

Some handy tips for your new T-Stick

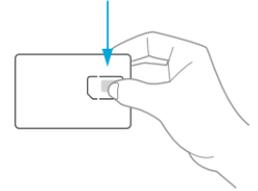




Install your T-Stick

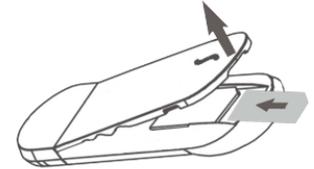
1 Remove SIM

Remove SIM card from the outer card and **keep the outer** in a safe place for future reference.



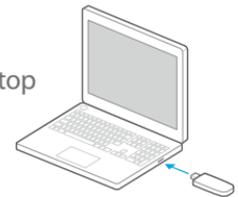
2 Insert SIM

Insert the SIM card into the T-Stick as shown.



3 Plug in

Plug the T-Stick into your laptop using the USB 2.0 port and follow the instructions on screen. It's working when a light appears on your T-Stick.



Use it

Each time you use your T-Stick you connect to the internet through the Connection Manager, which appears as an icon on your desktop once the software has been installed. When you plug in your T-Stick it will search for a connection, and once found the “connect” button will appear. Click “connect” to start using the internet.

Add credit

If you're on postpaid, you don't need to worry about topping up. You will pay for your monthly plan, and any overage, on your Telecom bill. If you're on prepaid, you can purchase top up credit online by clicking the Prepaid TopUp button on Connect Me, by phone, or at over 100 retail stores.

To activate your top up voucher call 0800 32 32 32 option 1 from any phone. You will be asked to enter the mobile phone number for your T-Stick and top up voucher number. Please ensure that you keep your SIM pack as it contains important information that you will need when you top up. www.telecom.co.nz/topup

How much it costs

For information about your plan and data allowance click the Your Telecom button on Connect Me and select Plan and Activities. For more information about Mobile Broadband plans and charges see telecom.co.nz/mobile/mobilebroadband/plansandpricing

Monitor your usage

There are two ways to keep tabs on how much data you're using:

Postpaid Usage Alerts

You will receive an alert by text to let you know you have reached 80%, 100% and 120% of your data allowance. You can register for customised usage alerts to your mobile phone and/or email address at telecom.co.nz/mbbalerts

Online Usage Meters

The meters display how much data you have used online. Click the Usage Meter button on Connect Me to view your remaining data allowance.

* Note: The usage meter on your Connection Manager should be used as a guide only and does not accurately reflect your actual billed data. Always check the online usage meters.

Help

For troubleshooting or assistance, see online at www.telecom.co.nz/mobilebroadband, check the tips overleaf, or phone 0800 400 909, option 3.

For the Connect Me Dashboard user guide and troubleshooting, click the Help button on Connect Me or see online at www.telecom.co.nz/connectme

Troubleshooting Tips

Problem	Suggested solution
The Connection Manager is frozen while displaying "please wait...initialising"	Close the Telecom Connection Manager, and open it again
	Check that the SIM is inserted into the T-Stick correctly
	Try a different USB port on your computer
	Test installing the T-Stick in another computer
	Test the T-Stick with another known working SIM
	Test the SIM in another device (e.g. mobile phone)
The Connection Manager is prompting for a PIN	Enter the PIN you set for the SIM. The default PIN for the SIM is 1234
	If you changed the default PIN, and you cannot remember it, simply enter 1234 three times, or until the software prompts for a PUK code. The PUK code is on the outer card that held the SIM
	For more information about PINs visit telecom.co.nz and search for "SIM PIN"

Problem	Suggested solution
I can connect OK but can't browse any websites	Check your prepaid balance by texting BAL to 333 via the Connection Manager (TXT to 333 is free)
	Top up if required on 0800 32 32 32
	Check your firewall, antivirus or web browser settings and adjust if required
My connection keeps dropping or I can't get a network signal	Check you are in a coverage area at telecom.co.nz/mobile/ournetwork/coverage
	Try using the included USB extender cable to obtain optimum reception
For device specific troubleshooting tips	Go to www.telecom.co.nz and search using your T-Stick make and model as the key words (e.g. "MF669")