Getting started guide

Carte PC P720
3G Novatel Wireless
P720 PC card

Bell

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 changes 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 a Mobile Internet card from Bell.
This card will enable you to connect to the Internet using Canada's
fastest high speed mobile network at broadband-like speeds.

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

This guide details how to set up your computer for use with the
Mobile Internet card.

• Getting started
• Installing the Mobile Connect software
  – on the Windows® 2000/XP platform
  – on the Windows Vista™ platform
• Choosing/installing theMobile Internet card driver
• Activating your Mobile Internet card
• Making a connection
• Troubleshooting

Getting started

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

• Your Mobile Directory Number (MDN)/
  Phone Number
  _____

• 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 Mobile Internet card's Electronic Serial Number (ESN),
  an eight or eleven-character code located on
  the bottom side of the Mobile Internet card
  _____

SYSTEM REQUIREMENTS

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

|	
Operating system	Microsoft® Windows 2000, XP, or Vista
Card slots	1 Type II PC card slot
Communication ports	2 free COM ports
I/O Resources	1 IRQ, 4096 bytes of I/O space
Memory	128MB
Disk space	200MB
Disk drives	CD-ROM drive

Installing the Mobile Connect software on the Windows 2000/XP platform

Caution:
Do not insert the Mobile Internet card until you have finished installing the Mobile Connect software on the Windows 2000/XP platform and are instructed to do so.

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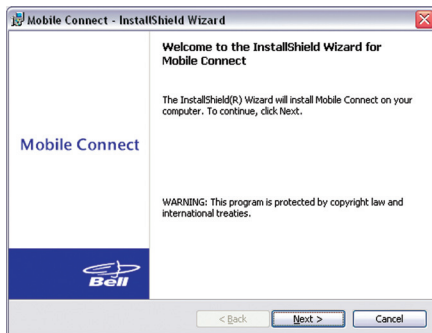
3. Select Restart or Finish to complete the installation. Once the installation procedure is complete, a restart may be required. If a restart is not required, Mobile Connect will launch automatically. If your computer restarts, launch the Mobile Connect application by clicking on the Mobile Connect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

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mobile

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.

Incompatible Application Warning

The Bell Mobile Connect has discovered the following applications running on your computer. These applications may interfere with the proper operation of the Bell Mobile Connect.

Intel Proset Component   (Stopped)
Intel Proset WiFi Manager   (Stopped)
Intel Zero Config Application   (Stopped)

Stop All

☐ Do not warn about these applications again
☐ Automatically stop all incompatible applications
        No warnings will take place if this option is selected

Press OK to continue or Press CANCEL to exit

OK   Cancel

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.

6. Mobile Connect will ask for your Mobile Directory Number (MDN). Please enter it twice to confirm and click OK.

Installing the Mobile Connect software on the Windows Vista platform

Caution:
Do not insert the Mobile Internet card until you have finished installing the Mobile Connect software on the Windows Vista platform and are instructed to do so.

Mobile Connect from Bell is a software application that 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 Mobile Internet card when prompted to do so.

Under the Start button, 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 installation CD into your CD-ROM drive. The Mobile Connect installer should start automatically. If it does not start, select Start, then Computer, select the CD-ROM drive and run the setup.exe program.

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 the Mobile Connect application
   by clicking on the Mobile Connect desktop icon.

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 ask for your Mobile Directory Number (MDN). Please enter it twice to confirm and click OK.

Choosing/installing the Mobile Internet card driver

1. During the first run, Mobile Connect will prompt you to select a device through the Device Selection Wizard. Click Novatel Wireless from the manufacturer list, and Mobile Internet card from the model list.
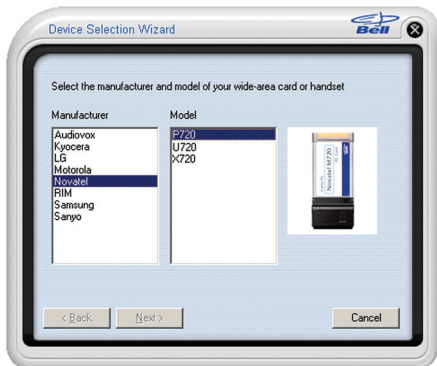
2. Mobile Connect will ask if you have installed the Mobile Internet card before. Since this is your first time, you should click No and continue with Next.
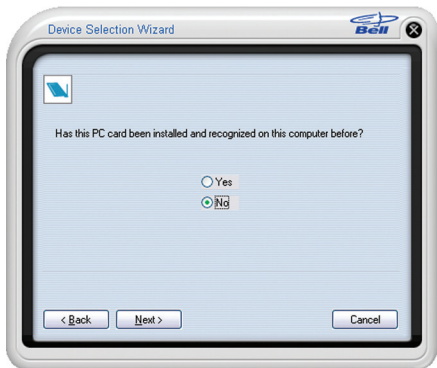
3. Mobile Connect will then install drivers for the Mobile Internet card. Follow the onscreen instructions and click Next.

Please follow instructions on this window.

4. Once Mobile Connect has finished installing the drivers, it will prompt you to insert the Mobile Internet card into your computer's card slot. Hold the card by the black antenna stub with the Bell label facing up. Firmly push the Mobile Internet card into the PC card 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. Only after Microsoft® Windows® informs you with a message from the System Tray that the Mobile Internet card has been installed and is ready to use, should you click Next.

5. Once you have confirmed Microsoft Windows has stated the device is ready to use, select Yes and click Next.
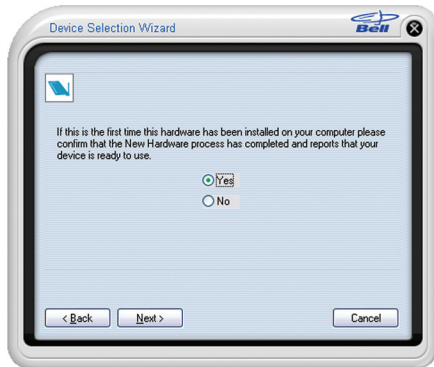
6. Finalize the installation by clicking Finish. If the system did not detect the Mobile Internet card, you can use the Back button to retry the installation of the driver.
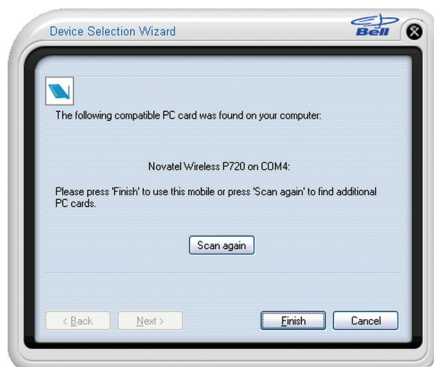
Activating your Mobile Internet card
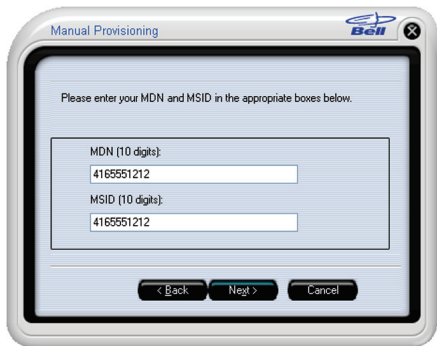
1. Now that the Mobile Internet card is configured for use with your computer, Mobile Connect will automatically open the "Manual Provisioning" screen. If it does not open, click the Tools menu button, shaped like a wrench, and select Activation Wizard.

2. The Activation Wizard will prompt you to enter your Unlock Key. Type the six-digit number into the field provided and click Next.
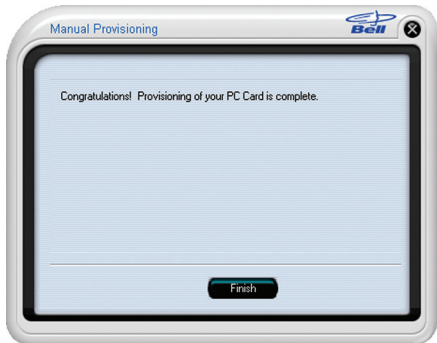
3. The Activation Wizard will automatically populate the MDN and MSID. Please verify that both fields are correct. Otherwise, please enter your Mobile Directory Number (MDN) and Mobile Station ID (MSID). Enter these two numbers* into the fields provided.

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

4. Mobile Connect will attempt to activate your Mobile Internet 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:
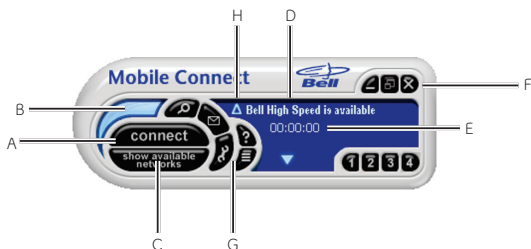
To disconnect, click the Connect button again.

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 Mobile Internet card.
H. Roaming indicator	This indicator tells the user that they are roaming on a Bell Partner Network. Roaming rates will apply.

Inserting and removing the Mobile Internet card from your computer.

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

It is recommended to remove the Mobile Internet card when transporting your computer, because the Mobile Internet card antenna stub is exposed outside the confines of your laptop.

To insert the card

- Insert the Mobile Internet card into the PC card slot
- The computer will beep
- Start Mobile Connect from the desktop
- The Mobile Internet card is powered on when inserted

To remove the card

- Disconnect and quit Mobile Connect
- Double click the Unplug and Eject Hardware Icon on the Windows System Tray
- Select the NEC PCI to USB Open Host Controller and click Stop, then confirm by clicking OK
- The computer will beep
- Remove the Mobile Internet card from the PC card slot

Troubleshooting

Below is a list of common error messages and possible solutions regarding the use of your Mobile Internet 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 Mobile Internet 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 card may not be inserted properly. Remove and reinsert the Mobile Internet card into the slot. • The drivers for the Novatel Wireless Mobile Internet card may not be installed. Run the Device Selection Wizard again through the Mobile Connect Tools/Set-up Hardware menu, as described by this option. • Your computer may not have the correct hardware drivers for the PC card 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.	• No service may 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 Mobile Internet 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:** Mobile Internet 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 Novatel Wireless Mobile Internet 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 Mobile Internet card is not lit.	• The Mobile Internet card may not be inserted properly. Remove and firmly reinsert the card into the slot. • The drivers for the Mobile Internet card may not be installed. Run the Device Selection Wizard again through the Mobile Connect Tools/Set-up Hardware menu, as described in this guide. • Your computer may not have the correct hardware drivers for the Mobile Internet card slot. Contact your system vendor for assistance in installing the correct drivers.
The LED indicator on the Mobile Internet card glows orange.	• Remove and firmly reinsert the Mobile Internet 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 (1 877 328-2123)

For Atlantic region customers, please call:
1 866 434-0344