



Netgear Nighthawk M1 Home Wireless Broadband User Guide



TANGERINE
TELECOM

Table of Contents

Product Overview - Specifications	3
Package Content	3
Set Up	3
Advanced Configuration and Features	5
Frequently asked questions	6
Why can't my device connect to the Nighthawk M1 mobile router?	6
Why can't I access the Internet?	6
Why is the signal indicator always low?	6
Why is the download or upload speed slow?	6
What do I do if I forget my admin login password?	6
How do I disconnect from the mobile broadband network?	6
The LCD is not lit. How do I know if the mobile router is still powered on?	7
How do I find my computer's IP address?	7
To find the IP address on a Windows 8 device:	7
To find the IP address on a Mac OS X device:	7
How do I find a device's MAC address?	7
To find the MAC address on a Windows 8 device:	8
What should I do if the Internet speed is slow?	8
Why can't I access the router's web-based management page?	8
Why is the content displayed on the web-based management page not up to date?	8
Does my router support 5 GHz Wi-Fi? How do I connect to its 5 GHz Wi-Fi?	8
If you are experiencing any other issues with the router:	9

Product Overview - Specifications

Superfast Mobile Broadband Internet to deliver incredible download speeds up to 1 Gbps and 150 Mbps upload

Supports 4G LTE Advanced Pro Category 16 with 4X4 MIMO and 4-band Carrier Aggregation

Media Streaming from microSD, USB Type-C or external hard drive to all connected devices

Supports the Arlo Smart Home Security System as the base station for Arlo cameras

Travel Router with Wi-Fi/Ethernet offloading capabilities

Always-on connection you can count on and share with up to 20 Wi-Fi devices on-the-go

Parental controls to protect or guard access to online content

Increase network performance and reduce interference with 802.11ac and Dual-Band 2.4GHz/5GHz dual concurrent Wi-Fi

Simple, intuitive NETGEAR app driven UX to monitor data usage, manage device and network settings

Powerful, long-lasting battery for -up to 16 hours of -all day continuous use

Improved Jump Boost feature to charge smartphones and small portable USB devices

Two TS-9 connectors available for optional 4G/3G antennas

Simple setup with no software to install – just power on and connect

Package Content

- Nighthawk M1 Mobile Router and battery
- Quick start guide
- Type-C USB cable
- AC power adapter

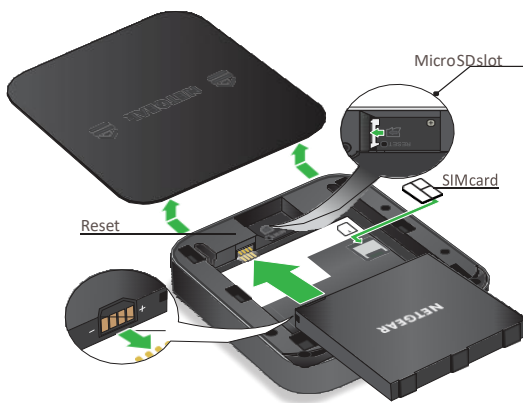
Set Up

LED Status

Slow blue blink	The Nighthawk M1 router is ready.
Fast blue blink	The Nighthawk M1 router is transferring data.
Slow amber blink	The Nighthawk M1 router is not ready.

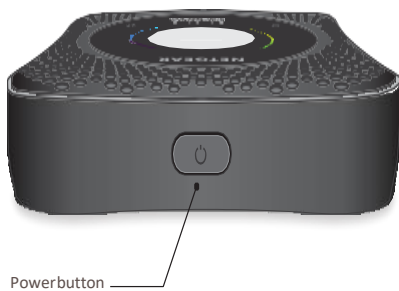


1. Check the SIM card and insert the battery.
 - a. Make sure that power to the mobile router is off.
 - b. Remove the cover on the bottom of the mobile router.
 - c. Place your thumbs on the arrows on the cover and press down while sliding the cover up.
 - d. Check to see if a micro SIM card was inserted into the SIM card slot.
 - e. If a micro SIM card was inserted, skip to Step E. If a micro SIM card was not inserted, locate the micro SIM card, and continue with Step D.
 - f. To get a valid and provisioned SIM card, check the status in Jasper portal and check if it is active check this [link](#) for guidance
 - g. Carefully slide the micro SIM card into the slot.
 - h. Align the battery connectors and insert the battery.
 - i. If you purchased a micro SD card, insert the card into the micro SD slot.
 - j. Replace the mobile router cover.



2. Download the NETGEAR Mobile app.
Use the NETGEAR Mobile app to change your Wi-Fi network name and password. You can also use it to play and share media and enable the travel router feature.
 - k. Connect your mobile device to the Internet.
 - l. Download the NETGEAR Mobile app from netgear.com/mobileapps

3. Power on your mobile router  on the mobile router for three seconds.

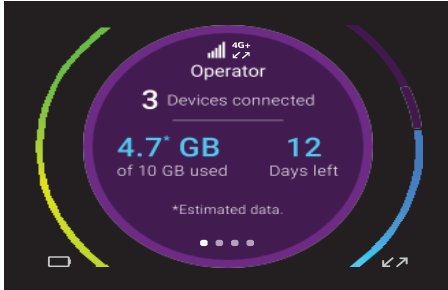


Power Button

Turn on the router.	Press and hold the Power button for three seconds.
Turn off the router.	Press and hold the Power button for five seconds.
Wake the router.	Press and quickly release the Power button.
Switch between screens.	Press and quickly release the Power button.

4. Connect your devices.

To view the WiFi name and password, press and release the Power button to toggle through Nighthawk M1 router LCD displays.



- Check to make sure that Wi-Fi is enabled on your computer or mobile device and search for Wi-Fi networks. Refer to the following table or the manual for your Wi-Fi-enabled device for further details on searching for Wi-Fi networks.

Windows	Click the InternetAccess icon, which is usually found on the bottom right side of your screen.
Mac	Select Wi-Fi > Network .
Mobile devices	Tap Settings > Wi-Fi .

- To view the Wi-Fi name and password, press and release the Power button to toggle through Nighthawk M1 router LCD displays.
- Select the Wi-Fi name displayed on your Nighthawk M1 screen.
- Enter the Wi-Fi password exactly as shown on the Nighthawk M1 screen.
NOTE: Your password is case-sensitive. We strongly recommend that you change the default admin password.
- To use the router as an internet gateway, connect an Ethernet device to the Nighthawk M1 router Ethernet port.

Advanced Configuration and Features

- To log in to the Nighthawk M1 router home page:
- Launch a web browser from a device that is connected to the Nighthawk M1 router.
- In the address field of the web browser, enter <http://m1login.net> or <http://192.168.1.1>
- In the Sign In field, enter the default password and click the Sign In button. See the modem label for the default password. While the password that you enter is unique to your device and is secure, we recommend that you change it to a password that you want to use.

Frequently asked questions

Why can't my device connect to the Nighthawk M1 mobile router?

If you are experiencing problems connecting to the mobile router, try the following suggestions:

- If you are using the NETGEAR Mobile app and it does not find the mobile router, make sure that your smartphone is connected to the mobile router's WiFi network.
- Turn off your device and take the battery out, wait 10 seconds, put the battery back in, and turn your device on.
- Restart your computer.
- Turn off or temporarily disable any security programs or firewalls.
- If possible, try using another computer or mobile device to connect to your mobile router. If you can, then the problem is with the device that cannot connect, not the mobile router.

Why can't I access the Internet?

If you are connected to the mobile router but cannot connect to the Internet, try the following suggestions:

- Check the display status on the LCD.
- Make sure that network coverage is available in your area.
- Make sure that your SIM card is active and enabled with data services.
- Wait one to two minutes for the mobile router to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Switch your mobile router off and on and restart your computer or Wi-Fi device.

Why is the signal indicator always low?

Your mobile router's reception is poor. Try moving it to a location with a clear view of the sky (for example, near a window).

Why is the download or upload speed slow?

Data transfer speed depends on signal strength and interfering radio sources like electrical generators or other mobile router Wi-Fi devices. Review the following possibilities:

- Check your signal strength and network type (for example, LTE 4G is generally faster than 3G).
- Check Wi-Fi interference by powering the mobile router off and on to find a better Wi-Fi channel.
- Switch Wi-Fi channel from 2.4 GHz to 5 GHz.
- If the Telstra network signal is low, consider using external antennas or cradle the mobile router with built-in high-gain antennas.

What do I do if I forget my admin login password?

The default admin login password is admin, and the mobile router web page URL is <http://m.home> or <http://192.168.1.1>

If you changed the admin login password and can't remember the password that you created, you must set the mobile router back to factory defaults. For information about how to reset to factory default settings, see Factory Reset on

How do I disconnect from the mobile broadband network?

To disconnect from the network from the mobile router web page:

1. From a computer that is connected to your network, launch a web browser.
2. Enter <http://m.home> or <http://192.168.1.1> A login page displays.
3. Enter the mobile router password. The password is case-sensitive. The dashboard displays.

4. Select Settings > Advanced Settings > Cellular. The Network Settings page displays.
5. Clear the Data check box.
6. Click the Apply button.
Your settings are saved.

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

The LCD dims to save energy. The LED continues to blink slowly to indicate that the mobile router is still powered on. To wake the LCD, press and quickly release the Power button.

How do I find my computer's IP address?

The steps for finding your computer's IP address depend on the operating system. If your device runs an operating system not listed here, see the appropriate operating system documentation.

To find the IP address on a Windows 7, Windows Vista, or Windows XP device:

Open the command prompt window:

- Select **Start** > Run.
- Enter cmd or command and click the OK button.
- At the command prompt, enter ipconfig and press Enter.
- Write down the IP address for the entry that relates to the wireless network connection.
- The IP address might be listed under IPv4 Address or something similar.

To find the IP address on a Windows 8 device:

1. In the Charms bar, click the Search icon.
2. Select Command Prompt.
3. At the command prompt, enter ipconfig and press Enter.
4. Write down the IP address for the entry that relates to the Wi-Fi network connection.
The IP address might be listed under IPv4 Address or something similar.

To find the IP address on a Mac OS X device:

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

How do I find a device's MAC address?

You must know the MAC address for a device when you are doing the following:

- Assigning an IP address based on a MAC address (when using DHCP)
- Allowing or denying devices access to your WiFi network (MAC filtering)

Tip: To display a list of connected devices, including the MAC address of each device, go to the mobile router web page and log in as an administrator. The connected devices list appears on the left side of the dashboard. Click the device links to display IP and MAC addresses.

The steps for finding a device's MAC address depend on the operating system. If your device runs an operating system not listed in the following procedures, see the appropriate operating system documentation.

To find the IP address on a Windows 8 device:

- Open the command prompt window:
- Select **Start > Run**.
- Enter **cmd** or command and click the **OK** button.
- At the command prompt, enter `ipconfig /all` and press the Enter button.
- Write down the physical address for the entry that relates to the wireless network connection. It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

To find the MAC address on a Windows 8 device:

- In the Charms bar, click the Search icon.
- Select **Command Prompt**.
- At the command prompt, enter `ipconfig /all` and press the Enter button.
- Write down the physical address for the entry that relates to the wireless network connection. It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.

What should I do if the Internet speed is slow?

- Check the signal indicators on the router. If it shows weak signal, adjust the router's direction or move it close to a window to improve signal reception.
- If your device is connected to the router over Wi-Fi, adjust your device's position to receive better signal.
- Switch to Wi-Fi 5 GHz if it is supported by your device.
- Restart the router and your device and try again.
- If the issue persists, check the data consumption of the customer. Per system design, once the data allowance has been maximized, the service would stop working.
- You may refer the customer to CS to see if they wish to upgrade.

Why can't I access the router's web-based management page?

- Ensure that your computer is connected to the router through an Ethernet cable or Wi-Fi.
- Ensure that your computer is set to obtain an IP address and DNS server address automatically.
- Restart your browser or try using another browser.
- If the problem persists, restore the router to its factory settings.

Why is the content displayed on the web-based management page not up to date?

Depending on your browser's cache, the content for your device on the web-based management page may not be up to date. Manually clear your browser's cache (for example, open your browser and choose **Internet Options > General > Browsing history > Delete**.) and re-launch the web-based management page.

Does my router support 5 GHz Wi-Fi? How do I connect to its 5 GHz Wi-Fi?

- Yes. Your router supports 5 GHz Wi-Fi, which is faster and less sensitive to interference. However, it does not penetrate walls as well as 2.4 GHz Wi-Fi and can only be used on devices that support 5 GHz Wi-Fi.
- If you have enabled the feature that prioritizes 5 GHz on your router, the 2.4 GHz and 5 GHz networks will share the same network name and you will be automatically connected to the faster network. If this feature is disabled, two Wi-

Fi network names will be displayed. Connect to the Wi-Fi network ending with "_5G". You can manage this feature in your router's web-based management page.

If you are experiencing any other issues with the router:

- Restart the router.
- Restore the router to its factory settings.
- If the steps above failed, please contact our technical team at 1800 211 112 for assistance.