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# GETTING TO KNOW YOUR BIGPOND® USB 4G

TELSTRA  
MOBILE  
NETWORK

POWERED BY **NEXT G**

IT'S HOW  
WE CONNECT



# LET'S GET THIS SHOW ON THE ROAD

You must be excited about your brand new USB 4G. 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.

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# LET'S GET STARTED

## **Your package contains:**

- BigPond® USB 4G device
- This Quick Start Guide
- USB extension cable
- Laptop screen clip

## **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 (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

# 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 USB 4G

External antenna connectors

Power LED

Data LED

USB Connector



## LED INDICATORS

The LED indicators shows the status of the device and indicates 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

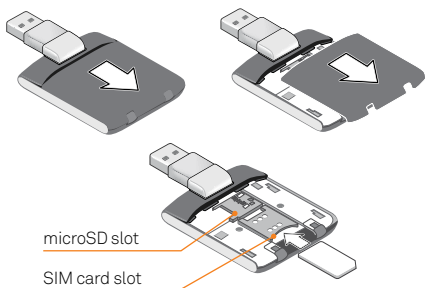
Data LED Indicator	Status
● Off	Could not find network
⚡ Blinking Green	Found 4G network. Ready to connect
● Solid Green	Connected to 4G network
⚡ Blinking Blue	Found 3G network. Ready to connect
● Solid Blue	Connected to 4G network



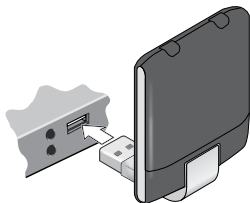
# GETTING CONNECTED

## 1. INSERT USB

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



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**

Double click the CD drive icon that appears on your desktop. When the BigPond Connection Manager icon appears, click it to begin the installation.

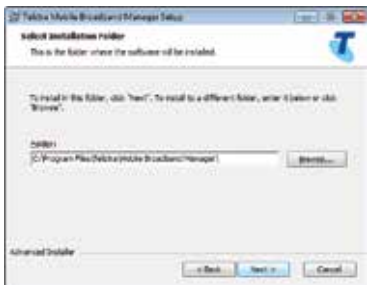
- Click next to continue



- Once you have reviewed Our Customer Terms, click on I confirm that I wish to proceed and click Next.



- Click Next to accept the default location to save the connection manager software, or click on Browse to specify a different location. The wizard takes a few minutes to complete.



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

### 3. LAUNCH CONNECTION MANAGER (BIGPOND 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.

## 4. REGISTER YOUR ACCOUNT

- You will need your BigPond® username and password or your billing details if you haven't signed up yet.
- From the Connection Manager click on Register to begin.



**Important:** There are instances where the connection manager may ask to register even if you have registered before. If it does, go through the registration process again to setup your device.

## 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 or over the phone, or if you signed up to an account in a Telstra or partner store, you'll 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.

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





## 5. SETUP YOUR EMAIL

Once you've completed the registration process, you will be provided with the option to set up your BigPond® email.



## 6. COMPLETE INSTALLATION

If you have followed all the previous steps, the following page will be displayed.

Please read this page carefully.



# 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
	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](http://telstra.com) and select Business and Enterprise > Help & Support > Software Downloads. Select either Windows® or Mac Installation.

# PROBLEM SOLVING

## WHY CAN'T I CONNECT?

If you are having an issue accessing the internet try the below.

1. Ensure the USB is plugged in correctly.
2. Unplug the USB and plug it into a different USB port.
3. Restart your computer.
4. Turn off or temporarily disable any Security Programs or Firewalls.
5. Uninstall the Mobile Broadband Manager and restart the computer, plug the USB in and reinstall the Mobile Broadband Manager.
6. 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"> <li>• The device is properly inserted.</li> <li>• The computer is turned on and not in standby mode (Windows) or sleep mode (Mac).</li> </ul>
<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"> <li>• Reorient your computer.</li> <li>• If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.</li> <li>• Contact Telstra regarding the status of the network or your account.</li> </ul>

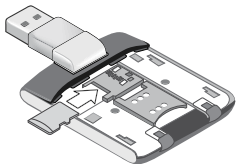
# ANSWERING THOSE NIGGLING QUESTIONS

## 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. See the illustration below.



## CONNECTING AN EXTERNAL ANTENNA

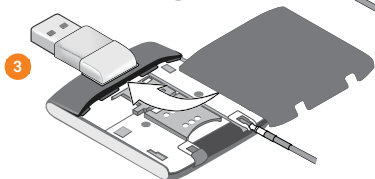
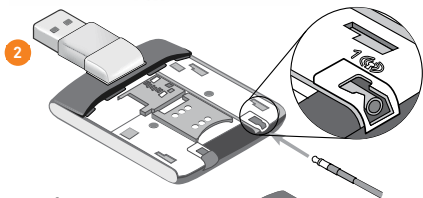
1. Remove the back cover.
2. Pull back the antenna connector cover.
3. Replace the back cover.

See next page for more details.

### Handy Hint

Your device 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.

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/mobilebbcoverage](http://telstra.com/mobilebbcoverage) to check if you are in a coverage area.

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