Bell

Getting started guide
3.5G Turbo Card

Novatel Wireless X950

3.5G Turbo Card – Global
Carte Turbo 3.5G – Mondiale

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Bell

Welcome

Thank you for purchasing a 3.5G Turbo Card from Bell. This Turbo Card 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 Card and details on how to configure your computer for use with this Turbo Card.

Getting started

Before installing your Turbo Card, 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 Card, ensure your computer has the following system resources:

Operating system	Microsoft® Windows XP Home or Professional (SP 1–3) or Windows Vista™ (SP1, 32–bit*) with 500MHz Intel CPU
Card slots	1 Type II / ExpressCard slot
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	10 MB

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

* For Windows Vista 64–bit support, please visit our website at bell.ca/mobileconnect for the latest version of Mobile Connect Basic.

Inserting the Bell SIM Card

Your Turbo Card 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.

• Remove the SIM tray from the back of your Turbo Card and insert the SIM card into the SIM tray as shown, noting the location of the corner notch on the card.

• Align the tray containing the SIM card with the bottom of your Turbo Card and push the SIM card tray completely into the slot, do not force it – the tray should slide in firmly but easily.

• If you are using a PCMCIA adapter for your Turbo Card, insert your Turbo Card into the adapter now. Push the card completely into the adapter but do not force it – the card should slide in firmly but easily. The connectors will only align when the card is inserted properly, so remove and flip over the card if it doesn't fully connect the first time.

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.

For Windows users, the Mobile Connect software is preloaded onto your Turbo Card and can be installed directly from the card to your computer. Macintosh users require loading the Mobile Connect software from the CD provided in the box.

Ensure that you have Administrator Rights, and the login user name and password before attempting to install any new software. If you are already using Mobile Connect or have it installed on the computer, you must uninstall and reinstall the version on the CD provided in the box.

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 Card, Mobile Connect Basic will indicate that no device is attached. To correct this problem:

• Remove the Turbo Card 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 Card is working.

Installing Mobile Connect Basic software for Windows

Insert your Turbo Card into an available card slot on your computer. Do not forcibly insert the device as this may damage both the device and the card slot. Your Turbo Card powers on when inserted, and the 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 Card and use an alternate Internet connection to download and install the software from our website at bell.ca/mobileconnect before inserting your Turbo Card, or you can manually install the software from your Turbo Card by:

1. Selecting Start > Run > Browse...

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

3. Run the file "carrier.exe"

Note: The drive letter assigned to the Turbo Card 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.
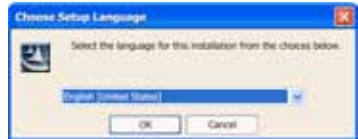
Use the **Next** and **Back** buttons to navigate through the installation steps.

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.

When Mobile Connect Basic runs, it will check if your Turbo Card and account have been activated on the Bell network. Your Turbo Card 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 the CD into the CD drive slot on your computer.

The CD will appear on your desktop.

- Double-click the CD-ROM icon
- Find and drag the MobileConnect.dmg installation file from the CD to your desktop
- Double-click to open the .dmg file on 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 Card.

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 X950 Turbo Card. 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 the Turbo Card. Do not forcibly insert the device, as this may damage both the device and the card slot. Mobile Connect will scan for your Turbo Card and the main program window will appear.

When Mobile Connect runs, it will check if your Turbo Card and account have been activated on the Bell network. Your Turbo Card 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 Card

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:

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

Antenna Housing – Advanced, integrated antenna.
LED – The LED provides connection status. See the Troubleshooting page for a detailed list of the colours and their defined states.
SIM Card Slot – Your Bell SIM card, loaded in the alignment tray, is inserted.
External Antenna Connector – Allows connection of an external antenna (sold separately) to stabilize signal strength.

Your new Turbo Card 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 Turbo Card should plug easily into your computer's ExpressCard slot. Forcing the Turbo Card into the slot may damage the connectors
• Protect the Turbo Card from liquids, dust and excessive heat
• Store the Turbo Card 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 Card
• Remove your Turbo Card from the ExpressCard slot before transporting your laptop

Inserting and removing the Turbo Card from your computer

Now that the Mobile Connect Basic software is installed on your computer, your Turbo Card can be inserted or removed at any time. It is recommended that you Exit Mobile Connect Basic from the Tools menu and use the "eject" function of your computer before removing the Turbo Card.

As an external device, your Turbo Card 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 Card:
1. Insert your Turbo Card into the card slot. Do not forcibly insert the device as this may damage both the device and the card slot.
2. Your computer will beep.
3. Start Mobile Connect from the desktop or from the **AutoPlay** prompt.
4. Your Turbo Card powers on when inserted.

To remove your Turbo Card:
1. Disconnect from the network and Exit or Quit Mobile Connect from the Tools menu.
2. Carefully remove your Turbo Card from the card slot by pressing the button beside the card.
3. The computer will beep.

Using your Turbo Card on another computer:
Your Turbo Card can be used on multiple computers. Simply install the Mobile Connect software on each new computer you wish to use. **Note:** 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 Card.

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 indicator lights and common error messages and possible solutions regarding the use of your Turbo Card.

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 Card 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 • 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 Turbo Card into the card slot. • Your computer may not have the correct hardware drivers for the card slot. Remove the Turbo Card, 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 • The network may be unavailable due to maintenance. Try the connection again at a later time. • The Turbo Card may not be activated. First, remove the Turbo Card, uninstall the software, and reinstall. If this does not resolve the problem, contact Bell Client Care.
The LED indicator on the Turbo Card is not lit or flashes red	• The Turbo Card may not be inserted properly. Remove and firmly reinsert the Turbo Card into the card slot. • The SIM card may be missing or incorrectly inserted. Remove the Turbo Card and SIM and carefully reinsert. • Your computer may not have the correct hardware drivers for the card slot. Remove the card, uninstall the software, and reinstall.
Before contacting Bell Client Care	• Shut down your computer and remove the Turbo Card. • Firmly reinsert the Turbo Card into the card slot and restart the computer. • 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 II / ExpressCard slot, 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 II / ExpressCard slot, 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.