GETTING TO KNOW YOUR BIGPOND® MOBILE WI-FI 4G

TELSTRA MOBILE NETWORK
POWERED BY NEXTG

IT'S HOW WE CONNECT

LET'S GET THIS SHOW ON THE ROAD

You must be excited about your brand new BigPond® Mobile Wi-Fi 4G. If all goes to plan, you'll be up and running in no time.

This guide will help you get started as quickly and easily as possible. It'll guide you through installation and help you out with any tricky bits.

Fingers at the ready, you'll be clicking through the net in no time.

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SAFETY FIRST

Please read all the safety notices before using this device.

Do not use the BigPond® Mobile Wi-Fi 4G near fuel or chemicals or in any prescribed areas such as service stations, refineries, hospitals, and aircraft. Obey all warning signs where posted.

RADIO FREQUENCY SAFETY INFORMATION

The BigPond® Mobile Wi-Fi 4G has an internal antenna. For optimum performance with minimum power consumption, do not shield the device or cover with any object. Covering the antenna affects signal quality, and may cause the BigPond® Mobile Wi-Fi 4G to operate at a higher power level than needed, and may shorten battery life.

RADIO FREQUENCY ENERGY

Your BigPond® Mobile Wi-Fi 4G is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves). The transmit power level is optimised for best performance and automatically reduces when there is good reception. Maximum power is only used at the edge of network coverage so under most circumstances, the power output is very low. Under poor network conditions the BigPond® Mobile Wi-Fi 4G transmits at a higher power, may get hot and have significantly shorter battery life.

DECLARATION OF CONFORMITY — MAXIMUM PERMISSIBLE EXPOSURE

The BigPond® Mobile Wi-Fi 4G is designed to be used at least 20 cm from the body. We declare that the product detailed in this manual, and in combination with our accessories, conforms with the essential requirements of the Radio Communications (Electromagnetic Radiation — Human Exposure) Standard 2003 and the relevant standards made by the Australian Communications and Media Authority under Section 376 of the Telecommunications Act 1997 when at a distance of not less than 20 cm from the body.

RoHS declaration
(restriction of hazardous substances)

The manufacturer declares that the BigPond® Mobile Wi-Fi 4G is free from hazardous materials and complies with EU directive 2002/95/EC (commonly known as RoHS) and the amendments.

LET'S GET STARTED

YOUR PACKAGE CONTAINS THE FOLLOWING:

- BigPond® Mobile Wi-Fi 4G device and battery
- This Getting Started Guide
- Micro USB charging cable
- AC adapter

You can also purchase the following accessories for your device:

- External antenna – improves performance in areas with low signal strength. See your local Telstra store or partner for assistance with picking the best antenna option for you as well as help with installation.
- MicroSD™ card – for external data storage (available at consumer electronics stores)

You can use your BigPond® Wi-Fi 4G with these operating systems:

- Windows® 8 (32/64-bit) - Windows RT® is not compatible for initial activation
- Windows® 7 (32/64-bit)
- Windows Vista® (SP2 32/64-bit)
- Windows XP (SP3, Media Centre Editions 32/64-bit)
- Mac OS® X 10.5.8 or later

MAKE A NOTE OF YOUR BIGPOND® DETAILS

Your username and password have been emailed to you, however you may want to note these details below for easy reference.

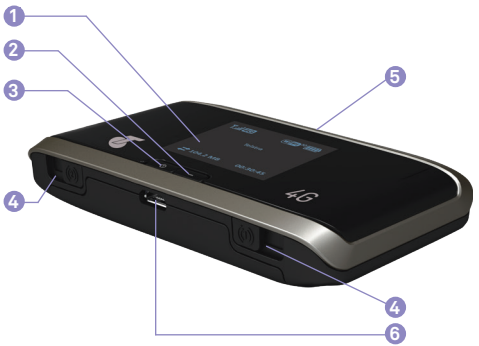
EMAIL ADDRESS

Remember, your email address is your username@bigpond.com

PASSWORD

It's a good idea to protect yourself by writing down a reminder, rather than your actual password.

YOUR BIGPOND® MOBILE WI-FI 4G



1 LCD screen

Displays status icons, messages, your Wi-Fi Network Name (SSID) and Security Key

2 Navigation key

- Press the Navigation key to cycle through the LCD screens.
- If the feature is enabled, press and hold the Navigation key for 3 seconds to lock / unlock all the keys (Go to http://bigpond.4g to enable key lock).
- Press and hold the Navigation key and WPS button for 3 seconds to toggle audio alerts (mute / enable).

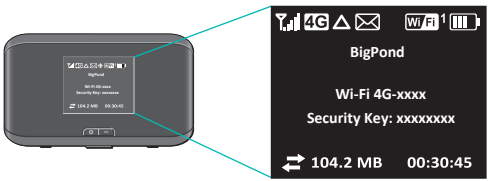
3 Power key
Press the Power key for a few seconds to turn the BigPond® Mobile Wi-Fi 4G on. Power key lights up blue to indicate that the device is powered on.
Press and hold the Power key and WPS button for 5 seconds to reset the BigPond® Mobile Wi-Fi 4G to factory defaults.

4 External antenna connectors
You can connect an external antenna to boost your signal. The antenna connector type is TS9. Antennas with this connector type are available from selected Telstra stores and partners. For information on the correct way to attach an antenna, see page 27.

5 WPS button
Press to connect WPS-enabled Wi-Fi devices to your Wi-Fi network without the use of a keyboard.

6 AC adapter / Micro USB port
Use the adapter to recharge the battery.

NOTIFICATION		DESCRIPTION
	Signal strength	1 bar — low level 5 bars — excellent
	Network type	4G
		HSPA + Dual-Carrier
		3G
	Roaming	Connected to a network other than Telstra's
	Alert	Go to the device home page http://bigpond.4g
	Wi-Fi On/Off	Shows the number of devices connected
	Battery level	4 bars — fully charged 1 bar — battery low Battery outline — critical (Less than 10% charge)



QUICK REFERENCE SECTION

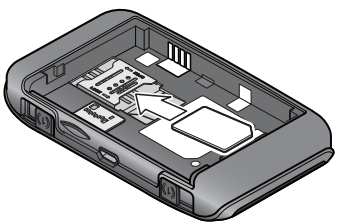
Web Interface (home page)	http://bigpond.4g
Web Interface Password	admin
Default SSID (network name)	Wi-Fi 4G-xxxx Displayed on the LCD screen
Default Security Key	8 digits which are unique to your device, displayed on the LCD screen
Restore Defaults	Press and hold the Power key and WPS button for 5 seconds

If you can't locate your Wi-Fi credentials or Admin Password, check the label inside the device, under the battery.

GETTING CONNECTED

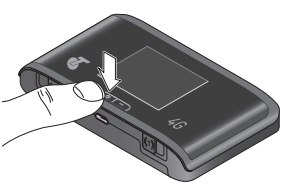
1. INSERT BATTERY

Your SIM card should already be inserted. However if you are replacing the SIM remove the back cover by sliding it down, then insert the SIM card as shown below. Insert the battery and replace the cover.



2. SWITCH DEVICE ON

Press and hold the Power key for a few seconds to turn on your BigPond® Mobile Wi-Fi 4G. The LCD will display your credentials including Wi-Fi Network Name (SSID) and Security Key.



3. SEARCH FOR WIRELESS NETWORKS

Ensure your computer or other device has Wi-Fi enabled and search for wireless networks. Refer to your Wi-Fi enabled device's manual for further details on searching for wireless networks.

Mac users: Make sure AirPort is turned on.

4. SELECT SSID AND ENTER SECURITY KEY

- Select the Wi-Fi Network Name (SSID) displayed on the LCD of your device, then click Connect.
- Type in the security key as it appears on the LCD screen and click OK.

Wi-Fi Network Name (SSID) : Wi-Fi 4G-xxxx

Security Key: xxxxxxxx

You can modify your settings via the web interface (device home page) at http://bigpond.4g. See page 23 for more details.

Important: The activation process can only be completed on a computer with Windows 8, Windows 7, Windows XP, Vista or Mac OS X 10.5.8 and above. This means tablets (Windows RT, Android and iPad) or mobile handsets can not initiate the activation process (but can be used with this device once initial activation is complete).

5. OPEN AN INTERNET BROWSER AND START THE INSTALLER

- Once your Wi-Fi is connected open an internet browser and you will be automatically directed to the web interface (device home page) to complete the setup process.

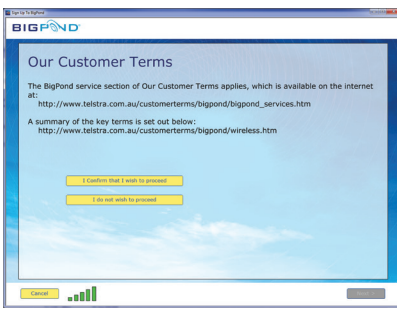
  If the web interface does not automatically open enter http://bigpond.4g in the address bar or http://10.0.0.138

- From the setup screen press Start to open Windows or Mac Installer.

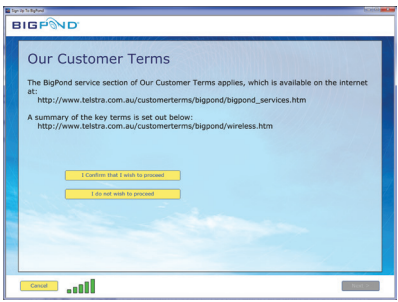
Note: The following screen shots are for Windows XP. Other systems will follow a similar process.

6. FOLLOW THE PROMPTS

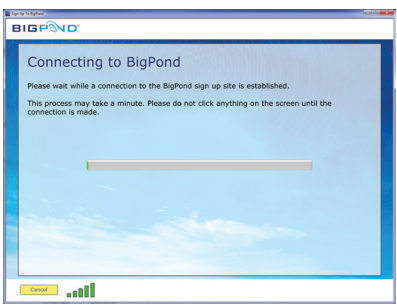
- Follow the on-screen instructions to continue setup.
- Click Next to continue.



• Once you have reviewed Our Customer Terms, select 'I confirm that I wish to proceed' and click Next.



• Your device will now connect to BigPond®.



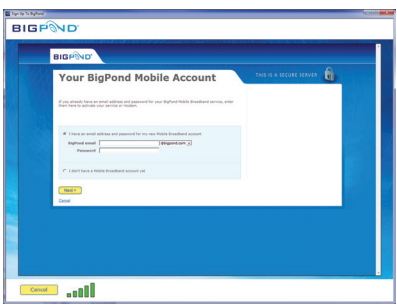
- You will need your BigPond® username and password or your billing details if you haven't signed up yet.

No Username

- If you bought your device from a Telstra store or partner and you did not sign up to an account in store, you will need to register your billing details and create a user name and password. Select **'I am new to BigPond® and Telstra'** and click '**Next**'. Follow the prompts to set up your account.
- If you're an existing BigPond® or Telstra customer, but have not created an account, select **'I am an existing BigPond or Telstra Customer, but I don't have a username or password'**.

Existing Username

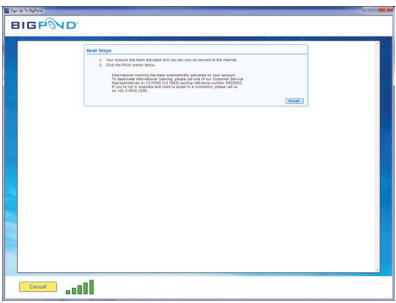
- If you ordered your device online, over the phone or if you signed up to an account in a Telstra or partner store, you will have already provided your credentials during the sign up process and created a username and password. Select **'I have an e-mail address and password for my new Mobile Broadband account'**. Enter your username and password.



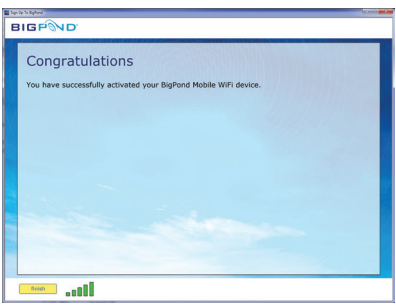
Note: Your Bigpond username and password have been emailed to you. You can access your password online at http://myacct.bigpond.com

7. COMPLETE YOUR ACTIVATION

- Click the **'Finish'** button to complete the activation.



- If your installation has been successful, the following page will be displayed.



You can connect up to 5 wireless devices on your BigPond® Mobile Wi-Fi 4G. Some devices allow for Wi-Fi Protected Setup (WPS). See next page for setup instructions.

CONNECTING WPS ENABLED DEVICES

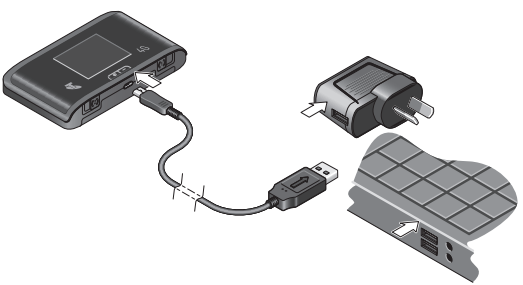
- Press and hold the WPS button on your BigPond® Mobile Wi-Fi 4G, then press the Power key when prompted on the LCD.
- Within 2 minutes, press the WPS button on the device you want to connect to your Wi-Fi network. The BigPond® Mobile Wi-Fi 4G and the other device communicate with each other and establish the connection.

Handy Hint
Use the Navigation key located next to the Power key to cycle through display screens. Go to screen 4/4 to view WPS setup.

RECHARGING YOUR BATTERY

Your battery comes partially charged. When you need to recharge it:

- Plug the micro USB cable into the device.
- Plug the other end of the cable into the AC adapter and plug the adapter into an electrical outlet or plug into a USB port on your computer.



INTERNATIONAL ROAMING

You can use your BigPond® Mobile Wi-Fi 4G service while overseas. International Roaming should already be activated on your BigPond ® account.

It is important to note that different charges apply when using your BigPond® service overseas and that any monthly allowance included with your BigPond® plan excludes use while overseas. For a full list of available countries and charges, go to telstra.com.au/internet and click on **Activate International Roaming** under Account Services.

USING THE WEB INTERFACE

Connect to the web interface (device home page) to change the default settings of your BigPond® Mobile Wi-Fi 4G. The web interface can only be accessed after connecting via Wi-Fi on your device.

LOGIN TO THE WEB INTERFACE

- Open a web browser and enter http://bigpond.4g in the address bar.
- To make changes you'll need to login as Administrator.
- Click the Admin Login icon and enter the default Admin Password: **admin**

  Username is not required.

  For full details on what can be done through the web interface, click the 'Help' button.

MODIFY ADMIN LOGIN, SSID AND SECURITY KEY

- Once you have logged into the web interface select Device Security from the column on the left hand side.
- You can then change your default settings for the web interface login, Wi-Fi network name (SSID) and Security Key.
- You can also prevent your SSID and Security Key from being visible on the LCD screen by unticking the check box.

Note: If you reset your device, you will need to enter the factory default password.

PROBLEM SOLVING

WHY CAN'T I CONNECT?

If you are having an issue accessing the internet try the following suggestions:

- 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 Wi-Fi device to connect to your Mobile Wi-Fi 4G device.

How do I go back to the home page (web interface)?

Open your browser and type in http://bigpond.4g or http://10.0.0.138

What is my Admin Password?

The Admin Password for the home page (web interface) enables you to configure your device. The default Admin Password is **admin**

What do I do if I changed the Security Key or Admin Password and then forgot it?

If you have changed your Admin Password or Security Key and subsequently forgotten it, press and hold the WPS button and Power key for 5 seconds to reset them to the factory defaults. If you reset your device to factory defaults you will need to register your device again.

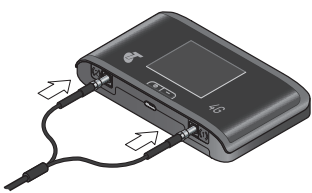
How do I set up my BigPond® email?

Go to http://go.bigpond.com/help/email for more information on setup and support.

How do I connect an external antenna?

- Slide the antenna doors open.

- Connect the TS9 antenna.



How do I access the LCD display?

Press the Navigation key located next to the Power key to cycle through the LCD display screens.

Use the BigPond® Mobile Wi-Fi 4G display to view notice of alerts and messages, update firmware, view your Wi-Fi credentials and access WPS setup.

Note: If you have configured your device not to show the Wi-Fi credentials on the main LCD screen, you can still access them by cycling through the display screens.

Where can I get more information?

View the Online Help. Go to the device home page by typing http://bigpond.4g into your browser and click 'Help'.

For billing and accounts go to:
bigpond.custhelp.com/app/contact_us/billing to email us or call **13 POND (13 7663)** from 8am-9.30pm Monday to Friday AEST or 8am-8pm Saturdays AEST.

For technical support go to:
bigpond.custhelp.com/app/contact_us/technical to email us or call **13 3933**.

Information on accessories is available at:
http://www.sierrawireless.com/mobilewifi4g

THINGS YOU NEED TO KNOW

Network unlocking fee applies.

4G speeds are currently available in all capital CBDs , associated airports and selected regional locations and will automatically switch over to our fastest available 3G speeds in other coverage areas.

Telstra Mobile Network coverage depends on your location, device and whether your device has an external antenna attached.

Actual speeds vary due to factors such as location, distance from the base station, local terrain, user numbers, hardware & software configuration and download source/upload destination. If multiple users access the Wi-Fi device the typical speed range per user may be reduced.

Visit telstra.com/mbb-coverage to check if you are in a coverage area.

It is important that you read and understand the terms that apply to your service. The terms for your BigPond® Mobile Wi-Fi 4G service are set out in Our Customer Terms at telstra.com.au/customerterms (as varied from time to time). Your pricing brochure contains a summary of the charges that apply to your BigPond® Mobile Wi-Fi 4G service.

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