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 StartGuide
- USB extension cable
- Laptop screen clip

MAKE A NOTE OF YOUR BIGPOND DETAILS

You may wish 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.

CONNECTING YOUR USB 4G

WINDOWS USERS

Plug the BigPond® USB 4G into your computer's USB port.

The computer will detect the new hardware and start the Install Shield Wizard.

If your security settings prevent autorun, you must start the process manually. Open Windows Explorer. The USB 4G appears as a drive. Look for a file named "setup.exe" and double click it to begin the installation.

MAC USERS

Plug the USB 4G into your computer's USB port.

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

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.

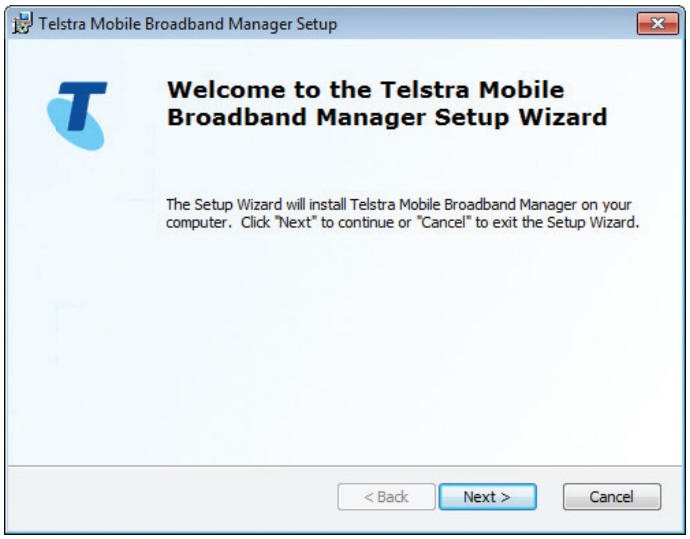
Click **Connect** to connect to your network.

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

INSTALLING YOUR USB 4G

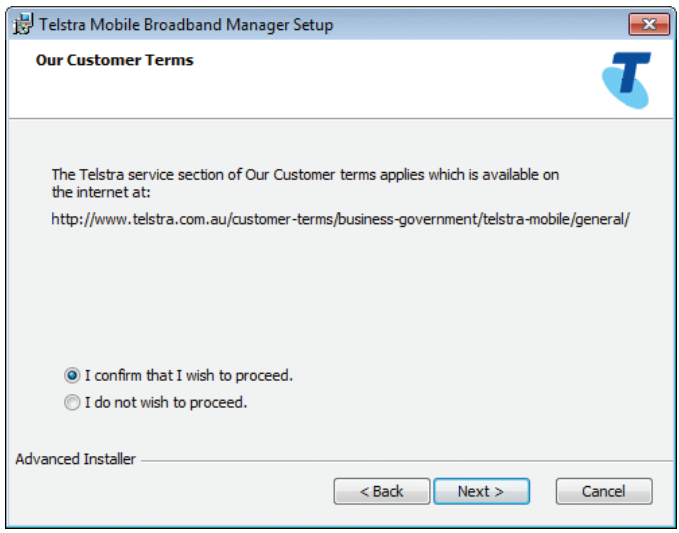
The following screen shot is for Windows XP. Other systems will follow a similar, but not necessarily identical process.

Click **Next** to continue.



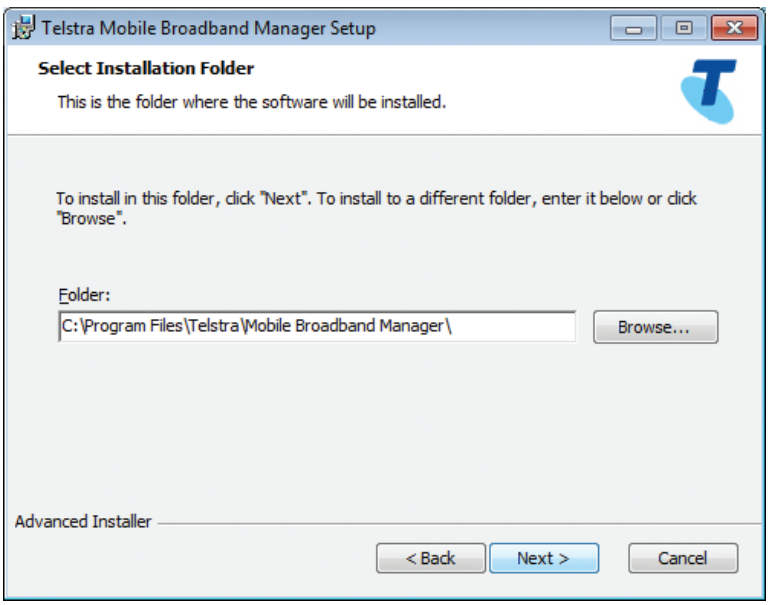
OUR CUSTOMER TERMS

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



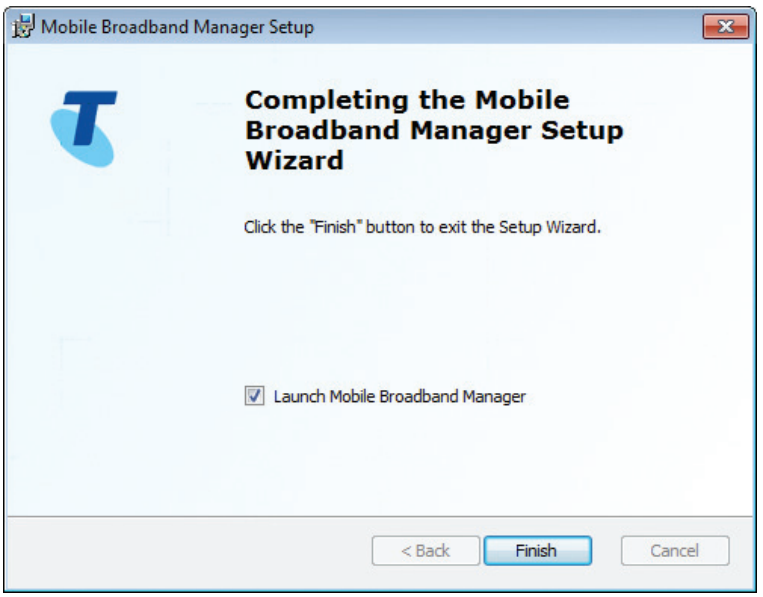
SELECT AN INSTALLATION FOLDER

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.

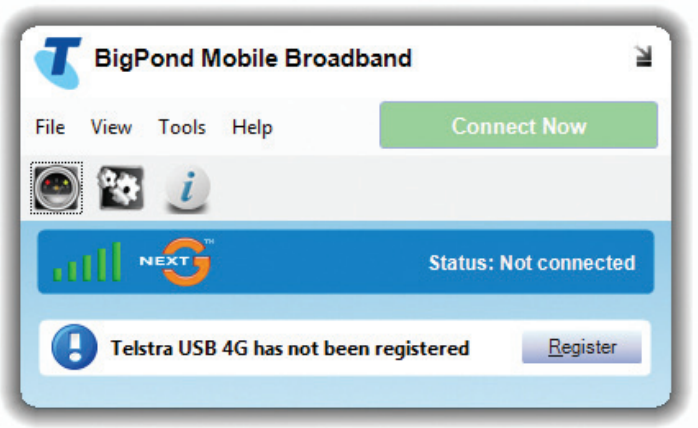


LAUNCH BIGPOND MOBILE BROADBAND CONNECTION MANAGER

Once the installation is complete, click on **Finish** to launch the BigPond® Mobile Broadband Connection Manager.



REGISTERING YOUR ACCOUNT



Here's where you'll need your BigPond user name and password.

OR

Your billing details if you haven't signed up yet.

Click on the **Register** button to begin. You'll see one of the following screens.

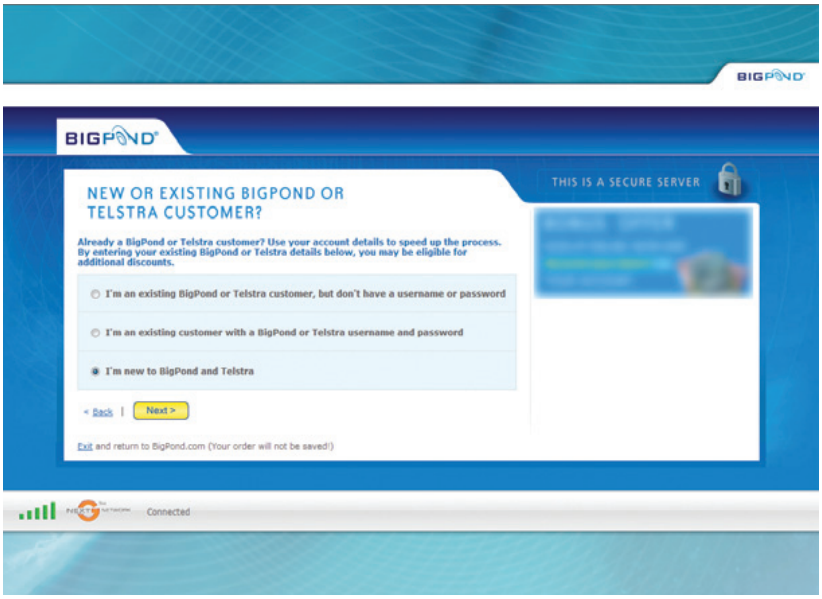
NO USERNAME

If you bought your device from a Telstra store or partner and you didn't sign up to an account in store, you'll need to register your billing details and create a username and password.

Select **I'm new to BigPond and Telstra** and click **Next**.

Then 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'm an existing Big Pond or Telstra customer, but don't have a username or password.**

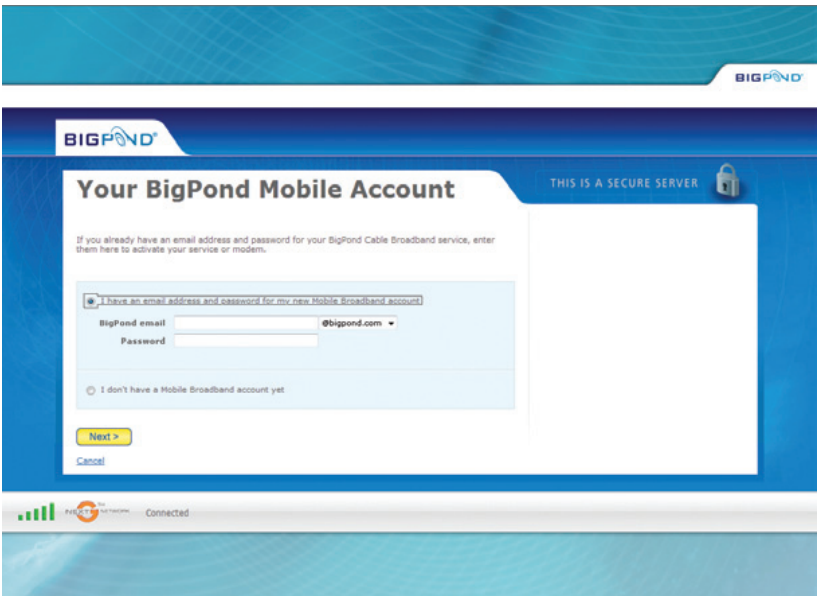


EXISTING USERNAME

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.

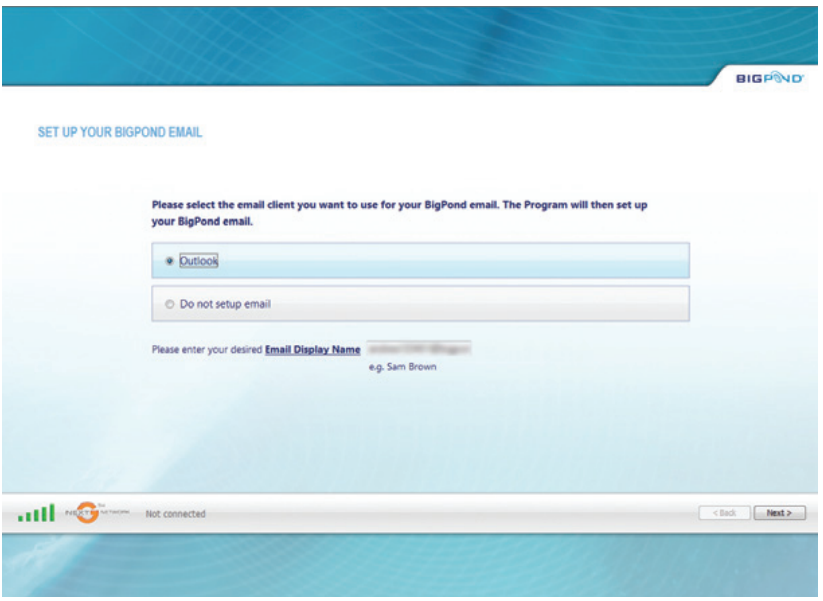
Select **I have an e-mail address and password for my new Mobile Broadband account**

Then follow the prompts to enter your username and password.



SETTING UP YOUR E-MAIL

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



INSTALLATION COMPLETE

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

Please read this page carefully.

LED OPERATION

The two LEDs show the current status of your modem.

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 the Connection Manager.
	Solid Blue	The power is on, the modem is working normally.
	Blinking Blue	The firmware is being updated. Do not remove the modem from the computer.
	Blinking Amber	The modem is searching for service (initialising).
	Solid Amber	Modem error - either the modem is having a problem initialising (searching for service) or is offline because of a failure. Contact your service provider.
Data	Off	The modem is unable to detect network service.
	Blinking Green	The modem had detected a 4G network (LTE) and is ready to connect.
	Solid Green	The modem is connected to a 4G network and is able to send and receive data.
	Blinking Blue	The modem has detected a 3G (UMTS, HSPA), HSPA+ or DC-HSPA+ network and is ready to connect.
	Solid Blue	The modem is connected to a 3G, HSPA+ or DC-HSPA+ network and can send and receive data.

ANSWERING THOSE NIGGLING QUESTIONS

WHEN DO I USE THE EXTENSION CABLE AND CLIP?

If the thickness of your computer or the position of the USB port result in pressure being applied to the end or sides of the USB 4G, it can cause damage to both. In such cases, do not insert the USB 4G 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 (sold separately) to boost your signal in areas of low signal strength – outside urban centres, for example, or when you are in or near a structure that is blocking the signal. If you experience dropped connections and the Connection Manager signal strength indicator shows one or two bars. (-100 dBm or lower), you should connect an external antenna.

FOR MORE HELP

Go to **bigpond.com/help** or call **13 POND (13 7663)**

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FOR MORE INFORMATION:
CALL 13 POND (13 7663)
VISIT BIGPOND.COM
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