



Getting started guide



3G Novatel Wireless
U727 USB modem

Important information about data usage charges

Please note that using your Mobile Internet Stick to transmit data on a pay per use basis will result in per megabyte data usage charges at the Bell Mobility rates current at the time of usage. THESE FEES CAN BE HIGH.

We encourage you to minimize these charges by subscribing to a data plan that includes sufficient data usage for your individual needs. Data plans are available at a variety of included usage levels. Usage over that which is included in your individual plan, is also charged at the per megabyte rate identified in your plan.

Finally please note data roaming rates may apply if you are transmitting data through your Mobile Internet Stick on one of Bell Mobility's roaming partners' network. THESE FEES VARY WIDELY. PLEASE ENSURE YOU ARE FAMILIAR WITH THESE RATES WHEN PLANNING TO TRANSMIT DATA ON A BELL ROAMING PARTNER NETWORK.

Visit bell.ca/coverage for more information.

Visit: bell.ca/datapricing or call 1 866 235-5249
(1 866 BELL-BIZ) for more information.

Welcome

Thank you for purchasing the 3G Novatel Wireless U727 USB modem from Bell. This two-in-one Mobile Internet Stick with memory storage (microSD card sold separately) will enable you to connect to the Internet using the 3G network and have access to storage space at your fingertips.

This guide provides an overview of your new device and details on how to configure your computer for use with this Mobile Internet Stick.

- Getting started
- Installing the Mobile Connect Basic software
- Activating your Mobile Internet Stick
- Using your Mobile Internet Stick
- Hardware overview
- Troubleshooting

Getting started

Before activating your Mobile Internet Stick, ensure you have the following:

- A Bell wireless account with a 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 a Bell account representative to get set up.)
- Your Mobile Directory Number (MDN)/
phone number _____
- Your Mobile Station ID (MSID) _____
- Your Unlock Key _____
- Your Electronic Serial Number (ESN),
located on the device bar code label _____

SYSTEM REQUIREMENTS

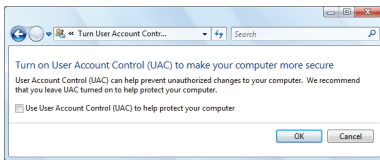
To install and operate the Mobile Internet Stick, ensure your computer has the following system resources:

Operating system	Microsoft® Windows XP or Windows Vista™
USB ports	1 type A USB port
Communication ports	2 free COM ports
I/O Resources	1 IRQ, 4,096 bytes of I/O space
Memory	128 MB
Disk space	20 MB
Disk drives	CD-ROM drive

Installing the Mobile Connect Basic software

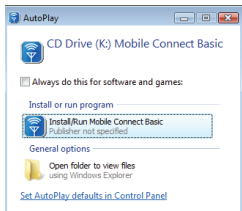
Mobile Connect Basic from Bell is a software application that allows you to manage your wireless connections over the 3G network. This software is preloaded onto the Mobile Internet Stick and can be installed on your computer; no CD required.

Under the **Start Menu**, select **Control Panel**. A new window will open up; select **User Accounts & Family Safety**, then select **User Accounts** and then **Turn User Account Control on or off**. Lastly, deselect **Use User Account Control (UAC)** to help protect your computer, and click **OK**.



You may need to restart your computer.

1. Insert the Mobile Internet Stick into an available USB port on your computer. You will be prompted to install Mobile Connect Basic.



Select **Install/Run Mobile Connect Basic**. If this prompt does not appear, you can manually install the software by selecting **Start > Run > d:\setup.exe**.

Note: The drive letter assigned to the USB modem by the computer's operating system may be different (e:\, f:\, g:\, etc.).

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

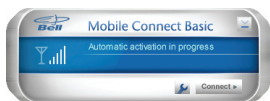


3. Select **Restart** or **Finish** to complete the installation. Once the installation procedure is complete, you may be required to restart your computer. If a restart is not required, **Mobile Connect Basic** will launch automatically. If your computer restarts, launch the Mobile Connect Basic application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

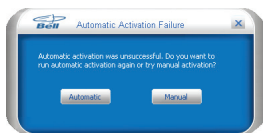


Activating your Mobile Internet Stick

4. When Mobile Connect Basic runs, it will check if your Mobile Internet Stick has been activated. The modem must be activated to operate on the Bell Mobility network. Mobile Connect Basic will begin the automatic activation process.



The automatic activation process will make a connection to the Bell Mobility network. Should the process fail, Mobile Connect Basic will prompt you to retry the activation or to try manual activation.

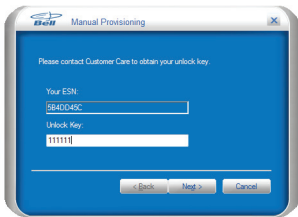


For manual activation, you will need the following information:

- Your Mobile Directory Number (MDN) / phone number
- Your Mobile Station ID (MSID)
- Your Unlock Key

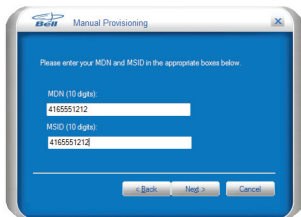
This information can be provided by your nearest Bell store, Bell wireless dealer or account representative. Enter this information when prompted by Mobile Connect Basic.

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



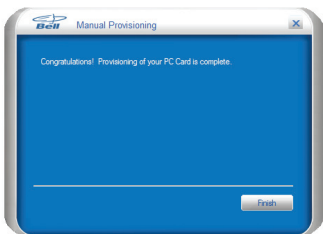
The screenshot shows a Windows-style dialog box titled "Manual Provisioning" with the Bell logo. The background is blue. The text inside reads: "Please contact Customer Care to obtain your unlock key." Below this, it says "Your ESN:" followed by a text box containing "5B4DD49C". Underneath, it says "Unlock Key:" followed by a text box containing "111111". At the bottom, there are three buttons: "Back", "Next >", and "Cancel".

The Activation Wizard will also prompt you to enter your Mobile Directory Number (MDN) and Mobile Station ID (MSID). Enter these two numbers into the fields provided.



The screenshot shows a Windows-style dialog box titled "Manual Provisioning" with the Bell logo. The background is blue. The text inside reads: "Please enter your MDN and MSID in the appropriate boxes below." Below this, it says "MDN (10-digits):" followed by a text box containing "4165551212". Underneath, it says "MSID (10-digits):" followed by a text box containing "4165551212". At the bottom, there are three buttons: "Back", "Next >", and "Cancel".

5. After successful first-time activation, Mobile Connect Basic is now ready to use. The main screen will appear.



Using your Mobile Internet Stick

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



To disconnect, click the **Disconnect** button.

The Mobile Connect Basic main program window indicates the status of the Mobile Internet Stick and enables you to establish a network connection. Some of the key indicators and buttons include:

A. Connect/Disconnect	Connect or disconnect from the Bell Mobility wireless network
B. Signal strength	Graphically illustrated Bell Mobility wireless 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, plus a total sum for your reference
E. Minimize button	Minimize Mobile Connect Basic to the Windows® System Tray
F. Tools menu	Select various configuration options, set preferences or reactivate your modem
G. Roaming indicator	Notification that your network connection is with a Bell partner network (roaming rates will apply)

Note: To disable roaming and only connect to the Bell Mobility network, select **Home Only** in the **Roaming Selection** entry in the **Tools Menu**.

Inserting and removing the Mobile Internet Stick from your computer

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

As an external device, the Mobile Internet 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 Mobile Internet Stick:

1. Remove the protective cap from the device.
2. Insert the Mobile Internet Stick into the USB port. Do not forcibly insert the device, as this may damage both the device and the USB port.
3. Fully extend the antenna for optimal performance.
4. The computer will beep.
5. Start Mobile Connect Basic from the desktop or from the AutoPlay prompt.
6. The Mobile Internet Stick powers on when inserted.

To remove your Mobile Internet Stick:

1. Disconnect and quit Mobile Connect Basic.
2. Carefully remove the Mobile Internet Stick from the USB port.
3. The computer will beep.

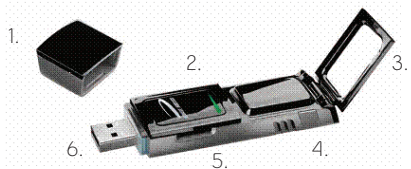
Using your Mobile Internet Stick on another computer:

The Mobile Internet Stick can be used on multiple computers. Simply insert it and install the Mobile Connect Basic 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.

Hardware overview

Your Mobile Internet Stick

1. Protective cap
2. LED indicator
3. Flip-up antenna
4. External antenna connector
5. microSD slot
6. USB connector



Your new Mobile Internet 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.
- The USB connector should plug easily into your computer's Type A USB port forcing the device into a port may damage the connector.
- Protect the device from liquids, dust and excessive heat.
- Store the device in a safe place with the protective cap on when not in use.

Antenna

Your Mobile Internet Stick contains a flip-up antenna that helps maximize the RF signal; this is an integral part of the modem. Flip up the antenna by gently gripping the top right side of the external cover with your forefinger.

Inserting and removing a microSD card

The Mobile Internet Stick is equipped with removable, hot-swappable memory storage. This feature gives you the convenience of wireless Internet connectivity and the ability to store data simultaneously to an external drive without the need for another flash drive; it's now all in one device.

A microSD card (sold separately) is required to take advantage of the memory storage feature.

Inserting a microSD card:

1. Locate the microSD slot.
2. Align the microSD card with the port (as illustrated).
3. Carefully insert the microSD card until it clicks into place.



Removing a microSD card:

1. The included lanyard accessory features a removable safety clip that also functions as a tool to eject the microSD card from the microSD slot.
2. Remove the clip. (You do not have to remove the lanyard from the device to perform this task.)
3. Carefully insert the microSD retriever tool and release the microSD card, which should then eject halfway.
4. Remove the card and store in a dry, safe place.



Saving files to microSD

The process of saving files to the microSD memory card on your device is similar to saving files to any external flash drive on your computer.

Saving files from an application:

1. Insert the device into your computer's USB port.
2. The computer will detect new hardware and the Unplug/Eject icon will appear in the taskbar.
3. Go to **File > Save As**.
4. Click the down arrow within the **Save in** box to view the contents of the pull-down menu.
5. Select the Mobile Internet Stick which appears as a drive letter (e:\, f:\, g:\, etc.) [Mass Storage or Removable Storage].
6. Type a name for the file you are saving to the device and click **Save**.

Lanyard accessory:

The lanyard is a convenient accessory that enables you to wear your Mobile Internet Stick around your neck while on the go.

IMPORTANT: DO NOT WEAR THE LANYARD AND DEVICE AROUND ROTATING MACHINERY OR DURING SLEEP. AN EMERGENCY RELEASE CLIP IS CONSTRUCTED INTO THE DESIGN; HOWEVER, IN AN EMERGENCY YOU MAY ALSO CUT THROUGH THE MATERIAL.

Affixing the lanyard to the Mobile Internet Stick:

1. Locate the lanyard hook on the device.
2. Pinch the looped thread on the lanyard and insert into the lanyard hook hole.
3. Push the lanyard until the looped thread exits through the other side.
4. Insert the end of the lanyard through the loop and pull to tighten.

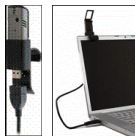


Notebook clip holder and cable accessory

An external USB cable and notebook monitor clip accessory are included, enabling you to relieve the strain on your ports and use additional USB devices with convenience. These accessories (not required for use with the device) are ideal for using USB devices in hard-to-reach and crowded spaces, a common situation with many notebooks. The USB cable and notebook monitor clip must be used as a unit in order to comply with FCC regulations.

Using the accessories:

1. Insert the device into the notebook monitor clip. (The USB connector must be visible through the holder.)
2. Connect the USB cable into a USB port on your notebook.
3. Plug the wide end of the cable into the device.
4. The device is connected to and powered by the computer as soon as the USB cable is properly plugged into the appropriate USB port.
5. Attach the device and clip holder to the top of the notebook.



Troubleshooting

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

Symptoms	Solution
Intermittent connectivity and/or low throughput	<ul style="list-style-type: none">• Open the antenna to the upright position or reorient or relocate the entire computer to a different area.
Bell core network or Bell high speed network does not show in the status display and/or The LED indicator on the Mobile Internet Stick glows red	<ul style="list-style-type: none">• Service may not be available in your location. Relocate the computer to a different area. 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 Mobile Internet Stick may not be inserted properly. Remove and reinsert the Mobile Internet Stick into the port.• Your computer may not have the correct hardware drivers for the USB port. 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	<ul style="list-style-type: none">• Service may not be available in your location. Relocate the computer to a different area. 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 Mobile Internet Stick may not be activated or the phone number supplied may be incorrect. First, attempt the activation process again, as described in the section Activating your Mobile Internet Stick in this guide. If this does not resolve the problem, contact Bell Client Care.
The LED indicator on the Mobile Internet Stick is not lit	<ul style="list-style-type: none">• The Mobile Internet Stick may not be inserted properly. Remove and firmly reinsert the Mobile Internet Stick into the port.• Your computer may not have the correct hardware drivers for the USB port. Contact your system vendor for assistance in installing the correct drivers.
The LED indicator on the Mobile Internet Stick glows amber	<ul style="list-style-type: none">• Remove and firmly reinsert the Mobile Internet Stick into the port.• Shut down and restart the computer.• If the above actions do not resolve this problem, contact Bell Client Care.

CD contents

Included with your Mobile Internet Stick is a CD containing two additional software programs plus a backup of the original Mobile Connect Basic software:

- Mobile Connect Basic
- Mobile Connect Release 3.2 Full
- Mobile Connect for Macintosh

Mobile Connect Release 3.2:

Mobile Connect R3.2 is a powerful, full-featured connection manager which not only supports the U727 modem, but also adds additional features, including:

- SMS send and receive capabilities
- VPN utility launching
- Network profile management and automatic transitions
- Wi-Fi support

Mobile Connect R3.2 replaces the Mobile Connect Basic software, which must first be uninstalled. To install Mobile Connect R3.2, insert the CD and, when prompted, click **Open folder to view files using Windows Explorer**. Open the **MobileConnectFull** folder, double click on the **setup.exe** file, and follow the onscreen instructions. A full manual can be found in the manual installed during installation.

Using a Macintosh with the Mobile Internet Stick

The Mobile Internet Stick 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 Mobile Internet Stick. 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 U727.

To activate the Mobile Internet Stick, 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 Mobile Internet Stick, click **Connect** in Mobile Connect's main window.

You may also contact Bell Wireless Data Support at:

1 877 DATA-123 (1 877 328-2123)

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