AT&T Mobile Hotspot

MiFi® 2372

User Guide

Version: 2.0

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1

Getting Started

Device Overview
Using the Device for the First Time
Install the SIM Card and Battery
Wi-Fi Setup
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Device Overview

The AT&T Mobile Hotspot MiFi® 2372 by Novatel Wireless connects up to 5 Wi-Fi enabled devices to the Internet on the AT&T mobile broadband network*.

You can connect any 802.11 b/g wireless device to your MiFi device. Your MiFi device comes secured out of the box, and we recommend that you change the default password to your own unique password for added security. See Change the Administrative Password on page 16. You can also establish temporary settings to allow up to five devices to connect with your MiFi device without having to give them your security settings.

With the DLNA CERTIFIED® AT&T Mobile Hotspot MiFi 2372, you can access and play your movies, music and photos anywhere, anytime, on any DLNA-capable device. The MiFi DLNA® Server makes it easy to browse and share—no complicated configuration required.

What's New?

Please visit http://www.novatelwireless.com/attmifi2372/download to download the latest firmware/software. Here's what is included in the new release:

- MiFi DLNA Server Widget to easily browse, stream and share your media wherever you are, on the DLNA-capable devices you choose.
- Icons with active links to power management, SMS, microSD™ storage, Wi-Fi and GPS.
- Optimized MiFi OS™ web interface for improved performance and ease of use.
- AT&T Customer Care Widget to access account information, tech support tools and AT&T Care contacts.

Package Contents

- AT&T Mobile Hotspot MiFi 2372
- USB cable
- Rechargeable battery
- A/C charger
- Quickstart Guide

* Mobile broadband not available in all areas

MiFi OS and MiFi Landing Page (http://att.mifi)

Your MiFi device has a built-in operating system in the form of a web interface for simple management, configuration, and personalization. This is the MiFi OS and here you can manage your MiFi device's Wi-Fi network, set up a temporary hotspot, share files on your MiFi device's Wi-Fi network, and more.

See MiFi OS and the MiFi Landing Page on page 23.

Using the Device for the First Time

System Requirements

To manage your MiFi device with the MiFi OS, you need the following:

- A computer or computing device supporting Wi-Fi 802.11 b/g
- Internet browser software: i.e., Microsoft Internet Explorer 6.0 or higher, Firefox, Safari, Opera, Chrome

To get started, follow these steps.

❶ Install the SIM card (if your SIM is not pre-installed), then insert and charge the battery. See Install the SIM Card and Battery on page 8.

❷ Turn on your MiFi device, then connect to it using your computer's Wi-Fi connection. See Wi-Fi Setup on page 13. Your device should automatically connect to the AT&T network.

❸ After you connect your computer to your MiFi device using Wi-Fi, log in to the MiFi Landing Page (http://att.mifi), using the default password to log in, **attmifi**. See Log In to the MiFi Landing Page (http://att.mifi) on page 14.

Components

❶ **Micro USB Port** — The A/C charger, USB cable, and optional car charger connect here.

❷ **microSDHC™ Slot** — Removable memory storage slot supports microSDHC and microSD cards up to 32GB (card not included).

❸ **Wi-Fi LED** — Indicates Wi-Fi connection status. See LED States on page 7.

❹ **Power Button / Connection LED** — The Power Button powers the device on and off. The Connection LED provides connection, battery status, and SMS notification. See LED States on page 7

❺ **Battery / SIM Compartment** — The battery and SIM card are placed here.

❻ **Master Reset Button** — Resets the device to factory default settings. See Using the Master Reset Button on page 65.

❼ **SIM Card Slot** — The SIM card is inserted here.

❽ **SSID and Wi-Fi Key Label** — The network name (SSID) and network key (Wi-Fi Key) are located on the bottom of the device.

Power Sources for Your MiFi Device

Your device will work from its battery or when plugged into a power source.

- **Battery** — The battery lasts up to four hours. Charge the battery by plugging in the A/C charger or optional car charger. While the battery is charging the Power/Connection LED flashes amber. When the battery is fully charged, the LED is solid amber and the device is off.
- **A/C wall charger or car charger** — Use the device by plugging it into either an A/C charger connected to a wall socket or the optional car charger accessory in a vehicle. The MiFi battery charges while it is plugged in.

LED States

Connection LED

LED Color		Status	Description
No light		Off, and the Power Button LED is also off	The device is powered off or otherwise not receiving power.
Red		Blinking:	Low battery.
		Solid:	The SIM card is not inserted or the device has an error. See Common Problems and Solutions on page 62.
Amber		Blinking:	The battery is charging.
		Solid:	The battery is fully charged.
Green		Blinking:	A GPRS or EDGE network is available, but not connected.
		Solid:	Connected to a network using GPRS or EDGE service.
Blue		Blinking:	A UMTS network is available, but not connected.
		Solid:	Connected to a network using UMTS service.
Violet		Blinking:	An HSPA network is available, but not connected.
		Solid:	Connected to a network using HSPA service.
Cyan		Blinking:	A new or unread SMS message is waiting to be read.

Wi-Fi LED

LED Color		Status	Description
No light		Off:	Wi-Fi is off or disabled.
Blue		Blinking:	On with users connected.
		Solid:	On with no users connected.

Install the SIM Card and Battery

Insert the SIM card, and then insert and charge the battery. If your SIM card was pre-installed, skip step 7.

IMPORTANT The battery must be fully charged (for a minimum of four hours) before using your MiFi device for the first time. After the initial use and set up, you may use the device with the battery or the A/C charger.

The battery door cover on your MiFi device slides open and closed. No tools are required to remove or install the battery or battery door. Using any type of tool could result in damage to the device and to the battery. If excessive force appears necessary to move the door or remove the battery, please return the MiFi device to where you purchased the MiFi device.

1. Place your MiFi device on a flat surface with the battery door side up.

2. Hold the MiFi device in both hands with the label end of your MiFi device near the palms of your hands.
3. Place each thumb on the triangle-shaped traction bars near the corners of the MiFi device battery door.

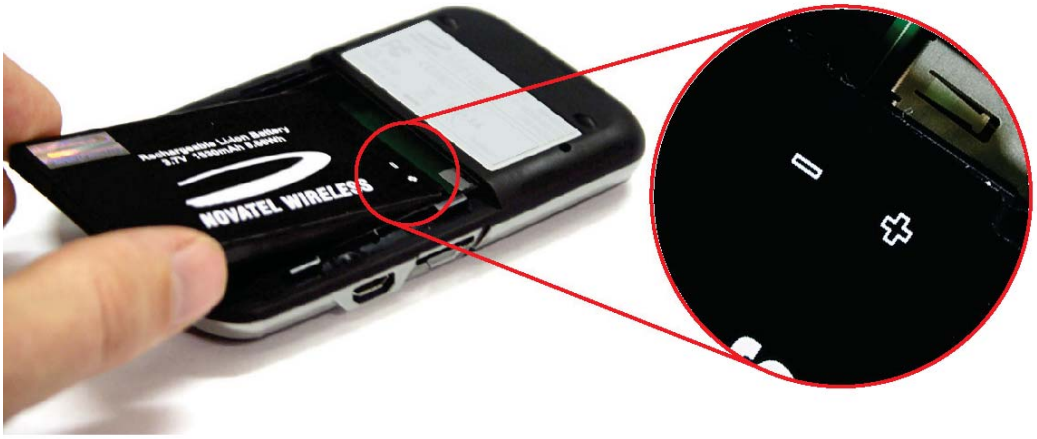
❹ Using normal thumb pressure on the traction bars, slide the battery door away from you.

❺ The door should move approximately 0.6 cm (1/4 inch) before it clicks and stops moving.

❻ Remove the door by picking up the edge of the battery door that moved over your fingers.

❼ (Skip this step if your SIM card was pre-installed): Insert the SIM card into the SIM slot as shown.

❽ Insert the battery, lining up the contact points as shown, and then replace the door.



❾ Connect the A/C charger to your MiFi device and **charge at least four hours** before use. The power button LED flashes amber while charging and glows solid amber if the device is off.

Remove the Battery

WARNING! Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result in puncturing the MiFi battery.

❶ Place your MiFi device on a flat surface with the battery door side up.

❷ Hold the MiFi device in both hands with the label end of your MiFi device near the palms of your hands.

❸ Place each thumb on the triangle-shaped traction bars near the corners of the MiFi device battery door.

❹ Using normal thumb pressure on the traction bars, slide the battery door away from you.

❺ The door should move approximately 0.6 cm (1/4 inch) before it clicks and stops moving.

❻ Remove the door by picking up the edge of the battery door that moved over your fingers.

❼ Pull the battery up slightly so that it will move over the edge of your MiFi device.

❽ Slide the battery out of the battery well.

Battery Advisory

- As with any battery-operated mobile device being used for a certain amount of time, the MiFi device can get warm to the touch. This is normal and within standard specifications, and poses no hazard.
- The MiFi device is configured to automatically stop charging and disconnect the battery if the temperature rises above a set threshold. When the temperature falls below that threshold, the battery reconnects and the unit starts charging again.
- Always use Novatel Wireless original batteries and chargers.
- It normally takes at least four hours to fully charge the battery. If the device is in use the battery may take longer to charge.
- Do not use sharp objects to access the battery well; this may damage the device and the battery.
- Do not use excessive force to remove the battery or to access the battery well.
- Battery life depends on the network, signal strength, temperature, features, and accessories you use.
- New batteries or batteries stored for a long time may take more time to charge.
- When charging your battery, keep it near room temperature.
- When storing your battery, keep it uncharged in a cool, dark, dry place.
- Never expose batteries to temperatures below -10°C (14°F) or above 45°C (113°F).
- Never leave the device in an unattended vehicle due to uncontrollable temperatures that may be outside the specified temperature for this device.
- Some batteries perform best after several full charge/discharge cycles.
- It is normal for batteries to gradually wear down and require longer charging times. If you notice a change in your battery life, it is probably time to purchase a new battery.
- Avoid placing the device on vibrating surfaces for long period of time (such as a washer or dryer).
- Avoid placing the device near 802.11-radiating devices such as microwave ovens and 2.4 GHz cordless telephones.
- Do not place the device in a closed space where there is no air circulation (e.g., do not wrap the device in a blanket or place it under a pillow).
- Whenever you remove or insert either the battery or the SIM card, ensure your MiFi device is not connected to any device or power source.
- Never use tools, knives, keys, pens or any type of object to force the door open or to remove the battery. Using any of these types of objects could result in puncturing the MiFi device battery.
- Battery disposal: Contact your local recycling center for proper battery disposal.
- In the event of a battery leak: Do not allow the liquid to come in contact with skin or eyes. If contact is made, wash the affected area with large amounts of water and seek medical advice.

Wi-Fi Setup

To properly set up your MiFi device, you need to do both of the following tasks:

- Set Up a Wi-Fi Connection
- Configure Security

IMPORTANT Your MiFi device is pre-configured with AT&T network settings. If you need to modify the AT&T network settings, contact AT&T before attempting to set up your MiFi device.

Set Up a Wi-Fi Connection

Your MiFi device should be pre-configured for AT&T right out of the box, enabling you to connect to the default network name (SSID) found on the sticker on the bottom of the device. See Connect to your MiFi device: on page 13.

Connect to your MiFi device:

1. Press the power button.

   Your MiFi device powers on and starts up. When the power LED is flashing and the Wi-Fi LED is solid, the device is ready for you to connect another device (such as your computer) to it.

2. Use your normal Wi-Fi manager on your computer to locate the MiFi device network name (SSID) and select it.

   NOTE The network name (SSID) is printed on the label on the bottom of the device.

   Tip! Windows only: The steps to connect to a Wi-Fi network vary depending on your operating system version and whether you use the native application or third-party software.

3. **Windows**: Click **Connect**.

   Mac OS X: Click the MiFi device network name.

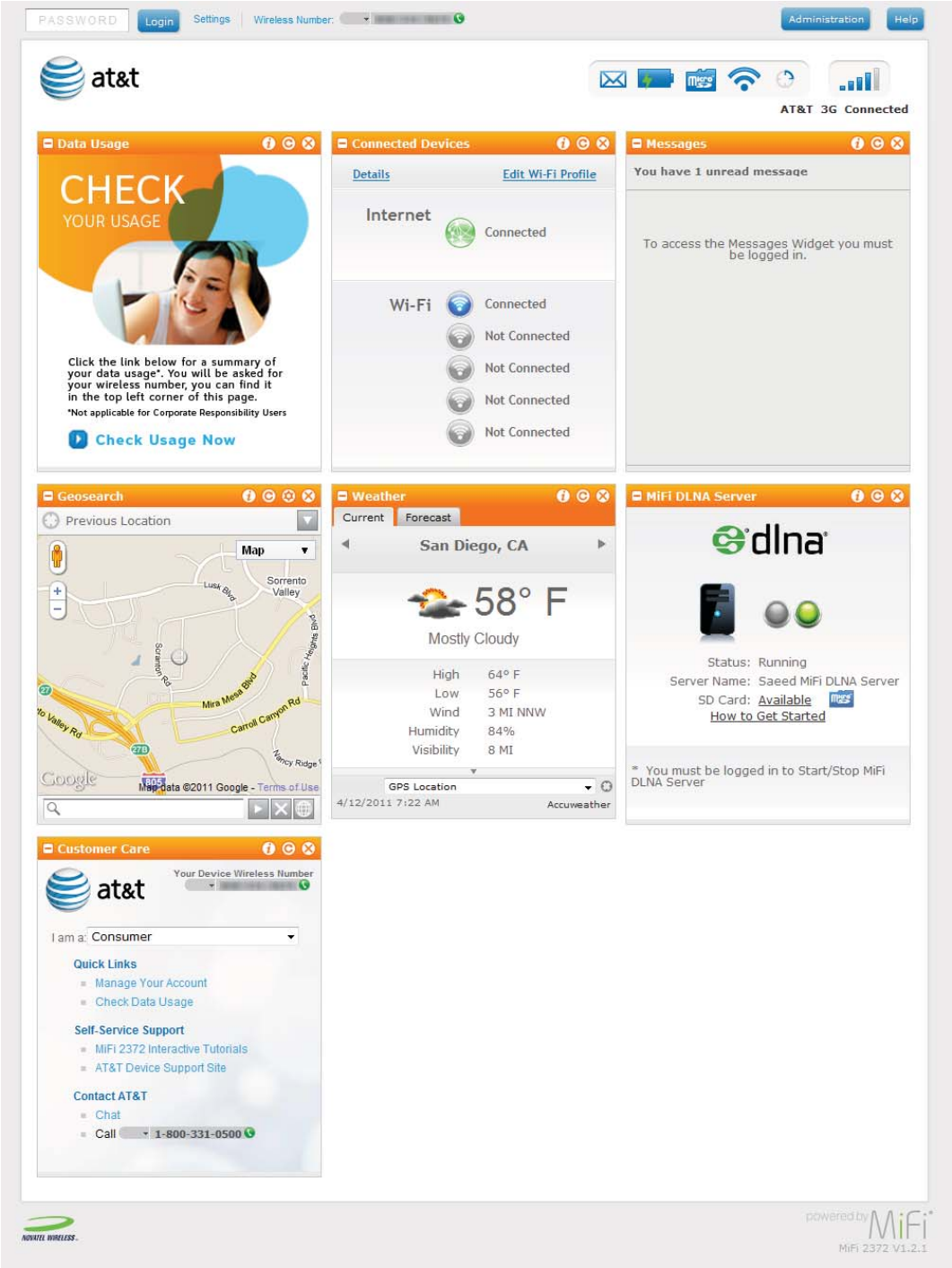
4. A window prompts you for the network key (Wi-Fi Key). Type the network key (found on the sticker on the bottom of the device) and click **Connect** or **Join**, depending on your operating system.

   NOTE The network key (Wi-Fi Key) is case-sensitive. Be sure to type it in exactly as it is printed.

Log In to the MiFi Landing Page (http://att.mifi)

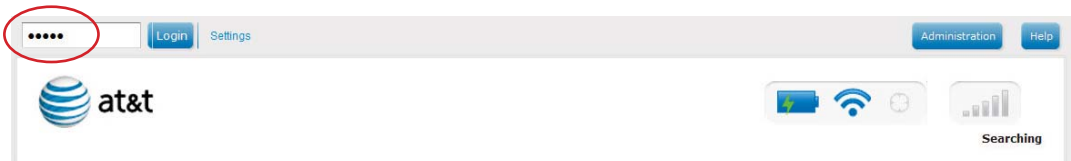
❶ From your computer's Web browser, type http://att.mifi (alternatively, http://192.168.1.1) without adding "www" in the address bar and press the **Enter** or **Return** key.

The MiFi **Landing Page** launches. This guest version of the MiFi Landing Page is accessible to anyone who connects to the MiFi device.



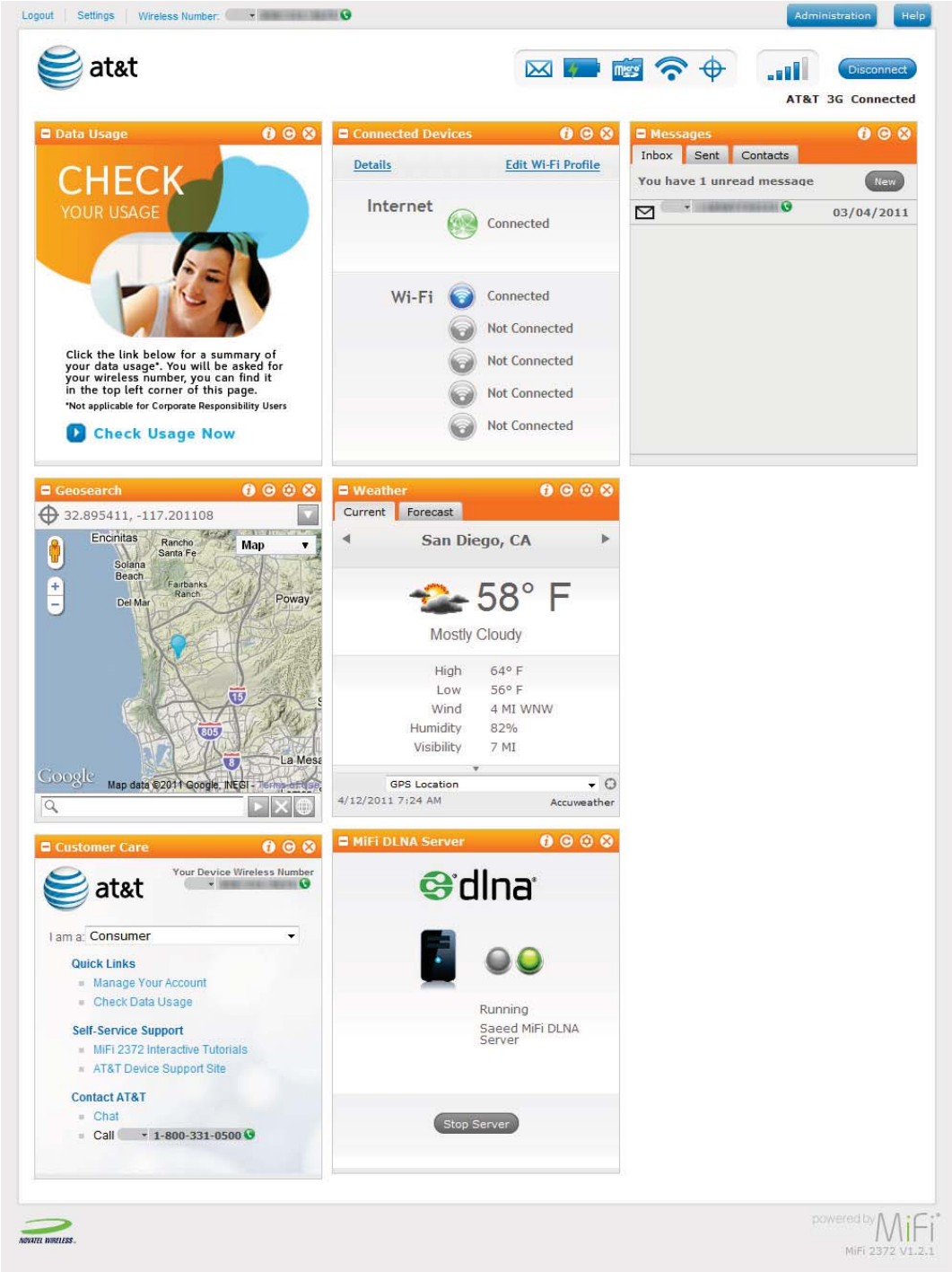
❷ Click **Login**.

❸ Type the administrative password: **attmifi** (case sensitive) into the field in the upper left corner of the window.



❹ Click the **Login** button.

The administrator's version of the **MiFi Landing Page** opens.



Configure Security

Though your device is pre-configured to have security enabled, you should change the network key (Wi-Fi Key) to a password you can easily remember and that is hard for others to guess. You should also change the administrative password.

Using security with your wireless network is very important. Novatel Wireless recommends that you configure security immediately by changing the following:

- Change the Administrative Password
- Change the Network Key (Wi-Fi Key)

Change the Administrative Password

1. Open your browser, go to http://att.mifi, and then click **Login**. See Log In to the MiFi Landing Page (http://att.mifi) on page 14.
2. Enter the administrative password and then click the **Login** button.
3. Click **Administration** in the upper right corner of the page, and then select **System** > **Password**.

   The **System – Password** page opens.

4. Type your current administrative password into the Current Password field.

NOTE For clarification, there are two types of passwords:

– The MiFi administrative password for the MiFi OS that you need to log into the MiFi Landing Page and MiFi Administration section to configure the MiFi device settings. This is the one you need for this step.

– The network key (also called the Wi-Fi key or network security key) that you need to connect your MiFi device to your computing device(s).

5. Select a new administrative password and type it into both New Password fields.
6. Click **Apply**.

   This is the new administrative password you use when you log in to the browser interface.

NOTE Be sure to record the new password. You will have to reset the device using the Master Reset button if you lose the administrative password. See Using the Master Reset Button on page 65.

Change the Network Key (Wi-Fi Key)

You can use WEP (64- or 128-bit), WPA-PSK, WPA2-PSK, or WPA/WPA2 mixed mode security.

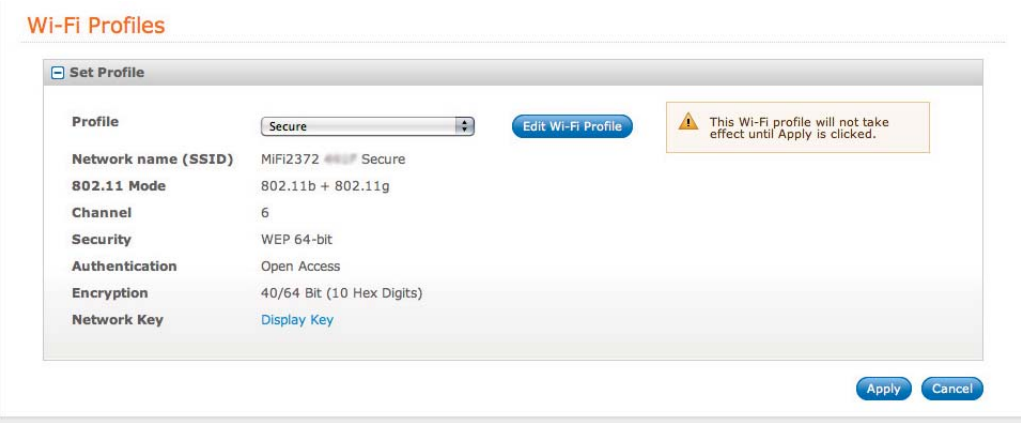
IMPORTANT Record your network key (also referred to as the wi-fi key, network security key, or password depending on your operating system).

1. Open your browser, go to http://att.mifi, then click **Login**.
   See Log In to the MiFi Landing Page (http://att.mifi) on page 14.

2. Enter the administrative password and then click the **Login** button.

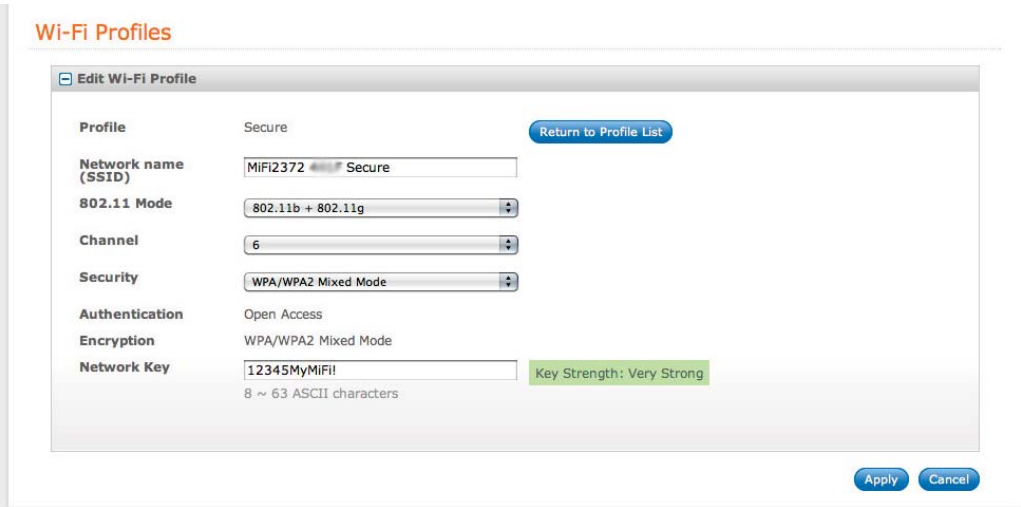
3. Click **Administration** in the upper right corner of the page and then select **Wi-Fi > Profiles**.

   The Wi-Fi Profiles window opens.



4. From the Profile list, select **Secure** and click the **Edit Wi-Fi Profile** button.

   The **Edit Wi-Fi Profile** page opens.



5. Choose the type of security you want to use from the Security list.

   WEP 64 bit is the least secure but the most compatible with other systems. WPA/WPA2 is the most secure but the least compatible with other systems. Choose the most secure protocol that works with the computers and other computing devices you want to connect to your MiFi device.

6. Type the network key you want to use.

   NOTE For clarification, there are two types of passwords:

   – The MiFi administrative password for the MiFi OS that you need to log into the MiFi Landing Page and MiFi Administration section to configure the MiFi device settings. This is the one you need for this step.

   – The network key (also called the Wi-Fi key or network security key) that you need to connect your MiFi device to your computing device(s). This is the one you need for this step.

7. Click **Apply**.

8. Wait for the device to automatically restart, and the blue Wi-Fi LED to come on.

9. On your computer or other computing device, access the Wi-Fi manager and log in to the MiFi wireless network (SSID) with the new network name and/or new network key (i.e., Wi-Fi Key or password).

IMPORTANT Your wireless connection will be disabled when you click **Apply**. You must reconnect with the new network key you just established.

2

Sharing Files with the MiFi Device

Using a microSDHC Card With Your MiFi Device

Using a microSDHC Card With Your MiFi Device

Your MiFi device comes with a microSDHC card slot that allows you to bring files with you without having to carry an additional flash drive.

Insert the microSDHC Card

➤ Insert the microSDHC card into the microSDHC slot.

NOTE
- Be careful not to touch the contacts.
- Do not force the card into the slot. Check the orientation of the card if you have difficulties, and be sure it slides easily into the slot.
- Your MiFi device supports both microSDHC (High Capacity) and the original microSD cards up to 32GB.
  (For the purposes of this User Guide, microSDHC is used.)

Enable File Sharing on Your MiFi Device

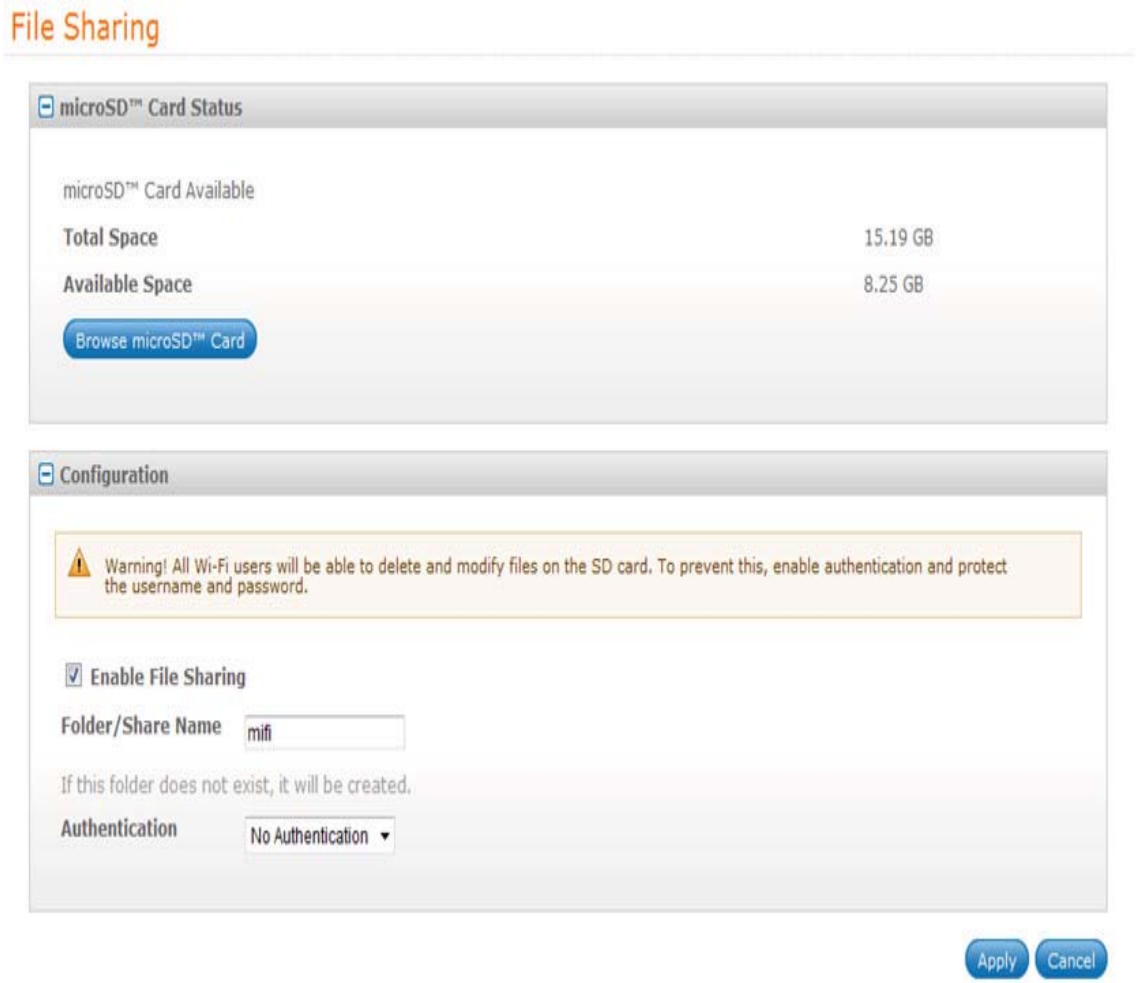
Insert a microSDHC card. File sharing is not enabled by default. If you establish file sharing on your MiFi device, others connected to your MiFi device can access the files on your microSDHC card.

❶ Open your browser, go to **http://att.mifi**, and then click **Login**. See MiFi OS and the MiFi Landing Page on page 23

❷ Click the microSD card icon in the status icons bar. The File Sharing Page opens.

❸ Place a checkmark in the **Enable File Sharing** checkbox, and click **Apply**.

❹ Click **Browse microSD Card** to view and access the files.



From here you can enable file sharing and see how much free space you have available on the microSDHC card. You can also decide to protect your files with a password or make them available to everyone connected to your MiFi device.

❺ **Windows**: If authentication is enabled, you will be prompted for a username and password. Use the username and password set on the File Sharing screen.

Mac OS X v10.4 only: An authentication window opens. If you set authentication (password) on the File Sharing screen, type the username and password in the window. If you did not set authentication, click **OK** to access the MiFi Share.

3

Accessing MiFi Features

MiFi OS and the MiFi Landing Page (http://att.mifi)
Settings
Wi-Fi Configuration
Internet Configuration
Router Configuration
System Configuration

MiFi OS and the MiFi Landing Page (http://att.mifi)

The MiFi OS is part of your MiFi device. It's a web interface you can log in to that contains customizable widgets with frequently-used information, as well as the means to log in and change the MiFi settings.

Guest Access and Admin Access

The **MiFi Landing Page** has two modes: guest and admin. The guest **MiFi Landing Page** has a limited amount of information that anyone can access. The admin **MiFi Landing Page** has full access to all of the MiFi device settings. If you do not log in, you can only see information for guest users. See Log In to the MiFi Landing Page (att.mifi) on page 14.

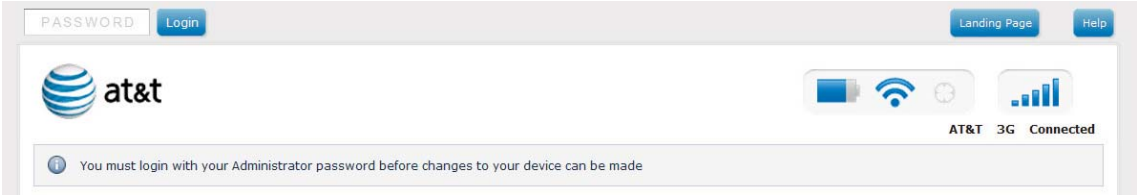
An important difference between guest settings and admin settings is that when a guest changes a setting, the setting is stored in the guest's browser on the computer used at the time. When an admin logs in to the website with the admin password, those changes are stored on the MiFi device itself and apply to any computer or browser.

MiFi Landing Page Navigation Bar

The navigation bar is at the top right of the browser interface. These buttons are dynamic according to the page you visit.

The following images are some examples of the navigation bar:

- The navigation bar prior to logging in.



  - When you log in as a guest user in the Home page, a Guest user alert appears, informing you of your guest status and limited MiFi access.
  - Settings — takes you to the guest **MiFi Landing Page Settings** page. See Settings for Guest Users on page 29.
  - Administration — takes you to the guest **Home** page. See Home Menu on page 30.
  - Login — opens a login field to log in to the admin part of the **MiFi Landing Page**. See Log In to the MiFi Landing Page (att.mifi) on page 14.
  - Help — opens the Help system.

- The navigation bar after you log in, but before you go to the admin user Settings section.

NOTE If a microSD or microSDHC card is inserted into your MiFi device, the microSD icon will also appear in the Status bar.

  - Settings — takes to you the **Settings** page. See Settings for Admin Users on page 29.
  - Administration — takes you to the MiFi Administration section. See MiFi Administration Menu Bar on page 30. Logout closes your access to the admin part of the site and returns you to the guest part of the site
  - Help — opens the Help system.
- The navigation bar in the admin user Settings section.

  - MiFi Landing Page — returns you to the admin **MiFi Landing Page**. See MiFi Landing Page for Admin Users on page 27.
  - Logout — closes your access to the admin part of the site and returns you to the guest part of the site.
  - Help — opens the Help system.

Status Icons

Below the Navigation Bar, at the top right corner of the window, icons indicate the device status. Some of these icons might not be accessible to guest users.

	SMS messaging; this icon is an active link to SMS message information
	Battery life; this icon indicates the amount of battery life remaining, and also indicates when the device is connected to power. It is an active link to the **Power Management Page**.
	A microSDHC or microSD card is inserted. It is an active link to the card's information.
	Wi-Fi is active. It is an active link to the **Wi-Fi Page**.
	GPS status; this icon indicates whether the device has a GPS fix or not, and also indicates when the device is searching for a GPS fix. It is an active link to the **GPS Page**.
	Mobile Broadband network signal strength.
Disconnect	Click this button to connect to or disconnect from the Mobile Broadband network.

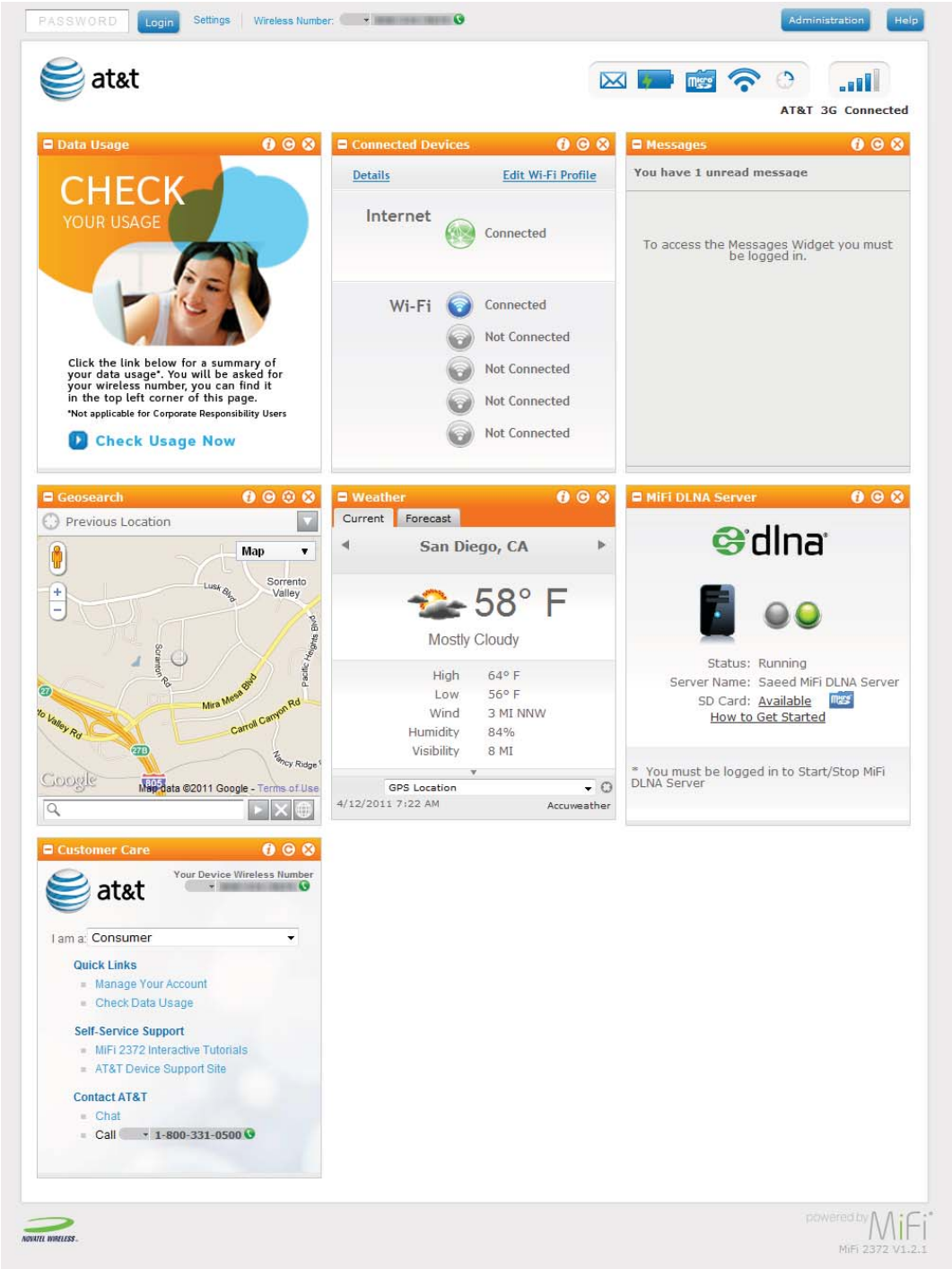
The appearance of each icon varies according to the current device status.

MiFi Landing Page for Guest Users

The **MiFi Landing Page** is the page you see when you first connect to your MiFi device with your browser when you go to http://att.mifi (alternatively, http://192.168.1.1).

The **MiFi Landing Page** is where guests can see and interact with widgets. See Widgets on page 28. They can drag and drop widgets around the screen and arrange them as they like; each guest's browser stores the widget locations. Generally some widget settings are limited or not available to guests.

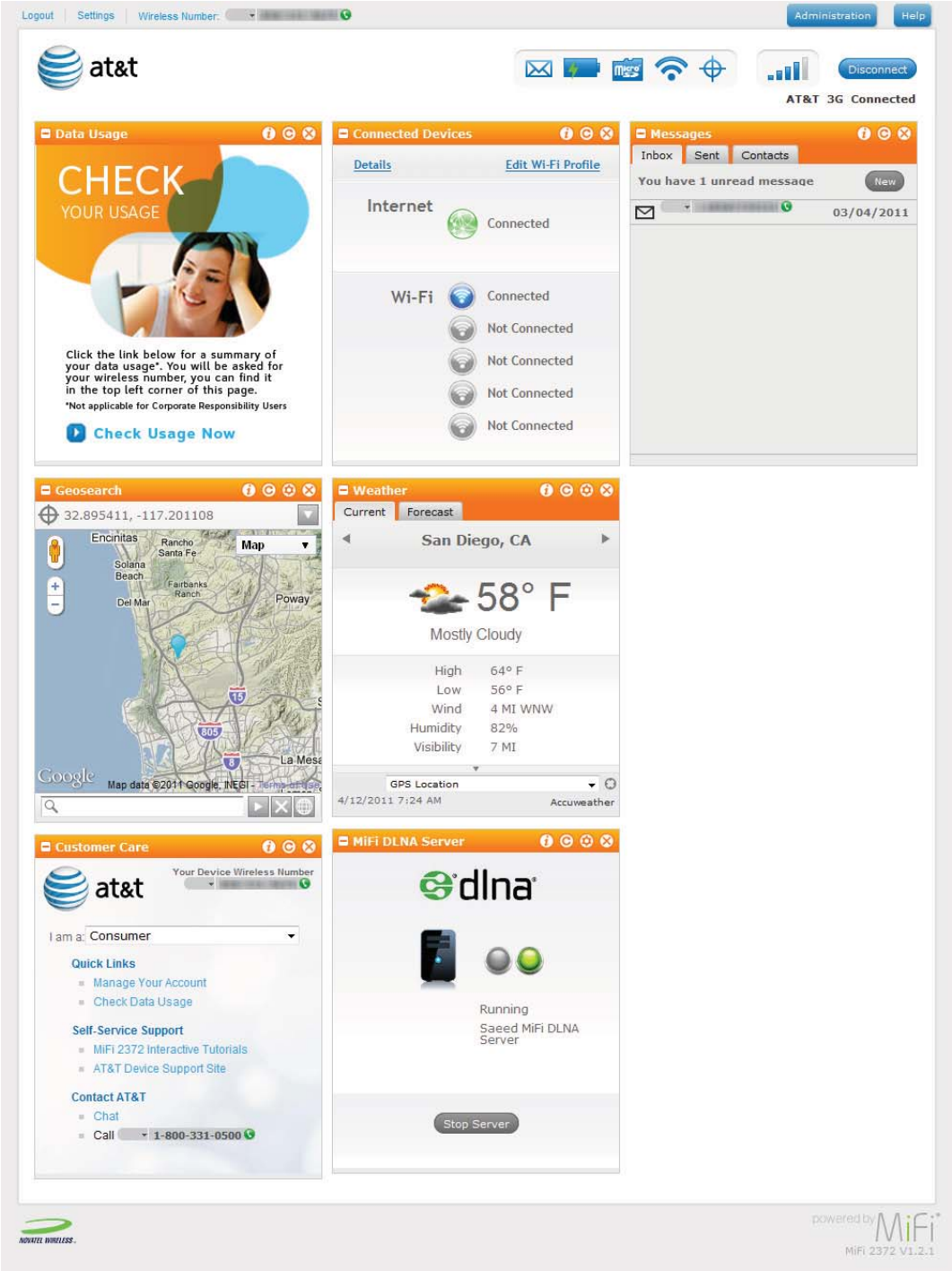
The following graphic shows the guest **MiFi Landing Page**, accessible when you are a guest user. The widgets are customizable on the guest **MiFi Landing Page Settings** page.



MiFi Landing Page for Admin Users

The **MiFi Landing Page** differs depending on whether you are logged in. The first page you see when you go to http://att.mifi (alternatively, http://192.168.1.1) is a public page for guests. To see the admin **MiFi Landing Page** with the ability to permanently change the settings, you must log in. See Log In to the MiFi Landing Page (att.mifi) on page 12.

The following graphic shows the admin **MiFi Landing Page**, accessible when you are logged in. The widgets are customizable on the **MiFi Landing Page Settings** page.



Widgets

Widgets are little programs that give you information really quickly. For example, your MiFi device can give you the weather where you are right now or anywhere in the world. Another example is a widget that can help you track your data usage and visibly show how much data you have left this period.

The example pages shown in this guide include widgets for Data Usage, Connected Devices, Messages, Geosearch, Weather, MiFi DLNA® Server, and Customer Care. These widgets might or might not be part of your device's **MiFi Landing Page**, and are examples of typical widget types. Some widgets use Internet data and require a connection to the Internet (such as Weather). Other widgets get data from the device itself (such as Data Usage).

You can collapse a widget by clicking the bar at the top of the widget. The icons in the bar at the top of the widget provide additional functionality.

This icon provides more information about the widget.

This icon refreshes the widget content.

This icon opens the Settings pane. You can update the settings for the widget. Guest users might not see this icon, and if so do not have access to the Settings pane.

This icon closes the widget and removes it from the MiFi Landing Page. You can re-add widgets from the **MiFi Landing Page Settings** page.

While some widgets work with the device itself and store information on the device, most widgets work best when you have an active Internet connection.

Using the MiFi DLNA Server

By default, the MiFi DLNA Server is stopped when you first turn on your MiFi device. To start the DLNA Server, log into the MiFi Landing Page using your Administration password, and then press the **Start Server** button.

To enable the MiFi DLNA Server to start automatically, you can edit the default DLNA settings by clicking the **Gears** icon in the upper right corner of the DLNA widget.

The MiFi DLNA server automatically creates a new folder on your microSD card called **dlna.** The dlna folder contains subfolders for storing audio, video, and image files. Simply place the media files you wish to stream over DLNA into the appropriate folder.

- Pictures — JPG and JPEG format files should be placed in the **Images** folder.
- Music — MP3 format files should be placed in the **Audio** folder.
- Movies and Video — MPEG and MP4 format files should be placed in the **Video** folder.

Turn on your Wi-Fi-enabled and DLNA-compatible DVD or Blue-ray® player, game console, television, tablet, mobile device, computer, audio video system, digital frame or home theater device. Connect over Wi-Fi to the MiFi device. Use your DLNA-capable device to access the files on your removable memory storage card, and enjoy your content, hassle-free.

Settings

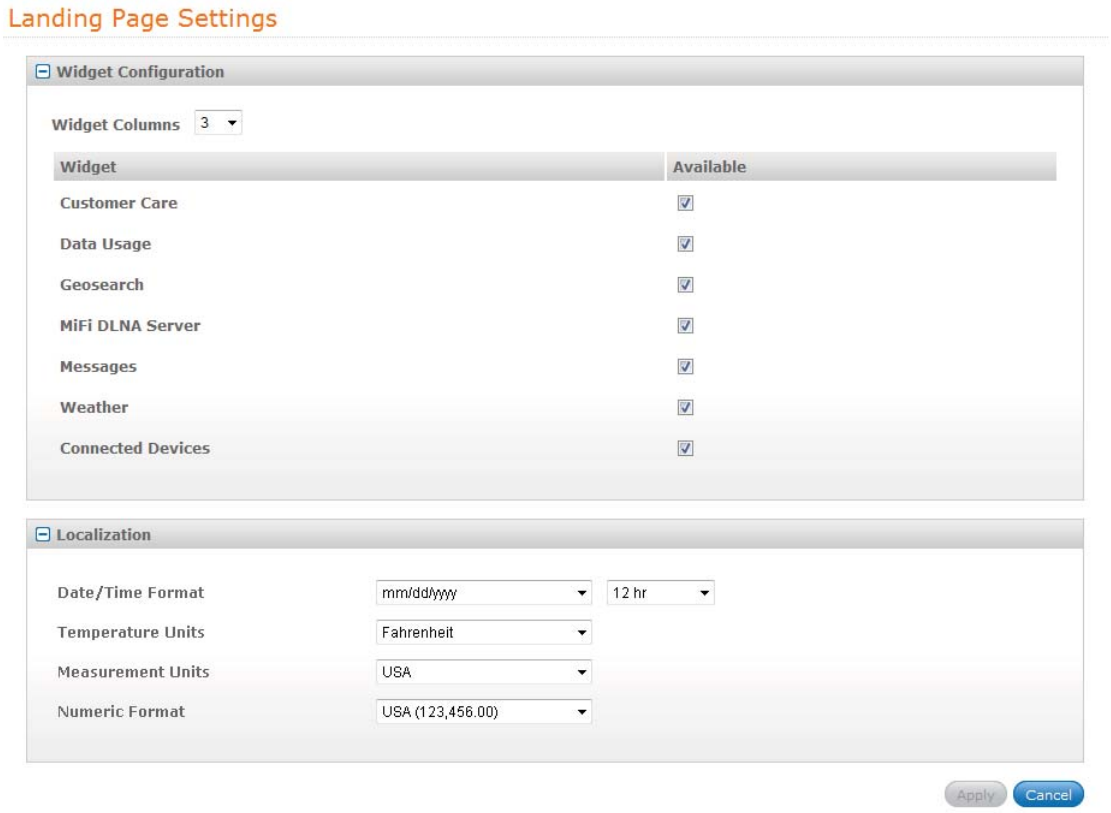
You can configure and customize your MiFi device.

Settings for Guest Users

Guest users can modify the MiFi Landing Page widgets in the guest **MiFi Landing Page Settings** page accessible from the guest **MiFi Landing Page**. They can also change settings related to where they are in the world, including date and time format, temperature units, measurement units, and numeric formatting.

➤ Click **Settings** in the upper right corner of the guest **MiFi Landing Page**.

The guest **MiFi Landing Page Settings** page opens.



Settings for Admin Users

Admin users can modify much more in the Settings section accessible from the admin **MiFi Landing Page**. The admin **Settings** page looks very different from the guest **Settings** page.

MiFi Administration Menu Bar

The MiFi Administration section contains a menu bar to help you navigate, and includes Home, Applications, Wi-Fi, Internet, Router, and System options.

Except for the Home menu item, each menu bar item has a submenu with several additional items available.

Home Menu

The Home menu item returns you to the **Home** page.

The **Home** page is a basic Internet Connection and Wi-Fi status page. This page looks the same for both guest users and admin users. This is the only page guests can access when they click Administration.

Applications Menu

The Applications Menu allows you to manage Application settings.

This section contains the following information:

- File Sharing
- MiFi Landing Page Settings

Applications Menu Options

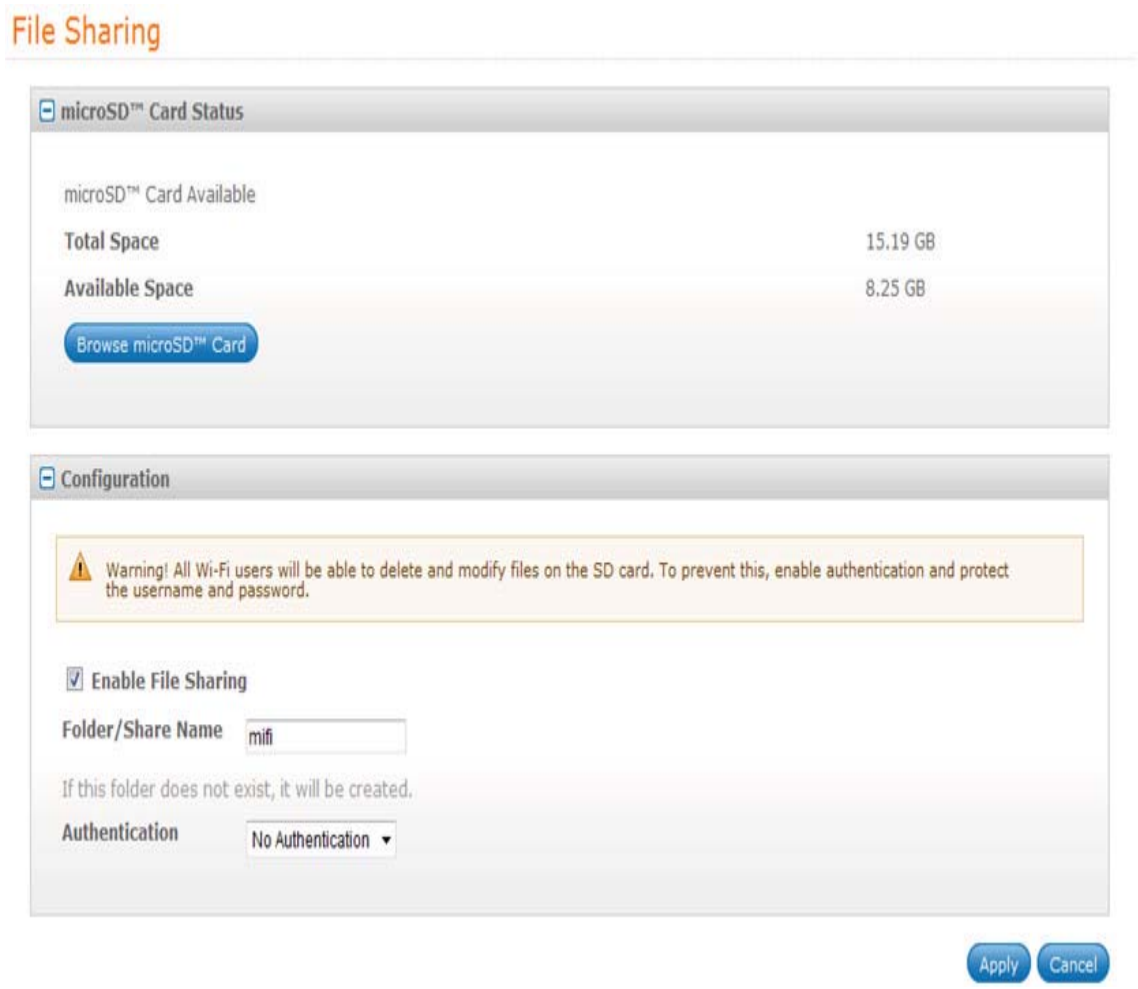
❶ Choose **Applications** from the menu bar.

❷ Select one of the following:

- **File Sharing** — Make it possible to share the files on the inserted microSDHC card.
- **MiFi Landing Page Settings** — Control which widgets appear on each of the MiFi Landing Pages.

File Sharing

The **File Sharing** page helps you share the files on an inserted microSDHC card.



From this page you can enable file sharing and see how much free space you have available on the microSDHC card. You can also decide to protect your files with a password or make them available to everyone connected to your MiFi device.

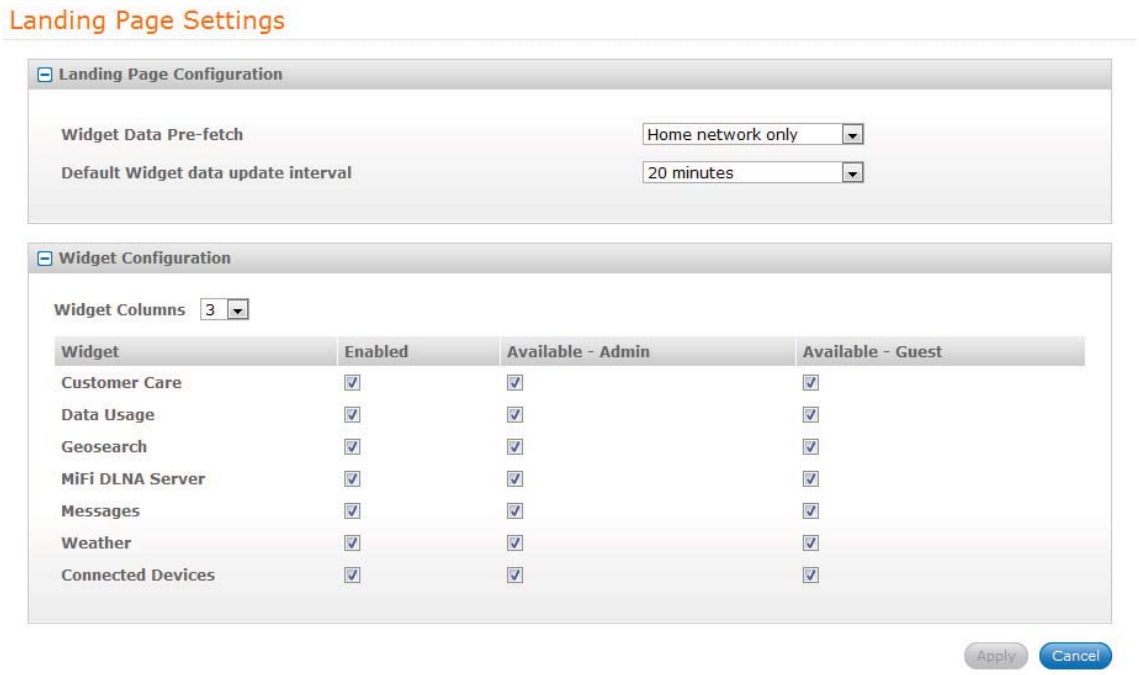
➤ Click **Apply** to save your changes.

For additional information on how to use file sharing on your MiFi device, see Enable File Sharing on Your MiFi Device on page 20.

MiFi Landing Page Settings

The **MiFi Landing Page Settings** page helps you enable or disable widgets and determine which are available to admin users and guest users. Enabled means the widget is turned on but not necessarily visible on the **MiFi Landing Page**. Available means that the user can view the widget on the appropriate **MiFi Landing Page**.

You can configure how often your widgets connect to the network and which widgets appear on the admin **MiFi Landing Page** or the guest **MiFi Landing Page**.



➤ Click **Apply** to save your changes.

Wi-Fi Configuration

The Wi-Fi menu allows you to work with profiles, set up a temporary hotspot, set MAC filters, and view status information for the Wi-Fi network.

This section contains the following information:

- Wi-Fi Status
- Wi-Fi Profiles
- MAC Filter
- Wi-Fi Settings

Wi-Fi Menu Options

❶ Choose **Wi-Fi** from the menu bar.

❷ Select one of the following:

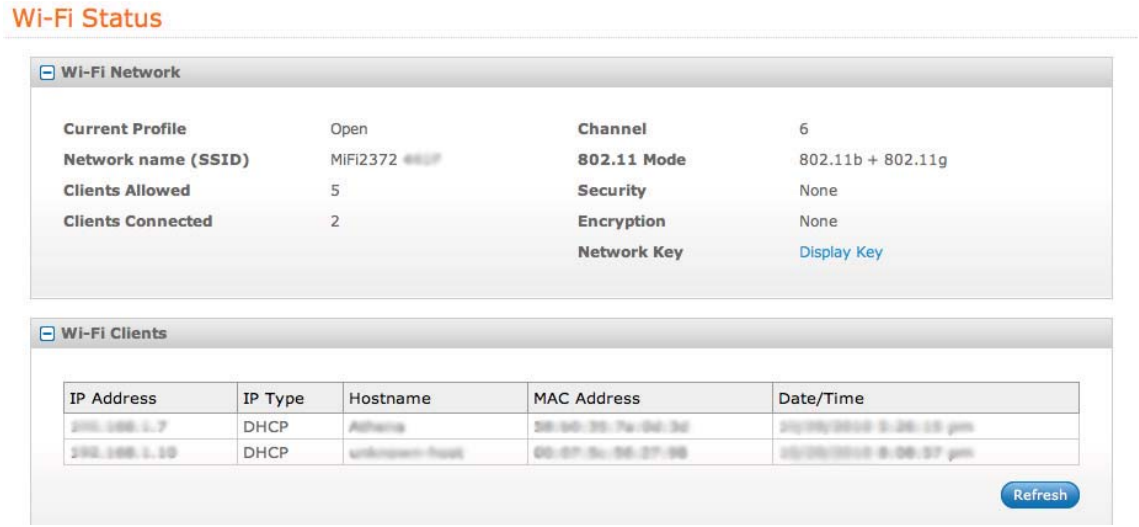
- **Status** — View profile information and see who is connected to the device. You can also retrieve your network key from this page.
- **Profiles** — View or change settings for your Secure profile or to set up a Temporary Hotspot.
- **MAC Filter** — Allow only certain devices to connect to your MiFi device.
- **Settings** — Enable or disable broadcasting the network name.

Wi-Fi Status

The Wi-Fi Status page provides you with information about your wireless network.

➤ Choose **Wi-Fi** > **Status** from the menu bar.

The **Wi-Fi Status** page opens.



Wi-Fi Network

The Wi-Fi Network section of the **Wi-Fi Status** page provides the following information:

- **Current Profile** — Profile that is currently in use.
- **Network Name (SSID)** — Name of the network (SSID) that you are connected to.
- **Clients Allowed** — Maximum number of clients that are allowed to connect to the device.
- **Clients Connected** — Number of clients that are currently connected to the device.
- **Channel** — Channel that is being used.
- **802.11 Mode** — Current wireless mode.
- **Security** — Security type for the current profile.
- **Encryption** — Encryption for the current profile.
- **Network Key** — The network key (Wi-Fi Key, password, passcode) for the wireless network. (Click the link to show the current connection's network key.)

Wi-Fi Clients

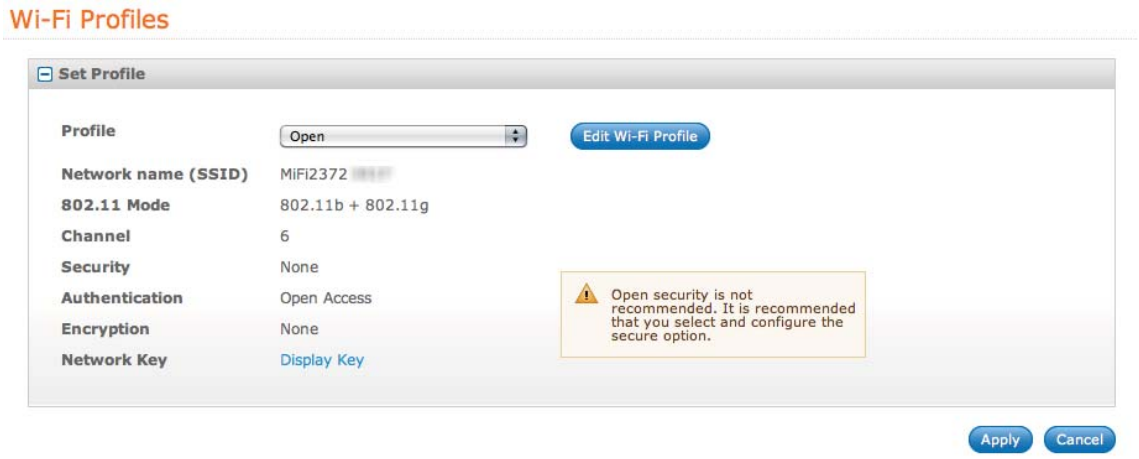
The Wi-Fi Clients section of the **Wi-Fi Status** page lists the other computers or computing devices that are currently connected to your MiFi device. This is another way you can find the MAC address for a particular device when you are setting up MAC filtering.

Wi-Fi Profiles

The **Wi-Fi Profiles** page allows you to configure your secure profile or set up a temporary hotspot.

➤ Choose **Wi-Fi > Profiles** from the menu bar.

The **Wi-Fi Profiles – Set Profile** page opens.



This page provides the following information:

- **Profile** — The profile currently being used. See Choosing a Profile on page 36.
- **Network Name (SSID)** — Name of the network you are connected to. You can change the name to something more descriptive if you want; for example, if there are several MiFi devices in your area you might put your name in the network name; for example, "Sarahs MiFi".
- **802.11 Mode** — The type of wireless networking you are currently using. The available modes are:
  - 802.11g+802.11b
  - 802.11g
  - 802.11b
- **Channel** — The radio channel the device is using. This should be usually set to Auto and left unchanged. Available selections are Auto and 1 through 11.
- **Security** — The type of security the profile is using. This applies to both the Secure and the Temporary Hotspot profiles. See Setting Security on page 37.
- **Authentication** — Locked to Open Access for all profiles.
- **Encryption** — Shows the type of encryption used for the security type.
- **Network Key** — Also known as a Wi-Fi Key or Passcode, and used to access the network. The required format varies by the type of security. If the network key is not visible, click the **Display Key** link to the right.

Choosing a Profile

A profile controls how you connect to the MiFi device. Each profile has a specific purpose, though generally the secure profile is recommended. You can choose one of three Wi-Fi profiles.

- **Secure** — Your pre-configured profile is set to Secure. You can set up an additional profile that also includes the security measures you need to use your device safely.
- **Temporary Hotspot** — This profile allows you set up a temporary hotspot that allows up to five others in your immediate area to securely go online using your device. The temporary hotspot profile has a separate secure, temporary wireless network and password so you don't have to change the Secure profile.
- **Open** — This is a completely unsecure profile that should be **avoided** except during troubleshooting.

➤ Select the profile from the Profile list and click **Apply** to apply the setting or **Edit Wi-Fi Profile** to make additional changes to the profile.

IMPORTANT When you click **Apply** in some profiles, you could change settings that result in re-starting the MiFi device. Be sure you write down the changed network name and/or network key before you click **Apply**.

Setting Security

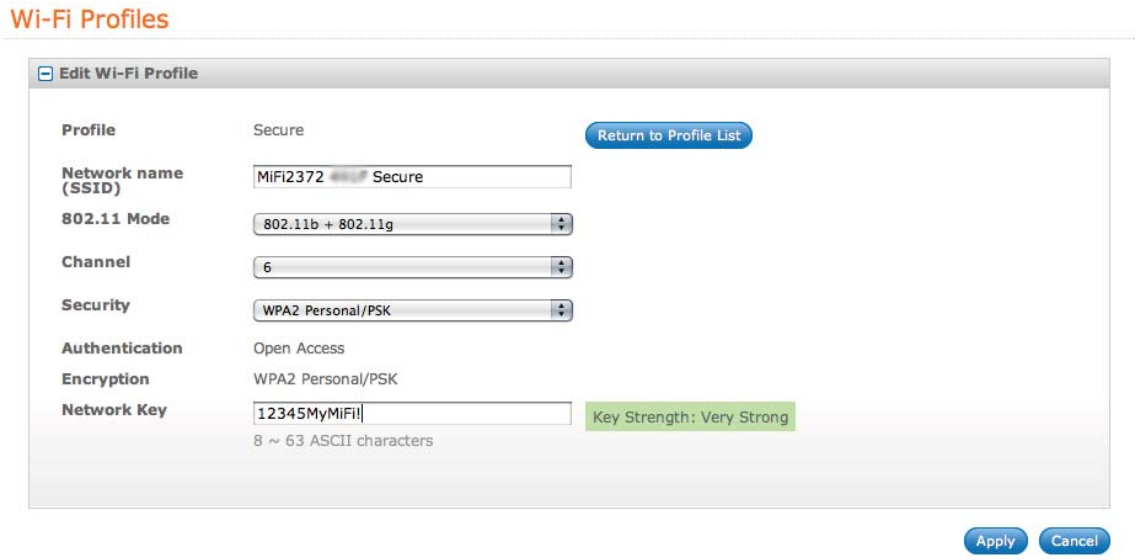
You can only set security for the Secure profile. You can use WEP (64- or 128-bit), WPA, WPA2, or WPA/WPA2 Mixed Mode security.

Tip! Some Wi-Fi clients become confused if the security is changed and the network name is not. If you change security settings and do not get asked for the new network key when you try to reconnect, delete the existing "old" network name from your Preferred Networks list. Then you can reconnect.

IMPORTANT Write down your network key before you click **Apply**.

1. Choose **Wi-Fi > Profiles** from the menu bar.
2. Select the Secure profile and click **Edit Wi-Fi Profile**.

   The **Wi-Fi Profiles – Edit Wi-Fi Profile** page opens.



3. Select a security protocol from the Security list.

   WEP 64 bit is the least secure but the most compatible with other systems. WPA/WPA2 is the most secure but the least compatible with other systems. Choose the most secure protocol that works with the computers and other computing devices you want to connect to your MiFi device.

   The encryption type appears and the number and type of characters required for the network key appear under the Network Key box.

4. Type the network key you want to use in the Network Key box and then click **Apply**.

IMPORTANT Write down your new network key. Your wireless connection will be disabled at this point. You must reconnect with the new settings you just established.

Setting Up a Temporary Hotspot

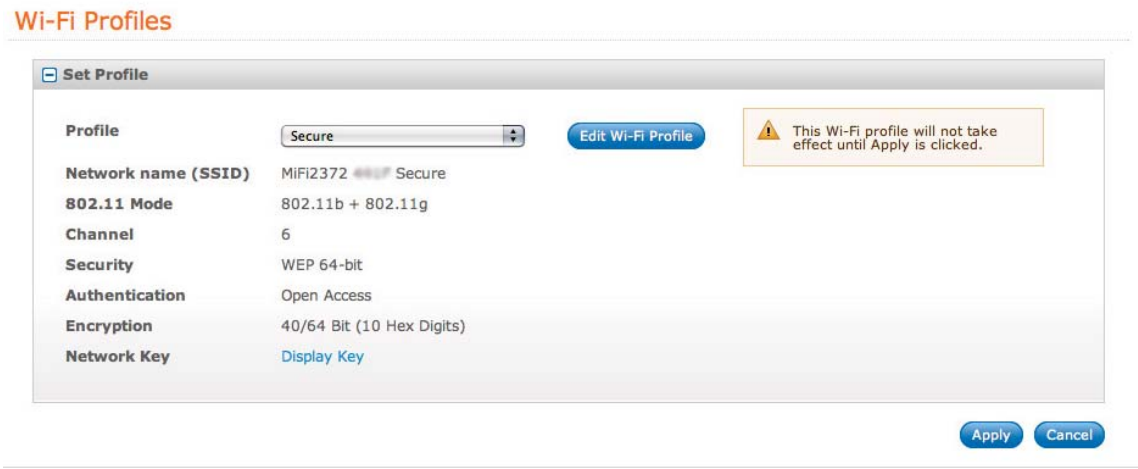
Your MiFi device allows you to set up a temporary network name and network key. This allows you to share your MiFi network securely with friends and colleagues but without changing your regular secure network name and network key.

Your MiFi device can have up to five devices connected to it at any one time.

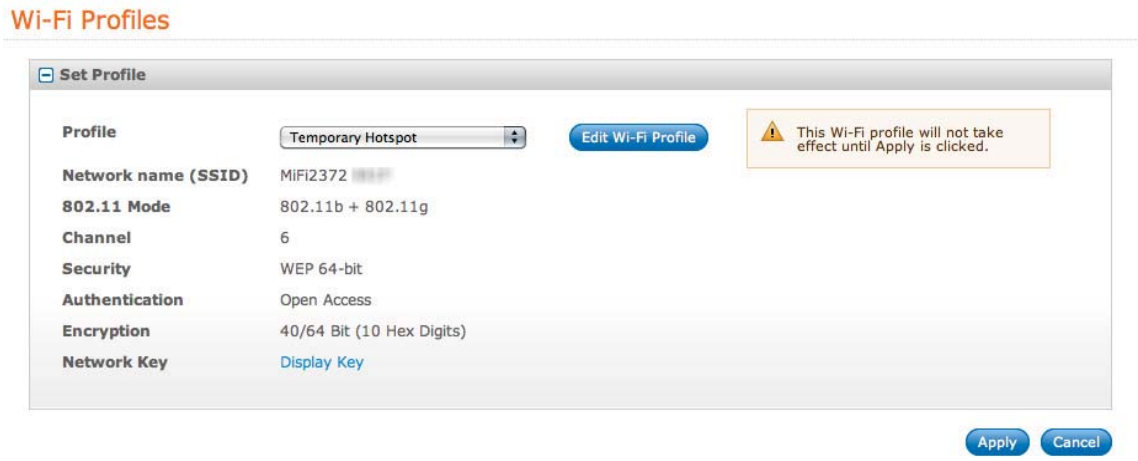
To set up a temporary hotspot:

1. Open your browser, go to http://att.mifi, and then click **Login**.
2. Click **Administration.**
3. Choose **Wi-Fi** > **Profiles** from the menu bar.

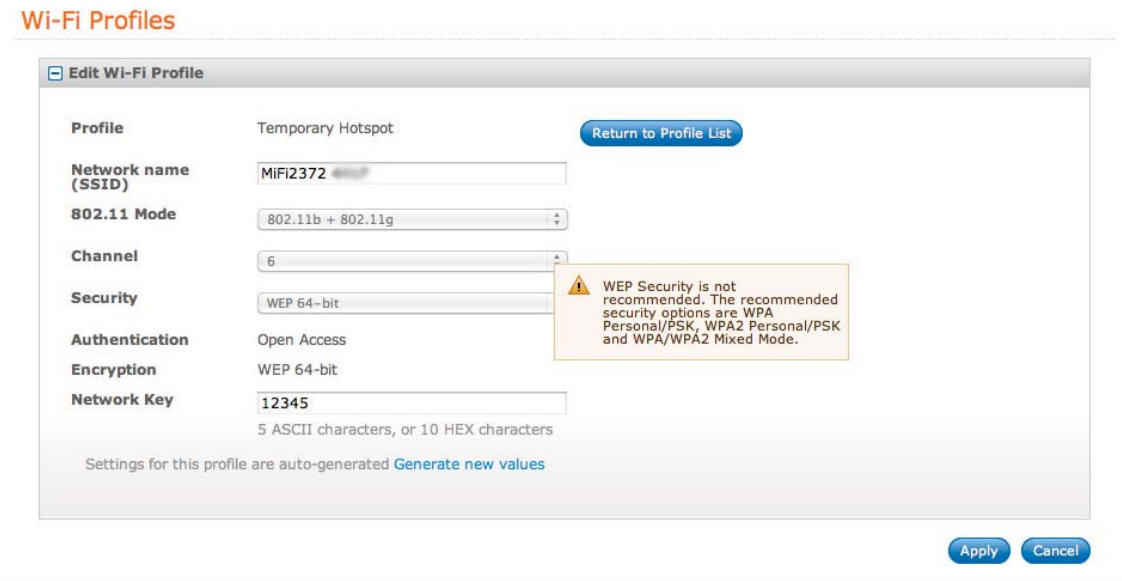
   The **Wi-Fi Profiles – Set Profile** page opens.



4. Choose **Temporary Hotspot** from the Profile list and click **Edit Wi-Fi Profile**.



❺ Optional: Click the **Generate new values** link at the bottom.



The Network Name and Network Key fields change to a new temporary network name (SSID) and network key.

Tip! You can click the **Generate new values** link again to have a different network name and network key generated.

❻ Write down the new network name and network key. In the example, they are "MiFi2372 ####" and "12345".

IMPORTANT You must write down the new network name and network key before you click **Apply**. You need these settings to reconnect to the MiFi device.**Click Apply.**

IMPORTANT Your wireless connection will be disabled at this point. You must reconnect with the new settings you just established.

You can now share the temporary network name and network key with others so they can connect to the device.

Tip! Do not forget to change your profile back to Secure when you are done sharing your temporary hotspot.

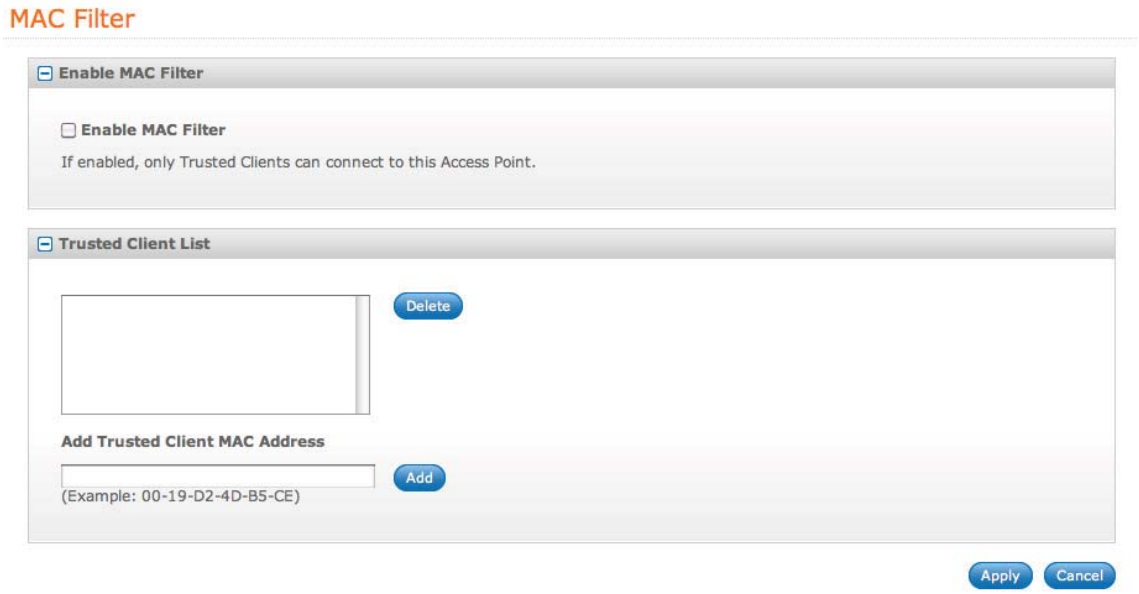
MAC Filter

MAC Filtering allows you to restrict access to your MiFi device to only those devices with a specific MAC address. The MAC address is a unique code specific to a particular piece of hardware such as a network adapter. See Finding the MAC Address on page 40.

IMPORTANT Do not enable MAC filtering unless you have added your own MAC address to the trusted client list. Otherwise you will be unable to access your MiFi device until you use the Master Reset button. See Using the Master Reset Button on page 65.

➤ Choose **Wi-Fi > MAC Filter** from the menu bar.

The MAC Filter page opens.



Finding the MAC Address

The MAC Address is also known as a hardware or physical address for a device, usually a network adapter (such as the wireless adapter or Ethernet adapter in your computer). It consists of six pairs of numbers and letters. The pairs of numbers may be separated by "-" or ":" (for example, 00-21-9B-1C-64-34 or 00:21:9B:1C:64:34).

You can view the MAC address of any device currently connected to your MiFi device in the Wi-Fi Clients section of the Wi-Fi Status page. See Wi-Fi Clients on page 34.

- On a Windows PC, click **Start** > **Run** to open a command prompt. Then type **ipconfig/all**. The MAC address is referred to as the Physical Address.
- On a Mac, click the **Apple (□) Menu** > **System Preferences**, then select **Network**. In the left column, click **AirPort**, then click **Advanced**. The MAC address is the AirPort ID.

IMPORTANT Make sure you get the MAC address for the wireless network adapter and not the Ethernet adapter.

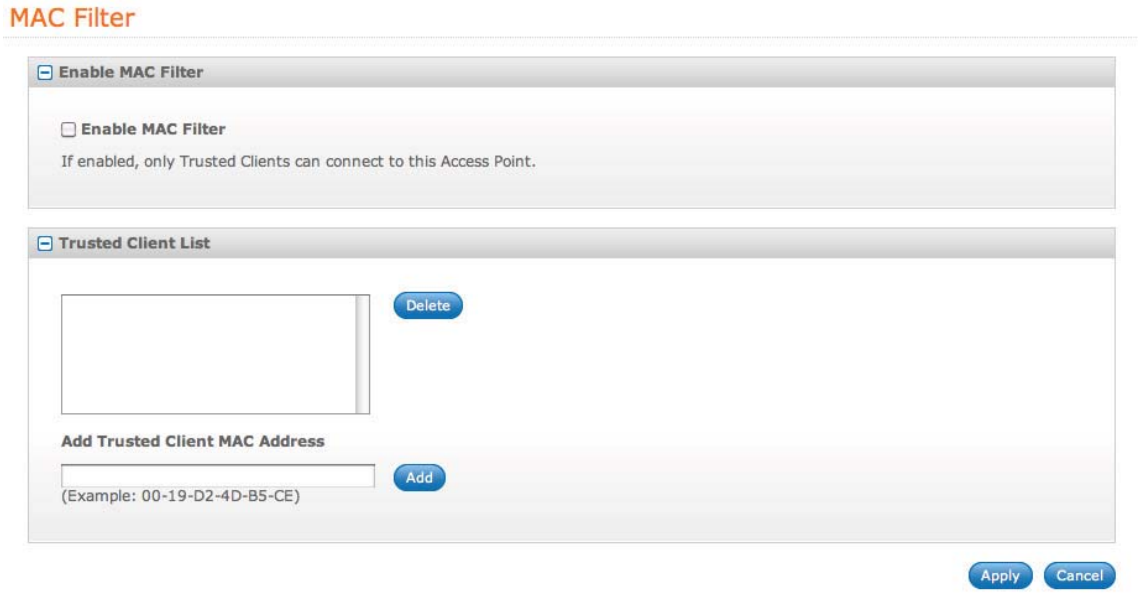
Using the MAC Filter

The **MAC Filter** page allows you to enable or disable MAC filtering and to add or delete MAC addresses from the trusted client list.

IMPORTANT Do not enable MAC filtering unless you have added your own MAC address to the trusted client list. Otherwise you will be unable to access your MiFi device until you use the Master Reset button. See Using the Master Reset Button on page 65.

1. Choose **Wi-Fi > MAC Filter** from the menu bar.

   The **MAC Filter** page opens.



2. Type the MAC address for your computer into the Add Trusted Client MAC Address box and then click **Add**.

   Tip! You can copy and paste your computer's MAC address from the Wi-Fi Clients section of the Wi-Fi Status page. See Wi-Fi Clients on page 34.

3. Optionally, type the MAC address for another computing device into the Add Trusted Client MAC Address box and then click **Add**.

4. Select the **Enable MAC Filter** check box and then click **Apply**.

Wi-Fi Settings

The Wi-Fi Settings page allows you to enable or disable broadcasting the network name.

➤ Choose **Wi-Fi** > **Settings** from the menu bar.

The **Wi-Fi Settings** page opens.

Broadcast Network Name (also known as SSID broadcast) causes the device to send the network name (SSID) out where it can be picked up by nearby computers. This is what you see when you "View Available Wireless Networks" from a Windows PC or click the AirPort menu bar icon on a Mac.

Disabling network name (SSID) broadcasting provides additional security, but you might need to re-enable it if you lose your automatic connection.

➤ Select or deselect the check box to enable or disable broadcasting the network name (SSID) and then click **Apply**.

Internet Configuration

The Internet menu provides status information for your connection to the Internet, allows you to configure your MiFi device, and view information about your MiFi device.

The section contains the following information:

- Internet Status
- Internet Profiles
- Internet Diagnostics
- Internet Settings

Internet Menu

❶ Choose **Internet** from the menu bar.

❷ Select one of the following:

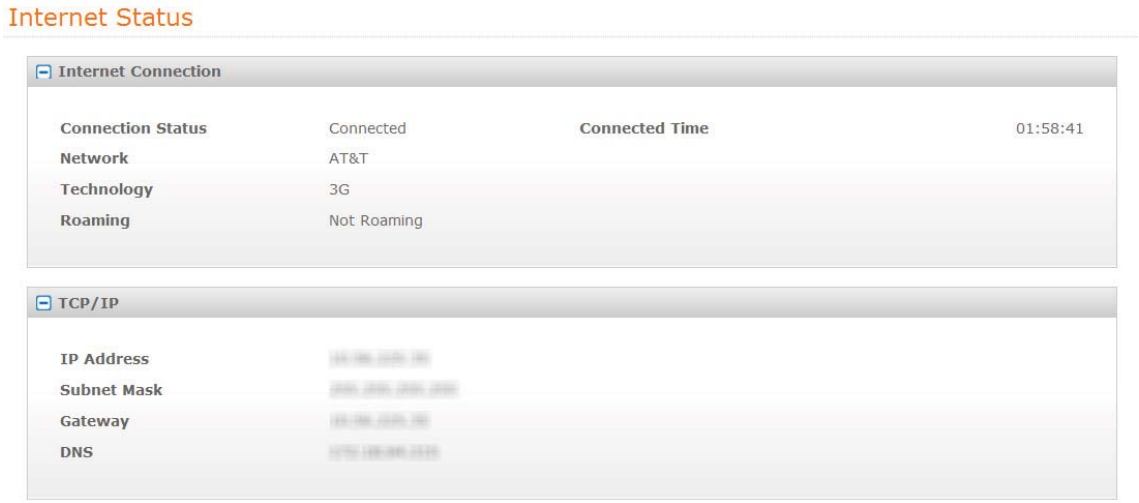
- **Status** — View information about the Internet connection, traffic counters, and TCP/IP information.
- **Profiles** — Configure your MiFi device.
- **SIM** — Lock or unlock the SIM, or change the PIN.
- **Diagnostics** — View the device information and the modem status.
- **Settings** — Allow your MiFi device to automatically connect, allow guests to establish the Internet connection, and determine network technology.

Internet Status

The Internet Status page provides information about the Internet connection.

➤ Choose **Internet** > **Status** from the menu bar.

The **Internet Status** page opens.



Internet Connection

The Internet Connection section gives you the following information:

- **Connection Status** — Connection status
- **Network** — Network connected to
- **Technology** — Network connection technology being used for this connection
- **Connected Time** — The duration of the current connection to the network

TCP/IP

The TCP/IP section gives you the following information about your MiFi device:

- **IP Address** — Local IP address that identifies the device on the network
- **Subnet Mask** — The subnet mask used on this network
- **Gateway** — Gateway IP address
- **DNS** — DNS server IP address

Internet Profiles

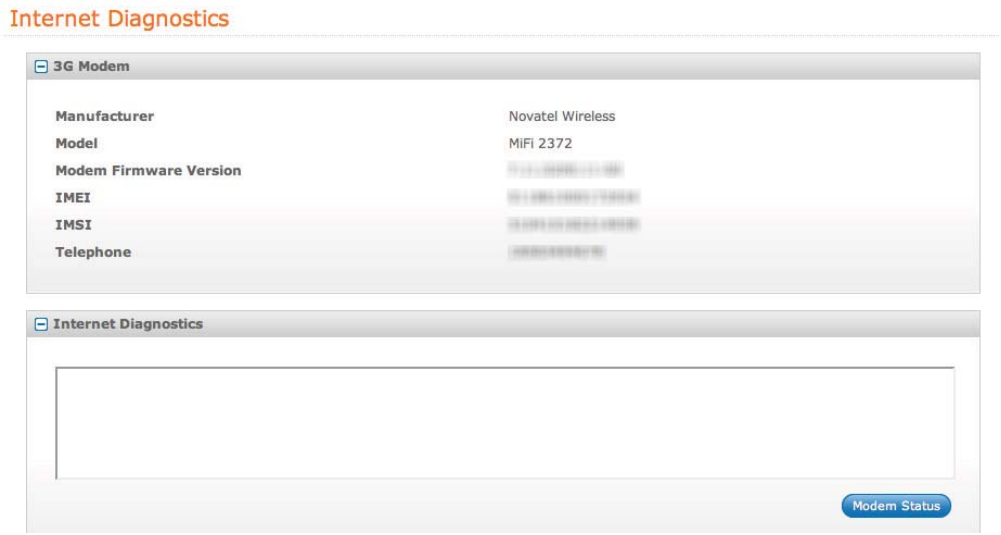
Internet Profiles are for network configuration only. AT&T has two default profiles. A third profile is available for Enterprises with their own APN. Changing these settings is not recommended.

Internet Diagnostics

The Internet Diagnostics page provides status information about your Internet connection and your MiFi device.

➤ Choose **Internet** > **Diagnostics** from the menu bar.

The **Internet Diagnostics** page opens.



3G Modem

The 3G Modem section gives you the following information about your MiFi device:

- **Manufacturer** — Manufacturer of this device
- **Model** — Model name or number of the device
- **Modem Firmware Version** — Current version of the internal software (firmware)
- **IMEI** — The International Mobile Equipment Identity for this modem. The IMEI is a 15 or 17 digit number used to identify an individual mobile station on a GSM or UMTS network. This number is associated with the device and does not change with the SIM card.

Internet Diagnostics

The Internet Diagnostics display area can give you information about your device that can be useful for troubleshooting network problems. It is not intended for use during normal operations.

➤ Click **Modem Status** to view information about the status of the modem.

Internet Settings

The **Internet Settings** page allows your MiFi device to automatically connect, allow guests to establish the Internet connection, and determine network technology.

➤ Choose **Internet** > **Settings** from the menu bar.

The **Internet Settings** page opens.

Connection Options

You can set your MiFi device to automatically connect to the network by selecting **Auto-connect enable**. This automatically connects the MiFi device to the network when a computer or computing device starts a Wi-Fi connection to the MiFi device.

You can also add a Connect / Disconnect button to the guest **MiFi Landing Page** by selecting **Allow Guest users to establish the Internet connection**.

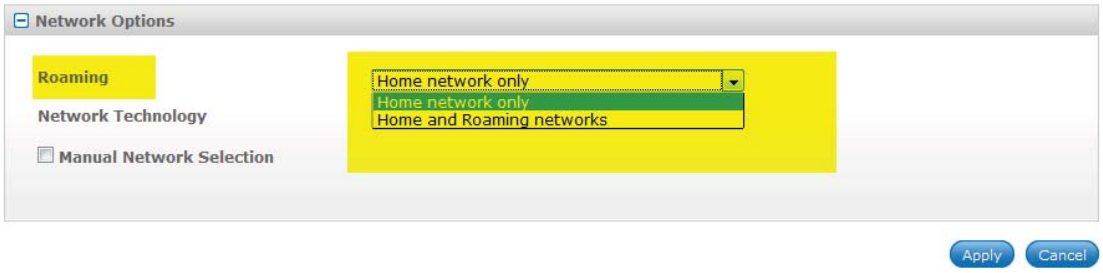
Network Options

You can control your MiFi device's ability to connect to other carriers' networks using the Roaming feature.

Note The Network Options settings cannot be changed while the MiFi device is connected to the network.

Roaming

The Roaming setting allows you to determine how your MiFi device connects to the network while outside of the home network coverage area. This option is only available when you are outside of your home network.



- **Home network only** — Requires the user to login to the Web UI each time and select **connect**.
- **Home and Roaming networks** — After selecting and applying this setting, allows the user to auto-connect even while roaming.

Network Technology

The Network Technology setting determines how your MiFi device accesses the network:

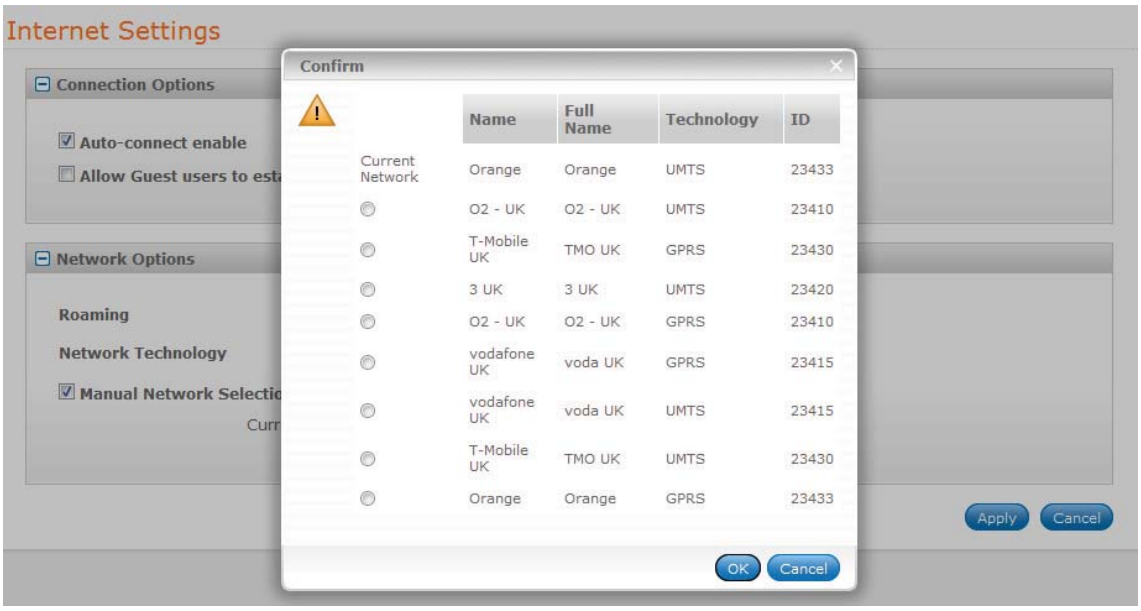
- **Automatic** — It scans for 3G signals first and then looks for GPRS/EDGE signals if it cannot locate 3G.
- **GPRS/EDGE Only** — It only looks for GPRS or EDGE signals.
- **3G Only** — It only looks for 3G signals.

➤ Select the network technology and then click **Apply**.

Manual Network Selection

Check this box to manually select your mobile broadband network. A confirmation window will open while the MiFi device is detecting the available networks.

❶ Click **Select** network to display a list of available networks. Choose your preferred network and click **OK**.



❷ A warning message regarding international data roaming charges displays for network connections outside of the U.S., Puerto Rico and U.S.V.I. Click **Connect** to continue connecting to your selected network and accept any additional roaming charges.

Router Configuration

The Router Menu has options that allow you to configure traffic through your MiFi device.

The section contains the following information:

- Port Filtering
- Port Forwarding
- TCP/IP
- Router Settings

Router Menu

❶ Choose **Router** from the menu bar.

❷ Select one of the following:

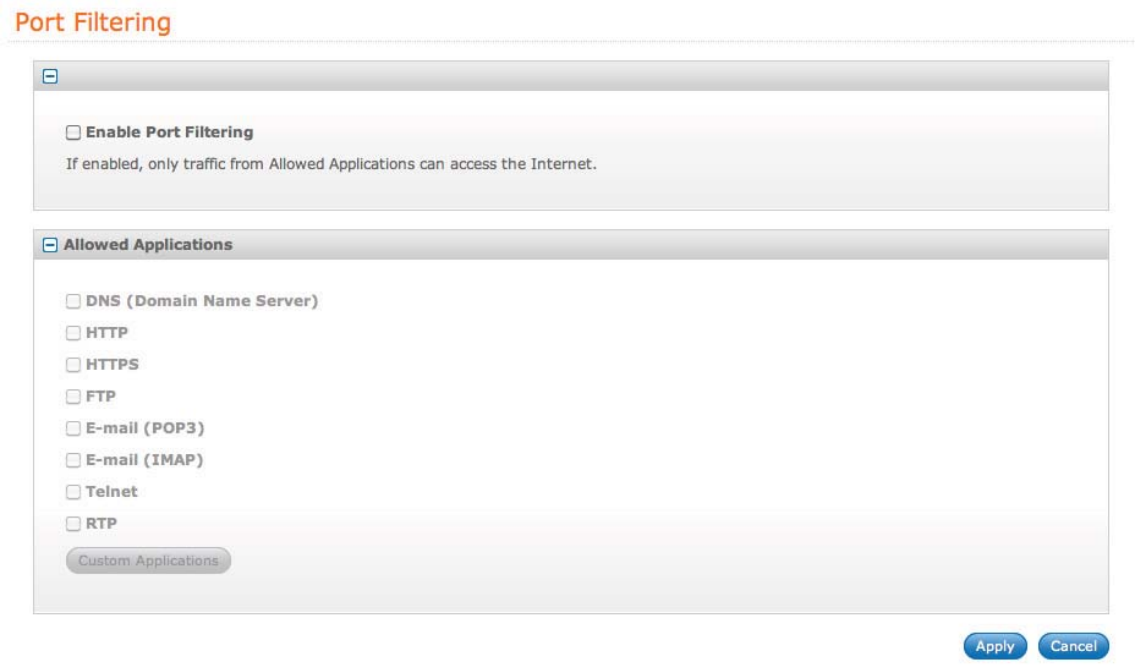
- **Port Filtering** — Create a list of applications that are allowed to access the Internet.
- **Port Forwarding** — Create a list of applications that are allowed to access your computer from the Internet. You might use this if you have an FTP server on your system or play certain online games.
- **TCP/IP** — See your MiFi device IP address and MAC address.
- **Settings** — Enable DHCP and VPN passthrough.

Port Filtering

Port Filtering allows you to enhance the security of your system by only allowing certain applications to reach the Internet.

➤ Choose **Router** > **Port Filtering** from the menu bar.

The **Port Filtering** page opens.



This page allows you to enable Port Filtering, select common applications to allow access to the Internet.

To set port filtering for standard applications:

1. Choose **Router** > **Port Filtering** from the menu bar.
2. Select the **Enable Port Filtering** check box.
3. Select the check boxes for the applications you want to allow access to the Internet.
4. Click **Apply**.

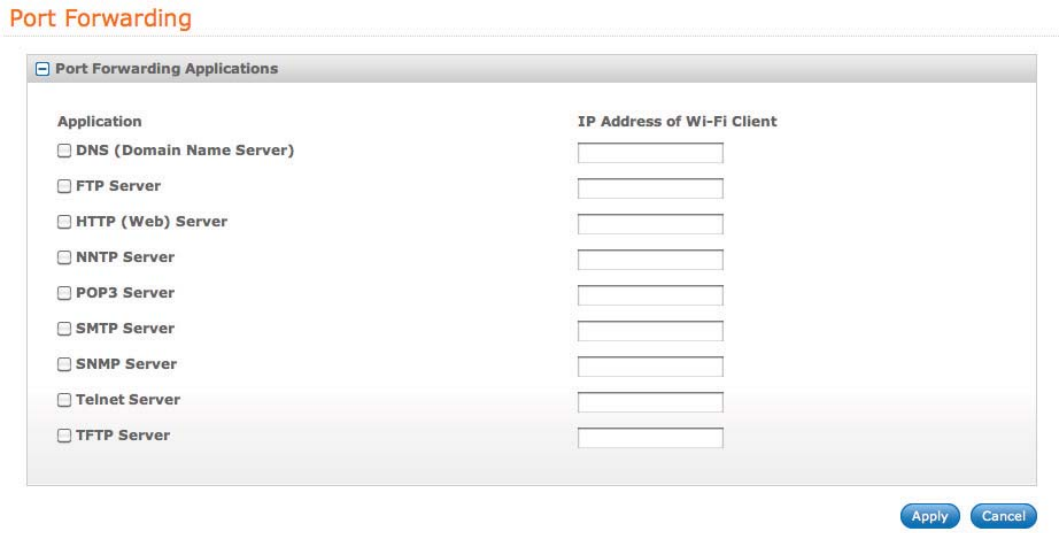
Port Forwarding

Incoming traffic from the Internet is normally prevented by a firewall from reaching devices on your local wireless network. Use port forwarding to allow Internet users to reach any server you are running on your computer, such as an FTP server. Also, some online games require incoming access to work properly.

IMPORTANT You need to set up static IP addresses on your network for each device that has an application you want to forward to.

➤ Choose **Router** > **Port Forwarding** from the menu bar.

The **Port Forwarding** page opens.



Port Forwarding Page

This page allows you to enter the local static IP address for each application that you want to receive traffic from the Internet.

❶ Select the check box for the application you want to enable.

❷ Type the local static IP address of the device hosting the application in the **IP Address of Wi-Fi Client** field.

❸ Click **Apply**.

IMPORTANT Port forwarding creates a security risk and should be disabled when not required.

TCP/IP

The TCP/IP page allows you to view the IP address and the MAC address for your MiFi device.

➤ Choose **Router > TCP/IP** from the menu bar.

The TCP/IP page opens.

This page gives you the following status information about your device:

- **IP Address** — The address that identifies the MiFi device on the network
- **Subnet Mask** — The standard address for the MiFi device subnet.
- **MAC Address** — The physical address or hardware address of your MiFi device.
- **DHCP Address Range** — The range of IP addresses assigned by the MiFi DHCP server.

Router Settings

The Router Settings page allows you to enable DHCP and allow VPN passthrough.

➤ Choose **Router > Settings** from the menu bar.

The **Router Settings** page opens.

DHCP Server enable

The DHCP Server allows the device to automatically assign a local IP address to a new device joining your network (such as a wireless printer or another computer). Without the DHCP Server enabled, you have to assign static IP addresses to all devices on your network.

➤ Select or deselect the check box to enable or disable the DHCP server and then click **Apply**.

VPN Passthrough enable

VPN Passthrough is required if you want to connect to a Virtual Private Network (VPN). Typically this is used by companies to connect from other networks to secure private networks (such as connecting from home to your office).

➤ Select or deselect the check box to enable or disable VPN Passthrough and then click **Apply**.

System Configuration

The System Menu gives you access to settings and features that affect your MiFi device as a whole.

The section contains the following information:

- System Status
- Backup
- Software Update
- Power Management
- Password
- System Settings

System Menu

❶ Choose **System** from the menu bar.

❷ Select one of the following:

- **Status** — View information about your device.
- **Backup** — Back up your MiFi settings.
- **Software Update** — Update the MiFi widget software.
- **Power Management** — Set power-saving modes.
- **Password** — Change the administrative password.
- **Settings** — Change the interface language, and change the date and time formats.

System Status

The System Status page provides you with information about your MiFi device.

➤ Choose **System** > **Status** from the menu bar.

The **System Status** page opens.

System Information

System Information includes the following:

- **Manufacturer** — Novatel Wireless
- **Model Number** — MiFi 2372
- **Serial Number** — The serial number of your MiFi device.
- **Access Point Firmware Version** — The version of the firmware used to control the MiFi's hotspot function.
- **Router Firmware Version** — The version of the firmware used to control the MiFi's router function.
- **Modem Firmware Version** — The version of the firmware used to control the MiFi's modem function.
- **Kernel Version** — The version of the MiFi device operating system source code.
- **SDK Version** — The version of the software development kit used to develop for the MiFi device.
- **Web User Interface Version** — The version of the MiFi Settings Web UI.
- **User Agent Version** — The version of the background software.

Restart/Reboot

You can restart your MiFi device from this page.

➤ Click **Restart/Reboot** to reset your MiFi device (as if you turned the power off, and then on again).

IMPORTANT Your Internet and Wi-Fi connections will be lost and you will have to reconnect.

Reset to Factory Defaults

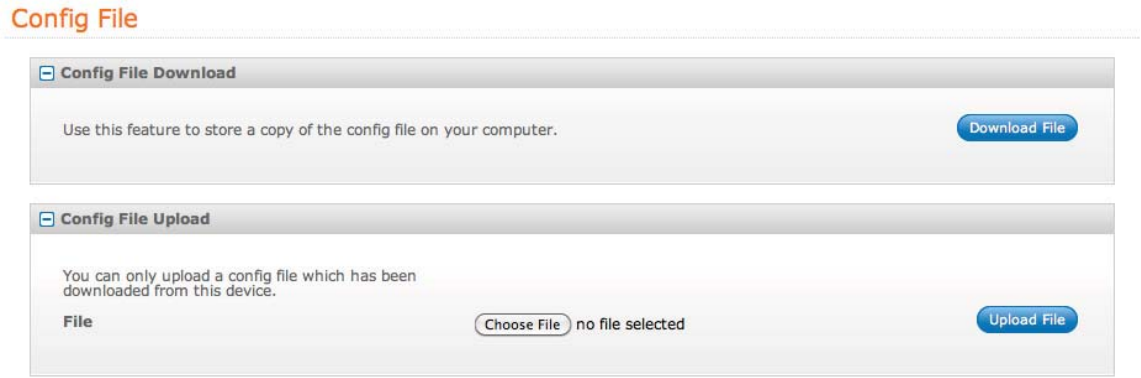
➤ Click **Reset to Factory Defaults** to set all settings back to factory settings.

IMPORTANT

- Your Internet and Wi-Fi connections will be lost and you will have to reconnect.
- In addition, you will have to re-configure any custom profiles.

Backup

You can download a copy of the configuration (config) file to your computer.



Config File Download

This backs up all of your MiFi settings, including your passwords. This is useful if you make changes to your MiFi settings and later want to revert back to your previous settings.

➤ Click **Download File** to download the config file to your computer.

Config File Upload

The config file can only be used with the MiFi device from which it was downloaded.

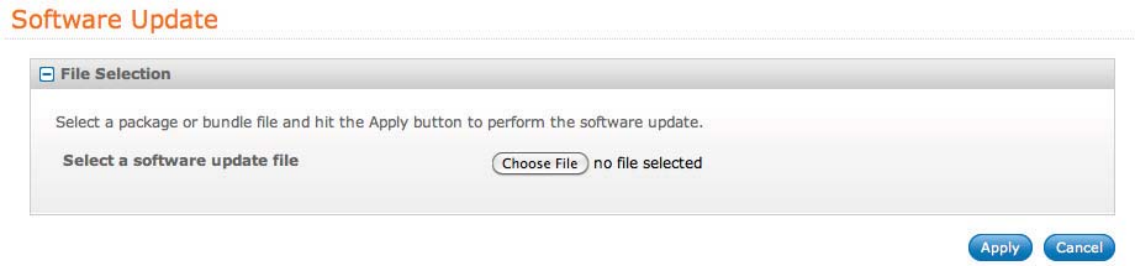
➤ Click **Upload File** to upload a previously-downloaded config file from your computer to your MiFi device.

Software Update

The Software Update page allows you to upload a package or bundle file to update your widget software.

➤ Choose **System** > **Software Update** from the menu bar.

The **Software Update** page opens.



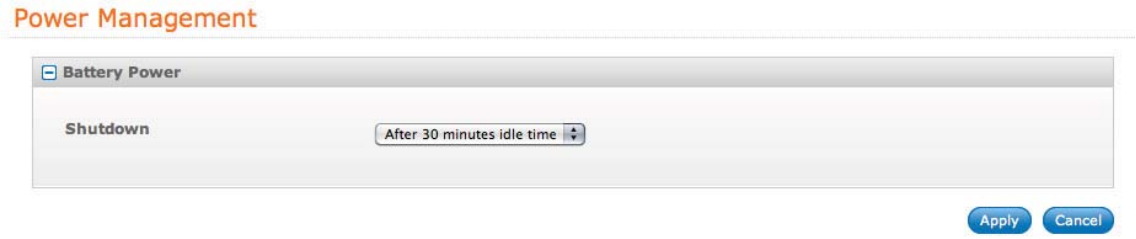
➤ Click **Choose File** to upload a software update file.

Power Management

Your MiFi device can turn itself off after a specified time (30 minutes by default), if no clients are connected to it through Wi-Fi. The Power Management page allows you to set the timing for when your MiFi device turns itself off.

❶ Choose **System** > **Power Management** from the menu bar.

The **Power Management** page opens.



❷ Select when you want your MiFi device to turn off when it is not connected to Wi-Fi and is also running on battery power, and then click **Apply**.

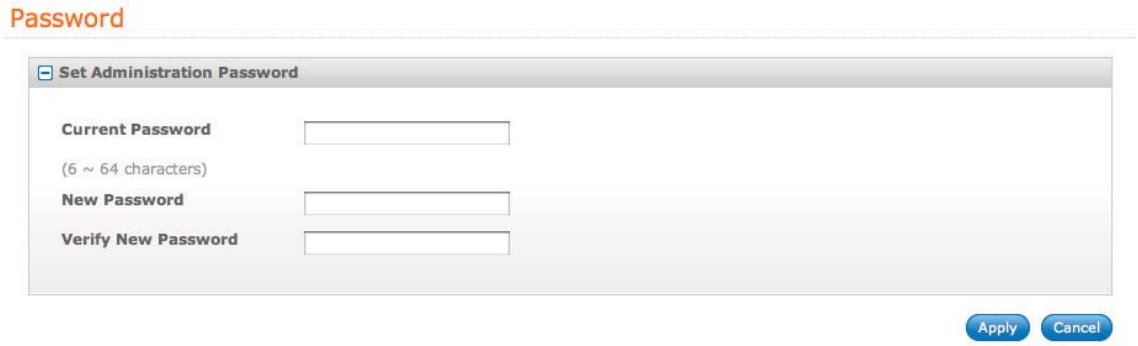
The options range from Never to 60 minutes.

Password

The Password page allows you to change the administrative password that gives access to the browser interface.

➤ Choose **System** > **Password** from the menu bar.

The **Password** page opens.



This page allows you to create a new administrative password.

❶ Type your current password in the Current Password box.

❷ Enter the new password (it must have 4 to 64 characters) in the New Password box and again in the Verify New Password box.

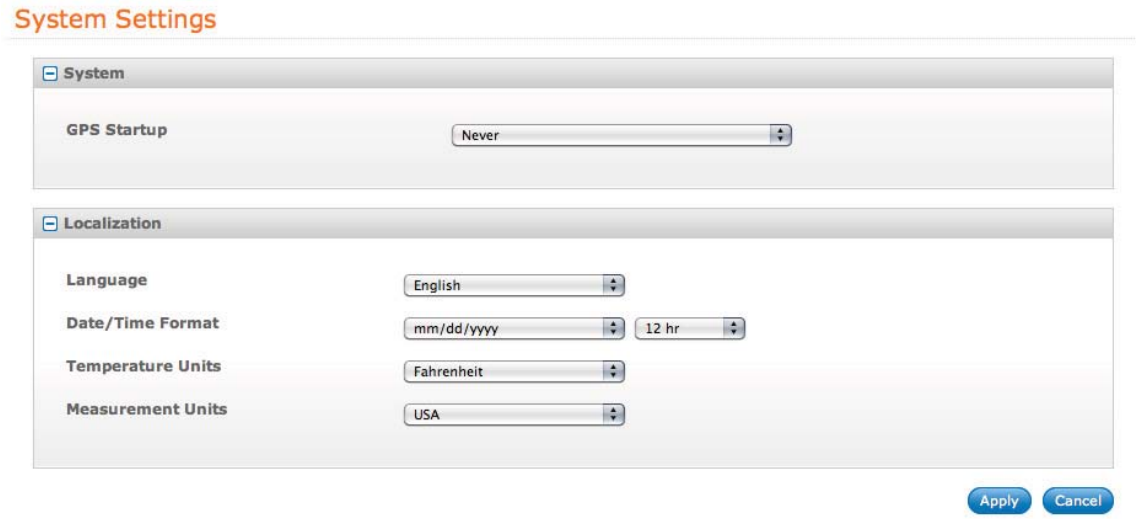
❸ Click **Apply.**

System Settings

The System Settings page allows you to change when the GPS starts up, and also the browser interface localization settings.

➤ Choose **System** > **Settings** from the menu bar.

The **System Settings** page opens.



GPS Startup

You can determine when GPS service starts. To turn on the GPS, select an option from the drop-down list and GPS automatically turns itself on accordingly. Turning on the GPS can affect battery life.

- **Never** — The GPS does not turn on.
- **On power up** — The GPS turns on whenever the MiFi is on. This uses the most battery life.
- **On Wi-Fi client connection** — The GPS turns on whenever a computer or other computing device connects to the MiFi device Wi-Fi network.
- **On client connection to MiFi UI** — The GPS turns on whenever a computer or other computing device connects to the MiFi Landing Page.

Localization

This section allows you to set the language, date and time format, temperature, and measurement units.

1. Select the language you want to use from the list.
2. Select the Date/Time format you want to use from the list.

   You can choose between 24- and 12-hour time display and European (dd/mm/yyyy) and U.S. (mm/dd/yyyy) date formats.
3. Select the Temperature units you want to use from the list.
4. Select the Measurement units you want to use from the list.
5. Click **Apply.**

4

Troubleshooting

Overview
Common Problems and Solutions
Using the Master Reset Button

Overview

When properly set up, your MiFi device is a highly reliable product.

- Ensure that you are in the coverage area.
- Ensure you have an active subscription plan.
- Ensure the SIM card is correctly installed.
- Restarting your computer and your MiFi device can resolve many issues.
- Ensure the battery is fully charged.

IMPORTANT Before contacting support, be sure to restart your computer and restart your device.

Common Problems and Solutions

Before you read on, all of the steps mentioned here are given in more detailed form elsewhere in the user guide. When a reference is given, click the link to go to the more detailed information.

The following are some common problems and solutions.

I get a "No service is available" or a "Limited or No Connectivity" message.

- ➤ Ensure that you are in the coverage area.
- ➤ Ensure you have an active rate plan.
- ➤ Ensure the SIM card is correctly installed.
- ➤ Restarting your computer and your MiFi device can resolve many issues.
- ➤ If you are inside a building or near a structure that might block the signal, change the position or location of the device. For example, try moving your MiFi device close to a window.

The device has no power.

The LED indicator is off and does not come on when the Power button is pressed.

- ➤ Ensure the battery is properly seated in the device.
- ➤ Ensure the battery is fully charged. Plug in the A/C charger for at least four hours.

I forgot my password.

- ➤ You can reset the device to factory defaults using the master reset button. See Using the Master Reset Button on page 65.

I cannot connect to my MiFi device.

❶ Make sure the Wi-Fi LED is on.

If the LEDs are not on, check your battery or power cord.

❷ Make sure your Windows PC wireless / Mac AirPort is turned on. (Check your computer's Help if you need assistance.)

❸ Open your wireless network connection list.

- **Windows**: Right-click the wireless icon and select **View Available Networks**.
- **Mac**: Click the AirPort icon in the menu bar and pull down the list of networks.

❹ Select the MiFi network name.

Windows: Click **Connect**.

Mac: Connects automatically after you select the network name.

When your computer is connected to your MiFi device, the Wi-Fi LED begins to blink.

My network does not appear in the wireless network list.

➤ Verify the MiFi LEDs are on and are not showing an error condition. See LED States on page 7.

➤ Refresh your network list.

- **Windows**: Click **Refresh Network List** on the left side of the Wireless Network Connection screen. If that does not work you can try the following:
  1. Open **Network Connections**.
  2. Right-click **Wireless Network Connection** and select **Properties**.
  3. Click the **Wireless Networks** tab.
  4. Delete any unused wireless connections from the Preferred Networks list and click **OK**.
  5. Restart your computer.
- **Mac**: Click the AirPort icon in the menu bar and select **Turn AirPort Off**. Then click it again and select **Turn AirPort On**.

I can connect to my MiFi device but I cannot connect to the Internet.

➤ Check the user name, password, and access point name (APN) in your connection profile. If any of these are wrong, you can not connect to the network.

I see the network name but I cannot connect to my MiFi device.

➤ Check that you are connecting to your MiFi device. If another MiFi device is in the area, you might inadvertently be trying to connect to the wrong MiFi device.

➤ If your MiFi device has a Wi-Fi password, check that you entered the correct password.

How do I disconnect from the network?

➤ Log in to the **MiFi Landing Page**. Click **Disconnect**.

1. Open a browser and type http://att.mifi. The MiFi Landing Page opens.
2. Click **Login**.
3. Type your administrative password into the login field and then click the **Login** button.
4. Click the **Disconnect** button.

How can I find out how many users are connected to my MiFi device?

➤ Open the **Home** page. The number of connected devices (users) currently connected to your MiFi device is shown in the Connected Devices widget. Depending on your configuration, you might need to log in to the admin **MiFi Landing Page**.

Where can I find information about Internet connectivity and my Wi-Fi setup?

➤ Log in to the admin **MiFi Landing Page**. Click **Settings**, and then go to **Wi-Fi** > **Settings**. See Wi-Fi Settings on page 42.

How do I check the model number and firmware versions of my MiFi device?

➤ Log in to the admin **MiFi Landing Page**. Click **Settings**, and then go to **System** > **Status**. See System Status on page 55.

How can I check the battery level of my MiFi device?

➤ Open the admin or guest **MiFi Landing Page**. The battery status icon is displayed in the upper right corner of the window.

Where can I find my IMEI number?

➤ Log in to the admin **MiFi Landing Page**. Click **Settings**, and then go to **Internet** > **Diagnostics**.

How do I check the available space on the microSDHC card?

➤ Log in to the admin **MiFi Landing Page**. Click **Settings**, and then go to **Applications** > **File Sharing**.

How do I turn off my MiFi device?

➤ Press and hold the Power button for five (5) seconds until the LEDs turn off.

What is the default administrative/login password?

➤ attmifi

How do I access information on the Wi-Fi network and Wi-Fi clients?

➤ Log in to the admin **MiFi Landing Page**. Click **Settings**, and then go to **Wi-Fi** > **Status**. See Wi-Fi Status on page 34.

I am having trouble connecting to my office VPN.

➤ Log in to the admin **MiFi Landing Page**. Click **Settings**, and then go to **Router** > **Settings**. Select the **VPN Passthrough enable** check box and then click **Apply**.

My MiFi device keeps powering down after a period of time when I'm idle.

➤ This is a customizable setting in the Power Management menu in the Administration section. See Power Management on page 57.

Using the Master Reset Button

Your MiFi device comes with a master reset button that allows you to return it to its factory default state.

The master reset button is recessed in a hole on the back of the device. You need a paperclip or similar object to push the button.

1. Make sure your MiFi device is powered on.
2. Locate the master reset button on the back of the device next to the regulatory label.

3. Insert a paper clip into the hole and hold the button down for fifteen (15) seconds or until the LED turns red.

   Your list of wireless networks now shows the original default network when you first configured your device.

4. Connect to your MiFi device again and re-configure it. Your pre-configured profile information stays the same, but for any custom profiles you have to enter your APN and other information again.

Technical Support

Customer Service

For Customer Service while in the U.S. or Canada, call **800-331-0500.**

When calling, enter the wireless number of your MiFi 2372 device found in the top left corner of the MiFi Landing Page. See Log In to the MiFi Landing Page (http://att.mifi) on page 14. Entering the wireless number of the device will route your call to specialty customer care teams trained to assist with the MiFi 2372 devices.

More Information

For more information, visit att.com/devicesupport. For education content, visit att.com/tutorials.

5

Product Specifications and Regulatory Information

Product Specifications
Regulatory
Safety Hazards
Proper Battery Use and Disposal
Limited Warranty and Liability

Product Specifications

General

Name	AT&T Mobile Hotspot, MiFi 2372 by Novatel Wireless, Inc.
Model	MiFi 2372
Approvals	FCC, CE, IC, PTCRB, Microsoft WHQL, DLNA, RoHS, R&TTE, WEEE, GCF, GSM P2, A-Tick, ICASA

Interface

Battery	Rechargeable, lithium ion battery
microSDHC	Up to 32GB
SIM socket	1.8V and 3.0V standard USIM

Technology/Bands

Tri-band HSUPA/HSDPA	850/1900/2100 MHz
Quad-band GPRS/EDGE	850/900/1800/1900 MHz
WCDMA	3GPP Release 99
HSDPA	3GPP Release 5
HSUPA	3GPP Release 6

CE Marking

This device has been tested to and conforms to the essential regulatory requirements of the European Union R&TTE directive 1999/5/EC and has attained CE Marking.

CE 0682

Federal Communications Commission Notice (FCC United States)

This equipment has been tested to, and found to be within the acceptable limits for a Class B digital device, pursuant to part 15 of the FCC Rules and Industry Canada ICES-003. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation.

If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are 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 the 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/television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules and Industry Canada ICES-003 for EMI compliance.

Operation is subject to the following two conditions:

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

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE MiFi DEVICE IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT TECHNICAL SUPPORT FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

Notice to Consumers: Any changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

NOTE: The Radio Frequency (RF) emitter installed in your device must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Novatel Wireless Technologies.

MODIFICATIONS: The FCC requires that you be notified that any changes or modifications made to this device that are not expressly approved by your network operator may void your authority to operate the equipment.

FCC Equipment Authorization ID: NBZNRM-MIFI2372

To comply with FCC RF exposure requirements, the MiFi 2372 device should not be used in configurations that cannot maintain at least 13 mm (0.47 inches or 1/2 inch) from a user.

To maintain a distance of 12 mm (0.51 inches or 1/2 inch) from a user this device shall not be used while in your pocket.

When using the USB cable please ensure that the MiFi device is not placed on your lap, hand, or close to a user or bystanders to satisfy RF exposure requirements.

Limitation of Liability

The information in this manual is subject to change without notice and does not represent a commitment on the part of Novatel Wireless. NOVATEL WIRELESS AND ITS AFFILIATES SPECIFICALLY DISCLAIM LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE OR ANTICIPATED PROFITS OR REVENUE ARISING OUT OF THE USE OR INABILITY TO USE ANY NOVATEL WIRELESS PRODUCT, EVEN IF NOVATEL WIRELESS AND/OR ITS AFFILIATES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR THEY ARE FORESEEABLE OR FOR CLAIMS BY ANY THIRD PARTY.

Notwithstanding the foregoing, in no event shall Novatel Wireless and/or its affiliates aggregate liability arising under or in connection with the Novatel Wireless product, regardless of the number of events, occurrences, or claims giving rise to liability, be in excess of the price paid by the purchaser for the Novatel Wireless product.

Safety Hazards

Do not operate your MiFi device in an environment that may be susceptible to radio interference resulting in danger, specifically:

Areas where prohibited by the law

Follow any special rules and regulations and obey all signs and notices. Always turn off your MiFi device (or the host device and remove the modem from the USB port) when instructed to do so, or when you suspect that it may cause interference or danger.

Where explosive atmospheres may be present

Do not operate your modem in any area where a potentially explosive atmosphere may exist. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Users are advised not to operate the modem while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Near medical and life support equipment

Do not operate your device around medical equipment, life support equipment, or near any equipment that may be susceptible to any form of radio interference. In such areas, the host communications device must be turned off. The device may transmit signals that could interfere with this equipment.

On an aircraft, either on the ground or airborne

In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that your MiFi device (or the host device) is turned off and if in USB Mode, your modem is removed from the USB port prior to boarding aircraft in order to comply with these regulations. The modem can transmit signals that could interfere with various onboard systems and controls.

While operating a vehicle

The driver or operator of any vehicle should not operate a wireless data 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 countries, operating such communications devices while in control of a vehicle is an offense.

Electrostatic discharge (ESD)

Electrical and electronic devices are sensitive to electrostatic discharge (ESD). Macintosh native connection software might attempt to reinitialize the device should a substantial electrostatic discharge reset the device. If the software is not operational after an ESD occurrence, then restart your computer.

Proper Battery Use and Disposal

CAUTION! Never dispose of batteries in a fire because they might explode.

WARNING!

In the event of a battery leak:

- Do not allow the liquid to come in contact with the skin or the eyes. If contact has been made, wash the affected area with large amounts of water and seek medical advice.
- Seek medical advice immediately if a battery has been swallowed.

Contact your local recycling center for proper battery disposal.

Guidelines for Safe and Responsible Battery Use

- Do not disassemble or open, crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert foreign object into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it was specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic or conductive object to contact the battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the device or battery. If the device or the battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion, or other hazard.

Limited Warranty and Liability

Novatel Wireless, Inc. warrants for the 12 month period immediately following receipt of the Product by Purchaser that the Product will be free from defects in material and workmanship under normal use. THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at Novatel Wireless' option, of defective or non-conforming materials, parts or components. The foregoing warranties do not extend to (I) non conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to Novatel Wireless' specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformity's in the Product due to modifications, alterations, additions or changes not made in accordance with Novatel Wireless' specifications or authorized by Novatel Wireless, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from Novatel Wireless, (VII) products designated by Novatel Wireless as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered.

6

Glossary

Glossary

- **3G** — Third Generation. 3G refers to the third generation of mobile telephony technology..
- **802.11 (b, g, n)** — A set of WLAN communication standards in the 2.4, 3.6 and 5 GHz frequency bands.
- **Access Point** — A device that allows wireless communication devices to connect to a wireless network using a standard such as WiFi.
- **APN** — Access Point Name. The APN is an alphanumeric string that identifies the particular network service that is being accessed. These are used by GPRS and UMTS networks.
- **bps** — bits per second. The rate of data flow.
- **Broadband** — High-capacity high-speed, transmission channel with a wider bandwidth than conventional modem lines. Broadband channels can carry video, voice, and data simultaneously.
- **CDMA** — Code Division Multiple Access. It is the underlying channel access method used by some mobile phone standards.
- **DHCP** — Dynamic Host Configuration Protocol. Software found in servers and routers that automatically assigns temporary IP addresses to clients logging into an IP network.
- **DHCP Server** — A server or service with a server that assigns IP addresses.
- **DNS** — Domain Name System. A system for converting host names and domain names into IP addresses on the Internet or on local networks that use the TCP/IP protocol.
- **EDGE** — Enhanced Data for GSM Environment or Enhanced Data rates for Global Evolution. A faster version of GSM wireless service, it allows data to be delivered at rates of 384 Kbps and enables the delivery of multimedia and other broadband applications. EDGE became available in 2001.
- **ESN** — Electronic Serial Number. A unique 32-bit number embedded in a wireless device that identifies the device.
- **Firewall** — A hardware or software boundary that protects a network or single computer from unwanted outside traffic.
- **Firmware** — A computer program embedded in an electronic device. Firmware usually contains operating code for the device.
- **FTP** — File Transfer Protocol. A network protocol for exchanging files over a TCP network.
- **Gateway** — A network point that acts as an entrance to another network that uses a different protocol.
- **GPRS** — General Packet Radio Services. A system used by GSM mobile phones for transmitting IP packets. It also provides support for WCDMA based 3G networks.
- **GSM** — Global System for Mobile communication. A digital mobile telephony system widely used in Europe and other parts of the world. GSM was first launched in 1991 and is the most widely used of the three digital wireless telephony technologies (TDMA, GSM, and CDMA). GSM uses a variation of TDMA.

- **GPS** — Global Positioning System. A radio-based navigation system that allows users to determine their location. The device uses satellite data to calculate its position. Commonly used in mapping and navigation systems.
- **Host Name** — The unique name by which a network-attached device is known on a network.
- **Hotspot** — A WiFi (802.11) access point or the area covered by an access point. Used for connecting to the Internet.
- **Hot-Swappable** — The ability to safely remove and replace a component (for example, a memory card or USB device) from a device or computer while it is powered on.
- **HSDPA** — High Speed Downlink Packet Access. HSDPA is an enhanced version of WCDMA that supports broadband connections with download speeds up to 7.2 Mbps. This enhanced 3G technology enables the download of high-bandwidth multimedia files, high resolution graphics, and other complex files, and allows viewing email attachments at broadband-like speeds.
- **HSPA** — High Speed Packet Access. A family of 3G services that is available to GSM carriers. It is a major enhancement from WCDMA.
- **HSPA+** — HSPA Evolution or HSPA Evolved. A 3G mobile telephony protocol with up-link speeds up to 11 Mbps and downlink speeds up to 42 Mbps.
- **HSUPA** — High Speed Uplink Packet Access. A 3G mobile telephony protocol with up-link speeds up to 5.76 Mbps and downlink speeds up to 7.2 Mbps.
- **HTTP** — Hypertext Transfer Protocol. An application-level protocol for accessing the World Wide Web over the Internet.
- **ICCID** — Integrated Circuit Card IDentification. A serial number stored in and engraved or printed on a SIM card that internationally identifies the card.
- **IMEI** — International Mobile Equipment Identity. Used in GSM networks to identify the device. It is usually printed on the device and can often be retrieved using a USSD code.
- **IMSI** — International Mobile Subscriber Identity. Used in GSM networks to identify the subscriber Usually embedded in the SIM.
- **IP** — Internet Protocol. The mechanism by which packets are routed between computers on a network.
- **IP Type** — The type of service provided over a network.
- **IP address** — Internet Protocol address. The address of a device attached to an IP network (TCP/IP network).
- **ISP** — Internet Service Provider. Also referred to as the service carrier, an ISP provides Internet connection service. (See Network Operator)
- **Kbps** — Kilobits per second. The rate of data flow.
- **LAN** — Local Area Network. A type of network that lets a group of computers, all in close proximity (such as inside an office building), communicate with one another. It does not use common carrier circuits though it can have gateways or bridges to other public or private networks.
- **MAC Address** — Media Access Control. A number that uniquely identifies each network hardware device. MAC addresses are 12-digit hexadecimal numbers.

- **MEID** — Mobile Equipment IDentifier. A globally unique number for a physical piece of mobile station equipment.
- **Mbps** — Megabits per second.
- **microSD / microSDHC** — A small, removable flash memory card available in various storage sizes. Some products have a slot that allows them to utilize this external memory.
- **MSID** — Mobile Station IDentifier. A number for a mobile phone that identifies that phone to the network. These numbers are carrier specific.
- **MSL** — Master Subsidy Lock. A numeric code for accessing certain phone settings.
- **NAI** — Network Access Identifier. A standard way of identifying users who request access to a network.
- **NDIS** — Network Driver Interface Specification. NDIS is a Windows specification for how communication protocol programs (such as TCP/IP) and network device drivers should communicate with each other.
- **Network Mask** — A number that allows IP networks to be subdivided for security and performance.
- **Network Operator** — The vendor who provides your wireless access. Known by different names in different regions, some examples are: wireless provider, network operator, and service provider.
- **Network Technology** — The technology on which a particular network operator's system is built; such as GSM, HSPA, CDMA, EDGE, and EVDO.
- **NNTP** — Network News Transfer Protocol. An Internet application protocol for reading and posting Usenet (newsgroup) articles.
- **Port** — A virtual data connection used by programs to exchange data. It is the endpoint in a logical connection. The port is specified by the port number.
- **Port Forwarding** — A process that allows remote devices to connect to a specific computer within a private LAN.
- **Port Number** — A 16-bit number used by the TCP and UDP protocols to direct traffic on a TCP/IP host. Certain port numbers are standard for common applications.
- **Protocol** — A standard that enables connection, communication, and data transfer between computing endpoints.
- **PRL** — Preferred Roaming List. A list that your wireless phone or device uses to determine which networks to connect with when you are roaming. (Network operator specific)
- **Protocol** — A standard that enables connection, communication, and data transfer between computing endpoints.
- **Proxy** — A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address for all traffic passing through it.
- **RAS** — Remote Access Service. A Windows NT/2000 Server feature that allows remote users access to the network from their Windows laptops or desktops via modem.
- **Rev A** — CDMA EV-DO Rev. A is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. The increased data rates on Rev. A's physical layer enable richer applications and services. For more information, visit www.cdg.org.

- **RFB** — Remote Frame Buffer. A protocol for remote access to graphical user interfaces.
- **Router** — A device that directs traffic from one network to another.
- **RTP** — Real-time Transport Protocol. A packet format for streaming multimedia over the Internet.
- **SIM** — Subscriber Identification Module. Found in GSM network technology, the SIM is a card containing identification information for the subscriber and their account. The SIM card can be moved to different devices.
- **SMS** — Short Message Service. A service for sending short messages of up to 160 (224 in 5-bit mode) characters to mobile devices. SMS is also known as text messaging.
- **SSID** — Service Set IDentifier. The name assigned to a WiFi network.
- **TCP** — Transmission Control Protocol. A core protocol for transmitting and receiving information over the Internet.
- **TCP/IP** — Transmission Control Protocol/Internet Protocol. The set of communications protocols used for the Internet and other similar networks.
- **UI** — User Interface. The part of a software application or hardware device that a user sees and interacts with.
- **UMTS** — Universal Mobile Telecommunications Service. A third-generation broadband, packet-based transmission of text, digitized voice, video and multimedia at data rates up to 2 Mbps. UMTS offers a consistent set of services to mobile users all over the world. UMTS is based on the GSM standard. Until UMTS is fully implemented, users can use multi-mode devices that switch to currently available technology.
- **USB** — Universal Serial Bus. A connection type for computing device peripherals such as a printer, mobile modem, etc. USB connectors may be used for data transfer or charging.
- **USB Port Types** — The USB ports on computers and hubs have a rectangular Type A socket, and peripheral devices have a cable with a Type A plug. Peripherals that do not have an attached cable have a square Type B socket on the device and a separate cable with a Type A and Type B plug. Ports and connectors are available in different sizes (for example, standard, mini, and micro).
- **USSD** — Unstructured Supplementary Service Data. A service found in HSPA/GSM networks that allows the user to retrieve information or implement certain types of call services.
- **VPN** — Virtual Private Network. A secure private network that runs over the public Internet. Commonly used to connect to an office network from elsewhere.
- **VPN Passthrough** — A feature that allows a client to connect to a VPN server.
- **WAN** — Wide Area Network. A public network that extends beyond architectural, geographical, or political boundaries (unlike a LAN, which is usually a private network located within a room, building, or other limited area).
- **WCDMA** — Wideband Code-Division Multiple Access. A 3G mobile wireless technology that promises much higher data speeds to mobile and portable wireless devices. Another name for UMTS.
- **WEP** — Wired Equivalent Privacy. An IEEE standard security protocol for 802.11 networks. Superseded by WPA and WPA2.

- **Wi-Fi (R)** — Wireless Fidelity. Any system that uses the 802.11 wireless standard developed and released in 1997 by the IEEE.
- **WiFi Client** — A wireless device that connects to the Internet via WiFi.
- **WLAN** — Wireless Local Area Network. A typically low-power network that transmits a wireless signal over a span of a few hundred feet and usually only to stationary devices. Wi-Fi is the most common WLAN.
- **WPA/WPA2** — WiFi Protected Access. A security protocol for wireless 802.11 networks from the WiFi Alliance.
- **WWAN** — Wireless Wide Area Network. Wireless network technologies deployed over a large geographical area to a large number of users (see WLAN). This service is usually provided through cellular network operator s. WWAN connectivity allows a user with a laptop and a WWAN device to surf the Internet, check email, or connect to a virtual private network (VPN) from anywhere within the coverage area of the network operator.