

TELSTRA PRE-PAID MOBILE Wi-Fi

Share your Wi-Fi with your friends

GETTING STARTED GUIDE



Warnings and Safety Notices

Please read all the safety notices before using this device. The Telstra Pre-Paid Mobile Wi-Fi is designed to be used at least 20 cm from your body.

Do not use the Telstra Pre-Paid Mobile Wi-Fi near fuel or chemicals or in any prescribed area such as service stations, refineries, hospitals and aircraft. Obey all warning signs where posted.

RF Safety Information

The Telstra Pre-Paid Mobile Wi-Fi 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, may cause the Telstra Pre-Paid Mobile Wi-Fi to operate at a higher power level than needed, and may shorten battery life.

Radio Frequency Energy

Your Telstra Pre-Paid Mobile Wi-Fi 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 Telstra Pre-Paid Mobile Wi-Fi transmits at a higher power, may get hot and have a significantly shorter battery life.

Declaration of Conformity –Maximum Permissible Exposure

The Telstra Pre-Paid Mobile Wi-Fi is designed to be used at least 20 cm from 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 (Electro-magnetic Radiation - Human Exposure) Standard 2003 and the relevant standards made by the Australian Communications and Media Authority under Section 376 of the Telecommunications Act 1997 when used at a distance of not less than 20 cm from the body.



N14945

RoHS Declaration (Restriction of Hazardous Substances)

The manufacturer declares that the Telstra Pre-Paid Mobile Wi-Fi is free from hazardous materials and complies with EU directive 2002/95/EC (commonly known as RoHS) and the amendments.

Wi-Fi Alliance Interoperability Certification



The Telstra Pre-Paid Mobile Wi-Fi has completed the Wi-Fi Alliance interoperability testing and is compatible with wireless devices bearing the logo as shown.

The model number is MF30 and the certification ID is WFA9086.

Additional information is available at:

http://www.wi-fi.org/certification_programs.php

IMPORTANT:

Security Settings - SSID and Wi-Fi Security Key (WPA Key)

- The default security settings are unique for your device and are provided

on the Security Card. Please keep this card in a safe place.

- You can change the SSID and Security Key to your own preferences.
- You need this information to log on to the Telstra Pre-Paid Mobile Wi-Fi.
- You need to keep a record of this information.
- If you lose your Security Card or WPA Key contact us on 125 8880.

Welcome to the Telstra Pre-Paid Mobile Wi-Fi

Your package contains the following:

- Telstra Pre-Paid Mobile Wi-Fi
- Unique Login & WPA Password Security Card (Please keep this in a safe place)
- Getting Started Guide
- USB Cable
- AC Charger
- Warranty card
- Telstra Pre-Paid Next G™ SIM Card

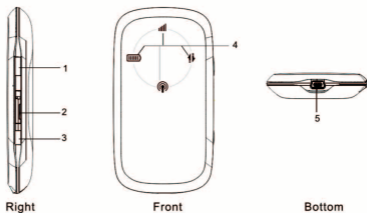
Accessories available for purchase:

- External Memory Card, available at most consumer electronics stores. Your Telstra Pre-Paid Mobile Wi-Fi supports MicroSD™ cards up to 32GB. By using this card your Telstra Pre-Paid Mobile Wi-Fi can also act as an external storage drive when connected via USB.

Minimum requirements.

A wireless network enabled device with support for 802.11b or 802.11g.

About your Telstra Pre-Paid Mobile Wi-Fi



1. Power Key

Simply press and hold the power key for five seconds to turn your Telstra Pre-Paid Mobile Wi-Fi on or off.

2. microSD™ Memory Card Slot

Open the flap to insert a microSD™ Memory Card  up to 32GB.

3. WPS Quick Access Button

Press this button to access the Wi-Fi Protected Setup authentication process.

4. Device Indicator Panel

The device indicator panel makes it easier for you to understand the status of your new Telstra Pre-Paid Mobile Wi-Fi.



5. Charger/USB port



Simply connect the Telstra Pre-Paid Mobile Wi-Fi to a USB port to charge your Telstra Pre-Paid Mobile Wi-Fi and access the MicroSD memory (if fitted). You can also connect to the AC charger supplied to charge and power your Telstra Pre-Paid Mobile Wi-Fi.

Your Telstra Pre-Paid Mobile Wi-Fi Features

The Telstra Mobile Wi-Fi router has four LED indicators that show the device status and indicate when you are sending or receiving data.



Indicator	Status	Description
1. Battery 	Flashing Red Light	Power Level is critically low, please recharge
	Constant Red Light	Device power level is low.
	Flashing Green Light	Device is charging
	Constant Green Light	Device is charged
2. Signal 	Constant Red Light	No network signal or Error
	Flashing Green Light	Low signal strength
	Constant Green Light	Strong signal strength

Indicator	Status	Description
3. Network 	Flashing Red light	Connected to 2G network and active data transfer
	Constant Red Light	Connected to 2G network
	Flashing Green Light	Connected to 3G and active data transfer
	Constant Green Light	Connected to 3G network
4. Wi-Fi 	Flashing Blue Light	Wi-Fi is active
	Constant Blue Light	WPS is active

Before you begin

Your Telstra Pre-Paid Next G™ SIM Card is already installed in your Telstra Pre-Paid Mobile Wi-Fi.

Activate your Telstra Pre-Paid Next G™ SIM Card by calling 125 8880 and follow the prompts

You will need:

1. Your Telstra Pre-Paid Mobile Broadband service number, located on the bottom right corner on the back of the pack.
2. Personal information (such as name, address & date of birth)
3. Identification details (such as driver's license, passport or birth certificate)
4. If you are under 18 years of age, you'll need to have the consent of your parent or a responsible adult to use this service

Congratulations, your service is now ready and you can begin to use your Telstra Pre-Paid Mobile Wi-Fi. Remember you can recharge your service easily by going to <http://myprepaid.telstra.com>

Start using your Telstra Pre-Paid Mobile Wi-Fi

Follow these easy steps after you have activated your Telstra Pre-Paid Next G™ SIM Card:

1. On your PC or Laptop make sure Wi-Fi is enabled (please refer to your PC manual for details on how to access/connect to Wi-Fi networks if you are unsure how to do this)
2. Turn on your Telstra Pre-Paid Mobile Wi-Fi
3. Connect your Telstra Pre-Paid Mobile Wi-Fi by simply selecting the network called **TTHS** (followed by a unique number)
4. You will be prompted to enter your WPA security password (these login details are included on your Security Card in your Telstra Pre-Paid Mobile Wi-Fi box).
5. You should now be connected to the Telstra Pre-Paid Mobile Wi-Fi.

Note: - If you lose your Security Card contact Telstra to obtain your default WPA Security Key.

Finishing your internet session

There are two ways to end your internet session:

1. If you are the only user connected to the device simply turn off your Telstra Pre-Paid Mobile Wi-Fi.

2. Or click on the Wi-Fi network icon in the status bar on your PC and **Disconnect**.

Charging your Telstra Pre-Paid Mobile Wi-Fi

Your Telstra Pre-Paid Mobile Wi-Fi will charge when connected to a USB port or the AC charger supplied.

Advanced Telstra Pre-Paid Mobile Wi-Fi features

Connect up to 5 Wi-Fi enabled devices to your Telstra Pre-Paid Mobile Wi-Fi via the Wireless Network Connection of each device. You will need the WPA Security Key as supplied on your Security Card.

If the device you are trying to connect to the Telstra Pre-Paid Mobile Wi-Fi has Wi-Fi enabled (802.11b or 802.11g), it should detect the wireless signal from your **Telstra Pre-Paid Mobile Wi-Fi** via your device's Wi-Fi network connection.

If the device cannot detect the wireless network, you can try the following:

- make sure the Telstra Pre-Paid Mobile Wi-Fi is powered on
- make sure Wi-Fi access is enabled on the device you are trying to connect with
- refresh the wireless connections on the device you are trying to connect with.

Configuration via the web interface

You can change the settings of your Telstra Pre-Paid Mobile Wi-Fi by connecting to its web interface, including:

1. Changing the name of your wireless network
2. Changing your password

Remember: If you reset your fault, the factory default password will need to be entered)

To connect to the Telstra Pre-Paid Mobile Wi-Fi web interface simply type `http://192.168.0.1` into the web browser. At this point you will be presented with a login screen.

To Login to the web interface:

1. Enter the default username 'admin' and
2. Enter the default password 'admin'

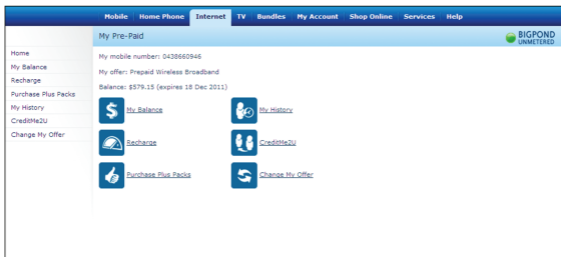
For full details on what can be done through the web interface, click on the **Help** button.

Managing your account

You can manage your Telstra Pre-Paid Mobile Broadband account at **My Account** for free; just make sure your Telstra Pre-Paid Mobile Wi-Fi is connected to the Next G™ network.

You can visit My Account at <http://myprepaid.telstra.com> where you can:

1. Recharge your PrePaid account
2. Check you PrePaid balance and credit expiry
3. View your usage or recharge history



The screenshot shows the 'My Pre-Paid' account management page. At the top, there is a navigation bar with links for Mobile, Home Phone, Internet, TV, Bundles, My Account, Shop Online, Services, and Help. The 'My Account' link is highlighted. In the top right corner, there is a 'BIGPOND UNMETERED' logo. The main content area is titled 'My Pre-Paid' and displays the following information:

- My mobile number: 0438660946
- My offer: Prepaid Wireless Broadband
- Balance: \$579.15 (expires 18 Dec 2011)

Below this information, there are six interactive buttons arranged in a 2x3 grid:

- My Balance (dollar sign icon)
- My History (person with magnifying glass icon)
- Recharge (circular arrow icon)
- CreditMe2U (two people icon)
- Purchase Plus Packs (thumbs up icon)
- Change My Offer (circular arrow icon)

On the left side of the page, there is a vertical navigation menu with the following items: Home, My Balance, Recharge, Purchase Plus Packs, My History, CreditMe2U, and Change My Offer.

Recharging your Telstra Pre-Paid account

Your data rate is determined by your latest recharge amount, so the higher your recharge amount, the better the value.



To recharge with a Credit Card:

From the My Account at <http://myprepaid.telstra.com>:

1. Click on Recharge
2. Click on Credit Card
3. Select recharge amount, then
4. Enter your credit card details into the 'input field' and follow the prompts.

Handy Recharge Hints:

To make it easier each time you want to recharge, consider the following:

- **Save** your credit card details for future recharges. You will be prompted to nominate a 4 digit PIN and enter this PIN each time you recharge using your saved credit card.
- **Delete** your credit card details at any time in the Recharge Menu then Credit Card, then Delete saved credit card.
- **Schedule** monthly recharges from the Recharge menu by nominating the preferred recharge amount and day of the month.
- Recharge with an Electronic Voucher or Card:



To recharge with an Electronic Voucher or Card

To **activate your voucher** go to the My Account main menu:

1. **Click** on Recharge
2. **Click** on Voucher
3. **Enter** the 12 digit voucher number in the 'input field' and follow the prompts.



Credit Me2U®

Credit Me2U® lets you transfer credit from Telstra Pre-Paid and Post-Paid Mobiles to Telstra Pre-Paid Mobile Broadband accounts. This is ideal for a quick top up when you need it.

To recharge with Credit Me2U®*:

1. Go to the My Account main menu
2. **Click** on CreditMe2U
3. **Enter** Telstra Pre-Paid Mobile number to transfer credit to in the 'input field'
4. **Select** credit amount you wish to transfer and follow the prompts.

*Important Note

Please note that Credit Me2U® transfers will not extend your existing credit expiry date if your credit expiry is 14 days or more on the date of the Credit Me2U® transfer. You will keep that credit expiry date for the total of your account balance. If you have less than 14 days credit expiry on the date of the Credit Me2U® transfer, your main account expiry date will be extended to 14 days.

Handy Hint

If you have a Telstra Pre-Paid or Post-Paid Mobile you can transfer credit to your Telstra Pre-Paid Mobile Broadband service by using:

My Account from the BigPond® portal on your phone, or

My Pre-Paid online at <http://myprepaid.telstra.com>

Charges may apply to use this service see <http://myprepaid.telstra.com> for applicable charges as well as credit expiry rules.



To recharge with BPAY®:

Telstra Pre-Paid Biller Code is **150979**

Your customer reference number is your 10 digit Telstra Pre-Paid

Mobile Broadband Service number listed on the back of the Telstra Mobile WiFi box.

Important Note

The credit is usually applied one banking day after we receive your payment. Recharge with BPAY® by using Phone or Internet banking with your financial institution. For more information go to bpay.com.au. You can check My Account at <http://myprepaid.telstra.com> for free at any time when connected to check when the credit has been added to your Pre-Paid account.

®Registered to BPAY Pty Ltd ABN 69 079 137 518.

PayPal To recharge with PayPal™:

You can also Recharge with PayPal™ via internet, or phone banking. PayPal allows you to recharge online without revealing your financial information.

To read PayPal's PDS or for information go to paypal.com.au (AFSL No: 304962).

PayPal™ is a trade mark of PayPal, Inc.

Where to buy recharge vouchers

You can purchase recharge vouchers from retail outlets, newsagents, service stations and supermarkets nationally including:



Accessing the Internet

Once you have credit in your Telstra Pre-Paid Mobile Broadband account, you will be able to access the internet at broadband speeds whenever you're in a Next G™ coverage area.

To access the internet, simply:

1. Power up your Telstra Pre-Paid Mobile Wi-Fi.
2. Click **Connect** to logon.
3. **And don't forget**, you can also share your internet connection **with up to 4 other Wi-Fi enabled devices**

International Roaming

You can use your Telstra Pre-Paid Mobile Broadband service to get in touch with friends and family when travelling overseas.

For your convenience International Roaming is automatically available on your Telstra Next G™ Pre-Paid SIM Card. For a full list of countries and charges go to telstra.com/ppmbb

Handy Hint

When travelling overseas the best way to recharge is by using your credit card. Remember to recharge before you go!

Things you need to know

- Network unlocking fee applies.
- Next G™ coverage depends on your location, device and whether your device has an external antenna attached. This device does not support an external antenna. Visit telstra.com/ppmbb to check if you are in a coverage area.

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/ppmbb 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 **125 8880**.

1.4 Your Telstra Mobile WiFi Modem 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 determined by your last recharge unless you are using Credit Me2U in which case different rules will apply. Go to [telstra.com/ppmbb](https://www.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).

2. UNLOCKING FEE

2.1 Your Wi-Fi modem 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 Wi-Fi modem will pass to you when you register the SIM card for that Wi-Fi modem. However, risk in the Wi-Fi Modem passes to you when you accept delivery of it.

4. Changing Our Customer Terms

4.1 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 Shop). 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 are not liable to us to the extent that it is caused by us.

7. General

7.1 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

8.1 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/home_mobile_general.htm

9. Acceptable Use Policy

9.1 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

10.1 We aim to resolve all problems and complaints quickly and effectively. If you have any concerns, please visit your nearest Telstra Shop or call us on **125 8880**. 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: **131 450**

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](https://www.telstra.com.au/customerterms)

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ABN 33 051 775 556.

Troubleshooting and Frequently Asked Questions

1. Make sure Wi-Fi is enabled on the PC or Laptop or other device you are trying to connect
2. Test the Telstra Pre-Paid Mobile Wi-Fi with another Wi-Fi enabled device
3. Check your SIM card is working in another device – e.g. mobile phone
4. Insert a known working Telstra Pre-Paid Mobile SIM card into your Telstra Pre-Paid Mobile Wi-Fi
5. Confirm your account is active by contacting us on 125 8880.

Problem	Possible Causes	Suggested Solution
I am unable to see Telstra Mobile Wi-Fi as one of my Wi-Fi networks.	You may have disabled Wi-Fi on your device	Make sure Wi-Fi is enabled on your PC or device
	You haven't updated	Refresh your device list
	Telstra Mobile Wi-Fi is powered off	Power on the Telstra Mobile Wi-Fi
	The device name has been changed.	You may have changed the device name via the advanced device settings menu. If you are having difficulty reset the device: From the powered on state press the power key and WPS key simultaneously.

Problem	Possible Causes	Suggested Solution
The modem cannot connect to the internet when overseas	You don't have international roaming enabled on your plan.	Contact us on 125 8880 before you go overseas to ensure international roaming is enabled.
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.
Data connection failed.	You have no network coverage.	Try moving location until you get good reception.
The Signal indicator is always blinking or does not light up.	You have no network coverage.	Try moving location until you get good reception. Visit telstra.com/ppmbb to check if you are covered.

Problem	Possible Causes	Suggested Solution
I cannot access the internet at all.	The APN is not set correctly.	Please check your configuration settings.
	The device has not connected yet.	Check your service indicator LED's status. Please wait 1- 2 minutes for the Telstra Pre-Paid Mobile Wi-Fi to initialize.
The download or upload speeds are very slow.		The speed is dependent on signal strength. Check your network signal.

FOR MORE INFORMATION



CALL 125 8880

CLICK TELSTRA.COM/PPMBB

VISIT A TELSTRA STORE OR PARTNER

