



Getting started guide Turbo Stick



LTE® Sierra Wireless™ U313

Welcome

Thank you for purchasing a Turbo Stick from Bell. This guide provides an overview of your new Turbo Stick and details on how to configure your computer for use with this Turbo Stick.

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Account Requirements

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	Windows® XP (32-Bit); Windows® Vista (32/64-Bit); Windows® 7 (32/64-Bit)
USB port	Type A, v1.1 supported; v2.0 high-speed recommended
COM ports	4 free COM ports
I/O Resources	1 IRQ, 4096 bytes of I/O space
RAM Memory	128 MB
Disk space	150 MB

MACINTOSH

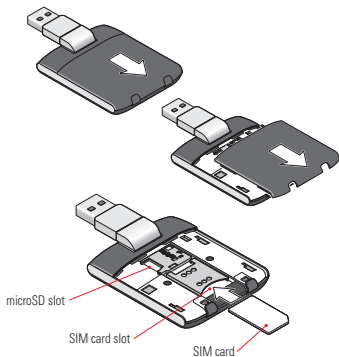
Operating system	Mac OS® X 10.5, 10.6
USB port	Type A, v1.1 supported; v2.0 high-speed recommended
RAM Memory	128 MB
Disk space	150 MB

For more information visit www.bell.ca/mobileconnect

Inserting your 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.

1. Remove the back cover and insert the SIM card as shown in the illustrations.
2. Insert the SIM card, with the contact points (typically gold-coloured) facing toward the device, as shown in the illustrations.



3. When the card remains securely in the slot, replace the back cover.

Preparing Your Computer for Installation

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

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

Before inserting your Turbo Stick into the computer:

1. If you are already using a wireless connection manager (such as Watcher), or have it installed on your computer, you should uninstall the program and restart before inserting your new Turbo Stick.
2. Ensure that your computer's security software (antivirus and firewall programs) are set to allow software installation.
3. Ensure that you have Administrator Rights and the login user name and password before attempting to install – check your computer's help files for details.

Installing Mobile Connect for Windows

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

Note: Your computer may display a security warning stating that Mobile Connect 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. Select **Install/Run Mobile Connect**.

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 your Turbo Stick disk drive
3. Run the file “mobileconnect.exe”

Note: The drive letter assigned to your Turbo Stick by your 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 application.

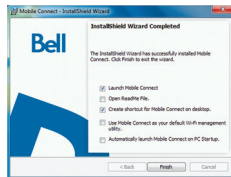
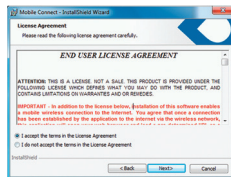
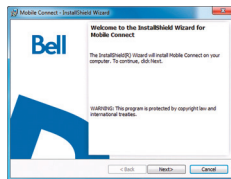
Use the “Next” and “Back” buttons to navigate through the installation steps.

To continue the installation, you must read and 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 “Finish” to complete the installation.

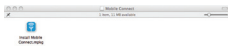
Once the installation is complete, you may need to restart your computer. If a restart is not required, Mobile Connect will launch automatically. If your computer restarts, launch Mobile Connect by double-clicking on the Mobile Connect icon.



Installing Mobile Connect for Macintosh

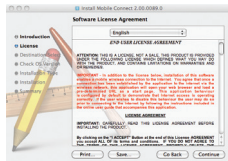
Insert your Turbo Stick into an available USB port on your computer. Do not forcibly insert the device as this may damage both the device and the port. Your Turbo Stick automatically powers on when inserted. Your Turbo Stick will appear as a CD-ROM drive on your desktop.

Double-click the CD-ROM icon, then find and drag the “Mobile Connect.dmg” image to your desktop.



Double-click the “mobileconnect.dmg” file and then double-click the “Install Mobile Connect.mpkg” file to launch the installation program.

Follow the step-by-step instructions to install the software drivers for your Turbo Stick, you must read and click “Agree” to accept the terms of the License Agreement to continue the installation.



You may need to enter your name and password, and restart your computer, during the installation process.

If your Turbo Stick was removed during installation, reinsert. Do not forcibly insert the device as this may damage both the device and the USB port.

You may be prompted to set your network preferences for this new network interface. Click “Network Preferences” and then select “Apply” to continue to finish the installation.

Starting Mobile Connect

With your Turbo Stick inserted, double-click on the Mobile Connect icon from your desktop.

Mobile Connect will initialize, scan for your Turbo Stick, and the main program window will appear with “Bell high-speed network is available.” Click “Connect.”

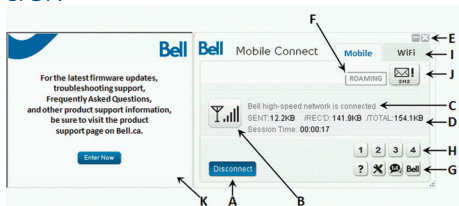
You may configure the settings using the Tools Menu, or click “Connect” to connect to the Internet. When Mobile Connect runs, it will check if your Turbo Stick and account have been activated on the Bell network. Your Turbo Stick must be activated, and in an area with network coverage, to operate on the Bell Mobility high-speed data network.

For additional information on Mobile Connect, visit bell.ca/mobileconnect



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:

- | | |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 the current network connection. |
| D. Usage Counters | An overview of the data you have transmitted and received during an active data session. |
| E. Minimize Button | Minimize Mobile Connect to the System tray, or close the program. |
| F. Roaming Indicator | Notification that your network connection is with a Bell partner network (additional roaming charges will apply). |
| G. Menu Buttons | Buttons to access the Tools menu, SMS Messaging window, Wi-Fi Hotspot Finder, and Help menu. |
| H. Quick Buttons | Customize buttons to launch support programs. |
| I. Connection Type Tabs | Switch between Mobile and Wi-Fi connections, when Wi-Fi connection management is enabled. |
| J. SMS Inbox Status | Indicates "!" if new SMS messages have been received. |
| K. Information Panel | Free product information from Bell. Note that usage will appear in your usage counters while information is being provided, however the data associated with this information will not be charged to your account when connected using your LTE or HSPA Turbo stick. |

Check your SMS Messaging Window often for updates and information from Bell. NOTE: Bell administrative SMS messages are free to receive. Additional charges may apply for other SMS messages sent or received. Visit www.bell.ca/text for more information.

How much data do I need?

The chart below shows the approximate data usage for typical data transaction.*

LIGHT USER (UP TO 500MB)	MEDIUM USER (UP TO 1GB)	HEAVY USER (UP TO 3GB)	VERY HEAVY USER (UP TO 5GB)
12,800 emails with small attachments (40KB) OR	26,200 emails with small attachments (40KB) OR	78,600 emails with small attachments (40KB) OR	131,000 emails with small attachments (40KB) OR
1,000 emails with large attachments (500KB) OR	2,000 emails with large attachments (500KB) OR	6,200 emails with large attachments (500KB) OR	10,400 emails with large attachments (500KB) OR
500 picture downloads OR	1,000 picture downloads OR	3,000 picture downloads OR	5,100 picture downloads OR
125 song downloads	256 song downloads	768 song downloads	1,280 song downloads
4 hours streaming video	8 hours streaming video	25 hours streaming video	42 hours streaming video

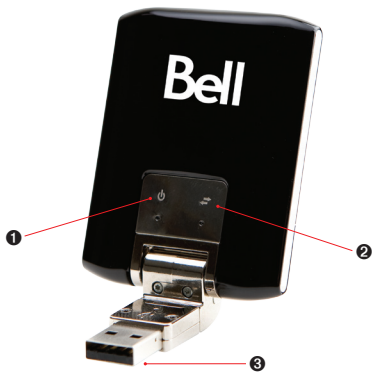
*These examples are approximations only. Estimates are based on the following data-per-activity assumptions: 40KB/small attachment; 500KB/large attachment; 100KB/web viewed; 1MB/digital photo; 2MB/min. of streaming video; 4MB/song. Actual data usage can vary and it is your responsibility to track and monitor your own data usage.

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 your Turbo Stick itself and that usage between computers is cumulative and will be billed together.

The usage shown in your Event History Manager (Tools>Diagnostics>Event History Manager) is for the data solely used on that computer. For more accurate total usage amounts when using multiple computers with your Turbo Stick, please login to www.bell.ca/mybell to view your unbilled data usage (excludes current data session and data used in the last 24 hours).

Hardware overview



- ❶ Power LED indicator: This indicates power is on.
- ❷ Data LED indicator: This indicates the device is connected to a Bell 4G or LTE network; it also indicates when the device has an error or has no service available. (See Troubleshooting on page 18.)
- ❸ USB connector: This connects to your computer through a Type A USB port. The hinge design makes it easier to connect to computers.

Hardware overview (continued)

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 your Turbo Stick; this may cause your Turbo Stick 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 your Turbo Stick into a port may damage the connector.
- Protect your Turbo Stick from liquids, dust and excessive heat.
- Store your Turbo Stick in a dry and clean environment 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 your Turbo Stick from your computer

Now that the Mobile Connect 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 your Turbo Stick when transporting your computer.

To insert your Turbo Stick:

1. Simply plug it into the USB port.
2. Do not force the device into the port as this might damage both the device and the port.

NOTE: If you are having difficulty inserting the device into your computer's USB port, verify that you are using the device in the correct orientation and that you are using a Type A USB port.

3. Your computer may beep.
4. Start Mobile Connect from the desktop or from the **AutoPlay** prompt.
5. Your Turbo Stick powers on when inserted.

Inserting and removing your Turbo Stick from your computer (continued)

IMPORTANT: Be sure to disconnect from the network and quit Bell Mobile Connect before you remove the device from your computer. Disconnecting and quitting the software avoids potential problems such as automatic shutdown or screen freezing.

The Turbo Stick USB technology allows you to safely remove the device at any time when you are not connected to the network. To remove the device from your computer, follow these steps.

1. End your data session by selecting **Disconnect** from Bell Mobile Connect
2. Exit Bell Mobile Connect and gently grip the Turbo Stick on both sides and pull straight out to avoid damaging the USB connectors.

Unblocking a SIM card

Some SIM cards will be provisioned with a Personal Identification Number (PIN) which locks user access to your Turbo Stick. When using a blocked 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 is available through eCare at www.bell.ca/mybell or by calling Bell Client Care.

Troubleshooting

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

LED COLOUR		STATUS	POWER LED 	DATA LED 
Green		Solid	–	This modem is connected to the LTE network
		Blinking	–	LTE network detected
Blue		Solid	Powered On	This modem is connected to the 4G network
		Blinking	The device firmware is being updated. Do not remove your Turbo Stick.	4G network detected
Red		Solid	Device error, contact support	This modem is connected to the 4G network
		Blinking	Initializing	4G network detected
No Light		Off	Not powered	Unable to detect service

Troubleshooting (continued)

SYMPTOMS

SOLUTION

Bell does not show in the status display

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 Power LED indicator on your Turbo Stick is solid red

Your Turbo Stick may not be inserted properly. Remove and firmly reinsert your Turbo Stick into the USB port.

The SIM card may be missing or incorrectly inserted. Remove your Turbo Stick and SIM card, and carefully reinsert. Refer to "Inserting your Bell SIM card" on page 4.

Your computer may not have the correct hardware drivers for your Turbo Stick. Remove your Turbo 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.

The network may be unavailable due to maintenance. Try the connection again at a later time.

Your Turbo Stick may not be activated. First, remove your Turbo Stick, uninstall the software, and reinstall. If this does not resolve the problem, contact Bell Client Care.

Intermittent connectivity and/or low throughput

Service may not be available in your location. Relocate the computer to a different area. Coverage maps are available at bell.ca/coverage.

To improve speed, try adjusting your computer's data transfer settings under Tools>Diagnostics> Optimize Connection.

No wireless device

The computer is not detecting that a wireless device is connected.

Insert the Turbo Stick into the computer. If already inserted, remove and wait a few seconds before reinserting (into a different port, if available).

Remove the Turbo Stick, exit Mobile Connect and restart the computer. Reinsert the Turbo Stick after restarting Mobile Connect. If you have an alternate Internet connection check www.bell.ca/support for additional support information.

Troubleshooting (continued)

SYMPTOMS

SOLUTION

No SIM card

The SIM card is not being detected by the Turbo Stick. Ensure that the SIM card is inserted correctly.

No networks available

Wi-Fi manager is enabled but:

- cannot detect any Wi-Fi networks in the area
- the computer's Wi-Fi is shut off
- the Wi-Fi card may be disabled or missing
- select the Mobile tab to use the Turbo Stick connection (if using an old version of Mobile Connect visit www.bell.ca/mobileconnect)

If trying to use a mobile connection:

- ensure that the Mobile tab is selected.
- ensure that the Turbo Stick is properly inserted

No Bell partner networks are within range, check Wi-Fi or mobile network coverage in your area.

Initializing please wait

Once a device is detected this will display this message for a short period of time while scanning. If this gets stuck then close Mobile Connect, remove the Turbo Stick, wait a few moments, restart Mobile Connect and reinsert the Turbo Stick (into a different port, if available).

Before contacting Bell Client Care:

- Shut down your computer and remove your Turbo Stick. Restart the computer and reinsert your Turbo Stick after startup is complete.
- If you have access to the Internet, check the troubleshooting information at www.bell.ca/troubleshooting. The latest version of Mobile Connect is available at www.bell.ca/mobileconnect.
- If the above actions do not resolve your issue, contact Bell Client Care and have the following information ready:
 - Computer operating system being used
 - Mobile Connect software version installed (found under Tools>Help>About)
 - Turbo Stick model being used

Statement of Conditions

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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.

Speeds may vary with your technical configuration, Internet traffic, server, environmental conditions or other factors.

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System requirements for laptops: Microsoft Windows XP (SP 3, 32 bit only) or Vista (SP 1-2, 32/64 bit) with 500MHz CPU, or Windows 7 (32/64-bit) with 1 GHz Intel CPU, 1 USB 1.1 or 2.0 port, 4 free COM ports; I/O resources: 1 IRQ, 4096 bytes of I/O space, memory: 128 MB (XP) or 512 MB (Vista) or 1 GB (7) and disk space: 150 MB. Macintosh OS 10.5 or 10.6 with 300MHz Intel CPU, 1 USB 1.1 or 2.0 port, memory: 128 MB and disk space: 150 MB.

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

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