# Getting started guide
# 3.5G Turbo Stick

Novatel Wireless U950

# Welcome

Thank you for purchasing a 3.5G Turbo Stick from Bell. This Turbo Stick will enable you to connect to the Internet on Canada's largest high speed network.[1] This guide provides an overview of your new Turbo Stick and details on how to configure your computer for use with this Turbo Stick.

# Getting started

Before installing your Turbo Stick, please ensure you
have the following:

- A Bell wireless account with a Mobile Internet plan. (If you don't
  have an account or a Mobile Internet plan, speak with a Bell account
  representative to get set up.)
- An active Bell SIM card.
- Your Mobile Directory Number (MDN),
  or phone number _____.

# System Requirements

To install and operate your Turbo Stick, ensure your computer has the following system resources:

WINDOWS

| | |
|---|---|
| Operating system | Microsoft® Windows XP Home or Professional (SP 1-3) or Windows Vista™ (SP1, 32-bit*) with 500MHz Intel CPU |
| Card slot | 1 Type A USB port |
| COM ports | 2 free COM ports |
| I/O Resources | 1 IRQ, 4096 bytes of I/O space |
| Memory | 128 MB (XP) or 512 MB (Vista) |
| Disk space | 20 MB |

MACINTOSH

| | |
|---|---|
| Operating system | Macintosh OS 10.4.2 or later with 300MHz Intel CPU |
| Card slot | 1 Type A USB port |
| COM ports | N/A |
| I/O Resources | N/A |
| Memory | 256 MB |
| Disk space | 14 MB |

* For Windows Vista 64-bit support, visit bell.ca/mobileconnect for the latest version of Mobile Connect Basic.

# Inserting the Bell SIM Card

Your Turbo Stick requires an activated Bell SIM card to function. If the SIM card was not inserted at the time of purchase please insert it now, as described below.



- Insert the SIM card into the SIM slot as shown, noting the location of the corner notch on the card.
- Push the SIM card completely into the slot, do not force it – the card should slide in firmly but easily.

# Preparing Your Computer for Installation

Mobile Connect from Bell is a software application that allows you to set up and manage your wireless connections over the Bell network.

Mobile Connect Basic software is preloaded onto your Turbo Stick and can be installed directly from it to your computer – no CD required.

Ensure that you have Administrator Rights and the login user name and password before attempting to install.

If you are already using Mobile Connect or have it installed on the computer, you must uninstall and reinstall the version preloaded on your Turbo Stick.

# Windows Vista Users:

**Ensure that "User Account Controls" (UAC) is disabled.**

Windows Vista includes a security component called User Account Control (UAC). UAC prevents malicious software from installing silently and infecting your computer.

The UAC setting is found in the User Accounts section of the Control Panel under the Start Menu. Check your Windows Vista help files for more information about using this Windows Vista feature.

You may need to restart your computer after changing this setting.

If you do not disable User Account Controls before inserting your Turbo Stick, Mobile Connect Basic will indicate that no device is attached. To correct this problem:

• Remove the Turbo Stick from your computer

• Go to Start > Programs > Bell > Mobile Connect Basic and select Uninstall, if the program appears in the menu

• Follow the instructions above to disable User Account Controls (UAC) if you have not already disabled

• Restart your computer

• After the restart, ensure UAC is disabled before continuing with the installation

User Account Controls can be re-enabled after installation is complete and your Turbo Stick is working.

# Installing Mobile Connect Basic software for Windows

Insert your Turbo Stick into an available USB port on your computer. Do not forcibly insert the device as this may damage both the device and the port. Your Turbo Stick powers on when inserted, and your computer may beep.

**Note**: Windows Vista may display a security warning stating that Mobile Connect Basic is not a trusted application. You may safely dismiss this warning and continue with the installation.

Installation should automatically begin, however you may be prompted to install Mobile Connect Basic. Select **Install/Run Mobile Connect Basic**.

If the auto install fails to start, remove your Turbo Stick and use an alternate Internet connection to download and install the software from our website at bell.ca/mobileconnect before inserting your Turbo Stick, or you can manually install the software from your Turbo Stick by:

1. Selecting Start > Run > Browse...

2. Look in "My Computer" to find the Turbo Stick disk drive

3. Run the file "carrier.exe"

**Note**: The drive letter assigned to the Turbo Stick by the computer's operating system will be the next available drive letter (e:\, f:\, g:\, etc.).

Follow the InstallShield® Wizard, it will guide you through the process of installing the Mobile Connect Basic application starting with the language selection.





Use the **Next** and **Back** buttons to navigate through the installation steps.

To continue the installation, you must read and click **Agree** to accept the terms of the License Agreement.

The installation process may take several minutes to complete with no progress shown on the progress bar – **please be patient.**

Select **Restart** or **Finish** to complete the installation.

Once the installation procedure is complete, you may be required to restart your computer. If a restart is not required, Mobile Connect will launch automatically. If your computer restarts, launch the Mobile Connect application by double-clicking on the Mobile Connect icon.



Mobile Connect Basic will initialize, scan for your device, and the main program window will appear.



When Mobile Connect Basic runs, it will check if your Turbo Stick and account have been activated on the Bell network. Your Turbo Stick must be activated and in an area with network coverage to operate on the Bell Mobility high speed data network.
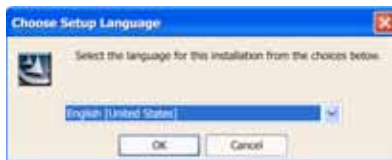
# Installing Mobile Connect for Macintosh

Insert your Turbo Stick into an available USB port on your computer. Do not forcibly insert the device as this may damage both the device and the port. Your Turbo Stick powers on when inserted.

Your Turbo Stick will appear as a CD-ROM drive on your desktop.



- Double-click the CD-ROM icon

- Find and drag the MobileConnect.dmg installation file from the Turbo Stick to your desktop

- Double-click to open the .dmg file from your desktop

- Drag the Mobile Connect icon to a suitable location on your hard drive

- Double-click the Mobile Connect icon to launch the program. You may need to remove the Turbo Stick.

When you start Mobile Connect for the first time you will need to enter your name and password and click OK.

To continue the installation, you must read and click Agree to accept the terms of the License Agreement.

Follow the step-by-step instructions to install the software drivers for the U950 Turbo Stick. You may need to enter your name and password, and restart your computer during the installation process. Double-click the Mobile Connect icon to continue after restarting.

Once the installation procedure is complete, you will be prompted to insert your Turbo Stick. Do not forcibly insert the device as this may damage both the device and the USB port. Mobile Connect will initialize, scan for your Turbo Stick, and the main program window will appear.

When Mobile Connect runs, it will check if your Turbo Stick and account have been activated on the Bell network. Your Turbo Stick must be activated and in an area with network coverage to operate on the Bell Mobility high speed data network.

# Unlocking a SIM Card

Some SIM cards will be provisioned with a Personal Identification Number (PIN) which locks user access to the device. When using a locked SIM card, you may be asked to enter the PIN number.

Service providers frequently limit the number of incorrect PIN entry attempts. If you fail to enter a correct PIN within the number of permitted attempts, the SIM card may become blocked. You will see a warning message on your last attempt.

In the event that the card becomes blocked, you have the ability to re-enable the PIN mechanism by entering a Personal Unblocking Key (PUK). You will be prompted to enter a new PIN in combination with the PUK code to unblock and reset the PIN lock.

IMPORTANT: You will have a limited number of attempts to enter the correct PUK code. If you fail to enter the correct code within the allowed number of attempts it will be necessary to replace the SIM card.

The PUK code is available through eCare or by calling client care.

# Using your Turbo Stick

From the Mobile Connect main program window you can establish a network connection and view the connection status. Some of the key indicators and buttons include:

| WINDOWS | MACINTOSH |
|---------|-----------|



| | |
|---|---|
| A. Connect/Disconnect button | Connect or disconnect from the network |
| B. Signal strength indicator | Graphically illustrated network signal status |
| C. Status display | Indicates the availability of the network and status of current network connection |
| D. Usage counters | An overview of the data you have transmitted and received |
| E. Minimize button | Minimize Mobile Connect to the System Tray |
| F. Tools menu | Select various configuration options and set preferences |
| G. Roaming indicator | Notification that your network connection is with a Bell partner network (additional roaming charges will apply) |

To connect to the Internet, click the **Connect** button on the Mobile Connect main program window. To disconnect, click the **Disconnect** button.

To download the full Mobile Connect user manual or software updates, please visit bell.ca/mobileconnect

# Hardware overview



SIM Card Slot

LED

**LED –** The LED provides connections status. See the Troubleshooting page for a detailed list of the colours and their defined states.
**SIM Card Slot –** The SIM card is inserted here.

Your new Turbo Stick must be handled with care to ensure reliable operation. The following handling guidelines are recommended:

• Do not apply adhesive labels to the device; they may cause the device to overheat and may alter the performance of the antenna
• Do not force the SIM card into the SIM card slot
• The USB connector should plug easily into your computer's Type A USB port. Forcing the Turbo Stick into a port may damage the connector
• Protect the Turbo Stick from liquids, dust and excessive heat
• Store the Turbo Stick in a safe place, with the protective cap on, when not in use
• Do not apply force to the top or bottom of your Turbo Stick
• Remove your Turbo Stick from the USB port before transporting your laptop

# Inserting and removing the Turbo Stick from your computer

Now that the Mobile Connect Basic software is installed on your computer, your Turbo Stick can be inserted or removed at any time.

As an external device, your Turbo Stick is vulnerable to damage during transport. It is recommended that you remove and securely store the device when transporting your computer.

**To insert your Turbo Stick:**

1. Insert your Turbo Stick into the USB port. Do not forcibly insert the device as this may damage both the device and the USB port.
2. Your computer may beep.
3. Start Mobile Connect from the desktop or from the **AutoPlay** prompt.
4. Your Turbo Stick powers on when inserted.

**To remove your Turbo Stick:**

1. Disconnect from the network and **Exit** or **Quit** Mobile Connect from the Tools menu.
2. Carefully remove your Turbo Stick from the USB port.
3. The computer may beep.

**Using your Turbo Stick on another computer:**

Your Turbo Stick can be used on multiple computers. Simply install the Mobile Connect software on each new computer you wish to use. Please note that data network usage is tied to the device itself and that usage between computers is cumulative and will be billed together.

# Troubleshooting

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

| LED COLOUR | | LED STATE | | DESCRIPTION |
|---|---|---|---|---|
| Blue | | Flashing Solid* | UMTS | UMTS service is available Connected to a network using UMTS |
| Yellow | | Solid* | HSDPA | HSDPA service is available and is being used during the download |
| Cyan | | Solid* | HSUPA | HSUPA service is available and is being used during the upload |
| Red | | Flashing | SIM Error | SIM card may be missing or inserted incorrectly |
| | | Solid | No Service | Service is currently not available |
| Green | | Flashing Solid | GPRS | GPRS service is available Connected to a network using GPRS |
| Violet | | Flashing Solid | EDGE | EDGE service is available Connected to a network using EDGE |

* The LED may appear to flash blue and then yellow or cyan as the service transitions between UMTS and HSDPA/HSUPA.

# Troubleshooting continued

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

| SYMPTOMS | SOLUTION |
|---|---|
| Intermittent connectivity and/or low throughput | • Relocate the entire computer to a different area. Coverage maps are available at bell.ca/coverage |
| Bell core network or Bell high speed network does not show in the status display and/or The LED indicator on the Turbo Stick glows red | • Service may not be available in your location. Relocate the computer to a different area. Coverage maps are available at bell.ca/coverage<br>• The network may be unavailable due to maintenance. Try the connection again at a later time.<br>• The Turbo Stick may not be inserted properly. Remove and reinsert the Turbo Stick into the USB port.<br>• Your computer may not have the correct hardware drivers for the Turbo Stick. Remove the Stick, uninstall the software, and reinstall. |
| 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 area. Coverage maps are available at bell.ca/coverage<br>• The network may be unavailable due to maintenance. Try the connection again at a later time.<br>• The Turbo Stick may not be activated. First, remove the Turbo Stick, uninstall the software, and reinstall. If this does not resolve the problem, contact Bell Client Care. |
| The LED indicator on the Turbo Stick is not lit or flashes red | • The Turbo Stick may not be inserted properly. Remove and firmly reinsert the Turbo Stick into the USB port.<br>• The SIM card may be missing or incorrectly inserted. Remove the Turbo Stick and SIM and carefully reinsert.<br>• Your computer may not have the correct hardware drivers for the Turbo Stick. Remove the Turbo Stick, uninstall the software, and reinstall. |
| Before contacting Bell Client Care: | • Shut down your computer and remove the Turbo Stick.<br>• Firmly reinsert the Turbo Stick into the USB port and restart the computer.<br>• If the above actions do not resolve this problem, contact Bell Client Care. |

System requirements for laptops: Microsoft Windows XP or Vista 32-bit operating system, 1 Type A USB port, 2 free COM ports; I/O resources: 1 IRQ, 4096 bytes of I/O space, memory: 128 MB (XP) or 512 MB (Vista) and disk space: 10 MB. Macintosh OS X 10.4.2 and above, 1 Type A USB port, memory: 256MB and disk space: 14MB.

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

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PER-KILOBYTE DATA TRANSPORT CHARGES USING YOUR HANDHELD DEVICE FOR "TETHERED" DATA TRANSMISSION (E.G. USING YOUR DEVICE AS A MODEM FOR YOUR PC), INCLUDING TO DOWNLOAD APPLICATIONS OR CONTENT, OR FOR GAMING, WILL RESULT IN PER-KILOBYTE DATA TRANSPORT CHARGES AT BELL MOBILITY'S THEN CURRENT RATES.

You will be charged for data transmissions from or to your PC or other device through your Bell Mobility handheld device. Data transmissions include automated security updates to your PC, Internet gaming, sending and receiving emails including attachments, and downloading music or other content. If you subscribe to a data plan, you will be charged additional per-kilobyte rates as set out in the plan, for any data transport usage in excess of the data transport included in the monthly data plan fee.

Data roaming charges may also apply if you are transmitting data through your device on one of Bell Mobility's roaming partners' networks.

**Note to subscribers of Bell Mobility's Unlimited Mobile Browser™:** in tethering your Bell Mobility handheld device to your PC or other device, data transmission does NOT occur through the Unlimited Mobile Browser. You will be charged for data transport usage in addition to the monthly charge for the browser.

We encourage you to minimize these charges by subscribing to an appropriate price plan or feature. **Visit www.bell.ca or call 1-888-4-MOBILE** to subscribe. Be sure to check the Connection Details and Session Log in Mobile Connect to keep track of your data usage.