NIGHTHAWK 5G

User Manual

Nighthawk M7

Models:
MH7110
MH7150

202-12848-03
April 2026

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Operation in 5180-5240 MHz is restricted to indoor use only in Canada.

FCC SAR and ISED SAR is measured with the device at 10 mm to the body, while transmitting at the highest certified output power level in all frequency bands of the device. The maximum SAR value is 1.25 W/kg (body) averaged over 1 grams of tissue.

Restrictions applicable in AT/BE/BG/CZ/DK/EE/FR/DE/IS/IE/IT/EL/ES/CY/ LV/LI/LT/LU/HU/MT/NL/NO/PL/PT/RO/SI/SK/TR/ FI/SE/CH/UK(NI)/HR/HK/UK:

5150-5250 MHz is for indoor use including installations inside road vehicles, trains and aircraft. If used outdoors, equipment shall not be attached to a fixed installation or to the external body of road vehicles, a fixed infrastructure or a fixed outdoor antenna.

CE/RCM SAR is measured with the device at 5 mm to the body, while transmitting at the highest certified output power level in all frequency bands of the device. The maximum SAR value is 1.70 W/kg (body) averaged over 10 grams of tissue.

Revision History

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Overview and Setup

This user manual is for the NETGEAR Nighthawk 5G M7 Mobile WiFi Hotspot with eSIM.

Figure 1.Nighthawk 5G M7 Mobile WiFi Hotspot with eSIM



This manual describes how to manage your mobile hotspot from the NETGEAR app, mobile hotspot user interface and web user interface (web UI).

> **NOTE:** This manual might refer to the Nighthawk 5G M7 mobile hotspot router as the *mobile hotspot* or *hotspot*.

This chapter contains the following sections:

- Nighthawk 5G M7 hardware overview
- Charge the battery
  - Charging best practices
- Download the NETGEAR app
- Power on and set up your mobile hotspot
- View the home screen
- Navigate the mobile hotspot screens
- Set up an eSIM or install a SIM card
  - Purchase and install an eSIM in the NETGEAR app
  - Set up a third-party eSIM in the NETGEAR app

  - Install or replace a physical SIM card
- Charge a mobile device with Reverse Charging
- Standby, power off, or reset

For more information about the topics covered in this manual, visit the support website at netgear.com/support.

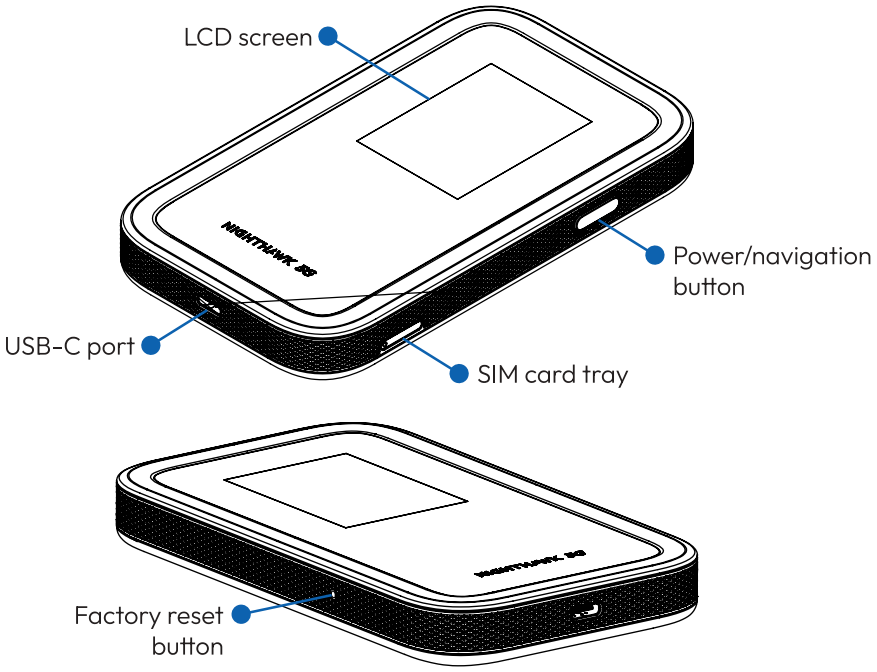
Nighthawk 5G M7 hardware overview

The Nighthawk 5G M7 package includes the following items:

- Nighthawk 5G M7 mobile hotspot
- USB-C charging and tethering cable
- SIM card release tool

The Nighthawk 5G M7 has an LCD screen, a Power/Navigation button to navigate the mobile hotspot screens, and a USB-C port for charging and tethering. A SIM card tray is provided for a physical 4FF Nano SIM card (optional).

Figure 2.Nighthawk 5G M7



The Nighthawk 5G M7 factory reset button is located in a small recess on the side panel. You can use the included SIM card release tool, or a paperclip or similar object to access the button. For more information, see Factory reset your mobile hotspot on page 55.

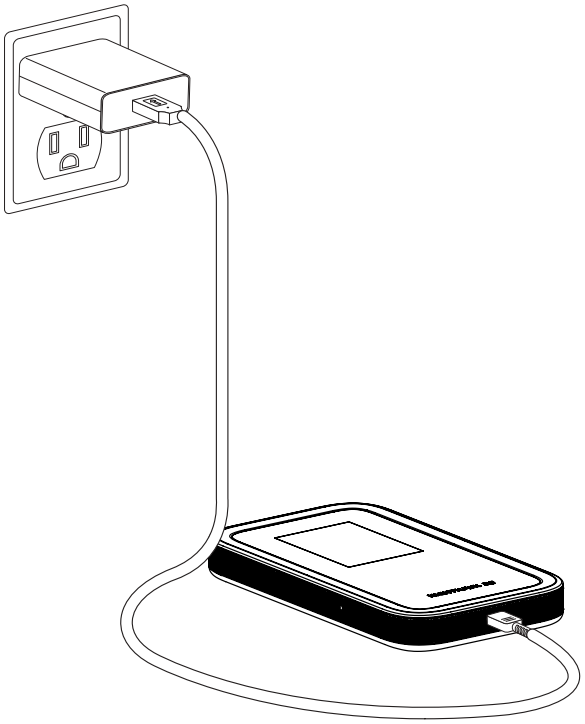
> ⚠ **CAUTION:** The Nighthawk 5G M7 back cover requires tools to remove, and should only be removed for battery replacement by a trained service technician. Attempting to force the back cover open can cause physical damage and void your warranty.

Charge the battery

Your mobile hotspot battery comes partially charged. We recommend that you fully charge the battery before using your mobile hotspot away from home.

> **NOTE:** For the fastest possible charging, use the USB cable included with your mobile hotspot and a high quality Quick Charge 2.0-certified or Quick Charge 3.0-certified USB power adapter. Low quality third-party USB power adapters and computer USB ports typically do not provide sufficient current and will not charge your battery as quickly. Third-party cables can also limit battery charging speed.

Figure 3.Nighthawk 5G M7 battery charging



To charge your battery:

1. Connect the USB charging cable to your mobile hotspot.
2. Connect the other end of the charging cable to a USB power source.

Charging best practices

Charging your mobile hotspot properly is important to ensure its longevity and maintain its performance. Follow these best practices when charging your mobile hotspot:

- **Use a high quality USB cable and power adapter**: Typical third-party USB power adapters and computer USB ports do not provide the same amount of current as official NETGEAR power adapters and will not charge your battery as quickly. Third-party cables can also limit battery charging speed. However, high quality third-party USB power adapters and cables that meet certain standards should provide similar performance to the official NETGEAR parts. For more information, see Troubleshooting third-party power adapters and USB cables on page 54.
- **Check the charging status:** When you plug in the charging cable, check the mobile hotspot's charging status. The charging indicator in the status bar shows a lightning bolt over the battery icon if the mobile hotspot is charging. If the charging indicator does not appear, try unplugging the cable and plugging it back in.
- **Charge the mobile hotspot fully:** We recommend that you charge the mobile hotspot fully before using it for the first time, and that you let the mobile hotspot recharge fully before using it again when you discharge the battery. This helps to maintain the battery's lifespan and overall performance.
- **Avoid overcharging:** Overcharging the mobile hotspot can damage the battery and shorten its lifespan. When the mobile hotspot is fully charged, unplug it from the power source. Don't leave it plugged in overnight or for long periods of time.
- **Charge in a well-ventilated area:** Charging your mobile hotspot in a well-ventilated area can prevent overheating and ensures that the mobile hotspot charges efficiently. Avoid charging the mobile hotspot in an enclosed space or in direct sunlight.

By following these guidelines, you can ensure that your mobile hotspot stays charged and performs well for years to come.

Download the NETGEAR app

We recommend that you use the NETGEAR app to set up your mobile hotspot. After your mobile hotspot is set up, the NETGEAR app provides an easy way to manage your mobile hotspot and change settings when needed.

Figure 4. NETGEAR app icon

To download the app, visit the NETGEAR app page on your mobile device, or download from the Apple App Store or Google Play Store (depending on your mobile device).

Power on and set up your mobile hotspot

After charging your mobile hotspot, power on the mobile hotspot to complete the setup process.

> **NOTE:** When idle, the screen goes dark to save power. Quickly press and release the **Power/Navigation** button to wake the screen.

To power on and set up your mobile hotspot:

1. Press and hold the **Power/Navigation** button for thirty seconds.
   The NETGEAR logo displays and your mobile hotspot starts up.
   The welcome screen displays.
2. Set your mobile hotspot up using either the NETGEAR app or the web UI.
   To set up using the NETGEAR app (recommended):
   a. With an iOS or Android mobile device, download the NETGEAR app from ntgrapp.netgear.com or use your mobile device's camera app to scan the QR code displayed on the mobile hotspot screen.
   b. Launch the mobile app and follow the prompts to log into or create your NETGEAR account.
   c. When prompted, use the app to scan the QR code displayed on the mobile hotspot screen.
   d. Follow the in-app prompts to set up your mobile hotspot.
   To set up using the web UI
   a. With a computer or mobile device, connect to the WiFi network credentials displayed on the mobile hotspot screen.

b. On your computer or mobile device, launch a web browser and visit mywebui.net or 192.168.10.1 (the mobile hotspot's default IP address).
c. Follow the on-screen instructions to set up your mobile hotspot.

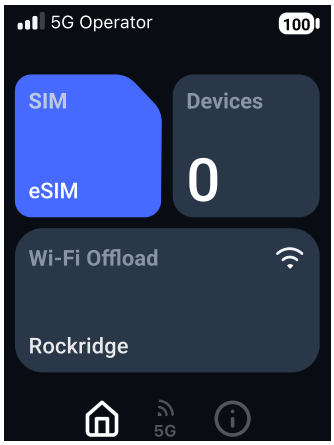
View the home screen

From your mobile hotspot's home screen, you can view information about your mobile hotspot and connection status.

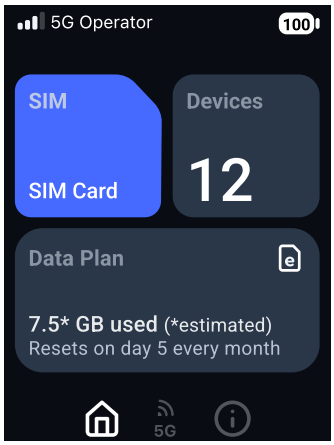
Figure 5.Home screen



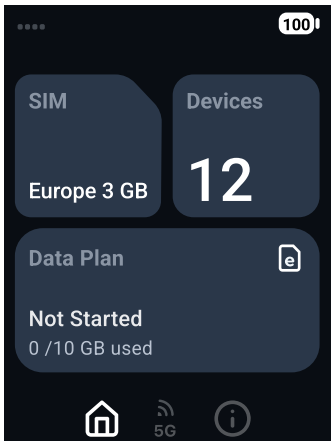
Figure 6.Example home screen variations depending on SIM type and device settings



Third party eSIM
Wi-Fi offloading active
No devices connected



Physical SIM card
12 devices connected



NETGEAR eSIM
Plan not started
12 devices connected

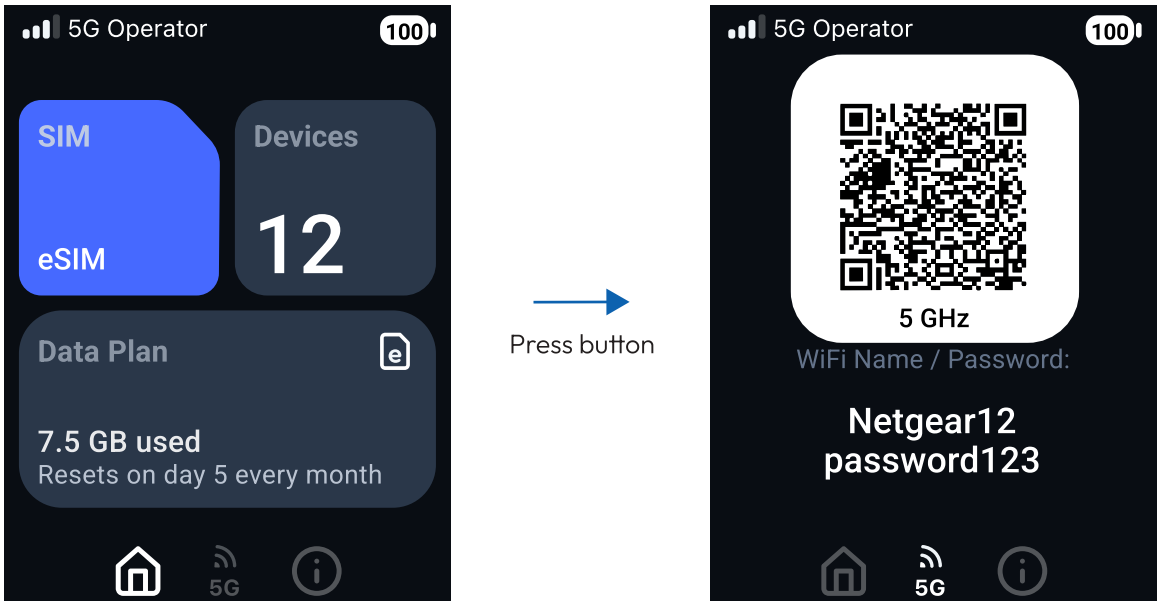
Table 1.Icons

Icons	Description
	Indicates the strength of the mobile broadband network signal.
	Indicates that you are connected to the 5G network.
	Indicates the amount of charge in the battery.

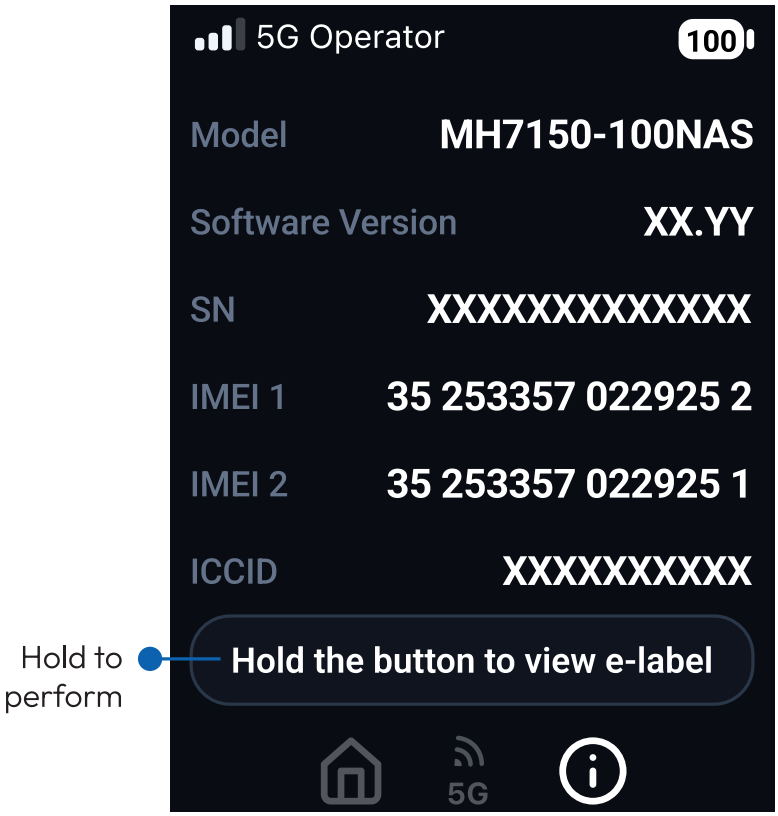
Navigate the mobile hotspot screens

You can navigate through your mobile hotspot's screens using the **Power/Navigation** button on the mobile hotspot. To navigate to the next screen on the mobile hotspot, press the button one time.

The icons at the bottom of the screen indicate which screen in the sequence you are currently viewing. After you have cycled through every screen, pressing the button again returns you to the first screen.



To perform an action when the mobile hotspot prompts you, press and hold the button.



NOTE: If no prompt is displayed, pressing and holding the button opens the **Power Options** menu, where you can shut off or restart the mobile hotspot.

Set up an eSIM or install a SIM card

To access the Internet with your Nighthawk 5G M7 hotspot, you can purchase a travel eSIM^ via the NETGEAR app, set up an existing eSIM* with the NETGEAR app, or install a physical SIM card.

> **NOTE:** If you use your own third-party eSIM or physical SIM card for cellular data, check with your carrier to make sure it's valid, activated, and compatible with mobile hotspots. NETGEAR cannot guarantee compatibility with eSIMs or SIM cards purchased from other vendors.

***** Not applicable to model MH7110-1TLAUS at launch. To be enabled in future update.

^ NETGEAR eSIM Marketplace is only available on MH7150 models.

Purchase and install an eSIM in the NETGEAR app

The quickest way to get online with your Nighthawk 5G M7 is to purchase a travel eSIM from the NETGEAR app. You can purchase an eSIM for various countries and regions.

> **NOTE:** The NETGEAR eSIM Marketplace is only available on MH7150 models.

> **NOTE:** When you are using your hotspot with a NETGEAR eSIM, you might notice that some online services identify your connection as being in a different location.
>
> The NETGEAR eSIM marketplace provides roaming eSIM services globally through its sponsor network. This network is EU-based and GDPR-compliant.
>
> Because this network routes NETGEAR eSIM data traffic through Europe, some services might respond as if your connection originates from a European location, including:
> - Websites or services translating content into a different language
> - Applications indicating that your mobile hotspot connects from a European location
> - Speed test results showing a European server location
>
> This is normal behavior during international roaming and *does not* reflect your physical location or impact your privacy.
> When you are using your hotspot with a NETGEAR eSIM, you might notice that some online services identify your connection as being in a different location.

To purchase and install an eSIM in the NETGEAR app:

1. From the NETGEAR app dashboard, tap **Buy an eSIM**.
   You can also tap **Get a NETGEAR eSIM** from the mobile hotspot dashboard, and tap **Continue**.
   The eSIM marketplace page displays.
2. Tap **Region** to shop for eSIMs based on a larger region, or **Country** to search for eSIMs by specific country.

All eSIM plans are regional, but searching by country can help you find a plan that works for your travel needs.

3. Click the **Continue** button.
4. Scroll to find your desired country or region, then tap the country or region.
   The data plan selection page displays.
5. Tap the plan option that best meets your needs, then tap the **Checkout** button.
   The Checkout screen displays.
6. Select a payment method, review your purchase and check the box to indicate you agree with NETGEAR's Terms of Service and Privacy Policy.
   If you have a discount code, you can enter it in the **Add Discount Code** field and apply it to your purchase.
7. Tap the **Pay Now** button to complete your eSIM purchase.
8. Tap the **Continue** button to download and save your eSIM to your mobile hotspot.
9. Tap **Use eSIM Now** to activate your eSIM immediately, or **Use eSIM Later** to manually activate your eSIM later on.
   Your eSIM purchase and install is complete.

Set up a third-party eSIM in the NETGEAR app

Your Nighthawk 5G M7 hotspot supports eSIMs so you can access the Internet without a physical SIM card. If you have an existing hotspot-capable eSIM or purchase an eSIM from a third-party marketplace, you can set it up in the NETGEAR app.

> **NOTE:** Model MH7110-1TLAUS only supports physical SIM cards at launch. eSIM functionality will be enabled in a future update.

To set up a third-party eSIM in the NETGEAR app:

1. From the NETGEAR app dashboard, tap **Manage SIMs**.
   The SIM Management page displays.
2. Tap the **+** (plus) symbol in the top right corner, then **Add My Own eSIM**.
   The Add your own eSIM screen displays.
3. Select **Scan QR Code** and scan the eSIM QR code to add your eSIM.
   Your third-party eSIM is set up.

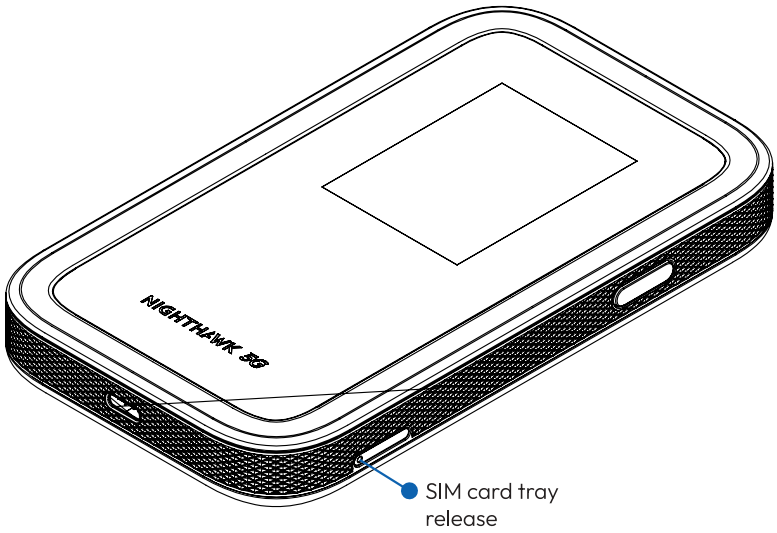
Install or replace a physical SIM card

In addition to eSIMs, your Nighthawk 5G M7 supports physical 4FF Nano SIM cards. You can install a SIM card in the provided tray on the mobile hotspot.

> **NOTE:** If you use a physical SIM card and then change your mobile data provider or plan, you might need to replace the SIM card that you previously installed.

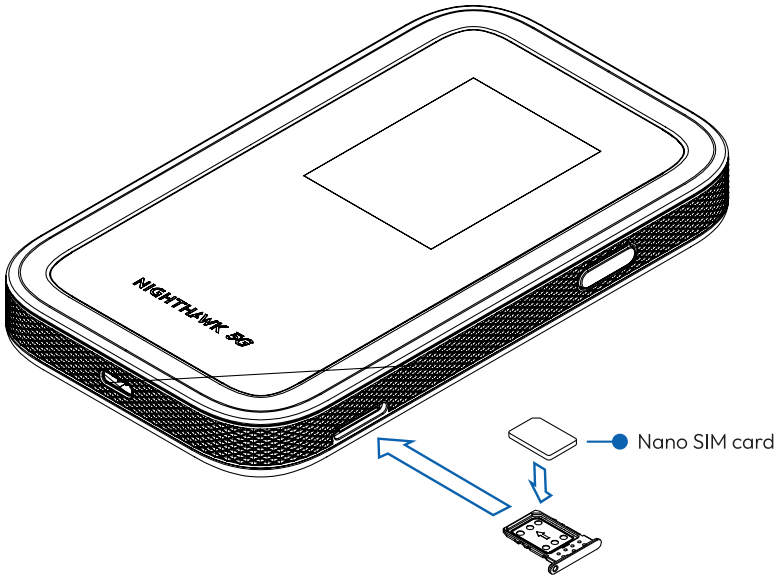
To install or replace a SIM card:

1. Locate the SIM card tray on the mobile hotspot.



2. Using the included release tool, press into the hole on the SIM card tray to eject the tray.
3. If a SIM card is already installed in the tray, remove the SIM card.
4. Insert the replacement SIM card in the tray.
5. Insert the SIM card tray back into its slot on the mobile hotspot.

Figure 7.SIM card installation



Charge a mobile device with Reverse Charging

Your mobile hotspot's Reverse Charging feature can charge other devices via the USB-C port. The mobile hotspot provides 5V @ 500mA (or 2.5W) over USB to charge compatible mobile devices.

> **NOTE:** Certain mobile devices can also be set up to charge your mobile hotspot's battery instead of receiving a charge. You might need to configure your device's USB settings to enable this function.

To charge a mobile device with Reverse Charging:

1. Locate a suitable cable with a USB-C connection on one end and your mobile hotspot's connection on the other end.
   This might be a Micro USB, Apple Lightning, or USB-C connection depending on your mobile device.
2. Connect the USB-C end of the cable to your mobile hotspot.
3. Connect the other end of the cable to your mobile device.
   If your mobile device is compatible with Reverse Charging, the charge indicator displays. Your mobile device is charging.

   > **NOTE:** Charging external devices with Reverse Charging increases mobile hotspot battery usage.

Standby, power off, or reset

The Nighthawk 5G M7 has three power options:

- **Standby**: Disables WiFi and conserves battery life while keeping the mobile hotspot powered on.
- **Power off**: Turns off the mobile hotspot if you won't use it for an extended period.
- **Restart**: Restarts the mobile hotspot.

Plugging in the mobile hotspot displays the standby and restart options only.

1. Hold down the **Power/Navigation** button for five seconds.
   The Standby/Power Off/Restart menu appears.
2. Press the **Power/Navigation** button to select an option, then press and hold to confirm.
   Depending on your selection, your mobile hotspot enters standby, powers off, or restarts.

Connect devices to the Internet

When you turn on your mobile hotspot, it automatically connects to the mobile broadband network in your area. To access the Internet on other devices, connect them to your mobile hotspot's WiFi or wired network.

This chapter contains the following sections:

- Connect to WiFi using the QR code
- Connect to WiFi using the SSID and password
- Connect a computer to the Internet using tethering
- Connect a computer to the Internet using an Ethernet adapter

Connect to WiFi using the QR code

Your mobile hotspot's WiFi QR code enables mobile devices like smartphones and tablets to connect to WiFi without manually entering an SSID and password.



To connect to WiFi using the QR code:

1. Quickly press and release the **Power/Navigation** button to wake your mobile hotspot. The home screen displays.

2. Press the **Power/Navigation** button one time to cycle to the WiFi screen.

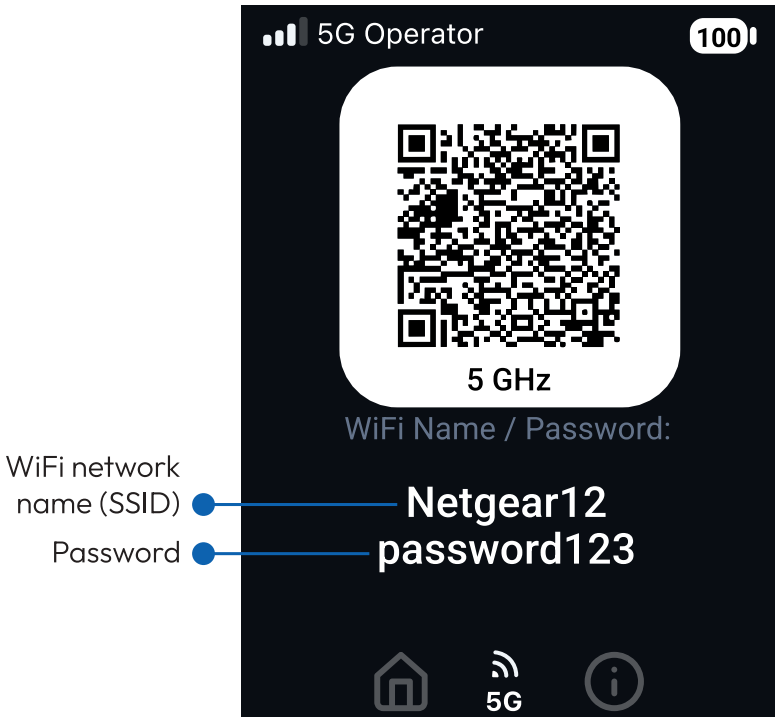
> **NOTE:** If you have dual-band WiFi enabled, you can cycle to either the 2.4 GHz or the 5 GHz screen and connect to the 2.4 GHz band (slower speeds, longer range) or the 5 GHz band (faster speeds, shorter range) band as desired.

   The WiFi screen displays with a QR code that you can scan to connect directly to the network.

3. Open your mobile device's camera application and aim the camera at the QR code.
   Depending on your mobile device, you might need to tap the QR code in your camera app to proceed.
   Your mobile device connects to your mobile hotspot's WiFi network.

Connect to WiFi using the SSID and password

When your mobile hotspot is powered on, it broadcasts a WiFi network name (SSID) and password. You can connect to the Internet by selecting your mobile hotspot's SSID and entering the password on your WiFi devices.



To connect to WiFi using the SSID and password:

1. Quickly press and release the **Power/Navigation** button to wake your mobile hotspot.
   The home screen displays.

2. Press the **Power/Navigation** button one time to cycle to the WiFi screen.

   NOTE: If you have dual-band WiFi enabled, you can cycle to either the 2.4 GHz or the 5 GHz screen and connect to the 2.4 GHz band (slower speeds, longer range) or the 5 GHz band (faster speeds, shorter range) band as desired.

   The screen displays your mobile hotspot SSID in the **WiFi Name** field and your mobile hotspot password in the **Password** field for other devices to connect with.

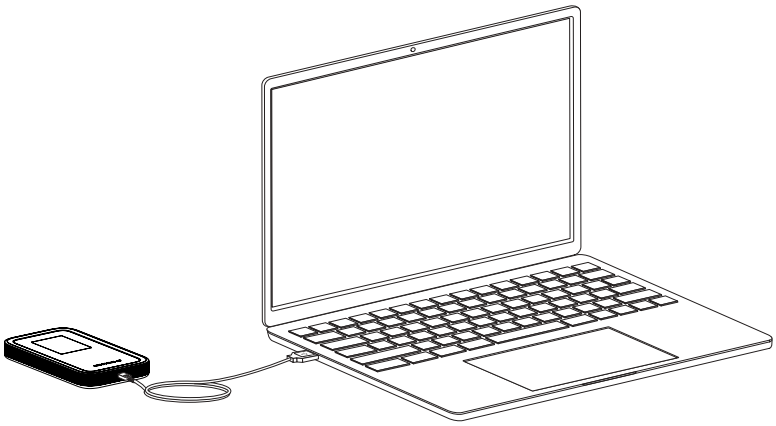
3. From your WiFi device, open your WiFi network connection manager.
4. Select or enter the SSID shown on your mobile hotspot's home screen.
5. Enter the password shown on your mobile hotspot's home screen.
   Your WiFi device connects to your mobile hotspot's WiFi network.

Connect a computer to the Internet using tethering

You can connect a computer to your mobile hotspot using the included USB cable instead of connecting with WiFi. This kind of cable connection is called tethering.

NOTE: There might be a brief delay when your computer's operating system detects the mobile hotspot the first time you use the USB cable to connect your mobile hotspot to your computer.

Figure 8.Nighthawk 5G M7 battery charging



To connect a computer to the Internet using tethering:

1. Connect your mobile hotspot to your computer using the included USB cable.
2. Wait for your computer to detect the mobile hotspot.

   NOTE: Depending on your computer's configuration, you might need to manually select your mobile hotspot as the preferred Internet connection.

   Your computer connects to the Internet.

Connect a computer to the Internet using an Ethernet adapter

You can connect a computer to your mobile hotspot through Ethernet by using an external USB-C to Ethernet adapter (not included).

To connect a computer to the Internet using Ethernet:

1. Insert the USB-C end of the USB-C to Ethernet adapter into your mobile hotspot's USB-C port.
2. Using an Ethernet cable, connect your mobile hotspot to your computer.
   Your computer detects the Ethernet connection.

   > **NOTE:** If your computer does not automatically switch to the Ethernet connection, you might need to manually select the Ethernet connection from your computer's network connection manager.

   Your computer connects to the Internet.

View alerts and mobile hotspot information

This chapter contains the following sections:

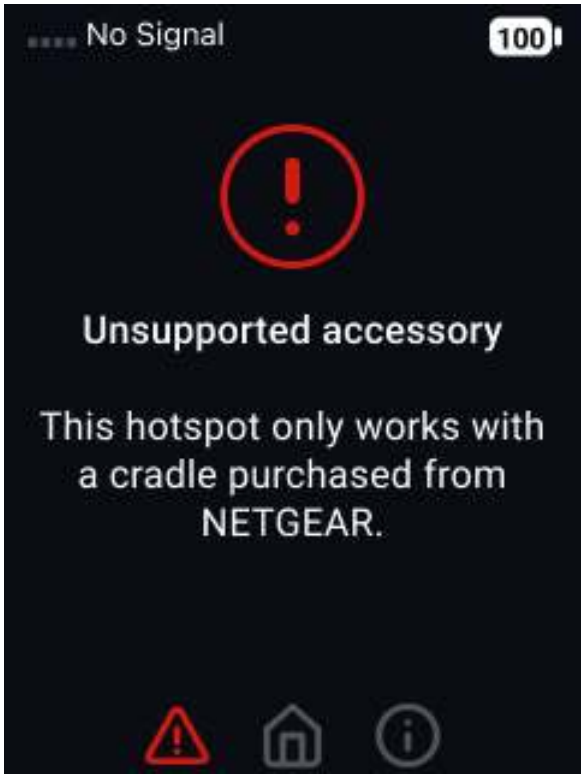
- View alerts from your mobile hotspot
- Update software from an Update Available alert
- View details about your mobile hotspot

View alerts from your mobile hotspot

Your mobile hotspot displays alerts on the LCD screen to inform you of mobile hotspot status changes. Alerts display as long as the cause of the alert is present. When the cause of an alert is resolved, the corresponding alert is removed automatically.

To view alerts from your mobile hotspot:

Quickly press and release the **Power/Navigation** button to wake your mobile hotspot.
The home screen displays.
If any alerts are active, your mobile hotspot displays them.
For example, if you use an unsupported accessory, the following alert appears:



For more information about error messages, see Error messages on page 53.

Update software from an Update Available alert

Your mobile hotspot automatically checks for new software updates. If an update becomes available, your mobile hotspot displays an alert. Because software updates typically improve mobile hotspot performance and usability, we recommend that you update your mobile hotspot whenever possible.

> **NOTE:** Updating your mobile hotspot temporarily interrupts your network connection. Make sure that you are prepared to lose connectivity before starting the update process.

To update software from an Update Available alert:

1. Quickly press and release the **Power/Navigation** button to wake your mobile hotspot.
   The home screen displays a Software Update Available alert, and your mobile hotspot downloads the update.
2. Do one of the following:
   - Press and hold the **Power/Navigation** button to install the update immediately.
   - Press the **Power/Navigation** button to install the update later and return to the home screen.

   > **NOTE:** Your mobile hotspot battery must have a charge of at least 20% to install updates.

View details about your mobile hotspot

You can view details about your mobile hotspot, such as the model number, software version, serial number, and more.

To view details about your mobile hotspot:

1. Quickly press and release the **Power/Navigation** button to wake your mobile hotspot.
   The home screen displays.
2. Press the **Power/Navigation** button until you reach the information screen.
   The information screen displays the following:
   - Model Number
   - Software Version
   - Serial Number
   - IMEI 1
   - IMEI 2
   - ICCID

   You can also press and hold the **Power/Navigation** button to view regulatory e-label information for your mobile hotspot.

Manage your mobile hotspot from the NETGEAR app

The NETGEAR app provides an easy way to manage your mobile hotspot and change settings when needed. If you didn't download the NETGEAR app when you first set up your mobile hotspot, visit the NETGEAR app page on your mobile device, or download from the Apple App Store or Google Play Store (depending on your mobile device).

Figure 9. NETGEAR app icon





This chapter contains the following sections:

- Manage eSIMs and physical SIM
  - Best practices for travel eSIMs
  - Switch between eSIMs and physical SIM
  - Delete eSIMs
- Change WiFi band settings
- Change WiFi network name, password, encryption, or channel settings
- Change WiFi standby, range, bandwidth, and info display settings
- Enable or disable WiFi offloading
- Configure cellular settings
- Configure access point names (APNs)
  - Add an APN for another network
  - Select an APN to use
  - Remove an APN entry
- View data usage
- Change display settings

- View details about your mobile hotspot
- Update firmware
- Factory reset your mobile hotspot
- View and change the web user interface login password

Manage eSIMs and physical SIM

You can manage your eSIMs and physical SIM directly in the NETGEAR app.

> **NOTE:** For instructions on purchasing a new eSIM, see Purchase and install an eSIM in the NETGEAR app on page 11.

Best practices for travel eSIMs

The Nighthawk 5G M7 supports several eSIM profiles, including NETGEAR eSIMs and eSIMs from other carriers. You can complete the following steps to help ensure reliable Internet access when traveling:

Before Travel

We recommend setting up a travel eSIM while you have access to reliable Internet and a power source. The following steps help to ensure a smooth activation process:

- Purchase a travel eSIM in advance to prepare connectivity for when you arrive.
- Download and install the eSIM while connected to a secure and reliable WiFi network.
- Verify the plan region or coverage area. Some eSIMs support multiple countries or regional zones.
- Check roaming and APN settings for the carrier providing the travel eSIM.
- Confirm that the mobile hotspot firmware is up to date.

> **NOTE:** It can be helpful to keep a physical SIM or secondary eSIM profile as an alternate option.

After Arrival

When you arrive at the destination, the mobile hotspot can need a network refresh. Your mobile hotspot might also require a SIM switch to connect to a local carrier.

- Select the correct travel eSIM profile or physical SIM card.
- Use the eSIM marketplace to purchase the appropriate regional or country-specific eSIM.
- Check the mobile hotspot home screen for local carrier signal strength and network type.
- Verify the data usage immediately after connecting to avoid unexpected data use.
- If available, enable WiFi offloading to reduce cellular data usage on trusted local networks. For more information, see Enable WiFi offloading from the web user interface on page 37.
- Restart the mobile hotspot if the eSIM does not automatically connect to the local network.

For more information on installing eSIM profiles, see Purchase and install an eSIM in the NETGEAR app on page 11 and Set up a third-party eSIM in the NETGEAR app on page 12.

Switch between eSIMs and physical SIM

You can use the NETGEAR app to switch between NETGEAR eSIMs, third party eSIMs, or a physical SIM.

> **NOTE:** To switch between eSIMs, the eSIMs must be downloaded in the NETGEAR app.

To switch between eSIMs and SIMs:

1. From the NETGEAR app dashboard, tap your mobile hotspot.
   The mobile hotspot dashboard displays.
2. Tap **Manage SIMs**.
   The SIM management page displays with all available eSIMs and SIM cards.
   The NETGEAR eSIM wallet stores both active and inactive eSIMs, and displays your physical SIM card (if installed). The displayed eSIMs include NETGEAR travel eSIMs and third-party eSIMs.
3. Select the SIM card or eSIM to use:
   - A **NETGEAR travel eSIM** for international roaming or travel plans.
   - A **third-party eSIM** if you installed an eSIM from another provider.
   - A **physical SIM** if you have a physical 4FF nano SIM card installed in the SIM slot.
4. Tap **use eSIM** or **use SIM**.
   The option displayed differs depending on the selected SIM type.
   The mobile hotspot might briefly disconnect and reconnect while switching networks.
5. Check the home screen for updated carrier name, signal strength, and network type to confirm your connection.
   The selected SIM becomes the active data source. Any inactive eSIMs remain stored in the eSIM wallet and can be switched to later.

   > **NOTE:** If the mobile hotspot does not connect to the expected network, try restarting the mobile hotspot or selecting a different eSIM profile.

Delete eSIMs

You can remove an unused or expired eSIM from the eSIM wallet using the NETGEAR app. Before deleting, confirm that the eSIM to delete is not currently active. You must switch to another SIM before deleting an eSIM.

To delete eSIMs:

1. From the NETGEAR app dashboard, tap your mobile hotspot.
   The mobile hotspot dashboard displays.
2. Tap **Manage SIMs**.
   The SIM management page displays.
3. Navigate to the eSIM section.
4. Tap the Settings icon to the right of the eSIM you want to delete.

   NOTE: If the eSIM is currently active, switch to another SIM before continuing.
5. Tap **Remove From Device**.
6. Tap **Remove** when prompted.

   NOTE: Deleting an eSIM permanently removes it from the mobile hotspot. You might need the original activation details to reinstall it later.

   The eSIM is deleted.

Change WiFi band settings

By default, your mobile hotspot broadcasts WiFi on the 5 GHz band. Your mobile hotspot can also broadcast WiFi on the 2.4 GHz band for dual-band WiFi. Note that the overall throughput speed could decrease when dual-band WiFi is enabled.

NOTE: If you have dual-band WiFi enabled, you can cycle to either the 2.4 GHz or the 5 GHz screen and connect to the 2.4 GHz band (slower speeds, longer range) or the 5 GHz band (faster speeds, shorter range) band as desired.

To change WiFi band settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Wi-Fi Settings**.
   The Wi-Fi page displays.
3. Select or clear the check box for the 2.4 GHz WiFi band to enable or disable 2.4 GHz WiFi.

4. Tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
5. Tap the **Continue** button.
   Your settings are saved.

Change WiFi network name, password, encryption, or channel settings

The WiFi network name (SSID) identifies your WiFi network and is visible to other WiFi-enabled devices. From the web UI, you can change the SSID, password, WiFi encryption type, and broadcast channel settings. When WiFi offloading is enabled (default setting), the WiFi channel is set to Auto and cannot be changed. To select a specific channel, you must disable WiFi offloading. See for more information.

> **NOTE:** In some regions, not all channels are available. Do not change the channel unless you experience interference (shown by lost connections or slow data transfers). If this happens, experiment with different channels to see which is the best.

To change the WiFi network name, password, encryption, or channel settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Wi-Fi Settings**.
   The Wi-Fi page displays.
3. Enter a **WiFi Name** and **WiFi Password**.
4. Select an **Encryption Type** and **Channel**.
   The following encryption (WiFi security) types are available:
   - WPA2 Personal AES
   - WPA2 + WPA3 mixed
   - WPA3 Personal AES

   Your WiFi client devices must support the encryption type that you select for your mobile hotspot, or they will not be able to connect.

   > **NOTE:** Wi-Fi Protected Access (WPA) is a security standard that protects your WiFi network. WPA3 is the latest and strongest version. However, some older WiFi devices do not support WPA3 connections. We recommend that you use WPA2 + WPA3 mixed for the best possible security if you need to connect older WiFi devices.

5. Clear or select the **Broadcast WiFi Name SSID** check box.

If you clear the check box, you must manually enter your SSID when connecting your WiFi devices.

6. Tap the **Apply** button
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
7. Tap the **Continue** button.
   Your settings are saved.
   If you changed the SSID or password, your previously connected WiFi devices must reconnect using the new credentials.

Change WiFi standby, range, bandwidth, and info display settings

To change WiFi standby, range, bandwidth, and info display settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Wi-Fi**.
   The Wi-Fi page displays.
3. Scroll down to **Advanced Settings**.
4. Select a **WiFi Standby** time period and **WiFi Range** setting.
5. Select a **Bandwidth** (channel frequency) option for each WiFi band that your mobile hotspot supports.
6. To allow the WiFi information to be displayed on your mobile hotspot home screen, leave the **Display info on LCD** check box selected.
7. Tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
8. Tap the **Continue** button.
   Your settings are saved.

Enable or disable WiFi offloading

To enable or disable WiFi offloading:

1. Using a mobile device, connect to your hotspot's WiFi network.
2. Launch the NETGEAR app and log in to your NETGEAR account.
   The NETGEAR app dashboard displays.
3. Select your mobile hotspot.

The mobile hotspot dashboard displays.

4. Select Wi-Fi Offload.
   The Wi-Fi Offload page displays.
5. Tap the Wi-Fi Offload toggle to enable or disable WiFi offloading.
   - If the toggle is green, WiFi offloading is enabled and used when available.
   - If the toggle is gray, WiFi offloading is disabled.
6. Tap the Continue button.
   Your hotspot's WiFi restarts.
7. Reconnect to your hotspot's WiFi network.
8. Select the network name to access.
9. Enter the network password and tap Connect.
10. Tap the Continue button.
    WiFi offloading is enabled or disabled.

Configure cellular settings

To configure cellular settings:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Change the data, band region, and network mode settings as needed.

Configure access point names (APNs)

Your mobile hotspot comes preconfigured with the access point names (APNs) for most cellular network service providers. You can add additional APNs and select among the configured APNs for use by the mobile hotspot. The mobile hotspot checks the APN to determine the type of network connection to establish.

> **NOTE:** Your carrier determines its own APN information and must provide you the information for its own data plan. APN settings can also vary depending on the type of plan that you subscribe to. We recommend that you contact your carrier for the correct APN settings and only use the APN that your carrier instructs you to use for your specific plan.

Add an APN for another network

To add an APN for another network:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Tap **Add**.
   The APN page displays.
4. Specify the APN name.
   The APN name is a label for display in the UI.
5. Specify the APN.
   This step specifies the APN as defined by the carrier.
6. Change the PDP (data protocol), if necessary:
   - **IPV4**
   - **IPV6**
   - **IPV4V6**
7. Change the PDP roaming protocol, if necessary. Using IPV4V6 is recommended:
   - **None**
   - **IPV4**
   - **IPV6**
   - **IPV4V6**

   > **NOTE:** PDP roaming protocol is the IP protocol used while you are roaming (for example when you are traveling and the roaming network does not support IPv6).
8. Select the network authentication mode supplied by the network provider:
   - **None**
   - **PAP**
   - **CHAP**
   - **PAPCHAP**
9. Enter the name and password, if they are required for the network.
10. Tap **Add**.
    The entry is added to the table.

Select an APN to use

To select an APN to use:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Select the **Active** radio button next to the APN entry.
   The APN is selected.

Remove an APN entry

To remove an APN entry:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Cellular**.
   The Cellular page displays.
3. Select the box to the left of the APN.
4. Tap **Delete**.
   The APN is removed.

View data usage

To view data usage:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Network > Data usage**.
   The Data usage page displays.
3. (Optional) To reset the data usage counter, tap the **Reset** button.
   The counter is reset.
4. (Optional) To set a regular reset date or data plan limit, select the appropriate check box and enter or select your desired values.

   > **NOTE:** You must turn off WiFi offloading to reset the data usage counter, set a regular reset rate or data plan limit.

5. Tap the **Apply** button.
   Your settings are saved.

Change display settings

You can change your mobile hotspot's display settings from the NETGEAR app. Lowering the LCD screen's brightness level or reducing the screen time-out to a shorter period reduces power consumption and might increase your mobile hotspot's battery life.

To change display settings

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Display**.
   The Display page displays.
3. Adjust the following settings:
   - **Screen Brightness**: From the menu, select the screen brightness level.
   - **Screen Timeout**: From the menu, select a time period.
4. Tap the **Apply** button.
   Your settings are saved.

View details about your mobile hotspot

You can view details about your mobile hotspot from the NETGEAR app.

To view details about your mobile hotspot:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Router information**.
   The Router information page displays.
3. Review the following information about your mobile hotspot:
   - Hardware Version
   - Firmware Version
   - Software Version
   - GUI Version
   - PRI Version

Update firmware

To update firmware from the web UI:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Software update**.

The Software update page displays.

3. Tap the **Check for Updates** button.
   If a firmware update is available, a blue Install New Firmware button displays.
4. Click or tap the **Install Now** button.
   The update downloads.
5. Follow the onscreen instructions to install the update.
   After the update completes, your mobile hotspot reboots.
   Your firmware is updated.

Factory reset your mobile hotspot

To factory reset your mobile hotspot:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Select **Router > Factory reset**.
   The Factory reset page displays.
3. Tap the **Reset** button.
4. Tap **Yes** to confirm.
   Your mobile hotspot resets and returns to its factory settings.

> **NOTE:** When you reset your mobile hotspot, any connected devices are disconnected and must reconnect after the mobile hotspot restarts. A factory reset restores the mobile hotspot to its default settings but does not remove installed eSIMs.

View and change the web user interface login password

If you set your mobile hotspot using the NETGEAR app, it uses a randomly generated web UI login password (also known as an admin password). If you later access the mobile hotspot using the app after completing setup through the web UI, the app prompts you to enter this password. If you set up your mobile hotspot from the web UI, you created your own password during initial setup. You can view or change the password from the NETGEAR app.

> **NOTE:** If you set your mobile hotspot up with the web user interface and then access your mobile hotspot from the app, the app prompts you for your password to confirm your access privileges.

To change the web UI login password:

1. From the app dashboard, tap the Settings icon in the bottom right corner.

The Settings page displays.

2. Tap **Advanced Settings**.
   The Advanced Settings page displays.
3. In the Admin Settings section, tap the **Password** field to view the current password.
   You might need to enter your mobile hotspot passcode to proceed and view the current password.
4. Tap **Edit Password** to change the password.
   The Edit Password page displays.
5. In the **New Password** field, enter the password that you want to use.
   The password must be between 8 and 31 characters, and must include an uppercase letter, a special character, and a number.
6. In the **Confirm Password** field, enter the new password a second time to confirm.
7. Tap the **Submit** button.
   Your settings are saved.

Manage advanced settings from the web user interface

Your mobile hotspot is equipped with a web user interface (web UI) that you can use to change settings and access advanced features.

This chapter contains the following sections:

- Log in to the web user interface from a browser
- Log in to the web user interface from the NETGEAR app
- View SMS messages from the web user interface
- Delete an SMS message from the web user interface
- View details about your mobile hotspot from the web user interface
- Connect through local WiFi to conserve data
  - Enable WiFi offloading from the web user interface
  - Disable WiFi offloading from the web user interface
- Change WiFi band settings from the web user interface
- Change WiFi network name, password, encryption, or channel settings from the web user interface
- Change WiFi standby, range, bandwidth, and info display settings from the web user interface
- Enable or disable Airplane Mode from the web user interface
- Configure access controls from the web user interface
- Enable SIM security from the web user interface
- Change the web user interface login password
- Update firmware from the web user interface
- Back up mobile hotspot settings from the web user interface
- Restore backed up settings from the web user interface
- Factory reset your mobile hotspot from the web user interface
- Disable the factory reset button from the web user interface
- Disable or re-enable the DHCP server feature from the web user interface
- Change tethering settings from the web user interface
- View data usage from the web user interface
- Configure cellular settings from the web user interface
- Configure access point names (APNs) from the web user interface
  - Add an APN for another network
  - Select an APN to use
  - Remove an APN entry
- Configure port forwarding from the web user interface

- Configure port filtering from the web user interface
- Change display settings from the web user interface
- Change the date and time format from the web user interface
- Disable or re-enable VPN passthrough from the web user interface
- Disable or re-enable UPnP from the web user interface
- Configure a DMZ server from the web user interface

Log in to the web user interface from a browser

You can access the mobile hotspot web UI by visiting either mywebui.net or the mobile hotspot's IP address in a web browser on a computer, laptop, or other WiFi device.

To log in to the web UI:

1. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser.
2. Enter either mywebui.net or your mobile hotspot's IP address.
   By default, the IP address is 192.168.10.1. If you've configured a different IP address, are using WiFi offloading, or are using other advanced features, your IP address might be different.
   The mobile hotspot web page displays.
3. Log in using your web UI password (admin password).
   If you set up your mobile hotspot via the web UI, the password is the one that you specified when you set up your mobile hotspot. The password is case sensitive.
   If you set up your mobile hotspot using the NETGEAR app, the default password is displayed on and can be changed from the app's **Settings > Advanced Settings > Admin Settings** screen.
   The web UI dashboard displays. The dashboard displays any active alerts.

Log in to the web user interface from the NETGEAR app

You can also access the mobile hotspot web UI from the NETGEAR app on a mobile device.

To log in to the web UI from the NETGEAR app:

1. From the app dashboard, tap the Settings icon in the bottom right corner.
   The Settings page displays.
2. Tap **Advanced Settings**.
   The Advanced Settings page displays.
3. Tap **web user interface**.
   The web UI dashboard displays. The dashboard displays any active alerts.

View SMS messages from the web user interface

Your mobile hotspot can receive text (SMS) messages. You can view them from the web UI.

To view SMS messages from the web UI:

1. From the web UI dashboard, select **Messages**.
   A list of messages displays, showing the first portion of the text.
2. Click or tap a message to read the full text.

Delete an SMS message from the web user interface

You can delete SMS messages from the web UI when you are done reading them.

To delete an SMS message from the web UI:

1. From the web UI dashboard, select **Messages**.
   A list of messages displays, showing the first portion of the text.
2. Select a message and click or tap **Delete**.
   The message is deleted.

View details about your mobile hotspot from the web user interface

You can view details about your mobile hotspot from the web UI.

To view details about your mobile hotspot from the web UI:

1. From the web UI dashboard, select **Settings > Status**.
   Depending on your path, the menu might expand or display the following pages without expanding.
2. Select one of the following pages to view additional information:
   - **Account**: Displays cellular account info, such as your service number, IMEI, and MAC address.
   - **Network**: Displays network connection info, such as your time connected, data transfer totals, and IP addresses.
   - **Device**: Displays mobile hotspot info, such as the hardware and software versions.
   - **WiFi Details**: Displays WiFi network info, such as your encryption type, connected devices, and broadcast mode.
   - **Diagnostics**: Displays diagnostic info, such as cellular band technical info, mobile hotspot temperature, and battery voltage.

Connect through local WiFi to conserve data

Your mobile hotspot supports WiFi offloading, which can lower your mobile hotspot's cellular data usage and power consumption, along with other benefits:

- **WiFi offloading** lets your mobile hotspot use a local WiFi Internet connection for data

instead of your cellular network. WiFi offloading can extend your battery life, prevent connection interruptions when switching between networks, and enable consistent Internet access in areas where cellular coverage is weak or unavailable.

You might want to use WiFi offloading in locations where a public Internet connection is available, but you get poor cellular reception on your mobile hotspot or want to conserve cellular data usage.

For example, if you need to use the Internet at a hotel that provides public WiFi, you can set up your mobile hotspot to offload data to the hotel WiFi. You can use WiFi offloading to purchase a travel eSIM through the NETGEAR eSIM marketplace before you leave the hotel. In addition to conserving your cellular data, using offloading to connect through your mobile hotspot to public Internet connections provides an extra layer of security for your devices.

Enable WiFi offloading from the web user interface

To enable WiFi offloading from the web UI:

1. From the web UI dashboard, select **Settings > General > Internet**.
   The Internet page displays.
2. Select **WiFi Offloading** to enable WiFi offloading.
   WiFi offloading is enabled by default.
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
4. Click or tap the **Continue** button.
   Wifi restarts.
5. Select the Wifi network to use for offloading.
6. Enter the network credentials and click or tap the **Connect** button.
   WiFi offloading is enabled.

Disable WiFi offloading from the web user interface

To disable WiFi offloading from the web UI:

1. From the web UI dashboard, select **Settings > General > Internet**.
   The Internet page displays.
2. Click or tap **WiFi Offloading** and select **4G/5G Only** (no offloading).
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.

4. Click or tap the **Continue** button.
   WiFi restarts.
5. Reconnect to your hotspot's WiFi network.
   WiFi offloading is disabled.

Change WiFi band settings from the web user interface

By default, your mobile hotspot broadcasts WiFi on the 5 GHz band. Your mobile hotspot can also broadcast WiFi on the 2.4 GHz band for dual-band WiFi. Note that the overall throughput speed could decrease when dual-band WiFi is enabled.

To change WiFi band settings from the web UI:

1. From the web UI dashboard, select **Settings > General > Wi-Fi**.
   The Wi-Fi page displays.
2. Select or clear the check box for the 2.4 GHz WiFi band to enable or disable 2.4 GHz WiFi.
3. Tap **Apply**.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
4. Tap **Continue**.
   Your settings are saved.

Change WiFi network name, password, encryption, or channel settings from the web user interface

The WiFi network name (SSID) identifies your WiFi network and is visible to other WiFi-enabled devices. From the web user interface, you can change the SSID, password, WiFi encryption type, and broadcast channel settings. When WiFi offloading is enabled (default setting), the WiFi channel is set to Auto and cannot be changed. To select a specific channel, you must disable WiFi offloading. See Disable WiFi offloading from the web user interface on page 37 for more information.

> **NOTE:** In some regions, not all channels are available. Do not change the channel unless you experience interference (shown by lost connections or slow data transfers). If this happens, experiment with different channels to see which is the best.

To change the WiFi network name, password, encryption, or channel settings from the web UI:

1. From the web UI dashboard, select **Settings > General > Wireless Settings**.
   The Wireless Settings page displays.
2. Enter a **WiFi Name** and **WiFi Password**.

3. Select an **Encryption Type** and **Channel**.
   The following encryption (WiFi security) types are available:
   - WPA2 Personal AES
   - WPA2 + WPA3 mixed
   - WPA3 Personal AES

   Your WiFi client devices must support the encryption type that you select for your mobile hotspot, or they will not be able to connect.

   > **NOTE:** Wi-Fi Protected Access (WPA) is a security standard that protects your WiFi network. WPA3 is the latest and strongest version. However, some older WiFi devices do not support WPA3 connections. We recommend that you use WPA2 + WPA3 mixed for the best possible security if you need to connect older WiFi devices.

4. Clear or select the **Broadcast WiFi Name SSID** check box.
   If you clear the check box, you must manually enter your SSID when connecting your WiFi devices.
5. (Optional) Under Advanced Settings, select the **Isolate all client data from each other** check box cleared to prevent your client devices from communicating with each other.You might want to enable this if you allow others' untrusted devices to connect to your mobile hotspot.
6. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
7. Click or tap the **Continue** button.
   Your settings are saved.
   If you changed the SSID or password, your previously connected WiFi devices must reconnect using the new credentials.

Change WiFi standby, range, bandwidth, and info display settings from the web user interface

To change WiFi standby, range, bandwidth, and info display settings from the web UI:

1. From the web UI dashboard, select **Settings > General > Wireless Settings**.
   The Wireless Settings page displays.
2. Scroll down to **Advanced Settings**.
3. Select a **WiFi Standby** time period and **WiFi Range** setting.
4. Select a **Bandwidth** (channel frequency) option for each WiFi band that your device supports.

5. To allow the WiFi information to be displayed on your mobile hotspot home screen, leave the **Display info on LCD** check box selected.
6. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
7. Click or tap the **Continue** button.
   Your settings are saved.

Enable or disable Airplane Mode from the web user interface

You can turn on Airplane Mode to disable cellular service, but keep your WiFi connection active. Airplane Mode is disabled by default.

To enable or disable Airplane Mode from the web UI:

1. From the web UI dashboard, select **Settings > General > Airplane Mode**.
   The Airplane Mode page displays.
2. Select the **Enable** check box to enable Airplane Mode, or clear the check box to disable Airplane Mode.
3. Click or tap the **Apply** button.
   A message displays telling you that to save this change, your mobile hotspot must restart WiFi connections.
4. Click or tap the **Continue** button.
   Airplane Mode is enabled.

Configure access controls from the web user interface

You can use access control to set up a list of specific devices to be allowed access or blocked from accessing your mobile hotspot's Internet connection.

To configure access controls from the web UI:

1. From the web UI dashboard, select **Settings > Security > Access Controls**.
   The Access Controls page displays.
2. Select the **Enable** check box.
3. From the **Filter Type** menu, select **Allow List** or **Block List**.
   Depending on your selection, the page displays an Allow List or a Block List.
4. To add a device to the list, click or tap **Add**.
   The Add Device window displays.
5. Enter a **Device Name** and **MAC Address**.

6. Click or tap **Add**.
   The device is added to the list.
7. To remove a device from the list, select the device and then click or tap **Delete**.
   The device is removed from the list.

Enable SIM security from the web user interface

You can create another level of security by configuring a PIN that you must enter each time that you power on your mobile hotspot.

To enable SIM security from the web UI:

1. From the web UI dashboard, select **Settings > Security > SIM Security**.
   The SIM Security page displays.
2. Click or tap **ACTIVATE**.
3. Enter a PIN to use for your mobile hotspot and click or tap the **Apply** button.
   Your PIN is saved.

> **NOTE:** If you enter an incorrect PIN three times, the SIM is blocked. If the SIM is blocked, contact your cellular data service provider to receive a PUK number to unblock the SIM. After 10 unsuccessful PUK attempts, the SIM card is disabled entirely. Contact your service provider for a replacement SIM card if your SIM card is disabled. If you enter an incorrect PUK 10 times, the SIM is permanently disabled and you must obtain a new SIM card from your service provider.

Change the web user interface login password

When you first set up your mobile hotspot, you choose an web UI login password (also known as an admin password) for your mobile hotspot. You can change the password later on from the web UI.

To change the web UI login password:

1. From the web UI dashboard, select **Settings > Administration > Set Password**.
   The password settings are displayed.
2. In the **New Password** field, enter the password that you want to use.
   The password must be between 8 and 31 characters, and must include an uppercase letter, a special character, and a number.
3. In the **Repeat Password** field, enter the new password a second time to confirm.
4. Click or tap the **Apply** button.
   Your settings are saved.

Update firmware from the web user interface

To update firmware from the web UI:

1. From the web UI dashboard, select **Settings > Administration > Software Update**.
   The Software Update page displays.
2. Click or tap the **Check for Updates** button.
   If a firmware update is available, a blue Install New Firmware button displays.
3. Click or tap the **Install Now** button.
   The update downloads.
4. Follow the onscreen instructions to install the update.
   After the update completes, your mobile hotspot reboots.
   Your firmware is updated.

Back up mobile hotspot settings from the web user interface

You can back up and restore mobile hotspot settings. Backing up and restoring is useful if you use more than one mobile hotspot and you want the same settings on all of your devices.

You can also save your settings before resetting to factory defaults or changing the settings.

To back up mobile hotspot settings from the web UI:

1. From the web UI, select **Settings > Administration > Backup Settings**. The Backup Settings page displays.
2. Click or tap the **Backup** button. By default, the file (`export.cfg`) is saved to your Downloads folder.

   NOTE: You can only access **Backup Settings** via your pc.

Restore backed up settings from the web user interface

To restore backed up settings from the web UI:

1. From the web UI dashboard, select **Settings > Administration > Backup Settings**.
   The Backup Settings page displays.
2. Select the `export.cfg` file to restore using one of the following methods:
   - To browse and select a local file, click the **Choose File** button.
   - To select a backup file from the network, click or tap the **Upload** button.

   By default, mobile hotspot setting files are saved to your Downloads folder.
3. Click or tap **Open**.
   Your mobile hotspot is restored with the uploaded file's settings.

Factory reset your mobile hotspot from the web user interface

To factory reset your mobile hotspot from the web UI:

1. From the web UI dashboard, select **Settings > Administration > Factory Reset**.
   The Factory Reset page displays.
2. Click or tap the **Reset** button.
3. Click or tap **Yes** to confirm.
   Your mobile hotspot resets and returns to its factory settings.

> **NOTE:** When you reset your mobile hotspot, any connected devices are disconnected and must reconnect after the mobile hotspot restarts. A factory reset restores the mobile hotspot to its default settings but does not remove installed eSIMs.

Disable the factory reset button from the web user interface

To prevent users from resetting the mobile hotspot using the Reset button, you can disable the hardware button.

To disable the factory reset button from the web UI:

1. From the web UI dashboard, select **Settings > Administration > Factory Reset**.
   The Factory Reset page displays.
2. Click or tap to clear the **Enable** check box.
3. Click or tap the **Apply** button.
   Your settings are saved.

Disable or re-enable the DHCP server feature from the web user interface

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

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

To disable or re-enable the DHCP server feature from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Mobile Router Setup**.
   The Mobile Router Setup page displays.
2. Clear the **Use mobile router as DHCP server** check box to disable the DHCP server feature, or select the check box to re-enable it.

3. Click or tap the **Apply** button
   A message displays telling you that to save this change, your mobile hotspot must restart.
4. Click or tap the **Continue** button.
   Your settings are saved.

Change tethering settings from the web user interface

By default, tethering is enabled on your mobile hotspot, and it continues broadcasting WiFi when tethering is used. You can change these settings from the web UI.

To change tethering settings from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Mobile Router Setup**.
   The Mobile Router Setup page displays.
2. In the TETHERING section, select the **Turn off WiFi when tethering** check box to disable WiFi broadcasting when tethered, or clear it to enable WiFi broadcasting when tethered.
3. Select an option from the **Use USB port for** drop-down:
   - **Charge + tether** (default): your mobile hotspot battery charges and uses WiFi tethering when connected to a computer USB port.
   - **Charge only**: tethering is disabled and your mobile hotspot only charges when connected to a computer USB port.
4. Click or tap the **Apply** button.
   Your settings are saved.

View data usage from the web user interface

To view data usage from the web UI:

1. From the web UI dashboard, click or tap **See data usage**, or select **Settings > Advanced > Data Usage**.
   The Data Usage page displays.
2. (Optional) To reset the data usage counter, click or tap the **Reset** button.
   When WiFi offloading is enabled (default setting), the data usage counter cannot be reset. To reset the data usage counter, you must disable WiFi offloading. See Disable WiFi offloading from the web user interface on page 37 for more information.
   The counter is reset.
3. (Optional) To set a regular reset date or data plan limit, select the appropriate check box and enter or select your desired values.
4. Click or tap the **Apply** button.
   Your settings are saved.

Configure cellular settings from the web user interface

To configure cellular settings from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Change the data, band region, and network mode settings as needed.

Configure access point names (APNs) from the web user interface

Your mobile hotspot comes preconfigured with the access point names (APNs) for most cellular network service providers. You can add additional APNs and select among the configured APNs for use by the mobile hotspot. The mobile hotspot checks the APN to determine the type of network connection to establish.

> **NOTE:** Your carrier determines its own APN information and must provide you the information for its own data plan. APN settings can also vary depending on the type of plan that you subscribe to. We recommend that you contact your carrier for the correct APN settings and only use the APN that your carrier instructs you to use for your specific plan.

Add an APN for another network

To add an APN for another network:

1. From the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Click or tap **Add**.
   The APN page displays.
3. Specify the APN name.
   The APN name is a label for display in the web UI.
4. Specify the APN.
   This step specifies the APN as defined by the carrier.
5. Change the PDP (data protocol), if necessary. Using IPV4V6 is recommended.
   - **IPV4**
   - **IPV6**
   - **IPV4V6**
6. Change the PDP roaming protocol, if necessary:
   - **None**
   - **IPV4**
   - **IPV6**

- **IPV4V6**

> **NOTE:** PDP roaming protocol is the IP protocol used while you are roaming (for example when you are traveling and the roaming network does not support IPv6).

7. Select the network authentication mode supplied by the network provider:
   - **None**
   - **PAP**
   - **CHAP**
   - **PAPCHAP**
8. Enter the name and password, if they are required for the network.
9. Click or tap **Add**.
   The entry is added to the table.

Select an APN to use

To select an APN to use:

1. From the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Select the **Active** radio button next to the APN entry.
   The APN is selected.

Remove an APN entry

To remove an APN entry:

1. From the web UI dashboard, select **Settings > Advanced > Cellular**.
   The Cellular page displays.
2. Select the box to the left of the APN.
3. Click or tap **Delete**.
   The APN is removed.

Configure port forwarding from the web user interface

Port forwarding is an advanced feature. If your computer is hosting a server, you can enable port forwarding so that other users can access the server. This can be useful for accessing your computer remotely, sharing something running on your laptop, or helping certain online games and apps work correctly.

> **NOTE:** Port forwarding creates a security risk. When not required, disable port forwarding.

To configure port forwarding from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Port Forwarding**.
   The Port Forwarding page displays.
2. Click or tap to select the **Enable** check box.
   The Port Forwarding list displays.
   Incoming traffic is forwarded to specific ports and devices on your network using their local IP addresses.
3. To add a port forwarding address, click or tap **Add**.
   The Add Service page displays.
4. Enter the following port forwarding information:
   - **Rule Name**. Enter a descriptive name.
   - **IP Address**. Enter the IP address of the connected device.
   - **Port**. Enter the port number or range of port numbers that the application uses.
   - **Protocol**. If you are unsure, select **TCP**.
5. Click or tap **Add**.
6. Click or tap the **Apply** button.
   Your settings are saved.

Configure port filtering from the web user interface

Port Filtering is an advanced security tool that lets you choose which apps or services can access the Internet. You can select which applications (for example, HTTP, FTP, email servers) can access the Internet. Combined with your firewall, port filtering can help keep your network safer.

To configure port filtering from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Port Filtering**.
   The Port Filtering page displays.
2. Click or tap to select the **Enable** check box.
   The Port Table list displays.
3. Click or tap **Add**.
4. Identify the ports to filter.
   Enter a meaningful label that describes the application or service.
5. Enter the port being used.
6. Enter the communication protocol being used.
7. Click or tap the **Apply** button.
   Your settings are saved.

Change display settings from the web user interface

You can change your mobile hotspot's display settings from the web UI. Lowering the LCD screen's brightness level or reducing the screen time-out to a shorter period reduces power consumption and might increase your mobile hotspot's battery life.

To change display settings from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Device**.
   The Device page displays.
2. Adjust the following settings:
   - **Screen Brightness**: From the menu, select the screen brightness level.
   - **Screen Timeout**: From the menu, select a time period.
3. Click or tap the **Apply** button.
   Your settings are saved.

Change the date and time format from the web user interface

Your mobile hotspot is initially set to display a date and time format that is common for your region. However, if you prefer to use a different date and time format, you can change the format that your mobile hotspot uses.

To change the date and time format from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Device**.
   The Device page displays.
2. In the Date Time Format section, select an option for the following settings:
   - **Date Format**
   - **Time Format**
3. Click or tap the **Apply** button.
   Your settings are saved.

Disable or re-enable VPN passthrough from the web user interface

VPN passthrough allows VPN traffic to pass through your mobile hotspot so you can connect to workplace VPN networks. VPN passthrough is enabled by default, but can be disabled if you don't use VPN tools.

> **NOTE:** The VPN passthrough feature allows devices like mobile phones, laptops, and tablets to connect to third-party VPN services through your Nighthawk 5G M7. The Nighthawk 5G M7 does not run a VPN or include a built-in VPN client or service.

To disable or re-enable VPN passthrough from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Other**.

The Other page displays.

2. In the VPN Passthrough section, clear the **Enable** check box to disable VPN passthrough, or select the check box to re-enable it.
   VPN passthrough is enabled by default.
3. Click or tap the **Apply** button.
   Your settings are saved.

Disable or re-enable UPnP from the web user interface

UPnP (Universal Plug and Play) allows devices to discover each other and automatically configure the network as needed. This improves experiences in multiplayer games, peer-to-peer apps, and real-time communication tools.

UPnP is enabled by default. Disabling UPnP stops devices from automatically managing router settings like port forwarding.

To disable or re-enable UPnP from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Other**.
   The Other page displays.
2. In the UPnP section, clear the **Enable** check box to disable UPnP, or select the check box to re-enable it.
   UPnP is enabled by default.
3. (Optional) If you enabled UPnP, select a **UPnP IGD Version** from the menu.
   This setting typically does not need to be changed unless a specific application or device requires it.
4. Click or tap the **Apply** button.
   Your settings are saved.

Configure a DMZ server from the web user interface

A DMZ (Demilitarized Zone) places one device outside your firewall so the device can receive all inbound Internet traffic. This isolates the rest of your network for added security, but the exposed device must be secure since it has minimal protection.

To configure a DMZ server from the web UI:

1. From the web UI dashboard, select **Settings > Advanced > Other**.
   The Other page displays.
2. In the DMZ section, select the **Enable** check box.
3. In the **DMZ Address** field, enter the IP address of the computer to which you want all data sent.
   If your mobile hotspot is tethered using a USB cable, this address is 192.168.10.4. If your mobile hotspot is connected using WiFi, the first WiFi client's IP address is usually 192.168.10.<XX>. You can typically check the IP address of your client device from the device's WiFi settings menu or control panel.

   > ⓘ **NOTE:** IPv6 addresses are not supported.

4. Click or tap the **Apply** button.
   Your settings are saved.

Troubleshooting

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

This chapter covers the following topics:

- View alerts
  - SIM Error — Check SIM or SIM Not Installed
  - SIM Locked
  - Temperature-related alerts
  - Error messages
- Extend battery life
- Troubleshooting third-party power adapters and USB cables
- Factory reset your mobile hotspot

View alerts

Your mobile hotspot displays alerts to advise you of mobile hotspot status changes.

SIM Error — Check SIM or SIM Not Installed

Ensure that your cellular data carrier's SIM card is fully inserted in your mobile hotspot's SIM card slot. If a problem still exists, contact your carrier's customer service. The SIM card might be damaged and need replacement.

SIM Locked

If your SIM card is locked, you can unlock the SIM.

To unlock the SIM card:

1. If you did not add a PIN for the SIM, contact your cellular data carrier's customer service for the PIN to unlock the SIM card.
2. From a computer or WiFi device that is connected to the mobile hotspot, launch a web browser and visit **mywebui.net** or **192.168.10.1** (the mobile hotspot's default IP address)
   The mobile hotspot web page displays.
3. Log in using your admin password.
   The web user interface (web UI) dashboard displays.
4. Enter the SIM PIN when prompted.
5. Click or tap the **Apply** button.
   Your settings are saved.

Temperature-related alerts

To get the best performance and longest life from your mobile hotspot, managing the mobile hotspot's temperature is important. As your mobile hotspot's temperature increases, its performance is reduced, while overheating the mobile hotspot will cause it to shut down entirely. Considering thermal management when you use your mobile hotspot can prevent it from overheating and ensure that you have the best experience with your mobile hotspot.

Your mobile hotspot has specific heat limits for each operating mode. When your mobile hotspot exceeds its heat limit for an operating mode, an alert displays and the mobile hotspot reduces performance as follows:

- **Level 1:** Battery charging slows. Carrier 4G, and 5G connections are limited to fewer bands. Mobile hotspot speed is reduced.
- **Level 2:** Battery stops charging. Carrier 4G connections are limited to one band. 5G bands stop operating. Mobile hotspot speeds are reduced further, and data connection errors might occur.
- **Level 3 (Critical):** Mobile hotspot shuts down to protect itself.

Managing Temperature for Best Performance

The following tips can help you manage your mobile hotspot's heat to get the best performance:

- **Ensure proper ventilation:** Use your mobile hotspot in a well-ventilated area to help keep it cool. Avoid using the mobile hotspot on soft surfaces like beds or couches, because they can block airflow and trap heat.
- **Avoid extreme temperatures:** The mobile hotspot is designed for safe operation in the 0°C to 35°C (32° F to 95°F) ambient air temperature range. Avoid exposing the mobile hotspot to direct sunlight, high-temperature environments, or extremely cold conditions, because they can reduce performance and cause mobile hotspot problems.
- **Reduce load on the mobile hotspot:** When using your mobile hotspot in higher temperature environments, limit the number of simultaneous connections and bandwidth-intensive activities. This can help reduce the heat generated by the mobile hotspot.
- **Install firmware updates:** Keep your mobile hotspot's firmware up to date. NETGEAR firmware updates can include performance optimizations and thermal management improvements, ensuring the best performance for your mobile hotspot.

Error messages

Your mobile hotspot displays error messages to advise you of mobile hotspot and connection problems.

Table 2.Error Messages

Error Message	Meaning
Battery too low Charge for a few minutes before powering on.	The battery level is too low to power on the mobile hotspot. Charge the mobile hotspot for a few minutes and try again.
Connection error There is a temporary network failure. Please try again later or contact your provider with code: ESM #33.	There is a temporary network issue preventing the connection. Try again later or contact your provider.
Data Exhausted	Your data plan has been used before its expiration date. Buy an eSIM in the NETGEAR app to add more data.
Device is hot	The mobile hotspot temperature is too high. Allow the mobile hotspot to cool down before trying again.
Incorrect APN	The access point name (APN) is incorrect. The active internet source is cellular. Check your APN settings or contact your network provider.
M7 is overheating Your cellular connection is being throttled due to high temperatures.	Your cellular connection is being slowed due to high temperatures. Allow the mobile hotspot to cool down and try again.
M7 is overheating Your mobile hotspot is shutting down to cool off and prevent damage.	The mobile hotspot is shutting down to cool off and prevent damage.
Mobile Data isn't available right now Open the NETGEAR app to make sure your SIM is set up.	Mobile data is currently unavailable. Open the NETGEAR app to make sure your SIM is set up.
Network unavailable	The mobile hotspot cannot connect to the network at this time. Try again later.
Not started	Your data plan has not started yet.
Plan Expired	Your SIM plan has expired. Buy an eSIM in the NETGEAR app to restore data.

Error Message	Meaning
SIM Blocked. Enter PUK in NETGEAR app	The SIM card is blocked. Enter the PUK in the NETGEAR app.
SIM Locked. Enter PIN in NETGEAR app	The SIM card is locked. Enter the PIN in the NETGEAR app.
Unsupported accessory This mobile hotspot only works with a cradle purchased from NETGEAR.	This mobile hotspot only works with a cradle purchased from NETGEAR. Using an unsupported accessory may not work.
Unsupported accessory, Device is hot, Network unavailable	Multiple errors are happening at the same time. Error messages are shown together when there is more than one issue.

Extend battery life

By default, your mobile hotspot is configured to optimize battery life. The following factors can affect battery life:

- Screen brightness
- Standby time
- Data throughput
- Mobile broadband signal strength (the better the signal, the longer the battery life)
- WiFi range

For example, you can increase battery life by reducing the LCD screen's brightness level, or set the screen time-out to a shorter period.

You might want to try the following to improve your battery life:

- Change WiFi standby, range, bandwidth, and info display settings from the web user interface on page 39
- Change display settings from the web user interface on page 48

Troubleshooting third-party power adapters and USB cables

The power adapter and USB cable that you use with your mobile hotspot must meet certain standards to provide sufficient power for mobile hotspot charging and operation. Many third-party power adapters and USB cables can't deliver enough power to operate and charge the mobile hotspot at the same time. If your mobile hotspot has problems when connected to a specific power adapter or USB cable, the adapter or cable probably doesn't deliver enough power for your mobile hotspot.

Official NETGEAR power adapters are either Quick Charge 2.0-certified or Quick Charge 3.0-certified (depending on region). NETGEAR cannot guarantee the performance of specific

third-party power adapters or USB cables with your mobile hotspot. However, high quality third-party power adapters and USB cables that meet the following standards should provide similar performance to the official NETGEAR parts:

- Quick Charge 2.0 power adapter with USB 3.2 Type-A to Type-C cable
- Quick Charge 3.0 power adapter with USB 3.2 Type-A to Type-C cable
- Quick Charge 4.0 power adapter with USB 3.2 Type-C cable
- USB Power Delivery 3.0 power adapter with USB 3.2 Type-C cable

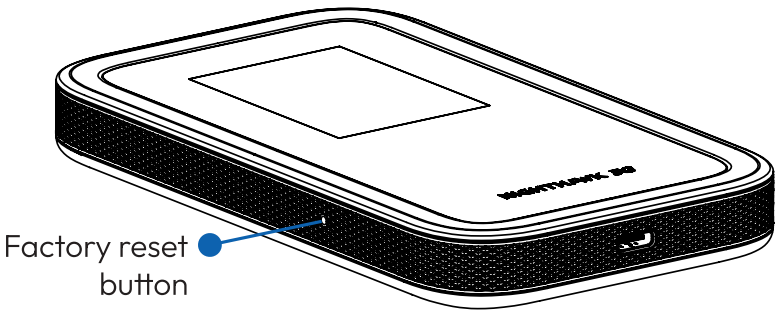
Factory reset your mobile hotspot

You can reset your mobile hotspot to the factory settings. This is useful if you reset the web UI password (also known as an admin password) and forgot the new password, or if you want to set up your mobile hotspot in a different way.

To reset your mobile hotspot, use the included SIM card release tool to press and hold the factory reset button on the side of the mobile hotspot for 5 seconds, then release the button.

> **NOTE:** When you reset your mobile hotspot, any connected devices are disconnected and must reconnect after the mobile hotspot restarts. A factory reset restores the mobile hotspot to its default settings but does not remove installed eSIMs.

Figure 10.Nighthawk M7 factory reset button



You can also reset your mobile hotspot from the web UI. For more information, see Factory reset your hotspot from the web UI on page 0.

Specifications

This appendix covers the following topics:

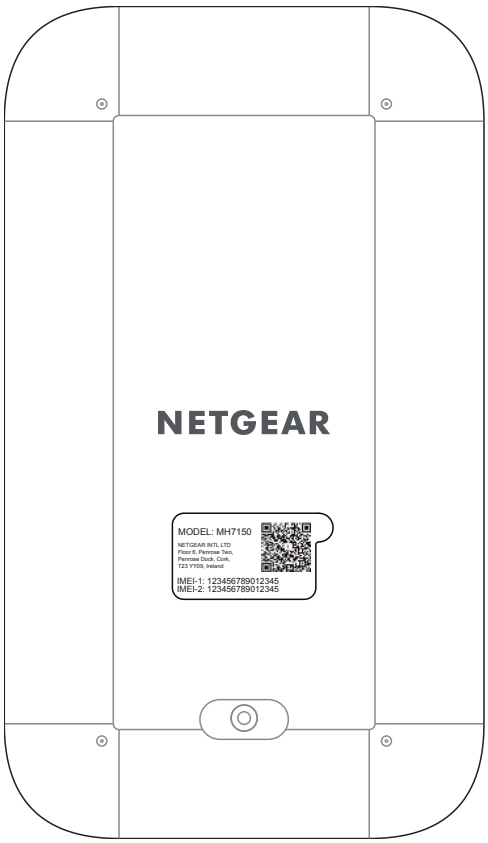
- Product information labeling and e-labeling
- Band specifications
- WiFi specifications

Product information labeling and e-labeling

> **NOTE:** The following illustrations and screenshots are provided for reference purposes only. The actual product label, information screen and e-labeling information vary by region and mobile hotspot.

The product information label on the back of the mobile hotspot indicates the specific model and mobile hotspot IMEI.

Figure 11.Nighthawk 5G M7 Mobile WiFi Hotspot rear



You can view additional information about the mobile hotspot, including required regulatory e-labeling from the user interface.

To view the regulatory e-labeling from the mobile hotspot user interface:

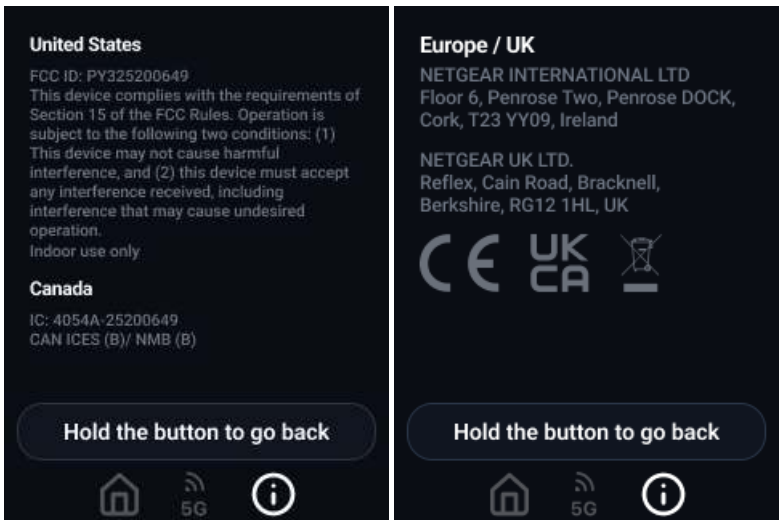
1. Power on your mobile hotspot to display the home screen.

2. Press the **Power/Navigation** button one time to display the WiFi screen, then press it again to display the information screen (including model number).
3. Press and hold the **Power/Navigation** button to view the regulatory e-labeling information (including FCC/IC statements and IDs).

Figure 12.Information screen



Figure 13. E-labeling screens



Band specifications

The following table indicates the Nighthawk M7 family mobile band specifications.

Table 3.Mobile bands (MH7110-111PAS, MH7150-100PAS)

Technology	Band
4G/LTE bands	B1, B2, B3, B4, B5, B7, B12, B13, B14, B17, B25, B26, B28, B30, B38, B41, B42, B43, B48, B66, B71
5GNR bands	n1, n2, n3, n5, n7, n12, n13, n14, n25, n26, n28, n30, n38, n41, n48, n66, n70, n71, n77, n78

Table 4.Mobile bands (MH7110-111EUS, MH7110-111APS, MH7150-100EUS, MH7150-100APS)

Technology	Band
4G/LTE bands	B1, B2, B3, B4, B5, B7, B8, B18, B19, B20, B25, B26, B28, B38, B40, B41, B42, B43, B66
5GNR bands	n1, n2, n3, n5, n7, n8, n20, n25, n26, n28, n38, n40, n41, n66, n77, n78

Table 5.Mobile bands (MH7110-1TLAUS)

Technology	Band
4G/LTE bands	B1, B2, B3, B4, B5, B7, B12, B13, B14, B17, B25, B26, B28, B30, B38, B41, B42, B43, B48, B66, B71
5GNR bands	n1, n2, n3, n5, n7, n12, n13, n14, n25, n26, n28, n30, n38, n41, n48, n66, n70, n71, n77, n78

WiFi specifications

WiFi support

- WiFi 802.11a/b/g/n/ac/ax/be, 2x2 MIMO
- 2.4/5 GHz Standalone

Frequency Specifications

Table 6.Frequency specifications (MH7110-111PAS, MH7150-100PAS)

GHz	Range
2.4 GHz	2412-2462 MHz
5 GHz	5180-5240 MHz, 5745-5875 MHz

Table 7.Frequency specifications (MH7110-1TLAUS, MH7110-111EUS, MH7110-111APS, MH7150-100EUS, MH7150-100APS)

GHz	Range
2.4 GHz	2412-2472 MHz

GHz	Range
5 GHz	5180-5240 MHz