

TELSTRA MF821

4G USB DATA MODEM

USER MANUAL

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Version 1.1 February 2012

CHECK YOUR SYSTEM REQUIREMENTS

Check you have a spare USB port (USB 1.0 or 2.0)

You need to be running Windows 7 / XP / Vista for a PC or OS X 10.5.11 and above for a Mac

The recommended minimum system requirements are:

CPU	1GHz Pentium or above
Hard Disk	At least 50MB free space
RAM	512M or above
Display	800 x 600 minimum

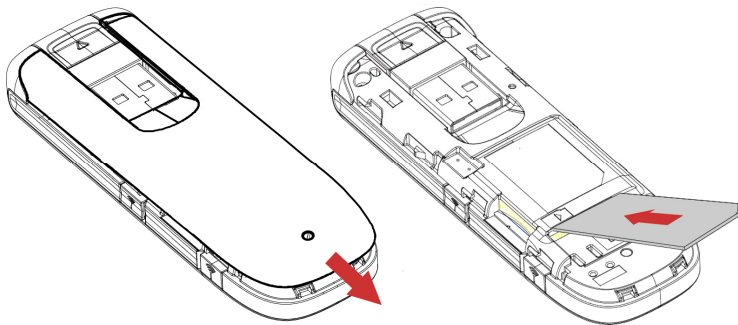
You need to have Administrator rights to install and run the software
We suggest you switch off your anti-virus software before installing the USB modem. In some cases protection software can prevent automatic installation. It is possible to start the installation process manually by clicking the Autorun icon when it appears.

GET TO KNOW YOUR USB MODEM



INSERT YOUR SIM CARD

1. Slide the top cover to access the SIM and memory slots.
2. Insert your USIM card carefully as shown.
3. If you want to add a memory card you can do it now. Your USB modem supports up to 32GB microSD™ memory.
4. Close the back cover.



Handy hint

Remember to keep your plastic SIM card holder. It has a record of your phone number and a PIN number which you may need later.

INSERT THE MODEM INTO YOUR COMPUTER

The installation and management software is pre-loaded onto your USB modem. Simply insert your modem into your computer and follow the instructions on-screen. You'll be up and connected in about 5 minutes.

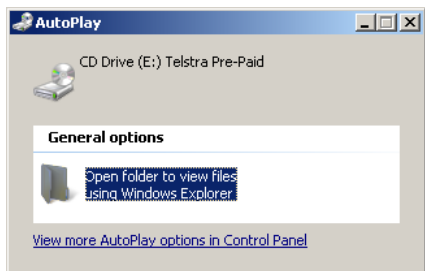
The USB modem is a Plug and Play device. Once inserted your system will automatically detect the new hardware and start to install the software. Be patient as it may take some time for your computer to recognise the modem.

If nothing happens your system configuration may be preventing Autorun.

Handy Hint

Double click the Telstra icon to start the software installation.

Windows users: Select Open folder to view files, then double click the Telstra icon to start the software installation:

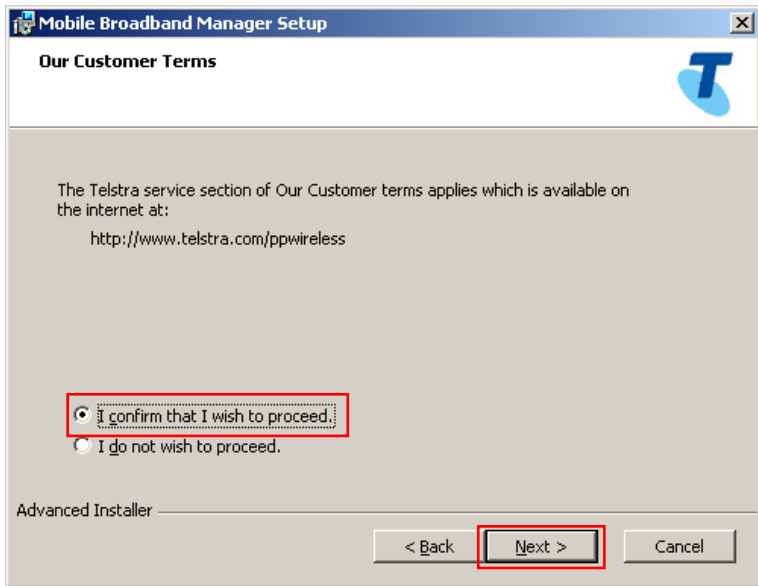


MAC Users: Double click the Telstra icon from your desktop:

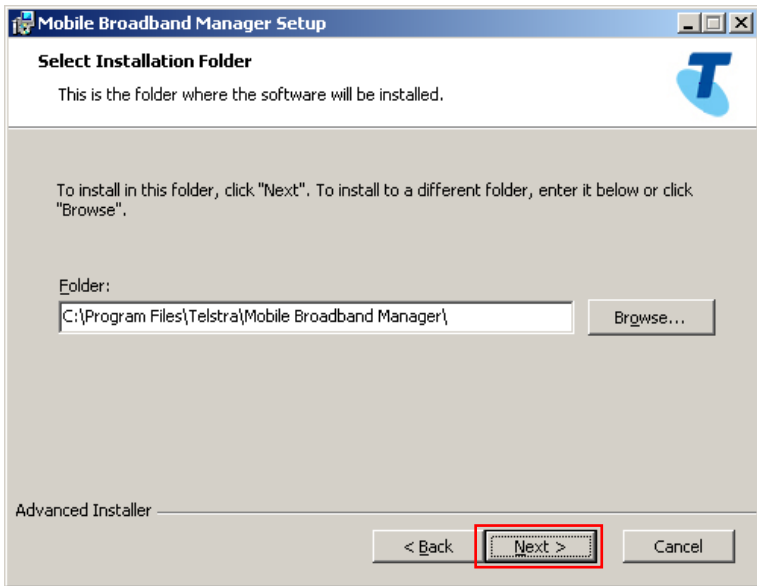


The installation method shown below is for Windows 7. Other systems will follow a similar but not necessarily identical installation process:



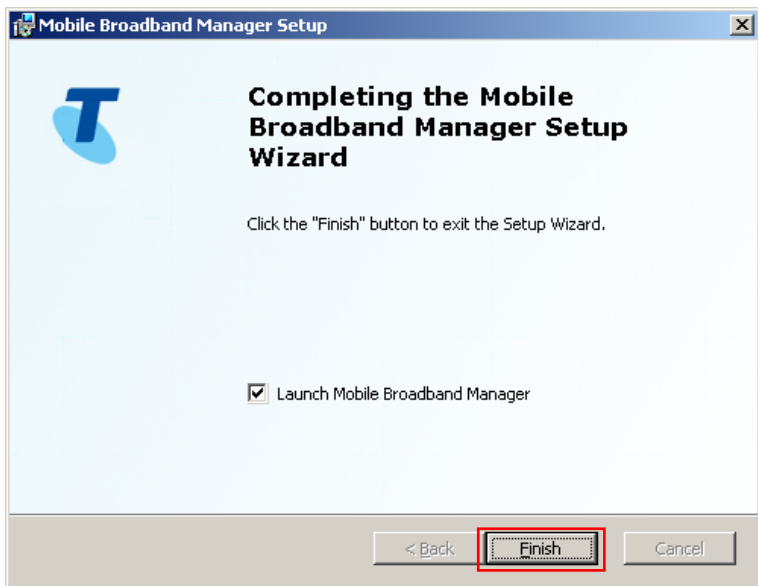


Choose 'I confirm....', and then click Next to continue



Press Next to accept the default folder location, or press Browse to define your own path.

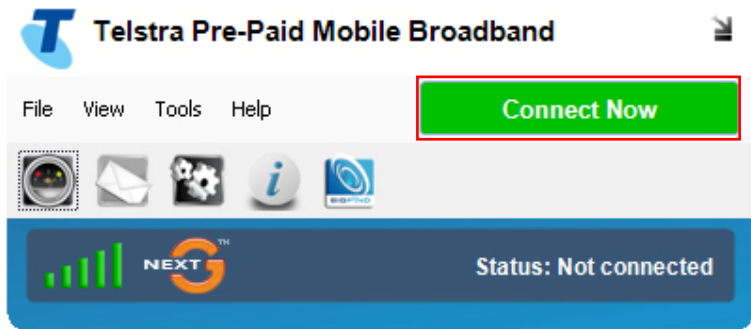
Click next then wait a few seconds for the installation to proceed...Press Finish when complete:








CONNECT TO THE INTERNET

After installation the software interface will launch automatically. Your modem will continue installing for a couple of minutes...

You'll be ready to go when you see the Connect Now button.



Press Connect Now to get on line

LED indicators	Modem Status
 Red	Offline. Not registered on the network
 Green solid	Registered on the LTE network
 Green blinking	Active data transfer on the LTE network
 Blue solid	Registered on the 2G / 3G network
 Blue blinking	Active data transfer on 2G / 3G network

- The installation will create a new shortcut on your desktop and a new program listing under Start-Programs
- You may have to reboot your PC or MAC after installation is complete
- If you have problems with the installation please contact your supplier or see our website, www.zte.com.au/ for more assistance and FAQ's
- If you can't connect to the internet check your SIM card is inserted correctly, contact your service provider and check your account is active.

USING YOUR USB MODEM

- Press Connect Now to connect to the internet
- Launch your browser or other software
- When you have finished your internet or email connection remember to return to the software interface and press Disconnect to end your session
- If the software has been minimized then double click the small icon on the task bar to re-open the application window
- The modem is locked to Telstra. If you use a SIM card from another provider you may not be able to connect to the network. Consult Telstra for more details or to unlock your device.

Handy Hint

After the computer wakes from hibernation or standby mode you may need to remove and insert the modem

microSD™ MEMORY CARD

If you use a microSD™ memory card in your modem your computer will display a removable disk drive. You can use the modem as an external drive to store and transfer files.

microSD™ cards supported to 2GB are FAT 16 format.
microSDHC™ cards supported to 32GB are FAT 32 format.

If you want to remove the modem please use the Safe Removal of Hardware to stop the removable disk first.

EXTERNAL ANTENNA PORT

Only use the correct antenna as recommended by the manufacturer. The antenna port type is TS9. Insert and remove the connection carefully. Do not pull on the cable to remove the connection.

HELP

Click Help to access the system help and FAQ's.

TROUBLESHOOTING

If you have any problems with your connection or modem please consult the manual and check this section. If the problem still exists contact your service provider or check our website for more details at www.zte.com.au

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 antenna is at the wrong angle or position.	Adjust the angle and position of the USB modem.
The modem has no signal.	You have no network coverage.	Try moving location until you get good reception.
	SIM card requires a PIN number	Remove your SIM. Insert into a mobile handset and unlock the PIN function.

Problem	Possible Causes	Suggested Solution
Data connection failed.	You have no network coverage.	Try moving location until you get good reception.
The modem cannot connect to the internet when overseas	You don't have international roaming enabled on your plan.	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 card	Try another microSD™ card and make sure the capacity and format is correct.

SOFTWARE REMOVAL

If you wish to uninstall the application please follow the procedures below:

PC

Start > Control Panel > Add or Remove Programs (or equivalent) > Select Telstra Mobile Broadband Manager > Click Remove or Uninstall

Follow the prompts and press Yes to continue.

MAC

With the Telstra Pre-Paid Broadband application running select:

Telstra Pre-Paid Broadband > Uninstall

Follow the prompts to continue.

PRECAUTIONS AND SAFETY INFORMATION

- Some electronic devices are susceptible to electromagnetic interference. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the modem.
- Operating of laptop or desktop PCs with the modem may interfere with medical devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.
- Be aware of the regulations when using the modem at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
- Don't touch the antenna area unnecessarily whilst connected. This can affect your modem performance and reduce the signal quality.
- Store the modem out of the reach of children. The modem may cause injury or get damaged.

- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
- Only use original accessories or accessories that are authorized by the manufacturer. Using unauthorized accessories may affect your modem's performance, damage your modem and violate related national regulations.
- Avoid using the modem in areas that emit electromagnetic waves or in enclosed metallic structures eg lifts.
- The modem is not waterproof. Please keep it dry and store it in a cool, dry place.
- Don't use the modem immediately after a sudden temperature change eg from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the modem which can cause internal damage. Unplug the modem and leave it for 30 minutes before use.
- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair will void the warranty.

RF SAFETY INFORMATION

The USB modem has an internal antenna. For optimum performance with minimum power consumption do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the modem to operate at a higher power level than needed.

RADIO FREQUENCY ENERGY

The USB modem is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves). The transmit power level is optimized for best performance and automatically reduces when there is good quality reception. Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low. Under poor network conditions the modem transmits at a higher power level and may get hot.

DECLARATION OF CONFORMITY – SPECIFIC ABSORPTION RATE (SAR)

The wireless router device is designed to be used in close proximity to the body. We declare that the product detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electromagnetic Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997 when used at a distance of not less than 5mm from the body. The worst case SAR result is 1.66 W/Kg.



N14945

ROHS DECLARATION (RESTRICTION OF HAZARDOUS SUBSTANCES)

ZTE declares that the USB modem is free from hazardous materials and complies with EU RoHS Directive and the amendments.

TECHNICAL SPECIFICATIONS

Network compatibility	LTE 1800, 2100, 2600 MHz
	UMTS 850, 900, 2100 MHz
	GSM 850, 900, 1800, 1900 MHz
Dimensions	87.3 x 29.5 x 14mm. Approx 47g
Data Rates*	LTE Downlink typical up to 40Mb/s
	LTE Uplink typical up to 10Mb/s
	HSPA+ Downlink up to 42Mb/s
	HSDPA Mode up to 21.6Mb/s HSUPA Mode up to 5.76Mb/s
Voltage	5V
Current	Resting: 100mA rms Max: 700mA rms
Operating systems	Windows 7, XP SP2, SP3, Vista MAC OS X 10.5 and above
Memory card	Up to 32GB microSDHC™
Antenna port	TS9 connector
Temperature	-5°C to +45°C

* Customer download/upload speeds will vary due to factors such as distance from the cell, local conditions, user numbers, hardware, software, download source, and other factors.