



# Getting started guide 3G Turbo Stick



3G Novatel Wireless  
U760 USB modem

# Welcome

Thank you for purchasing a 3G Turbo Stick from Bell. This two-in-one Turbo Stick with memory storage (microSD card sold separately) will give you access to Canada's largest 3G network.<sup>1</sup>

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

- Getting started
- Installing the Mobile Connect Basic software for Windows
- Activating your 3G Turbo Stick
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- Using a Macintosh with the 3G Turbo Stick
- Hardware overview
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- Inserting and removing a microSD card
- Saving files to microSD
- Troubleshooting

## Getting started

Before activating your Turbo Stick, 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.)
- Your Mobile Directory Number (MDN)/  
phone number \_\_\_\_\_
- Your Mobile Station ID (MSID) \_\_\_\_\_
- Your unlock code \_\_\_\_\_
- Your Electronic Serial Number (ESN),  
located on the Turbo Stick bar code label \_\_\_\_\_

## SYSTEM REQUIREMENTS

For **PC users**. To install and operate your Turbo 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

## SYSTEM REQUIREMENTS

For **Macintosh users**. To install and operate your 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

\*\* For Windows Vista 64-bit support, please visit our website at [bell.ca/mobileconnect](http://bell.ca/mobileconnect) for the latest version of Mobile Connect Basic.

# Installing the Mobile Connect Basic software for Windows

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. Alternatively you can download the latest software from our website at [bell.ca/mobileconnect](http://bell.ca/mobileconnect)

**Windows Vista:** Ensure that “User Account Controls” (UAC) is disabled.

This setting is found in the User Accounts section of the Control Panel under the Start Menu. Check your Windows Vista help files for more information about using this Windows Vista feature.



You may need to restart your computer after changing this setting.

If you do not disable User Account Controls before inserting the Turbo Stick, Mobile Connect Basic will indicate that no device is attached. To correct this problem:

- Remove the Turbo Stick from the computer
- Go to Start > Programs > Bell > Mobile Connect Basic and select Uninstall, if the program appears in the menu
- Follow the instructions above to disable User Account Controls (UAC) if you have not already disabled
- Restart the computer
- After the restart, ensure UAC is disabled before continuing with the installation

User Account Controls can be re-enabled after installation is complete and your Turbo Stick is working.

1. Insert the Turbo Stick into an available USB port on your computer. The installation will begin automatically or you will be prompted to install Mobile Connect Basic.



Select **Install/Run Mobile Connect Basic**. If the auto install fails to start, use an alternate Internet connection to download and install the software from our website at [bell.ca/mobileconnect](http://bell.ca/mobileconnect), or you can manually install the software by:

1. Selecting Start > Run > Browse...
2. Look in "My Computer" to find Turbo Stick disk drive
3. Run the file "carrier.exe"

**Note:** The drive letter assigned to the Turbo Stick by the computer's operating system will be the next available drive letter (e:\, f:\, g:\, etc.)

2. Follow the 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.



The installation process may take several minutes to complete with no progress shown on the progress bar – **please be patient**.

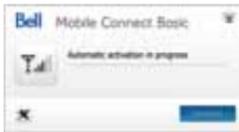
3. Select **Restart** or **Finish** to complete the installation. Once the installation procedure is complete, you may be required to restart your computer. If a restart is not required, Mobile Connect Basic will launch automatically. If your computer restarts, launch the Mobile Connect Basic application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



# Activating your 3G Turbo Stick

1. When Mobile Connect Basic runs it will check if your Turbo Stick has been activated. Your Turbo Stick must be activated and you must subscribe to a Mobile Internet plan for your Turbo Stick to operate on the Bell Mobility network. Mobile Connect Basic will begin the automatic activation process.

This process takes several minutes, please be patient.



2. Mobile Connect Basic is now ready to use. The main screen will appear.



Should the process fail, Mobile Connect Basic will prompt you to retry the automatic 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) (usually the same as your MDN)
- Your unlock code (The default unlock code is "11111")

Use the Activation Wizard under the Tools menu (wrench Icon) to enter your unlock code. 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 gray background and a white border. At the top left is the "Bell" logo in blue. To the right of the logo, the text "Manual provisioning" is displayed in a smaller font. Below the title bar, there is a line of text: "Please contact Customer Care to obtain your unlock key". Underneath this text, there are two input fields. The first field is labeled "Your ESN" and contains the text "0040004". The second field is labeled "Unlock key" and contains the text "11111". At the bottom of the dialog box, there are three buttons: a "Back" button with a left-pointing arrow, a "Next" button in blue with white text, and a "Cancel" button with a right-pointing arrow.

Mobile Connect Basic will then 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 mobile application window titled "Bell Manual provisioning". Below the title bar, there is a prompt: "Please enter your MDN and MSID in the appropriate boxes below." There are two input fields: "MDN (10 digits)" and "MSID (10 digits)". Both fields contain the number "4188881212". At the bottom of the screen, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted in blue.

After successful first-time activation the main screen will appear.



The screenshot shows the same "Bell Manual provisioning" window. The prompt now reads: "Congratulations! Provisioning of your PC Call is complete." Below this message is a large empty rectangular area. At the bottom right of the screen, there is a blue "Next" button.

## 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.

From the Mobile Connect Basic main program window, you can establish a network connection and view the status. Some of the key indicators and buttons include:

A. Connect/Disconnect	Connect or disconnect from the network
B. Signal strength	Graphically illustrated 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
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**.

## Using a Macintosh with the 3G Turbo Stick

To install Mobile Connect, insert the Turbo Stick into an available USB port on your computer. Do not forcibly insert the Turbo Stick as this may damage both the Turbo Stick and the port. The Turbo Stick powers on when inserted.

The Turbo Stick will appear as a CD on your desktop,

- double-click this icon
- drag the MobileConnect.dmg installation file to your desktop
- double-click to open the .dmg file
- double-click the MacOS folder, and then the MobileConnect.dmg file
- drag the Mobile Connect icon to a suitable location on your hard drive

Double-click the Mobile Connect icon to launch the program. You may need to remove the Turbo Stick.

When you start Mobile Connect for the first time you will need to enter your name and password and click OK.

To continue the installation, you must read and click **Agree** to accept the terms of the License Agreement.

Follow the instructions to install the software drivers for the U760 Turbo Stick. You may need to re-enter your name and password, and restart your computer during the installation process. Double-click the Mobile Connect icon to continue after restarting.

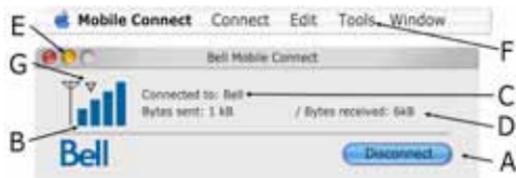
Once the installation procedure is complete, you will be prompted to re-insert your Turbo Stick (if it is not already in your computer's USB port). Mobile Connect will initialize, scan for your Turbo Stick, and the main program window will appear.

When Mobile Connect runs, it will check if your Turbo Stick has been activated on the Bell network. The Turbo Stick will attempt to auto-activate if necessary, or prompt you for your phone number and unlock code for a manual activation. You can also start the Activation Assistant manually under the Tools menu. The Turbo Stick must be activated and in an area with network coverage to operate on the Bell Mobility high speed data network.

**NOTE:** If you need but do not have the unlock code, try the default "111111" before calling for support.

From the Mobile Connect main program window you can establish a network connection and view the 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 current network connection
D. Usage counters	An overview of the data you have transmitted and received
E. Minimize button	Minimize Mobile Connect to the System Tray
F. Tools menu	Select various configuration options and set preferences
G. Roaming indicator	Notification that your network connection is with a Bell partner network (additional roaming charges will apply)

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

To download the full Mobile Connect user manual or software updates, please visit [bell.ca/mobileconnect](http://bell.ca/mobileconnect)

# 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 Turbo Stick; they may cause the Turbo Stick 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 Turbo Stick into a port may damage the connector.
- Protect the Turbo Stick from liquids, dust and excessive heat.
- Store the Turbo Stick in a safe place with the protective cap on when not in use.

## Inserting and removing the 3G Turbo Stick from your computer

The Turbo Stick can be inserted or removed from your computer 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 it when transporting your computer.

### To insert your Turbo Stick:

1. Remove the protective cap from the Turbo Stick.
2. Insert the Turbo Stick into the USB port. Do not forcibly insert the Turbo Stick, as this may damage both the Turbo Stick 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 exit Mobile Connect Basic from the tools menu.
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.

**Note:** Data network usage is tied to the Turbo Stick and usage between computers is cumulative and will be billed together.

## Inserting and removing a microSD card

The Turbo Stick is equipped with removable memory storage. This feature gives you the ability to store data simultaneously to an external drive without the need for another flash drive.

A microSD card (sold separately) is required to take advantage of the memory storage feature. It is recommended that the Turbo Stick be unplugged when inserting or removing a microSD card.

### 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 Turbo Stick is similar to saving files to any external flash drive on your computer.

### Saving files from an application:

1. Insert the Turbo Stick 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 for Mass Storage or Removable Storage (e:\, f:\, g:\, etc.)
6. Type a name for the file you are saving to the Turbo Stick and click **Save**.

### Lanyard & keychain:

The lanyard & keychain is a convenient accessory that gives you maximum portability while on the go.

### Affixing the lanyard or keychain to the Turbo Stick:

1. Remove the cap and locate the lanyard hook on the Turbo Stick 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 Turbo Stick 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. Refer to [bell.ca/mobileconnect](http://bell.ca/mobileconnect) for complete details.

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>
The LED is green but the Turbo Stick is not recognized by the computer	<ul style="list-style-type: none"><li>Remove and re-insert the Turbo Stick into a different USB port</li><li>Use a USB extension cable to ensure good connection.</li><li>The driver installation may have been corrupted, refer to <a href="http://bell.ca/mobileconnect">bell.ca/mobileconnect</a> for additional troubleshooting tips.</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. Remove the Turbo Stick, uninstall Mobile Connect, download and install the latest version of Mobile Connect Basic for your device from <a href="http://bell.ca/mobileconnect">bell.ca/mobileconnect</a></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. Try using a USB extension cable.</li><li>Your computer may not have the correct hardware drivers for the USB port.</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>

You may also contact Bell Wireless Data Support at:

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

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