TELSTRA ELITE™
MOBILE BROADBAND USB

QUICK START GUIDE

WELCOME TO THE TELSTRA ELITE™ MOBILE BROADBAND USB

The following steps will guide you through installing your Telstra Elite™ Mobile Broadband USB, which is designed to operate on Telstra's Next G® network.

Your package contains:
- ➲ USB modem with TRU-Install™
- ➲ This Quick Start Guide
- ➲ USB extension cable
- ➲ Notebook computer clip
- ➲ Lanyard (already attached)
- ➲ External antenna — improves performance in areas with low signal strength
- ➲ microSD™ card — for external data storage

This Quick Start Guide includes the following sections:
- ➲ Installation, page 2
- ➲ Using the Modem, page 4
- ➲ LED Operation, page 6
- ➲ Frequently Asked Questions, page 7

microSD slot

External antenna connector

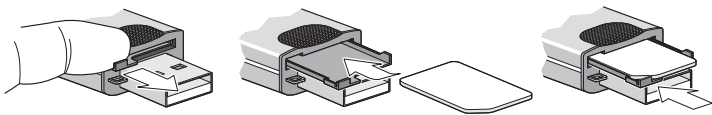LEDs
Power
Data

SIM card slot

USB connector

Cap

INSTALLATION

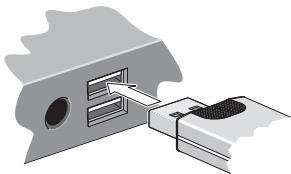This modem is TRU-Install enabled and does not require a CD for installation.

You can use your modem with these operating systems:

- ➲ Windows® XP
- ➲ Windows Vista®
- ➲ Windows 7
  (Windows 64-bit editions are also supported)
- ➲ Mac OS® X 10.4.11 or later (including 10.6)

1 Remove the cap from the end of the modem and insert the SIM card as shown.

2 Insert the modem into the USB slot.

Windows

The software installation process starts automatically. Follow the on-screen prompts to install the Connection Manager software. This may take a few minutes to complete.

Mac OS X

When the Telstra Connection Manager window appears, double-click the installer package.

3 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.

The first time you run the Connection Manager:

Mac OS X 10.4.11

1. After clicking **Connect**, open **System Preferences** and select **Network**.
2. When the "New Port Detected" message appears, click **OK**.
3. Click **Apply Now**. Your modem connects to the network.

Mac OS X 10.5

1. After clicking Connect, the message "A new network interface has been detected" appears. Click the Network Preferences... button.
2. In the Network window, click **Apply**. Your modem connects to the network.

4 If you are prompted to configure a profile, click **Yes**. The Profiles window opens. From the list of default profiles, select your service provider. If your service provider is not on the list, contact them.
Click **OK**. The modem is ready to use.

USING THE MODEM

STARTING THE WINDOWS SOFTWARE

Double-click the program's icon ![icon] on your desktop.

-or-

In Windows Vista or Windows 7, select **Start > All Programs > Telstra > Connection Manager > Telstra Connection Manager**.

-or-

In Windows XP, select **Start > Programs > Telstra > Connection Manager > Telstra Connection Manager**.

Proceed to "Viewing the User Guide" below.

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 > Telstra Connection Manager** and then double-click Telstra Connection Manager.

VIEWING THE USER GUIDE

The User Guide provides additional operating information and specifications for the modem.

- ➲ In Windows XP, select **Start > Programs > Telstra** and then double-click the PDF file.
- ➲ In Windows Vista or Windows 7, select **Start > All Programs > Telstra** and then double-click the PDF file.
- ➲ In Mac OS X, in Finder, select **Go > Applications > Telstra Connection Manager** and then double-click the PDF file.

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.

TROUBLESHOOTING

For a more complete listing of errors and possible solutions, please see the User Guide or Connection Manager online Help.

Problem/Error	Solution
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. ➲ Connect an external antenna. ➲ Contact Telstra regarding the status of the network or your account.

LED OPERATION

When the modem is working normally, sending and receiving data on the Telstra Next G® network, the two LEDs on the modem show solid blue. The table below describes other operating states that the LEDs indicate.

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 Connection Manager.
	Blinking blue	The firmware is being updated. Do not remove the modem from the computer.
	Blinking amber	The modem is searching for service (initializing).
	Solid amber	Modem error — either the modem is having a problem initializing (searching for service) or is offline because of a failure. Contact your service provider.
Data ⇄	Off	The modem is unable to detect 2G or 3G service.
	Blinking amber	The modem has detected a 2G network (EDGE, GPRS, GSM) and is ready to connect.
	Solid amber	The modem is connected to a 2G network and is able to send and receive data.
	Blinking blue	The modem has detected a 3G network (UMTS, HSPA) and is ready to connect.

FREQUENTLY ASKED QUESTIONS

What do I do if the software installation does not start automatically?

If TRU-Install does not start automatically, you can start the installation process manually.

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 the Setup.exe file. Follow the on-screen prompts to install the software.
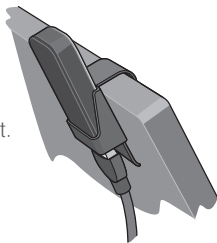
Mac OS X

If you do not see the Telstra Connection Manager window:
1. Open Finder.
2. Under Devices, double-click Telstra Connection Manager.
3. Double-click the installer package.

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 notebook computer clip instead.

When should I use an external antenna?

Use an external antenna to boost your signal in areas of low signal strength—outside of urban centres, for example, or when you are in or near a structure that is blocking the signal. If you experience dropped connections and Connection Manager signal strength indicator shows one or two bars (-100 dBm or lower), you should connect the external antenna.

Need more information?

Visit **www.sierrawireless.com/support** (under **Carrier**, select **Telstra**, then your product model), or call 125 111.