Contents

Package Contents	
1 x USB Modem	1 x USB Extender lead
1 x User Guide	1 x Quick Start Guide
1 x Warranty card	1 x Velcro patch

Important Note

After the computer wakes up from hibernation mode please remove and insert the modem to resume using the device.

1 Introduction

Thank you for choosing the Telstra Wireless Broadband USB modem. Please read this manual carefully and keep it for future reference. The pictures, symbols and contents in this manual are for reference only. They are correct at the time of printing. We operate a policy of continuous development. We reserve the right to update the technical specifications in this document at any time without prior notice.

The USB modem is a multi-mode 3G high speed modem suitable for GSM, GPRS, WCDMA, EDGE, and HSDPA networks. It uses the USB standard interface for easy connection to any laptop or desktop PC. Compatible with GSM and 3G mobile networks it can connect to wireless data and SMS services to give you high speed data access wherever you are.

1.1 Warnings and Safety Notice

■ Some electronic devices are susceptible to electromagnetic interference. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other electronic equipment before using the modem.

- Operating laptop or desktop PCs with the modem may interfere with medical devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.
- Be aware of the regulations when using the modem at places such as oil refineries or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
- Don't touch the antenna area unnecessarily whilst connected. This can affect your modem performance and reduce the signal quality.
- Store the modem out of the reach of children. The modem may cause injury or get damaged.
- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
- Only use original accessories or accessories that are authorized by the manufacturer. Using unauthorized accessories may affect your modem's performance, damage your modem and violate related regulations.
- Avoid using the modem in areas that emit electromagnetic waves or in enclosed metallic structures eg. lifts.
- The modem is not waterproof. Please keep it dry and store it

in a cool, dry place.
- Don't use the modem immediately after a sudden temperature change eg. from an air conditioned environment to high temperature and humidity outside. In such cases condensation can occur inside the modem which can cause internal damage. Unplug the modem and leave it for 30 minutes before use.
- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair of the modem will void the warranty.

1.2 Radiation from Electronic Devices

The USB modem is a transmitting device with similar output power to a mobile phone. It uses an internal antenna to connect to the mobile network. To get the best performance from your device do not cover or shield the device in any way as this will lead to increased output power. Always leave a clear space around the device to allow the transmit and receive signals to propagate. It is not intended to be used as a handheld or body worn device but the SAR tests have been completed and exceed the Australian regulatory requirements.

1.3 System requirements

The modem supports any PC or MAC system using the USB 2.0 interface and operating systems listed below:

Operating System: Windows 2000 / XP / Vista.

MAC OS X 10.5 and above

Configuration (Recommended):

CPU	1GHz Pentium or above	
Hard Disk	20GB or above	
RAM	512M or above	

The performance of the modem may be reduced if the system requirements are not met.

1.4 Functions

This HSDPA modem is peak rated at 3.6Mbps* downstream. It supports SMS Messages, applied management, data concurrence, and Micro-SD memory cards.

* Actual speeds will be less. Speeds may vary due to congestion, distance from the cell, local conditions, hardware, software and other factors.

1.5 Technical Specifications

Network and Band compatibility	HSDPA/UMTS 2100 MHz
	HSDPA/UMTS 1900 MHz
	HSDPA/UMTS 850 MHz
	GSM/GPRS/EDGE 1900 MHz
	GSM/GPRS/EDGE 1800 MHz
	GSM/GPRS/EDGE 900 MHz
	GSM/GPRS/EDGE 850 MHz
Dimensions	69mm x 26.5mm x 12mm
Weight	Approx. 40g
Data Rates	HSDPA Mode up to 3.6 Mbps
	UMTS Mode up to 384 Kbps
	EDGE Mode up to 236.8Kbps
	GPRS Mode up to 57.6Kbps
Voltage	5V
Current Consumption	Resting: 100mA rms
	Max: 450mA rms

| Max Emitted Power	In 3G WCDMA Mode: 250mW In 2G GSM/GPRS Mode: 2W
Interface	USB 2.0
Operating systems	Windows 2000, XP SP2, Vista Apple MAC OS X 10.5 and above
Functions	High speed wireless data, internet, applied management, Micro-SD card, SMS.
Micro-SD HC memory card	Up to 4GB memory capacity on Micro-SD HC card. 2GB on Micro-SD
Temperature Range	0ºC to +55ºC

1.6 LED indications

The USB modem has a multi colour LED indicator to show the status of the modem:

| LED indication	Modem status
Orange	Power on. Not registered on the 2G or 3G network
Green solid	Registered on the 2G network
Green blinking	Active data transfer on the 2G network
Blue solid	Registered on the 3G network
Blue blinking	Active data transfer on the 3G network
Red solid	Roaming status
Red blinking	Active data transfer in roaming status

2 Installation

2.1 Modem Introduction

1. USIM Holder (thumb catch to open the tray)
2. Micro-SD Card Slot
3. USB Connector
4. Modem Cover
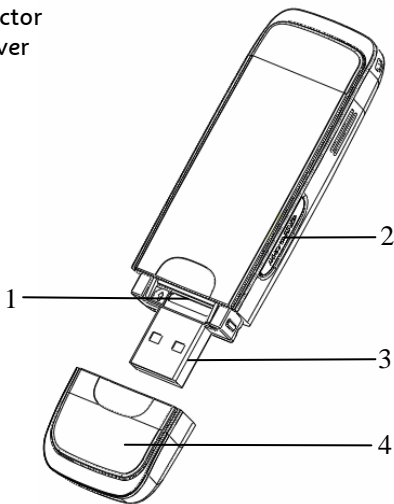
2.2 Preparation

- **Insert the USIM card into the USB modem:**

1. Open the modem cover and slide out the USIM tray using the thumb catch
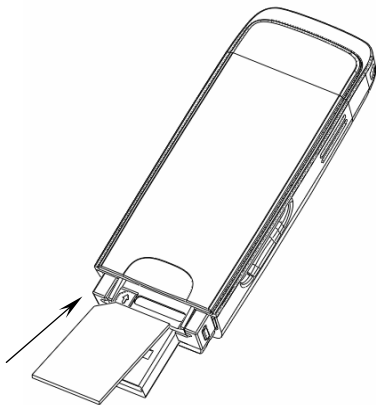
2. Insert the USIM card as shown with the gold contacts facing down and the bevelled edge on the left hand side.

3. Push the USIM card in **as far as it will go**.

**Note: When correctly inserted the thumb catch on the tray is visible and not covered by the USIM card.**

For successful operation your USIM needs to support data services. Contact your service provider for more information.

- **Insert a memory card (optional):**

Inserting a Micro-SD card in to the USB Modem will increase memory capacity.

Note: Micro-SD HC cards up to 4GB can be used.

Open the Micro-SD slot on the side of the modem. Carefully insert the card into the slot as shown below:
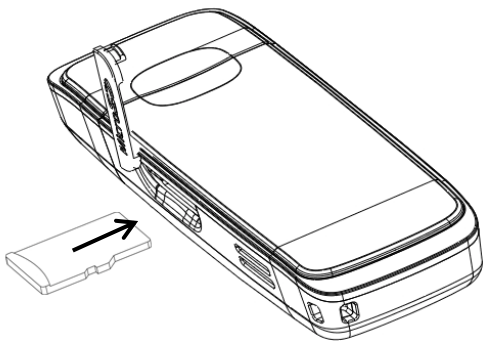

Close the card slot cover after insertion

2.3 Plug and Play Software Installation

The modem features Plug and Play installation. Make sure your computer is ON and has **completed** booting up. Insert the modem and wait for the automatic installation to start.
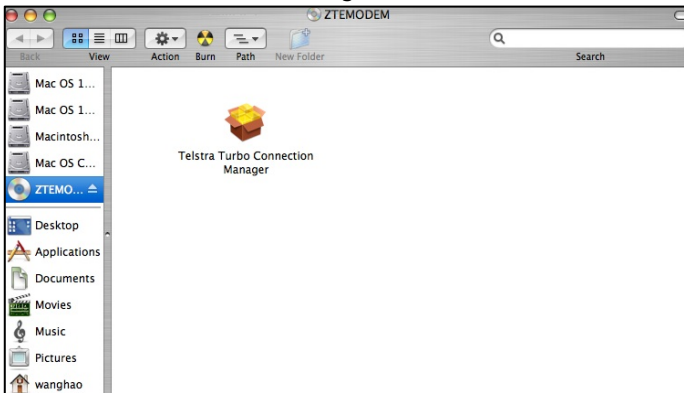
First time installation can take several minutes to complete.

If Autorun does not start:

- **Windows users:** Double click the Autorun.exe file
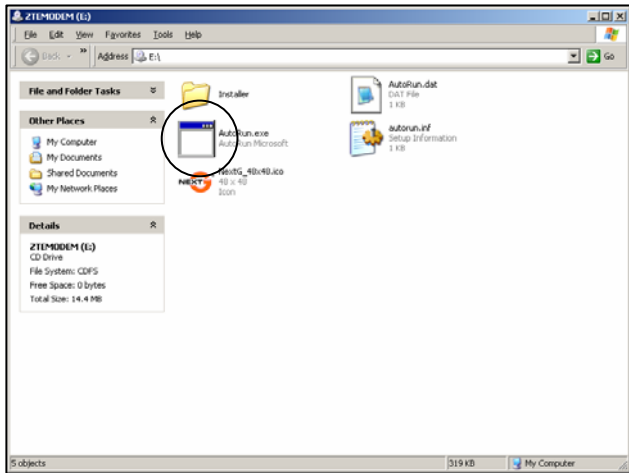
MAC users: Open the CD-ROM; **ZTE MODEM**, and double click Telstra Turbo Connection Manager
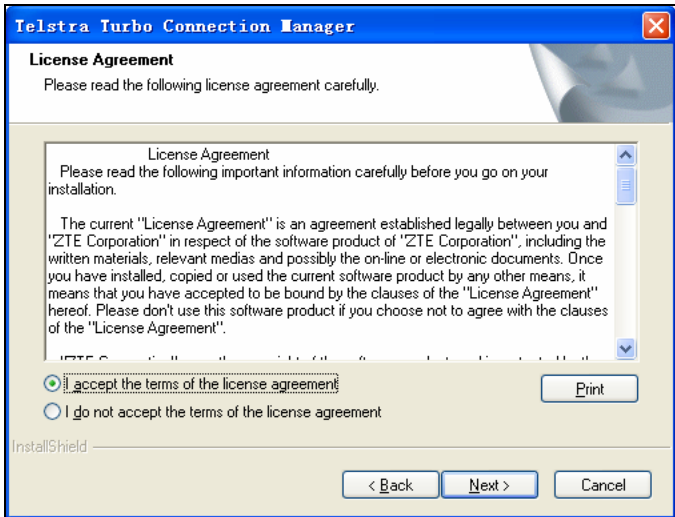

- Follow the prompts to complete the installation.

- MAC users will need to reboot after installation.

The installation method shown below is for Windows XP. Other systems will follow a similar but not necessarily identical installation process:
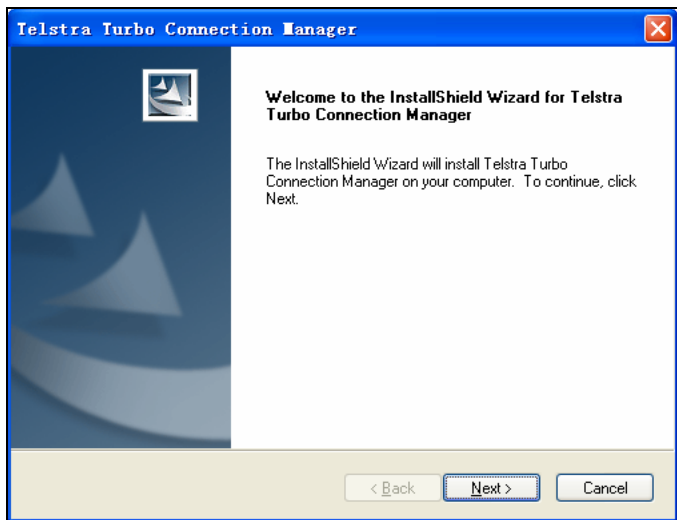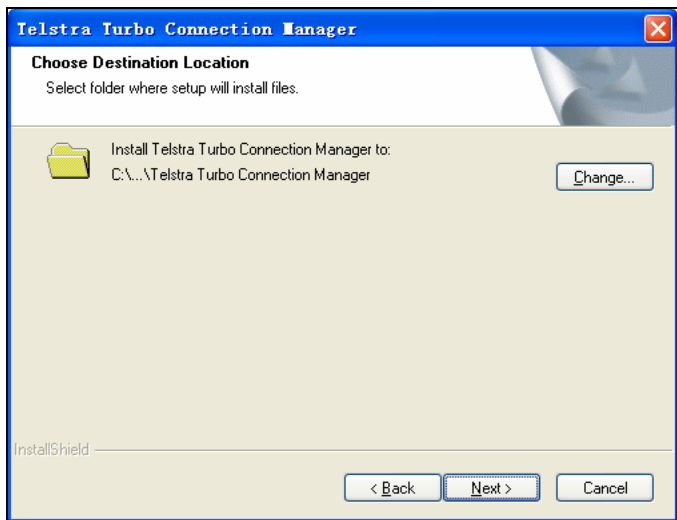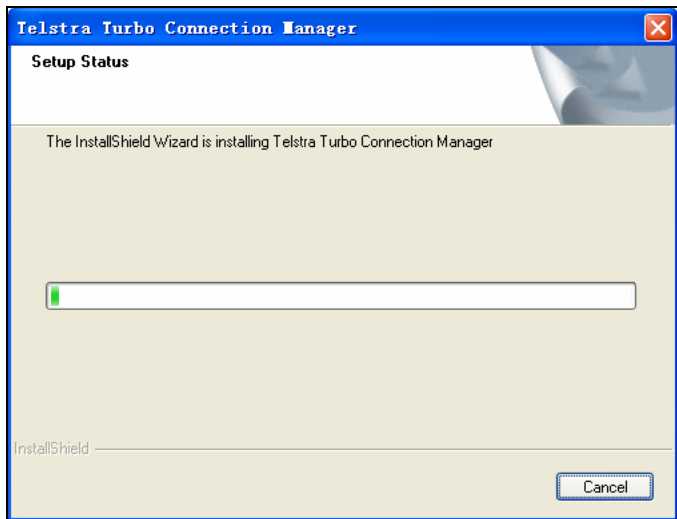
Click **Next** to continue:

Read the agreement carefully. If you agree, choose 'I accept the terms of the license agreement', and then click **Next**.
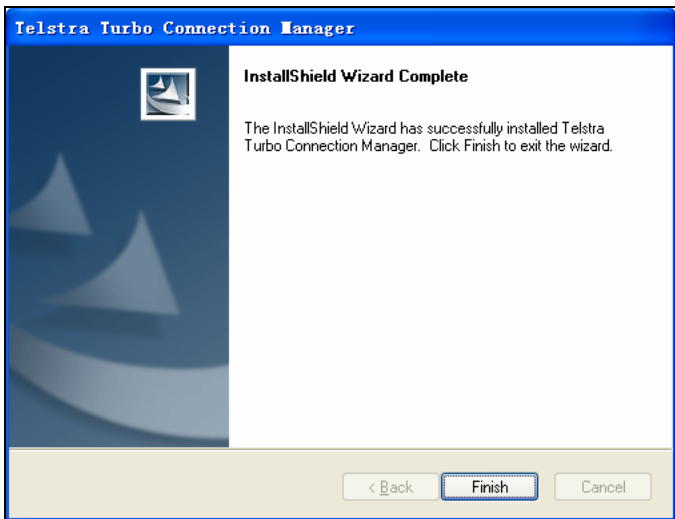
Press **Next** to accept the default folder location, or press **Change** to define your own path.

The installation shield will install the software...

Please wait a few seconds for the installation to proceed and the following screen will show:

Click **Finish** to complete the installation.

Installation Notes:

- The installation will create a new shortcut on your desktop and a new program listing under Start-Programs

- A reboot of your PC or MAC may be required after the installation is complete

- For installation problems please remove the modem, check the USIM card is fully inserted, restart the PC and re-test. See our website, www.zte.com.au/ for more assistance and FAQ's.

2.4 Quick Connect

After installation the Connection Manager will launch automatically.

In normal operation double click the icon on the desktop:

Telstra
Turbo C...

- The modem will take a few minutes to initialize then the main application window will appear.
- When the message below appears, the installation is complete. Press **Connect** to get on line

(i) **Found New Hardware**　　　　❎

Your new hardware is installed and ready to use.
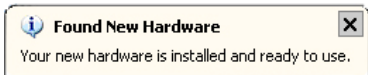
- The state will change to **Connected** and the software will display the data received and transmitted.
- To end your session press **Disconnect**.

2.5 Safe Removal of Hardware

To remove the USB modem from the computer *always* use the "Safe Removal of Hardware" procedure. Removing the USB modem when it is active can cause the software and drivers to lock up or become corrupted.

Close the software application by clicking the close button ⊗ then click **OK** to confirm.

Safely remove the modem

- Eg in Windows XP, left click the icon on the windows taskbar

- Click on 'Safely Remove Hardware' to shut down the device

	Safely Remove Hardware
	EN 🔲 🕒 🔊 ❄ 🔵 🔵 🔌 2:00 PM

- Remove the USB modem

Notes when using additional memory:

- If using a Micro-SD card in the modem then the following additional message will be displayed :

    Safely remove USB Mass Storage Device - Drive(H:)

- Select 'Safely remove USB Mass Storage Device'
- Remove the USB Modem

3 Operation

3.1 Software Interface
The main screen of the modem software is divided into 3 parts as described below:

Function buttons

System information area

User area
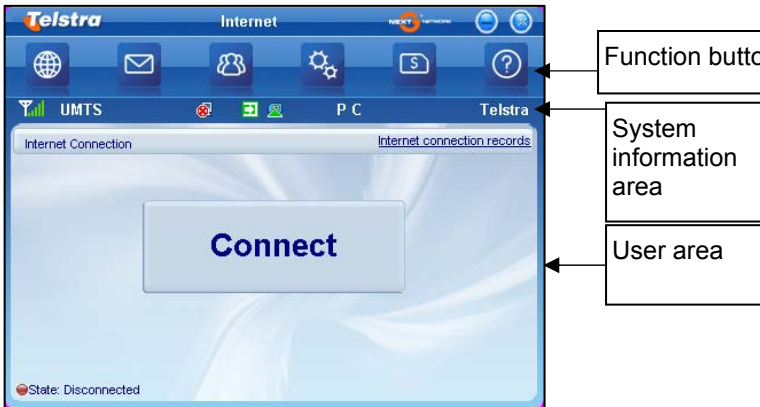
1. Function buttons:

Internet		**Settings**	
SMS		**My Account**	
Phonebook		**Help**	

2. System Information Icons:

 The antenna icon indicates network signal strength.

 The SMS icon indicates when there are new SMS messages.

 The Red Computer icon indicates the Internet status is Not Connected.

	The Green Computer icon indicates the Internet status is Connected.
	'P C' indicates packet-switched and circuit switched connections
	The Green Modem icon indicates the modem is inserted into the computer.
	The Red Modem icon indicates the modem is **not** inserted into the computer.
	The Orange Modem icon indicates the modem is inserted but is **offline**, eg No USIM.
	The Green USIM icon indicates the USIM card is inserted into the modem.
	The Red USIM icon indicates the **USIM card** is **not inserted** into the modem.
	Indicates the current network type
	Indicates the current service provider

3.2 Task Bar Icons

When minimized, the software window will minimize to an icon on the system tray. The program is still active in the background but disappears to free your normal Windows space. Double click the Task Bar icon to resize the display.

1. Taskbar icons

Green - The modem is inserted into the computer.

Red - The modem is not inserted into the computer.

Orange - The modem is offline.

Red - **SIM/USIM card has not been inserted**.

No network signal.
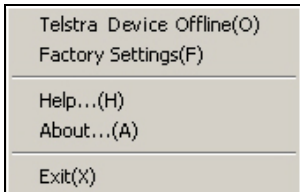
There is a new message.

The USB modem is ready to connect to Internet.

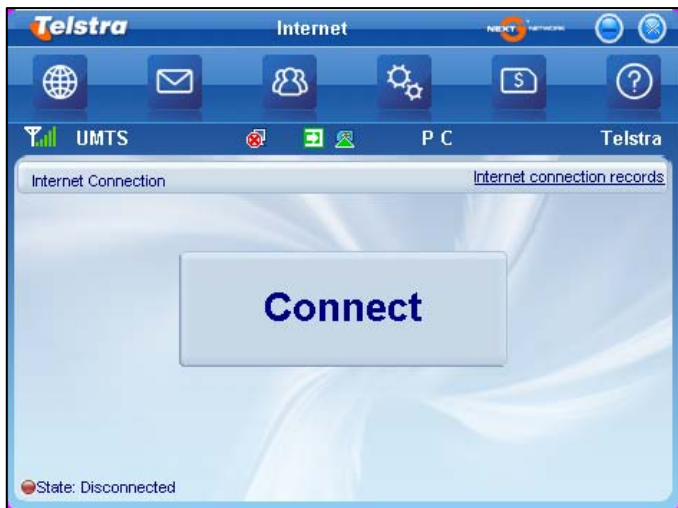The Internet status is Connected.

2. Task bar menu

Right Click the task bar icon to access the following menu:

```
Telstra Device Offline(O)
Factory Settings(F)

Help...(H)
About...(A)

Exit(X)
```

Taskbar Options	Explanation
Device offline / Device online	Disconnect / Connect the modem from the network
Factory Settings	Restore the modem settings to the original values
Help	Enter the Help interface
About	View software and hardware versions
Exit	Close the software

3.3 Connecting to the Internet

Click the Internet icon ![Internet icon] then click **Connect** to proceed:

- The card takes a few seconds to verify your connection and then shows 'State: connected to ...',
- The data amount, connected time etc are displayed in the main window as shown below,
- Access the Internet and receive emails etc by launching your usual applications eg Browser or Mail software,
- When a session is established the **Connect** button changes to **Disconnect**,
- Click on **Disconnect** to end your session.

Note: The modem is **locked** to the Telstra Network. If using a SIM/USIM card from another service provider it may not be

possible to establish a connection. Consult your service provider for details.

Internet connection records

Click ⬚ Internet connection records ⬚ to display the connection records:

3.4 SMS Interface

Click the **SMS** icon to select the SMS Interface:

Inbox   PC:0 Message(s) (U)SIM Card:0 Message(s)

Outbox PC:0 Message(s) (U)SIM Card:0 Message(s)

Drafts PC:0 Message(s) (U)SIM Card:0 Message(s)

PC Capacity:1500 Message(s)

(U)SIM Capacity:30 Message(s)

- SMS Tools
- Inbox
- Outbox
- Drafts
- New Message
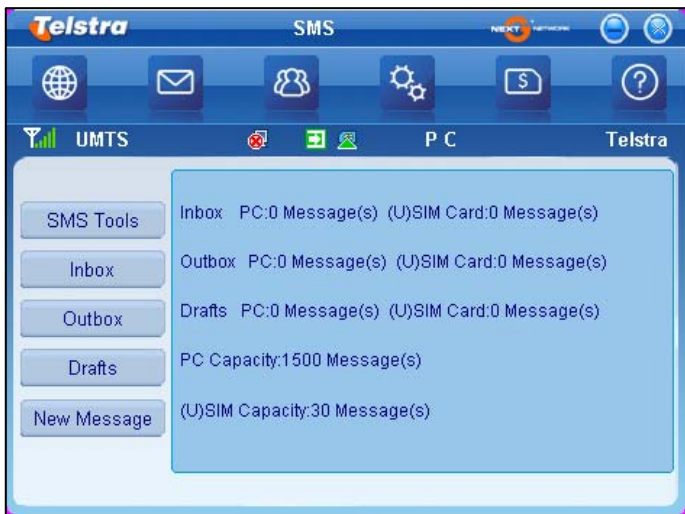
| SMS Interface	Description
SMS Tools	Launch the online SMS application
Inbox	View received messages
Outbox	View sent messages
Drafts	View draft messages and messages that fail to send. Drafts can only be stored on the PC.
New Message	Write a new message.

SMS Notes:
- Different USIM cards have different storage capacities. For more information consult your Service provider.
- The SMS centre number is preset by your service provider. If using an alternative provider this may need to be reset. Refer to your service provider for more details.

3.4.1 Read Incoming Messages

Click the **Inbox** button or the SMS icon to view received messages.
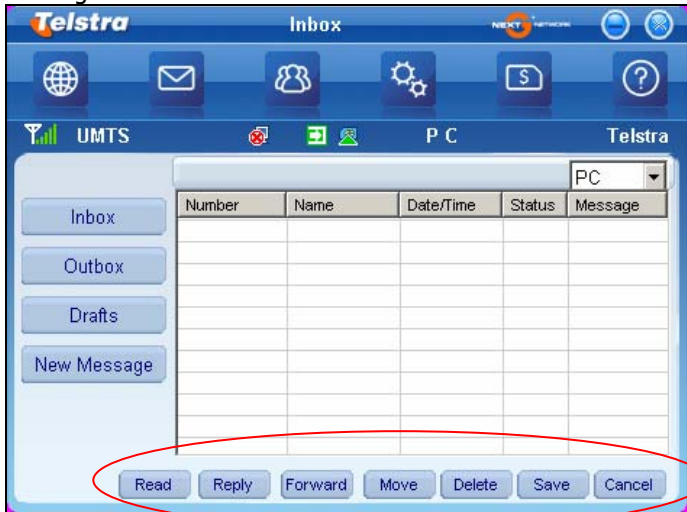
Use the buttons under the menu to Read, Reply, Forward, Move, Delete, Save and Cancel.

| Action	Explanation
Read	Read the selected message
Reply	Reply to the selected message
Forward	Forward the message to other recipients.
Move	Save the message on the PC or the USIM card.
Delete	Delete the selected message
Save	Save the phone number from the message to the contacts phonebook.
Cancel	Return to the SMS interface.

Notes
- Use **Ctrl** or **Shift** keys to select multiple messages.
- New messages cannot be received when the USIM card is full.
- The system will indicate when the USIM inbox is full. Messages cannot be saved until some messages have been deleted.

3.4.2 Creating a new message
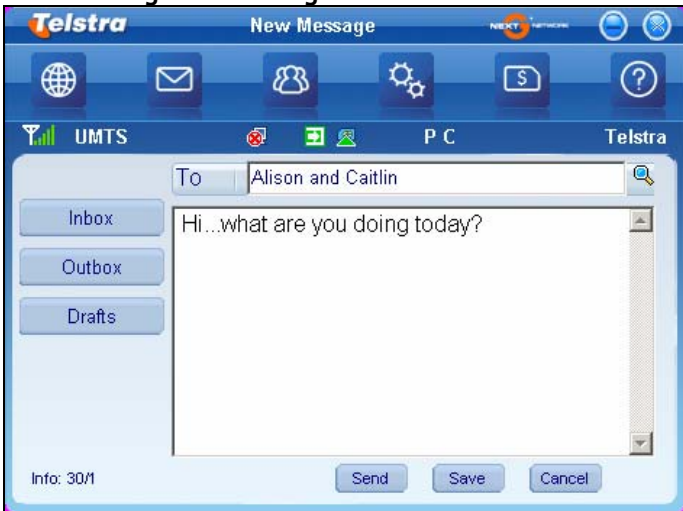
- Click **New Message** and enter the recipient's number
- The recipient's number can be entered directly or by selecting entries from the **Phonebook**
- Use ';' to separate multiple recipients
- Click into the text field to enter text
- The interface will show total characters used
- Click **Send**. The prompt screen bellow will appear:

Telstra

1 SMS will be sent. Are you sure?

[Yes]   [No]
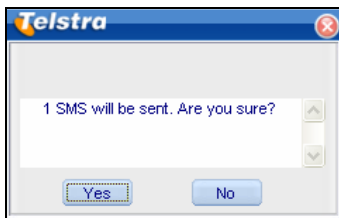
- Select **Yes** to confirm.
- After the message has been sent successfully the SMS will be saved in the **Outbox**.
- If the message fails to send it will be saved in **Drafts**.

Sending SMS while browsing the web:
SMS messages can be sent while connected to the internet. This feature depends on your network.

3.5 PhoneBook

Click the **PhoneBook** icon

Contacts can be saved on the PC or directly on the USIM card.
Records include Name, Number 1, Number 2, Email and Group.

Create a new contact:

Click **New** →**New Contact**, enter the details, select **OK** to save.

PhoneBook Notes:

- Number 2, Email and Groups can only be added when the Save location is the PC
- To create a new group: Click **New** →**New Group** and enter the group name
- Select contacts from the list on the right and drag them to the group location.

If a contact is selected the following additional steps can be performed using the buttons on the bottom of the screen:

Action	Description
View	View the selected contact information
Delete	Delete contacts or groups
SMS	Send a message to the selected contact
Save as	Save the contact information as a TXT file
Edit	Edit the contact information

3.6 Settings

Click the **Settings** button

3.6.1 Connection Settings
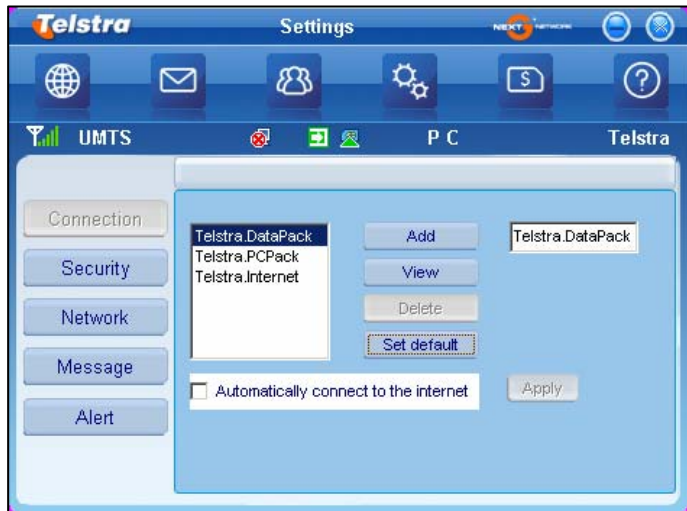
The settings are pre-configured for your service provider. If changing networks or roaming some settings may need to be modified. Consult your service provider for more information.

Connection Settings Description Table

Action	Description
Add	Add a new configuration file
Delete	Delete the selected configuration file
Edit	Edit the selected configuration file
Set Default	Set the selected profile as your default connection

Example Config page:

3.6.2 Security Settings

PIN Enable
If **PIN enable** is active the user is prompted to enter a PIN to start the modem. The PIN code is stored on the SIM card. Consult your service provider for more information or if you forget your PIN.

Click **Change PIN** to modify the number.

Backup Contacts, Messages and Connection Records:
Create a local backup for your Phonebook and SMS data by clicking the **Backup** button. The data is stored as a file on your PC. Click **Restore** to restore previous data files.

3.6.3 Network Settings

These settings are pre-configured for your network. Consult your service provider for more information.

Network Settings Description Table
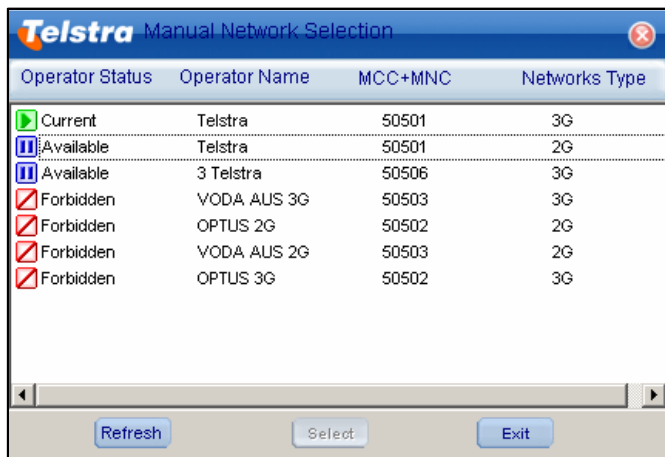
Operator Selection	Description
Automatic	The system selects the preferred network automatically depending on the network status.
Manual	The network can be manually selected by the user. When **Manual** is selected click **Apply** to search for available networks.
Preferred Mode	**Description**
Automatic (3G Pref)	The system selects the available network automatically with priority UMTS > GSM.
UMTS Only	The system will stay on the UMTS network
GSM Only	The system will stay the GSM network
Preferred Band	**Description**
Automatic	The network is selected automatically with the following priority: UMTS 850 > 2100 > 1900 GSM 900 >1800
UMTS 850 **GSM 900/1800**	Limited to UMTS 850 & GSM 900 / 1800

UMTS 2100 GSM 900/1800 (EU)	Limited to UMTS 2100 & GSM 900, 1800 (European networks)
UMTS 850/2100 GSM 900/1800	Limited to UMTS 850, 2100 & GSM 900,1800
UMTS 850/1900 GSM 850/1900	Limited to UMTS 850, 1900 & GSM 850, 1900

3.6.4 Operator Selection, Manual Search Mode:

Click **Apply** to search. Performing a manual search will take some time for the network information to populate. The available networks will be displayed:

Operator Status	Operator Name	MCC+MNC	Networks Type
▶ Current	Telstra	50501	3G
‖ Available	Telstra	50501	2G
‖ Available	3 Telstra	50506	3G
⊘ Forbidden	VODA AUS 3G	50503	3G
⊘ Forbidden	OPTUS 2G	50502	2G
⊘ Forbidden	VODA AUS 2G	50503	2G
⊘ Forbidden	OPTUS 3G	50502	3G

Refresh   Select   Exit

Click on your preferred network and press **Select** to connect.

3.6.5 Message Settings
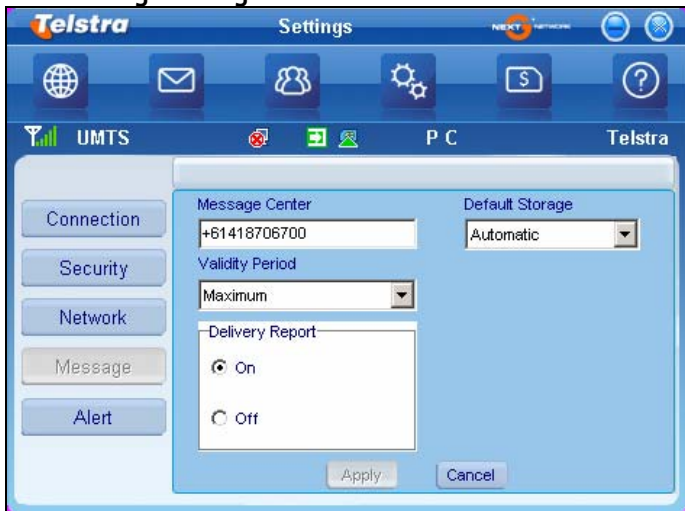
Options	Description
Message Centre	The SMS centre number is set by your service provider.
Validity Period	SMS time limit on the network. The default is the maximum permitted by the network.
Default Storage	Set the preferred location to save received

	SMS messages on the PC or the SIM card.
Delivery Report	Set to get a notification when your SMS message is received successfully.

3.6.6 Alert Settings

Change your alert tones settings by choosing different audio files. The supported formats are MP3, WAV and MIDI. If '**Mute**' is selected the tone is silenced.

3.7 Micro-SD card

The modem can be used as a flash drive to store and transfer files. Micro-SD cards up to 2GB or SD HC cards up to 4GB are supported. If a Micro-SD card is inserted the computer will display a removable disk related to the SD card.

Micro-SD cards up to 2GB are FAT 16 format.

Micro-SD HC cards (high capacity) are FAT 32 format.

Always use the 'Safe Removal of Hardware' procedure to prevent possible corruption to your files.

3.8 Using the USB Extender Cable and Velcro Pad

The USB extender cable can be used to optimize the position of the modem. Use the Velcro pad to attach the modem to the desired location.

3.9 My Account

Use this function to check your pre-paid account status. This facility is provided by your Network Supplier. Please contact them for more details or see your pre-paid handbook.

3.10 Help

Click the **Help** button to access the user guide.

4 Troubleshooting and FAQ's

If there are any problems with the connection manager or modem please consult the manual and check the troubleshooting section below. If the problem still exists contact your service provider or check our website for more details at www.zte.com.au

Problem Description	Possible Causes	Suggested Solution
The self install does not start when the modem is plugged in	PC Security preventing Autorun	Double click Autorun.exe in the pop up window (see 2.3).
No USIM Detected	USIM card is not inserted correctly	Remove the device and check the USIM is fully inserted (see 2.2).
The modem has no service (no antenna signal bars)	USIM is not inserted correctly	Remove the device and check the USIM is fully inserted (see 2.2).
	You have not entered your PIN number at start up	Restart application and enter the PIN number. If the PIN is invalid you cannot connect.
	You have no coverage	Change location to get better reception.

| Problem Description	Possible Causes	Suggested Solution
The Connection Manager displays: "Limited service"	You are using a 'foreign' SIM card	The device is network locked. Please use the USIM card provided by your supplier. Contact your supplier to unlock your device.
"A connection to the remote computer could not be established" Data connection failed.	Incorrect account setting	Test an alternate Connection Setting. Set Telstra.internet as default (see 3.6.1). Contact your service provider to check your account.
	The manual network selection is wrong.	Select the correct network for your service provider. Restore 'Automatic' mode (see 3.6.3).
	The wrong APN is in use.	Consult your service provider.

| Problem Description	Possible Causes	Suggested Solution
The modem cannot connect to the internet when abroad	International roaming is not enabled.	To enable international roaming contact your service provider.
No warning tones	The PC sound is disabled or low volume	Check the audio settings and adjust the volume.
Message sent failed.	The SMS centre number is not correct.	Check with your with service provider and enter the correct number in Message Settings (see 3.6.5).
The Micro-SD card is not recognised.	The card is not inserted correctly or is the wrong size / format	Re-insert the card. Try another Micro-SD card and make sure the capacity and format is correct (see 2.2 and 3.7)

5 Software Removal

To uninstall the application please follow the procedure below:

Click **Start** > **Programs** > **Telstra Turbo Connection Manager** > **Uninstall**

Click **Yes** to confirm, remove the modem, press **Yes** to continue:
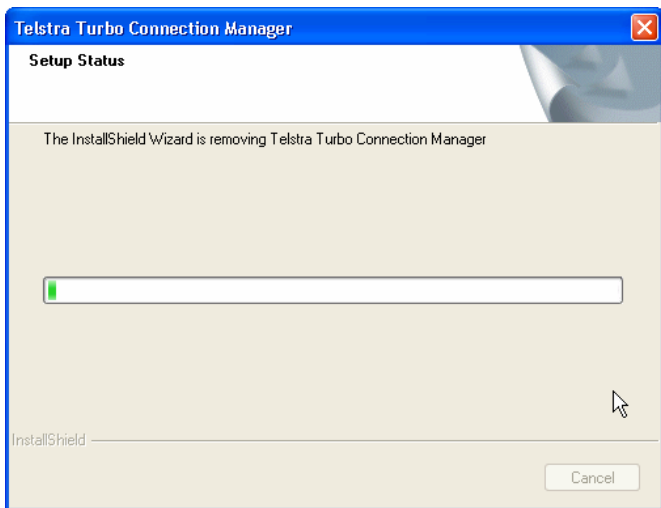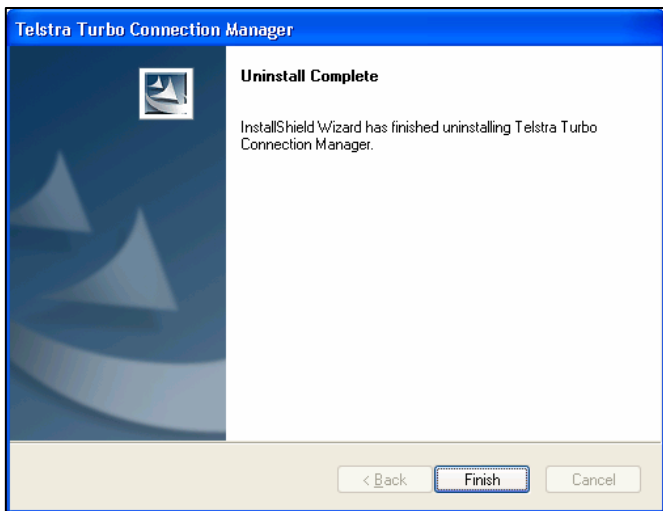
When the uninstall is complete click **Finish** to exit.