Bell

Getting started guide

3G Turbo Card
3G Novatel Wireless X720 ExpressCard®

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Bell

Welcome

Thank you for purchasing a Turbo Card from Bell. This card will enable you to connect to the Internet using Canada's largest 3G mobile network[1] at broadband-like speeds.

Use this Turbo Card to connect to your corporate Virtual Private Network (VPN), exchange files with colleagues, run network applications or just to visit your favourite Web sites.

This Getting started guide details how to set up your computer for use with the Turbo Card.

1. Getting started

2. Installing the Mobile Connect software

3. Choosing and installing the Turbo Card driver

4. Activating your Turbo Card
   (This information was provided to you when you purchased this product.)

5. Making a connection

6. Troubleshooting

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Getting started

Before activating your Turbo Card, ensure you have the following information:

• Your Mobile Directory Number (MDN)   _____

• Your Mobile Station ID (MSID)   _____

• Your Unlock Key   _____

• A Bell wireless account with data rate plan

If you don't have an account or a data rate plan, go to your nearest Bell store, Bell wireless dealer or speak with your Bell account representative to get set up.

• The Turbo Card's Electronic Serial Number
  (ESN) is an 11-digit number located
  on the back of the Turbo Card.   _____

SYSTEM REQUIREMENTS

To install and operate the Turbo Card, make sure your computer has the following system resources:

Operating system	Microsoft® Windows® 2000 or XP
Card slots	1 Type II / ExpressCard slot
Communication ports	2 free COM ports
I/O Resources	1 IRQ, 4096 bytes of I/O space
Memory	128 MB
Disk space	150 MB
Disk drives	CD-ROM drive

Installing the Mobile Connect software

Caution:
Do not insert the Turbo Card until you have finished installing the Mobile Connect software and are instructed to do so.

Mobile Connect from Bell is a software application which allows you to manage your wireless connections, both over the data optimized high speed mobile network from Bell and over 802.11 Wi-Fi. You will need to install this software and then select the Turbo Card when prompted to do so.

1. Insert the installation CD into your CD-ROM drive. The Mobile Connect installer should start automatically. If it does not start, select Start, Run and enter d:\setup.exe, where d: is your CD-ROM drive letter.

2. Follow the Mobile Connect InstallShield® Wizard. It will guide you through the process of installing the Mobile Connect application. Use the Next and Back buttons to navigate through the installation wizard. To continue with the installation, you must click Yes to accept the terms of the License Agreement.

3. Select Restart or Finish to complete the installation. Once the installation procedure is complete, a restart may be required. If a restart is not required, Mobile Connect will launch automatically. If your computer restarts, launch Mobile Connect application by clicking on the Mobile Connect desktop icon.

Mobile Connect

4. The first time Mobile Connect runs, it will check for incompatible applications. Often these are utility programs supplied by your Wi-Fi device or laptop vendor. Mobile Connect will replace these programs, so it is safe to stop them from running by pressing the Stop All button. Once all the incompatible applications are stopped, as shown in the window below, click OK to continue.
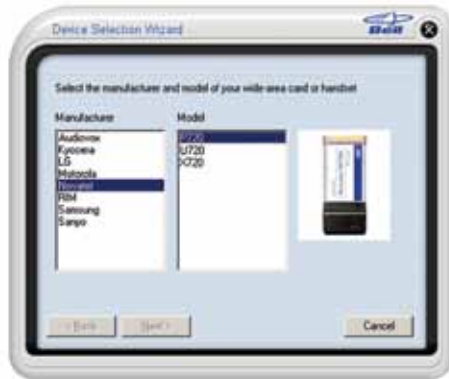

5. Mobile Connect will also prompt you to import Wi-Fi profiles from your existing computer configuration. This allows it to manage all your wireless connections. If you would like Mobile Connect to import your Wi-Fi network profiles and security keys, click Yes and follow the onscreen instructions in the Wi-Fi Profile Import Wizard.
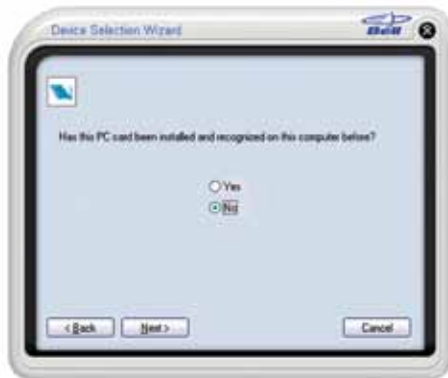
Choosing/installing the Turbo Card driver

1. During the first run, Mobile Connect will prompt you to select a device through the Device Selection Wizard. Click Mobile Internet from the manufacturer list, and X720 from the model list.

2. Mobile Connect will ask if you have installed the Turbo Card before. Since this is your first time, you should click No and continue with Next.

3. Mobile Connect will then install drivers for the Turbo Card. Follow the onscreen instructions and click Next.

4. Once Mobile Connect has finished installing the drivers, it will prompt you to insert the Turbo Card into your computer's ExpressCard slot. Hold the card by the black antenna stub with the Mobile Connect label facing up. Firmly push the Turbo Card into the ExpressCard slot, but do not force it in, as this may damage the card's connectors. Remember to remove any shipping material or temporary placeholder cards your laptop vendor may have left in the card slot. When Microsoft® Windows® informs you with a message from the System Tray that the Turbo Card has been installed and is ready to use, you can click Next.

5. Once you have confirmed Microsoft Windows has stated the device is ready to use, select Yes and click Next.

6. Finalize the installation by clicking Finish. If the system did not detect the Turbo Card, you can use the Back button to retry the installation of the driver.

Activating your Turbo Card

1. Now that the Turbo Card is configured for use with your computer, Mobile Connect should show its main program window.

   Click the Tools Menu button. It is shaped like a small wrench. From this, select Activation Wizard. (Note that the Activation Wizard menu option may take a few minutes to become selectable.)

2. The Activation Wizard will prompt you to enter your Unlock Key. Type the six-digit number into the field provided and click Next.

3. The Activation Wizard will then prompt you to enter your Mobile Directory Number and Mobile Station ID. Enter these two numbers* into the fields provided without spaces or punctuation.

   *These ID numbers are the numbers you wrote down at the beginning of this guide.

4. Mobile Connect will attempt to activate your Turbo Card. Once successful, you will see the message window below. You are now ready to connect to the network.

Making a connection

To connect to the Internet, simply press the Connect button on the Mobile Connect main program window.

To disconnect, click the Connect button again.

The Mobile Connect main program window lets you view available networks and establish connections. Some of the key indicators and buttons include:

A. Connect	This button will make a connection to the wireless network. By default, it will connect to the high speed mobile network. When you're ready to disconnect, click it again.
B. Signal strength	This graph display shows the strength of the wireless network signal.
C. Show available networks	This button will open the Available Networks window, which displays both mobile high speed and core network connections as well as Wi-Fi networks.
D. Status display	This text display alternates between showing what networks are available and the status of the current connection.
E. Connection timer	This text display shows the length of the current connection.
F. Minimize and Close buttons	These buttons allow you to minimize the Mobile Connect program, close windows to the Windows System Tray or close the program altogether.
G. Tools menu	This button opens a menu to select various configuration options. Use it to create your own Wi-Fi networks or reactivate your Turbo Card.

Inserting and removing the Turbo Card from your computer.

Before you insert the Turbo Card into your computer, you must first install the Mobile Connect software application then choose and install the Turbo Card software driver. If you haven't already done this, you should do so now. Once the Mobile Connect software is installed, the Turbo Card can be inserted or removed from your computer at any time using these instructions.

It is recommended to remove the Turbo Card when transporting your computer because the Turbo Card antenna stub is exposed outside the confines of your laptop.

To insert the card
• Insert the Turbo Card into the ExpressCard slot.
• The computer will beep.
• Start Mobile Connect from the desktop.
• The Turbo Card is powered on when inserted.

To remove the card
• Disconnect and quit Mobile Connect.
• Remove the Turbo Card from the ExpressCard slot.
• The computer will beep.

Troubleshooting

Below is a list of common error messages and possible solutions regarding the use of your Turbo Card.

SYMPTOMS	SOLUTION
Intermittent connectivity and/or low throughput.	• Open the antenna to the upright position or reorient or relocate the entire computer to a different location.
Bell Core Network or Bell High Speed Network does not show in the Show Available Networks display, and/or The LED indicator on the Turbo Card glows red. and/or The display "No Wi-Fi network is available" or only local Wi-Fi networks are shown.	• Service may not be available in your location. Relocate the computer to a different location. Coverage maps are available on bell.ca/coverage • The network may be unavailable due to maintenance. Try the connection again at a later time. • The Turbo Card may not be inserted properly. Remove and reinsert the card into the slot. • The drivers for the Turbo Card may not be installed. Run the Device Selection Wizard again through the Mobile Connect Tools/Setup Hardware menu, as described by this option. • Your computer may not have the correct hardware drivers for the ExpressCard slot. Contact your system vendor for assistance in installing the correct drivers.
When clicking Connect, the message "Your connection attempt to the network failed" is displayed.	• Service may not be available in your location. Relocate the computer to a different location. Coverage maps are available bell.ca/coverage • The network may be unavailable due to maintenance. Try the connection again at a later time. • The Turbo Card may not be activated or the phone number supplied may be incorrect. First, attempt the Activation Wizard process again, as described in this Getting started guide. If this does not resolve the problem, contact Bell Client Care. **Note:** Bell Turbo Cards do not need login credentials. These are generated internally by the Activation Wizard. If you are prompted to check the login username and password, these remain blank for the Turbo Card.

Troubleshooting

SYMPTOMS	SOLUTION
During the Device Selection Wizard process, the message "The specified port is not available" is displayed. and/or The LED indicator on the Turbo Card is not lit.	• The Turbo Card may not be inserted properly. Remove and firmly reinsert the card into the slot. • The drivers for the Turbo Card may not be installed. Run the Device Selection Wizard again through the Mobile Connect Tools/Setup Hardware menu as described in this guide. • Your computer may not have the correct hardware drivers for the ExpressCard slot. Contact your system vendor for assistance in installing the correct drivers.
The LED indicator on the Turbo Card is not lit. The LED indicator on the Turbo Card glows orange.	• Remove and firmly reinsert the Turbo Card into the slot. • Shut down and restart the computer. • If the above actions do not resolve this problem, contact Bell Client Care.

You may also contact Bell Wireless Data Support at:
1 877 DATA-123 (328-2123)

Using a Macintosh with the Turbo Card

The Turbo Card can also be used with a Macintosh computer. To do so, use the Mobile Connect for Macintosh application included on the supplied CD to activate and manage your connections.

Mobile Connect for Macintosh:

Mobile Connect for Macintosh is a full-featured connection manager that supports the Turbo Card. To install Mobile Connect, insert the CD and open the disc on your Macintosh desktop Finder. Open the **MobileConnectMac** folder and drag the **Mobile Connect** icon to a suitable location on your hard drive. You can also drag the icon onto your Dock in order to launch Mobile Connect quicker. When you first launch the program, Mobile Connect for Macintosh will prompt you with instructions, asking you to select a device. Choose the X720.

To activate the Turbo Card, select **Activation Assistant** from Mobile Connect's **Tools** menu. Ensure you have your Mobile Directory Number (MDN), phone number and Unlock Key ready.

To connect to the Turbo Card, click **Connect** in Mobile Connect's main window.

(1) Based on total square kms of the 1xEVDO network vs HSPA coverage as of March 5, 2009. ©2009 Novatel Wireless Inc. All rights reserved. Merlin, MobiLink and the Novatel Wireless logo are all trademarks of Novatel Wireless Inc. ExpressCard is a trademark of PCMCIA. All other brands and product names are trademarks of their respective holders. Microsoft is a registered trademark of Microsoft Corporation in the United States and/or other countries. Manufactured under U.S. Patent No. 5129098. System requirements for laptops: Microsoft Windows 2000 or XP operating system, 1 Type II ExpressCard® slot, 2 free COM ports, I/O resources: 1 IRQ, 4096 bytes of I/O space, CD-ROM drive. Licensed by QUALCOMM® Incorporated under one or more of the following United States Patents and/or their counterparts in other nations: 4,901,307 5,490,165 5,056,109 5,504,773 5,101,501 5,506,865 5,109,390 5,511,073 5,228,054 5,535,239 5,267,261 5,544,196 5,267,262 5,568,483 5,337,338 5,600,754 5,414,796 5,657,420 5,416,797 5,659,569 5,710,784 5,778,338. Patents Pending.

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