

TELSTRA MF823

4G USB DATA MODEM – USER MANUAL

ZTE

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CHECK YOUR SYSTEM REQUIREMENTS

Check you have a spare USB port (USB 1.0, 2.0, or 3.0)
You need to be running Windows 8 / 7 / XP / Vista for a PC
or OS X 10.5.11 and above for a Mac.

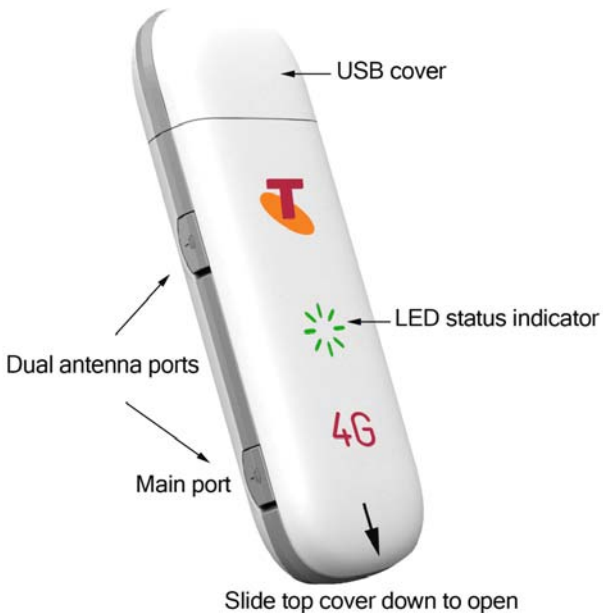
The recommended minimum system requirements are:

CPU	1GHz Pentium or above
Hard Disk	At least 50MB free space
RAM	512M or above
Display	800 x 600 minimum

You need to have Administrator rights to install and run the software
We suggest you switch off your anti-virus software before installing the
USB modem. In some cases protection software can prevent automatic
installation.

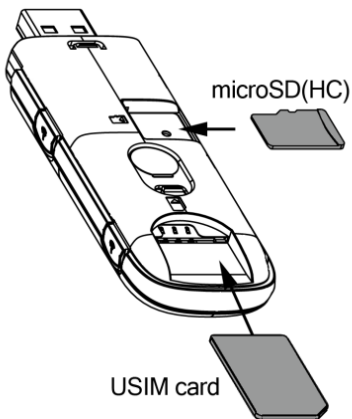
It is possible to start the installation process manually by clicking the
Autorun icon when it appears.

GET TO KNOW YOUR USB MODEM



INSERT YOUR USIM CARD

1. Slide the top cover down to access the USIM and memory card slots.
2. Insert your USIM card carefully as shown. Your modem requires a standard size USIM card (2FF)
3. If you want to add a memory card you can do it now. Your USB modem supports up to 32GB microSD(HC)TM memory.
4. Replace the top cover.



Notes

- Adding a memory card is optional
- microSD™ up to 2GB are FAT 16 format.
- microSDHC™ up to 32GB are FAT 32 format.

Handy hint

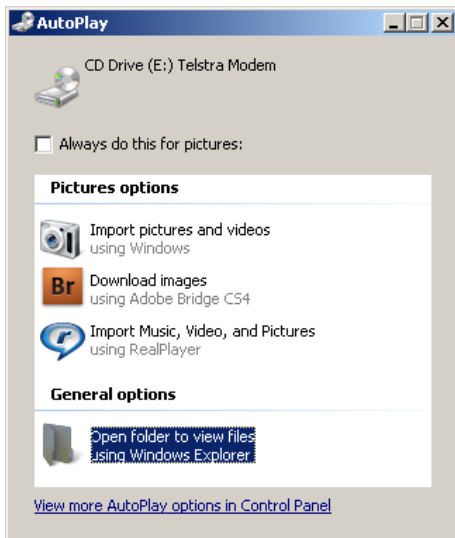
Remember to keep your plastic SIM card holder. It has a record of your PIN number which you should keep handy.

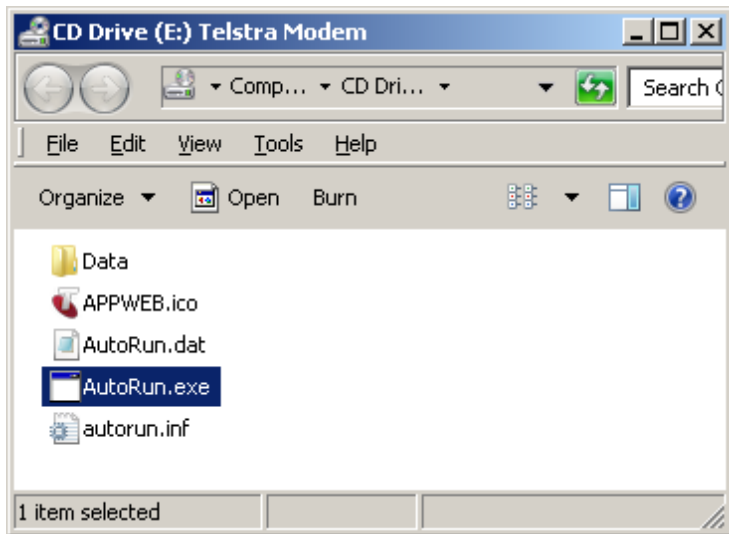
INSERT THE MODEM INTO YOUR COMPUTER

The installation software is pre-loaded onto your USB modem. Simply insert the modem into your computer and follow the instructions on-screen. You'll be up and connected in about 2 minutes.

1. Click on 'Open folder...'
Double click Autorun.exe

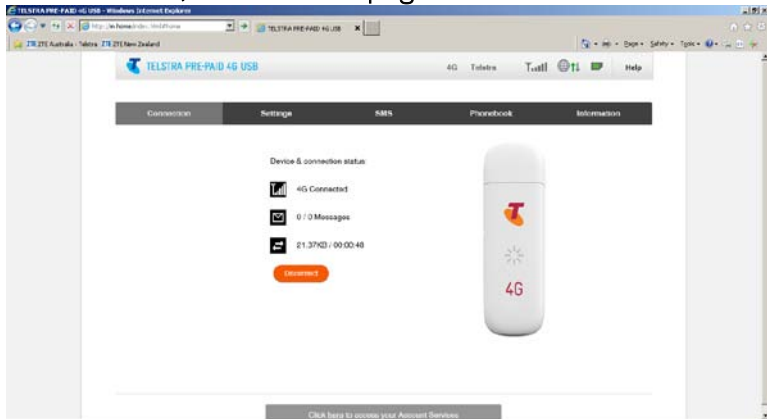
2.










3. The installation will create a short-cut on your desktop and open your browser at the modem homepage.

Web Interface, Modem homepage









- The modem will automatically open your browser and connect to the internet each time you insert the device.
- To change this behaviour first press the Disconnect button then go to Settings > Dial up settings and set WAN Connection Mode to Manual.

LED INDICATORS GUIDE

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

STATUS ICONS – WEB INTERFACE

Icon	Status
	No USIM, PIN locked, PUK locked or alternate carrier USIM
	USIM card is inserted
	No Network signal
	Network signal level indicator
	Internet is disconnected
	Internet is connected

NETWORK LOCKED DEVICE

- This device is network locked to Telstra. If you use an alternate carrier SIM you need to contact Telstra for the unlocking code.

INSTALLATION NOTES

- The installation will create a new shortcut on your desktop and a new program listing under Start-Programs
- If you have problems with the installation please contact your supplier or see our website, zte.com.au for more assistance and FAQ's or call our hotline on 1300 789 475 (ZTE Support hotline is available during normal business hours, AEST 9am to 5pm)
- If you can't connect to the internet check your SIM card is inserted correctly, contact your service provider and check your account is active.
- To uninstall the application:

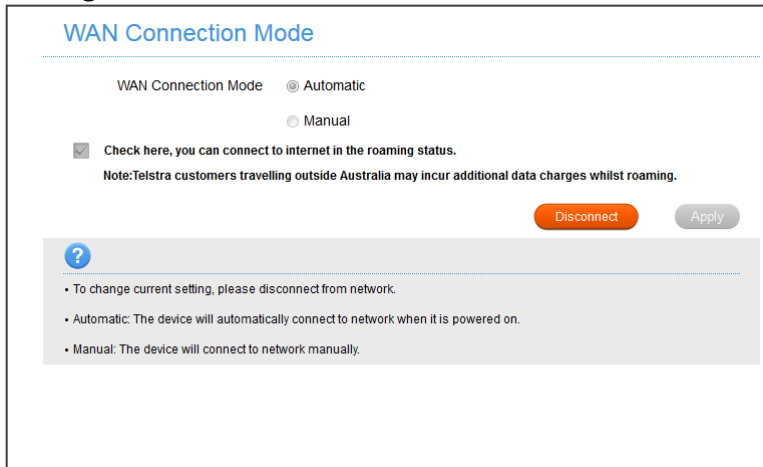
Windows users: Start > TELSTRA PRE-PAID 4G USB >
Uninstall

MAC Users:

- Double click the Telstra Modem CDROM on the desktop to install the modem.
- To uninstall, go to Applications and run Uninstall TELSTRA PRE-PAID 4G USB

WEB INTERFACE GUIDE

Settings > WAN Connection Mode:



WAN Connection Mode

WAN Connection Mode Automatic

Manual

Check here, you can connect to internet in the roaming status.


Note: Telstra customers travelling outside Australia may incur additional data charges whilst roaming.

[Disconnect](#) [Apply](#)

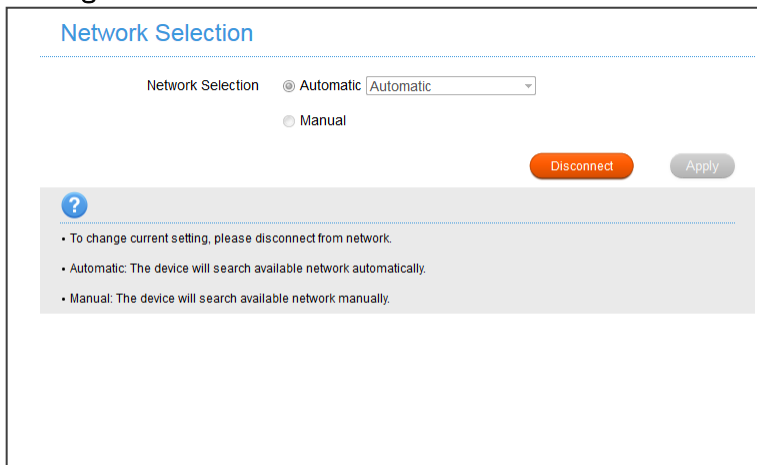
?

- To change current setting, please disconnect from network.
- Automatic: The device will automatically connect to network when it is powered on.
- Manual: The device will connect to network manually.

- The default connection setting will automatically connect to the network. The setting is greyed out if you are connected.

- Press the Disconnect button to change this setting and to enable International Roaming if required.
- If you make any changes, press Apply to save the change
- Press the Help icon  to get in context tips.

Settings > Network selection:




Network Selection

Network Selection Automatic Automatic Manual

Disconnect Apply

?

- To change current setting, please disconnect from network.
- Automatic: The device will search available network automatically.
- Manual: The device will search available network manually.

- Network Selection is set to Automatic.
- Press the Disconnect button to change this setting if required.
- If you make any changes, press Apply to save the change
- Press the Help icon  to get in context tips.
- Normally there is no need to change these settings unless you change service provider.

- The modem is locked to Telstra. If you use a SIM card from another provider you may not be able to connect to the network.
- Consult Telstra to obtain the unlock code for your device.

Settings > APN:

APN

Profile: Telstra Internet

PDP Type: IPv4

Profile Name: Telstra Internet

APN: telstra.internet

DNS Mode: Auto Manual


Authentication: NONE

User Name:

Password:

?

- You can set the Access Point Name(APN) on this page.
- Profile: It contains one or more profile names.
- PDP Type: IPv4/IPv6/IPv4v6.
- Profile Name: It refers to the name that you assign to the new profile.
- APN: Access Point Name. The APN contains 0-9 a-z A-Z - and it can't start with and end with -.
- DNS Mode: If a fixed IP address is provided by your service provider, select Manual DNS. Otherwise, please select Auto DNS, and the device will automatically obtain parameters.
- Authentication: It is provided by your Internet Service Provider(ISP). Password Authentication Protocol (PAP) provides a simple method without encryption for the peer to establish its identity using a 2-way handshake. Challenge-Handshake Authentication Protocol (CHAP) is used to periodically verify the identity of the peer using a 3-way handshake.
- User Name: User name is used to obtain authentication from the ISP when the connection is established.
- Password: Password is used to obtain authentication from the ISP when the connection is established.
- Click "Set as default" to set this profile as the default profile.

- Press the Disconnect button on the modem home page to change this setting if required.
- Press Add New to create a new APN
- Add the Profile Name, eg Telstra WAP
- Enter the correct APN details eg telstra.wap
- Press Save to save your new APN
- Press the Profile drop down box
- Select the new APN profile
- Click on 'Set as default' to set the new APN as your preferred setting
- Press the Help icon  to get in context tips.
- Normally there is no need to change these settings unless you change service provider.
- The modem is locked to Telstra. If you use a SIM card from another provider you may not be able to connect to the network.
- Consult your new carrier to obtain alternate APN details for your device.

Settings > Device settings > USIM PIN Management:


USIM PIN Management

USIM PIN Status Enable Disable Change PIN

Current PIN *

Attempts Left: 3

Apply

 ?

- To change current setting, please disconnect from network.
- You can change USIM PIN status and PIN code on this page.
- SIM card will be locked if you've continuously typed incorrect PIN 3 times. And you have to type PUK to unlock.
- PIN code and PUK code may be offered together with a SIM card. If not, contact your operator. Please change default PIN code as soon as possible.

- Press the Disconnect button on the modem home page to change the PIN settings if required.
- Enter your current PIN code to change or disable the PIN
- If you make any changes, press Apply to save the change
- If you enter the incorrect PIN code three times in

succession you will lock your USIM card.

- Contact your service provider to obtain your PUK code

Settings > Device settings > Software update

- Press Check Now to check for updates for your device.

SMS > Device SMS or USIM SMS

The screenshot shows a mobile messaging interface. At the top, there is a header bar with a contact name 'BigPond Photos/1253686' and a close button 'x'. Below this is a 'Contacts field' where a contact name is entered. The main area contains the text 'Messages sent and received will be displayed here.' Below that is a 'Message field' with instructions: 'Click in the Contacts box above to see your SIM card Contacts', 'Type in this box to enter your SMS message.', and 'Press Send when done.' Below the message field, it says 'The Character count and message count is indicated below.' At the bottom left, there is a character count '(183/765) (2/5)'. At the bottom right, there are two buttons: 'Send' and 'Back'.

- Click in the top box to add Contacts
- You can enter Contact names in the Contacts field and the device will search and list applicable matches
- Click in the bottom box to type your message
- Press the Send button when done
- Threaded messages (messages sent and received to the same Contact) are displayed in the main panel.
- View SMS > SMS Settings to enable delivery reports and to check the SMS centre number (read from your SIM card)

Phonebook

Phonebook (146/600)

New Send Message Delete Delete All

<input type="checkbox"/>	Name	Save Location	Mobile Number
<input type="checkbox"/>			042
<input type="checkbox"/>	abc national		029'
<input type="checkbox"/>	amal		93

<< 1 2 3 4 5 6 7 8 ... 15 >> Page: GO

- Click Phonebook to view your USIM card contacts.
- Contacts are automatically read into the device but you can also copy and save on your device.
- Select the Contact to view more details, click Edit to make any changes, then select the Save location as Device.
- Contacts stored on the device can include additional fields.
- Select New to create a new contact and choose the save location as Device or SIM card.

Information tab to view Device Information:

Device Information	
SIM Card Number	— —
IMEI	866948010510066
IMSI	505013428407314
Signal Strength	-114 dBm
LAN Domain	m.home
IP Address	192.168.0.1
WAN IP Address	— —
Software Version	MF823_A
Firmware Version	MF823_A
Hardware Version	MF823-1.0.0

- View the device IMEI number, Signal strength and other details.

Information > Record to view data records:

Record				
	Connected Time	Downloaded	Uploaded	Total Traffic
Current	00:00:00	0Bytes	0Bytes	0Bytes
Total	00:34:30	403.19KB	128.41KB	0.52MB

• Note: The displayed data is an estimate of your actual usage, and should be used as a guide only.

Clear

- View your data usage on the Record tab.
- Data usage is approximate and your carrier may charge you different data block sizes so their records and charges are likely to be different.
- Typical carrier data is charged in 1 MB blocks.
- Contact your carrier for more details.

EXTERNAL ANTENNA PORTS

- Signal strength can be improved by adding an external antenna.
- It is preferred to use both ports for best quality reception and service.
- If you only have a single antenna then use the main port at the tip of the device
- The device supports TS9 connectors and dual antennas will provide better signal strength and higher data rates.
- Only use the correct antenna with the TS9 termination suitable for ZTE data products.
- Insert and remove the connections carefully. Do not pull on the cable to remove the connection. The antenna ports are delicate and need to be treated with care. Physical damage to the antenna port will render your device unusable and is not covered by the manufacturer's warranty.
- See your warranty card for full terms and conditions.

USING THE USB EXTENDER CABLE

The USB Extender cable can be used to position the device at the top of a laptop screen or to change the orientation of the modem to get better reception.

HELP

Click Help to access the system help

Click the Help icon  to see in context help

Go to zte.com.au for FAQ's, product and warranty support

microSD™ MEMORY CARD

If you use a microSD™ memory card in your modem your computer will display a removable disk drive. You can use the modem as an external drive to store and transfer files.

microSD™ cards supported to 2GB are FAT 16 format.

microSDHC™ cards supported to 32GB are FAT 32 format.

If using a memory card use the Safe Removal of Hardware process or Eject the device. Consult your operating system guidelines.

TROUBLESHOOTING

If you have any problems with your connection or modem please consult the manual and check this section. If the problem still exists contact your service provider or check our website for more details at zte.com.au

Problem	Possible Causes	Suggested Solution
The user interface doesn't start after the modem 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 modem has no signal.	You have no network coverage.	Try moving location until you get good reception. Try the USB extender cable to move the modem to a higher position or different orientation.
SIM Card is locked		

Problem	Possible Causes	Suggested Solution
	Network coverage is low	Consider purchasing an external antenna. Use a TS9 connector.
	SIM card requires a PIN or PUK number.	Contact your service provider to obtain the PIN or PUK key.
Data connection failed.	You have no network coverage.	Try moving location until you get good reception.
The modem cannot connect to the internet when overseas	You don't have international roaming enabled on your plan.	Consult your service provider before you go overseas to enable roaming.

Problem	Possible Causes	Suggested Solution
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.

PRECAUTIONS AND SAFETY INFORMATION

- 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 device before using the modem.
- Operating of 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 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 authorised by the manufacturer. Using unauthorised accessories may affect your modem's performance or damage your modem.
- 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 there could be condensing moisture 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 will void the warranty.
- Take care when connecting and removing an external antenna. The correct adaptor (TS9) must be used and the ports are delicate and must be handled with care. Do not pull or tug on the antenna leads and take care not to trip over them when plugged in.
- Physical damage to the antenna ports will render your device unusable and is not covered by the manufacturer's warranty.

RF SAFETY INFORMATION

The USB modem 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 modem 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 USB modem 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 1.45W/Kg.



N14945

EC DECLARATION OF CONFORMITY

It is hereby declared that following designated product:

Product Type: LTE USB MODEM

Model No: MF823

Complies with the essential protection requirements of Directives on Radio and Telecommunication Terminal Equipment (Directive 1999/5/EC), Restriction of the Certain Hazardous Substances in electrical and electronic equipment (Directive 2011/65/EU), Eco-design Requirements for Energy-Related Products (Directive 2009/125/EC) and their amendments.

TECHNICAL SPECIFICATIONS

Network compatibility	LTE 900, 1800, 2600 MHz UMTS 850, 2100 MHz GSM 850, 900, 1800, 1900 MHz
Dimensions	90 x 28.4 x 13mm. Approx 26g
Data Rates*	LTE download speeds up to 100Mb/s LTE upload speeds up to 50Mb/s HSPA+ Downlink up to 42Mb/s HSDPA Mode up to 21.6Mb/s HSUPA Mode up to 5.76Mb/s
Voltage	5V
Current	Resting: 100mA rms Max: 500mA rms
Operating systems	Windows 8, 7, XP SP3, Vista MAC OS X 10.5 and above
Memory card	Up to 32GB microSDHC™
Antenna ports	Dual TS9 connectors
Temperature	-5°C to +45°C

* Download/upload speeds will vary due to distance from the cell, local

conditions, user numbers, file source, hardware, software and other factors.