screen*

The Device screen shows the IP and MAC addresses of a currently connected device (that you picked from the Connected Devices screen).

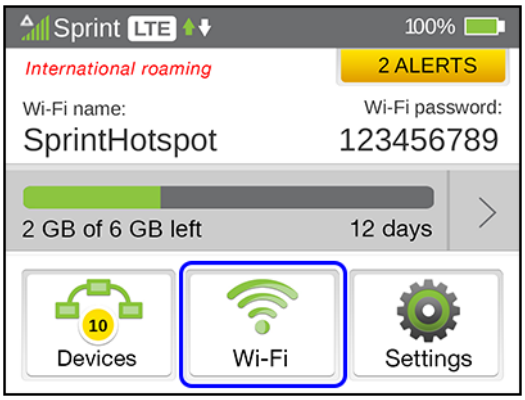



| Item | Description |
|---|---|
| **IP** | IP (Internet Protocol) address of the connected device |
| **MAC address** | MAC (Media Access Control) address of the connected device |
| **Block Device / Unblock Device** | Tap to disconnect the device and block it from re-connecting. See Displaying and Blocking Currently Connected Devices (Block List).<br>If coming from the Block List, tap to remove the device from the list and allow it to connect to the Wi-Fi networks. |

## *Wi-Fi Screen*

The Wi-Fi screen links to screens that configure the Main and Guest Wi-Fi networks.

1. Tap > **Wi-Fi**.



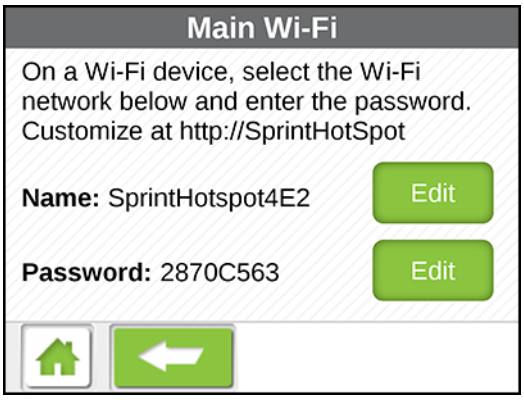

2. From the Wi-Fi screen, you can choose from several Wi-Fi setup and management options.

| Item | Description |
|---|---|
| **Main Wi-Fi** | Show or update the Main Wi-Fi network name and password.<br>See Main Wi-Fi Screen.<br>See Change Wi-Fi Network Names and Passwords. |
| **Guest Wi-Fi** | Turn the Guest Wi-Fi network on or off, and show or update the Guest Wi-Fi network name and password.<br>See Guest Wi-Fi Screen.<br>See Change Wi-Fi Network Names and Passwords. |
| **WPS** | Connect a device to the Main or Guest Wi-Fi network using WPS (Wireless Protected Setup).<br>See WPS Screen.<br>See Connecting Through WPS. |

| | |
|---|---|
| **Options** | Configure the Wi-Fi radio options.<br>See Wi-Fi Options Screen. |
| **Block List** | Turn the block list on to prevent specific devices from connecting to the hotspot, and show the list of devices that are currently blocked.<br>See Block List Screen.<br>See Enable / Disable the Block List. |

## *Main Wi-Fi Screen*

The Main Wi-Fi screen shows the Main Wi-Fi network's name and password, and allows you to change them if desired.




| Item | Description |
|---|---|
| **Name** | This is the name that identifies your Main Wi-Fi network and is visible to other Wi-Fi-enabled devices. See Change Wi-Fi Network Names and Passwords. |
| **Password** | This is the password that other Wi-Fi enabled devices need to connect to the Main Wi-Fi network. See Change Wi-Fi Network Names and Passwords. |
| **Edit** | Edit the Main Wi-Fi name and password. See Change Wi-Fi Network Names and Passwords. |

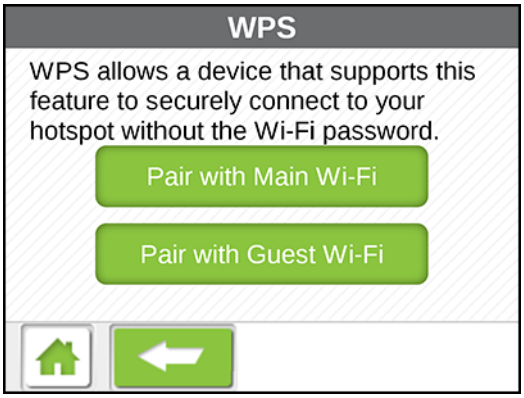
## *Guest Wi-Fi Screen*

The Guest Wi-Fi screen shows the Guest Wi-Fi network's name and password, and allows you to turn the Guest Wi-Fi network on or off.

| Item | Description |
|---|---|
| **Name** | This is the name that identifies your Guest Wi-Fi network and is visible to other Wi-Fi-enabled devices. See Change Wi-Fi Network Names and Passwords. |
| **Password** | This is the password that other Wi-Fi enabled devices need to connect to the Guest Wi-Fi network. See Change Wi-Fi Network Names and Passwords. |
| **Edit** | Edit the Guest Wi-Fi name and password. See Change Wi-Fi Network Names and Passwords. |
| **Turn off Guest Wi-Fi (or Turn on Guest Wi-Fi)** | Turn the Guest Wi-Fi network on or off. See Setting up a Guest Wi-Fi Network. |

## *WPS Screen*

The WPS screen lets you connect a WPS-enabled device to your Main or Guest Wi-Fi networks without using the network name and password.



**Note**: If a Pairing button is gray, pairing is not currently available for that Wi-Fi network.

| Item | Description |
|---|---|
| **Pair with Main Wi-Fi** | Tap to allow a WPS-enabled device to connect to the Main Wi-Fi network. The device must connect within 2 minutes. See Connecting Through WPS. |
| **Pair with Guest Wi-Fi** | Tap to allow a WPS-enabled device to connect to the Guest Wi-Fi network. The device must connect within 2 minutes. See Connecting Through WPS. |

## *Wi-Fi Options Screen*

The Wi-Fi Options screen includes settings for configuring the Wi-Fi radio and other Wi-Fi features.

**Note**: If you change some Wi-Fi options, the Wi-Fi radio restarts with the new options. Any devices that were connected to the Main or Guest Wi-Fi networks will have to be reconnected.

1. Tap > **Wi-Fi > Options**.
2. From the Wi-Fi Options screen, you can choose from several configuration options.

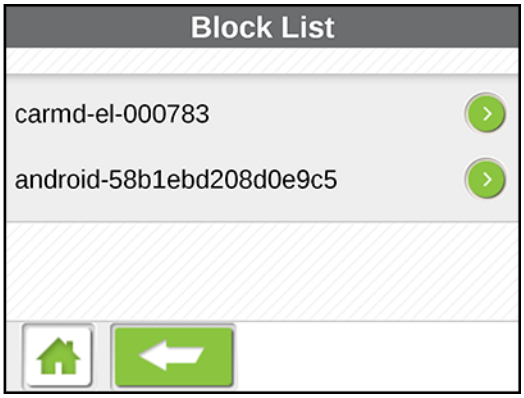
| Item | Description |
|---|---|
| **Wi-Fi Info on Home** | Show or hide the Wi-Fi network name and Wi-Fi network password on the home screen. Tap the arrow to select the option.<br>The Main Wi-Fi network information is used when Guest Wi-Fi is turned off, otherwise the Guest Wi-Fi information is used.<br>See Displaying Wi-Fi Network Name and Password on LCD Home Screen. |
| **USB Tether** | Turn the Wi-Fi radio off (or leave it on) when device is tethered to a computer (or other device). Tap the arrow to select the option.<br>See Disable Wi-Fi When Tethering Device (Connected Through USB).<br>**Note**: If you change this option, your selection takes effect after you restart your device (power off and power on again). |

| | |
|---|---|
| **Max Wi-Fi Devices** | Set the total number of devices that can connect to the Main and Guest Wi-Fi networks. Tap the arrow to set the value.<br>See Setting the Maximum Number of Wi-Fi Devices.<br>**Note**: If you change this option, your device will reset and devices will have to be reconnected. |
| **Guest Wi-Fi Password** | Set device to generate a random password (or keep it unchanged) each time Guest Wi-Fi is turned on. Tap the arrow to select the option.<br>See Randomizing the Guest Wi-Fi Password.<br>**Note**: If you change this option, your device will reset and devices will have to be reconnected. |
| **Wi-Fi Channel** | Change the channel used by the Wi-Fi radio. Tap the arrow to select the channel.<br>See Wi-Fi Channel.<br>**Note**: If you change this option, your device will reset and devices will have to be reconnected. |

## *Block List Screen*

The Block List screen shows a list of all devices that you have indicated are not allowed to connect to your Wi-Fi networks.

You can select a device to view its details and to unblock it (allow it to connect to your Wi-Fi networks).



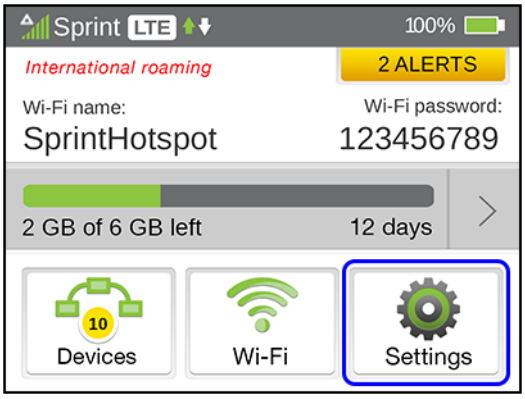

| Item | Description |
|---|---|
| **Off / On** | Tap to turn the block list on or off. When block list is on, any devices on the block list will not be able to connect to your device. |
| **View blocked devices** | Tap this button to view a list of devices that are not allowed to connect to the Wi-Fi networks. |

| | |
|---|---|
| **Device names** | List of devices not allowed to connect to the Wi-Fi networks.<br>Tap the arrow to view device details or unblock the device.<br>See Device Screen. |

## *Settings Screen*

The Settings screen links to screens that configure your device's non-Wi-Fi-related settings.

1. Tap > **Settings**.




2. From the Settings screen, you can choose from several device setup and management options.

| Item | Description |
|---|---|
| **Display** | Set the LCD screen brightness and time out period, and turn the LED on or off.<br>See Display Screen and Display Settings for details. |
| **Network** | Set the network connection mode (type of network that your device can connect to) and roaming options, and show the current network connection status.<br>See Network Screen and Network Settings for details. |

| | |
|---|---|
| **Sleep** | Set the Wi-Fi radio to go to sleep if no devices connect after a set period of time.<br>See Sleep Screen and Setting the Sleep (Inactivity) Timer for details. |
| **GPS** | Turn GPS tracking on or off, and set the type of tracking fix to perform.<br>See GPS Screen and GPS Settings for details. |
| **Reset** | Reset the hotspot.<br>See Reset Screen and Resetting Your Device for details. |
| **More** | View details about the hotspot, get support, and provide feedback to Sprint.<br>See More Screen. |

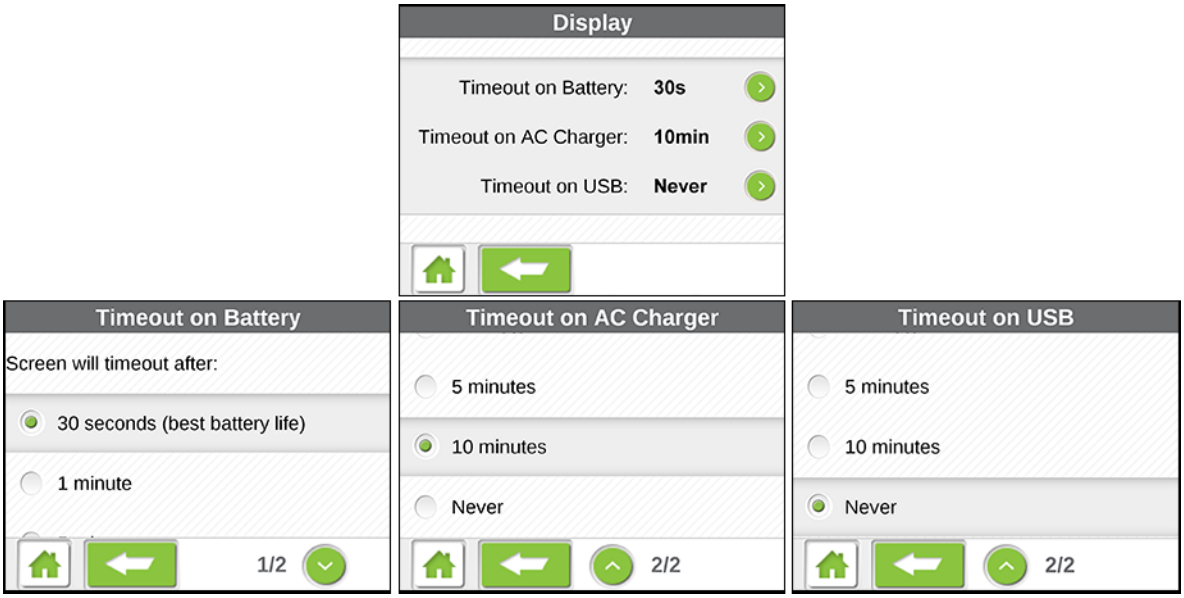
## *Display Screen*

The Display screen lets you configure your device's LCD and LED behavior.

| Item | Description |
|---|---|
| **Screen Brightness** | Set the brightness of the LCD to **Bright** or **Dim.** (Use **Dim** to make your battery last longer.) Tap the arrow to select the option.<br>See Setting the LCD Brightness. |
| **LED** | Indicates whether the LED is used (**On**) or not (**Off**). Tap the arrow to select the option.<br>See Turning the LED On or Off. |
| **Screen Timeout** | The length of time the LCD will display before turning off. Tap the arrow to select the timeout periods that will apply when the device is running off the battery, AC power, or is tethered to the computer.<br>See Display > Timeout Screen and Setting the LCD Timeout. |
| **Wi-Fi Info on Home** | Show or hide the Wi-Fi network name and Wi-Fi network password on the home screen. Tap the arrow to select the option.<br>The Main Wi-Fi network information is used if Guest Wi-Fi is turned off, otherwise the Guest Wi-Fi information is used.<br>See Displaying Wi-Fi Network Name and Password on LCD Home Screen. |

## *Display > Timeout Screen*

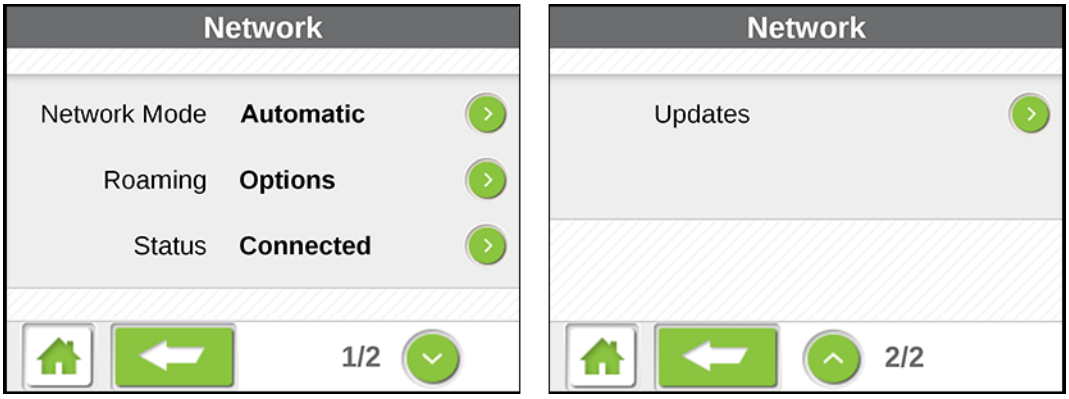
The Display > Timeout screen lets you set different timeout periods depending on how the device is powered.




| Item | Description |
|---|---|
| **Timeout on Battery** | The length of time the LCD will display, while on battery power, before turning off. Tap the arrow to select the timeout period that will apply.<br>Choose the shortest period to make your battery last longer. See Setting the LCD Timeout. |
| **Timeout on AC Charger** | The length of time the LCD will display, while using the AC charger, before turning off. Tap the arrow to select the timeout period that will apply.<br>Choose the shortest period to make your battery last longer. See Setting the LCD Timeout. |
| **Timeout on USB** | The length of time the LCD will display, while tethered to the computer, before turning off. Tap the arrow to select the timeout period that will apply.<br>Choose the shortest period to make your battery last longer. See Setting the LCD Timeout. |

## *Network Screen*

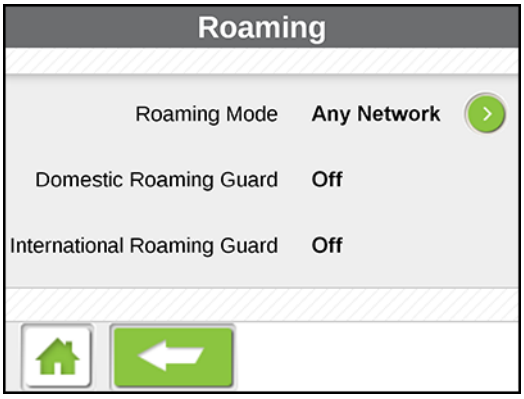
The Network screen shows your current network connection status, and lets you configure your device's connection mode and roaming options.




| Item | Description |
|---|---|
| **Network Mode** | The type of network that your device can connect to. Tap the arrow to select the mode.<br>See Setting the Allowed Network Mode. |
| **Roaming** | Tap the arrow to display the Roaming Options screen, where you can choose the areas in which your device can roam, and display warnings when roaming.<br>See Roaming Screen. |
| **Status** | Tap the arrow to show the current connection status and signal characteristics.<br>See Status Screen. |
| **Updates** | Tap the arrow to update your hotspot's preferred roaming list, or to re-run hands-free activation.<br>See Updates Screen. |

## *Roaming Screen*

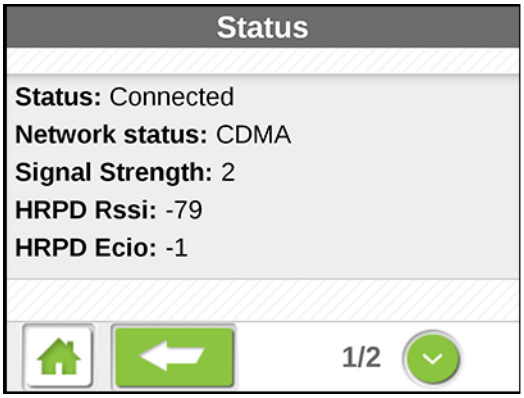
The Roaming screen lets you choose where your device can roam, and indicate if warning messages should appear on your device when entering a new roaming area.

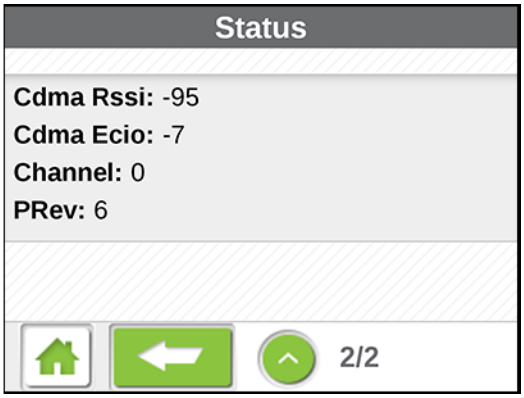



| Item | Description |
|---|---|
| **Roaming Mode** | The areas in which your device can roam (Sprint only, domestic only, international). Tap the arrow to select the areas. See Setting the Roaming Mode. |
| **Domestic Roaming Guard** | Indicates whether a warning will appear when you enter domestic roaming areas. Tap the arrow to select the option. See Setting the Roaming Mode. |
| **International Roaming Guard** | Indicates whether a warning will appear when you enter international roaming areas. Tap the arrow to select the option. See Setting the Roaming Mode. |

## *Status Screen*

The Status screen shows details about the current mobile broadband connection.

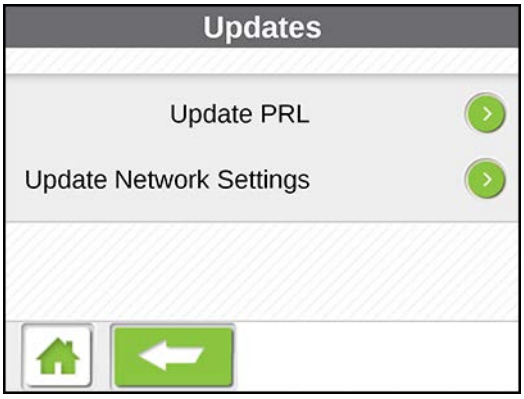


| Item | Description |
|---|---|
| **Status** | Status of connection to mobile broadband network (Connected / disconnected). |
| **Network Status** | Network type (GSM, 3G, LTE). |
| **Signal Strength** | The signal strength listed as a number of bars (a higher number means a stronger signal). |
| The following values appear if the Network status is LTE. | |
| **RSRP** | The signal strength of the network (Reference Signal Received Power). |
| **RSRQ** | The signal quality of the network (Reference Signal Received Quality). |
| **RS-SINR** | Signal to Interference Noise Ratio based on Reference Signals (narrowband and wideband). |
| **PLMID** | The LTE cell that is currently serving the hotspot. |
| **Band** | The LTE Band being used for the connection. |
| **TX power** | The transmitter power. A higher number is better. |
| **RX Power** | The receiver power. A higher number is better. |
| The following values appear if the Network status is CDMA / 3G. | |
| **HRPD RSSI** | Signal strength of the network. |
| **HRPD EcIo** | Dimensionless ratio of the average power of a channel, typically the pilot channel, to the total signal power. |
| **CDMA RSSI** | Signal strength of the network. |
| **CDMA EcIo** | Dimensionless ratio of the average power of a channel, typically the pilot channel, to the total signal power. |
| **Channel** | DRC (Digital Rate control) channel number. |
| **PRev** | PRL (Preferred Roaming List) version. To update the PRL, see Network > Preferences Tab. |
| The following values appear if the Network status is GSM. | |
| **RSSI** | Power level in the received radio signal (Received Signal Strength Indication) |
| **EcIo** | Quality of the pilot channel as a ration of the received power to overall noise. |
| **RSCP** | Received Signal Code Power. |

## *Updates Screen*

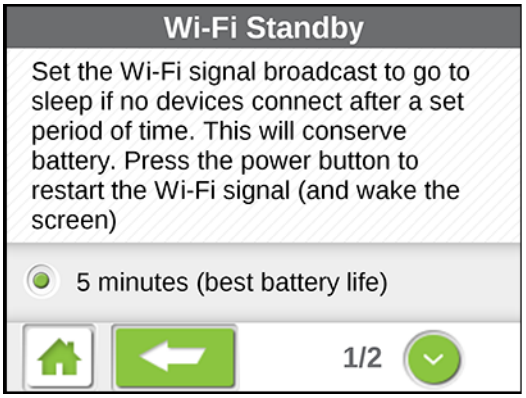
The Updates screen let you update your device's preferred roaming list, and re-run Hands-Free Activation.

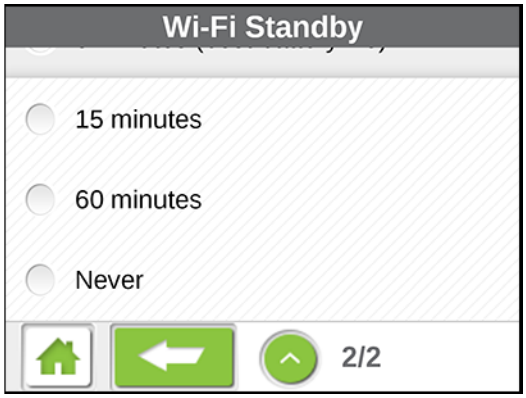



| Item | Description |
|---|---|
| **Update PRL** | Tap the arrow, then tap **Yes** to check the network to see if a new PRL (Preferred Roaming List) is available, and use it to update your device. Follow the instructions that appear. |
| **Update Network Settings** | Tap the arrow, then tap **Yes** to re-run HFA (Hands Free Activation). Follow the instructions that appear. |

## *Sleep Screen*

The Sleep screen lets you choose how long the Wi-Fi radio will stay on with no devices connected.

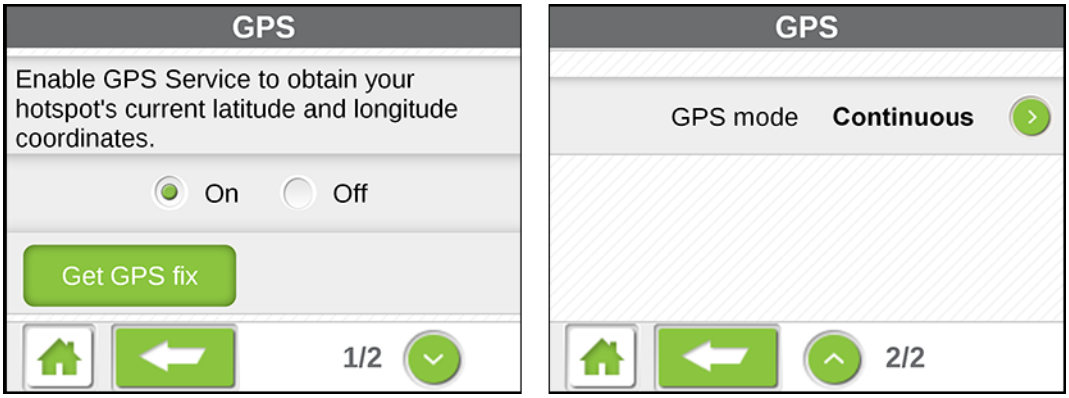


| Item | Description |
|---|---|
| **5 minutes**<br>**5 minutes**<br>**15 minutes**<br>**60 minutes** | Turns off the Wi-Fi radio if no devices have been connected for this period of time. (Choose the shortest period to make your battery last longer.) See Setting the Sleep (Inactivity) Timer. |
| **Never** | The Wi-Fi radio does not turn off when there are not devices connected. |

## *GPS Screen*

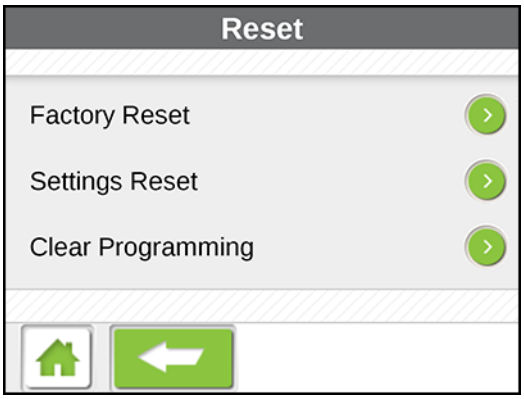
The GPS screen lets you enable or disable the GPS service.




| Item | Description |
|---|---|
| **GPS Service** | Indicates whether GPS is enabled (**On**) or disabled (**Off**). See Enabling / Disabling GPS. |
| The following appear only when GPS is enabled. | |
| **Get GPS fix** | Tap this button to get a GPS location fix (one-time, or continuous, depending on the GPS Mode). |
| **GPS Mode** | Indicates how often your device should obtain a fix. Tap the arrow to select the fix type. See Setting the GPS Mode. |

## *Reset Screen*

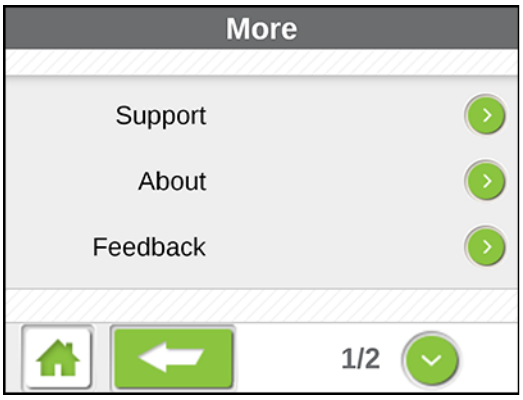
The Reset screen is used to reset your device to default settings.

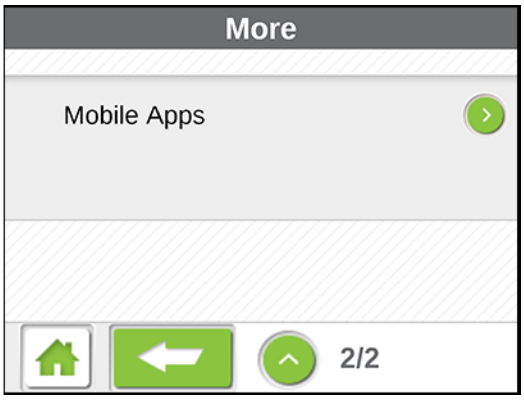



| Item | Description |
|---|---|
| **Factory Reset** | Resets your device to factory default settings, and clears your account details. Tap the arrow to begin.<br>See Resetting to Factory Default Settings. |
| **Settings Reset** | Resets your device to factory default settings, but leaves your Sprint account details unchanged. Tap the arrow to begin.<br>See Resetting Device Settings Only. |
| **Clear Programming** | Clears your account details. Tap the arrow to begin.<br>See Clearing Account Details Only. |

## *More Screen*

The More screen options provide a device tutorial, customer support and feedback links, instructions for downloading a mobile app for the hotspot, and details about your device.

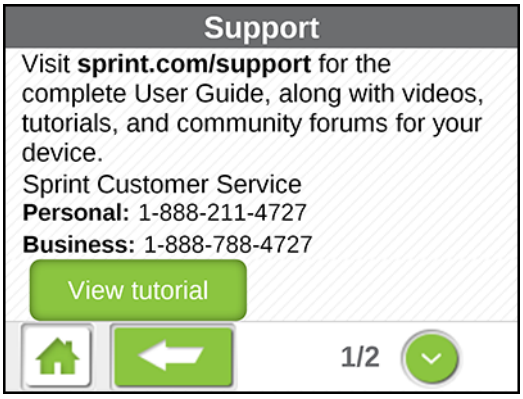


| Item | Description |
|---|---|
| **Support** | Tap the arrow for details on getting customer support, and to view the device tutorial. See Support Screen. |
| **About** | Tap the arrow to view information about your device. See About Screen. |
| **Feedback** | Tap the arrow for details on sending your feedback to Sprint. |
| **Mobile Apps** | Tap the arrow for details on downloading a mobile app for managing your device. |

## *Support Screen*

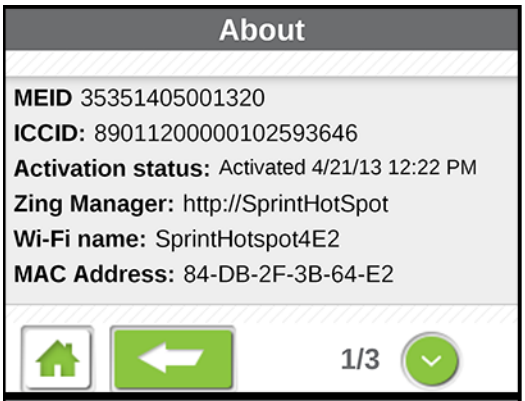
The Support screen includes contact information for managing your account and getting customer support, and a link to view a tutorial on using your device.

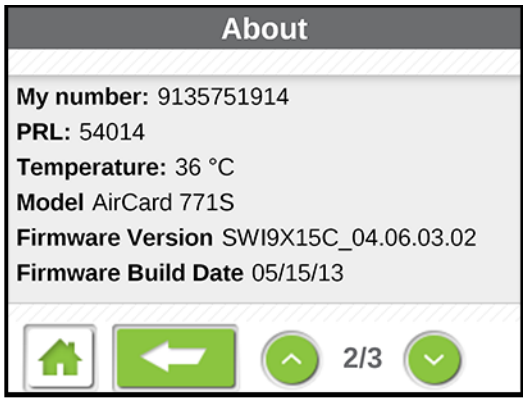


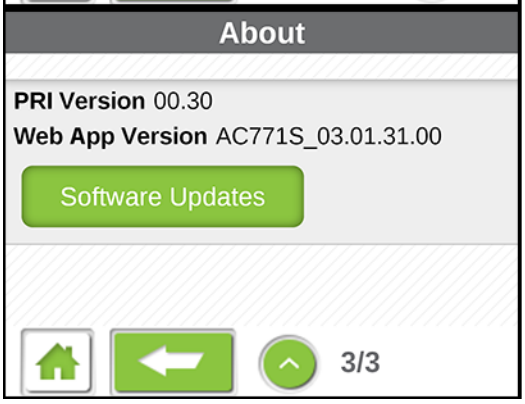

| Item | Description |
|---|---|
| **Support link** | URL for getting support for your device. |
| **Personal**<br>**Business** | Contact numbers for help with your Sprint account. |
| **View tutorial** | Tap this button to view the device tutorial that was shown when your device was activated. |

## *About Screen*

The About screen shows detailed information about your mobile hotspot and account.



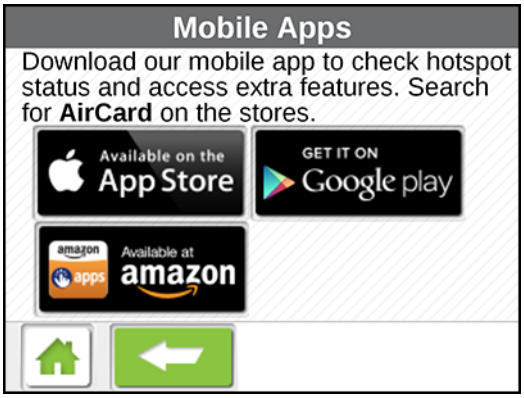




| Item | Description |
|---|---|
| **MEID** | The MEID of your hotspot (displayed on the packaging and inside the battery compartment). |
| **ICCID** | The serial number of the SIM. |
| **Activation status** | The hotspot's activation status (Activated / Deactivated) and the date and time the status changed. |
| **Zing Manager** | The web page's URL. |
| **Wi-Fi name** | The hotspot's Main Wi-Fi network name. See Change Wi-Fi Network Names and Passwords. |
| **MAC Address** | The hotspot's Media Access Control (MAC) address. |
| **My number** | The hotspot's telephone number. |
| **PRL** | Preferred Roaming List version number. |
| **Temperature** | The battery temperature. |
| **Model** | The manufacturer's name for your device. |
| **Firmware Version** | The hotspot's firmware version. |

| | |
|---|---|
| **Firmware Build Date** | The date the firmware version was created. |
| **PRI Version** | The PRI version for the hotspot's routing hardware. The PRI (Product Release Instructions) is a file that contains the settings used to configure wireless products for a particular service provider, customer, or purpose. |
| **Web App Version** | The web page version. |

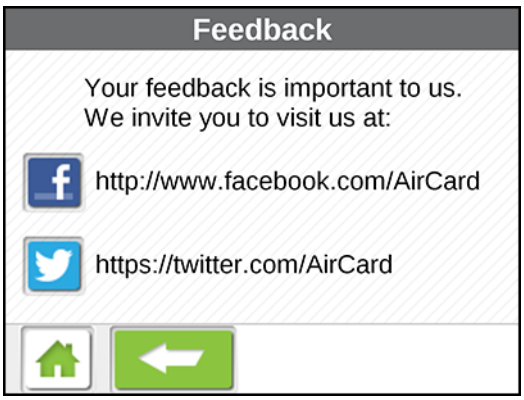
## *Mobile Apps Screen*

The Mobile Apps screen tells you where to download a mobile app to check the hotspot's status and access extra features.




## *Feedback Screen*

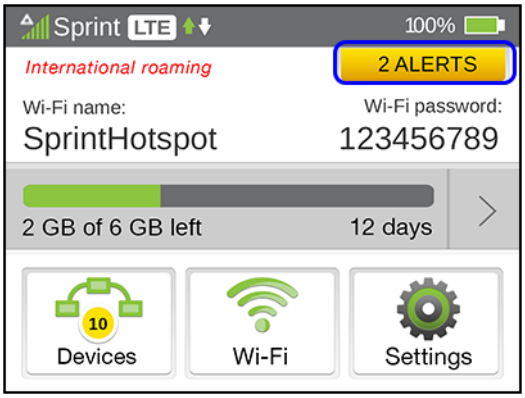
The Feedback screen provides URLs for sites where you can provide us with feedback about your device.



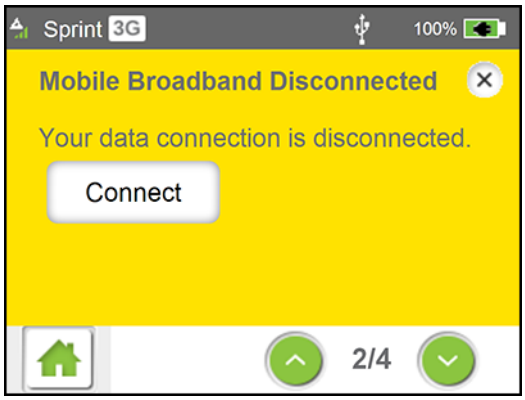
## *Alerts Screen*

The Alerts screen shows network or device alerts for situations that require your attention.

1. On the home screen, tap the **Alerts** tab.




2. Read the first alert that appears and follow the instructions to resolve the issue. For example, in the following alert, tap **Connect**. When your device connects, the alert is removed.




Either tap to stop reading alerts, or tap the down arrow to read the next alert.

# Zing Manager (Browser) Interface

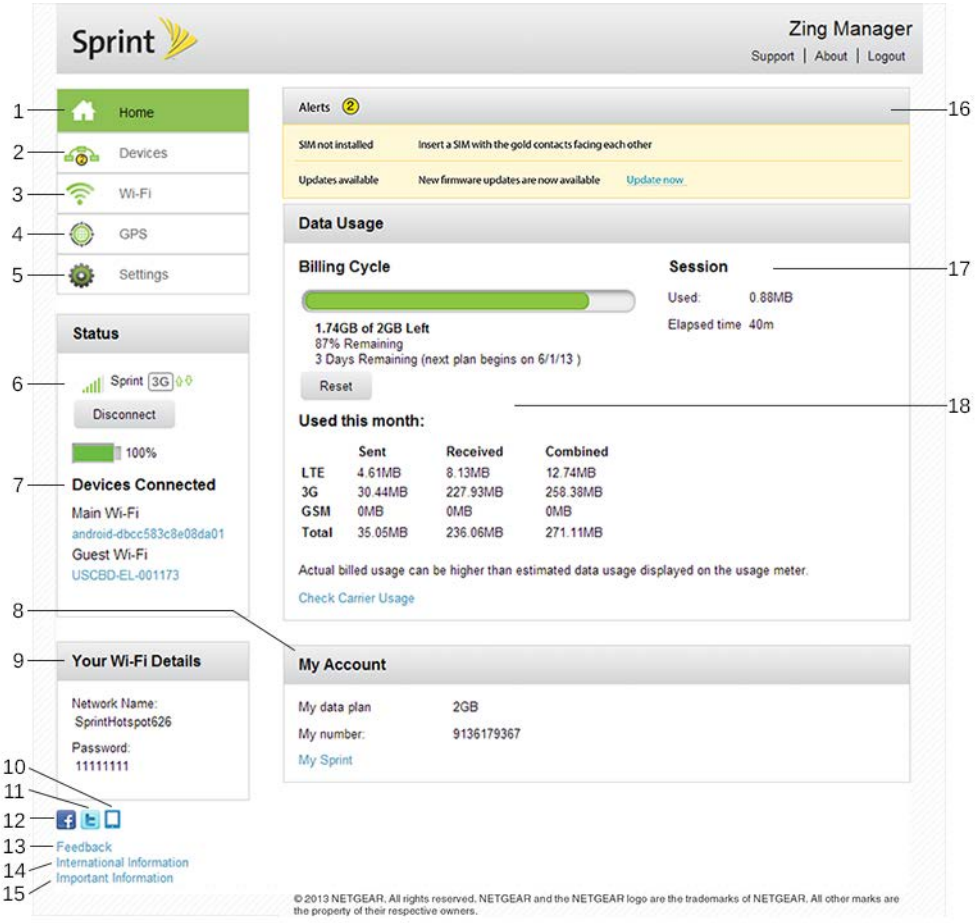
Access your device and connection information, and configure device settings from the Zing Manager (browser) interface.

## Home Page

The home page is the entry page for the Zing Manager interface.

You can:

- View your data usage and status information for your data connection.
- Manage your mobile broadband network connection and Wi-Fi connections.
- View alert messages.




| Item | Description |
|---|---|
| 1 | Home page – Click to view the Home Page. |

| | |
|---|---|
| **2** | Devices page – Click to view the Devices Page. |
| **3** | Wi-Fi page – Click to view the Wi-Fi Page. |
| **4** | GPS page – Click to view the GPS Page. |
| **5** | Settings page – Click to view the Settings Page. |
| **6** | Mobile broadband connection information – See Mobile Broadband Information and Settings. |
| **7** | List of devices connected to the hotspot's Main or Guest Wi-Fi networks. |
| **8** | My Account Summary – Basic information about your Sprint data plan. For more details, click **My Sprint** to connect to your account at mysprint.sprint.com/mysprint. |
| **9** | Your Wi-Fi Details – Your main Wi-Fi network's name and password. |
| **10** | Mobile app store link – Click to view the NETGEAR Mobile Application Page in a new browser window or tab. Use the links on that page to download mobile Zing Manager apps for your Apple, Android, or Kindle device. |
| **11** | Twitter® – Click to view the AirCard Twitter feed in a new browser window or tab. (Your device must be connected to the network for this option to work.) |
| **12** | Facebook® – Click to view the AirCard Facebook page in a new browser window or tab. (Your device must be connected to the network for this option to work.) |
| **13** | Feedback – Click to send NETGEAR your comments on your device. See Feedback Page. (Your device must be connected to the network for this option to work.) |
| **14** | International Information – Click to view Sprint's International Coverage Areas search feature in a new browser window or tab. (Your device must be connected to the network for this option to work.) |
| **15** | Important Information – Click to read important safety information about the Zing Mobile Hotspot. |
| **16** | Alerts – Alerts remain until issue is resolved. |
| **17** | Estimated data usage for current session. |
| **18** | Estimated data usage for current billing period. |

## *Displaying the Zing Manager Home Page*

There are two ways you can display the home page of your device.

**Note**: You can display the home page only when your device is turned on and you have established a connection to it (through Wi-Fi or through the micro-USB cable).

To display the home page, type one of the following in the address bar of your Web browser:

- http://SprintHotspot

- http://192.168.1.1

**Note**: If you're using the Google Chrome Web browser, after typing in the address bar, press the Down Arrow key and then press the Enter key. (If you don't press the Down Arrow first, a Google search starts instead of loading the Zing Manager.)

If your Web browser displays an error message, see Cannot Display the Home Page.

## *Logging In as an Administrator*

Logging in to the home page allows you to view more detailed information about your device, and to manage its settings, broadband network connection, and Wi-Fi networks.

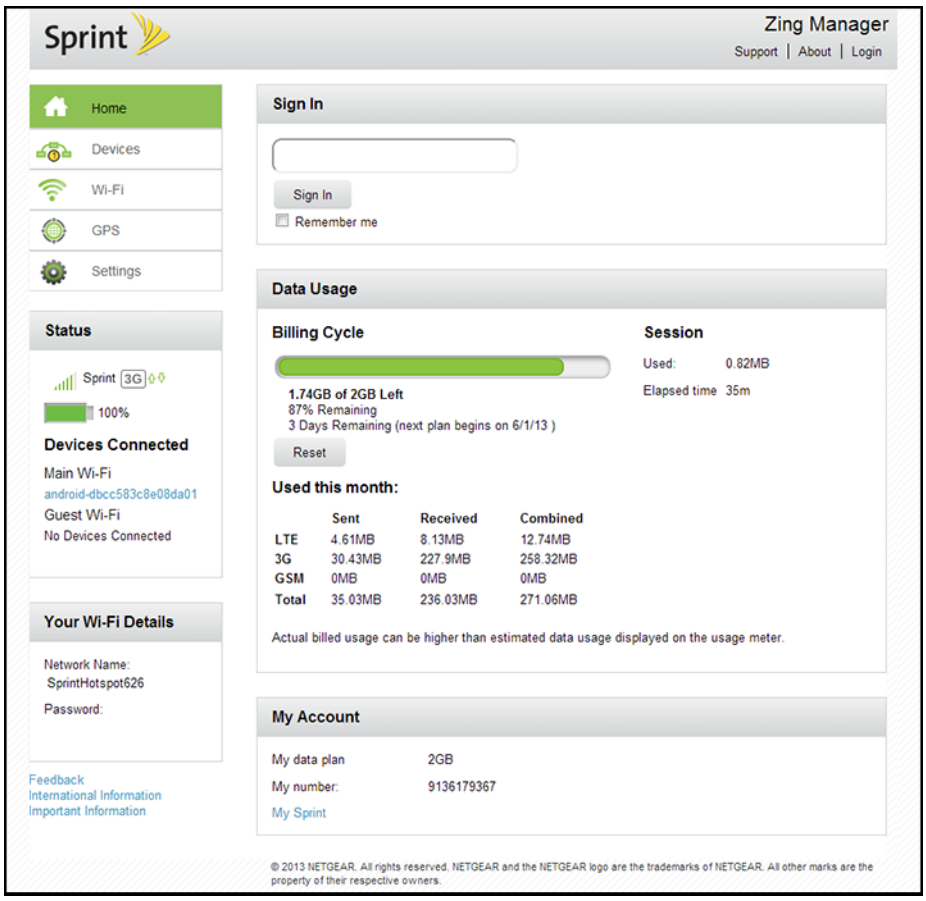
**Note**: To log in to the home page, your computer must be tethered to your device, or connected to your device's Main Wi-Fi network. You cannot log in over the Guest Wi-Fi network.

**Note**: If you don't log in, you can only view the current network connection status and a list of devices connected to the Main and Guest Wi-Fi networks.

**Note**: To be able to make changes to your device's settings, you must be connected to your device via the Main Wi-Fi network, or via a tethered connection

To log in:

1. In the address bar of your Web browser, type one of the following:
   - http://SprintHotspot
   - http://192.168.1.1
2. In the **Sign In** field, enter the Zing Manager administrator password (1-31 letters, numbers, and symbols). (The default password is "**password**". It's recommended you change the password, if you haven't already. See Changing the Zing Manager Password.)

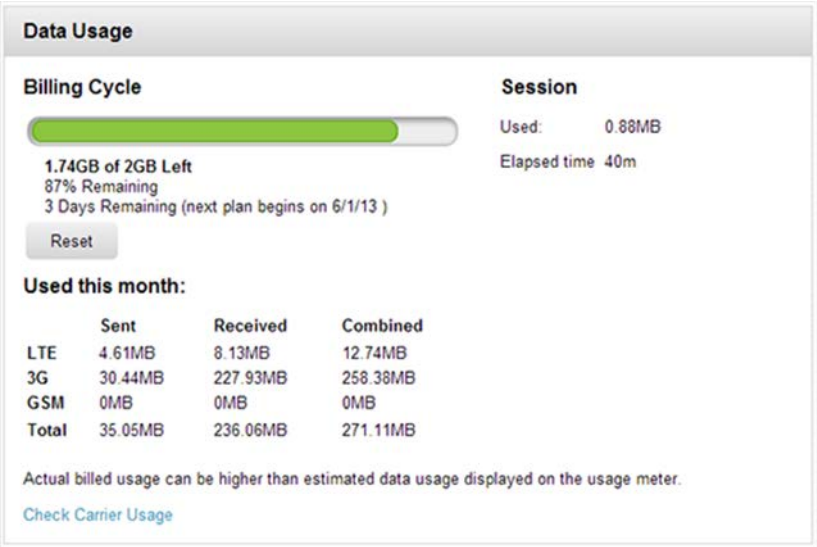



3. Click **Sign In**.

After a period of inactivity, you will be automatically logged off (timeout security feature).

## *Data Usage*

Data usage estimates are shown in the Data Usage section of the home page.



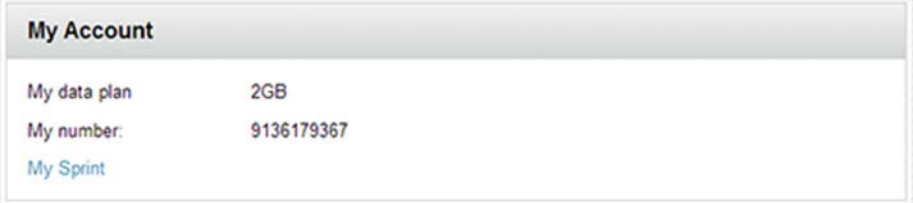

**Note:** Data usage amounts are approximate and should not be used for billing purposes. For accurate data usage amounts, check with Sprint or click the My Sprint link in the My Account Summary section to view your account details.

The Data Usage section displays monthly billing period statistics and current session statistics.

| Item | Description |
|---|---|
| Current billing cycle | |
| **Remaining this month** | Amount of data still available from the monthly limit, and the number of days remaining before the next billing period begins. |
| **Used this month** | The amount of data sent and received during the billing period for each network type. |
| **Reset** button | Click to set the displayed monthly usage values to 0MB.<br>**Important:** This does **not** reset the actual data usage for the billing cycle. |
| Current session | |
| **Used** | Data amount used since your device connected to the network |
| **Elapsed time** | Length of time that your device has been connected to the network |

## *My Account Summary*

The My Account Summary section shows basic information about your plan, and includes a link to see more detailed information.

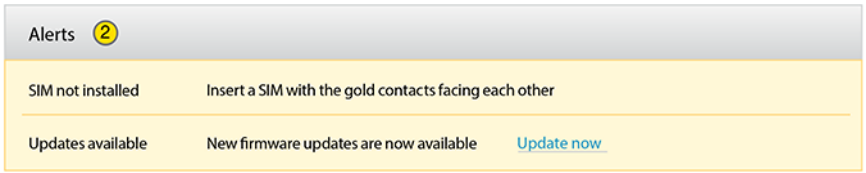



The following information is displayed.

| Item | Description |
|---|---|
| **My data plan** | The type of Sprint data plan used on your hotspot. |
| **My number** | The telephone number linked to your data plan. |
| **My Sprint** | Click to connect to your account at mysprint.sprint.com/mysprint. |

## *Alerts*

The Alerts section shows network or device alerts for situations that require your attention.




The following information is displayed for each alert.

| Item | Description |
|---|---|
| **Alert title** | A short description of the issue to be addressed. |
| **Description** | The alert message and, if appropriate, links or buttons to take action on the alert. (For example, the “Update now” link in the second alert shown above would take you to the Software Update screen.) |

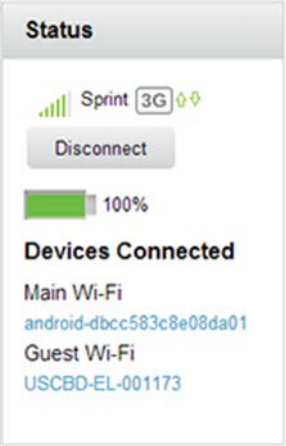
The alerts disappear only when the issues they describe are resolved.

You can also view the alerts on the hotspot’s LCD. See Alerts Screen.

See also Alerts for a list of alerts you may encounter and the corrective actions required.

## *Status (Connection Details)*

The Status section shows details about your mobile broadband service and connection state, your hotspot’s battery charge level, and lists the devices that are connected to the Main and Guest Wi-Fi networks.




The following information is displayed.

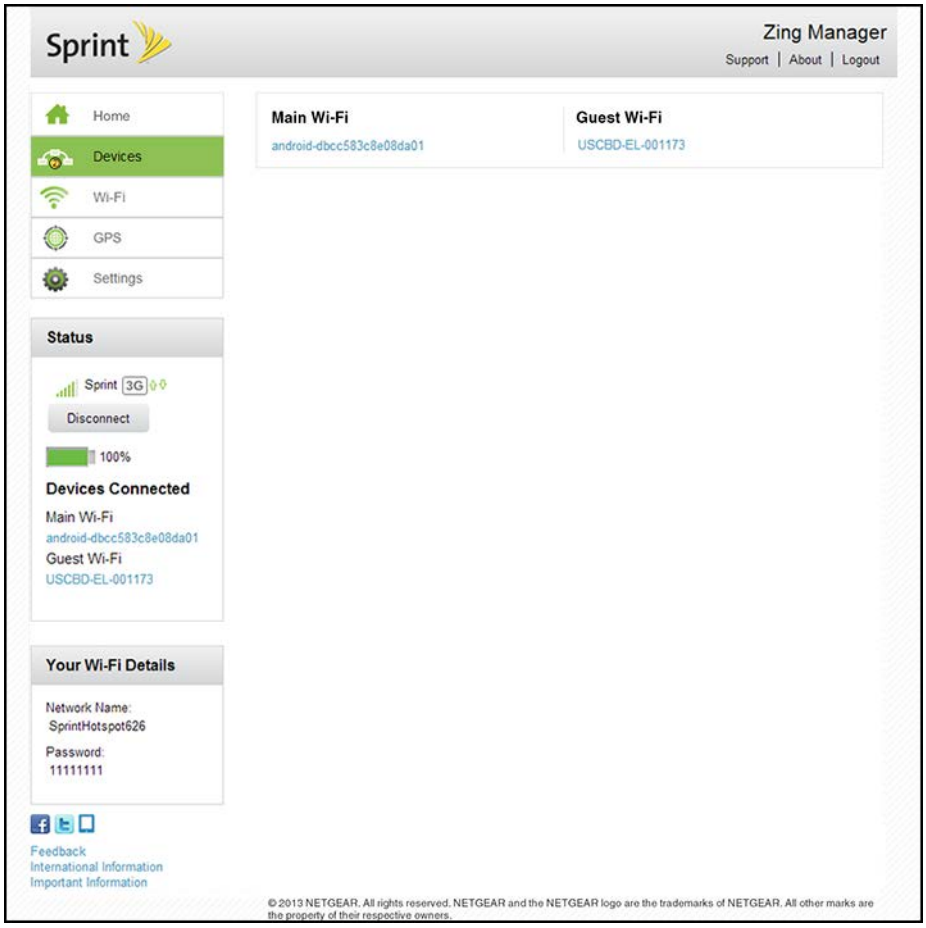
| Item | Description |
|---|---|
| **Signal strength and roaming status** | The more bars, the stronger the signal. A triangle in the icon means your device is roaming. See Signal Information for details. |
| **Network carrier name** | Name of the available network. For example, “Sprint”. |
| **Network type** | LTE, 3G, GSM |
| **Send / Receive indicators** | Up (sending data) / Down (receiving data)<br>This icon appears when you are connected to the mobile network. |
| **Roaming message** | Indicates whether your device is roaming on a Sprint network, domestically, or internationally. |
| **Connect / Disconnect** button | Click this button to connect or disconnect your device from the mobile network. |
| **Battery charge level** | Indicates the remaining capacity of the battery, and its charging state. See Battery Information and Settings for details. |
| **Devices Connected** | **Main Wi-Fi** – A list of devices currently connected to the Main Wi-Fi network.<br>**Guest Wi-Fi** – A list of devices currently connected to the Guest Wi-Fi network.<br><br>You can click any of the device names to view their details, or to block them from using your network. See Displaying and Blocking Currently Connected Devices (Block List). |

# Devices Page

The Devices page lets you see lists of devices that are connected to your Main and Guest Wi-Fi networks.

**Note**: These lists are also shown in the **Devices Connected** section on the left side of the page.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Devices**.




The following information is displayed.

| Item | Description |
|---|---|
| **Main Wi-Fi** | A list of devices currently connected to the Main Wi-Fi network. |
| **Guest Wi-Fi** | A list of devices currently connected to the Guest Wi-Fi network. |

You can click any of the device names to view detailed information, and to block them from using your network. See Displaying and Blocking Currently Connected Devices (Block List).

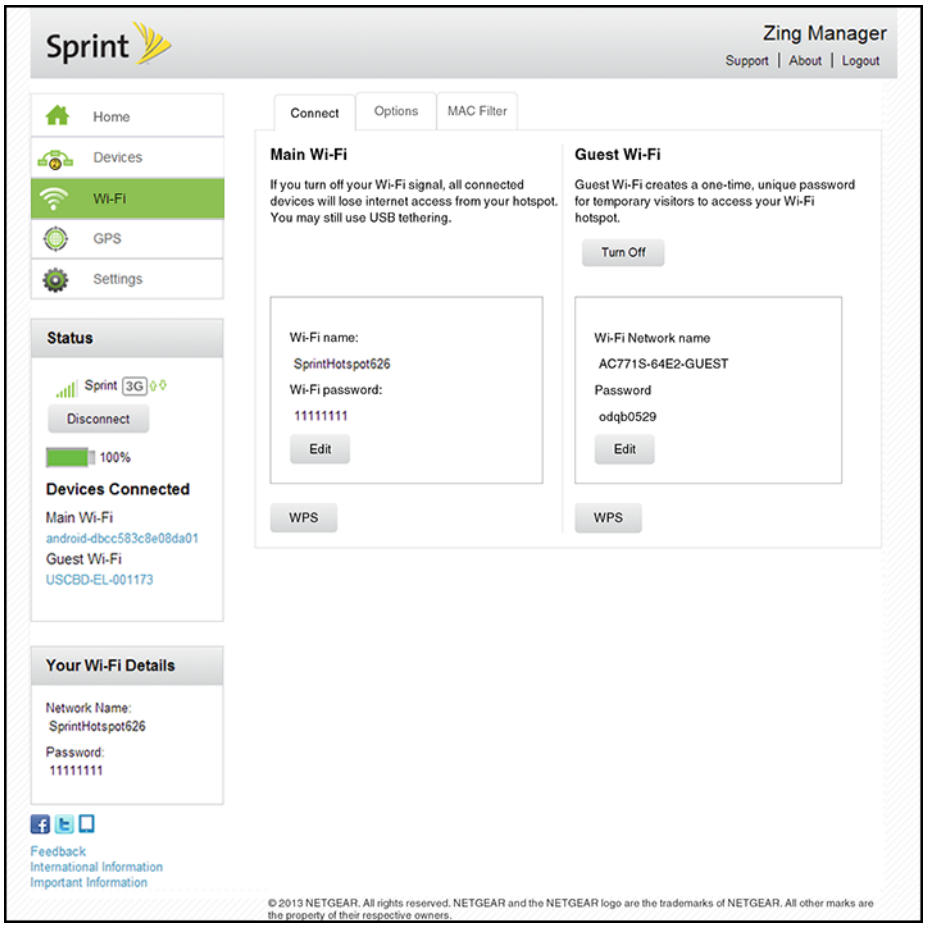
# Wi-Fi Page

From the Wi-Fi page, you can configure the Wi-Fi network, including Wi-Fi security.

## Connect Tab

From the **Connect** tab of the **Wi-Fi** page, you can configure access to your Main and Guest Wi-Fi networks.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Connect**.




You can:

- Edit the Main or Guest Wi-Fi names and passwords. See Change Wi-Fi Network Names and Passwords.
- Turn the Guest Wi-Fi network on or off. See Setting up a Guest Wi-Fi Network.
- Connect devices using WPS. See Connecting Through WPS.

The following information is displayed.

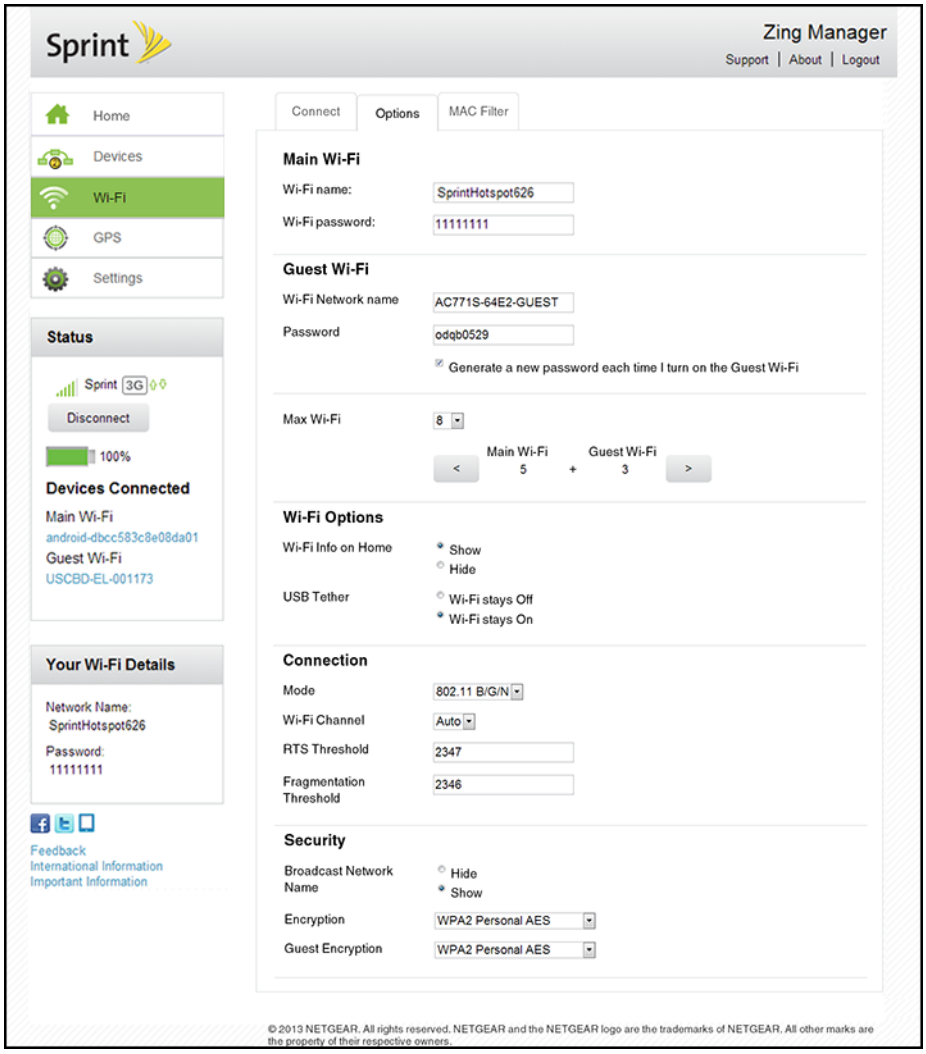
| Item | Description |
|---|---|
| **Main Wi-Fi** | |
| **Name** | This is the name that identifies your Main Wi-Fi network and is visible to other Wi-Fi-enabled devices. See Change Wi-Fi Network Names and Passwords. |
| **Password** | This is the password that other Wi-Fi enabled devices need to connect to the Main Wi-Fi network. See Change Wi-Fi Network Names and Passwords. |
| **WPS** | Connect a device to the Main Wi-Fi network using WPS. See Connecting Through WPS. |
| **Guest Wi-Fi** | |
| **Turn Off / Turn On** | Click this button to turn the Guest Wi-Fi network on or off.<br>**Note:** The rest of the Guest Wi-Fi fields / buttons appear only when the Guest Wi-Fi network is on. |
| **Name** | This is the name that identifies your Guest Wi-Fi network and is visible to other Wi-Fi-enabled devices. See Change Wi-Fi Network Names and Passwords. |
| **Password** | This is the password that other Wi-Fi enabled devices need to connect to the Guest Wi-Fi network. See Change Wi-Fi Network Names and Passwords. |
| **WPS** | Connect a device to the Guest Wi-Fi network using WPS. See Connecting Through WPS. |

## *Options Tab*

From the **Options** tab of the **Wi-Fi** page, you can configure your Wi-Fi network's connection parameters and security, and additional Wi-Fi options.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Wi-Fi > Options**.




You can:

- Edit the Main or Guest Wi-Fi names and passwords. See Change Wi-Fi Network Names and Passwords.
- Limit the number of devices that can connect to the Main and Guest Wi-Fi networks.
- Configure your Wi-Fi network's connection parameters and security, and additional Wi-Fi options.

**Note**: For some of these Wi-Fi settings, if you change them, all connected devices will be disconnected and have to reconnect after the settings are saved.

The following information is displayed.

| Item | Description |
|---|---|
| **Main Wi-Fi** | |
| **Wi-Fi Name** | This is the name that identifies your Main Wi-Fi network and is visible to other Wi-Fi-enabled devices. (See Change Wi-Fi Network Names and Passwords.) |
| **Wi-Fi Password** | This is the password that other Wi-Fi enabled devices need to connect to the Main Wi-Fi network. (See Change Wi-Fi Network Names and Passwords.) |
| **Guest Wi-Fi** | |
| **Wi-Fi Network name** | This is the name that identifies your Guest Wi-Fi network and is visible to other Wi-Fi-enabled devices. (See Change Wi-Fi Network Names and Passwords.) |
| **Password** | This is the password that other Wi-Fi enabled devices need to connect to the Guest Wi-Fi network. (See Change Wi-Fi Network Names and Passwords.) |
| **Generate a new password each time I turn on the Guest Wi-Fi** | If selected, a random password is used each time Guest Wi-Fi is restarted. See Randomizing the Guest Wi-Fi Password. |
| **Max Wi-Fi** | |
| **Max Wi-Fi** | You can limit the total number of Wi-Fi devices (1-10) that can connect to the Main and Guest Wi-Fi networks. See Setting the Maximum Number of Wi-Fi Devices.<br>**Note:** If you change Max Wi-Fi the Main Wi-Fi and Guest Wi-Fi values adjust automatically. |
| **Main Wi-Fi / Guest Wi-Fi** | Set the maximum number of Wi-Fi devices that can connect to each of the Wi-Fi networks (Main and Guest). The total is limited to the Max Wi-Fi value.<br>Click < to increase the Main Wi-Fi number, or > to increase the Guest Wi-Fi number. |
| **Wi-Fi Options** | |
| **Wi-Fi Info on Home** | Choose whether to show or hide the Wi-Fi network name and password on the hotspot's home screen. (Choose **Hide** if you want to be sure unwanted users can't look at the home screen and log in.) The Main Wi-Fi network information is used if Guest Wi-Fi is turned off, otherwise the Guest Wi-Fi information is used. See Displaying Wi-Fi Network Name and Password on LCD Home Screen. |

| | |
|---|---|
| **USB Tether** | Choose whether the Wi-Fi radio turns off or stays on when your device is tethered to a computer. See Disable Wi-Fi When Tethering Device (Connected Through USB). |
| **Connection** | |
| **Mode** | This setting determines the type of wireless devices that can connect to your network.<br>Recommended options:<br>• **802.11 G** – Choose only if you're certain that all of the Wi-Fi devices used with your hotspot support 802.11 G. This option ensures faster Wi-Fi speeds.<br>• **802.11 B/G/N** or **802.11 B/G** – Choose if you're not sure which modes the Wi-Fi devices used with your hotspot support.<br>**Note:** If you change this value to **802.11 B/G/N** and the specified Wi-Fi security Encryption type is not supported by this value, the security Encryption type may change to **WPA/WPA2 Personal**. |
| **Wi-Fi Channel** | This is the active channel of the Wi-Fi access point. If your network is having performance issues (possibly caused by other Wi-Fi networks in the vicinity using the same channel), try a different Wi-Fi channel. See Wi-Fi Channel. |
| **RTS Threshold** | This setting specifies the smallest packet size, in bytes, for which RTS/CTS (Request to Send/Clear to Send) handshaking is used. The recommended value is 2347. Change this value only if you're experiencing inconsistent data flow. Make only minor changes to this value. |
| **Fragmentation Threshold** | This setting specifies the largest allowable size, in bytes, for a packet. If the packet is larger than this, it is fragmented into multiple packet before it is transmitted. To prevent poor network performance, it's recommended to keep this value as large as possible (up to 2346). |
| **Security** | |
| **Broadcast Network Name** | If broadcast is enabled (**Yes**), the wireless network is displayed in the list of Wi-Fi networks available in the local area. For increased security, set this field to **No**. You will need to give the Wi-Fi network name (Main or Guest) to the people who will be accessing your network, and WPS will not be available. |
| **Encryption** | The type of security used by the Main Wi-Fi network. See Wi-Fi Security. |
| **Guest Encryption** | The type of security used by the Guest Wi-Fi network. See Wi-Fi Security. |

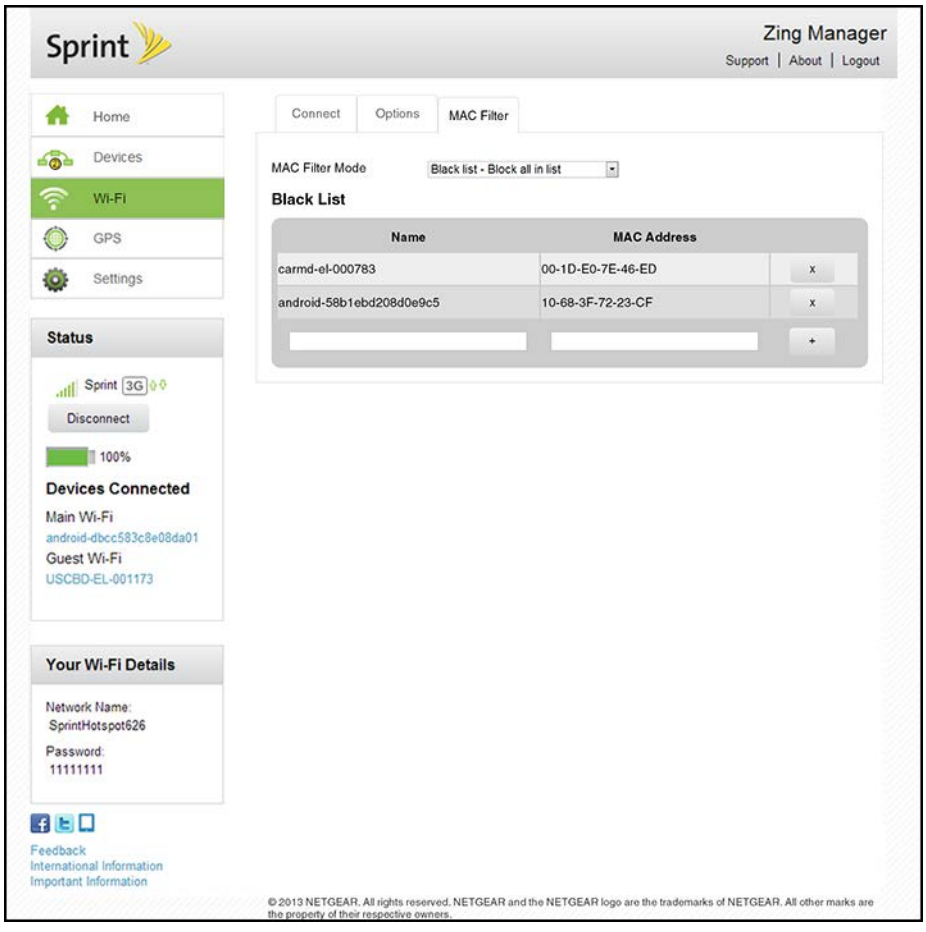
## *MAC Filter Tab*

MAC (Media Access Control) filtering can prevent unauthorized wireless devices from connecting to your network.

The MAC filter is used to grant (“white list”) or block (“black list”) wireless devices access to the Wi-Fi and mobile broadband (GSM, 3G, LTE) networks. Access is based on the MAC address of each wireless device.

MAC filtering increases security of your network. You can give access to your network, based on the MAC address of the wireless devices. This makes it harder for a hacker to use a MAC address to access your network.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > MAC Filter**.




You can:

- Turn MAC filtering off (“None”) or on (“Block List” or “White List”).

- Add or remove a device from the list. (See "Specifying Computers That Can Access the Network" and "Specifying Computers That Are Not Allowed to Access the Network" in Allowing or Denying Computers Access to the Network (MAC Filter)).

The following information is displayed.

| Item | Description |
|---|---|
| **MAC Filter Mode** | • **None** – Any device can connect to the Wi-Fi networks.<br>• **Black List** – The listed devices will not be able to connect to the Wi-Fi networks.<br>• **White List** – Only the listed devices will be allowed to connect to the Wi-Fi networks. |
| **Black List** or **White List** | |
| **Name** | A description of the device (the owner's name, the device's purpose, etc.) |
| **MAC Address** | The device's MAC address. |

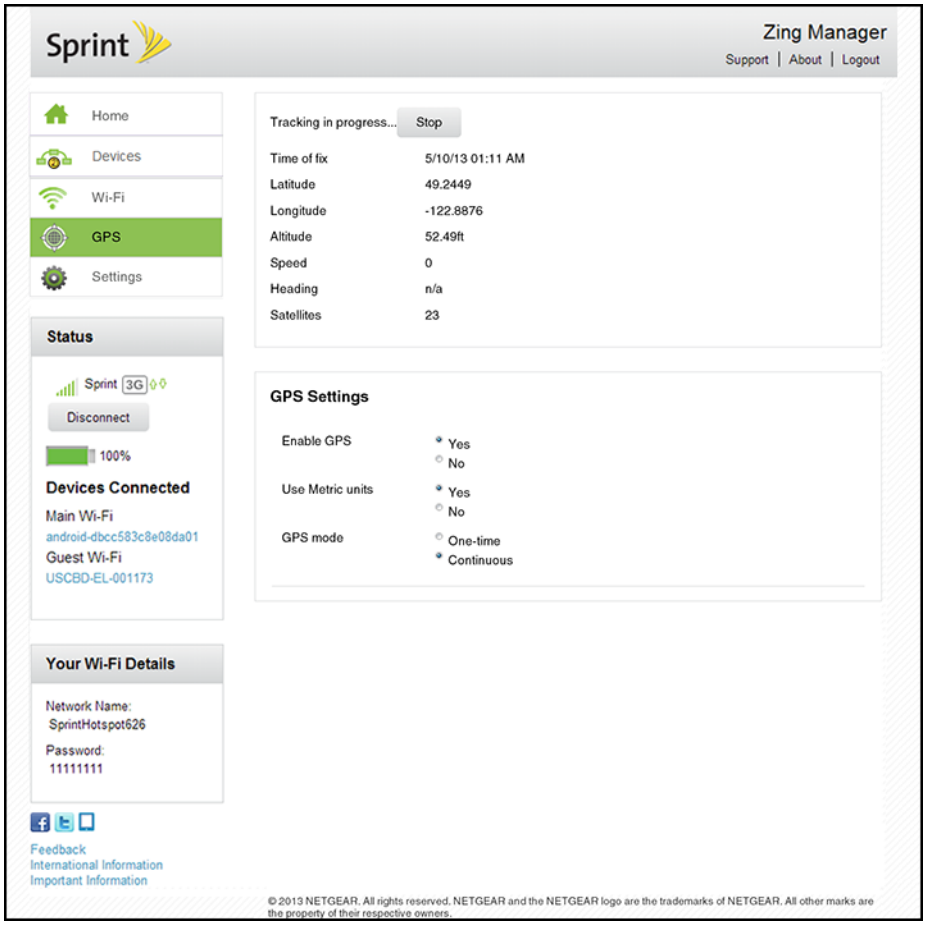
# *GPS Page*

From the **GPS** page, you can obtain your current location coordinates (latitude, longitude, altitude, etc.).

You can also enable or disable GPS tracking, and choose the tracking method being used (one-time or continuous).

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **GPS**.




You can:

- Start or Stop tracking (if GPS Mode is Continuous)
- Update the current location information (if GPS Mode is One-time)

**Note:** The first time that you access GPS, you will be prompted to read and accept the Location-Based Services (LBS) end user license agreement. You must accept the agreement before you can use the GPS feature.

**Note:** For best results, minimize the number of obstructions between your device and the GPS satellites.

The following information is displayed.

| Item | Description |
|---|---|
| Most recent position fix | |
| **Update location / Cancel**<br>or<br>**Start / Stop** | If the GPS Mode is:<br>• One-time – Click **Update location** to get a location fix, or click **Cancel** to stop waiting for the fix to complete.<br>• Continuous – Click **Start** to begin tracking and refreshing the location fix information regularly, or click **Stop** to stop tracking. |
| **Status** | Message indicating what the GPS system is doing (For example, “Tracking a fix”, “Searching for satellites”, “Inactive”) |
| **Time of fix** | This is the date and time that the last fix was taken. |
| **Latitude** | Latitude at time of last fix. (For example, “N32.51.73”) |
| **Longitude** | Longitude at time of last fix. (For example, “W105.11.7”) |
| **Altitude** | Elevation at time of last fix. (For example, “40 meters”) |
| **Speed** | Speed at which device was moving at time of last fix. (For example, “3.1 mph”) |
| **Heading** | Direction in which device was moving at time of last fix. (For example, “East”) |
| **Satellites** | The number of satellites used to get the last fix. |
| **GPS Settings** | |
| **Enable GPS** | Turns the GPS service on or off. See Enabling / Disabling GPS.<br>**Note:** For best results, minimize the number of obstructions between your device and the GPS satellites. |
| **Use Metric units** | This setting specifies whether to use metric units when displaying the GPS results (for example, for altitude, speed, and HEPE). See Using Metric Units. |
| **GPS mode** | This setting determines how often your device should obtain a fix. See Setting the GPS Mode.<br>• **One-time** – A single fix is used. Use this option if you’ll be using your device at the same location.<br>• **Continuous** – Fixes are obtained every few seconds (also known as auto-tracking). This is useful for turn-by-turn (TBT) navigation applications, such as driving directions, and for NMEA-enabled applications. |

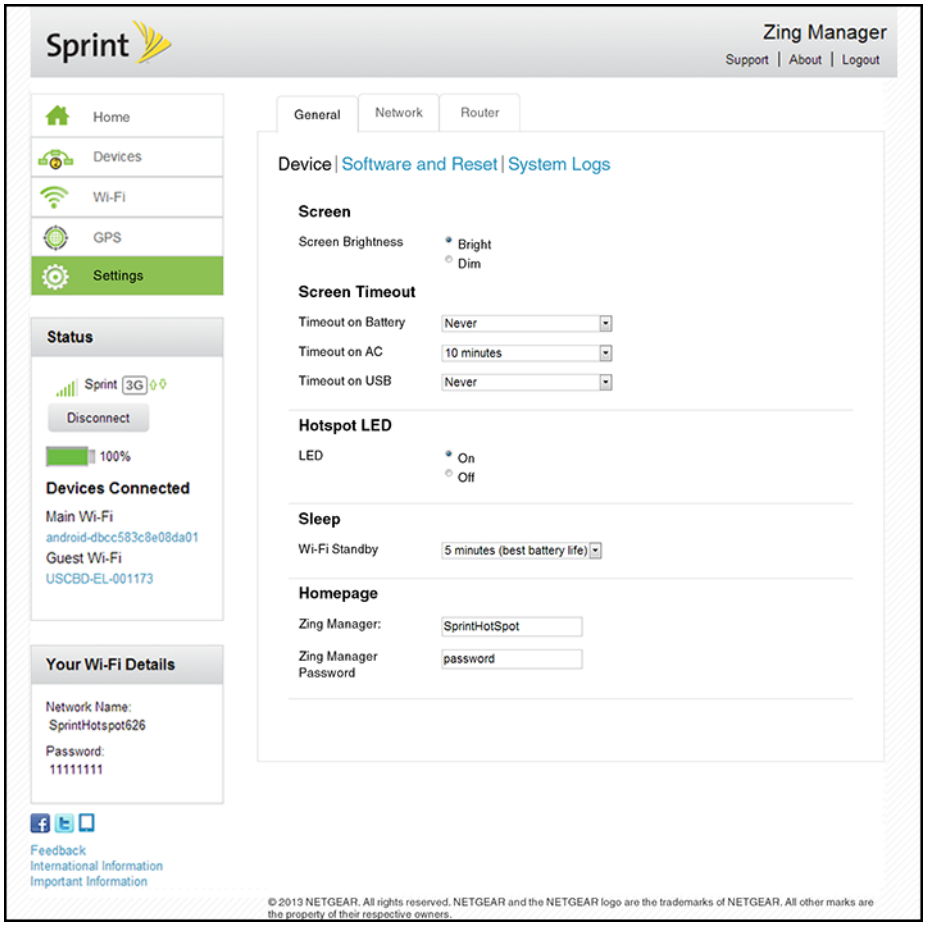
# Settings Page

From the Settings page, you can configure your device, network settings, and router settings.

## General > Device Tab

From the **General > Device** tab of the **Settings** page, you can configure your device's display and LED status indicator, sleep settings, Zing Manager (web browser) URL and Zing Manager administrator password.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.



The following information is displayed.

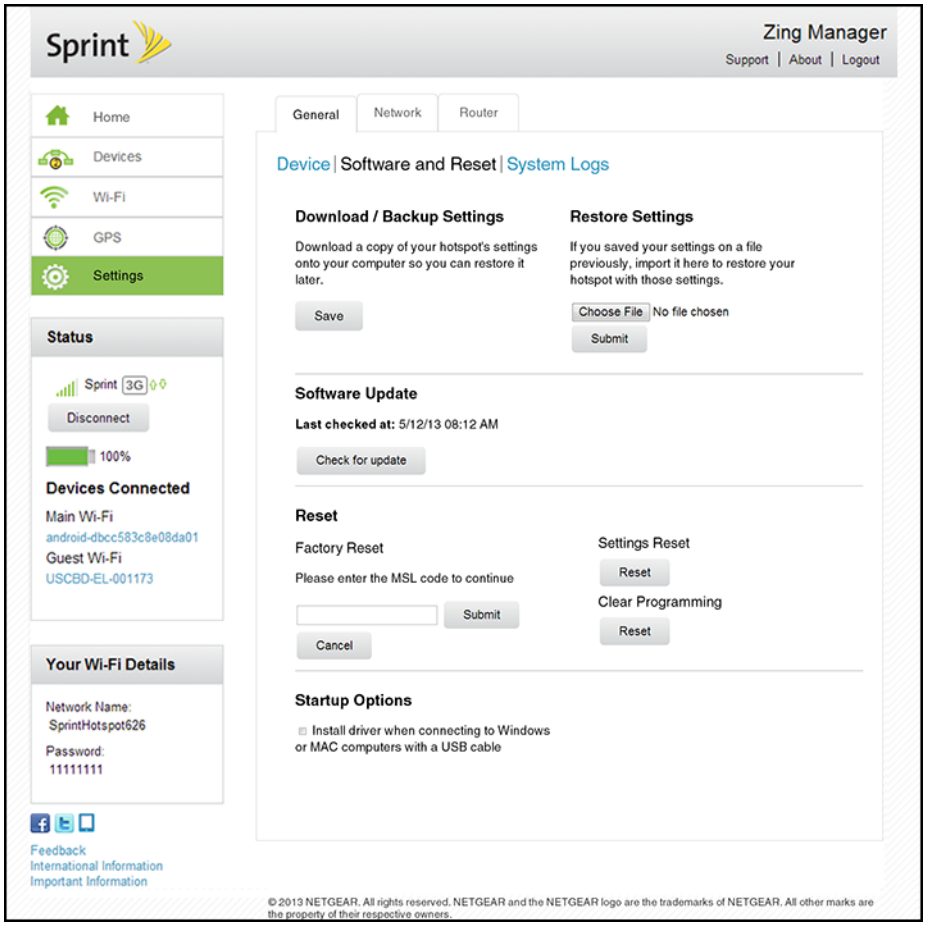
| Item | Description |
|---|---|
| **Screen** | |
| **Screen Brightness** | Set the brightness of the LCD to **Bright** or **Dim**. (Use **Dim** to make your battery last longer.)<br><br>See Setting the LCD Brightness. |
| **Screen Timeout** | |
| **Timeout on Battery** | The length of time the LCD will display, while on battery power, before turning off.<br>Choose the shortest period to make your battery last longer. See Setting the LCD Timeout. |
| **Timeout on AC** | The length of time the LCD will display, while using the AC charger, before turning off.<br>Choose the shortest period to make your battery last longer. See Setting the LCD Timeout. |
| **Timeout on USB** | The length of time the LCD will display, while tethered to the computer, before turning off.<br>Choose the shortest period to make your battery last longer. See Setting the LCD Timeout. |
| **Hotspot LED** | |
| **LED** | Indicates whether the LED is used (**On**) or not (**Off**). See Turning the LED On or Off. |
| **Sleep** | |
| **Wi-Fi Standby** | Turns off the Wi-Fi radio if no devices have been connected for this period of time. (Choose 5 minutes to make your battery last longer.) See Setting the Sleep (Inactivity) Timer. |
| **Homepage** | |
| **Zing Manager** | The URL used to show the homepage. See Changing the Zing Manager URL. |
| **Zing Manager Password** | The password used to show the homepage. See Changing the Zing Manager Password. |

## *General > Software and Reset Tab*

From this tab, you can save your current device settings and restore them later, update your software, reset your device to default settings, and set your device startup options.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > General > Software and Reset**.




You can:

- Backup and restore your hotspot's configuration, if needed. See Exporting Settings and Importing Settings.
- Update your device's software. See Update Mobile Hotspot Software and Firmware.
- Reset some or all of your device's settings. See Resetting to Factory Default Settings, Resetting Device Settings Only and Clearing Account Details Only.
- Configure the hotspot to install tethering drivers (if needed) when device is connected via USB to a Windows or Mac system. See TRU-Install.

The following information is displayed.

| Item | Description |
|---|---|
| **Download / Backup Settings** | Click **Save** to make a copy (export) of the hotspot's current configuration, so that you can restore it later if needed. See Exporting Settings. |
| **Restore Settings** | Click **Choose file** to use a previously saved copy of your device configuration. See Importing Settings. |
| **Software Update** | Click **Check for update** to see if a new version of your device's software has been released, and if there is, download and install it. The last time you checked is shown on the screen (**Last checked at**). See Update Mobile Hotspot Software and Firmware.<br><br>**Note:** Software downloads count against your plan's data limit. |
| **Reset** | • **Factory Reset** – Click to reset your device to factory default settings and clear your account details. See Resetting to Factory Default Settings. (You can only do this with assistance from Sprint.)<br><br>• **Settings Reset** – Click to reset your device to factory default settings, but leave your Sprint account details unchanged. See Resetting Device Settings Only.<br><br>• **Clear Programming** – Click to clear your account details. See Clearing Account Details Only. |
| **Startup options** | Select the checkbox to install tethering drivers (if needed) when device is connected via USB to a Windows or Mac system. See TRU-Install. |

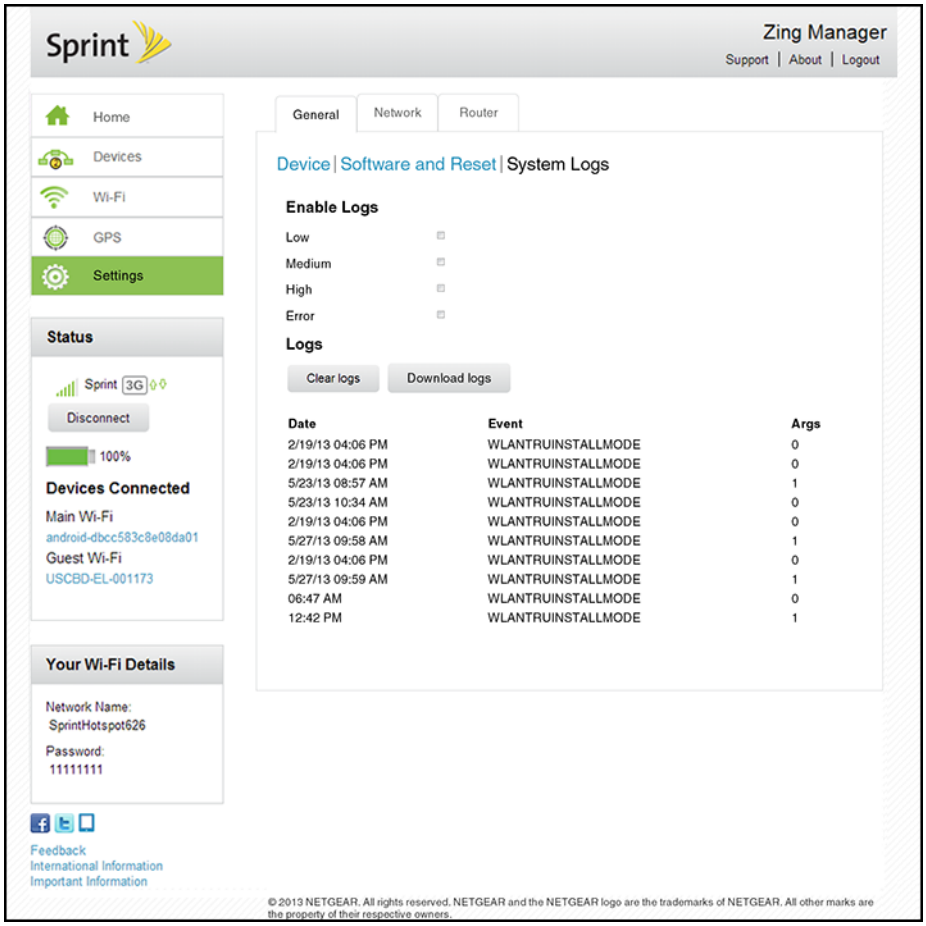
## *General > System Logs Tab*

Technical support staff may need you to configure system logging in this tab for the purpose of error diagnosis.

**Note:** You should only adjust settings in this tab under the direction of technical support staff.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > General > System Logs**.




You can:

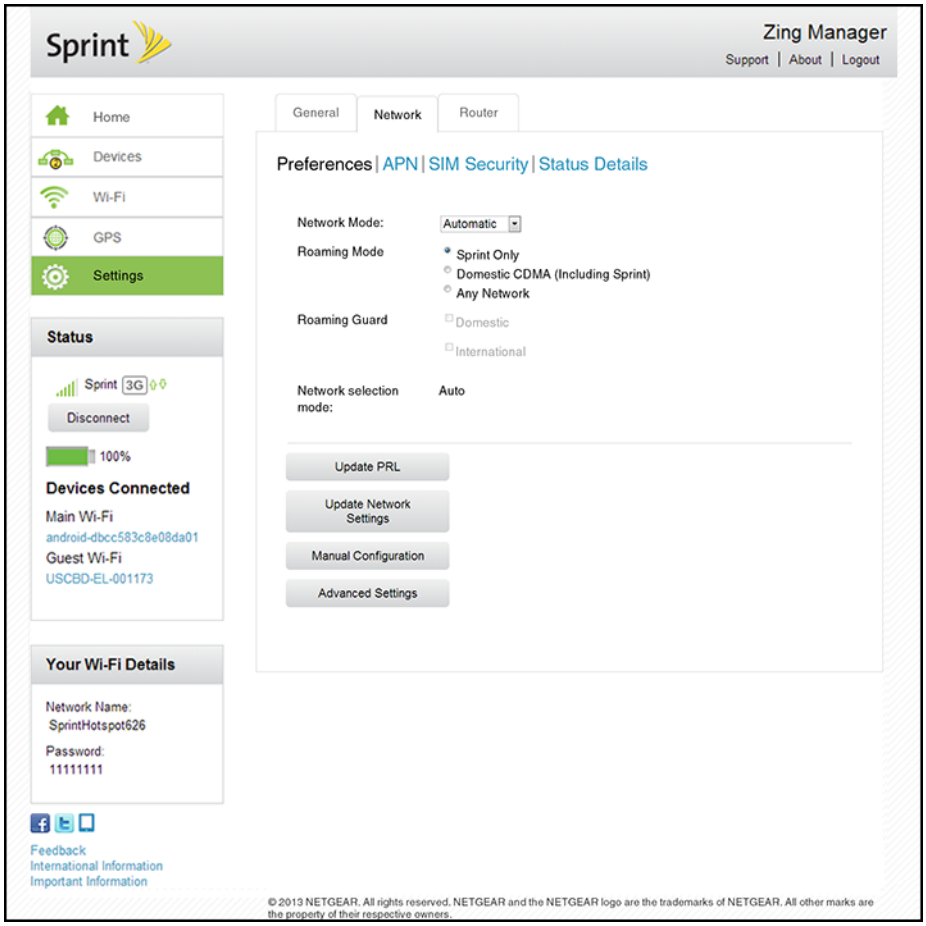
- Enable logging
- Clear logs
- Download logs

## *Network > Preferences Tab*

From this tab, you can configure your device's configuration for selecting networks and roaming, and receive network configuration updates from Sprint.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > Network > Preferences**.




You can:

- Configure network selection and roaming options.
- Check the network for a new Preferred Roaming List.
- Re-run Hands Free Activation

The following information is displayed.

| Item | Description |
|---|---|
| **Network Mode** | The type of network that your device can connect to. See Setting the Allowed Network Mode. |
| **Roaming Mode** | The areas in which your device can roam. See Setting the Roaming Mode. |

| | |
|---|---|
| **Roaming Guard** | If selected, the roaming areas where a warning will appear when you enter them. See Enabling / Disabling the Roaming Guard Warning Message. |
| **Network selection mode** | Current method for selecting a GSM network.<br>● Automatic – The hotspot chooses an available network.<br>● Manual – The hotspot will not select a GSM network. You must click **Scan** to view and select from a list of available networks.<br>**Note:** If you click **Scan**, the mode automatically changes to **Manual**. |
| **Update PRL** | Click to check if a new PRL (Preferred Roaming List) is available on the network, and use it to update your device. |
| **Update Network Settings** | Click to re-run HFA (Hands Free Activation). |
| **Manual Configuration** | Use only when instructed by Sprint. |
| **Advanced Settings** | Use only when instructed by Sprint. |

## *Network > APN (Access Point Name) Tab*

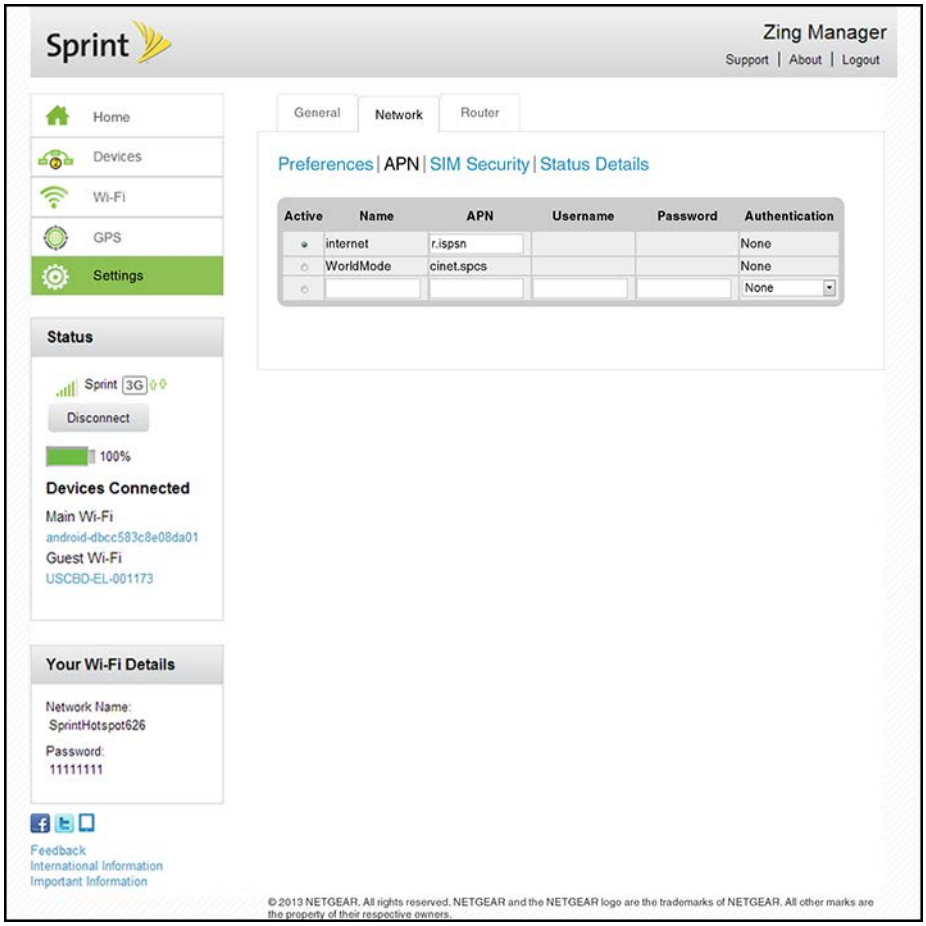
To connect to a carrier's network when roaming, your device must be configured with an Access Point Name (APN) for that carrier. The APN is checked by the carrier to determine the type of network connection to establish.

**Note**: Your NETGEAR Zing Mobile Hotspot comes with the APN for Sprint preconfigured.

In this tab, you can add (or modify) APNs for the networks you want to connect to.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > Network > APN**.




To add (or modify) an APN, see Configuring Access Point Names.

The list of all APNs that have been set up includes the following information.

| Item | Description |
|---|---|
| **Active** | The APN currently in use. Only one APN can be marked as active. |
| **Name** | Network carrier name (for example, “Sprint”). |
| **APN** | The operator’s access point name (obtained from the operator). |
| **Username** | If required, the username (obtained from the operator) used to connect to the APN. |
| **Password** | If required, the password (obtained from the operator) used to connect to the APN. |

| | |
|---|---|
| **Authentication** | The network authentication code (None, PAP, CHAP, PAP or CHAP). |

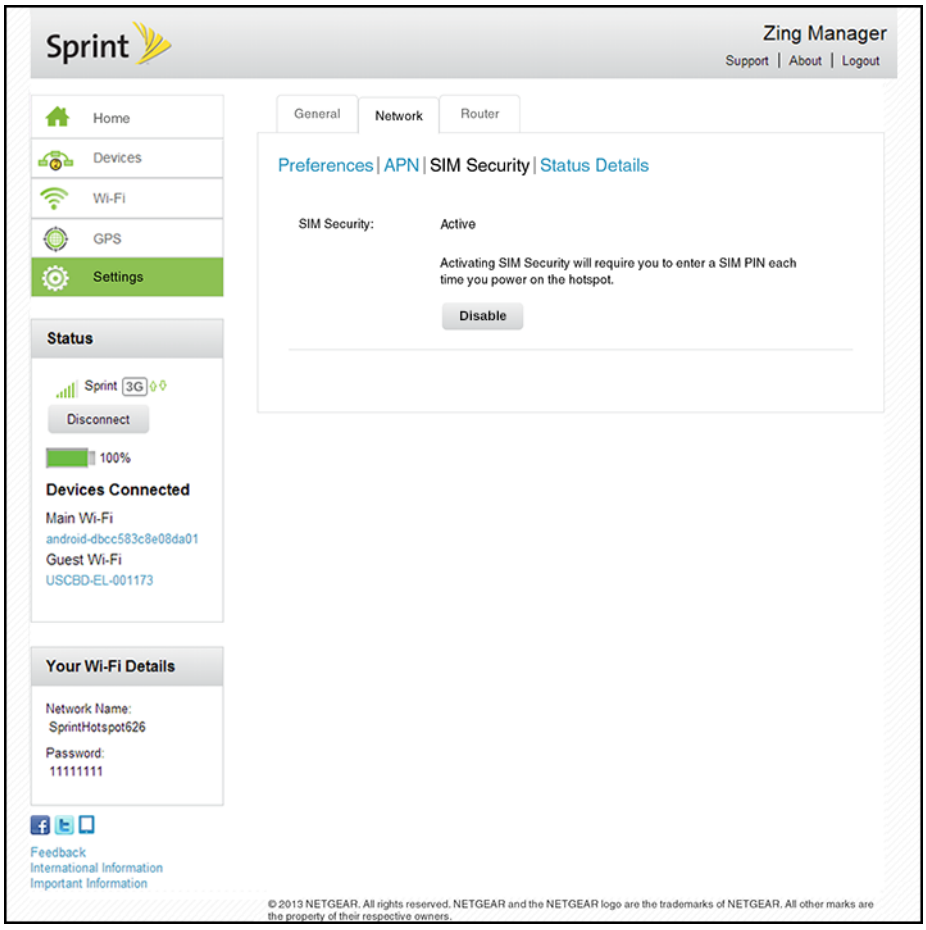
## *Network > SIM Security Tab*

If you are using a SIM that has security enabled, you can disable SIM Security from this tab.

This tab shows the current status of this security feature, and allows you to disable SIM security if it has been enabled.

**Note:** The SIM PIN is required to disable SIM Security.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > SIM Security**.




3. If the SIM has security enabled, SIM Security will be Active. Click **Disable** to disable SIM security.

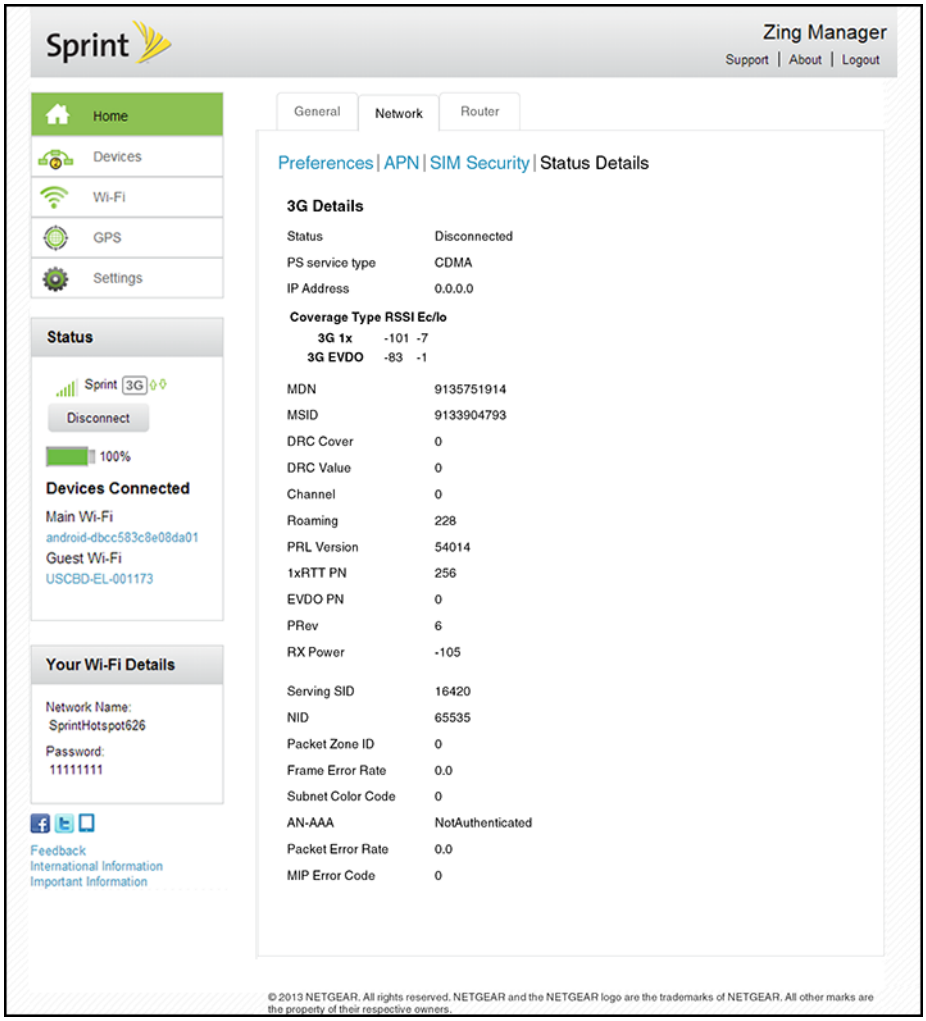
The following information is displayed.

| Item | Description |
|---|---|
| **SIM Security** | The current state of the SIM PIN feature (Inactive or Active). Click **Disable** to disable SIM security. |

## *Network > Status Details Tab*

This tab shows you details about the current mobile broadband connection (GSM, 3G, LTE).

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > Status Details**.



The information that is displayed depends on your current connection.

## 4G/LTE Details

| Item | Description |
|---|---|
| **Status** | Indicates whether you are connected to an LTE network. |
| **PS service type** | Indicates the LTE service type. |
| **RSRP** | The signal strength of the LTE network. (Reference Signal Received Power) |
| **RSRQ** | The siqnal quality of the LTE network (Reference Signal Received Quality). RSRQ is the ratio between the RSRP and the Received Signal Strength Indicator (RSSI). |
| **RS-SINR** | Signal to Interference Noise Ratio based on Reference Signals (narrowband and wideband) |
| **Cell ID** | The LTE cell that is currently serving the hotspot. |
| **TX Power** | The transmitter power. A higher number is better. |
| **IP Address** | The IP address of the 4G LTE connection. |
| **Channel UL** | The channel that is used to upload to the 4G LTE network. |
| **Channel Number** | The channel used by the 4G LTE radio. Technical support staff may request this value from you. |
| **IMSI** | The International Mobile Station Identity is an identifier of a device on the network. |
| **Current radio band** | The LTE band being used for the connection. |
| **Reject Code** | Technical support staff may request this value from you. |
| **ICCID** | The Integrated Circuit Card ID. |

## 3G Details

| Item | Description |
|---|---|
| **Status** | Indicates whether you are connected to a 3G network. |
| **PS service type** | Indicates the 3G service type (for example, CDMA, HRPD, CDMA_HRPD). |
| **IP Address** | The IP address of the 3G connection. |
| **Coverage Type** | The type of 3G network available. |
| **RSSI** | Signal strength of the network. |
| **Ec/Io** | Dimensionless ratio of the average power of a channel, typically the pilot channel, to the total signal power. |
| **MDN** | Mobile Directory Number. This is your 10-digit telephone number. |
| **MSID** | Mobile Station Identifier. |
| **DRC Cover** | Digital Rate Control Cover. |
| **DRC Value** | Digital Rate Control Value. |
| **Channel** | DRC Channel number. |
| **Roaming** | Indicates if you are roaming on Sprint, domestically, or internationally. |
| **PRL Version** | Preferred Roaming List version. To update the PRL, see Network > Preferences Tab. |
| **1xRTT PN** | Technical support staff may request this value from you. |
| **EVDO PN** | Technical support staff may request this value from you. |
| **PRev** | Technical support staff may request this value from you. |
| **Rx Power** | Technical support staff may request this value from you. |
| **Serving SID** | The Serving System ID identifies your home network area and is used to determine if you are ‘home’ or ‘roaming’. |
| **NID** | Technical support staff may request this value from you. |

| | |
|---|---|
| **Packet Zone ID** | Technical support staff may request this value from you. |
| **Frame Error Rate** | Used to determine the quality of a signal connection. Technical support staff may request this value from you. |
| **Subnet Color Code** | Technical support staff may request this value from you. |
| **AN-AAA** | Technical support staff may request this value from you. |
| **Packet Error Rate** | Technical support staff may request this value from you. |
| **MIP Error Code** | The Mobile IP Error Code. Technical support staff may request this value from you. |

### GSM Details

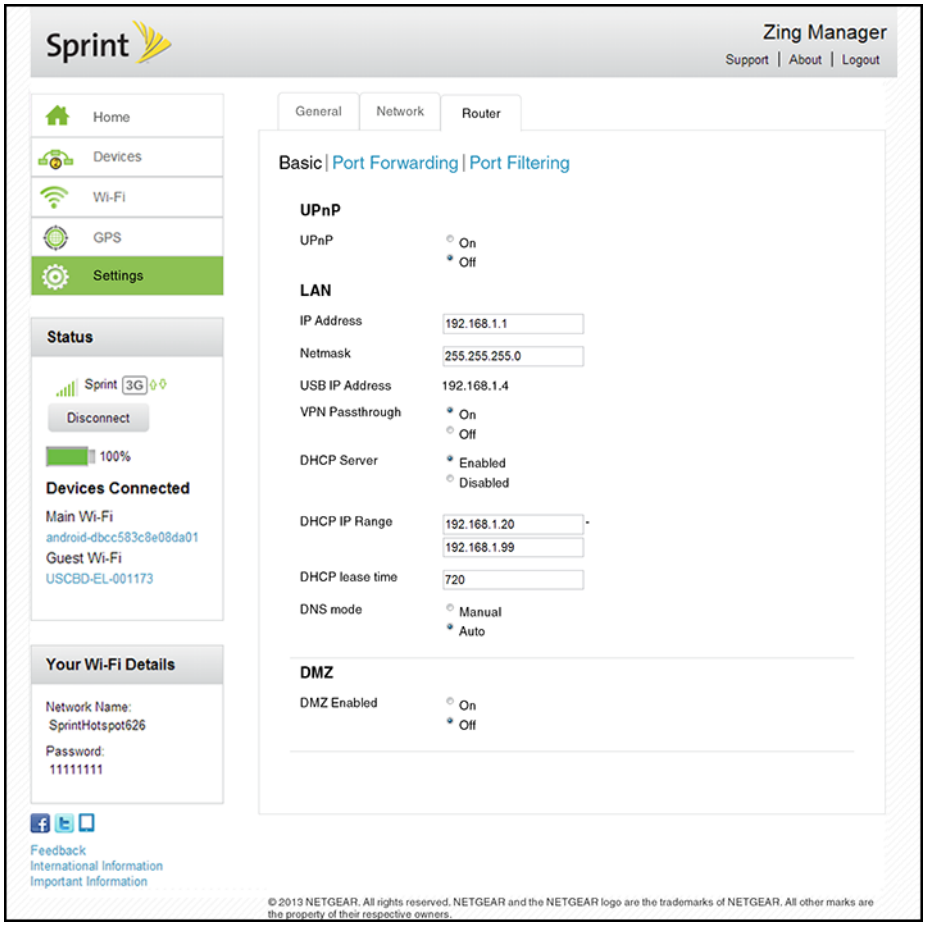
| Item | Description |
|---|---|
| **Network Name** | Indicates whether you are connected to a GSM network. |
| **RSSI** | Power level in the received radio signal (Received Signal Strength Indication). |
| **RSCP** | Received Signal Code Power. |
| **Ec/Io** | Quality of the pilot channel as a ratio of the received power to overall noise. |

## *Router > Basic Tab*

From this tab you can configure the router's UPnP feature, LAN settings, and DMZ settings.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > Router > Basic**.




3. You can make changes to any of these fields. When you finish, click **Submit**.

The following information is displayed.

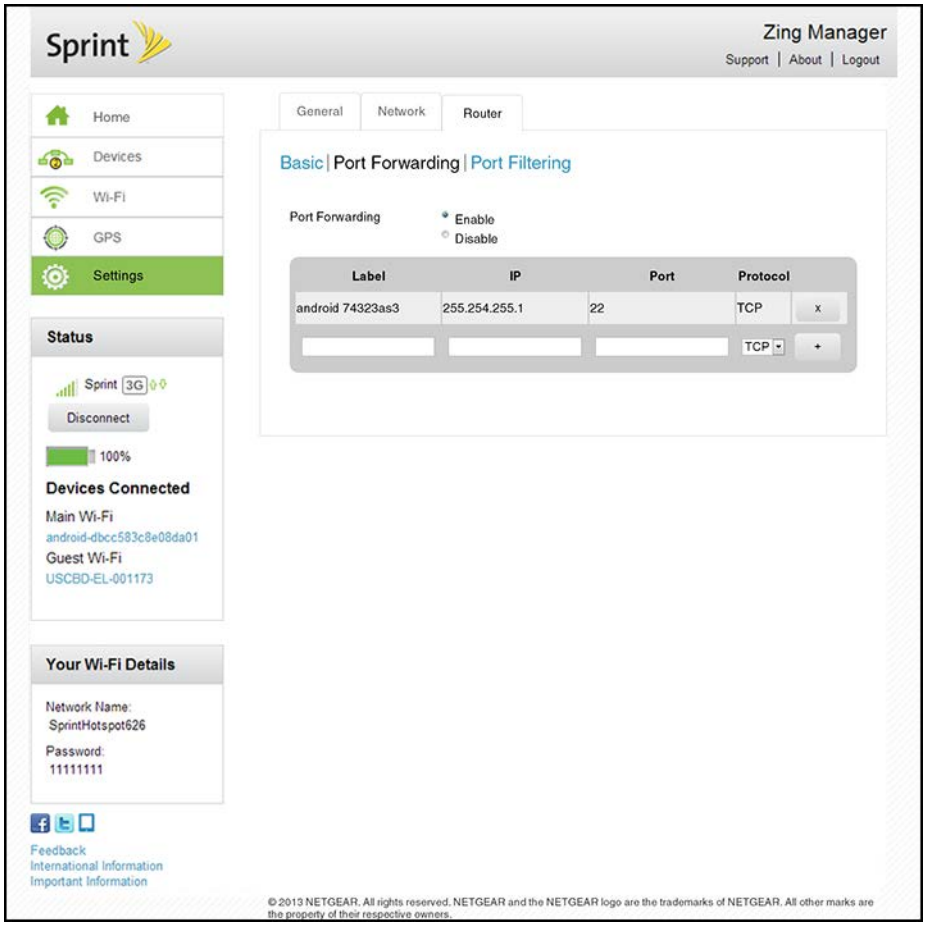
| Item | Description |
|---|---|
| **UPnP** | |
| **UPnP** | Current state of the Universal Plug and Play feature (On or Off). (See UPnP (Universal Plug and Play).) |
| **LAN** | |
| **IP Address** | The routing hardware's IP address on the LAN. |
| **Netmask** | The routing hardware's internal LAN subnet mask. |

| | |
|---|---|
| **USB IP Address** | The IP address assigned to the hotspot by the computer to which it is tethered. |
| **VPN Passthrough** | VPN connections are enabled (On) or disabled (Off). See Enabling VPN Passthrough. |
| **DHCP Server** | This field enables (On) or disables (Off) DHCP. See DHCP. |
| **DHCP IP Range** | This specifies the starting and ending address of the range of IP addresses available for your device to dynamically (that is, not permanently) assign to computers connected to it. See DHCP. |
| **DHCP lease time** | This is the amount of time, in minutes, a computer can use its assigned IP address before it is required to renew the lease. After this time is up, the computer is automatically assigned a new dynamic IP address. See DHCP.<br><br>Enter a number between 2 and 10080. |
| **DNS mode** | This specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained.<br><br>● **Manual** – The routing hardware assigns DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields<br>Use this option to access a DNS server that provides customized addressing or if you have a local DNS server on your network.<br><br>**Note:** The **DNS 1** and **DNS 2** fields appear only if **DNS Mode** is Manual.<br><br>● **Auto** – The DNS server specified by Sprint is used. |
| **DNS 1** | Address of a manual DNS server. (This field appears only if DNS Mode is Manual.) |
| **DNS 2** | Address of a manual DNS server. (This field appears only if DNS Mode is Manual.) |
| **DMZ** | |
| **DMZ Enabled** | Enable / disable demilitarized zone. |
| **DMZ Address** | If DMZ is enabled, this is the IP address of a single computer used to receive all unsolicited incoming connections. |

## *Router > Port Forwarding Tab*

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

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Port Forwarding**.




You can:

- Enable or disable port forwarding. See Enabling Port Forwarding.

**Note:** You must enable port forwarding before you can view and update the port forwarding list.

- Enter port forwarding details for an application. (See Enabling Port Forwarding for an Application.)
  For example, you can configure port forwarding so that:
  - 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 gaming or Internet application hosted by your computer.

- Remove an application from the port forwarding list. (See Port Forward Panel: Disabling Port Forwarding for an Application.)

**Note**: Port forwarding creates a security risk. When not required, port forwarding should be disabled.

**Note**: Port forwarding does not apply to normal browsing, file downloading, running most online games or other applications hosted on the Internet. (Some online games require port forwarding.)

The following information is displayed.

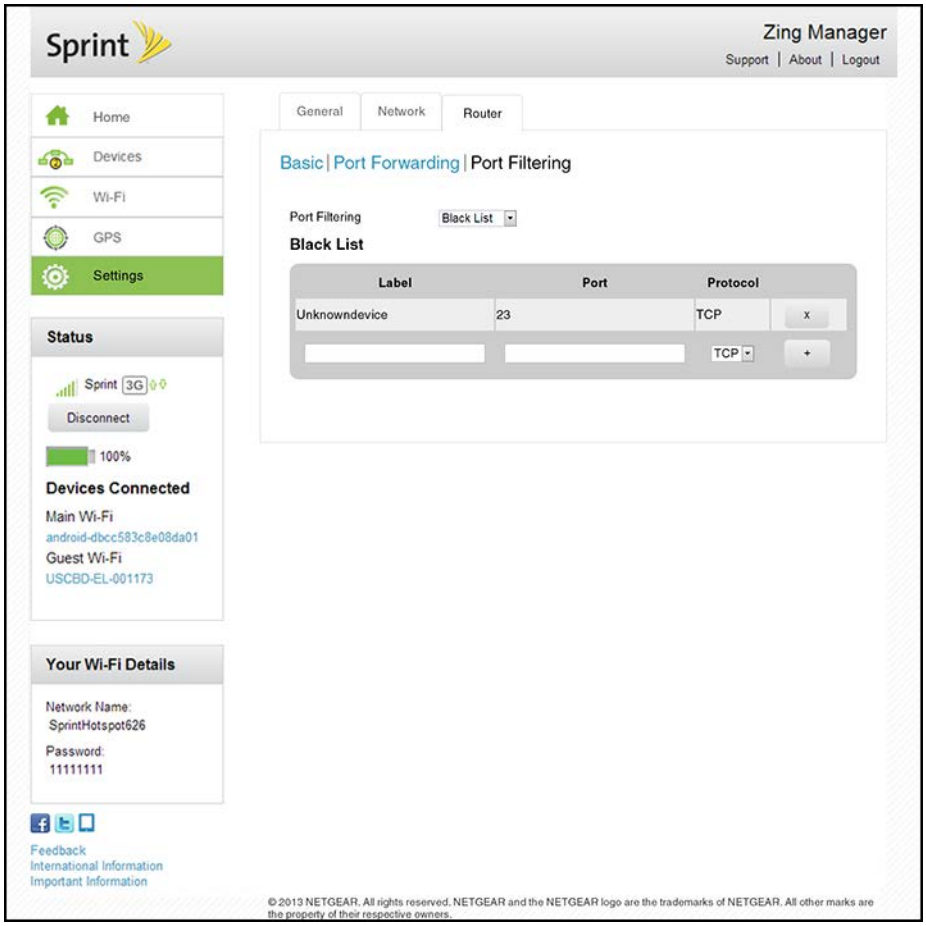
| Item | Description |
|---|---|
| **Port Forwarding** | Indicates whether port forwarding is on (Enable) or off (Disable). |
| List of forwarded ports – This list appears only if port forwarding is on. Each port displays: | |
| **Label** | A name describing the application using the port. |
| **IP** | The IP address of the server being accessed. |
| **Port** | The port that is forwarded. If the application uses more than one port, each port must be forwarded separately. |
| **Protocol** | The protocol (TCP, UDP, etc.) being used for this application. |

## *Router > Port Filtering Tab*

Port filtering lets you either allow (white list) or prevent (black list) which applications (for example, http, ftp, email servers) can access the Internet.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > Router > Port Filtering**.




You can:

- Enable port filtering. (See Port Filtering Panel: Enabling Port Filterings.)
- Add an application to a port filtering list. (See Port Filtering Panel: Enabling Port Filtering for an Application.)
- Remove an application from the port filtering list. (See Port Filtering Panel: Disabling Port Filtering for an Application.)

The following information is displayed.

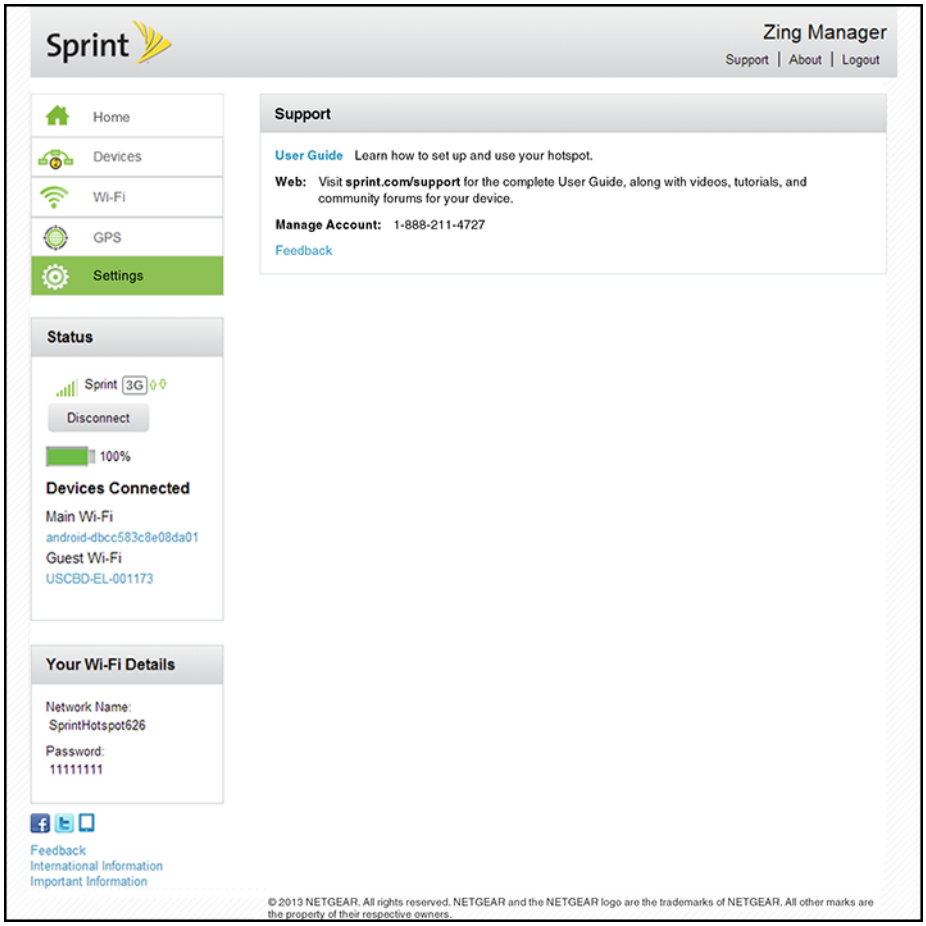
| Item | Description |
|---|---|
| **Port Filtering** | Indicates which type of filtering is being used.<br>• **No Filtering** – All applications are allowed to access the Internet.<br>• **Black List** – Applications in the list are not allowed to access the Internet.<br>• **White List** – Only the applications in the list are allowed to access the Internet.<br>**Note**: Only one list can be active, either a Black List or a White List.<br>**Note**: The Black List and White List are separate – if you change the Port Filtering type, the corresponding list is displayed. |
| List of filtered ports – This list appears only if port filtering is on (black list or white list). Each port displays: | |
| **Label** | A name describing the application using the port. |
| **Port** | The port that the application uses to access the Internet. |
| **Protocol** | The protocol (TCP, UDP, etc.) being used by the application. |

# *Support Page*

This page provides links to resources that can help you use your device and manage your Sprint account.

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click the **Support** link in the top right corner.



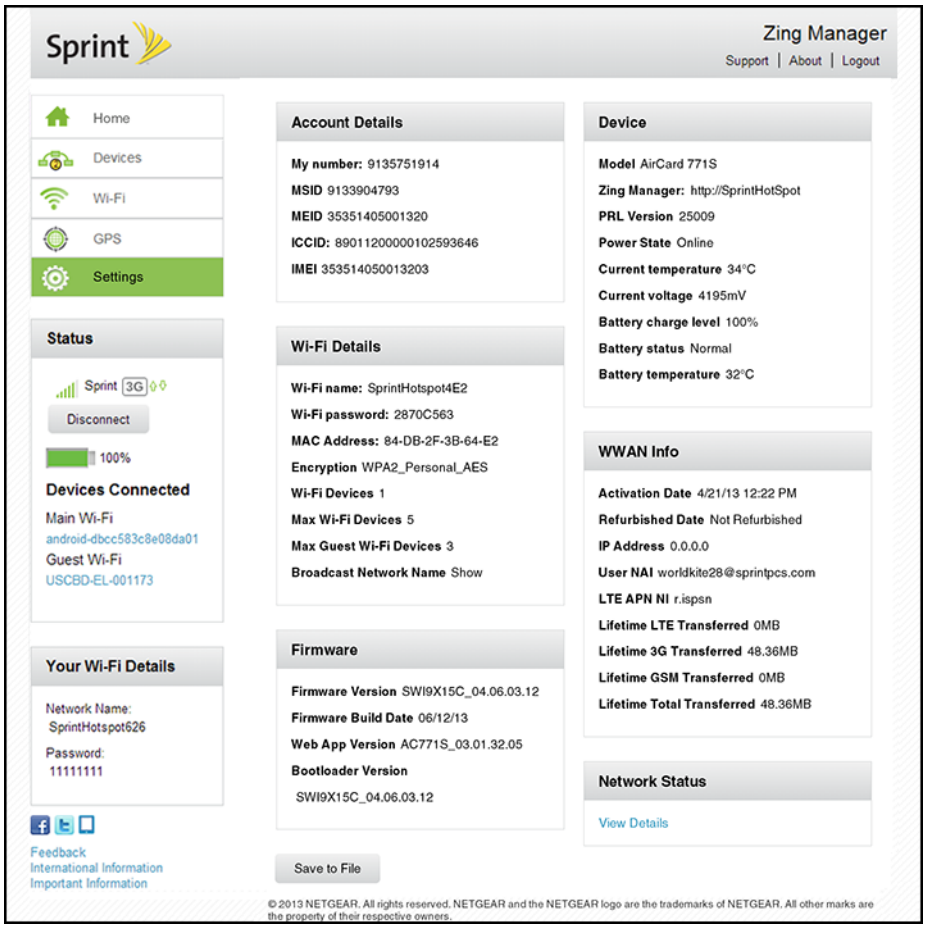

The following information is displayed.

| Item | Description |
|---|---|
| **User Guide** | Open an online copy of this guide in a new Web browser window or tab. (You must be connected to the Internet to use this link.) |
| **Web** | Click the link to open the online support website in a new Web browser window or tab where you can find a variety of resources to help you with your hotspot. (You must be connected to the Internet to use this link.) |
| **Manage Account** | Contact Sprint Customer Service by telephone (for business use or personal use). |
| **Feedback** | Send NETGEAR your comments on your device. See Feedback Page. |

# About Page

View information about your device and account.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click the **About** link in the top right corner.




You can:

- Save the image on this page to a file on your computer. Click **Save as a file**.

The following information is displayed.

| Item | Description |
|---|---|
| **Account Details** | |
| **My number** | The hotspot's telephone number. |
| **MSID** | The Mobile Station ID associated with your phone number. |

| | |
|---|---|
| **MEID** | The MEID of your device (displayed on the packaging and inside the battery compartment). |
| **ICCID** | The serial number of the SIM. |
| **IMEI** | International Mobile Equipment Identify number. |
| **Wi-Fi Details** | |
| **Wi-Fi name** | The hotspot's Main Wi-Fi network name. (See also Change Wi-Fi Network Names and Passwords.) |
| **Wi-Fi password** | The hotspot's Main Wi-Fi network password. (See also Change Wi-Fi Network Names and Passwords.) |
| **MAC Address** | The MAC address of the LTE module. Each wireless device has a unique MAC address (assigned by its manufacturer). |
| **Encryption** | The security standard used for the Wi-Fi network. (See Wi-Fi Security.) |
| **Wi-Fi Devices** | Number of devices currently connected to the hotspot's Wi-Fi networks. |
| **Max Wi-Fi Devices** | Maximum number of devices that can connect to the hotspot's Main Wi-Fi network. (See also Setting the Maximum Number of Wi-Fi Devices.) |
| **Max Guest Wi-Fi Devices** | Maximum number of devices that can connect to the hotspot's Guest Wi-Fi network. (See also Setting the Maximum Number of Wi-Fi Devices.) |
| **Broadcast Network Name** | Indicates whether Wi-Fi network name is being broadcast. (See Options Tab.) You could choose to not broadcast, and give the Wi-Fi name directly to users. |
| **Firmware** | |
| **Firmware Version** | The hotspot's firmware version. |
| **Firmware Build Date** | The date the firmware version was created. |
| **Web App Version** | The Zing Manager version. |
| **Bootloader Version** | The version of the software that starts up your device. |

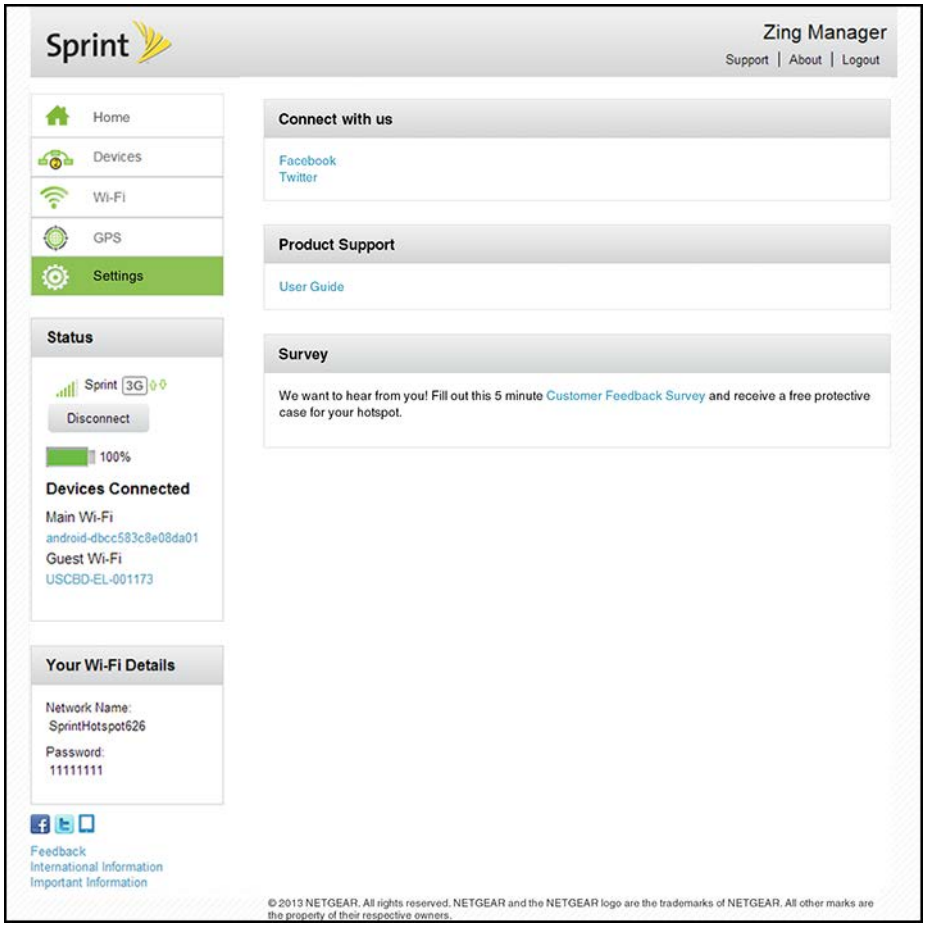
| | |
|---|---|
| **Device** | |
| **Model** | The manufacturer's name for your device. |
| **Zing Manager** | Version number of the Zing Manager web app. |
| **PRL Version** | Preferred Roaming List version number. |
| **Power State** | The hotspot's power state (Online, Offline). |
| **Current temperature** | The hotspot's temperature. If your device is too warm, make sure the area is well-ventilated and air can circulate around your device to cool it. (See Environmental Specifications.) |
| **Current voltage** | The amount of power the hotspot is currently using. |
| **Battery charge level** | The amount of charge remaining in the battery. (See Charging the Battery.) |
| **Battery status** | The current operating condition of the battery (Charging, No Battery, Normal, Low, Critical). |
| **Battery temperature** | The battery's temperature. If the battery is getting too warm, turn your device off and do not connect to the charger. |
| **WWAN Info** | |
| **Activation Date** | The date that the hotspot was activated on the Sprint network. |
| **Refurbished Date** | The date that your device was refurbished (if applicable). |
| **IP Address** | The IP address of the WWAN radio. |
| **User NAI** | The CDMA username for data access. |
| **LTE APN NI** | The LTE data realm. |
| **Lifetime LTE Transferred** | The total amount of data sent and received while connected to LTE networks. |
| **Lifetime 3G Transferred** | The total amount of data sent and received while connected to 3G networks. |
| **Lifetime GSM Transferred** | The total amount of data sent and received while roaming on 2G networks. |

| | |
|---|---|
| **Lifetime Total Transferred** | The total amount of data sent and received by the hotspot. |
| **Network Status** | |
| **View Details** | Click the link to jump to the Network > Status Details Tab. |

# *Feedback Page*

Use the links on this page to send your comments on your device, look up support information, and participate in a customer survey.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click the **Feedback** link in the bottom left corner of any page.
   The following page appears:



The following information is displayed.

| Item | Description |
|---|---|
| **Connect with us** | |
| **Facebook** | Click to view the AirCard Facebook page in a new browser window or tab. (Your device must be connected to the network for this option to work.) |
| **Twitter** | Click to view the AirCard Twitter feed in a new browser window or tab. (Your device must be connected to the network for this option to work.) |
| **Product Support** | |
| **User Guide** | Open an online version of this user guide in a new window or tab. |
| **Survey** | |
| **Customer Feedback Survey** | Participate in a NETGEAR customer survey. |

# Device Settings

Use the Zing Manager and your device to configure and manage your device's appearance, performance, and access.

## Display Settings

Adjust your screen's settings to suit your surroundings and to prolong the battery life. You can also enable the LED to act as a status indicator.

### Turning the LED On or Off

Use this feature to turn off your device's LED status indicator to prolong the battery life, or if you don't want to see the LED for some reason.

You can adjust this setting on your device's **Display** screen, and on the Zing Manager's **Settings > General > Device** page.

#### On the Touchscreen

1. Tap **> Settings** > **Display**.
2. Tap **LED**.
3. Select **On** or **Off**, as desired. (Choose **Off** to prolong the battery life.)

#### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.
3. Beside **LED**, select **On** or **Off** as desired. (Choose **Off** to prolong the battery life.)
4. Click **Submit**.

### Setting the LCD Timeout

Use this feature to select the delay times before the LCD automatically turns off while running on battery power, connected to the AC charger, or tethered via USB.

You can adjust these settings on your device's **Display** screen, and on the Zing Manager's **Settings > General > Device** page.

**Note**: The LCD turns on if an alert occurs.

### On the Touchscreen

1. Tap **> Settings** > **Display**.
2. Tap **Screen Timeout**.
3. Tap the timeout option you want to set (**Timeout on Battery**, **Timeout on AC Charger**, or **Timeout on USB**).
4. Select the desired timeout period. (A smaller value helps prolong the battery life.)

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.
3. Beside the timeouts you want to set (**Timeout on Battery**, **Timeout on AC**, **Timeout on USB**), select the desired timeout periods. (A smaller value helps prolong the battery life.)
4. Click **Submit**.

## *Setting the LCD Brightness*

Use this feature to adjust your screen's brightness to suit your surroundings and to prolong the battery life.

You can adjust this setting on your device's **Display** screen, and on the Zing Manager's **Settings > General > Device** page.

### On the Touchscreen

1. Tap **> Settings** > **Display**.
2. Tap **Screen Brightness**.
3. Select the desired brightness level (**Bright** or **Dim**). (Choose **Dim** to prolong the battery life.)

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.
3. Beside **Screen Brightness**, select the desired brightness level (**Bright** or **Dim**). (Choose **Dim** to prolong the battery life.)
4. Click **Submit**.

# Router Settings

Adjust your device's router settings through the **Basic**, **Port Forwarding**, and **Port Filtering** tabs.

## Enabling VPN Passthrough

If you want to connect to a corporate network using their VPN (Virtual Private Network), you need to enable VPN Passthrough.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Basic**.
3. Beside **VPN Passthrough**, select **On**.
4. Click **Submit**.

## UPnP (Universal Plug and Play)

UPnP provides simple and robust connectivity among consumer electronics, intelligent appliances, and mobile devices from many different vendors. (For more information, see upnp.org.)

**Note**: If UPnP is enabled, there are potential security risks.

### Enabling UPnP

Before you can use UPnP, you must enable it.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Basic**.
3. Next to **UPnP**, select **On**.
4. Click **Submit**.

## DHCP

DHCP (Dynamic Host Control Protocol) 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 using static IP).

Most ISPs (Internet Service Providers) use DHCP.

Normally, you should enable DHCP, in which case you must configure each device on the network with one of the following:

- TCP/IP settings set to “Obtain an IP address automatically.”
- TCP/IP bound to the Ethernet connection with DHCP.

If DHCP is disabled, you must configure each device on the network with:

- Fixed (permanent/static) IP address.
- DNS server addresses (provided by Sprint).

### Enabling DHCP

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Basic**.
3. Next to **DHCP Server**, select **Enabled**.
4. You can set the following DHCP settings:
   - **DHCP IP Range** — This is the starting and ending address of 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 above.

     The ending address must be 192.168.1.50 or below.
   - **DHCP Lease Time** — This is the amount of time, in minutes, a computer can use its assigned IP address before it is required to renew the lease. After this time is up, the computer is automatically assigned a new dynamic IP address.

     Enter a number between 2 and 10080.
   - **DNS Mode** — This specifies how the DNS servers (that the DHCP clients are to communicate with) are obtained. (See DNS Mode.)
5. Click **Submit**.

## *DNS Mode*

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

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Basic**.
3. Set **DNS Mode** to one of the following:

- **Auto** — The DNS server specified by Sprint is used.
- **Manual** — The routing hardware assigns DHCP clients the DNS servers specified in the **DNS 1** and **DNS 2** fields. (These fields appear when **Manual** is selected.)
  Use this option to access a DNS server that provides customized addressing or if you have a local DNS server on your network.

4. Click **Submit**.

## Enabling Port Forwarding

Before you can use or configure Port Forwarding, you must enable it:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Port Forwarding**.
3. Next to **Port Forwarding**, select **Enable**.
4. Click **Submit**.

## Enabling Port Forwarding for an Application

You can enable port forwarding for certain application types.

**Note**: Port forwarding must currently be enabled. (See Enabling Port Forwarding.)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Port Forwarding**.
3. In the blank row of the list, enter a Label that describes the application (for example, “RandomEmailApp”).
4. In the **IP** field, enter the IP address of the server to be accessed.
5. In the **Port** field, enter the port used by the application. (If the application uses more than one port, each port must be forwarded separately.)
6. In the **Protocol** list, click the protocol(s) used for this application (TCP, UDP).
7. Click the to add this row to the list.
8. Click **Submit**.

## Disabling Port Forwarding for an Application

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

**Note**: Port forwarding must currently be enabled. (See Enabling Port Forwarding for an Application.)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Port Forwarding**.
3. Click the beside the row that you want to remove.
4. Click **Submit**.

## *DMZ – General*

You can select one computer to receive all unsolicited incoming connections.

The IP address of the DMZ ("demilitarized zone") is the default recipient of incoming packets (from the Internet) that are not handled by port forwarding rules or NAT'd connections:

- If port forwarding is enabled, incoming traffic is routed according to the port forwarding rules or NAT'd connections.
- If incoming traffic was not routed as a result of the above:
  - If DMZ is enabled, then incoming traffic is routed to the computer that uses the IP address specified by the DMZ settings.
  - If DMZ is not enabled, the incoming traffic is blocked.

**Note**: Putting a computer in the DMZ opens all the ports of that computer, and exposes that computer to various security risks. Use this option only as a last resort — if possible, use other options instead (for example, port forwarding).

## *Enabling DMZ*

Before you can use or configure DMZ, you must enable it.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Basic**.
3. Next to **DMZ Enabled**, select **On**.
4. Click **Submit**.

## *Configuring DMZ*

Specify which computer is to receive all unsolicited incoming connections.

**Note**: DMZ must currently be enabled. (See Enabling DMZ.)

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > Router > Basic**.
3. In the **DMZ Address**, enter the IP address of the computer that you want exposed to the Internet. (If you don't know how to find the IP address, see Finding the IP Address.)

## *Port Filtering Panel: Enabling Port Filterings*

Before you can use or configure Port Filtering, you must enable it.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Port Filtering**.
3. In the **Port Filtering** list, select **Black List** to prevent specific applications from using the Internet, or **White List** to allow only specific applications to use the Internet.
4. Click **Submit**.

## *Port Filtering Panel: Enabling Port Filtering for an Application*

You can enable port filtering for certain application types.

**Note**: Port Filtering must currently be enabled. (See Port Filtering Panel: Enabling Port Filterings.)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Router > Port Filtering**.
3. In the **Label** 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. In the **Protocol** list, click the protocol(s) used for this application (TCP, UDP, or both).
6. Click the to add this filter to the list.
7. Click **Submit**.

## *Port Filtering Panel: Disabling Port Filtering for an Application*

If you currently have port filtering enabled and some ports already in the list (Black List or White List), you can remove any of those rows.

**Note**: Port Filtering must currently be enabled. (See Port Filtering Panel: Enabling Port Filterings.)

1. Log in to the home page. (See Logging In as an Administrator.)

2. Click **Settings > Router > Port Filtering**.
3. Make sure you've enabled the correct port filtering type (Black List or White List).
4. To remove an application from the list click the beside the row that you want to remove.
5. Click **Submit**.

# Login Settings

## Changing the Zing Manager URL

You may want to change the URL for the Zing Manager to something more memorable.

To change the URL:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.
3. In the **Zing Manager** field (in the **Homepage** section), type the new value (maximum 31 letters and numbers).
4. Click **Submit**.

## Changing the Zing Manager Password

For security reasons, you should change the Zing Manager password on a regular basis.

**Note:** If you forget the Zing Manager password, you'll need to reset your device to its default settings and go through the device setup. (See What Do I Do if I Forget the Administrator Password?)

To change the Zing Manager administrator password:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.
3. In the **Zing Manager Password** field, type the new password (1–31 letters, numbers, and symbols).
4. Click **Submit**.

# Configuring Networks

## Viewing Network Activation Information

You can check whether network access is activated.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **About** in the top right corner of the page.
3. Check the **Activation Date** in the WWAN Info section. This is the date that the hotspot was activated on the Sprint network.

## Viewing Data Usage

You can view an estimate of your data usage on your device's home and Data Usage screens, and on the Zing Manager's home page.

**Note**: The data usage shown is an estimate only and is not accurate for billing purposes.

**Note**: The session data counter resets automatically each time your device is powered off and on, and when the mobile broadband network connection disconnects and reconnects (for example, when going through a tunnel). The billing plan data counter resets automatically when the next billing cycle starts.

### On the Touchscreen

The data usage shown on the home screen is for the current billing cycle.

To see detailed data usage:

1. On the home screen, tap the data usage bar.
2. On the Data Usage screen, tap **Billing Cycle** or **Session**.

The **Billing Cycle** screen displays:

- Amount of data remaining and used in the current billing cycle.
- Number of days remaining in the current billing cycle.
- Number of days remaining in the current billing cycle.
- Date that the next billing cycle begins.

The **Session** screen displays:

- Amount of data used in the current session.

- The time the current session started.
- The length of time the connection has been active.

### In the Zing Manager (http://sprinthotspot)

The data usage shown on the home page is for the current billing cycle.

To see detailed data usage:

1. Log in to the home page. (See Logging In as an Administrator.)

The Data Usage **Session** section shows:

- Amount of data used in the current session.
- The length of time the connection has been active.

The Data Usage **Billing Cycle** section shows:

- Total amount of data used in the current billing cycle, and amounts used for each network type
- Number of days remaining in the current billing cycle.
- Date that the next billing cycle begins.
- **Check Carrier Usage** – Click to connect to Sprint's website and view detailed billing plan information.

# *Network Settings*

Adjust your device's network settings to select the network types that can be connected, and set roaming options.

## *Setting the Roaming Mode*

Use this feature to choose where your device can be used in roaming mode.

You can adjust this setting on your device's **Roaming** screen, and on the Zing Manager's **Settings > Network > Preferences** page, using the following options:

- **Sprint Only** – Your device can be used only in Sprint service areas.
- **Domestic CDMA (Including Sprint)** – Your device can roam only in North America.
- **Any Network** – Your device can roam anywhere in the world.

### On the Touchscreen

1. Tap **> Settings** > **Network > Roaming**.

2. Tap **Roaming Mode**.
3. Select the desired roaming mode.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > Preferences**.
3. Beside **Roaming Mode**, select the desired value.
4. Click **Submit**.

## *Enabling / Disabling the Roaming Guard Warning Message*

Use this feature to have your device display a warning when you enter a roaming area.

You can adjust this setting on your device's **Roaming** screen, and on the Zing Manager's **Settings > Network > Setup** page.

### On the Touchscreen

1. Tap **> Settings** > **Network > Roaming**.
2. Tap **Domestic Roaming Guard**.
   - Select **On** to display the warning, or **Off** to not display it.
3. Tap **International Roaming Guard**.
   - Select **On** to display the warning, or **Off** to not display it.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > Preferences**.
3. Beside **Roaming Guard**, select the warnings you would like to display (**Domestic** and/or **International**).
4. Click **Submit**.

## *Setting the Allowed Network Mode*

Use this feature to select the types of networks that your device can connect to.

You can adjust this setting on your device's **Network** screen, and on the Zing Manager's **Settings > Network > Preferences** page, to one of the following options:

- **Automatic** – The connection will be established on the fastest available network.

- **LTE only** – The connection can be established **only** on an LTE network. Your device **will not** connect to CDMA or GSM networks.
- **CDMA only** – The connection can be established **only** on a CDMA (3G) network. Your device **will not** connect to LTE or GSM networks.

### On the Touchscreen

1. Tap **> Settings** > **Network**.
2. Tap **Network Mode**.
3. Select the network mode that your device can connect to:

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > Preferences**.
3. Beside **Network Mode**, select the desired network mode that your device can connect to.
4. Click **Submit**.

## *Configuring Access Point Names*

Your device comes preconfigured with the Access Point Name (APN) for Sprint.

To add an APN for another network:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > APN**.
3. In the blank line, enter the APN details:
   - **Active** – If the new APN is going to be used now, select this button.
   - **Name** – Enter a short description (for example, the carrier name).
   - **APN** – Enter the APN you obtained from the carrier.
   - **Username** – Enter the username you obtained from the carrier (if required).
   - **Password** – Enter the password you obtained from the carrier (if required).
   - Select the **Authentication** mode to be used (**None**, **PAP**, **CHAP**, **PAP or CHAP**).

4. Click the beside the new APN entry.

To select the APN to be used:

1. Select the **Active** button at the beginning of the entry.

To remove an APN from the list:

1. Click the beside the APN entry.

# Software and Reset

## Exporting and Importing Settings

The NETGEAR Zing Mobile Hotspot lets you save your device settings so that you can make changes to your configuration and, if necessary, restore the original settings.

### Exporting Settings

Settings include configuration information for your device, network, and Zing Manager interface.

You can, for example, export (save) the current configuration, then make some changes and test them. You can then import (restore) the saved configuration.

To export the settings to a text file:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Software and Reset**.
3. In the **Download / Backup Settings** section, click **Save**.
4. Save the file to an appropriate location in your computer. By default, the file (export.cfg) is saved to your Downloads folder.

### Importing Settings

This feature lets you restore a saved configuration.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Software and Reset**.
3. In the **Restore Settings** section, click **Choose File**.
4. Navigate to the folder where your previously saved configuration file is stored.
5. Click **Open** to restore your device with the imported settings.

**Note:** Your device may reset, and you may need to reconnect to Wi-Fi and the Internet. (See How Do I Connect to Wi-Fi? and Launching Your Network Connection.)

## Update Mobile Hotspot Software and Firmware

From time to time, updates may become available for your device, and your device will receive an alert. You can also check for new updates manually.

The updates may improve performance and add or modify features. The updates may include the following:

- Device firmware
- The Zing Manager interface
- Other files

## *Downloading Software Updates*

You can download software updates from your device or from the web page.

When a software update becomes available:

- If your device is connected to Sprint's LTE network, the update downloads automatically and an Alert message appears on your device and web page. Tap or click **Install now** to install the update. Your device reboots automatically to use the new software. Any devices that were previously connected will have to be reconnected.
- If your device is connected to Sprint's 3G network, an Alert message appears on your device and web page. Tap or click **Download now** to download and install the software update. Your device reboots automatically to use the new software. Any devices that were previously connected will have to be reconnected.

You can also check for updates manually without having received an alert.

### On the Touchscreen

From your device, there are two ways to get a software update. You can get it from the **Alert** message, or from the **About** screen.

To get the update from the Alert:

1. On the home screen, tap the **Alerts** bar.
2. Read through the alerts until you see the **Software Update** alert.
3. Tap **Install Now** to load the update immediately. Your device will restart after the update installs.

To get the update from the **About** screen:

1. Tap **> Settings > More > About**.
2. Go to the last page and tap **Software Updates**.
3. Tap **Check for updates now**
4. If an update is available, tap **Update Now** to load the update immediately

### In the Zing Manager (http://sprinthotspot)

There are two ways to get the software update from the web page. You can get it from the Alert message, or from the **Software and Reset** page.

To get the update from the Alert:

1. Log in to the home page. (See Logging In as an Administrator.)
2. In the Alert message for the available update, click **Install Now**.
3. Follow the onscreen instructions.

To get the update from the **Software and Reset** page:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Software and Reset**.
3. Click **Check for update**. If an update is available, an **Install Now** button appears.
4. Click **Install Now**.
5. Click **Continue**.

## *Upgrading Firmware From a File*

A one-click tool may be available for upgrading firmware from a file in enterprise environments. Contact Sprint for details.

# *Resetting Your Device*

In some cases, you may want or need to clear your account information to use your device with another account, reset most settings (except for your account and network activation), or reset your device to its factory default settings.

You can clear these settings from your device's **Reset** screen, or from the Zing Manager's **Software and Reset** page.

## *Clearing Account Details Only*

If you want to use your device with another account, you need to clear your current account.

You can clear these settings from your device's **Reset** screen, or from the Zing Manager's **Software and Reset** page.

**Note**: All connected devices will be disconnected and your device will reboot automatically. You will have to activate your device with your new account before they can reconnect.

### On the Touchscreen

1. Tap **> Settings > Reset**.
2. Tap **Clear Programming**.
3. Tap **Continue Reset**.
4. Tap **Begin Reset**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Software and Reset**.
3. Below **Clear Programming**, click **Reset**.
4. Click **Begin Reset**.

## *Resetting Device Settings Only*

If you want to reset your device to its default behavior, but don't want to change your account or network activation, you need to reset your device settings.

You can reset these settings from your device's **Reset** screen, or from the Zing Manager's **Software and Reset** page.

**Note**: All connected devices will be disconnected and your device will reboot automatically. After the reset finishes, they can reconnect.

### On the Touchscreen

1. Tap **> Settings > Reset**.
2. Tap **Settings Reset**.
3. Tap **Continue Reset**.
4. Tap **Begin Reset**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Software and Reset**.
3. Below **Settings Reset**, click **Reset**.
4. Click **Begin Reset**.

## *Resetting to Factory Default Settings*

In some cases you will need to reset your device's software to its factory default settings.

**WARNING**: If you reset the software to default settings, you must go through the device setup, as if you've just purchased your device. (See Starting Your Device for the First Time.)

You'll need to reset the software to default settings if:

- You've forgotten the administrator password.
- You've changed the DHCP settings such that your device is inoperable. (For example, there's no communication with your device.)

You can reset your device to factory settings from your device's **Reset** screen, or from the Zing Manager's **Software and Reset** page.

**Note**: All connected devices will be disconnected and your device will reboot automatically.

### On the Touchscreen

**Note:** You can only do a factory reset of your device with Sprint's assistance. Contact Sprint Customer Service to obtain an SPC code that you will need to enter to perform the reset.

1. Tap **> Settings > Reset**.
2. Tap **Factory Reset**.
3. Tap **Yes**.
4. Tap **Enter MSL**.
5. Use the on-screen keypad to enter the MSL code, then tap **OK**.
6. Tap **Begin Reset**.

### In the Zing Manager (http://sprinthotspot)

**Note:** You can only do a factory reset of your device with Sprint's assistance. Contact Sprint Customer Service to obtain an SPC code that you will need to enter to perform the reset.

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Software and Reset**.
3. Below **Factory Reset**, click **Reset**.
4. Enter the MSL code provided by Sprint, then click **Submit**.
5. Click **Begin Reset**.

# GPS Settings

Your NETGEAR Zing Mobile Hotspot provides GPS functionality to help you figure out where you are and get you where you're going.

There are a couple of requirements to access the GPS service.

- You must accept the GPS privacy agreement.
- GPS must be enabled.

The GPS service may not be available if you are indoors. (You may be able to get a GPS lock if your device is very close to a window.) GPS receivers must be able to lock onto the global positioning satellites to accurately determine position. The number of obstructions present indoors often makes accurate position determination impossible.

## Enabling / Disabling GPS

Before you can access GPS services, you must enable GPS on your device's GPS screen, or the Zing Manager's GPS page.

### On the Touchscreen

1. Tap **> Settings > GPS**.
2. Tap **On** (or **Off** to disable GPS).
3. If the GPS privacy agreement opens, you must read it and then tap **I Agree** to accept it.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **GPS**.
3. In the GPS Settings section, select **Yes** next to "Enable GPS" (or select **No** to disable GPS).
4. Click **Submit**.

## Setting the GPS Mode

The GPS mode determines how often location fixes are done.

Location fixes can be done:

- Once ("one-time", which can prolong the battery life), or

- Periodically (“continuous”)

You can set the GPS mode on your device’s GPS screen, or the Zing Manager’s GPS page:

### On the Touchscreen

1. Tap **> Settings > GPS**.
2. On the second page, tap **GPS Mode**.
3. Select the desired mode (**One-time** or **Continuous**).

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **GPS**.
3. In the GPS Settings section beside **GPS Mode**, select the desired mode (**One-time** or **Continuous**).
4. Click **Submit**.

**Note**: The GPS service must be enabled before you can set the GPS mode. (See Enabling / Disabling GPS.)

## *Using Metric Units*

You can use metric units in the display of location information (for example, speed and altitude).

You can choose the units on the Zing Manager’s GPS page.

**Note:** The GPS service must be enabled before you can choose the units. (See Enabling / Disabling GPS.)

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **GPS**.
3. In the **GPS Settings** section beside **Use Metric units**, select **Yes** (or select **No** to use standard measurements).
4. Click **Submit**.

# Configuring the Wi-Fi Network

## Setting the Maximum Number of Wi-Fi Devices

If your network is having performance issues, you might want to decrease the number of Wi-Fi devices allowed to connect to your device at the same time, or change the maximum number of devices that can connect to either the Main Wi-Fi or Guest Wi-Fi networks at the same time. (When Guest Wi-Fi is turned on, the maximum number of Wi-Fi devices is shared between Main Wi-Fi and Guest Wi-Fi.)

**Note**: Your device is factory preset to allow a maximum of ten (10) Wi-Fi devices, with eight (8) on Main Wi-Fi and two (2) on Guest Wi-Fi.

You can change these limits on your device's **Wi-Fi Options** screen, or on the Zing Manager's **Wi-Fi > Connect** and **Wi-Fi > Options** pages.

### On the Touchscreen

1. Tap **> Wi-Fi > Options**.
2. Tap **Max Wi-Fi Devices**.
3. Select the total number of Wi-Fi devices that can connect to your device at the same time.
   If Guest Wi-Fi is turned off, you're done. Otherwise, go to the next step to set the number of devices that can connect to the Main and Guest Wi-Fi networks.

**Note**: If you change the Max Wi-Fi Devices value, the Main Wi-Fi and Guest Wi-Fi values automatically adjust to match the new total.

4. Tap to increase the Main Wi-Fi device limit, or tap to increase the Guest Wi-Fi device limit. (Increasing one decreases the other.)
5. Tap **Submit**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Options**.
3. Beside **Max Wi-Fi**, select the total number of Wi-Fi devices that can connect to your device at the same time.
4. Tap to increase the Main Wi-Fi limit, or tap to increase the Guest Wi-Fi limit. (Increasing one decreases the other.)

**Note**: The Main Wi-Fi limit cannot be set to 0.

5. Click **Submit**.

# *Wi-Fi Security*

Learn about the various Wi-Fi security options available to you.

By default Wi-Fi security is enabled for your device and its Wi-Fi networks.

**Note**: All devices used with the NETGEAR Zing Mobile Hotspot must support the selected security type.

**Note**: WPS is available only if you select either a WPA2 Personal option (including WPA/WPA2 Personal) or (not recommended) no security. (See Connecting Through WPS.)

You can change (from the Zing Manager) the security used for Wi-Fi:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Options**.
3. In the list beside **Encryption** (for Main Wi-Fi) or **Guest Encryption** (for Guest Wi-Fi) select one of the following options. Note that not all options may be available, depending on the **Connection Rate**.

   - **None** – No security is used (no password is required to access the Wi-Fi network); this setting is not recommended. Anyone may access your device and use your Internet connection. (You are responsible for payment for data usage fees.)
   - **WEP 64 Bit – Open** – This option provides security, but it's relatively weak. This option works with older and newer Wi-Fi devices, and is recommended only if any of your devices don't support WPA or WPA2.

     Open WEP uses the key for encryption, but not for authentication.
   - **WEP 64 Bit – Shared** – This option provides security, but it's relatively weak. This option works with older and newer Wi-Fi devices, and is recommended only if any of your devices don't support WPA or WPA2.

     Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
   - **WEP 128 Bit – Open** – This option provides security, but it's relatively weak (but stronger than **WEP 64 Bit – Open**). This option works with older and newer Wi-Fi devices, and is recommended only if any of your devices don't support WPA or

WPA2.

Open WEP uses the key for encryption, but not for authentication.

- **WEP 128 Bit – Shared** – This option provides security, but it's relatively weak (but stronger than **WEP 64 Bit – Shared**). This option works with older and newer Wi-Fi devices, and is recommended only if any of your devices don't support WPA or WPA2.

  Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.

- **WPA Personal TKIP** – This is a strong security standard that is supported by most Wi-Fi devices.
- **WPA Personal TKIP/AES** – This is a strong security standard that is supported by most Wi-Fi devices.
- **WPA2 Personal AES** – This is a stronger, newer security standard that is limited to newer Wi-Fi devices.
- **WPA2 Personal TKIP/AES** – This is a stronger, newer security standard that is limited to newer Wi-Fi devices.
- **WPA/WPA2 Personal** (recommended setting if any of your devices are more than two years old) – Wi-Fi devices that use either WPA or WPA2 can connect to the NETGEAR Zing Mobile Hotspot. Supported by most Wi-Fi devices.

4. Click **Submit**.

The option you select determines the Wi-Fi security used and also the maximum length of the Wi-Fi password.

## *Change Wi-Fi Network Names and Passwords*

The Main and Guest Wi-Fi network names identify your Wi-Fi networks and are visible to other Wi-Fi-enabled devices.

You can change the names and passwords for your Main and Guest Wi-Fi networks on your device's **Main Wi-Fi** and **Guest Wi-Fi** screens, and on the Zing Manager's **Wi-Fi > Options** page.

For optimal security, you should make your Wi-Fi network names and passwords unique, and change them on a regular basis.

**Note:** If you change either of the Wi-Fi network names or passwords, all connected devices will be disconnected and will have to reconnect using the new values.

**Note:** For security reasons, it's recommended you disable SSID Broadcast. (See Options Tab.)

To make your Wi-Fi passwords more secure:

- Use numbers and both uppercase and lowercase letters.
- Use special characters (for example, '@', '#', etc.).

Also, the password length depends on the Wi-Fi encryption type that you've selected. (See Wi-Fi Security.)

- None – No password is required.
- WEP 64 bit – Open – The password must be 5 ASCII characters.
- WEP 64 bit – Shared – The password must be 5 ASCII characters.
- WEP 128 bit – Open – The password must be 13 ASCII characters.
- WEP 128 bit – Shared – The password must be 13 ASCII characters.
- WPA-Personal TKIP – The password must be 8 to 63 ASCII characters.
- WPA-Personal TKIP/AES – The password must be 8 to 63 ASCII characters.
- WPA2-Personal TKIP/AES – The password must be 8 to 63 ASCII characters.
- WPA/WPA2 Personal – The password must be 8 to 63 ASCII characters.

### On the Touchscreen

1. Tap **> Wi-Fi**.
2. Tap **Main Wi-Fi** or **Guest Wi-Fi** to change that network's name and password.
3. If you are changing the Guest Wi-Fi name or password, tap the second **Edit** button (beside the **Name** and **Password**).
4. Tap the **Edit** button beside the **Name** or **Password** that you want to change.
5. Tap **Continue**. The edit window appears.
6. Change the name or password. See Using the LCD Keyboard.
7. If you saved your changes, follow the onscreen instructions to reconnect to Wi-Fi. (All devices that were connected will have to reconnect with the new settings.)

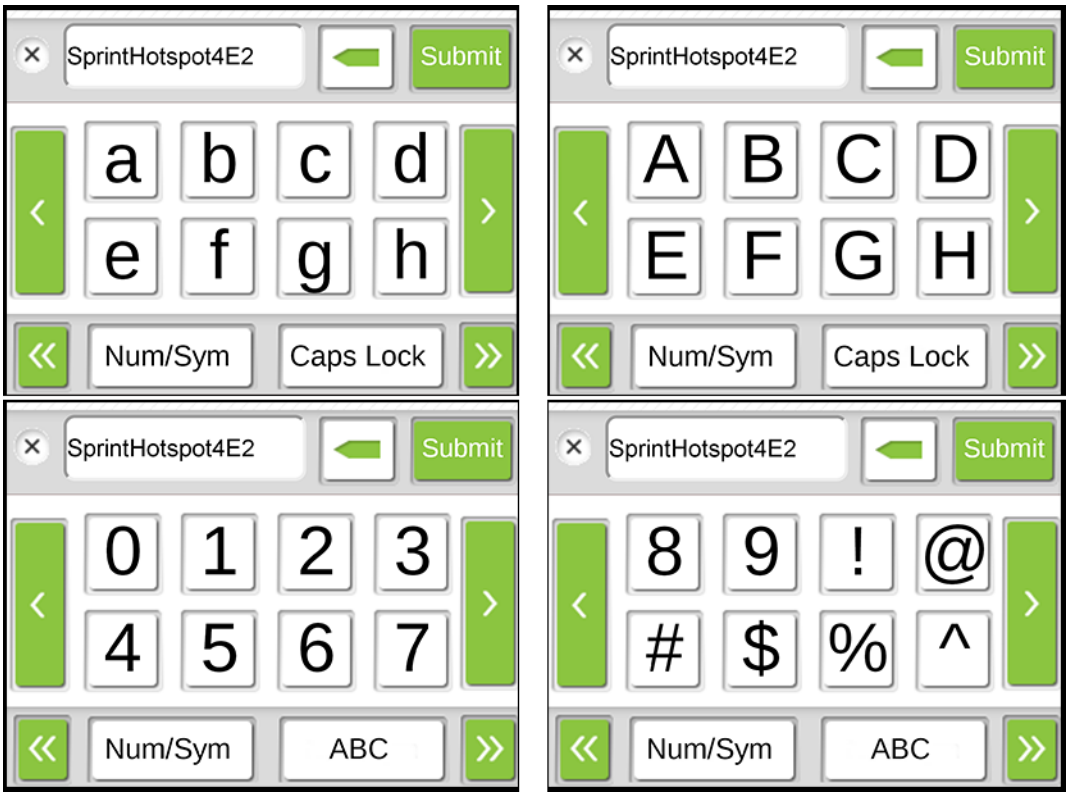
### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Options**

3. In the Main Wi-Fi and Guest Wi-Fi sections, change the **Network Name** and **Password** fields as desired. (The required lengths appear beneath the fields.)
4. If you want to have your device automatically change the Guest Wi-Fi password each time Guest Wi-Fi is turned on, select **Generate a new password each time I turn on the Guest Wi-Fi**.
5. Click **Submit**.
6. When prompted, click **Submit** again. (All devices that were connected will have to reconnect with the new settings.)

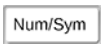
## Using the LCD Keyboard

The NETGEAR Zing Mobile Hotspot displays a virtual keyboard that you use to change fields such as the Wi-Fi network name and Wi-Fi network password.

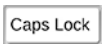



To use the keyboard when it appears:

1. Use the following editing buttons to change the current value, which is shown at the top of the screen:
   - Backspace – Erase the last character of the string.
   - Characters a C 5 @ – Enter the selected character.

- Num/Sym 

– Switch to the numbers (0 to 9) and symbols (‘!’, ‘@’, ‘#’, etc.) character set.
- ABC

– Switch to the alphabet (a to z, A to Z) character set.
- Caps Lock 

– Switch the character set to upper or lower case.
- Left arrow – Show the previous page of characters.
- Right arrow – Show the next page of characters.
- DoubleLeft arrow – Show the first page of the current character set.
- DoubleRight arrow – Show the last page of the current character set.

2. When you are finished, tap **Submit**

to save your change, or tap to cancel it.

## *Displaying Wi-Fi Network Name and Password on LCD Home Screen*

You can choose whether to show the Wi-Fi network name and password on your device’s home screen. You can do this from your device’s Wi-Fi Options screen, or the Zing Manager’s **Options** tab.

If you choose to show the information:

- Main Wi-Fi network is shown, when Guest Wi-Fi is turned off.
- Guest Wi-Fi network is shown, when Guest Wi-Fi is turned on.

### On the Touchscreen

1. Tap **> Wi-Fi**.
2. Tap **Options**.
3. Tap **Wi-Fi Info on Home**.
4. Select **Show** or **Hide**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Options**.

3. Beside **Wi-Fi Info on Home**, select **Show** or **Hide**.
4. Click **Submit**.

## *Enable / Disable the Block List*

You can enable your NETGEAR Zing Mobile Hotspot's block list on your device's Wi-Fi Block List screen, and on the Zing Manager's **Wi-Fi MAC Filter** page. This lets you identify devices that should not be allowed to access your Wi-Fi networks.

### On the Touchscreen

1. Tap **> Wi-Fi**.
2. Tap **Block List**.
3. Tap **On** to block devices, or tap **Off** to stop blocking devices.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > MAC Filter**.
3. Beside **MAC Filter Mode**, select **Black List** to block devices, or select **None** to stop blocking devices.
4. Click **Submit**.

## *Displaying and Blocking Currently Connected Devices (Block List)*

To detect a potential intruder, you may want to display a list of the Wi-Fi-enabled devices that are currently connected to your NETGEAR Zing Mobile Hotspot. You can display this list on your device's Devices screen, and on the Zing Manager's home page.

If you want to stop a device from connecting to your network, you can add it to your device's block list. The blocked device will not be able to connect again until you choose to unblock it. (See View and Unblock Devices (Block List).)

**Note:** You have to enable the block list before you can block devices from using your Wi-Fi networks. (See Enable / Disable the Block List.)

### On the Touchscreen

1. Tap **> Devices**. A list of the devices connected to your Main and Guest Wi-Fi networks appears. If you do not want to block a device, return to the home screen.
2. If you want to block a listed device, tap the device name. The device's IP address and MAC address display.

3. Tap **Block Device**.
4. Tap **Continue Block**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
   The **Devices Connected** section of the home page shows a list of the devices connected to your Main and Guest Wi-Fi networks.
2. If you want to block a listed device, click the device name. The device's IP address and MAC address display.
3. Click **Block Device**.
4. Click **Block Device** again.

## *View and Unblock Devices (Block List)*

You can view a list of devices that you have blocked (see Displaying and Blocking Currently Connected Devices (Block List)) from connecting to your NETGEAR Zing Mobile Hotspot on your device's Wi-Fi Block List screen, and on the Zing Manager's **Wi-Fi MAC Filter** page.

If you want to allow any of these devices to connect to the network again, you can remove them from your device's block list.

### On the Touchscreen

1. Tap **> Devices**.
2. Go to the last page of the **Devices** screen and tap **Block List**.
3. Tap **View blocked devices**. A list of the devices blocked from using your Wi-Fi networks appears.
4. Tap the name of the device you want to unblock.
5. Tap **Unblock**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > MAC Filter**. A list of the devices blocked from using your Wi-Fi networks appears.
3. Click the  beside the device you want to unblock. The device is removed from the list immediately.

## *Allowing or Denying Computers Access to the Network (MAC Filter)*

MAC (Media Access Control) filtering can prevent unauthorized wireless devices from connecting to your network.

The MAC filter is used to grant ("white list") or block ("black list") wireless devices access to the Main and Guest Wi-Fi networks. Access is based on the MAC address of each wireless device.

In the MAC Filter page (Wi-Fi > Mac Filter), you can choose one of three modes:

- **None** – All computers are allowed to access the network.
- **Black list** – All computers are allowed to access the network, unless they're in this list.
- **White list** – Only computers that are in this list are allowed to access the network.

Regardless of the mode, a user must provide the correct Wi-Fi password to access the network.

### Specifying Computers That Can Access the Network

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > MAC Filter**.
3. Beside MAC Filter Mode, select **White list**.
4. In the empty **Name** field, enter a name for the device. For example, "Amy's PC".
5. In the empty **MAC Address** field, enter the MAC address of the device you're adding to the list. (If you don't know this address, see Finding the MAC Address.)
   Click the beside the row.
6. Repeat steps 4 and 5 for each computer for which you want to allow access.

**IMPORTANT**: Make sure you add the computer you are using, or else you will not be able to access the network after your device resets.

7. Click **Submit**.

### Specifying Computers That Are Not Allowed to Access the Network

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > MAC Filter**.
3. Beside MAC Filter Mode, select **Black list**.

4. Determine and block an undesired user of your network:

    a. In the Devices Connected section, if you see a device you don't recognize, you can click its name and compare its MAC address to the MAC address of each of the devices on your network.

    To determine the MAC address of each device you have, see Finding the MAC Address. If none of your devices have this MAC address, that device might be an intruder.

    b. In the empty Name field, enter a name for the device. For example, "Amy's PC".

    c. In the empty MAC Address field, enter the MAC address of the device you're adding to the list.

    d. Click the beside the row.

5. For each device you want to block, repeat step 4.

Tip: You can also block the device from the device list. See Displaying and Blocking Currently Connected Devices (Block List).

### Removing a Device From the Allowed or Disallowed Lists

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > MAC Filter**.
3. In the list of allowed/disallowed devices, click the beside the row.
4. Click **Submit**.

## *Disable Wi-Fi When Tethering Device (Connected Through USB)*

You can turn off your device's Wi-Fi radio when connected via the micro-USB cable ('tethered'). This is done from your device's **Wi-Fi Options** screen, or from the Zing Manager's **Wi-Fi Options** tab.

**Note**: If you change this option, your device must be reset before your change takes effect.

In this case:

- Only a computer that is tethered to your device can use it.
- You can prolong the battery life.
- The battery charges faster.
- WPS won't be available. (See Connecting Through WPS.)

### On the Touchscreen

1. Tap **> Wi-Fi > Options**.
2. Tap **USB Tether**.
3. Select **Wi-Fi stays Off**.

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Options**.
3. Beside **USB Tether**, click **Wi-Fi stays Off**.
4. Click **Submit**.

## *Setting the Sleep (Inactivity) Timer*

Use this feature to prolong the battery life by making your device go to sleep (turn off the Wi-Fi radio) if no devices are connected to Wi-Fi for a period of time.

You can adjust this setting on your device's **Sleep** screen, and on the Zing Manager's **Settings > General > Device** page.

### On the Touchscreen

1. Tap **> Settings** > **Sleep**.
2. Select the desired timeout period. (A smaller value helps prolong the battery life.)

### In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > General > Device**.
3. Beside **Wi-Fi Standby**, select the desired timeout period. (A smaller value helps prolong the battery life.)
4. Click **Submit**.

## *Wi-Fi Channel*

The Wi-Fi channel is the active channel of the Wi-Fi access point. If your network is having performance issues (possibly caused by other Wi-Fi networks in the vicinity using the same channel), try a different Wi-Fi channel.

You can change the channel from your device's Wi-Fi Options screen, or the Zing Manager's **Wi-Fi Options** page.

**Note**: All connected devices will be disconnected and have to reconnect if the channel is changed.

## On the Touchscreen

1. Tap **> Wi-Fi > Options.**
2. Tap **Wi-Fi Channel**. The current channel displays.
3. Tap **Refresh Wi-Fi channel**.
4. Tap to close the confirmation message.

## In the Zing Manager (http://sprinthotspot)

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Wi-Fi > Options**.
3. Select a different channel number in the **Wi-Fi Channel** list, or, to have your device automatically determine the channel to use, select **Auto**.

**Note**: If you choose Auto, your device could reselect the same channel. If this happens, try again.

4. Click **Submit**.

# Frequently Asked Questions

Find out answers to questions you may have.

## How Can I Tell I'm Connected to GSM, 3G or LTE?

There are a few ways you can tell which network type (GSM, 3G, or LTE) you're connected to.

When you're connected to a network (GSM, 3G or LTE):

- On the touchscreen, the network type icon (GSM, 3G or LTE) appears on the top of the home screen, and the connection status is shown on your device's Status Screen. Also, if your device is not connected, an Alert will appear.
- In the Zing Manager (http://sprinthotspot), the network type icon (GSM, 3G or LTE) appears in the Status section on the left side of the page, and the connection status is shown on the Network > Status Details Tab.

## How Do I Connect to Wi-Fi?

You may have to manually connect to Wi-Fi after certain events — for example, as part of the initial device setup, or after a software update.

**Tip:** The Wi-Fi network name and password are displayed on the home screen of the NETGEAR Zing Mobile Hotspot. (See LCD Information Screens.)

**Tip:** Alternatively, you can use WPS to connect a device to the NETGEAR Zing Mobile Hotspot, if your device supports WPS. (See Connecting Through WPS.)

To connect to Wi-Fi:

1. Do one of the following, depending on your operating system.
   - Windows 7: Right-click the Wi-Fi icon in the system tray.
   - Windows Vista: Click **Control Panel > Network and Internet > Network and Sharing Center > Connect to a network**.
   - Windows XP: Click **Control Panel > Network Connections > Wireless Network Connections > View available wireless networks**.
   - Mac: Click the AirPort icon (in the upper right corner of your screen).
   - Linux: Please see the user documentation of the Linux distribution.
   - Other operating systems: Please see the user documentation for your operating system or computer.

2. Select the Wi-Fi network provided by the NETGEAR Zing Mobile Hotspot and connect to it. (If prompted for a network key/security key/password, enter the Wi-Fi password.)

## *Is Roaming on LTE Supported?*

At the time of this release, roaming (that is, using a network other than Sprint) on LTE is not supported.

Roaming is supported on GSM networks.

To change the roaming setting, see Setting the Roaming Mode.

## *What Do I Do if I Forget the Main or Guest Wi-Fi Password?*

There are a couple of things you can do if you forget the Main Wi-Fi password.

- On the touchscreen:
  - The Main Wi-Fi password appears on your device's home screen (if your device is set to display the information, and Guest Wi-Fi is disabled).
  - From the homescreen, click **Wi-Fi > Main Wi-Fi**.
- Log in to the Zing Manager web page with the administrator password. On the web page:
  - Click **Wi-Fi > Options**.

There are a couple of things you can do if you forgot the Guest Wi-Fi password.

- On the touchscreen:
  - The Guest Wi-Fi password appears on your device's home screen (if your device is set to display the information, and Guest Wi-Fi is enabled).
  - From the homescreen, click **Wi-Fi > Guest Wi-Fi**.
- Log in to the Zing Manager web page with the administrator password. On the web page:
  - Click **Wi-Fi > Options**.

**Note**: Remember that if you have chosen to randomize the Guest Wi-Fi password, it changes each time the Guest Wi-Fi network is turned on. (See Randomizing the Guest Wi-Fi Password.)

# What Do I Do if I Forget the Administrator Password?

Here's what to do if you forgot the Administrator Password.

1. Reset the software to default settings. You will need to call Sprint Customer Support for assistance. (See Resetting to Factory Default Settings.)

# If the Connection is "Always On," Am I Always Being Billed?

No. The connection to the network goes dormant after a period of inactivity, but the connection can be re-established faster than having to reconnect. Billing occurs only when data is passed across the network.

# Questions About GPS

Find answers to common questions about GPS.

## What is GPS?

GPS stands for Global Positioning System, which is a system that uses a series of 24 geosynchronous satellites to provide location data.

GPS satellites transmit signals to equipment on the ground. GPS receivers passively receive satellite signals, but do not transmit.

## Where Can I Use GPS?

GPS works wherever you have line-of-sight access to the GPS satellites.

## How Do I Enable or Disable GPS?

By default, GPS is disabled. To enable GPS, see Enabling / Disabling GPS.

## What are some GPS Limitations?

Weather conditions or tall nearby buildings may affect your ability to get a clear view of the satellites and thus to acquire a GPS fix.

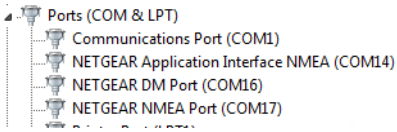
## How Can I Stream GPS Data to Use With a Third-party GPS Application?

GPS NMEA data is streamed over Wi-Fi or over a tethered USB connection using a virtual COM port.

Follow these steps to stream NMEA data for a third-party GPS application.

1. Set **GPS Mode** to **Continuous**. (See Setting the GPS Mode.)

2. Determine the COM port number that your NETGEAR device (that is, your NETGEAR Zing Mobile Hotspot) is using.
   In the following example for Windows, the Device Manager shows that COM 16 is used. In your case, the COM port number might be different.




3. (If you don't know how to access the Device Manager, see http://kb.netgear.com/app/answers/detail/a_id/22868.)

4. Configure your GPS application to use the same COM port. For help, see the documentation of the GPS application.

# Questions About WPS

Find answers to common questions about WPS.

## What is WPS?

Wi-Fi Protected Setup (WPS) provides a fast, simple, and secure way to connect WPS-enabled devices to your Wi-Fi network. You don’t have to give the name (SSID) and Wi-Fi password of your network to other users.

The WPS feature is available on certain cameras, printers, smartphones, and laptops. These devices have either a hardware button or a WPS-related option in the software. Please consult the user documentation of your device.

## How do I Use WPS?

Please see Connecting Through WPS.

## If a Wireless Device has a WPS Button or a WPS Software Option, Must I Use it to Connect Via Wi-Fi?

If this is the only way your device provides to connect through Wi-Fi, then you must use the WPS button or the WPS software option. Some laptops support two methods — a WPS button or software option, and Wi-Fi network manager software where you can connect by entering the Wi-Fi network name (SSID) and password, as described in How Do I Connect to Wi-Fi?.

Please consult the user documentation of your device.

## How Do I Access My Corporate Network Through a VPN?

Once you complete a wireless connection, you may need to launch an extranet client provided by your company and supply the appropriate user name and password to gain access. For support, contact your company help desk.

## Are Terminal Sessions Supported?

Terminal sessions (for example, via telnet or ssh) are not supported.

# Tips

This section provides information on getting the most out of your device and your network connection.

## Extending Battery Life

There are several ways you can extend the battery life.

- When you're not using your device, turn it off.
- Connect your device through the micro-USB cable to your computer, and disable Wi-Fi. (See Disable Wi-Fi When Tethering Device (Connected Through USB).)
- Adjust the LCD — do one or more of the following:
  - Decrease the brightness of the LCD. (See Setting the LCD Brightness.)
  - Set the LCD to turn off sooner. (See Setting the LCD Timeout.)
- Turn the LED off. (See Turning the LED On or Off.)
- Use a shorter Wi-Fi inactivity timeout period. (See Setting the Sleep (Inactivity) Timer.)
- Limit the number of Wi-Fi devices. (See Setting the Maximum Number of Wi-Fi Devices.)
- If you have only one network coverage type available (LTE, 3G, or GSM), set the allowed network mode to that coverage type only. (See Setting the Allowed Network Mode).
- If GPS is enabled and you're using your device from the same location, set **GPS Mode** to "One-time." (See Setting the GPS Mode.)

## Mobile Hotspot Location

Follow these guidelines in placing your device.

- Avoid moisture or extreme temperatures.
- For improved reception, place your device near a closed window.
- Place your device within easy reach of a reliable power supply and the computer to which it will be connected.

## Improving Signal Strength

There are several ways you can improve the signal strength.

- Make sure you're inside a network coverage area.
- Try reorienting your device.
- Move your device and your computer to another location — you may be in or near a structure that is blocking the signal. Every obstacle (for example, walls, ceilings, furniture) between the NETGEAR Zing Mobile Hotspot and other wireless devices decreases the signal strength.
- Place your device in a centralized location, as high as possible in the room.
- Make sure there's plenty of space around your device to provide the best signal reception.
- Keep your device 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 devices so that the signal passes through open doorways or drywall, as opposed to concrete, brick, metal, walls with insulation, and so on.
- If you cannot obtain service, contact Sprint — a network or account problem may be preventing you from obtaining service.
- Consider purchasing the desktop cradle for the NETGEAR Zing Mobile Hotspot from the Sprint Store at sprint.com or from the Sierra Wireless online store at sierrawireless.com/eStore.

## Improving 3G Network Service

To improve your network service, periodically check for PRL and profile updates.

The PRL (Preferred Roaming List) is an account configuration item set by your service provider. It controls the radio channels and network carrier used by the 3G modem.

To check for these updates:

1. Log in to the home page. (See Logging In as an Administrator.)
2. Click **Settings > Network > Preferences**.
3. Click **Update PRL**.

## Improving Wi-Fi Performance

There are several ways you can improve Wi-Fi performance.

- Try a different channel number. (See Wi-Fi Channel.)

- Check whether any device updates are available. (See Update Mobile Hotspot Software and Firmware.)
- See the tips in Improving Signal Strength.
- Limit the number of Wi-Fi devices. (See Setting the Maximum Number of Wi-Fi Devices.)

## Windows XP and Windows 7 Users

1. Open the Device Manager.

   In Windows XP:

   - Click **Start > Settings > Control Panel**.
   - Double-click **System**.
   - Click **Hardware**.
   - Click **Device Manager**.

   In Windows 7:

   - Click **Start > Control Panel**.
   - Click **Device Manager**.

2. Double-click **Network adapters**.
3. Double-click the Wi-Fi client network adapter of your computer — for example, “Intel(R) WiFi Link 5100 AGN” in the screenshot below.

4. If the Wi-Fi client network adapter is by Intel, click **Advanced** and, in the **Property** list, click **Power Management** and move the slider all the way to the right (to **Highest**). Click **OK**.

   — or —

   If the Wi-Fi client network adapter is not by Intel, select a configuration with minimal power savings (to maximize throughput).

**Note:** The above settings are often controlled by 3rd-party value-add applications and may be automatically changed. If Wi-Fi performance improves for a while after performing the above steps, but then declines, recheck the above settings.

# Security Tips

Follow these tips to minimize security risks.

- Change the Wi-Fi network name (SSID) and Wi-Fi password on a regular basis. (See Change Wi-Fi Network Names and Passwords.)
- Disable SSID Broadcast. (See Options Tab.)
- Use the highest level of Wi-Fi security that your devices support. (See Wi-Fi Security.)
- Change the login password. (See Changing the Zing Manager Password.)
- Use MAC filtering to specify computers that are or aren't allowed to connect to the network. (See Allowing or Denying Computers Access to the Network (MAC Filter).)

# Finding the MAC Address

You'll need to know the MAC address of a device in a couple of cases.

- Allowing or denying computers access to the network. (See Allowing or Denying Computers Access to the Network.)

**Tip:** You can display a list of connected devices, including the MAC address of each device. See Displaying and Blocking Currently Connected Devices (Block List).

The steps to finding the MAC address of a device vary, depending on your operating system.

## Windows

1. Open a command prompt window.
   - Click **Start** and **Run**.
   - Type **cmd** or **command**, and click **OK**.
2. At the command prompt, type **ipconfig/all** and press **Enter**.
3. Write down the Physical Address for the entry that relates to the wireless network connection; it appears as a series of numbers and letters — this is the MAC address of your wireless adapter.

## Mac OS X

1. From the Apple menu, select **System Preferences**.

2. Select **Network**.
3. Select the adapter that is connecting to the routing hardware.
4. Select **Advanced**.
5. Select **Ethernet**. The Ethernet ID is listed. This is the same as the MAC address.

### Linux

Please see the user documentation of the Linux distribution.

### Other Operating Systems

Please see the user documentation for your operating system or computer.

## *Finding the IP Address*

You'll need to know the IP address of a device when configuring certain features.

- Port forwarding
- DMZ

The steps to finding the IP address of a device vary, depending on your operating system.

### Windows

1. Open a command prompt window.
2. Type **cmd** or **command**, and click **OK**.
3. At the command prompt, type **ipconfig** and press **Enter**.
4. Write down the IP Address for the entry that relates to the wireless network connection. (The IP address might be listed under "Ipv4 Address," or something similar.)

### Mac OS X

1. From the Apple menu, select **System Preferences**.
2. Select **Network**.
3. Select the wireless adapter. The IP address is displayed in the right pane.

### Other Operating Systems

Please see the user documentation for your operating system or computer

# Troubleshooting

Learn about various troubleshooting tips, and what to do when a specific message is displayed.

## General Tips

Here are some general tips to get you started.

- If some settings are preventing you from connecting to Wi-Fi, connect to your device through the micro-USB cable, and then change the settings. (See Connecting Through USB.)
- Go to sprint.com/support to access troubleshooting and other resources.
- The knowledge base at the NETGEAR website (support.netgear.com) may also be useful.

## LCD Is Dark

The following table describes situations that can cause the LCD to be dark (that is, not displaying any text or icons), and recommends actions.

| Device state | LCD state | Your action |
|---|---|---|
| On | On, but dormant (inactivity timeout) | Briefly press the power button on your device. |
| Off | Off | Turn your device on:<br>Make sure a battery is inserted into your device.<br>Press the power button on your device until your device turns on. |

If the LCD is still dark, use the micro-USB cable to connect your device to the AC charger or to a computer.

## Insufficient Signal Strength

If you have insufficient signal strength, an icon is displayed on your device's home screen, and on the web page's Connection Details section.

Insufficient signal strength, indicated by , may occur because:

- You are outside network coverage areas.
- Your device's internal antenna is pointing in the wrong direction.

- You are in or near a structure that is blocking the signal.
- You are near a device that is causing radio signal interference.
- A network or account problem is preventing you from obtaining service.

See also Improving Signal Strength.

# Cannot Connect to Wi-Fi

If your computer cannot connect to the Main or Guest Wi-Fi networks of the NETGEAR Zing Mobile Hotspot, there are several things you should check.

Make sure that:

- The maximum number of Wi-Fi devices has not been reached. (To determine the number of connected Wi-Fi devices and set the maximum, see Displaying and Blocking Currently Connected Devices (Block List) and Setting the Maximum Number of Wi-Fi Devices.)
- You're connecting to the correct Wi-Fi network (SSID), and you're using the correct Wi-Fi password.
- Nobody has changed the name or password of the Wi-Fi network.
- Wi-Fi is not disabled because your device is tethered. See Disable Wi-Fi When Tethering Device (Connected Through USB).
- Your computer supports the type of Wi-Fi security that the network is set to use.

**Note:** All the devices used with the NETGEAR Zing Mobile Hotspot must support the selected security type.

- Your computer supports Wi-Fi 802.11g (if **Connection Rate** is set, in the Wi-Fi Options Tab to **802.11g only**).
- Your computer has not been blocked through MAC filtering. (See Allowing or Denying Computers Access to the Network (MAC Filter).)

**Tip:** If some settings are preventing you from connecting to Wi-Fi, connect to your device through the micro-USB cable, and then change the settings. (See Connecting Through USB.)

# Cannot Connect Through USB

If your computer cannot connect to the NETGEAR Zing Mobile Hotspot through the micro-USB cable, go through the following steps.

1. Make sure that you've installed the device driver, as described in Making a Tethered Connection.

# Cannot Display the Home Page

Your Web browser may display an error message when you try to display the home page. The error message depends on your Web browser.

- “Could not connect to remote server” (Opera)
- “Internet Explorer cannot display the webpage” (Internet Explorer)
- “Oops! This link appears to be broken” (Google Chrome)
- “Safari can’t open the page” (Safari)
- “The connection has timed out” (FireFox)

Check the following:

- Your device is turned on. (See Turning Your Device On and Off.)
- You have established a connection to your device (through Wi-Fi or through the micro-USB cable).
- Make sure you’re typing the correct address in the Web browser.
  - Try **http://SprintHotspot** (unless you’ve changed the URL in Changing the Zing Manager URL.)
  - If the home page is still not displayed, try **http://192.168.1.1** or, if you’re using custom routing settings, replace “192.168.1.1” with the appropriate IP address.
- The Web browser is a recent version, and Java-enabled. The following are recommended:
  - Internet Explorer (version 7.0 or higher)
  - Mozilla Firefox (version 3.0 or higher)
  - Google Chrome (version 2.0.172.28 or higher)
  - Apple Safari (version 4.0 or higher)
  - Opera (version 9.64)
- If your computer has other adapters (for example, Ethernet) connected to other networks, disable or remove them from your computer.
- If Internet security software is running on your computer, disable it and see whether the error message still occurs. Some firewall software may block access to the home page.
- If DHCP is enabled on your device, make sure DHCP is enabled on your computer. (See DHCP.)

- Check your Web browser settings:
  1. Open the Control Panel in Windows.
  2. Double-click **Internet Options**.
  3. From the **Security** tab, restore the default settings.
  4. From the **Connections** tab, select **Never dial a connection**.
  5. From the **Advanced** tab, restore the default settings.
  6. Close and reopen your Web browser.
- Disconnect your device from your computer (if you're using the micro-USB cable). Remove the battery from your device. Reinsert the battery.

If, after checking all of the above, you still cannot display the home page, consider resetting the software to default settings. (See Resetting to Factory Default Settings.)

## *Cannot Connect to the Mobile Broadband Network*

If this message is displayed, go through the following steps.

- Make sure your computer is connected to your device (through the micro-USB cable or Wi-Fi). (See How Do I Connect to Wi-Fi? or Making a Tethered Connection.)
- Make sure you're in a network coverage area.
- Check the **Network Mode** setting (See Setting the Allowed Network Mode). For example, if it's set to **LTE Only**, you won't be able to connect if you don't have LTE coverage.
- If you're roaming on 3G or GSM, make sure that roaming is enabled. (See Setting the Roaming Mode.) (Roaming is not supported on LTE.)

**Note:** Roaming charges may apply.

- If you're roaming internationally, make sure that **Any Network** is selected. (See Setting the Roaming Mode.)
- Try the tips in Improving Signal Strength.
- Check with Sprint — a network or account problem may be preventing your device from obtaining service.

## *GPS Doesn't Seem to Be Available*

Make sure that GPS is enabled. (See Enabling / Disabling GPS.)

For best results, minimize the number of obstructions between your device and the GPS satellites.

## *Cannot Check for Updates*

Make sure your device is connected to the AC charger or computer through the micro-USB cable.

**Note:** If you'll be using USB for data transfer (and not just for charging your device), you must install the device driver. (See Making a Tethered Connection.)

# Technical Specifications

This section lists the electrical, radio frequency, and other parameters of your device for those who require technical information.

## Radio Frequency and Electrical Specifications

This section lists the radio frequency and electrical parameters of your device.

| Item | Description |
|---|---|
| **Approvals** | FCC |
| **Battery** | Size: 2500 mAh<br>Duration for full charge:<br>- AC charger: 4 hours<br>- PC USB cable: 5 hours<br>Charge life:<br>- 8.5 hours of talk time<br>- 13 days standby |
| **Current** | Maximum: ~900 mA<br>Standby current:<br>- 4 mA (1xEV-DO/IS2000 hybrid mode)<br>- ~6.5 mA (LTE) |
| **Transmit** | PCS: 1850-1910 MHz<br>Cellular: 824-849 MHz<br>Secondary 800 MHz: 817-824 MHz<br>LTE:<br>- Band 25: 1850-1915 MHz<br>- Band 26: 814-849 MHz<br>- Band 41 (TDD): 2496-2690 MHz<br>UMTS/HSPA+:<br>- Band 1: 1920-1980 MHz<br>- Band 2: 1850-1910 MHz<br>- Band 5: 824-849 MHz<br>- Band 8: 880-915 MHz<br>GSM/EDGE:<br>- GSM 850: 824-849 MHz<br>- EGSM 900: 880-915 MHz<br>- DCS 1800: 1710-1785 MHz<br>- PCS 1900:1850-1910 MHz |
| **Receive** | PCS: 1930-1990 MHz<br>Cellular: 869-894 MHz<br>Secondary 800 MHz: 862-869 MHz |

| | |
|---|---|
| | LTE:<br>- Band 25: 1930-1995 MHz<br>- Band 26: 859-894 MHz<br>- Band 41 (TDD): 2496-2690 MHz<br>UMTS/HSPA+:<br>- Band 1: 2110-2170 MHz<br>- Band 2: 1930-1990 MHz<br>- Band 5: 869-894 MHz<br>- Band 8: 925-960 MHz<br>GSM/EDGE:<br>- GSM 850: 869-894 MHz<br>- EGSM 900: 925-960 MHz<br>- DCS 1800: 1805-1880 MHz<br>- PCS 1900: 1930-1990 MHz<br>GPS: 1575.42 MHz |

# *Software Specifications*

This section lists the specifications that your device supports.

| Item | Description |
|---|---|
| **CDMA (3G) specification** | IS-2000 Release 0 |
| **Data service** | IS-707A |
| **3GPP** | Release 9 |
| **Wi-Fi specification** | IEEE 802.11b<br>IEEE 802.11g<br>IEEE 802.11n |
| **Wi-Fi security and encryption protocols** | WEP Open & Shared<br>WEP-64<br>WEP-128<br>WPA-Personal TKIP & AES (Pre-Shared Key or WPA-PSK)<br>WPA2-Personal TKIP & AES (WPA2-PSK)<br>WPA+WPA2-Personal (WPA+WPA2 PSK) |
| **WPS** | Wi-Fi Simple Configuration 2.0 (WSC 2.0) based Wi-Fi Protected Setup (WPS) |
| **SMS (IS-637)** | Not supported |
| **FAX** | Not supported |
| **IOTA** | Supported |
| **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:<br>PPTP<br>IPSec<br>Tunneling of multiple VPN sessions simultaneously is supported. |

# *Environmental Specifications*

This section describes the environmental conditions that your device can be used in.

| Item | Description |
|---|---|
| **Operating temperature** | 32 to 95°F |
| **Storage temperature** | 14 to +140°F |
| **Humidity** | 149°F, 90% relative humidity for 24 hours |

# *Mechanical Specifications*

This section describes the dimensions and physical features of your device.

| Item | Description |
|---|---|
| **Dimensions (W x L x H)** | 2.72" x 4.33" x 0.61" |
| **Weight** | 3.70 oz. |
| **Headset jack** | Not supported |
| **LED** | Blue / Amber / Orange |

# Safety Information

Read important safety information about your device.

## 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 Zing Mobile Hotspot are used in a normal manner with a well-constructed network, your device 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 your device, or for failure of your device to transmit or receive such data.

## Safety and Hazards

Do not operate your device under the following conditions.

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, your device MUST BE POWERED OFF. Your device can transmit signals that could interfere with this equipment.

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

**Note:** Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. Your device may be used at this time.

The driver or operator of any vehicle should not operate the device while in control of a vehicle. Doing so will detract from the driver or operator’s control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

### Proper Battery Use and Disposal

Follow these guidelines 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 NETGEAR Zing Mobile Hotspot.
- If using with a charger, use only the AC charger supplied with your device.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with your device.
- Follow local regulations when disposing of a used battery.
- Avoid dropping your device or the battery. If dropped and you suspect damage, take it to a service center for inspection.

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

# Regulatory Notices

This section contains regulatory information for your device.

The design of the NETGEAR Zing Mobile Hotspot complies with U.S. Federal Communications Commission (FCC) guidelines respecting safety levels of radio frequency (RF) exposure for mobile devices, which in turn are consistent with the following safety standards previously set by U.S. and international standards bodies:

- ANSI / IEEE C95.1-1999, **IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz**
- National Council on Radiation Protection and Measurements (NCRP) Report 86, 1986, **Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields**
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, **Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)**

**FCC ID**: PY3AC771S

**RF Exposure** - The NETGEAR Zing Mobile Hotspot has been tested for compliance with FCC RF exposure limits in a portable configuration. At least 1.0 cm of separation distance between the NETGEAR Zing Mobile Hotspot and the user's body must be maintained at all times. This device must not be used with any other antenna or transmitter that has not been approved to operate in conjunction with this device.

**WARNING (EMI) - United States FCC Information** - This equipment has been tested and found to comply with the limits for a Class B computing device peripheral, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential 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 communications. However, there is no guarantee that interference will not occur in a particular installation.

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:

- Reorient or relocate the receiving antenna.
- 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.

**CAUTION:** Any changes or modifications not expressly approved by NETGEAR could void the user's authority to operate the equipment.

This device complies with Parts 15, 24, and 27 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.

# Legal

This section contains important license and legal information.

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hash.c: chained hash tables

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