

Quick Start Guide Vodafone Mobile Broadband USB Stick



Welcome to the world of mobile communications

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Welcome

Your new **Vodafone Mobile Broadband USB Stick** lets you connect your computer to the internet over the Vodacom high-speed mobile phone network.

Browse the web

You can now access the **web** and any other internet service wherever there's a mobile phone network.

Pick up emails

Keep up to date with your **emails**, wherever you are. You can also access your personal email accounts – even web-based accounts like Hotmail.

Send and receive SMS text messages

You can send and receive **SMS text messages** straight from your computer. The SMS application provides an easy way to view messages, write new ones, and manage contact details.

System Requirements

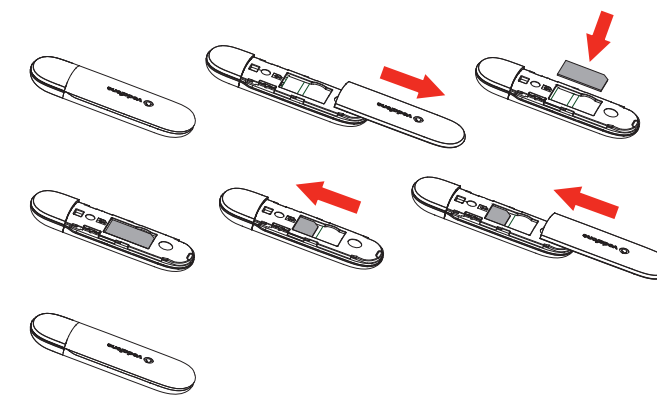
To use this USB Stick and the Vodafone Mobile Broadband application, you need:

- A computer running Microsoft® Windows® 7, Windows Vista™ (SP1 recommended), or Windows® XP SP3, or an Apple Mac running Mac OS® X 10.4.11 (Intel®) or 10.5.8, or above. 10.6.2 or above recommended - 10.4.11 not supported on PowerPC.
- At least 100 MB free disk space and 256 MB RAM memory
- A USB socket
- Administrator rights on your computer.

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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

Set up your USB Stick

- Insert your SIM as shown.



- Plug the USB Stick firmly into your computer's USB port.

Start the application



On Microsoft Windows computers

The first time you plug your USB Stick into your computer, it should be set up automatically. If for some reason setup does not start, right-click on the VMB Lite 10.x.x.x drive in 'My Computer', (Start menu>Computer on Vista), select 'Explore' and double-click the file called **setup_vmb_lite.exe** on the USB Stick. Follow the on-screen instructions.

Setting up your USB Stick may take a few minutes, but once setup is complete, the Vodafone Mobile Broadband Lite application should start automatically. If for some reason it does not start, select **Vodafone Mobile Broadband** from the Windows Start menu.

The first time you run the application, your USB Stick will usually be set as the current device. If it is not, open the 'Devices' view, and select your USB Stick there.

On Mac OS X computers

The first time you plug in your USB Stick, it will show up on your desktop as a Vodafone Mobile Broadband disk. Drag the Vodafone Mobile Broadband icon from the disk window into the Applications folder on your hard disk.

Double-click the Vodafone Mobile Broadband icon in your Applications folder to start the application. The application will start, identify your device, create the correct mobile connection settings and select a mobile network. Once the application is ready to connect, the Connect button will be enabled.

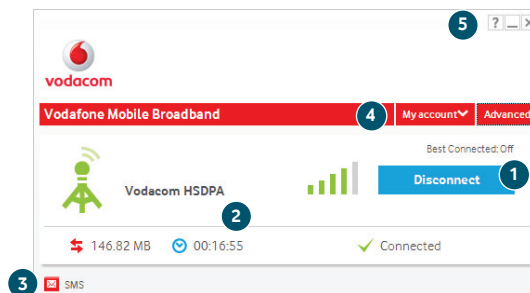
For further details, select Vodafone Mobile Broadband Help in the Help menu.

Connect – Standard window



As a rule, anywhere you can make a call on your mobile phone, you should be able to open a mobile connection.

- 1 **Connect/Disconnect**
Connect to the internet via the mobile phone network or Wi-Fi, to browse the web or use email
- 2 **Status**
Check the status of the current connection
- 3 **Start SMS application**
Send, receive and manage SMS messages and contacts
- 4 **Advanced**
Switch to Advanced to show more detail
- 5 **Help**
View Help topics

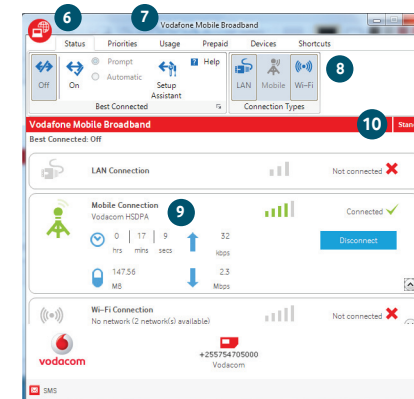


Settings – Advanced window



The connection type icons are animated whenever a connection is open.

- 6 **Application menu**
View Options, Support and Updates, or exit the application
- 7 **Views**
Check the status of all connections, prioritise connections, check your usage, and manage devices or shortcuts
- 8 **Ribbon**
Customise settings for the items in each view
- 9 **Connections**
View the status of all connection types
- 10 **Standard**
Switch to Standard to show just the current connection



SMS Text Messaging

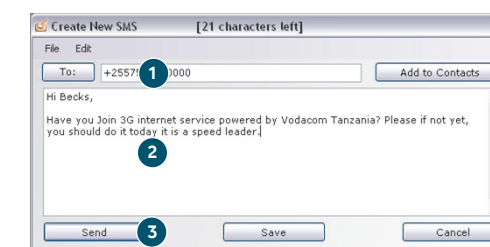


Click **SMS** on the Shortcuts bar at the bottom of the Vodafone Mobile Broadband Lite application to open the SMS application.

To send an SMS

Click **New** at the left-hand end of the SMS toolbar to create a new SMS text message.

- 1 **Address**
Enter the recipients here, or choose them from Contacts
- 2 **Message**
Write your message here
- 3 **Send**
Click on the **Send** button to send your message.



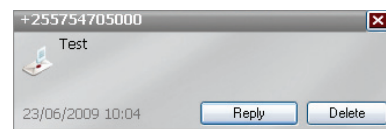
The number displayed to the person who receives your message will be from your data SIM, not your mobile phone. Use a short 'signature' to make sure people know you sent them a message: Settings/Messages/Signature.

After your SMS has been sent, it will be stored in the **Sent** list.

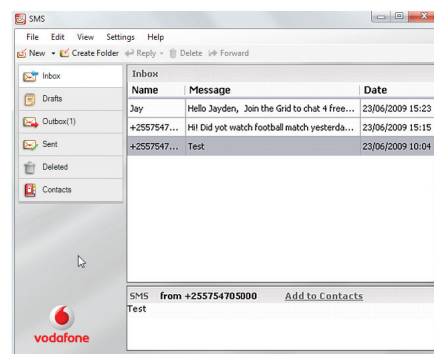


Receiving SMS

When you receive a new message, an **SMS Notification** is shown briefly so you can respond to it directly.



The received message can also be read from the **Inbox** in the main SMS window.



The SMS application will receive text messages whenever you have mobile network coverage.

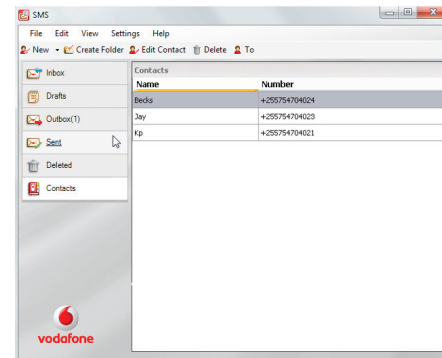
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SMS Contacts

Click **Contacts** on the SMS navigation bar to open the Contacts list, in which you can save SMS numbers that you use frequently as contacts with names.



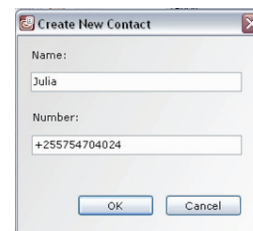
On Mac OS X, contacts are saved in the OS X Address Book application.



New SMS Contact

Clicking the **New** button on the SMS toolbar opens a new contact window.

Enter the name and number of your contact using the international format for the number, eg. +255754705000.



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USB Stick LED lights

The LED light on your USB Stick shows which kind of mobile network has been found, and whether the USB Stick is connected to that network.

- Green blinking**
A GPRS network has been found – you could connect
- Green solid**
Connected via GPRS
- Blue blinking**
A 3G network has been found – you could connect
- Blue solid**
Connected via 3G
- Light blue blinking**
A 3G Broadband network has been found – you could connect
- Light blue solid**
Connected via 3G Broadband.

Signal strength



The strength of the mobile or Wi-Fi network signal is shown by the symbol to the left of the Connect button, and by the icon in the Windows Notification area.

The more bars that are filled in, the better the signal quality. At least one bar must be filled in order to connect.



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Hints and tips

If you don't see your USB Stick in the list of devices

- Remove the USB Stick
- Re-start your computer
- Re-insert the USB Stick.

If no network can be found

- Change your physical location: in a building, move closer to a window, move higher up, or go outside
- (Windows) Open the Advanced window, open the 'Priorities' view, click 'Mobile' in the 'Select Network' group on the Ribbon, and see if you can connect to one of the networks listed
- (Mac) Select 'Connections', open 'Mobile Connections', click 'Select Networks' and see if you can connect to one of the networks listed
- Contact Support, and check that data services and roaming are enabled on your account.

If no connection can be opened

- Wait a few minutes and try to connect again. This is most often a temporary problem, especially if an 'Error 631' or 'Error 619' is referenced. If the problem persists, please call Support.
- Exit the application completely (Mac - quit), and then re-start it
- Re-start your computer
- (Windows) Open the Advanced window, open the 'Devices' view, select your device, click the 'Bearer' button in the 'Hardware' group on the Ribbon, and select a different bearer, eg. '3G Only'
- (Mac) Click 'Devices', select your device, and then select a different bearer in the drop-down menu, eg. '3G Only'
- If you are using a VPN (Virtual Private Network), contact the administrator of your VPN.

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If you have problems when roaming

- Check if you can manually select a network, as described in 'If no network can be found' above, especially if the name of the current network in the Mobile Connections module is not Vodafone or a Partner
- Contact Support, and check roaming is enabled for your account.

If the connection keeps switching between GPRS and 3G

- Select a different bearer, eg. '3G Only', as described under 'If no connection can be opened' on the preceding page
- Switch back to your normal preference when you move locations.
- (Windows) If the software does not install, or the install progress bar keeps looping

- From the Windows Start menu, select Settings>Control Panel>System>Hardware>Device Manager
- Expand 'Universal Serial Bus Controllers'
- Right-click 'USB Mass Storage Device' and select 'Uninstall'
- If your devices are not reloaded, select 'Scan for Hardware changes' from the 'Action' menu.

Check software update preferences

- Set your operating system and other programs to notify you of software updates instead of downloading them automatically – otherwise they may slow down your mobile connection, or exceed your data usage limit.

Usage indication

- The usage window only displays an indication of your data usage. Please refer to your invoice for the actual amount of data transferred or time connected.

Should you need any assistance in using this product, please visit: <http://www.vodacom.co.tz>

Or email feedback@vodacom.co.tz

Or call our FREE* 24-hour information line:

+255 763 300005 (English)

or

+255 763 300004 (Swahili).

*from Vodacom

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Glossary

- Bearer** Communication method used for data transport over the mobile network, eg. 3G Broadband, HSPA, 3G, etc.
- Built-in data card** Mobile data card built into notebook computer. Enables data connections over the mobile phone network.
- Data card/USB stick** A device for your computer that you can use to open a data connection over the mobile phone network.
- EDGE** An enhancement to the GPRS bearer offering higher speeds, although not as fast as 3G Broadband.
- GPRS** The General Packet Radio Service is a bearer offering higher data speeds than GSM, on which it is based.
- GSM** Global System for Mobile Communication.
- Home network** The network of the mobile operator who provided your SIM.
- HSPA** High-Speed Packet Access bearer, enhancing 3G, including both HSUPA (Uplink) and HSDPA (Downlink).
- HSUPA** High-Speed Uplink Packet Access bearer, improving 3G upload speeds to 5.2 megabits per second.
- 3G** The third-generation mobile phone service, as UMTS (Universal Mobile Telecommunications System) is also known, is a bearer providing higher data speeds.
- 3G broadband** The latest enhancement to the 3G bearer, which is already offering speeds of up to 14.4 megabits per second.
- Roaming** You can use your mobile device on any other mobile network that has a roaming agreement with your operator, whether in your country or abroad.
- SIM** Your Subscriber Identity Module is the postage-stamp-sized chip that you will have received together with your mobile contract. Your SIM has gold contacts on one side.

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The term Mobile Broadband together with the 'birds' design is a trademark of GSMC Limited.



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