

Get  
**Started**

*All you need to know to get going.*

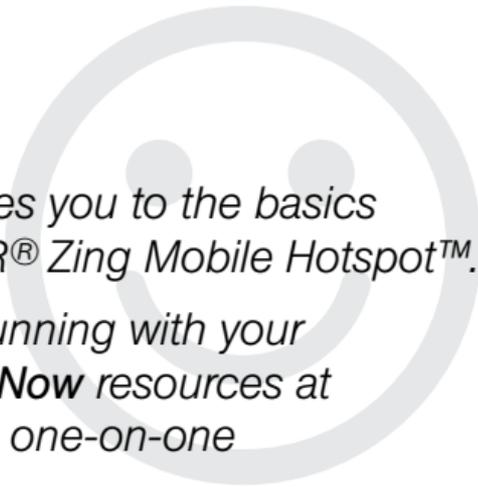


**NETGEAR**<sup>®</sup>  
Zing Mobile Hotspot™

**Sprint** 



# Welcome!



*Thanks for choosing Sprint. This guide introduces you to the basics of getting started with Sprint and your NETGEAR® Zing Mobile Hotspot™.*

***ReadyNow** – For more help in getting up and running with your new device, take advantage of exclusive **Ready Now** resources at [sprint.com/readynow](http://sprint.com/readynow). You can even schedule a one-on-one appointment at a Sprint Store near you.*

*For ongoing support and resources, visit [sprint.com/support](http://sprint.com/support). There, you'll find guides, tutorials, and more to help you get the most out of your device.*

***Note:** Available applications and services are subject to change at any time.*

*©2013 Sprint. Sprint and the logo are trademarks of Sprint. NETGEAR, its logo and Zing Mobile Hotspot are trademarks of NETGEAR, Inc. Other marks are property of their respective owners.*

## Using This Guide

*This Technical and Troubleshooting Guide is designed to help you set up and use your new NETGEAR® Zing Mobile Hotspot™. It's divided into four sections to help you find the information you need quickly and easily.*

**Before You Start** — page 5 — Find out what you need to do before you use your Zing Mobile Hotspot the first time.

**Get Connected** — page 6 — Learn how to power up your Zing Mobile Hotspot and wirelessly connect your computer and WPS-enabled devices.

**Use Your Device** — page 10 — Learn how your Zing Mobile Hotspot works and how to navigate and configure its settings.

**Tools & Resources** — page 14 — Find useful tips for managing your account and discover resources and other helpful Sprint information. For additional information, visit [sprint.com/support](http://sprint.com/support) for the full User Guide and [sprint.com](http://sprint.com) for community forums.

# What's in the box

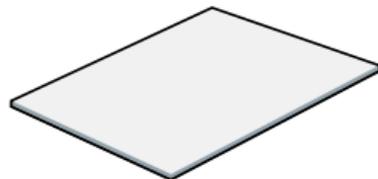
## Mobile Hotspot



Battery cover



Get Started Guide



SIM card



Rechargeable  
Battery



Micro-USB cable



AC charger  
with USB port

# Before You Start

## Install the Battery

1. Insert your fingernail under the battery cover and lift the cover up gently.
2. Insert the battery into the battery compartment, making sure the connectors align.
3. Replace the battery cover, pressing down gently until the cover clicks into place.

## Charge the Battery

1. Plug the micro-USB cable into the device.
2. Plug the other end of the cable into the AC adapter and plug the adapter into an electrical outlet.
3. Charge until the battery charge indicator shows the battery is fully charged ().

## Get Ready

1. Make sure you are in an area covered by the Sprint 3G or 4G LTE network (not roaming).
2. If you have a LAN connection, disconnect it.
3. Make sure your computer's Wi-Fi (wireless network connection) mode is turned on.
4. Make sure your device is set up on your Sprint account. (Sign on to your account at [sprint.com](http://sprint.com) to verify.)

# Get Connected

## Power Up the Device

If the device is not powered on, press and hold the **Power** button  on the top of the device for at least two seconds.

- ▶ The device will automatically activate. You will see instructions to connect your first device to the Zing Wi-Fi network. (If the device does not activate, an alert will appear.)



*Note: It can take several minutes for your device to connect with the Sprint network.*

## Wirelessly Connect Your Computer

After it's activated, your Zing Mobile Hotspot displays the Wi-Fi name and password. You will need this information to connect your Wi-Fi devices to the network.

*Note: If your device is WPS-enabled, see **Connect WPS-enabled Devices**.*

1. From your computer, display the Wireless Network Connections window, and then click **View Wireless Networks**.
2. Select the Wi-Fi name displayed (for example, SprintHotspot12), click **Connect**, and enter your Wi-Fi password, which is displayed on the LCD display screen.
3. Launch your computer's Web browser and navigate to a Web page to confirm your connection.

## Setting up a Guest Wi-Fi Network

Your Zing Mobile Hotspot lets you create a separate Guest Wi-Fi network that you can share with temporary users. You can turn on the Guest Wi-Fi network on the device's Guest Wi-Fi screen, and on the Zing Manager's Wi-Fi page.

### On the touchscreen:

1. Tap **Wi-Fi**, and then tap **Guest Wi-Fi**.
2. Tap **Turn on Guest Wi-Fi**. A message shows the Guest Wi-Fi network name and password that your temporary user can use.
3. Tap  to close the message.

### In the Zing Manager

1. Log in to the Zing Manager. (See page 8 for details.)
2. Click **Wi-Fi**.
3. In the Guest Wi-Fi area, click **Turn On**.

## Connect WPS-enabled Devices (optional)

1. On the touchscreen, tap **Wi-Fi** and select **WPS**.
2. On the touchscreen, tap either **Pair with Main Wi-Fi** or **Pair with Guest Wi-Fi** (if Guest Wi-Fi is enabled).
3. Press the WPS button on the device you want to connect, or follow the device's instructions.
4. The Zing Mobile Hotspot touchscreen will display a confirmation when the device connects.

See the *User Guide* for more detailed information about using the WPS (Wireless Protected Setup) feature of your Zing Mobile Hotspot.

# Get Connected

## Sprint Hotspot Zing Manager

Your Sprint Hotspot Zing Manager provides several options for you to view and customize device settings.

The Zing Manager lets you manage and monitor your Zing data usage and account information. Once you sign in to the Zing Manager, you can rename your hotspot, view and block connected devices, set a new password, and configure advanced options for security and network preferences.

To display the Zing Manager, type one of the following in the address bar of your Web browser:

- <http://SprintHotspot>
- <http://192.168.1.1>

**Note:** You can display the Zing Manager only when your device is turned on and you have established a connection to it (through the Main Wi-Fi network or through the micro-USB cable). The Zing Manager is not accessible when connected through the Guest Wi-Fi network.

**Note:** If you're using the Google Chrome Web browser, after typing in the address bar, press the Down Arrow key and then the Enter key. (If you press only the Enter key, a Google search is started, using the information you typed in.)

The screenshot displays the Sprint Zing Manager web interface. At the top, it says 'Sprint Zing Manager' and 'NETGEAR'. On the left is a navigation menu with 'Home' selected, and other options: 'Devices', 'Wi-Fi', 'GPS', and 'Settings'. Below the menu is a 'Status' section showing 'Sprint LTE' and '70%' signal strength. The main area is divided into several sections: 'Sign In' with a text field and 'Sign In' button; 'Data Usage' showing 'Remaining this month' as 5.71 GB of a 6 GB limit (with a 'Disconnect' button) and 'Used this month' with a table. The table has columns 'Network', 'Sent', 'Received', and 'Combined'. Below that is 'My Account' with fields for 'My data plan' (4 GB Connection Plan), 'My number' (940) 123-4567, and 'My Sprint' link. On the right, there's a 'NETGEAR AirCard Mobile App' section with download instructions and logos for the App Store, Google Play, and Amazon. At the bottom, there are social media icons, 'Feedback', 'Important Information', and a copyright notice for © 2013 NETGEAR.

Network	Sent	Received	Combined
LTE	80 MB	120 MB	200 MB
3G	20 MB	80 MB	100 MB
CDMA	0 MB	0 MB	0 MB
Total	100 MB	200 MB	300 MB

## Sprint Hotspot Zing Manager (cont.)

You don't need to log in to view device status. However, when you log in you can view connected devices and configure your Wi-Fi and device settings.

## Log In as an Administrator

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

To log in:

1. In the address bar of your Web browser, type one of the following:
  - <http://SprintHotspot>
  - <http://192.168.1.1>

2. In the Sign In field, enter the administrator password (1-31 letters, numbers, and symbols).

**Note:** The default password is “password”. It's recommended you change the password.

3. Click **Sign In**.

The screenshot displays the Sprint Zing Manager web interface. At the top, it says 'Sprint Zing Manager' and 'NETGEAR'. The left sidebar contains navigation icons for Home, Devices, Wi-Fi, GPS, and Settings. The main content area is divided into several sections:

- Alerts:** A yellow banner indicates 'SIM not installed' and 'Update available'.
- Data Usage:** A section titled 'Data Usage' shows 'Remaining this month: 5.71 GB of a GB Left' with a progress bar and a 'Sign In' button. It also shows 'Used this month:' with a table:

	Sent	Received	Combined
LTE	86 MB	120 MB	206 MB
3G	26 MB	80 MB	106 MB
GSM	0 MB	0 MB	0 MB
Total	100 MB	200 MB	300 MB

Below the table, it states: 'Displayed data usage is intended to help manage usage. The amounts shown are approximate and may vary.'

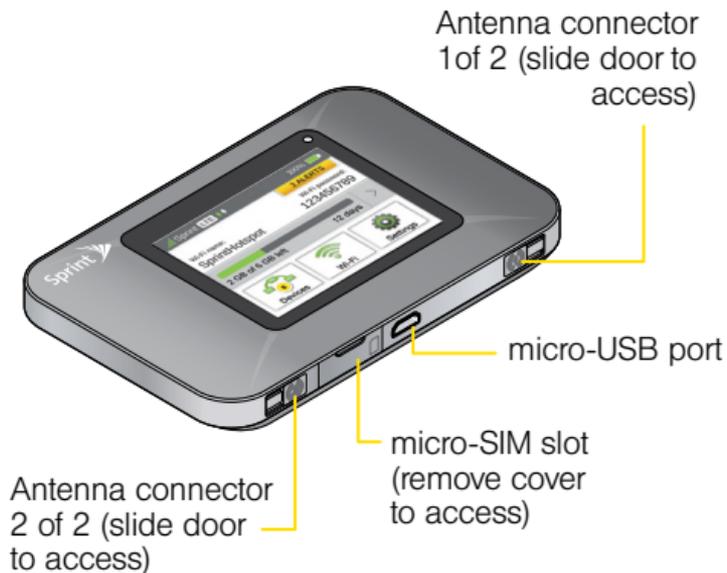
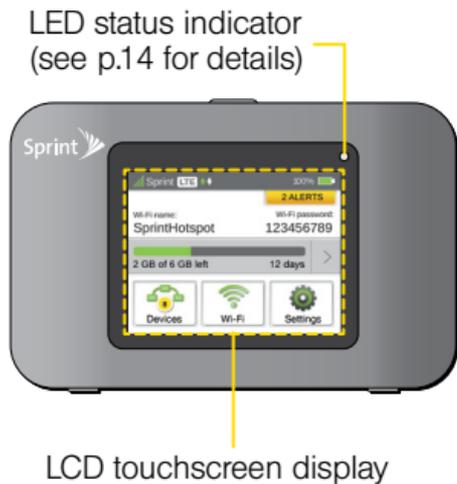
- My Account:** A section showing 'My data plan: 6 GB Connection Plan', 'My number: 816 123-4567', and a 'My Sprint' link.
- NETGEAR AirCard Mobile App:** A section with the text 'Download the NETGEAR AirCard mobile app to manage your Zing mobile hotspot.' and icons for downloading the app from the App Store, Google Play, and Amazon.
- Your Wi-Fi Details:** A section at the bottom left showing 'Wi-Fi network name: SprintHotspot' and 'Wi-Fi password: 36216322'.

At the bottom of the page, there are social media icons for Facebook and Twitter, a 'Feedback' link, and 'Important Information'. The copyright notice '© 2013 NETGEAR' is visible in the bottom right corner.

# Use Your Device

## Your Device

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



# Use Your Device

## Device Basics

Your device provides a simple way to use your 3G or 4G LTE Internet connection (including international roaming) with any Wi-Fi-enabled device, and to share your Internet connection with friends and family.



## Power Button

The power button supports two types of presses:

### • Quick press

- Removes device from standby (low power) mode.
- Wakes up (turns on) the LCD if the LCD was enabled but dormant. (The LCD turns dark, after a configurable time of inactivity.)

### • Long press (press and hold for two seconds)

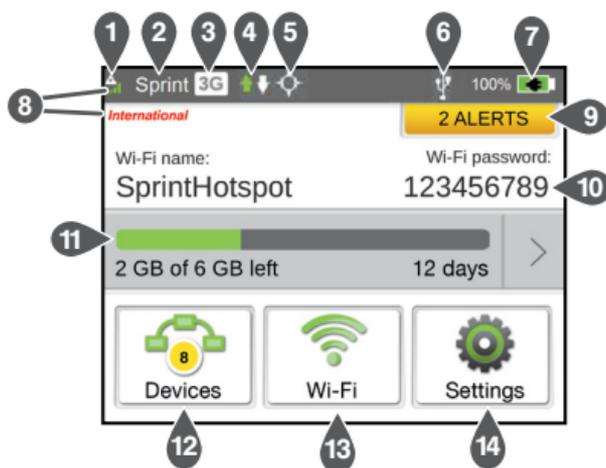
- Turns the device on or off.



# Use Your Device

## Device Status Icons

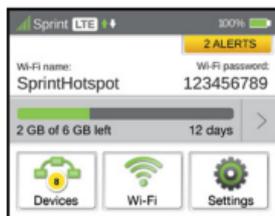
- 1 Signal strength
- 2 Network Carrier
- 3 Network type (LTE/3G on Sprint networks, H+/H/E/G when roaming)
- 4 Data transfer indicator (WAN traffic – upload (send) / download (receive))
- 5 GPS indicator - Appears only when GPS tracking is enabled. The icon blinks/flashs when searching for satellites or while tracking is in progress.
- 6 USB tether indicator - Appears when the device is tethered to a computer.
- 7 Battery status
- 8 Roaming indicator - When device is roaming, a triangle appears in the Signal strength icon, and a roaming message may appear.
- 9 Alerts - Indicates number of alerts to be read.
- 10 Wi-Fi network name and password - Main network name and password, or Guest network name and password (if active). Tap to edit.



- 11 Data usage - Indicates the amount of data remaining and days remaining. Tap to view details.
- 12 Connected devices list - Icon shows number of connected devices and is gray when no devices are connected.
- 13 Wi-Fi network configuration and management - Icon is gray when Wi-Fi is disabled.
- 14 Settings

## LCD Touchscreen

The LCD of your Zing Mobile Hotspot can display and configure, on separate screens, summary information.



When more than one information screen is available, the lower right corner of the LCD displays “(x/y),” where x and y represent “screen x out of y screens.” For example, (1/6) means that the first of six LCD information screens is shown.

To view the first LCD information screen or to go to the next screen, press the navigation arrows on the LCD.

To return to the previous screen, press , or press  to return to the home screen.

## Data Usage

Press the **Data Used** bar or arrow to view Billing Cycle and Session information.



## Devices

Press  > **Devices** to view and block devices connected to the Main or Guest Wi-Fi.



## Wi-Fi

Press  > **Wi-Fi** to access and configure Main Wi-Fi, Guest Wi-Fi, WPS, Options, and Block settings.



## Settings

Press  > **Settings** to access and configure the Display, Network, Sleep, and Reset features.

### LED Status Indicator

The LED on the front of your Zing Mobile Hotspot indicates the hotspot's status. See the following table:

LED	Description
Blue single blink	Your Zing Mobile Hotspot is connected to the network, and Wi-Fi is ready.
Blue double blink	Data is being transferred.
Amber blink	The network is not ready. (Mobile broadband is disconnected, no signal is available, or Wi-Fi is asleep.)
Alternating orange and amber blink	Software updates are being applied.

- **User Guide** – View the comprehensive *User Guide* online at [sprint.com/support](http://sprint.com/support).
- **Updates** – Your Zing Mobile Hotspot™ must be activated prior to receiving updates. Once activated, your device's home screen will display an alert notifying you if updates are available. You can access updates from either your device or your Sprint Hotspot Zing Manager.
  - From your Zing Mobile Hotspot, touch **Settings > More > About > Software Updates**, then touch **Check for Updates now**.
  - From your Sprint Hotspot Zing Manager, click **Settings > General > Software and Reset**, then click **Check for update**.
- **Device Help** – From the Zing Manager home page on your computer, click **Support**, then click **User Guide**.

- **Important Information** – Important Safety Information about your NETGEAR® Zing Mobile Hotspot™ can be found on the left side of your Zing Manager home page.
- **Web** – Go to [sprint.com/support](http://sprint.com/support) to access troubleshooting and other resources.
- **International Roaming** -To set up your Zing Mobile Hotspot for international roaming:

- Visit [sprint.com/swwsupport](http://sprint.com/swwsupport) to chat or email
- Or call **1-888-226-7612**

To check available coverage, visit [sprint.com/sww](http://sprint.com/sww). Keep the SIM card included with this device to use on LTE and GSM networks.

- **NETGEAR AirCard App** - Download the complimentary mobile app from [www.netgear.com/AirCardApps](http://www.netgear.com/AirCardApps). Use this app to view your connection, settings, and data usage from your smartphone or tablet. To manage all hotspot settings, go to the homepage (<http://aircard.hotspot>).

