

Broadband2Go™

USER GUIDE

MC760 USB Modem
Novatel Wireless



Please save this User Guide to your computer's hard drive for further reference.

Congratulations on purchasing a broadband modem by Novatel Wireless!

This Modem operates over high-speed networks enabling you to connect at high speeds to the Internet or your corporate Intranet, and access your email while you are away from the office.

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5,504,773	5,101,501	
5,506,865	5,109,390	5,511,073
5,228,054	5,535,239	
5,267,261	5,544,196	5,267,262
5,568,483	5,337,338	
5,600,754	5,414,796	5,657,420
5,416,797	5,659,569	
5,710,784	5,778,338	

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Your services begin on the date your modem is activated. The use of your modem is subject to the Virgin Mobile Canada Terms of Service, which may change from time to time ("Terms of Service"). You can read them online at www.virginmobile.ca. To stay up-to-date with the most recent Terms of Service, please make sure to check www.virginmobile.ca or call 1.888.999.2321. By activating your modem, you're accepting and agreeing to follow the current Terms of Service, so please ensure you read them over before you activate your modem. If there is anything in the Terms of Service that you don't agree with, return your modem before you activate or use it within ten (10) days of its purchase date to receive a refund.

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About This Guide

Thank you for choosing Novatel Wireless and welcome to the MobiLink 3 User Guide for Windows. The MobiLink software works with your Broadband Modem to enable you to connect at high speeds to the Internet, your corporate Intranet, and your email while you're away from the office.

This User Guide outlines the features and use of the MobiLink software.

This guide is separated into 2 chapters:

1 Configure and Connect - This chapter provides instructions for managing and configuring your Internet connection and using the features of the MobiLink software.

2 Troubleshooting - This chapter provides troubleshooting information for your MobiLink software.

Configure & Connect

Overview
Using the MobiLink Connection Manager
Using the MobiLink Menus

Overview

When you attach your modem the first time, the MobiLink software is installed automatically.

The MobiLink shortcut is placed on the desktop and an icon appears in the system tray (Windows notification area).



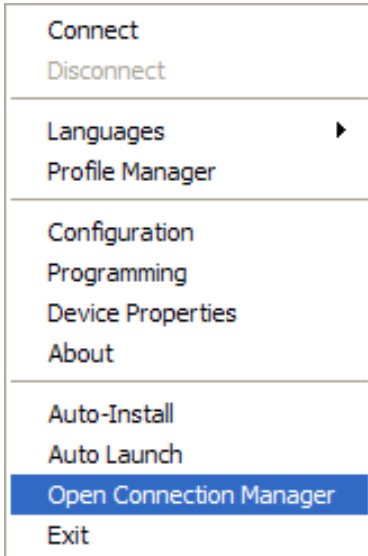
The desktop shortcut launches the MobiLink software.

The system tray icon opens the Connection Manager as well as providing visual connection status.

Both the system tray icon and the Connection Manager provide access to the MobiLink menus, status information, and settings. You can use the one that better suits the way you work.

Using the MobiLink Connection Manager

- ▶ Right-click the system tray icon and choose **Open Connection Manager**.



The Connection Manager will open on the desktop.



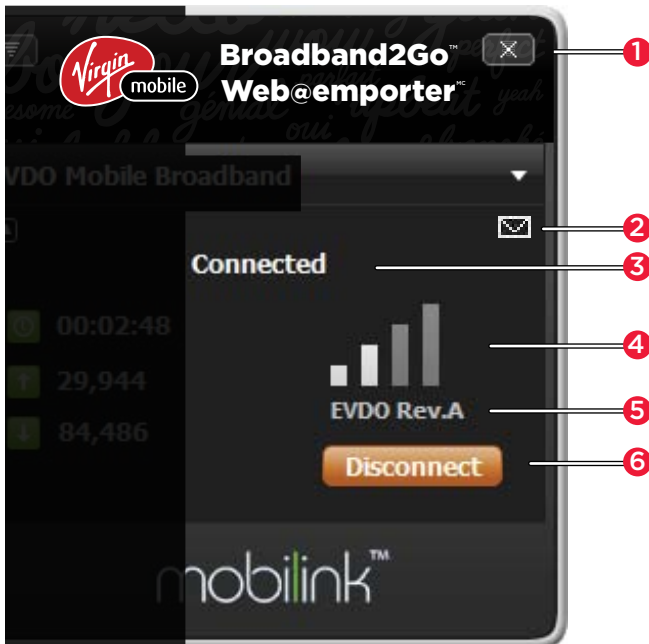
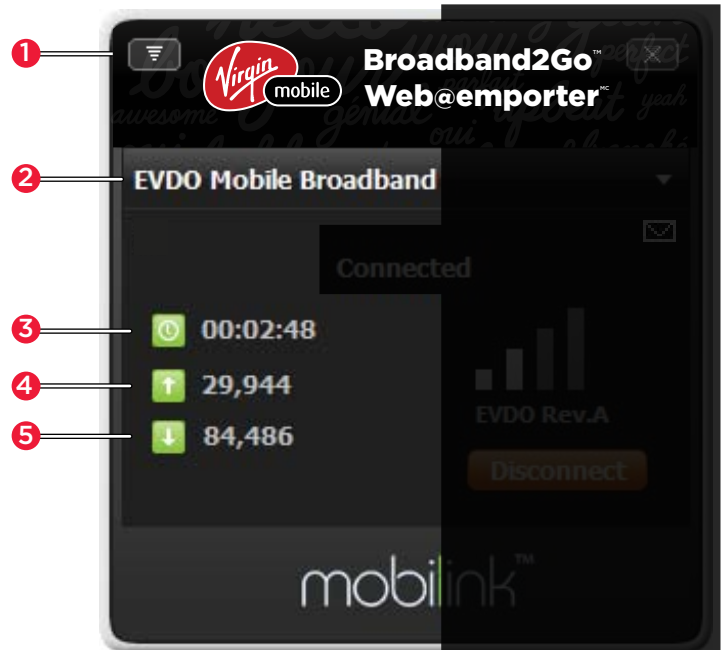
Tip!

- ▶ If the system tray icon is not present, double-click the desktop shortcut to launch the software.

Features of the Connection Manager

The Connection Manager provides status information about your connection, tells you whether you are roaming, as well as providing access to the MobiLink menus.

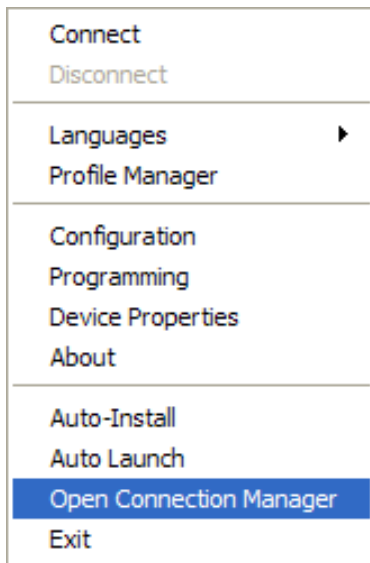
- 1 Menu** - Opens the MobiLink menus.
- 2 Profile** - The name of the current connected profile.
- 3 Duration** - How long the network has been connected.
- 4 Bytes Out** - The number of bytes sent this session.
- 5 Bytes In** - The number of bytes received this session.



- 1 Close** - Closes the Connection Manager. MobiLink continues to run and the system tray icon is available.
- 2 SMS Received** - Shows that you have received an SMS message. Note: Your device is equipped to receive, but not send, SMS messages.
- 3 Connection** - Displays the connection status (Connected, Disconnected, Ready, Radio Off, and No Device Detected).
- 4 Signal Strength** - More bars indicate a stronger signal.
- 5 Network Technology** - Type of network.
- 6 Connect/Disconnect** - Connect or disconnect from the network. May read Activation the first time you connect.

Connect Using the Connection Manager

- ▶ Right-click the system tray icon and choose **Open Connection Manager**.



Click the **Connect** or **Disconnect** button.



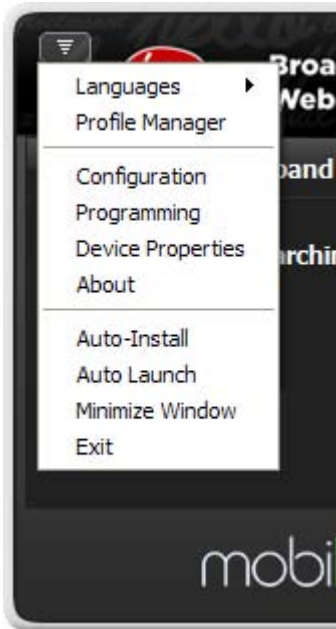
NOTE:

- ▶ If the status reads **No Device Detected**, be sure that your modem is properly connected to your computer.

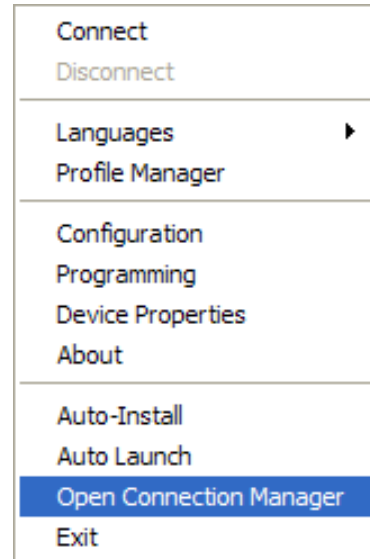
Using the MobiLink Menus

You can access the MobiLink menus in two ways.

- ▶ Click the **Menu** button on the Connection Manager.



- ▶ Right-click the MobiLink system tray icon.



NOTE:

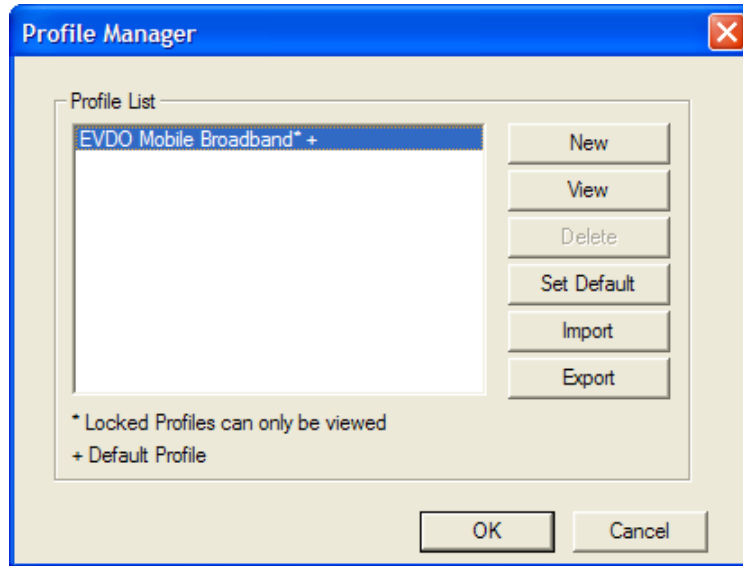
The actual menu items may vary depending on the network technology, service provider, and mobile broadband device.

The Menu allows you to configure MobiLink to meet your needs. From this menu you can do the following:

- Create additional profiles, including VPNs (virtual private networks)
- Set up and manage a PIN code for security
- Set the software to auto-launch whenever Windows is started

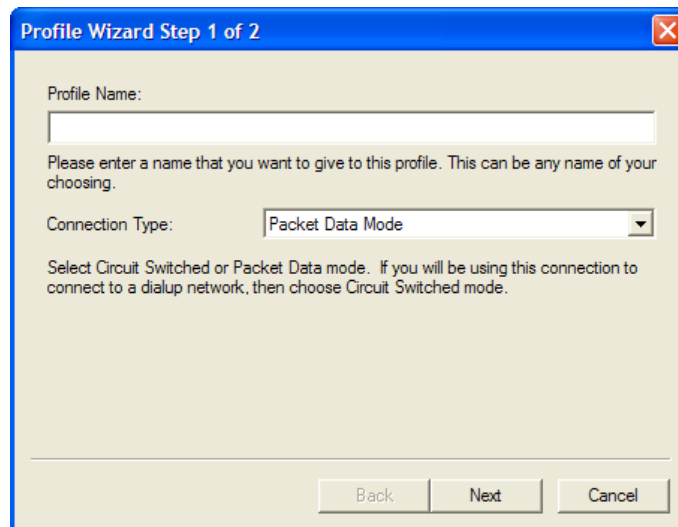
Profile Manager

The Profile Manager wizard allows you to change your network profile settings. Here you may create new profiles or update existing ones. For example, you can create a new profile for a VPN or update an existing profile with new username or password settings.



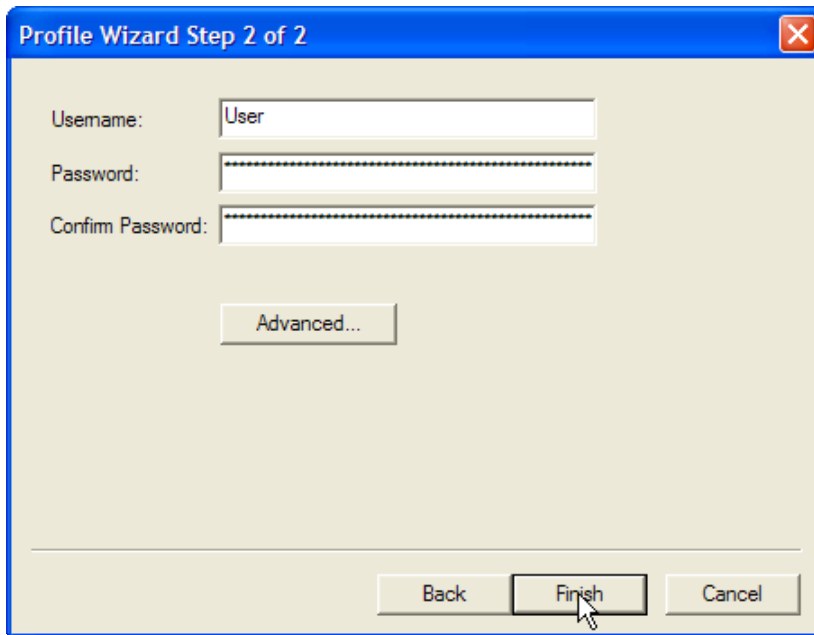
To add a new profile:

- 1 Click **New** to start the Profile Manager wizard.

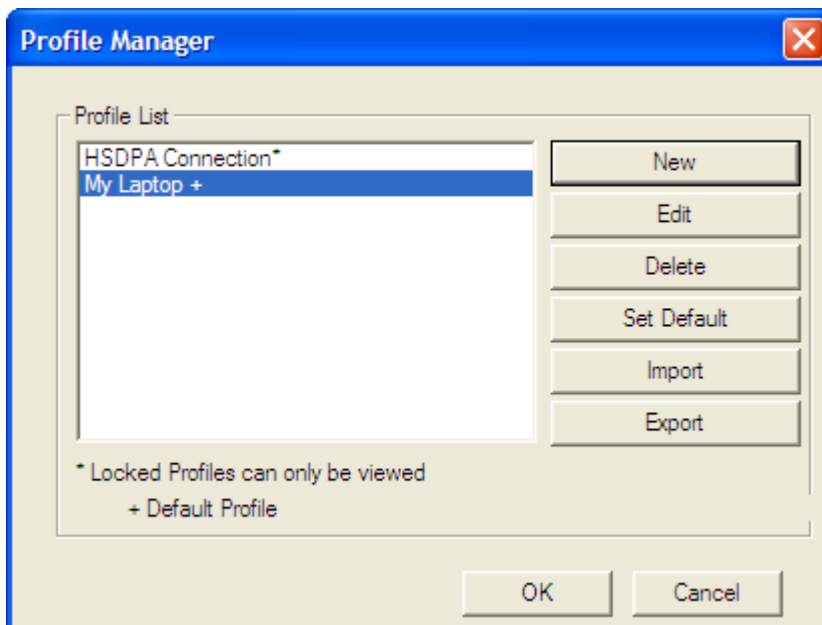


- 2 Enter a simple name for the new profile (for example, My Laptop).
- 3 Click **Next**.

The second screen of the profile wizard will open.



- 4 If your profile is for a VPN or requires manual TCP/IP settings, click **Advanced** and enter the needed settings.
- 5 Enter a user name and password for this profile and click **Finish**.
- 6 You can make this as the default profile on the next screen. To change it afterward, on the Profile Manager screen, select your new profile and click **Set Default** then **OK**.

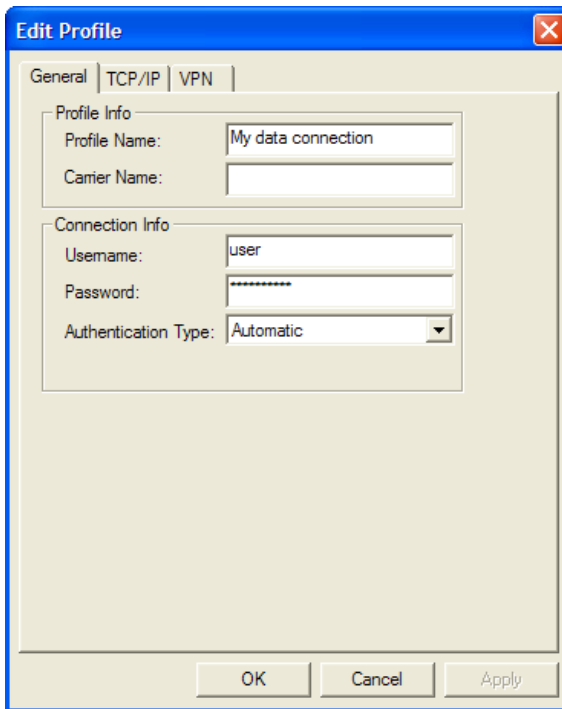


To edit or update a profile:

You cannot edit the default profile. If you need to edit the default profile, set a different profile as default first.

- 1 From the Profile Manager, select the profile you want to update and click **Edit**.

The Edit Profile - General tab will open.



The screenshot shows a dialog box titled "Edit Profile" with a close button (X) in the top right corner. The dialog has three tabs: "General", "TCP/IP", and "VPN". The "General" tab is selected. Inside the dialog, there are two sections: "Profile Info" and "Connection Info".

Profile Info:

- Profile Name: My data connection
- Carrier Name: (empty text box)

Connection Info:

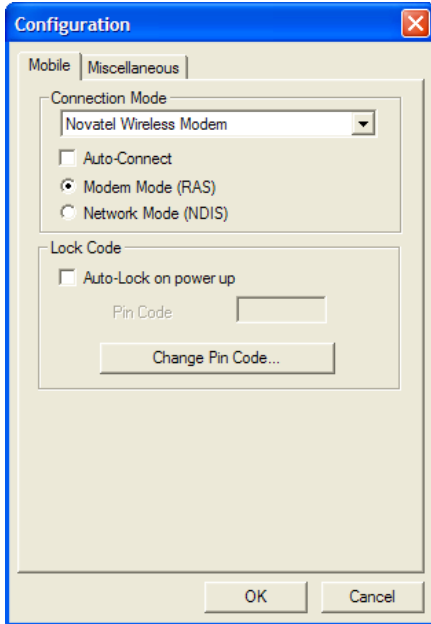
- Username: user
- Password: (masked with asterisks)
- Authentication Type: Automatic (dropdown menu)

At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply".

- 2 Enter the appropriate information and click **Apply**.
- 3 Edit TCP/IP or VPN information as needed, clicking **Apply** on each tab.
- 4 Click **OK**.
- 5 If necessary, set the profile you just edited back as the default and click **OK** again.

Configuration

The Configuration menu allows you to require a PIN code to access the modem.



To turn on the Lock, check the **Auto-Lock** on power up. The default PIN code is the MDN that you enter when you program the device. If you forgot the MDN, you can go to the Device Properties screen to locate it. If you changed the PIN code and forgot what the new PIN is, please contact your service provider for assistance.

Auto-Launch

Checked by default, this option indicates that MobiLink is set to launch when your computer is started.

Languages

To view and experience MobiLink in another language, open the menu, choose **Languages** then the language of your choice.

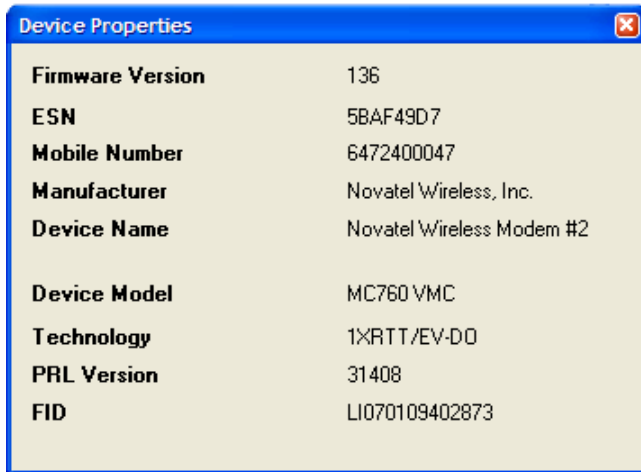
Activation

This item is found only on CDMA networks and is dependent on your Service Provider. If activation is required by your provider, instructions should have been provided with your wireless modem. If you are unable to locate them, contact your Service Provider directly.

To activate your product, open the menu, choose **Programming**, then fill in the information provided by your Service Provider.

Device Properties

To obtain specific details for your device, such as the assigned ESN or Mobile Number, open the menu and choose **Device Properties**.



The image shows a screenshot of a 'Device Properties' dialog box. The dialog has a blue title bar with the text 'Device Properties' and a close button (an 'X' in a red square) on the right. The main content area has a light beige background and displays a list of device properties in a two-column format. The properties listed are:

Firmware Version	136
ESN	5BAF49D7
Mobile Number	6472400047
Manufacturer	Novatel Wireless, Inc.
Device Name	Novatel Wireless Modem #2
Device Model	MC760 VMC
Technology	1XRTT/EV-DO
PRL Version	31408
FID	LI070109402873

About

- ▶ Open the menu and choose **About** to review the details about the software version of MobiLink that you are using.



2

Troubleshooting

Troubleshooting

Tip!

Many software issues can be solved by restarting your modem, software, or computer.

Why do I see the message “No device detected” when I run MobiLink?

- ▶ Your modem was not inserted properly into your computer.
 1. Exit MobiLink.
 2. Remove your device.
 3. Restart your computer.
 4. Restart MobiLink.
 5. Reinsert your device.

Why does the message “Searching for network” display continuously?

- ▶ You are outside of the coverage area. Contact your mobile operator to find out more about coverage areas.

Why can't I connect to the network?

- ▶ Check the Connection Type (CDMA networks) in your connection profile . If any of these entries are wrong, you won't be able to connect to the network.

Why can't I browse the web?

- ▶ Check your server settings.
 1. Start Internet Explorer.
 2. From the **Tools** menu, choose **Internet Options**.
 3. Click the **Connections** tab.
 4. Under “Dial-up and Virtual Private Network settings”, double-click the name of your connection (for example, 3G Connection).

This field name will vary, depending on your service provider.
 5. Check your **Username** and **Password**.
 6. If you are using a proxy server, select the appropriate boxes.
 7. Click **OK** twice to finish.