# GETTING TO KNOW YOUR TELSTRA USB 4G

# 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

# 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

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 3G network |

# GETTING
# CONNECTED

## 1. INSERT USB

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

microSD slot

SIM card slot
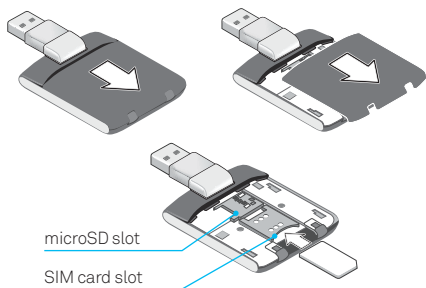
Insert the device into the USB port.
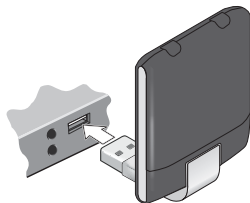
## 2. FOLLOW THE PROMPTS TO COMPLETE INSTALLATION

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.
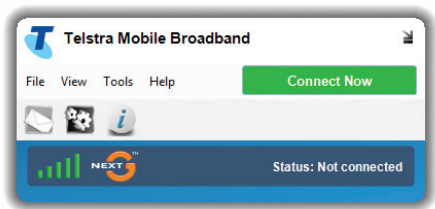
## CONNECTION MANAGER ICONS

| | |
|---|---|
| **Connect Now** | Connect to the internet |
|  | SMS Messaging |
|  | Settings |
| *i* | 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 |
|---|---|
| The device has no power:<br><br>The Power LED indicator is off | Ensure the following:<br><br>• The device is properly inserted.<br><br>• The computer is turned on and not in standby mode (Windows) or sleep mode (Mac). |
| No Service is available:<br><br>The Data LED indicator is off. | Try the following:<br><br>• Reorient your computer.<br><br>• If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.<br><br>• 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.
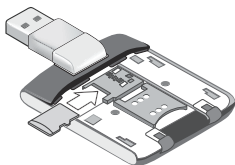
## CONNECTING AN EXTERNAL ANTENNA

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.
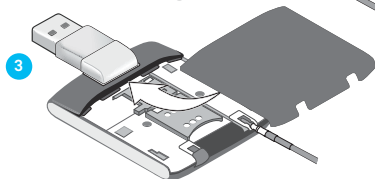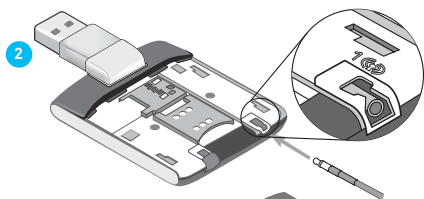
# THINGS YOU NEED TO KNOW

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