



**Mobile Broadband USB Stick 120**

**Mobile Broadband USB Stick 620**

**User Manual**

**Life's for Sharing**

..... **T** .. **Mobile** ..

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# 1 Introduction

## 1.1 Introduction

Thank you for choosing your T-Mobile Mobile Broadband USB Stick. Please read this manual carefully and keep it for further use. The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical to your modem. We operate a policy of continuous development. We reserve the right to update the technical specifications in this document at any time without prior notice.

The T-Mobile Mobile Broadband USB Stick is a small and compact USB stick, giving you quick and easy access to the Internet. You can use it to store your files and photos by adding your own microSD card. The computer will display the microSD card as a removable disk.

## 1.2 LED status

| Colour | State     | Description  |
|--------|-----------|--|
| Red    | Always on | Modem not ready or error                               |
| Green  | Always on | Registered to 2G network                               |
| Green  | Blinking  | Active connection via 2G network or roaming 2G network |
| Blue   | Always on | Registered to 3G network                               |
| Blue   | Blinking  | Active connection via 3G network or roaming 3G network |

## 1.3 System requirements

Windows 2000 with Service Pack 4, Windows XP with Service Pack 2 or 3, Windows Vista (32-bit or 64-bit editions) with Service Pack 1 or 2, Windows 7 (32-bit or 64-bit editions).

Configuration (recommended):

500 MHz or faster 32-bit (x86) or 64-bit (x64) processor

At least 30 MB free hard disk space

At least 128 MB RAM

Mac OS X Version 10.4 (Tiger), 10.5 (Leopard), 10.6 (Snow Leopard)

Configuration (recommended):

500 MHz or faster Power PC or Intel processor

At least 30 MB free hard disk space

At least 128 MB RAM

**Note:** The performance of the USB Stick may be affected if the computer does not meet or is below the recommended requirements.

## 1.4 Warning notice

### Safety

- Some electronic equipment can be susceptible to electromagnetic interference sent by the modem if inadequately shielded, such as vehicle electronic systems. Please consult the manufacturer of the equipment before using the modem if necessary.
- Using laptops, desktop PCs and modems may interfere with medical devices such as hearing aids and pacemakers. Please always keep the modem more than 20 centimeters away from such medical devices when they are turned on. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem.
- Be aware of the usage limitation when using a modem at places such as petroleum storage facilities or chemical factories where explosive gases or explosive products are being processed. Turn off your modem if required. Do not touch the inner antenna area as this will affect your modem's performance.
- Store the modem out of the reach of young children. The modem may cause injury if used as a toy.

### Modem

- Please use original accessories or accessories that are authorised. Using any unauthorised accessories may affect your modem's performance and violate national regulations for telecom terminals.
- Avoid using the modem near metallic structures or metallic devices that can emit electromagnetic waves as this may adversely affect your modem's signal reception.
- The modem is non-waterproof, please keep it dry and store away from direct sunlight.
- Do not use the modem immediately after a sudden temperature change. In such cases condensation may develop on the inside and outside of the modem, so do not use it until it is dry.
- Handle the USB modem with care. Do not drop, bend, knock or handle roughly to avoid damage to the unit.
- Do not dismantle the modem in any circumstance. Only the appointed professional or qualified maintainer is authorised to undertake warranty repair work.

### In flight

- Please power off the modem before your flight takes off. In order to protect the aero plane's communication system from interference, it is prohibited to use the modem when in flight. To use the modem before take off, please get the aircrew's permission based on their safety regulations.

# 2 Installation

## 2.1 Windows®

Plug your USB stick into a USB port on your computer. The system will automatically detect and recognise the stick and display the new hardware icon in the desktop taskbar, indicating that the stick has been connected properly.

After a few seconds, the installation should start automatically. If the laptop or desktop PC doesn't support automatic installation, start the installation program by running setup.exe from the ZTEMODEM CD-ROM drive.

Follow the system prompts to complete the software installation.

1. Click on the drop-down button to choose the setup language and click the OK button.
2. Read the installation advice and click the OK button.
3. Click the Next button to continue.
4. Read the agreement carefully. If you agree, choose "I accept the terms of the license agreement" and click the Next button.
5. To install the software in the default installation folder click the Next button. You can select a different location by clicking the "Change" button.
6. Wait until the setup procedure is complete then click the Finish button.

Note: If you have problems with installation after following the steps above, please contact T-Mobile.

In "Start > Programs" there will be a "T-Mobile Internet Manager" program group, which includes "T-Mobile Internet Manager" and "Uninstall".

There will be a new shortcut icon  on the desktop. Double-click the shortcut icon  to start T-Mobile Internet Manager.



## 2.2 Mac®

Plug your USB stick into a USB port on your computer. The system will automatically detect and recognise the stick and display a ZTEMODEM CD-ROM icon on the desktop, indicating that the stick has been connected properly.

1. Double-click the "T-Mobile Internet Manager" in ZTEMODEM.
2. Click the Continue button.
3. Read the software license agreement carefully. If you agree, click Continue then Agree.
4. To install the software in the default installation folder click the Install button. You can select a different location by clicking the "Change Install Location..." button.
5. Enter the user name and password to be authenticated and click the OK button.
6. Wait until the setup procedure is complete then click the Close button.

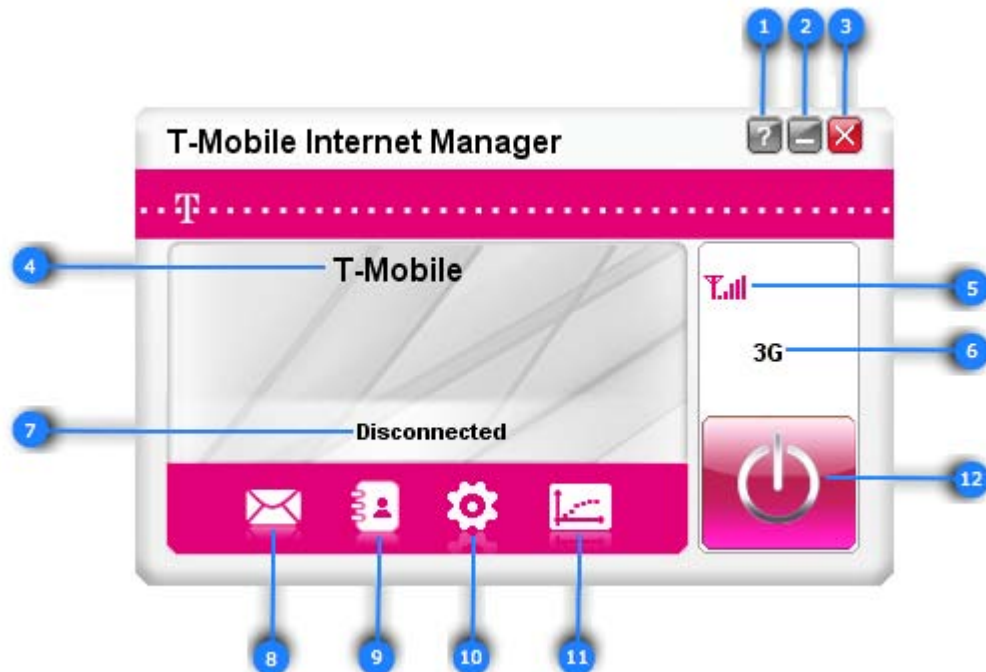
**Note:** If you have problems with installation after following the steps above, please contact T-Mobile.



In Applications there will be a “T-Mobile Internet Manager” folder, which includes “T-Mobile Internet Manager” and “Uninstall”.

There will be a shortcut icon  in the Dock. Double-click the shortcut icon  to start T-Mobile Internet Manager.

# 3 T-Mobile Internet Manager

## 3.1 Interface overview



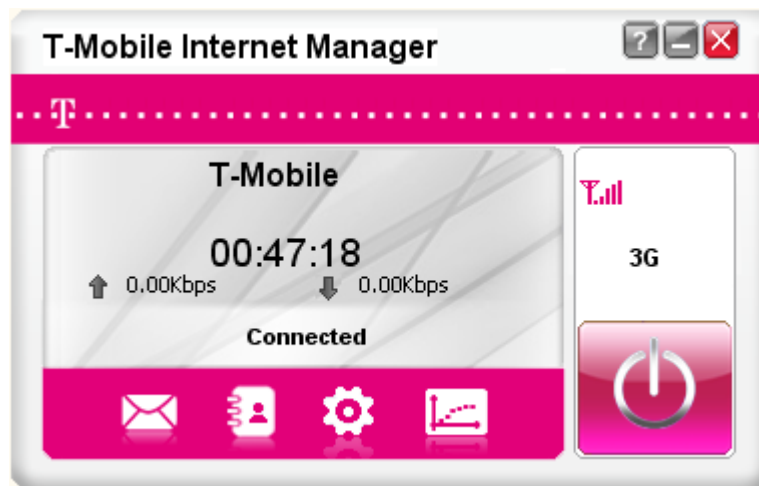
1. Find more information about T-Mobile Internet Manager.
2. Minimize to an  icon (not connected) or  icon (connected) on the taskbar or Dock. If you right-click on the tray icon (which is only available in Windows®), you can select "Log" to view the log file, "Help" to view this guide or "Exit" to close the Internet Manager. Click the icon to restore it to its previous size.
3. Close the T-Mobile Internet Manager.
4. Displays the operator name. When connected, the connection duration and sent/received data volumes will be displayed below the name.
5. Indicates the network signal strength. This ranges from 0 to 6 bars (strongest). If you are roaming, R will be displayed.
6. Indicates the current network type, i.e. GPRS, 3G or HSPA.
7. USB Stick condition and connection status.
8. SMS. Send and view text messages.
9. Contacts. Save and view contact information.
10. Settings. View and change settings.
11. Statistics. Displays connection and usage history.
12. Connect or Disconnect.

## 3.2 Connecting to the Internet

You can browse web pages after you have connected to the Internet. You can also send and receive text messages when surfing the Internet.


Click the “Connect” button to connect to the Internet. While the status is shown as connecting, you can click the button again to cancel the connection.

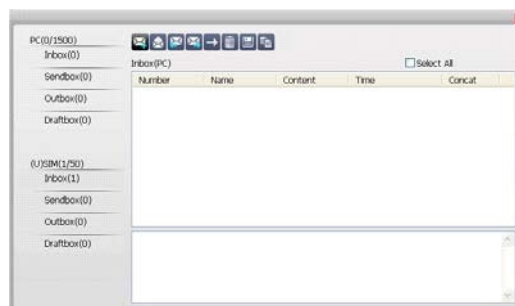
When connected, the information area will show the amount of data and elapsed time of the session.



When connected, the “Connect”, button becomes the “Disconnect” button. Click the “Disconnect” button to stop the connection.

## 3.3 SMS

Click the SMS icon  to access to the SMS interface. It will show the number of messages in the Inbox, Sent, Outbox and Drafts on the PC and SIM card.



The user can click Inbox, Sent, Outbox and Drafts to enter the relevant folder.

**Inbox:** Stores the received messages.

**Sent:** Stores the successfully sent messages.

**Outbox:** Stores messages that have not been sent.




**Drafts:** Stores the draft messages which haven't been sent. The drafts can only be saved on the PC, not the SIM.

### 3.3.1 Viewing SMS

Click the PC or SIM "Inbox" button on the main interface, and click a message to view it. You can use the menu buttons for replying, forwarding, saving numbers, moving, deleting and so on.

When receiving a new message, the system will display a pop-up prompt message. Click "OK" to enter the SMS interface.

### 3.3.2 Creating a new message

1. Click the  button to create a new message.
2. Enter the recipient's number and the message.

The recipient's number can be input directly or by clicking "To" to select from the contacts.

The message can be sent to multiple recipients. Please use ";" to separate recipients.

A single message can contain 160 individual English characters (including symbols). The total number of characters and the number of sending messages will be shown on the interface.





3. Click "Send", and the prompt screen will appear on the interface. Select "OK", and then the SMS will be sent. If it is sent successfully, the SMS will be automatically stored in Sent. If the transmission fails, it will automatically be stored in the Outbox. When surfing the Internet, you can send text messages at the same time.






### 3.3.3 Deleting messages

1. Select one or more messages.
2. Click the  button.

### 3.3.4 SMS Interface

The following functions are available:

-  Create new message.
-  Edit the selected message. This is only available in the Outbox and Drafts.
-  Read the message(s). It should contain phone number/name, message(s) and date and time.
-  Reply to the sender. This is only available in the Inbox.


-  Forward the message to other recipient(s). This is only available in the Inbox.
-  Change the location where the selected message(s) are stored. You can move messages from the SIM to the PC and vice versa. This is only available in the Inbox.
-  Delete the selected message(s).
-  Save the message sender's number as a PC or SIM contact.
-  Copy the selected short message(s) to the PC/SIM card. You can copy messages from the SIM to the PC and vice versa. This is only available in the Inbox.

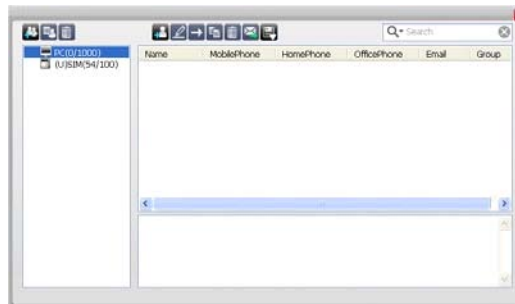
If you want to select more than one message, follow these steps:

- To select adjacent messages, click the first message, hold down the SHIFT key and then click the last message.
- To select nonadjacent messages, click the first message, hold down CTRL and click additional messages.
- To select all the messages click "Select All".

If a new message is received when the SIM card is full, the system will indicate that the SIM Inbox is full and save the message to the PC Inbox.


## 3.4 Contacts

Click the Contacts icon  to access the contacts. Contacts can be saved on the PC or SIM card. Each record includes contact name, mobile phone number, home phone number, office phone number, email and the group to which it belongs.




Contacts stored on the SIM card may only contain name and mobile phone number due to limitations of the SIM card.


### 3.4.1 Creating a new contact

1. Click the  button to add a new contact.
2. Select where you want to save your contact, either PC or SIM.
3. Enter the name, phone number(s), email address and group then click "OK" to save the contact.



### 3.4.2 Modifying a contact

1. Select a contact.
2. Click the  button.
3. Click “OK” to save the changes.

### 3.4.3 Deleting contacts








1. Select one or more contacts.
2. Click the  button.

### 3.4.4 Searching for a contact

1. Enter the search term in the box to right of the  button.
2. Click the  button to select “By name” or “By number”.
3. Press the Enter key to search.
4. The search results will be displayed in the contacts window.

### 3.4.5 Contacts Interface

The following functions are available:

-  Create a new contact.
-  Edit the contact.
-  Move the selected contact(s) from the SIM to the PC and vice versa.
-  Copy the selected contact(s) from the SIM to the PC and vice versa.
-  Delete the selected contact(s).
-  Send message to the selected contact(s).
-  Import and export contact(s) to/from your computer. It includes: Save as, Import, Export, Import from Outlook and Export to Outlook (which is only available in Windows®).

If you want to select more than one contact, follow these steps:

- To select adjacent contacts, click the first contact, hold down the SHIFT key and then click the last contact.
- To select nonadjacent contacts, click the first contact, hold down CTRL and click additional contacts.
- To select all the contacts click “Select All”.



You can configure T-Mobile Internet Manager to close automatically when the stick is unplugged in by selecting “Start automatically when the device is unplugged”.

You can configure T-Mobile Internet Manager to automatically connect to the Internet when it is started. It includes: Allow while roaming, Reconnect after network failure and Reconnect after sleep, standby or hibernation.

You can configure T-Mobile Internet Manager to open your web browser automatically when you connect to the Internet by selecting “Open web browser automatically when connected.”

You can configure it to select the APN automatically.

You can configure T-Mobile Internet Manager to show a warning message every time you connect while you are roaming by selecting “Show roaming warning”.

### 3.5.3 Network

#### Network Selection

**Automatic:** The system selects the network automatically.

**Manual:** The network is selected by the user.

When “Manual” is selected, click the “Apply” button to search for networks (operators). After a short wait, a list will be displayed that shows available networks. Select the network and press “Apply”.

#### Mode Preference

**Automatic:** The system selects the network type automatically.

**3G Only:** The system will only select the 3G network when network selection is automatic.

**2G Only:** The system will only select the 2G network when network selection is automatic.

### 3.5.4 SMS settings

**Message Centre:** Set the corresponding message centre number of the network supplier. The correct message centre number is required for successful use of SMS. Please enter the country code before the number (e.g. +44).

**Validity Period:** Set the time limit for saving messages on the network side. This function needs network support. The default setting is the longest period permitted by the network.

**Location of Saving New SMS:** Select “PC” to save on your PC or “SIM” to save on the SIM card.

**Delivery Report:** When “Turn On” is selected, the network will inform you of the delivery status for the sent messages. When “Turn Off” item is selected, the network will not inform you of the delivery status for sent messages.

### 3.5.5 Security

When “PIN Enable” is selected and “Apply” is clicked, you will be prompted to enter the current PIN code. You can click “Change PIN” to modify the PIN code.

Export or import the configuration files

Click the “Export” button to export the configuration files to your specified folder. Click the “Import” button to import the configuration files from your specified folder.

### 3.5.6 Sounds

You can configure a sound to play when you connect (Connect Alert), disconnect (Disconnect Alert) and receive text messages (Incoming SMS Alert). You can choose the default sound or use your own sounds. The supported audio file formats are MP3, WAV and MIDI. Click the “Listen” button to listen to the corresponding alert. If you select “Mute”, you will not hear the corresponding alert.

### 3.5.7 Language

Select the language for T-Mobile Internet Manager.

### 3.5.8 Update

If “Check automatically every two weeks” is selected, the software will automatically check for updates. If you click the “Check for updates” button when connected to the Internet, the system will automatically search for any updates. If a new version is found, the system will pop up the information for the new version. Click the “Next” button to continue and follow the on-screen instructions.

### 3.5.9 Diagnostics

View information about the software, firmware and hardware versions.

### 3.5.10 Mobile Broadband Accelerator (Windows® only)

This allows you to change the image quality you receive whilst browsing. This can help you to reduce your data volume and improve your browsing experience. It may also help if you have a problem staying within your Fair Use Policy.

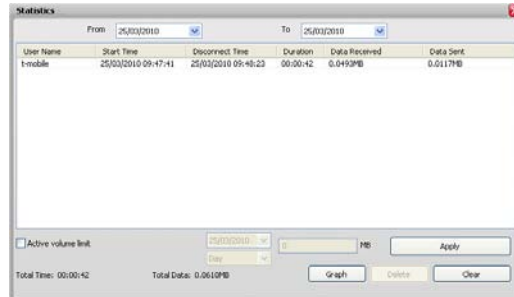
The higher the optimisation setting, the lower the image quality and faster the browsing experience.

- If you wish to receive original image, move the slider to the lowest optimisation setting (Low).
- If you are browsing and wish to have a faster browsing experience, move the slider to High.

The change in the visual quality of the images can be seen in the sample image window.

## 3.6 Statistics

Click the “Statistics” icon  to view your connection history.



**Note:** Data usage is only approximate.

Select the start time (in “From”) and end time (in “To”) to view records for a specific period. You can delete a record by selecting it and pressing the “Delete” button. You can clear all the records by pressing the “Clear” button.

When the “Active volume limit” item is selected, you can configure a daily, weekly or monthly limit. This may help you keep track of approximately how much data you have used so that you can monitor usage against the fair use policy.

Click the “Graph” button to view the upload speed and download speed in real time.

## 4 FAQs

The FAQs below contain solutions to common problems. If they do not help resolve the problem, please contact T-Mobile.

### **How do I uninstall or remove T-Mobile Internet Manager?**

#### Windows

Click Start > Programs > T-Mobile Internet Manager > Uninstall and follow the on-screen instructions.

#### Mac

Click Finder and select Applications then the T-Mobile Internet Manager folder. Double-click “Uninstall T-Mobile Internet Manager” and follow the on-screen instructions.

### **The installation won't start automatically.**

The system configuration is having difficulty with the auto-run software. The device will appear as a virtual CD-ROM on the computer. Explore the ZTEMODEM virtual CD-ROM Click and double-click setup.exe in the Data folder. If you have previous version of the program installed, please uninstall it first.

### **Why doesn't T-Mobile Internet Manager start automatically after the USB stick is plugged in?**

The system configuration is incorrect. Please open T-Mobile Internet Manager manually. You can find the icon on the desktop.

### **After restarting the computer, no signal is indicated.**

You are in a place where there is no GSM/GPRS/3G/HSPA network coverage. Such places include underground parking garages, tunnels and some remote rural areas. Change location and find a place with a good signal.

The USB stick is not properly connected. Pull the USB stick out and reinsert it.

The SIM card isn't inserted properly. Remove and reinsert the SIM card correctly.

The USB stick is positioned in such a way that it adversely affects the signal reception. Adjust the angle/position of the USB stick or its proximity to other electronic devices.

### **Why can I not send text messages?**

The network is busy or you are in an area with no signal. Try later or move to an area with a good signal.

The SMS centre number is incorrect. Your SIM card is preconfigured so it is unlikely that it will need changing. However if it is missing or incorrect, it should be corrected to +447958879879.

### **The computer cannot find the USB stick during installation.**

The installation programs of the USB stick device have not been installed properly. Run the installation program first then connect the USB stick. Now install the drivers as normal in Windows.



The USB stick is not connected properly. Restart the computer, or reconnect the device.

The SIM card is not inserted properly. Reinsert the SIM card correctly.

**Why does the connection fail?**

You are in a place where there is no GSM/GPRS/3G/HSPA network coverage. Move to an area with a good signal.

The network is busy. Try later.

The T-Mobile network or roaming network may be experiencing a temporary local outage. Try later.

The network mode has been selected manually, but is not available in your current location. Set the network mode to Automatic.

**I am connected to the Internet, but cannot open any web page.**

This could be because the web browser (Internet Explorer, Firefox, Chrome etc) is causing problems. Upgrade to the latest version or reinstall the web browser.

Your operating system is possibly infected by a virus. Worm blaster for example can affect upload and download data flow, resulting in an inability to access a website. Use professional antivirus software to detect and remove viruses.

You have connected to an APN which cannot connect to the Internet. This happens when you are changing any preset operator value in the settings section. Check the entry and enter the correct APN from your operator.

**Why can I not connect to the Internet while travelling?**

Most customers will already be set up for roaming but you may have to contact T-Mobile to enable roaming.

The APN setting is incorrect. Check the APN configuration in the connection settings.

## 5 Contact us

For technical help including more FAQs, troubleshooting and downloads go to:

[www.t-mobile.co.uk/broadbandhelp](http://www.t-mobile.co.uk/broadbandhelp)

If you can't find what you're looking for on the website, then call us on 0845 412 2993 (charged at local rate).

If you have a more general enquiry then please call 0845 412 5000 (charged at local rate).

T-Mobile Customer Services is open from 7 am to 10 pm Mon-Fri and 8 am to 8 pm Sat and Sun.

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Life's for Sharing

