

GETTING TO KNOW YOUR PRE-PAID TELSTRA 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 Pre-Paid Telstra USB 4G.

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

You'll be up and running in no time so you can stay connected when you're on the go.

WHAT'S INSIDE

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- 05** Getting connected
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LET'S GET STARTED

YOUR PACKAGE CONTAINS THE FOLLOWING:






- Pre-Paid Telstra USB 4G
- Telstra Pre-Paid Next G® SIM Card
- USB extension cable
- This Getting Started Guide
- Telstra Pre-Paid Welcome Guide
- Manufacturer's warranty card

ACCESSORIES AVAILABLE FOR PURCHASE:

- MicroSD™ Memory Card to enable the device to be used as an external storage drive
- External Antenna (connector type TS9) may improve the modem performance in low signal strength areas

YOUR PRE-PAID TELSTRA USB 4G



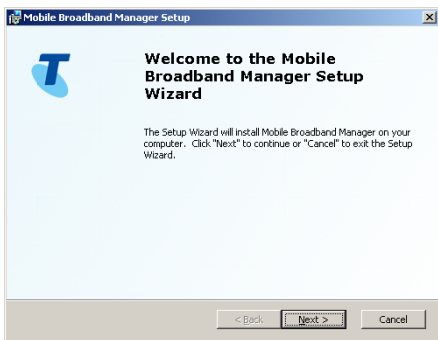
LED indicators	USB Device Status
 Red	Offline. Not registered on the network
 Green solid	Registered on the 4G network
 Green blinking	Active data transfer on the 4G network
 Blue solid	Registered on the 2G / 3G network
 Blue blinking	Active data transfer on 2G / 3G network

- The LED indicator shows the status of the USB device and indicates when you are sending or receiving data

GETTING CONNECTED

INSERT USB DEVICE

- Pull out the USB connector and plug the USB device into your computer.
- The computer will detect the new hardware and start the Mobile Broadband Setup Wizard.



Handy Hint:

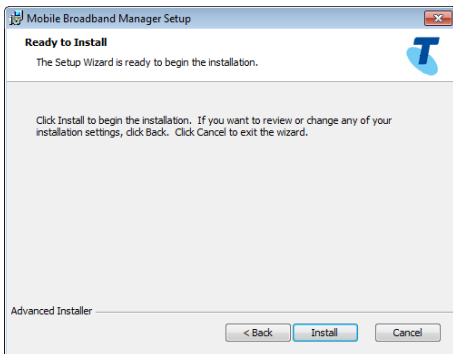
If nothing happens your system configuration may be preventing Autorun.

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.

FOLLOW THE PROMPTS TO COMPLETE THE INSTALLATION

- The Connection Manager software will start automatically and takes a few minutes to complete.
- Click next to accept the default location or click Browse to specify your own path.
- Click Install to start installation.



LAUNCH CONNECTION MANAGER

- Your Connection Manager will now launch and the USB device will continue the installation process for a few minutes. Once complete, click Finish to exit Setup.
- Your Connection Manager is now installed and a shortcut has been created on your desktop.

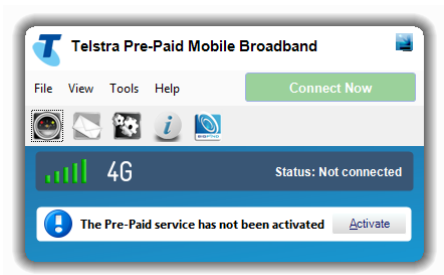
ACTIVATE PREPAID SERVICE

- Activate via Connection Manager or
- Call **12 58880** and follow prompts. Refer to the Telstra Pre-Paid Welcome Guide for further details.
- If you are calling from a non-Telstra phone and cannot connect on this number, call **13 2200** and when prompted say 'Pre-Paid'.

USING THE CONNECTION MANAGER







ACTIVATE YOUR SERVICE VIA CONNECTION MANAGER

- Once your Connection Manager is installed you can activate your service by clicking the Activate button in the bottom right hand corner, fill in your details and follow the prompts.



- Once the Connection Manager has loaded up and your service has been activated you will be able to click Connect Now.
- Whenever your Pre-Paid Telstra USB 4G is plugged into your computer the Connection Manager will automatically launch. Alternatively double click the shortcut on your desktop.

CONNECTION MANAGER ICONS

	Connect to the internet
	Settings
	My Account
	Connection information
	BigPond® Mobile Broadband Plans
	Network signal strength
Status: Not connected	Disconnected from the internet
Status: Connected	Connected to the internet

CONNECTION MANAGER UPDATES

Your Connection Manager will automatically check for software updates periodically. Alternatively, you can click on Tools in the Connection Manager, and select Check for Updates menu item, to manually download the latest software.

Alternatively you may visit the Support & Updates page at telstra.com/ppmbb

TELSTRAONE EXPERIENCE

Your new Pre-Paid Telstra USB 4G includes TelstraOne Experience with features that make it easier to connect and access all of your favourite services and functions.



TelstraOne Experience includes quick and easy access to the following service (data and content charges apply):

TOP STORIES

BigPond News brings you breaking news from across Australia and around the world. Once connected, wherever and whenever news happens, you can be kept up to date right on your screen.

ONLINE SERVICES

TelstraOne Experience comes with internet bookmarks and menu which brings together weblinks to your favourite services and applications. Once connected, access your favourite BigPond® and internet links within one or two clicks.

SEARCH

Once connected, you can quickly search and find what you need with Sensis®, Yellow Pages®, White Pages® and BigPond® Music. Search right from your Connection Manager using the TelstraOne Experience.

WHITE PAGES® – IT'S HOW WE CONNECT

With whitepages.com.au you can find contact information for people, businesses, government departments and community organisations. You can send the details to your mobile, view the location on a map or save and share listings using the new MyList feature.

YELLOW PAGES®

With yellowpages.com.au you can find businesses, locate them on a map and even send their details to your mobile for later. So whatever you need to find, Let your fingers do the Walking®.

BIGPOND® MUSIC

Get the latest hits as well as all the classics from BigPond Music. There's a huge library of albums and singles to choose from. What's more, all BigPond Music downloads are high quality MP3s that are compatible with all MP3 digital music players and devices including Apple® iTunes®, iPod® and iPhone™.

EXTRA BITS YOU SHOULD KNOW

COVERAGE

Coverage depends on your location, device and whether your device has an external antenna attached. Visit telstra.com/mobilebbcoverage to check if you are covered.

TERMS & CONDITIONS

It is important that you read and understand the terms that apply to your service. The terms for your Telstra Pre-Paid Mobile Broadband service are set out in Our Customer Terms (as varied from time to time). Below is a summary of some aspects of Our Customer Terms. It is for information only. For terms governing your Telstra Pre-Paid Mobile Broadband service, please go to

telstra.com/ppmabb or see Our Customer Terms at telstra.com.au/customerterms. Your pricing brochure contains a summary of the charges that apply to our Telstra Pre-Paid Mobile Broadband service.

1. Registering and using your service

1.1 We provide the Telstra Pre-Paid Mobile Broadband service to you mainly for your personal use.

1.2 We will connect your Telstra Pre-Paid Mobile Broadband service once you register it by providing us with your name, address and details of your intended use and other information and identification reasonably requested by us. If you are under 18 years of age, this includes confirmation that you have the consent of your parent or a responsible adult to use this service.

We may request further information from you after you have registered, provided that our request is reasonable.

1.3 You must notify us of any changes to your name or address within 14 days of such change by calling Customer Service on **12 58880** (from a Non Telstra phone call **13 2200** and say “Prepaid”).

1.4 Your USB device pack specifies the “Network Access Period” during which you can use the service features or other Telstra services, once registered. The date on which the Network Access Period ends is the “Credit Expiry Date”.

1.5 Your Credit Expiry Date is 30 days from your last recharge unless you are using Credit Me2U in which case different rules will apply. Go to telstra.com/ppmbb for Terms & Conditions.

1.6 Each Telstra Pre-Paid recharge card and voucher is fully transferable, non-refundable and

must be activated before the use by date printed on it.

1.7 If you cancel your Telstra Pre-Paid Mobile Broadband service (other than as a result of our breach) or we cancel the service as a result of your breach, all unused credit in your account will remain with us.

1.8 Any unused credit in your account after the Credit Expiry Date will remain with us.

1.9 If your account balance is or becomes insufficient to cover or use a particular feature or Telstra service, we will not provide the service to you and will terminate any session, feature or service in progress, except for calls to emergency services 000 or access to My Account.

1.10 When you use the service, we will debit your account balance in accordance with the charges

set out in your pricing brochure and Our Customer Terms (from time to time).

1.11 When your service is in recharge only period, you cannot connect to the internet (you may call emergency services and connect to My Account for recharge).

1.12 If you do not recharge your service during your recharge only period, it will be disconnected and your service number will be reallocated to another customer.

1.13 Any value in your account balance is not refundable or transferable.

2. Unlocking fee

Your USB device is programmed to operate only on the Telstra network, you may need to pay an unlocking fee to use it on other networks.

3. SIM card

3.1 We own any SIM provided to you. You must keep it secure. You must notify us (in writing if registered in the name of a company) immediately if the SIM card is lost, or stolen. You are responsible for all costs and losses resulting from any use of the SIM card and which arises prior to the time that we receive your notification.

3.2 Title in the Telstra Pre-Paid Mobile Broadband USB device will pass to you when you register the SIM card for that USB device. However, risk in the USB device passes to you when you accept delivery of it.

4. Changing our customer terms

We can change most of the terms (including price) on which we supply services to you. Generally, subject to some exceptions, if a change is not

required by law or necessary for security or technical reasons and has more than a minor detrimental impact on you, we will tell you at least 30 days beforehand. If a change will have a detrimental impact, we may also publish a notice in a relevant newspaper summarising the change 3 working days beforehand. We will tell you about changes by sending you a text message or otherwise in writing, directing you to further information about the charges (such as on telstra.com or at a Telstra store). We may also publish a notice in a national newspaper.

5. Cancellation and suspension

5.1 You can cancel your service at any time by telling us beforehand.

5.2 We may ask you to put your request in writing. If you cancel a service before we have provided it to you, we may charge you any costs we incur.

5.3 We may suspend or cancel a service in a number of circumstances, for example where you are in breach of Our Customer Terms (including using your service in a way which we reasonable believe is fraudulent, poses an unacceptable risk to our security or network capability or is illegal), it is necessary to restore or maintain our network, there is an emergency, the law or a regulator requires us to do so, you leave your premises, or you become bankrupt or insolvent. The amount of notice (if any) we give you depends on the circumstances.

5.4 If a service is cancelled or suspended, you are still required to pay for relevant charges incurred up to the date of cancellation or suspension.

6. Liability

Our liability to you

6.1 If our services are used by you in pursuit of financial gain (such as to conduct share trading), it is very important that you have another means of communication available and do not solely rely on our services.

6.2 In many cases, we accept liability to you for breach of contract or negligence under the principles applied by the courts. Some exceptions are set out below.

6.3 As your service is provided to you for the primary purpose of personal use, we do not accept liability for losses that result from the use of your service in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that

liability cannot be excluded but can be limited under any legislation, we limit our liability to resupplying, repairing or replacing the relevant goods or services (or payment of the cost of resupply, repair or replacement) where it is fair and reasonable to do so.

6.4 We are not liable for any loss to the extent that it is caused by you, results from your failure to take reasonable steps to avoid or minimise your loss, or caused by us failing to comply with our obligations due to events outside our reasonable control (such as failure in equipment that is not owned or operated by us, an industrial strike or a natural disaster).

Your liability to us

6.5 If you and one or more others are the customer(s) for a service, each of you is jointly and

individually responsible for all charges and other obligations relating to that service.

6.6 Consumer and small business customers are liable to us for breach of contract or negligence under the principles applied by the courts but is not liable to us to the extent that it is caused by us.

7. General

Please read Telstra's Privacy Statement "Protecting Your Privacy" available at telstra.com.au/privacy/privacy_statement.html which sets out how your personal information is collected, used and disclosed (including for marketing purposes) and your rights in relation to accessing and correcting that information. You agree to the collection, use and disclosure of your personal information in accordance with the Telstra Privacy Statement.

8. Telstra FairPlay policy

It is important to us that our customers can access our services therefore you must follow our FairPlay Policy when you use any of our special offers giving you calls or data usage for free or at rates lower than the standard rates for such as set out in Our Customer Terms (sometimes known as FairPlay offers). Full details are available at telstra.com.au/customerterms

9. Acceptable use policy

It is important that you comply with the Acceptable Use Policy when using Telstra Pre-Paid Mobile Broadband service. Our Acceptable Use Policy deals with our rights in respect of your service if your usage of the service:

- Causes you to breach Our Customer Terms of law;

- Causes us to breach the law;
- Results in us incurring liability to any person;
- Causes interference;
- Damages our reputation or brand; and
- Attempts to manipulate any limitations of our service.

Full details of the policy are available in Our Customer Terms which can be found at telstra.com.au/customerterms

10. Complaints

We aim to resolve all problems and complaints quickly and effectively. If you have any concerns, please visit your nearest Telstra store or call us on **12 58880** (from a Non Telstra phone call **13 2200** and say “Prepaid”). If we are unable to resolve this

matter to your satisfaction you can contact the Telecommunications Industry Ombudsman (“TIO”). The TIO is an office of last resort for complaints about telephone and internet services.

FREECALL™ 1800 062 058 TTY 1800 675 692

Translator and Interpreter Service: 13 1450

Email: tio@tio.com.au

You can also contact the Australian Communications and Media Authority (“ACMA”) for information on telecommunications issues. The ACMA is a Commonwealth government agency responsible for regulating the telecommunications industry.

For calls from Melbourne: **(03) 9963 6988**

For calls outside Melbourne: **1300 850 115**

For further information, please go to
telstra.com.au/customerterms

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PROBLEM SOLVING

1. Install and test the USB device 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 USB device
4. Confirm your account is active – contact Telstra
5. Uninstall the USB device 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 USB device 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 USB device has no signal	The antenna is at the wrong angle or position.	Adjust the angle and position of the USB device.
	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.
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 USB device 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.

RF SAFETY INFORMATION

The USB device 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 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 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 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.



ROHS DECLARATION (RESTRICTION OF HAZARDOUS SUBSTANCES)

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



FOR MORE INFORMATION:

CALL 12 58880

OR FROM A NON-TELSTRA PHONE

CALL 13 2200 AND SAY "PRE-PAID"

VISIT telstra.com/ppmbb

VISIT A TELSTRA STORE OR PARTNER