

TELSTRA ULTIMATE MOBILE BROADBAND

USB MODEM QUICK START GUIDE



NEXT  NETWORK



WELCOME TO THE TELSTRA ULTIMATE[®] MOBILE BROADBAND USB

The following steps will guide you through installing your Telstra Ultimate Mobile Broadband USB, which is designed to operate on Telstra's Next G™ network.

Your package contains:

- USB modem with TRU-Install
- This Quick Start Guide
- Laptop screen clip
- USB extension cable

You can also purchase the following accessory for your modem:

- External antenna — improves performance in areas with low signal strength. See your local Telstra Shop or Telstra Dealer for assistance with picking the best antenna option for you as well as help with installation.

You can use the Telstra Ultimate Mobile Broadband USB with these operating systems:

- Windows[®] 7
- Windows Vista[®]
- Windows XP
(Windows 64-bit editions are also supported)
- Mac OS[®] X 10.5 or later

EXTERNAL ANTENNA CONNECTORS



POWER LED

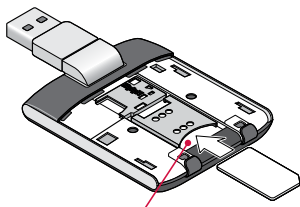
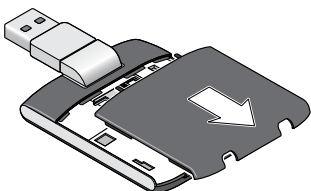
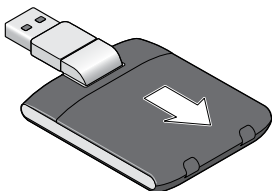
DATA LED

USB CONNECTOR

INSTALLATION

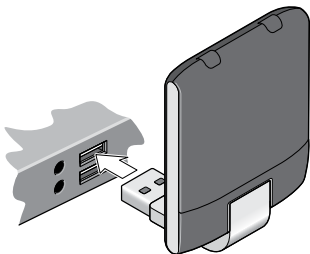
This modem is TRU-Install enabled and does not require a CD for installation.

- 1** Remove the back cover and insert the SIM card as shown in the illustrations.



SIM card slot

- 2 Insert the modem into the USB slot.



Windows

The software installation process starts automatically. Follow the on-screen prompts to install the Telstra Connection Manager software.

Mac OS X

When the Telstra Connection Manager window appears, double-click the installer package.

- 3 Once the software is installed, the modem searches for a network. When the modem finds a network, the Connect button in the Connection Manager becomes available.
Click **Connect** to connect to your network.

Windows 7 Mobile Broadband*

To connect to the network using Windows 7 Mobile Broadband:

1. Click the signal strength icon in the system tray. The Mobile Broadband connection window opens.

2. Select your network and click **Connect**.

Note: Features such as SMS are only available by using Connection Manager.

*This product has passed Microsoft-designed tests for a high standard of performance, reliability, and compatibility with Windows 7.



Mac OS X

The first time you run Connection Manager:

1. After clicking Connect, the message "A new network interface has been detected" appears. Click the **Network Preferences...** button.

2. In the Network window, click **Apply**. Your modem connects to the network.

4. If you are prompted to configure a profile, click **Yes**. The Profiles window opens. From the list of default profiles, select your service provider. If your service provider is not on the list, contact them. Click **OK**. The modem is ready to use.

USING THE MODEM

STARTING THE WINDOWS SOFTWARE

Double-click the program's icon  on your desktop.

-or-

In Windows Vista or Windows 7, select

Start > All Programs > Telstra > Connection Manager > Telstra Connection Manager.

-or-

In Windows XP, select **Start > Programs > Telstra > Connection Manager > Telstra Connection Manager.**

Proceed to "Viewing the User Guide" below.

STARTING THE MAC SOFTWARE

If the Connection Manager software has not started automatically:

Click the program's icon in the dock.

-or-

In Finder™, select **Go > Applications > Telstra Connection Manager** and then double-click Telstra Connection Manager.

VIEWING THE USER GUIDE

The User Guide provides additional operating information and specifications for the modem.

- In Windows XP, select **Start > Programs > Telstra** and then double-click the PDF file.
- In Windows Vista or Windows 7, select **Start > All Programs > Telstra** and then double-click the PDF file.
- In Mac OS X, in Finder, select **Go > Applications > Telstra Connection Manager** and then double-click the PDF file.

REMOVING THE MODEM

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

TROUBLESHOOTING

For a more complete listing of errors and possible solutions, please see the User Guide or Connection Manager online Help.

Problem/Error	Solution
The device has no power—the  LED indicator is off.	Ensure the following: • The device is properly inserted. • The computer is turned on and not in standby mode (Windows) or Sleep mode (Mac).
No service is available—the  LED indicator is off).	Try the following: • 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. • Connect an external antenna. • Contact Telstra regarding the status of the network or your account.

FREQUENTLY ASKED QUESTIONS

What do I do if the software installation does not start automatically?

Windows

1. Double-click **My Computer** (Windows XP) or **Computer** (Windows Vista, Windows 7) on your desktop.
2. Click the **TRU-Install** drive.
3. Under the TRU-Install drive, open the **Win** folder and double-click **Setup.exe**. Follow the on-screen prompts to install the software.

For additional information about your modem and troubleshooting suggestions, refer to the User Guide. If the software failed to install, you'll find the User Guide in **My Computer > TRU-Install > Win** (Windows XP) or **Computer > TRU-Install > Win** (Windows Vista, Windows 7).

Note: Once the software is installed, the User Guide is available in **Start > Programs > Telstra** (Windows XP) or **Start > All Programs > Telstra** (Windows Vista, Windows 7).

Mac OS X

If you do not see the Watcher window:

1. Open **Finder**.
2. Under Devices, click **Telstra Connection Manager**.
3. Double-click the installer package.

For additional information about your modem, refer to the User Guide. You'll find it in **Finder > Applications > Telstra**.

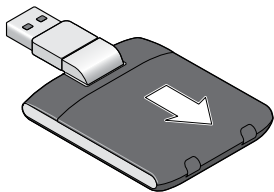
When do I use the extension cable and clip?

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.

ANTENNA CONNECTION

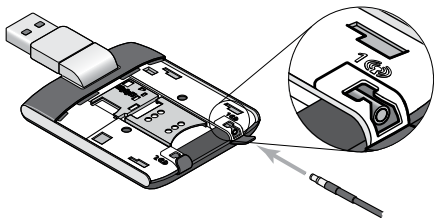
To connect the antenna to the modem:

1. Remove the back cover.

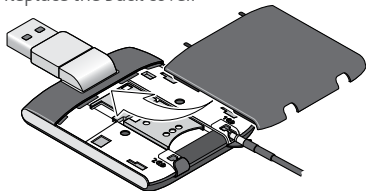


2. Pull back the antenna connector cover.

Note: The Telstra Ultimate Mobile Broadband USB modem has two antenna connectors. If only connecting a single antenna, please make sure to use connector “1”.



3. Replace the back cover.



LED OPERATION

The two LEDs show the current status of the modem.

LED	State	Indicates
Power 	Off	One of the following states: • The modem is not inserted in the computer. • The computer is off or in “suspend and resume” mode. • The modem radio has been turned off using the Connection Manager.
	Solid blue	The power is on, the modem is working normally.
	Blinking blue	The firmware is being updated. Do not remove the modem from the computer.
	Blinking amber	The modem is searching for service (initializing).
	Solid amber	Modem error — either the modem is having a problem initializing (searching for service) or is offline because of a failure. Contact your service provider.
Data 	Off	The modem is unable to detect network service.
	Blinking blue	The modem has detected a 3G (UMTS, HSPA), HSPA+, or DC-HSPA+ network and is ready to connect.
	Solid blue	The modem is connected to a 3G, HSPA+, or DC-HSPA+ network and can send and receive data.



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