

# GETTING TO KNOW YOUR BIGPOND® WI-FI 4G ADVANCED II

 [bigpond.com](http://bigpond.com)

 13 POND (13 7663)

 visit a telstra store or partner

IT'S HOW  
WE CONNECT 

# LET'S GET THIS SHOW ON THE ROAD

Your BigPond® Wi-Fi 4G Advanced II has been tested to the highest standards to deliver you the best possible coverage and speed experience on the network without equal.

This guide will help you get connected as quickly and as easily as possible. It'll get you started and run through all the handy extra features that are included.

If all goes to plan you'll be up and running in no time, so you can get connected while you're on the move.

## WHAT'S INSIDE

- 03 Safety first
- 05 Let's get started
- 13 Getting connected
- 27 Monitoring your data usage
- 29 Using the LCD touchscreen
- 35 Wi-Fi home page
- 39 Extra features
- 43 Problem solving
- 47 Extra bits you should know

# SAFETY FIRST

**Please read all the safety notices before using this device. This device is designed to be used at least 20cm from your body. Do not use the device near fuel or chemicals or in any prescribed area such as service stations, refineries, hospitals or aircraft. Obey all warning signs where posted.**

## Radio frequency safety information

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

## Radio frequency energy

Your wireless device 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 optimised for best performance and is automatically reduced when there is good quality reception. Maximum power is used only at the edge of network coverage so under most circumstances the power output is very low. Under poor network conditions the device transmits at a higher power, may get hot and may have a significantly shorter battery life.

## Declaration of conformity – specific absorption rate (SAR)

Your device is designed to be used at least 20cm from the body. We declare that the product detailed in this manual, and in combination with our accessories, conforms with the essential requirements of the Radio Communications Standard (Electromagnetic IC 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 20cm from the body. The worst case SAR test result for 10g tissue size measured at 10mm distance is 0.55W/kg.



## ROHS declaration (reduction of hazardous substances)

The manufacturer declares that your device is free from hazardous materials and complies with EU directive 2002/95/EC (commonly known as RoHS) and the amendments.

# LET'S GET STARTED

## Your package contains the following:

- BigPond® Wi-Fi 4G Advanced II device and battery
- This getting started guide
- Micro USB cable
- Jump boost cable
- AC adapter

## You can also purchase the following accessories:

- 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.
- AirCard Cradle – provides in-dock charging, an Ethernet port connection, and can provide improved performance in areas with poor coverage.

Information on accessories is available at <http://www.netgear.com/telstraaccessories>

**Important:** The activation process can only be completed on a computer with Windows 8, Windows 7, Windows XP, Vista or Mac OS X 10.6.8 and above. Tablets (Windows RT, Android and iPad) or mobile handsets can be used with this device once initial activation is complete.

# YOUR BIGPOND® WI-FI 4G ADVANCED II



## 1. LCD touchscreen

Capacitive touch screen with options to manage device settings, data usage and Wi-Fi network connections.

## 2. Status LED

Shows data connection status:

- Ready (slow blue blink)
- Transferring data (double blue blink)
- Not ready (slow amber blink)



## 3. AC adapter / Micro USB port

Recharge the battery faster by using the adapter. See page 25.

## 4. External antenna connectors

Connections for an optional MIMO Dual TS-9 port external antenna to boost your signal. Antennas are available from selected Telstra stores and partners. For information on the correct way to attach an antenna, see page 39.

## 5. Power

Turn your device on or off – Press the key for a few seconds. The LED blinks blue when your device is ready.

- Wake your device and Wi-Fi radio – Press and quickly release the Power key.

The device indicator panel shows you the status of your new BigPond® Wi-Fi 4G Advanced II.



WI-FI: TPPW4G\_A790  
PWD: 48934783

3.4GB (43%) used of 8.0GB

11 days left

Data current as of approx. 48 hrs ago



Wi-Fi



Settings

You can also view alerts and notifications by swiping downwards from the alert icon at the top of the screen. Scroll across to view multiple alerts.

## Icons

	Signal strength	1 bar – low level 5 bars – excellent
	Network type	4G HSPA+ /DC HSPA 3G
	Roaming	Connected to a network other than Telstra's
	Traffic	Outline – Connected Solid – Sending / receiving None – Not connected
	Hub	Appears when docked in a hub (sold separately)
	Alert	Go to the Wi-Fi home page <a href="http://m.home">http://m.home</a> to view system alerts or swipe down
	Battery level	5 bars – fully charged 1 bar – battery low

### Wi-Fi Name (SSID) and Wi-Fi Password (Security Key)

Your BigPond Wi-Fi 4G Advanced II LCD screen displays the Wi-Fi Name and Wi-Fi Password that you will need to establish an internet connection.

If you want to personalise your device you can change the Wi-Fi Name and Wi-Fi Password to your own preferences by selecting the Wi-Fi icon on your device screen or via the Wi-Fi home page at <http://m.home>

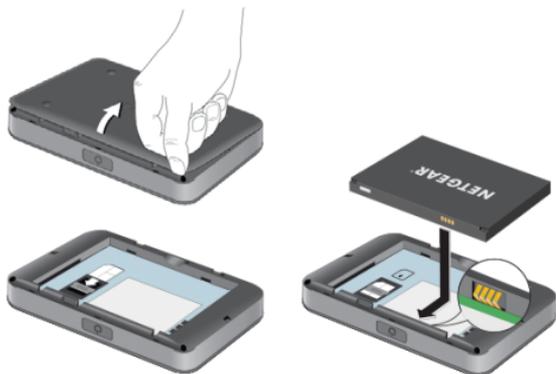
Refer to the following table for information to log on to your BigPond® Wi-Fi 4G Advanced II.

Quick reference section	
Default Wi-Fi name (SSID)	Displayed on the front screen of your device when powered on and under the battery.
Default Wi-Fi password (Security Key)	Case sensitive and is displayed on the front screen of your device when powered on and under the battery.
Wi-Fi home page	<a href="http://m.home">http://m.home</a>
Wi-Fi home page password	admin
Restore defaults	Tap Settings > More > Factory Reset

# GETTING CONNECTED

## 1. Insert SIM card and battery (If you haven't already)

- Remove the back cover using thumb catch on the bottom of the device and gently lift off.



- Your micro SIM card should already be inserted and designed to operate on a BigPond plan. If you need to insert your micro SIM card (3FF), slide the card in as shown with the chip facing down. Insert battery and replace cover.

## 2. Switch on your BigPond® Wi-Fi 4G Advanced II

- Press and hold the Power key until the screen lights up.



### 3. Search for wireless networks

- Check to make sure your computer or other device has Wi-Fi enabled and search for wireless networks. Refer to the following table or your Wi-Fi enabled device manual for further details on searching for wireless networks
- Select the Wi-Fi name displayed on your device screen
- Enter the Wi-Fi password (Security Key) exactly as shown on the screen. Note that your password is case sensitive

#### Searching for wireless networks

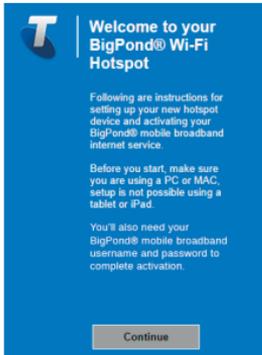
For Windows	Click on the Internet Access icon, usually found on the very bottom right of your screen. This should show you available networks.
For Mac	Go to the Wi-Fi menu and select Network. If you're using an older Mac OS version, you can also access Network Preferences in the Apple menu.
For tablets	Usually found in Settings.

#### 4. Open an internet browser and download the installer

- Once your Wi-Fi is connected open an internet browser and you will be automatically directed to the Wi-Fi home page to complete the setup process.

If the Wi-Fi home page does not automatically open, enter <http://m.home> in the address bar or <http://10.0.0.138>

- The below pop up box will appear, click 'Continue' to get started.
- You can choose to bookmark the Wi-Fi home page for later access. Use the Wi-Fi home page to manage your device settings and monitor data usage.



**T** | Welcome to your BigPond® Wi-Fi Hotspot

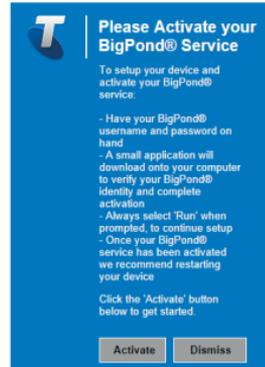
Following are instructions for setting up your new hotspot device and activating your BigPond® mobile broadband internet service.

Before you start, make sure you are using a PC or MAC, setup is not possible using a tablet or iPad.

You'll also need your BigPond® mobile broadband username and password to complete activation.

[Continue](#)

- A second pop up will appear, click 'Activate' to get started.



**T** | Please Activate your BigPond® Service

To setup your device and activate your BigPond® service:

- Have your BigPond® username and password on hand
- A small application will download onto your computer to verify your BigPond® identity and complete activation
- Always select 'Run' when prompted, to continue setup
- Once your BigPond® service has been activated we recommend restarting your device

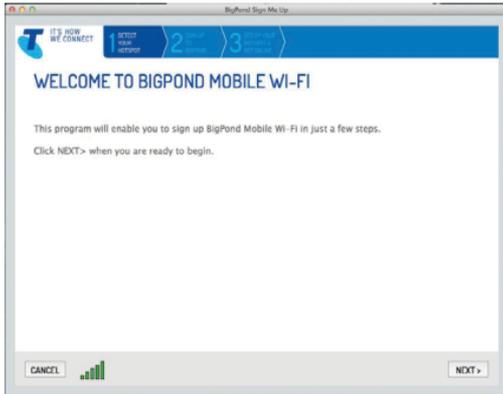
Click the 'Activate' button below to get started.

[Activate](#) [Dismiss](#)

**Important:** To activate your device you will need to download BigPond software provided by Inteweave Pty Ltd. This may trigger your computer's operating system to pop up a number of security alerts. You will need to click '**RUN**' to continue the activation process.

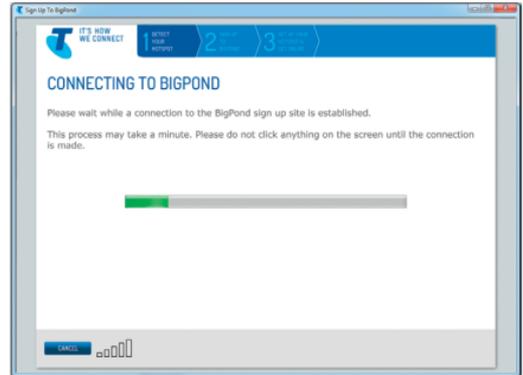
## 5. Follow BigPond installer prompts to continue setup

- The BigPond installer will be downloaded. Click 'Run' if a security alert pops up.
- Once the installer is successfully downloaded the following screen will appear. Press 'Next' to continue.



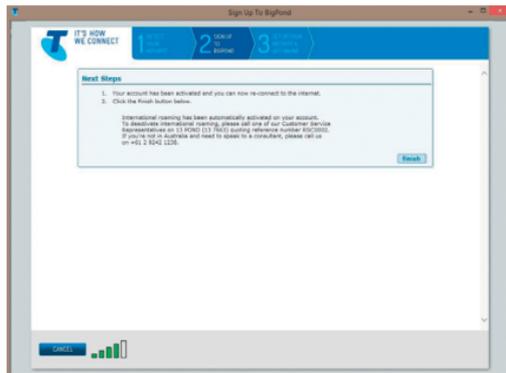
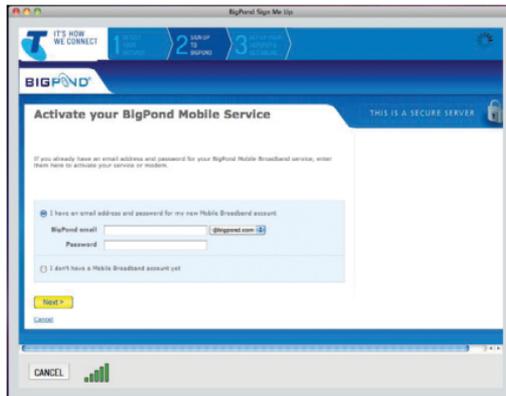
The following screen shots are for Windows XP. Other systems will follow a similar process. Follow the on-screen instructions to continue setup.

- The installer will then connect to BigPond to setup your account.



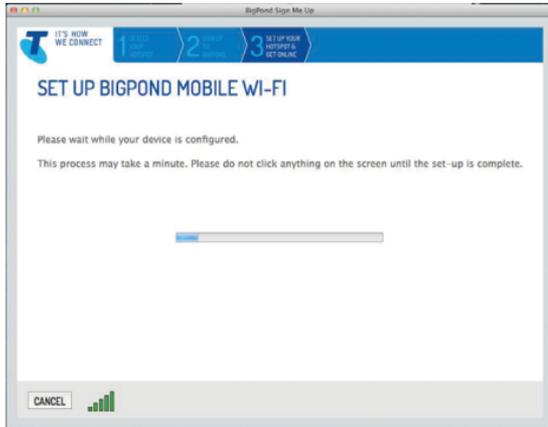
## 6. Activate and complete setup

- Enter your BigPond email address and password. If you don't have one you can create one by selecting 'I don't have a Mobile Broadband account yet'.
- If you have forgotten your BigPond Mobile Broadband username and password, please call Technical Support on 133 933.
- If you have access to an alternate internet connection, you can reset your BigPond password at <https://myacct.telstra.com/forgottenPassword?>
- Click 'Next' to continue.
- Follow the prompts then click finish to complete setup.

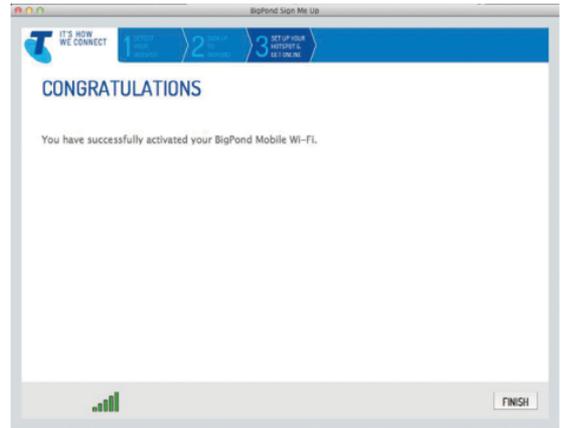


## 5. Finish BigPond Setup

- The installer will complete the setup process to configure your device with your BigPond account credentials.



- Select 'Finish' to continue.



## 6. Ending your session

- Switch your device off, or disconnect via your computer or other device.

## Recharging your battery

Your battery comes partially charged.  
When you need to recharge it:

- Plug in the micro USB cable to your device
- Plug the other end of the cable into the AC adapter and plug the adapter into an electrical outlet, or plug into the USB port on your computer



## Connecting WPS (Wi-Fi Protected Setup) enabled devices

WPS is a feature which acts as an additional security measure when connecting to a Wi-Fi network, available with compatible devices.

To connect with WPS, follow these instructions:

- Using the touch screen, tap the Wi-Fi icon, then select WPS.
- Within 2 minutes, press the WPS button on the device you want to connect to your Wi-Fi network

BigPond® Wi-Fi 4G Advanced II and the other device communicate with each other and establish the connection.

# MONITORING YOUR DATA USAGE

## On-device data usage meter

Your device includes an on-screen meter which displays the amount of estimated data used and remaining days left in the current billing cycle.



Please note that the usage meter will update at regular intervals.

The status bar (default green) will change colour when you have exceeded 50% (amber) and 80% (red) of included data.

## Device home page usage meter

The status bar at the top of your Wi-Fi home page shows a data usage meter similar to the one displayed on your device which shows amount of data used and remaining days left in the current billing cycle.

This status bar will also notify you when your usage has reached 50%, 80% and more than 100% of included data.

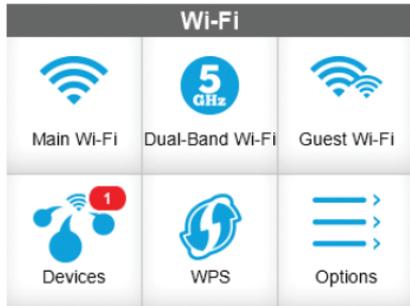


# USING THE LCD TOUCHSCREEN

## Wi-Fi



You can manage your Wi-Fi settings by selecting the Wi-Fi icon.



You can also manage your Wi-Fi settings from your Wi-Fi home page (see page 35).

Main Wi-Fi	Change your Wi-Fi name (SSID) or Wi-Fi password (Security Key).
Dual-Band Wi-Fi	Connect devices that support Dual-Band Wi-Fi to transfer data faster.
Guest Wi-Fi	Set up a Guest Wi-Fi network for temporary users.
Devices	View and customise number of devices connected.
WPS	Use Wi-Fi Protected Setup for eligible devices.
Options	Customise your Wi-Fi settings.

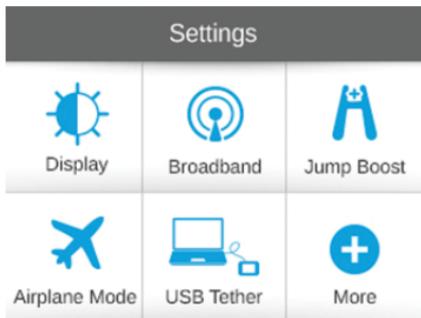
**Please note the device resets when you change Wi-Fi settings, and connected devices are disconnected.**

## Settings



You can customise other settings as well.  
To customise your device's settings:

- On the home screen, tap the Settings icon.



Use the options on the Settings screen to customise your device:

Display	Configure the touchscreen display (brightness, timeout, display of Wi-Fi credentials, status LED display).
Network	Choose the network types to use, set roaming rules, display network connection details.
Jump Boost	Give a boost to another device's battery. See next page for more information.
Airplane mode	Use Jump Boost while on an airplane or in areas where Wi-Fi is restricted.
USB Tether	Connect to the Internet from supported computers with a USB cable, and charge your device at the same time.
More	See information about the device including software updates, factory reset and tutorial.

## Jump Boost



Jump Boost

You can use your BigPond® Wi-Fi 4G Advanced II to give a boost to another device's battery using the Jump Boost cable provided with your device.

To boost another device's battery:

- Plug the jump boost cable into your BigPond® Wi-Fi 4G Advanced II
- Plug your other device's USB cable into the boosting cable's female connector
- On the home screen, tap Settings > Jump Boost
- Tap one of the boosting options (30/60/90 minutes)



Your BigPond® Wi-Fi 4G Advanced II cannot be charged while it is boosting another device.

# WI-FI HOME PAGE

You can manage your device settings and monitor estimated data usage via your Wi-Fi home page. You can only access the Wi-Fi home page while connected to the device's Wi-Fi network or via USB tether.

## Login to your Wi-Fi home page

- Connect to the Wi-Fi network. See page 15 and follow Step 3
- Open a web browser and enter <http://m.home> in the address bar
- Enter the login details shown below in the Sign In field and click OK

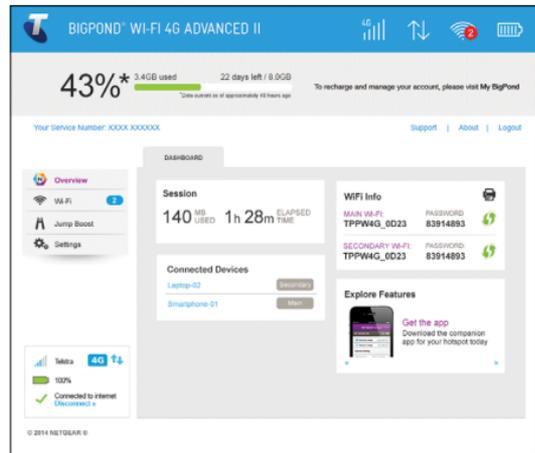
**Sign In:** admin

For full details on using your Wi-Fi home page click Support

## Getting the most from your Wi-Fi home page

The status bar at the top of the page shows icons displaying network, messages, connected users and battery life.

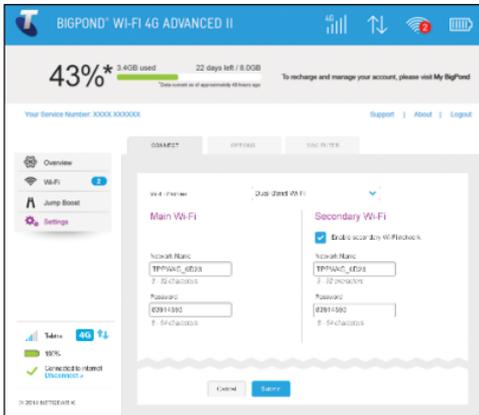
In addition, you can also monitor data usage and receive notifications of software updates and data usage.



## How to change Wi-Fi Password (security key) and/or Wi-Fi Name (SSID)

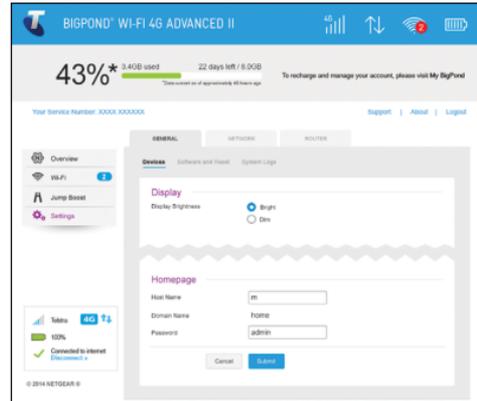
- Select Wi-Fi from side panel
- Select Options tab
- Input a new Wi-Fi Password into the field under Main Wi-Fi or input a new Wi-Fi Name, then click Submit located at bottom of page

If changing your password please ensure you keep a record of it and store in a safe place



## How to change Wi-Fi home page password

- Go to Settings
- From the General tab input a new password under Homepage heading
- Then click Submit



If you modify your Wi-Fi name or password, you will be automatically disconnected and will need to reconnect your device with your new credentials.

# EXTRA FEATURES

## Using an external antenna

Using an external antenna may be recommended in areas of lower coverage to improve your device performance. MIMO Dual TS-9 antennas are available from your retailer. Insert the connector carefully to avoid damage to your device.



## Software updates

Updating your device software when updates are available helps to ensure your device continues to give maximum performance.

### Automatic software updates

Your device will automatically check for updates. Follow the steps to install update:

- When an update is found, tap Start Download to download the software
- When the software has been downloaded, a message saying "Software ready for installation" displays
- Tap the Install Now key to install the software. The device will reset during installation. Do not power off the device until installation completes.

When downloading updates, standard data charges apply.

### Manually checking for software updates

To check for updates manually, tap Settings > More > Software Updates.

- When you see an update notification, tap Start Download to download the software
- When the software has been downloaded, a message saying “Software ready for installation” displays
- Tap the Install Now key to install the software. The device will reset during installation. Do not power off the device until installation completes.

### International roaming

International Roaming is automatically activated on your BigPond® Mobile Broadband plan. The cost of using your service overseas is higher than in Australia. Your monthly plan allowance does not include use while you're overseas, so you will be charged separately for this usage.

For information about using your service overseas and other tips to help you stay in control of your costs, visit [telstra.com/overseas](http://telstra.com/overseas)

# PROBLEM SOLVING

## Why can't I connect?

If you are having an issue accessing the internet try the following suggestions:

- Make sure you have network coverage in your area and that your SIM card is active and enabled with available data allowance
- Turn off your device and take the battery out, wait 10 seconds, put the battery back in, then power your device on
- Restart your computer
- Turn off or temporarily disable any security programs or firewalls
- If possible, try using another computer or Wi-Fi device to connect

## Why can't I turn on my device?

If you are having trouble powering on, check to make sure that the battery is inserted and that it is fully charged or is charging.

## Frequently asked questions

### How do I go back to the Wi-Fi home page (Web Interface)?

Open your browser and type in <http://m.home> or <http://10.0.0.138>

### What is my Admin Password?

The Admin Password for the home page (Web Interface) enables you to configure your device. The default Admin Password is admin.

### What do I do if I changed the Wi-Fi Password or Admin Password and then forgot it?

Factory reset the device from the LCD user interface. Select Settings > More > Factory Reset

## Technical specifications

<b>Network and Frequency Band</b>	4G: CA 1800+700, 1800+2600, 2600+700, 2600+2600 4G: 700/900/1800/2100/2600MHz 3G: 850/900/1900/2100 MHz
<b>Wi-Fi working range</b>	Approx 25m radius in free space
<b>Wi-Fi connections</b>	Supports up to 10 users
<b>Screen</b>	2.4" capacitive touchscreen
<b>Dimensions (WxHxD)</b>	110 x 68 x 15mm
<b>Weight</b>	136g
<b>External Antenna Ports</b>	Dual TS-9
<b>Standby time</b>	Up to 200 hours
<b>Active battery:</b>	Up to 11 hours
<b>Operating systems</b>	Windows® 8 and 7 (32/64 bit), Windows® RT and Vista (SP2, 32/64 bit) XP (SP3 Media Centre Editions, 32/64 bit), Mac OS X 10.6.8 and above. Windows® RT is not compatible for BigPond® activation.

## Warranty and support

- For FAQs, tutorials and more, post your questions online at [telstra.com/crowdsupport](http://telstra.com/crowdsupport).

For technical support call 13 3933 or call 13 POND (13 7663) from 8am-9:30pm Monday to Friday AEST or 8am-8pm Saturdays AEST.

- General enquiries should be directed to Telstra at [livechat.telstra.com](http://livechat.telstra.com)
- For additional information, visit [netgear.com/support](http://netgear.com/support) to access the full user manual and to download firmware updates

# EXTRA BITS YOU SHOULD KNOW

## Coverage

The Telstra Mobile Network offers 4GX in selected areas of Perth, Sydney, Darwin, Adelaide and selected regional areas and is progressively rolling out to more places. In other coverage areas around Australia, you'll automatically switch to our fastest available 4G, which is offered in all capital CBDs and associated airports, many surrounding suburban areas, and over 300 regional areas or our 3G. Check coverage at [telstra.com/coverage](http://telstra.com/coverage)

## Network unlocked

Your device is network unlocked. Please check with your network provider to see if your device is compatible on other networks.

## Data usage

Notifications will not show usage and charges for current sessions, and should be used as a guide only.

Mobile Data Usage only shows estimated charges. Charges shown do not include charges for current sessions or discounts that may only be applied to your account when your bill is issued.

In addition, My Data Usage does not show charges for Telstra Wireless Hotspot services, Wi-Fi data usage using PC Packs, or International Roaming usage. Please check your bill for a full list of actual charges.

