

GETTING TO KNOW YOUR TELSTRA USB 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 USB 4G. If all goes to plan, you'll be up and running in less than 7 minutes.

This guide will help you get started as quickly and easily as possible. It'll guide you through installation, show you how to set up your modem 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

- 05 Let's get started
- 07 Installing your USB 4G
- 09 Get more from your modem
- 11 Problem solving
- 12 Answering those niggling questions

LET'S GET STARTED

Your package contains:

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

You can also purchase the following accessories for your modem:

- 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® 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



External antenna connectors

Power LED

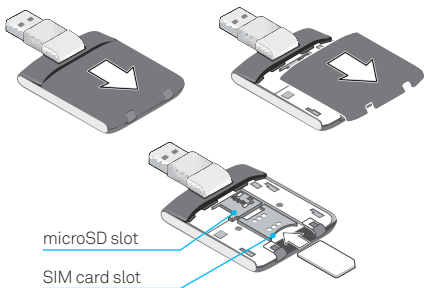
Data LED

USB Connector

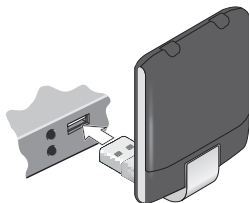
INSTALLING YOUR USB 4G

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.



2. Insert the modem into the USB slot.



WINDOWS USERS

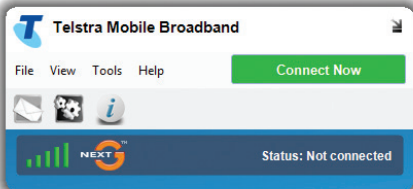
Plug the USB 4G into your computer's USB port. The computer will detect the new hardware and start the Install Shield Wizard.

If your security settings prevent autorun, you must start the process manually. Open Windows Explorer. The USB 4G appears as a drive. Look for a file named "setup.exe" and double click it to begin the installation.

MAC USERS

Plug the USB 4G into your computer's USB port. Double click the CD drive icon that appears on your desktop. When the "Telstra Connection Manager" icon appears, click it to begin the installation.

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.



GET MORE FROM YOUR 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 > Mobile Broadband Manager

OR

In Windows XP, select:

Start > Programs > Telstra > Mobile Broadband Manager

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 > double click Mobile Broadband Manager

REMOVING THE MODEM

Windows

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

Mac OS X

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

PROBLEM SOLVING

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

Problem/Error	State
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. • Contact Telstra regarding the status of the network or your account.

ANSWERING THOSE NIGGLING 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 Telstra Connection Manager window:

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

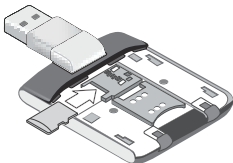
For additional information about your modem, refer to the User Guide. You'll find it in **Finder > Applications > Telstra**.

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.

HOW DO I INSERT A MICROSD CARD?

The microSD slot is located beneath the back cover. See the illustration below.



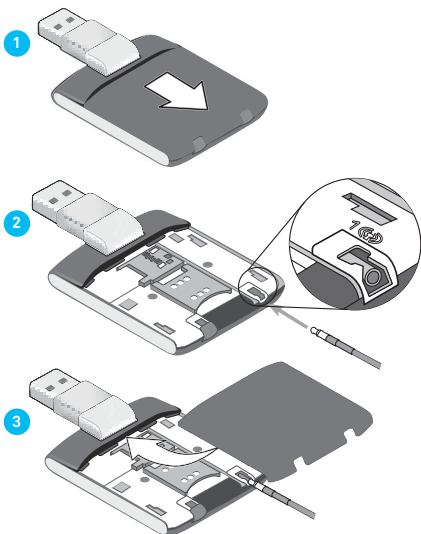
ANTENNA CONNECTION

To connect the antenna to the modem:

1. Remove the back cover.
2. Pull back the antenna connector cover.

The Telstra USB 4G 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 (initialising).
	Solid Amber	Modem error - either the modem is having a problem initialising (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 Green	The modem had detected a 4G network (LTE) and is ready to connect.
	Solid Green	The modem is connected to a 4G network and is able to send and receive data.
	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.

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.
® Registered trade mark of Telstra Corporation Limited
ABN 33 051 775 556.
Part Number: 2400160, Rev. 1



FOR MORE INFORMATION:

CALL 13 2000

VISIT TELSTRA.COM

VISIT A TELSTRA STORE OR PARTNER