

# Bell

## Getting started guide 3G Turbo Stick



3G Novatel Wireless  
U760 USB modem

## Welcome

Thank you for purchasing the 3G Novatel Wireless U760 USB modem from Bell. This two-in-one Turbo 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 Turbo Stick.

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

## Getting started

Before activating your Turbo 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, 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

For **PC users**. To install and operate the Turbo Stick, ensure your computer has the following system resources:

Operating system	Microsoft® Windows XP or Windows Vista™ 32-bit
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

## SYSTEM REQUIREMENTS

For **Macintosh users**. To install and operate the Turbo Stick, ensure your computer has the following system resources:

Operating system	Macintosh OS 10.4 or later with Intel CPU
USB ports	1 type A USB port
Communication ports	N/A
I/O Resources	N/A
Memory	256 MB
Disk space	20 MB

## 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 Turbo 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 Turbo 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 3G Turbo Stick

4. When Mobile Connect Basic runs, it will check if your Turbo 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 image shows a screenshot of a software dialog box titled "Bell Manual provisioning". The dialog box has a light blue header with the Bell logo and the title. Below the header, there is a message: "Please contact Customer Care to obtain your unlock key:". There are two input fields: "Your ESN:" with the value "58480044" and "Unlock key:" with the value "111111". At the bottom of the dialog box, there are three buttons: "Back", "Next >" (which is highlighted in blue), 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 image shows a software window titled "Bell Manual provisioning". Below the title bar, the text reads "Please enter your MDN and MSID in the appropriate boxes below". There are two input fields: the first is labeled "MDN (10 digits)" and contains the number "4165551212"; the second is labeled "MSID (10 digits)" and also contains "4165551212". At the bottom of the window, 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.



The image shows the same "Bell Manual provisioning" window, but now it displays a completion message: "Congratulations! Provisioning of your PC Card is complete." At the bottom right of the window, there is a blue button labeled "Finish".

## Using your 3G Turbo 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 Turbo 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 3G Turbo Stick from your computer

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

As an external device, the Turbo 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 Turbo Stick:

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

### To remove your Turbo Stick:

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

**Using your Turbo Stick on another computer:** The Turbo 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 Turbo Stick

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



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 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.

## Inserting and removing a microSD card

The Turbo 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. Remove the plastic microSD slot protection insert and be careful not to lose it.
3. Align the microSD card with the slot.
4. Carefully insert the microSD card until it clicks into place.

### Removing a microSD card:

1. Gently push the card in, release, and it will pop out.
2. Insert the plastic microSD slot protection insert.

## 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 Turbo 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 & keychain accessories:

The lanyard & keychain is a convenient accessory that gives you maximum portability 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 or keychain to the Turbo Stick:

1. Remove the cap and locate the lanyard hook on the device and on the cap.
2. Pinch the looped thread on the lanyard or keychain and insert the tip of the thread into the hook hole on the cap and through the Turbo Stick, pushing the thread until it exits on the other side of the hook hole.
3. Push the cap on the device and insert the end of the lanyard or keychain through the loop. Pull to tighten.

# Troubleshooting

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

Symptoms	Solution
Intermittent connectivity and/or low throughput	<ul style="list-style-type: none"><li>Relocate the entire computer to a different area.</li></ul>
Bell core network or Bell high speed network does not show in the status display and/or The LED indicator on the Turbo Stick glows red	<ul style="list-style-type: none"><li>Service may not be available in your location. Relocate the computer to a different area. Coverage maps are available at <a href="http://bell.ca/coverage">bell.ca/coverage</a></li><li>The network may be unavailable due to maintenance. Try the connection again at a later time.</li><li>The Turbo Stick may not be inserted properly. Remove and reinsert the Turbo Stick into the port.</li><li>Your computer may not have the correct hardware drivers for the USB port. Contact your system vendor for assistance in installing the correct drivers.</li></ul>
When clicking Connect, the message "Your connection attempt to the network failed" is displayed	<ul style="list-style-type: none"><li>Service may not be available in your location. Relocate the computer to a different area. Coverage maps are available at <a href="http://bell.ca/coverage">bell.ca/coverage</a></li><li>The network may be unavailable due to maintenance. Try the connection again at a later time.</li><li>The Turbo Stick may not be activated or the phone number supplied may be incorrect. First, attempt the activation process again, as described in the section <b>Activating your Turbo Stick</b> in this guide. If this does not resolve the problem, contact Bell Client Care.</li></ul>
The LED indicator on the Turbo Stick is not lit	<ul style="list-style-type: none"><li>The Turbo Stick may not be inserted properly. Remove and firmly reinsert the Turbo Stick into the port.</li><li>Your computer may not have the correct hardware drivers for the USB port. Contact your system vendor for assistance in installing the correct drivers.</li></ul>
The LED indicator on the Turbo Stick glows amber	<ul style="list-style-type: none"><li>Remove and firmly reinsert the Turbo Stick into the port.</li><li>Shut down and restart the computer.</li><li>If the above actions do not resolve this problem, contact Bell Client Care.</li></ul>

## Using a Macintosh with the 3G Turbo Stick

The Turbo Stick can also be used with a Macintosh computer. To do so, use the Mobile Connect for Macintosh application included on the Turbo Stick itself.

### Mobile Connect for Macintosh:

Mobile Connect for Macintosh is a full-featured connection manager that supports the Turbo Stick. To install Mobile Connect, insert the Turbo Stick and open the icon on your Macintosh Desktop Finder. 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 U760.

To activate the Turbo Stick, select **Activation Assistant** from the Mobile Connect's **Tools** menu. Ensure you have your Mobile Directory Number (MDN), phone number and Unlock Key ready.

To connect to the Turbo Stick, click **Connect** in the Mobile Connect's main window.

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You may also contact Bell Wireless Data Support at:

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

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