

GETTING TO KNOW YOUR TELSTRA USB 4G

TELSTRA
MOBILE
NETWORK

POWERED BY  **NEXT**

IT'S HOW
WE CONNECT



LET'S GET THIS SHOW ON THE ROAD

You must be excited about your brand new USB 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.

WHAT'S INSIDE

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LET'S GET STARTED

Your package contains:

- Telstra USB 4G device
- This Quick Start Guide
- Laptop screen clip
- USB extension cable
- Warranty card

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 Telstra USB 4G with these operating systems:






- Windows® 8 (32/64-bit) - Windows RT® is not compatible
- 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






YOUR TELSTRA USB 4G



LED INDICATORS

The LED indicators show the status of the device and indicate when you are sending or receiving data by a solid indicator.

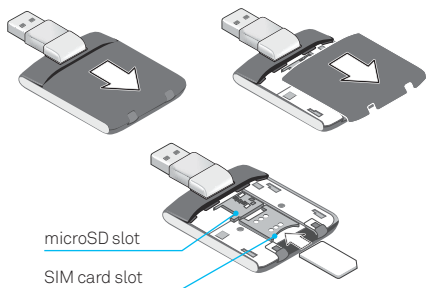
Power LED Indicator	Status
 Off	Off
 Solid Blue	Working normal
 Blinking Blue	Updates in progress. Do not remove USB
 Blinking Amber	Searching for network
 Solid Amber	Error. Could not initialise. Offline Mode

Data LED Indicator	Status
 Off	Could not find network
 Blinking Green	Found 4G network. Ready to connect
 Solid Green	Connected to 4G network
 Blinking Blue	Found 3G network. Ready to connect
 Solid Blue	Connected to 3G network

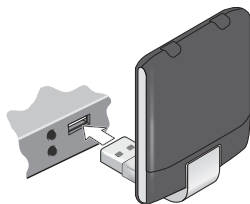
GETTING CONNECTED

1. INSERT USB

Remove the back cover and insert the SIM card as shown in the illustrations below.



Insert the device into the USB port.



2. FOLLOW THE PROMPTS TO COMPLETE INSTALLATION

The computer will detect the new hardware and start the installation process.

Click Install to start installation.

Handy Hint

If nothing happens your security settings may be preventing Autorun. The Mobile Broadband Manager software will need to be manually installed.

Windows Users

From your Desktop or Start Menu select Computer or My Computer (XP). Double click on the file named “setup.exe” to begin the installation.

Mac Users

From File Manager, double click on Telstra Pre-Paid Mobile Broadband to begin installation.

Once installation is complete, click Finish to exit the setup.

3. LAUNCH CONNECTION MANAGER (MOBILE BROADBAND MANAGER SOFTWARE)

Once installation is complete a shortcut will be created on your desktop. Double click on the shortcut to open the Mobile Broadband Manager. Click Connect Now to start using your device.

Handy Hint

Windows 8 users can also connect and disconnect from Tile view by selecting Settings> Networks.

For more information on using the Connection Manager and monitoring your usage see pages 11-12.

REMOVING YOUR USB DEVICE

Windows Users

1. Exit the Connection Manager.
2. Remove the device by pulling it straight out from the USB port.

Mac Users

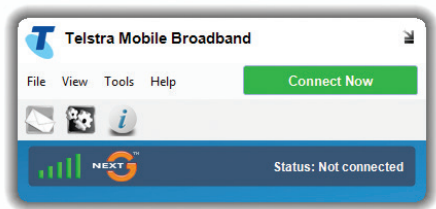
1. Exit the Connection Manager.
2. If a microSD card is inserted in the device, you must locate the device in Finder, select the drive, and click the Eject icon.
3. Remove the device by pulling it straight out from the USB port.

USING THE CONNECTION MANAGER






GETTING ONLINE

Once the Connection Manager has loaded up you will be able to click Connect Now.

Whenever the USB device is plugged into your computer the Connection Manager will automatically launch. Alternatively double click the shortcut on your desktop called Mobile Broadband Manager.



CONNECTION MANAGER ICONS

	Connect to the internet
	SMS Messaging
	Settings
	Connection Information
	Network signal strength

CONNECTION MANAGER UPDATES

The Connection Manager will automatically check for software updates. To manually download the latest software, you can click on Tools and select Check for Updates. Alternatively, visit telstra.com and select Business and Enterprise > Help & Support > Software Downloads. Select either Windows® or Mac Installation.

PROBLEM SOLVING

For a more complete listing of errors or possible solutions, please see the “Help” file located in the Connection Manager.

WHY CAN'T I CONNECT?

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

- Ensure the USB is plugged in correctly.
- Unplug the USB and plug it into a different USB port.
- Restart your computer.
- Turn off or temporarily disable any Security Programs or Firewalls.
- Uninstall the Mobile Broadband Manager and restart the computer, plug the USB in and reinstall the Mobile Broadband Manager.
- If possible try the USB in another computer.

Problem/Error	State
<p>The device has no power:</p> <p>The Power LED indicator is off</p>	<p>Ensure the following:</p> <ul style="list-style-type: none">• The device is properly inserted.• The computer is turned on and not in standby mode (Windows) or sleep mode (Mac).
<p>No Service is available:</p> <p>The Data LED indicator is off.</p>	<p>Try the following:</p> <ul style="list-style-type: none">• Reorient your computer.• If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.• Contact Telstra regarding the status of the network or your account.

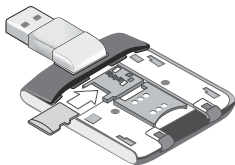
ANSWERING THOSE NIGGLING QUESTIONS

WHEN DO I USE THE EXTENSION CABLE AND CLIP?

If the orientation of your computer's USB slot or the thickness of your computer are such that pressure is applied to the end or side of the modem, you may damage the modem or your computer. In such cases, do not insert the modem directly into your computer's USB slot. Use the USB extension cable and laptop screen clip instead.

HOW DO I INSERT A MICROSD CARD?

The microSD slot is located beneath the back cover. Insert the microSD as shown in the illustration below.



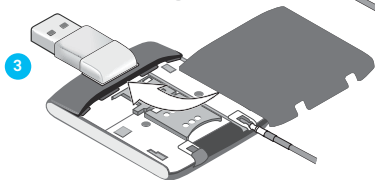
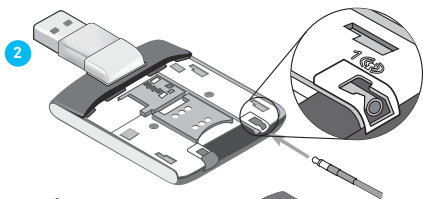
CONNECTING AN EXTERNAL ANTENNA

1. Remove the back cover.
2. Pull back the antenna connector cover and insert the antenna connector. Antenna connector type is TS9.
3. Replace the back cover.

See next page for more details.

Handy Hint

The Telstra USB 4G has two antenna connectors. If only connecting a single antenna, please make sure to use connector “1”. Dual port antennas are available for separate purchase.



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.

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

NOTES

A series of horizontal dotted lines for taking notes.

Windows and Windows Vista are trademarks of the Microsoft group of companies. Mac is a trademark of Apple Inc., registered in the US and other countries. The spectrum device is a trade mark of Telstra Corporation Limited ABN 33 051 775 556.™ and ® are trade marks and registered trade marks of Telstra Corporation Limited ABN 33 051 775 556.

The background is a solid blue color with a gradient that transitions from a lighter blue at the bottom to a darker blue at the top. There are several wavy, horizontal lines in shades of blue that sweep across the lower half of the image, creating a sense of movement and depth.

FOR MORE INFORMATION:
CALL 13 2200 OR 13 2000 (BUSINESS)
VISIT TELSTRA.COM
VISIT A TELSTRA STORE OR PARTNER