

# USER GUIDE

USB MODEM



broadband

[virginbroadband.com.au](http://virginbroadband.com.au)

## PACKAGE CONTENTS

- Virgin Broadband USB Modem
- USB one port extension cable
- USB two port extension cable
- User Guide

## GETTING TO KNOW YOUR USB MODEM



## FEATURES OF YOUR VIRGIN BROADBAND USB MODEM

Easy Installation, thanks to the Plug 'N' Play software embedded in the modem.

- Easy connection, directly to your PC or Mac.
- Visual feedback on the connection status through the modem LED (Status Indicator Light) and the easy connection software which includes a signal strength indication.
- Compatible with nearly all modern desktop and laptop computers equipped with Microsoft Windows or Apple OS X operating systems.

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# WELCOME TO VIRGIN BROADBAND

Virgin Broadband offers an easy to use connection: simply plug it into a compatible Desktop or Laptop computer (meeting the system requirements below) via its USB connector. Shortly thereafter, you are ready to go online using the latest HSDPA wireless network technology (where available).

Your Virgin Broadband USB Modem combines the convenience of high-speed wireless connectivity with extreme ease of use. There is no need to configure advanced settings or parameters, just plug the USB Modem in and let the installer work its magic!

Then you are only one click away from access to the Internet, E-mail, Instant Messaging, Downloading and more...

Your Virgin Broadband USB Modem is a truly versatile device for easy Internet access.

## SYSTEM REQUIREMENTS

- Free USB Port (Type A). Some computers with low powered USB ports may require the supplied two port extension cable.
- 50 MB of free hard disk space

### MAC OS X 10.4 AND ABOVE.

- Macintosh™ computer with an Intel, PowerPC G3, G4 or G5 processor
- 512MB of RAM

### WINDOWS XP SERVICE PACK 2

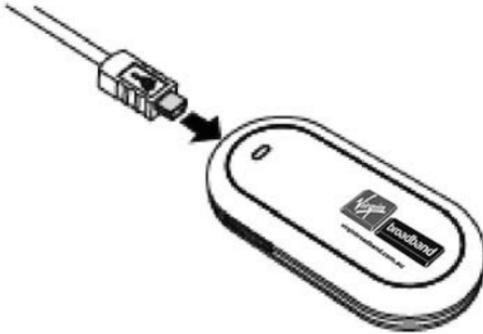
- Pentium 4 - 1Ghz processor or equivalent
- 128MB of RAM

### WINDOWS VISTA HOME BASIC / HOME PREMIUM / ULTIMATE / BUSINESS / ENTERPRISE

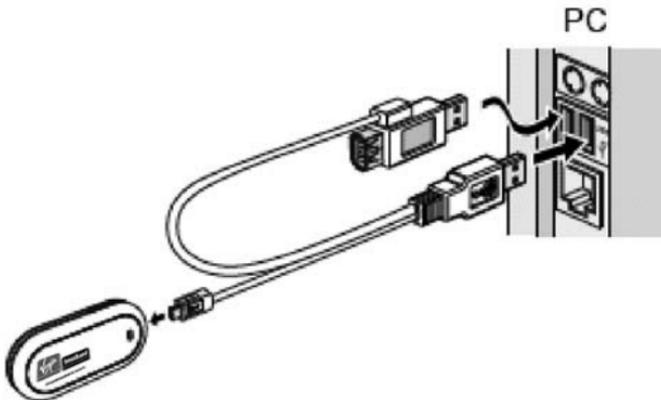
- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 512MB of RAM for Vista Basic and 1GB for Vista Premium editions.

# CONNECTING YOUR VIRGIN BROADBAND USB MODEM

1. Connect the USB extension cable to your Modem.



2. Insert the USB cable into a spare USB port on your computer.  
This double USB cable gives you more power if you have older USB ports. Otherwise, use the single cable.



3. Follow the relevant steps below to install the Virgin Broadband Software

# INSTALLING THE VIRGIN BROADBAND SOFTWARE

## SOFTWARE INSTALLATION FOR WINDOWS

- After connecting the modem's USB cable to your computer, the setup software will run automatically.
- If the software does not run automatically, go to "My Computer", which should be located on your Windows desktop, and browse to the disk drive labelled "VIRGINBROADBAND". Double-click on "Autorun.exe", to start the installation program
  1. Choose Install and then click Continue.
  2. Please read the Software Licence Agreement and leave the installation directory unchanged. The software will start to install, and a progress screen will be displayed.
  3. Once the software and drivers have installed, click Finish.
  4. Your computer will now use the new software to properly configure your modem. Please wait until the software tells you it is finished. An information balloon will pop up from your System Tray area to advise you of this. This process may take several minutes.
  5. When the install is finished the Virgin Broadband connection software will start.
  6. Click Connect. Open your Internet browser (e.g. Internet Explorer). You are now connected to the Internet and ready to start surfing!

## SOFTWARE INSTALLATION FOR APPLE OS X

1. After connecting the USB Modem, the disk on the modem will automatically open.
2. Under Install or Run Program, double-click on Virgin Broadband to begin installation.
3. Please read the Software Licence Agreement and leave the installation directory unchanged. The software will start to install and a progress screen will be displayed.
4. Select the disk drive where you wish to install the Virgin Broadband connection software and click Continue to proceed.
5. Choose Easy Install to proceed with the current install.
6. You will be prompted for an administrator password to allow the software package to be installed. In most cases this will simply be the password you use to log onto the computer. Click OK to continue.
7. When you see the message "The software was successfully installed", click Close to finish.
8. Your computer will now start the Virgin Broadband Connection software which is already configured for the Virgin Broadband network.
9. Click the Connect button. Open your Internet browser (e.g. Safari). You are now connected to the Internet and ready to start surfing!

# YOUR FIRST CONNECTION

The first time you connect, you will be taken to a special page to activate your broadband service.

Enter your first name, last name and specify your preferred email address with '@virginbroadband.com.au' and new password. This will become the primary email address that Virgin will send notifications to from time to time. Please make a note of the details.

You will also have 4 additional e-mail addresses available. Simply give us a call on 1300 555 100 to create these additional e-mail addresses.

## LED STATUS INFORMATION

Indicator - This indicator indicates the status of the Virgin Broadband USB Modem.

- Off: The Virgin Broadband USB Modem is powered off.
- Green: Blinking twice - The modem is searching for a network or no network is available.
- Green: Blinking once - The GSM network is normal.
- Dark Blue: Blinking twice - The modem is powered on but the Connection software is not running.
- Green: Steady - GPRS data service is established.
- Dark Blue: Steady - UMTS data service is established.
- Light Blue: Steady - HSDPA data service is established.

## STARTING YOUR VIRGIN BROADBAND CONNECTION

When you plug in your modem the Virgin Broadband USB Modem software will now start automatically. To start the software manually, follow the directions below:

### WINDOWS

1. Double click on the Virgin Broadband icon on your desktop.
2. When you're finished, click Disconnect and close the software, or simply remove the USB Modem

### MAC OS X

1. Start the Virgin Wireless Broadband Connection software located in your Applications folder.
2. Click Connect, and you're online! If you close the software whilst connected, you will disconnect from the network.

## CLOSING THE VIRGIN BROADBAND SOFTWARE

### WINDOWS

To close the Virgin Broadband Connection software, click "Close" or the "X" found in the top right of the application. Alternatively, you can right-click on the Virgin Broadband Icon displayed in the Task Bar and select Exit.

### MAX OS X

To close the Virgin Broadband Connection software, click the red circle in the top left of the application.

# CONFIGURING YOUR COMPUTER SOFTWARE

## CONFIGURING YOUR INTERNET BROWSER

Your Internet (Web) Browser may need some small settings changed. Virgin Broadband does not require anything specific to be set but, some computers may already be setup to use old information from an earlier Internet Provider.

### MICROSOFT INTERNET EXPLORER:

1. Open Internet Explorer. Ignore any errors that may pop up due to your Internet Browser being configured for another Internet provider
2. Click on the **Tools** menu item and then choose **Internet Options**
3. In Internet Options, click on the **Connections** tab
4. Ensure the option to **Never dial a connection** is selected
5. Click on the **LAN Settings** button
6. Un-tick all the available options and click **OK**
7. Click **OK** again to close Internet Options

### SAFARI: OS X 10.4 (TIGER)

1. Click on the **Safari** menu item and select **Preferences**
2. Click on **Advanced**
3. Beside **Proxies** click on **Change Settings**
4. Select the Network: **Virgin Mobile Broadband** modem and click on **Configure**
5. Click on **Proxies** and select **Web Proxies** from the list
6. Ensure the box **Web Proxy Server** is empty
7. Click on **OK** and then close the **Networks** window.

### SAFARI: OS X 10.5 (LEOPARD)

1. Click on the **Safari** menu item and select **Preferences**
2. Click on **Advanced**
3. Beside **Proxies** click on **Change Settings**
4. Select **Web Proxies** from the list
5. Ensure the box **Web Proxy Server** is empty
6. Click on **OK** and then close the **Networks** window

### MOZILLA FIREFOX 2.X

1. From the **Tools** menu, select **Options**
2. Click the **Advanced** icon
3. In the **Network** tab, click on the **Settings** button
4. Select the **Direct Connection to the Internet** button
5. Click **OK**, and **OK** again to finish

## SETTING UP YOUR E-MAIL

You can access your email via our web mail page at:  
**<http://webmail.virginbroadband.com.au>**

Your Username is your full email address including the “@virginbroadband.com.au” part.

Simply enter your Username and your Email Password to send and receive email. You can access this from any Internet connection on any computer. Alternatively, you may choose to configure your email to be used by one of the following popular mail programs:

### OUTLOOK EXPRESS

1. In Outlook Express, click on the **Tools** menu and select **Accounts**.
2. Click the **Add** button and select **Mail**.
3. Enter the **Display Name** you would like to be displayed to others when you send them an email, then click **Next**.
4. Enter the **E-mail address** you created when you activated your broadband service, then click Next.
5. On the **E-Mail Server Names** screen, enter the following settings and click **Next**:

**Account Type:** POP3  
**Incoming Mail server:** mail.virginbroadband.com.au  
**Outgoing Mail server:** smtp.virginbroadband.com.au

6. In the Internet Mail Logon screen section, enter the following settings and click Next.  
**Account Name:** Your full email address  
(username@virginbroadband.com.au)  
**Password:** The password you created with the email address.
7. Ensure Remember Password is ticked
8. Leave Require logon using Secure Password Authentication (SPA) un-ticked and click Next to continue.
9. Click Finish to complete your mailbox setup.

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail.

### OUTLOOK XP OR OUTLOOK 2003

1. In Outlook XP or 2003, click on the **Tools** menu and select **E-mail Accounts**.
2. Select the **Add** a new e-mail account option and click **Next**.
3. Select **POP3** and click **Next**.
4. Enter your User Information and the following Server Information:

**Your Name:** The name you would like to be displayed to others when you send them an email.  
**Email Address:** Your Virgin Broadband email address.  
**Incoming Mail server:** mail.virginbroadband.com.au  
**Outgoing Mail server:** smtp.virginbroadband.com.au

**User Name:** Your full email address  
(username@virginbroadband.com.au)

**Password:** The password you created with the email address.

5. Ensure **Remember Password** is ticked
6. Leave **Require logon using Secure Password Authentication (SPA)** un-ticked
7. Click **Next** to continue.
8. Click **Finish** to save the settings and then Close to exit the Internet Accounts Screen

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

## OUTLOOK 2007

1. In Outlook 2007, click on the **Tools** menu and select **Accounts Settings**.
2. Select the **E-mail tab** option and click **New**.
3. Ensure **Microsoft Exchange, POP3, IMAP or HTTP** is selected and then click **Next**
4. In the Add New E-mail Account window, select the option to **Manually configure server settings** then click **Next**
5. Ensure **Internet Email** is selected and then click **Next**
6. Enter your User Information and the following Server Information:

**Your Name:** The name you would like to be displayed to others when you send them an email.

**Email Address:** Your Virgin Broadband email address.

**Account Type:** POP3

**Incoming Mail server:** mail.virginbroadband.com.au

**Outgoing Mail server** smtp.virginbroadband.com.au

**User Name:** Your full email address  
(username@virginbroadband.com.au)

**Password:** The password you created with the email address.

7. Ensure **Remember Password** is ticked
8. Leave **Require logon using Secure Password Authentication (SPA)** un-ticked
9. Click **Next** to continue.
10. Click **Finish** to save the settings.
11. Ensure your new email account is selected, click on **Set as Default** then click **Close**

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

## WINDOWS MAIL (VISTA)

1. In Windows Mail, click on the **Tools** menu and select **Accounts**.
2. Click the **Add** button.
3. Select **E-mail Account** and click **Next**.
4. Enter a Display Name and click **Next**.

5. Enter your **Virgin Broadband E-mail address** and click **Next**.
6. Ensure that **POP3** is selected in the Incoming e-mail server type field and enter the following server details:  
**Incoming Mail server:** mail.virginbroadband.com.au  
**Outgoing Mail server** smtp.virginbroadband.com.au
7. Click **Next** to continue
8. Enter **your full email address** in the E-mail username field. Enter your password and click **Next**.
9. Click **Finish**.
10. Click **Close** to save the settings and access your email

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

#### APPLE MAIL OS X 10.4 (TIGER)

1. In Apple Mail client, select **Add Account** from the **File** menu and then click **Continue** on the next screen.
2. On the **New Account** page, enter the following information:  
**Account Type:** POP  
**Account Description:** Virgin Broadband  
**Full Name:** The name you would like to be displayed to others when you send them an email.  
**Email Address:** Your Virgin Broadband email address.
3. Then click **Continue**.
4. Enter the following in the Incoming Mail Server screen:  
**Incoming Mail server:** mail.virginbroadband.com.au  
**User Name:** Your full email address  
(username@virginbroadband.com.au)  
**Password:** The password you created with the email address.
5. Then click **Continue**.
6. Leave the default settings and click **Continue**.
7. Enter the following Outgoing Mail Server:  
**Outgoing Mail server:** smtp.virginbroadband.com.au
8. Then click **Continue**
9. Leave the default settings and click **Continue**.
10. Confirm that the settings are correct and click **Continue**.
11. Click **Done**.

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

#### APPLE MAIL OS X 10.5 (LEOPARD)

1. Open Apple Mail and select **Add Account** from the **File** menu.

2. Enter the following **Account information**:

- Full Name:** The name you would like to be displayed to others when you send them an email.
- Email Address:** Your Virgin Broadband email address.
- Password:** The password you created with the email address.

3. Click the **Continue** button.

4. Enter the following Incoming Mail Server information:

- Account Type:** POP
- Description:** Virgin Broadband
- Incoming Mail server:** mail.virginbroadband.com.au
- User Name:** Your full email address  
(username@virginbroadband.com.au)
- Password:** The password you created with the email address.

5. Click the Continue button.

6. Ensure the **Use Secure Sockets Layer (SSL)** option is **un-ticked** and click the **Continue** button.

7. Enter the following Outgoing Mail Server information:

- Description:** Virgin Broadband
- Outgoing Mail server:** smtp.virginbroadband.com.au

8. Ensure the **Use Authentication** option is **un-ticked** and click the **Continue** button.

9. Ensure the **Use Secure Sockets Layer (SSL)** option is **un-ticked** and click the **Continue** button.

10. Confirm that the settings are correct and click the **Create** button

You have now completed setting up your mailbox and are ready to start sending and receiving e-mail!

## USING THE VIRGIN BROADBAND SERVICES

### CHECKING YOUR DATA USAGE

To check your usage, go to <http://mybroadbandusage.virginbroadband.com.au> and log in using your full Virgin Broadband email address and email password.

### USING WEBMAIL

To use the Virgin Broadband Webmail service, go to <http://webmail.virginbroadband.com.au> and log in using your full Virgin Broadband email address and email password.

### CHECKING YOUR ACCOUNT DETAILS

To check your account details, go to <http://www.virginbroadband.com.au/> and log in using your Virgin Broadband Service Number and your 6 digit Account Security PIN which you set when you opened your account.

# TROUBLESHOOTING

| SYMPTOM   | POSSIBLE CAUSE  | POSSIBLE SOLUTION   |
|---|---|---|
| No Active LED on USB Modem  | USB Modem is not connected to a working USB port.   | Check if the USB Modem is firmly plugged into the USB Port or check the connection of the USB extension cable if you are using one. Perhaps try the double ended USB cable or another USB port.       |
| LED does not Start blinking (USB Modem does not attach to GPRS or UMTS) | No SIM inserted   | Disconnect the USB Modem. Insert the SIM and reconnect the USB Modem to a USB port.   |
|   | Insufficient signal   | Try moving the USB Modem to a different location (e.g. Near a window). The extension cable may be helpful in this situation. Refer to the signal strength meter in the software.                      |
|   | Drivers are not properly installed (USB Modem will show a yellow exclamation mark in Device Manager - Microsoft Windows only) | Try removing ALL USB devices connected to your computer, close all software applications and restart your computer.   |
| LED does Blink, but does not connect                                    | The APN (Access Point Name) is incorrect  | Ensure that the APN is set to 'VirginBroadband'.  |
|   | You are attempting to use the service outside of Australia.   | This is not currently supported.  |
|   | No reception or weak reception where you are situated.  | In the Virgin Broadband Wireless Software, confirm that 'UMTS Preferred' is selected under Profile Management. Additionally, check the signal strength meter to ensure sufficient network coverage.   |
| The Virgin Broadband software doesn't detect the USB Modem              | Faulty Driver Installation  | Remove all previously installed instances of the software. Then connect the USB modem to re-install the software.   |
|   | Conflicting with other programs   | Disable or Remove any other communication based program that may conflict with the USB Modem (at your own discretion)   |
| Slow Speeds   | No or Weak UMTS/HSPDA network where you are situated  | In the Virgin Broadband Connection Software, confirm that 'UMTS Preferred' is selected under Profile Management. Additionally, check the signal strength meter to ensure sufficient network coverage. |

If you are unsure, just ask us how on 1300 555 100.

# VIRGIN BROADBAND USB MODEM INFORMATION

## SIM CARD INFORMATION

- To help protect against damage from electronic discharge (e.g. static electricity) please do not touch the SIM card connectors. As a precaution, always make sure that your USB Modem is already in your hand before inserting or removing the SIM card.
- Removing the SIM card may cause damage and should be avoided.
- Only the SIM card provided by Virgin Broadband will work in your USB Modem.
- If you remove the SIM and try to use your USB Modem it will not be able to find the network. If you do this, unplug the USB Modem, replace the SIM and plug your Modem in again.
- If the SIM is not properly inserted, you will see the following error message. "Remove and re-insert the SIM and try again."

## DETAILED TECHNICAL SPECIFICATIONS

|                        |   |
|------------------------|---|
| Technical standard     | 3GPP R5   |
| USB interface standard | USB2.0 full speed standard  |
| Radio system           | GSM/GPRS/EDGE: 900 MHz/1800 MHz/1900 MHz<br>HSDPA /WCDMA: 2100 MHz                    |
| Radio power output     | HSDPA/WCDMA 2100 MHz: Power Class 3,<br>+24 dBm+1/-3                                  |
| Dimensions (D % W % H) | 89.37 mm % 42.61 mm % 14.50 mm  |
| Weight                 | Approximately 50 g  |
| Power supply method    | One or two USB interfaces (depending on the specifications of the connected computer) |
| Operating temperature  | -10 to +55  |
| Storage temperature    | -40 to +70  |

## SAFETY INFORMATION

Read the safety information carefully to ensure the correct and safe use of your wireless device.

### INTERFERENCE

Do not use your wireless device under circumstances where use of such devices are explicitly or where its use may cause danger or interference with electric devices.

### MEDICAL DEVICES

- Use your wireless device taking care to follow the rules and regulations set forth by hospitals and health care facilities where applicable.
- Some wireless devices may affect the performance of hearing aids. For any such problems, consult your hearing aid service provider.
- If you are using an electronic medical device, consult your doctor or device manufacturer to confirm whether the radio waves emitted by the modem may affect the operation of this medical device.

## **INFLAMMABLES AND EXPLOSIVES**

To prevent explosions and fires, do not use your wireless device in areas where inflammable and explosive devices may be stored. These areas include but are not limited to the following:

- Petrol stations
- Fuel depots (such as the bunk below the deck of a ship)
- Containers/Vehicles for storing or transporting fuels or chemical products
- Areas where the air contains chemical substances and particles (such as granule, dust, or metal powder)
- Areas indicated with the "Explosives" sign
- Areas indicated with the "Power off bi-direction wireless equipment" sign
- Areas where you are generally advised to stop the engine of a vehicle.

## **MOTOR VEHICLES AND AIRCRAFT**

- Observe local laws and regulations while using the wireless device. To prevent accidents, do not use your wireless device whilst driving.
- Radio signals may affect electronic systems used in motor vehicles. For more information, consult the vehicle manufacturer.
- In a motor vehicle, do not place the wireless device over the air bag or in the air bag deployment area. In the event of deployment of the air bag, the wireless device may cause injury due to the extreme forces at play.
- Observe the rules and regulations of airline companies. When boarding and aircraft, switch off your wireless device. Radio signals emitted by the wireless device may interfere with the aircraft's electrical systems.

## **CHILD SAFETY**

Do not allow children to use the wireless device without guidance. Small and sharp components of the wireless device may cause danger to children or cause suffocation if swallowed.

## **ENVIRONMENT**

Observe the local regulations regarding the disposal of packaging materials, used wireless devices and accessories. Promote recycling where possible.

## **WEEE APPROVAL**

This wireless device is in compliance with the essential requirements and other relevant provisions of the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE Directive).

## **ROHS APPROVAL**

This wireless device is in compliance with the restrictions on the use of certain hazardous substances in electrical and electronic equipment Directive 2002/95/EC (RoHS Directive).

## **LAWS AND REGULATIONS**

Observe laws and regulations when using your wireless device. Respect the privacy and legal rights of others.

## **CARE AND MAINTENANCE**

It is normal for your wireless device to get hot during operation. Before you clean or maintain the wireless device, stop all applications and disconnect the wireless device from your computer.

- Use your wireless device and accessories with care and in a clean environment. Keep the wireless device away from fires, lit cigarettes and other direct flame sources.
- Protect your wireless device and accessories from water and vapour and keep them dry.
- Do not drop, throw or bend your wireless device.
- Clean your wireless device with a piece of damp, soft, anti-static cloth. Do not use any chemical agents (such as alcohol and benzene), chemical detergent, or powder when cleaning.
- Do not leave your wireless device and accessories in a place with a considerably low or high temperature.
- Only use accessories approved by the manufacturer. Contact an authorised service centre to address any abnormalities with the wireless device or accessories.
- Do not dismantle the wireless device or accessories. This will void the warranty.

## **EMERGENCIES**

This wireless device functions through receiving and transmitting radio signals. Therefore, the connection cannot be guaranteed in all conditions. In an emergency, you should not rely solely on the wireless device for essential communications.

## **SPECIFIC ABSORPTION RATE (SAR)**

Your wireless device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for wireless devices is 2.0 W/kg and the highest SAR value for this device when tested complied with this limit.

## **BODY WORN OPERATION**

Important safety information regarding radiofrequency radiation (RF) exposure: To ensure compliance with RF exposure guidelines, this device must be used with a minimum of 1.5 cm separation from the body.

Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

## **REGULATORY INFORMATION**

The following approvals and notices apply in specific regions as noted.

### **CE APPROVAL (EUROPEAN UNION)**

The wireless device is approved to be used in the member states of the EU. The wireless device is in compliance with the essential requirements and other relevant provisions of the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC (R&TTE Directive).

Federal Communications Commission Notice (United States): Before a wireless device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure.

The SAR limit adopted by the USA and Canada is 1.6 watts/kilogram (W/kg) averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type was compliant with this limit.

### **FCC STATEMENT**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

\* This device should be installed and operated with a minimum distance of 20 cm between the radiator (USB modem) and your body when using it via USB cable.

## IMPORTANT NOTES

Email Address: \_\_\_\_\_ @virginbroadband.com.au

Email Password: \_\_\_\_\_

Service Number: \_\_\_\_\_

PIN Number: \_\_\_\_\_

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