

TELSTRA ELITE® PRE-PAID MOBILE BROADBAND



Australia's largest and fastest national
mobile broadband network

QUICK REFERENCE GUIDE



WELCOME TO THE TELSTRA ELITE® PRE-PAID MOBILE BROADBAND USB MODEM

Your package contains the following:

- Telstra Pre-Paid Next G® SIM Card
- USB Modem
- Quick Reference Guide
- Getting Started Guide
- USB Extension cable
- Warranty Card

You can also purchase the following accessories:

- microSD™ memory card to enable the device to be used as an external storage drive (available at most consumer electronics stores)
- External Antenna which may improve the modem performance in low signal strength areas (available from Telstra outlets)



Before you begin

- Open the back cover and insert your microSD card if required

Installing the Connection Manager

Your modem is compatible with following operating systems

- Microsoft® Windows® 7
- Microsoft Windows Vista
- Microsoft Windows XP
- Mac OS X 10.5 and 10.6

Insert the modem into your computer

- Slide out the USB connector and plug the USB modem into your computer.
- The computer will detect the new hardware and start the Install Shield Wizard.
- If nothing happens your system configuration may be preventing Autorun.
- Windows users:** Double-click the Autorun.exe file to start the software installation.
- Mac users:** Open the Mobile Broadband Setup from your File Manager, double click Telstra Pre-Paid Mobile Broadband.
- Follow the prompts to complete the installation.
- The Connection Manager software will start automatically and takes a few minutes to complete.

Activating your service






Once Connection Manager is installed, click the **Activate** button, fill in your details and follow the prompts.

Alternatively, call **12 58887** and follow the prompts.












When everything is ready the **Connect Now** button will become available.

Operation

The LED indicator shows the status of the modem and indicates when you are sending or receiving data.

LED Indicator	Modem status
 Red	Offline state. Power on, not registered.
 Green solid	Registered on the 2G network
 Green blinking	Data active on the 2G network
 Blue solid	Registered on the 3G network
 Blue blinking	Data active on the 3G network

Connection Manager Icons Description

	Connect to the internet
	SMS Messages
	Settings
	My Account
	Connection information
	BigPond® Mobile Broadband Plans
 	New SMS message in your Inbox
	Network signal strength
	Disconnected from the internet
	Connected to the internet

Troubleshooting and Frequently Asked Questions

1. Install and test the modem in another computer
2. Check your SIM card is working in another device – e.g. mobile phone
3. Insert a known working SIM card into your modem
4. Confirm your account is active – contact Telstra
5. Uninstall the modem and re-install using Windows 'Safe Mode' – consult a PC technician for help if required (PC only)

Problem	Possible Causes	Suggested Solution
The user interface doesn't start after the modem is plugged in.	PC configuration is not correct. (No Autorun)	Start the program manually by going Start -> Program Files or use the shortcut on the desktop.
The modem has no signal.	The antenna is at the wrong angle or position.	Adjust the angle and position of the USB modem.
	You have no network coverage.	Try moving location until you get good reception. Visit telstra.com/mobilebbcoverage to check if you are covered or consider purchasing an external antenna from your service provider.
	You have not entered your PIN number at start up.	Restart the application and enter your PIN number. If the PIN is invalid you cannot connect to the network.

Problem	Possible Causes	Suggested Solution
Message sent failed.	The SMS centre number isn't correct.	Check with your service provider and enter the correct number in the Message settings.
Data connection failed.	You have no network coverage.	Try moving location until you get good reception.
	The APN configuration is wrong.	Check with your service provider and set the APN in the configuration settings.
	The manual network selection is wrong.	Select the correct network for Telstra. Restore Automatic mode.
	You are using the wrong APN.	Consult Telstra.
The modem cannot connect to the internet when overseas.	You don't have international roaming enabled on your service.	Consult your service provider before you go overseas to enable roaming.
No warning tone.	The PC soundcard is disabled or on low volume.	Check the audio card and adjust the volume.
The microSD™ card cannot be read or is not found.	Re-insert the microSD card. The maximum capacity is 32GB SDHC.	Try another microSD card and make sure the capacity and format is correct.

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FOR MORE INFORMATION



CALL 12 58880

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