

mobilink™
v3.0



software
user
guide

Please save this User Guide to your computer's hard drive for future reference.

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Congratulations on purchasing a broadband modem by Novatel Wireless

This Modem operates over high-speed networks enabling you to connect at high speeds to the Internet or your corporate Intranet, and access your email while you are away from the office.

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5,228,054	5,535,239	
5,267,261	5,544,196	5,267,262
5,568,483	5,337,338	
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About this Guide

Thank you for choosing Novatel Wireless and welcome to the MobiLink 3 User Guide for Windows. The MobiLink software works with your Broadband Modem to enable you to connect at high speeds to the Internet, your corporate Intranet, and your email while you're away from the office.

This User Guide outlines the features and use of the MobiLink software.

1 Configure and Connect – This chapter provides instructions for managing and configuring your Internet connection and using the features of the MobiLink software.

2 SMS Messaging – This chapter provides more detailed information on using the SMS client in your software.

3 Troubleshooting – This chapter provides troubleshooting information for your MobiLink software.

4 Glossary

1

Configure & Connect

Overview
Using the MobiLink Connection Manager
Using the system tray icon
Using the MobiLink menus

Overview

When you attach your Modem the first time, the MobiLink software is installed automatically.

The MobiLink shortcut is placed on the desktop and an icon appears in the system tray.



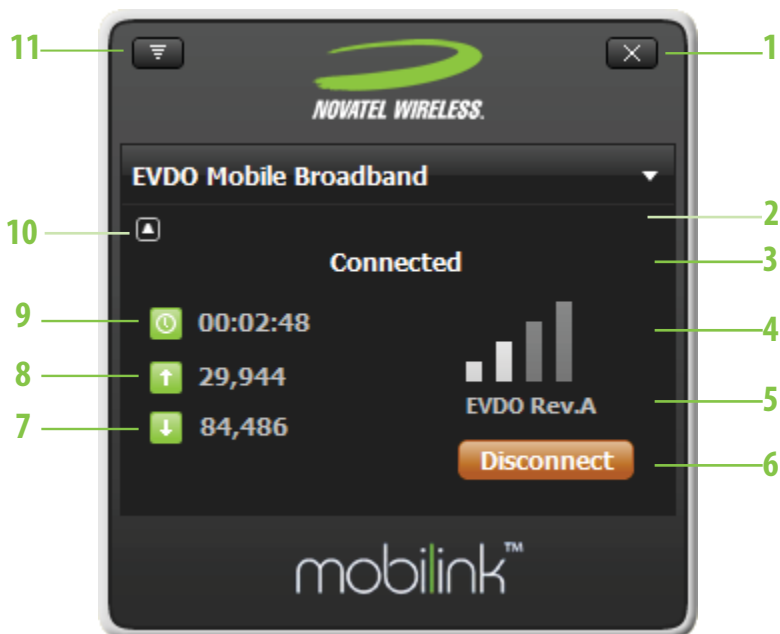
The system tray icon provides status and settings information while the desktop shortcut icon launches the MobiLink software.

Using the MobiLink Connection Manager

Right-click the system tray icon and select **Open Connection Manager** to open the Connection Manager.

If the system tray icon is not present, double-click the desktop shortcut to launch the software.

If you would like the software to run whenever Windows is started, make sure that Auto-Launch is checked. See [“Settings” on page 10](#).



1. Close button

Click to close the Connection Manager. The MobiLink continues to run and the icon is available in the system tray.

2. SMS Received

Envelope icon shows that you have received an SMS message.

3. Connection Status

Displays your connection status, which may include: Connected, Disconnected, Ready, and No Device Detected.

4. Signal Strength

More bars indicate a stronger connection.

5. Network Technology

The type of network that you are on: EVDO or Edge..

6. Connect/Disconnect button

Click this button to connect or disconnect from the network.

7. Bytes In

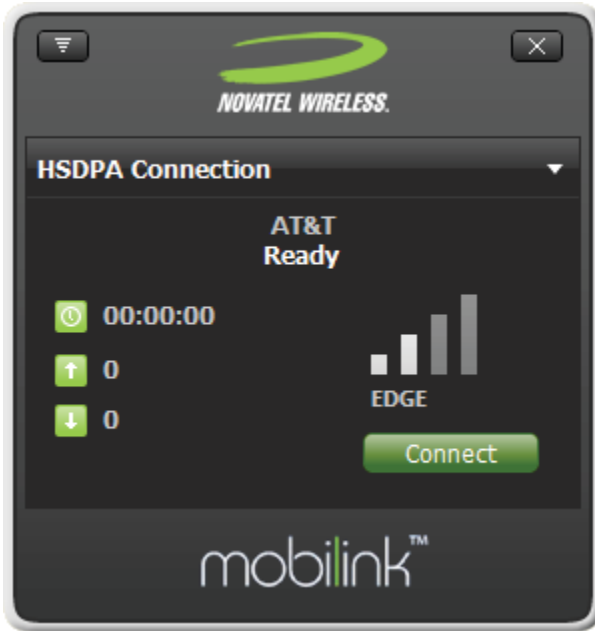
8. Bytes Out

The number of bytes sent and received in this session.

- 9. Duration** How long the network has been connected.
- 10. Roaming** This indicator appears when you are Roaming.
- 11. Menu button** Click to access the MobiLink menus.

Managing Connectivity from the Connection Manager

1. Right-click the system tray icon and select **Open Connection Manager**.
2. Click the **Connect** or **Disconnect** button.



NOTE:

If the status reads **No Device Detected**, be sure that your modem is properly connected to your computer.

Using the system tray icon

You can manage your connectivity, assess system status, and access the menus all from the system tray icon. The system tray is the area in the lower right part of your screen where the clock is located.

The MobiLink icon appears in the system tray when the software is running.



Tip:

If the icon is not in the system tray, double-click the desktop shortcut or go to Start → Programs → Novatel Wireless → MobiLink → MobiLink to start the software.

You can tell the status of the network connection simply by glancing at the icon.



No device is attached to the computer.

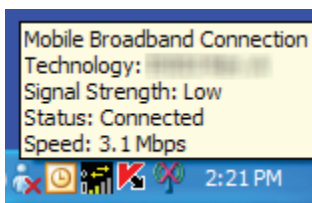


A device is attached and ready to be connected.



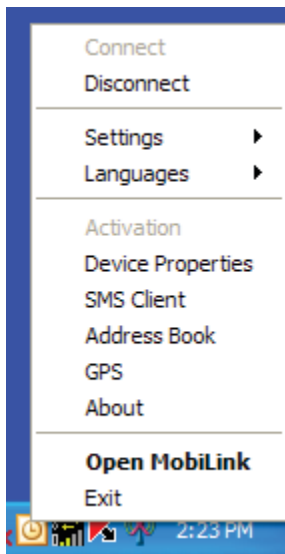
The network connection is active.

Hover the cursor over the MobiLink system tray icon to have a status bubble pop up.



Managing Connectivity from the MobiLink System Tray icon

1. Right-click the MobiLink system tray icon to see the menu.

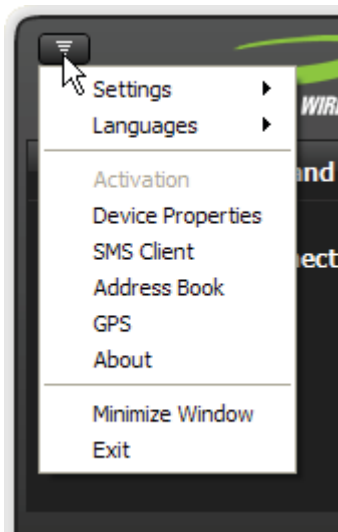


2. Select **Connect** or **Disconnect** from the menu.

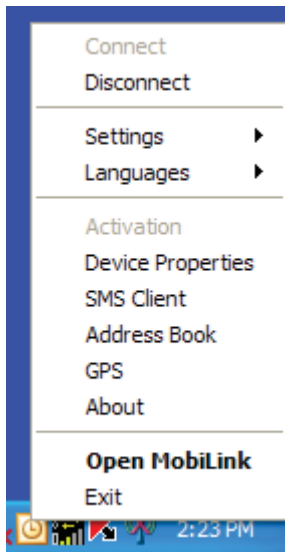
Using the MobiLink menus

You can access the MobiLink menus in two ways.

Click the Menu button on the Connection Manager window.



Right-click the MobiLink system tray icon.



Settings

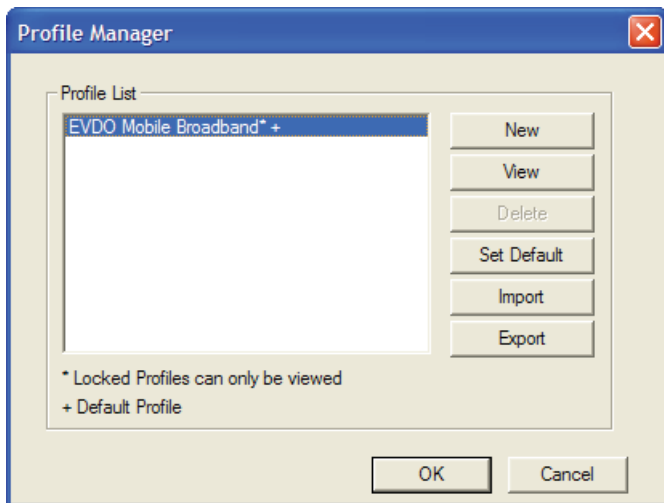
The Settings submenu allows you to configure MobiLink to meet your needs. From this menu you can do the following:

- Create additional profiles, including VPNs (virtual private networks)
- View your connection history
- Set up and manage a PIN code for security
- Set the software to auto-launch whenever Windows is started



Profile Manager

The Profile Manager wizard allows you to change your network profile settings. Here you may create new profiles or update existing ones. For example, you can create a new profile for a VPN or update an existing profile with new username or password settings.

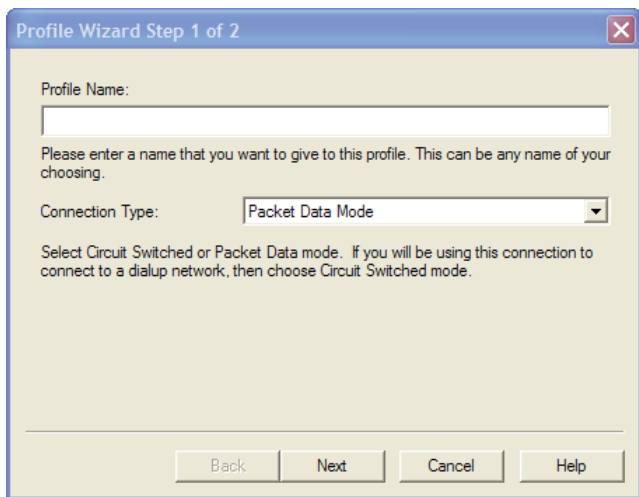


NOTE:

HSPA network profiles may have different options.

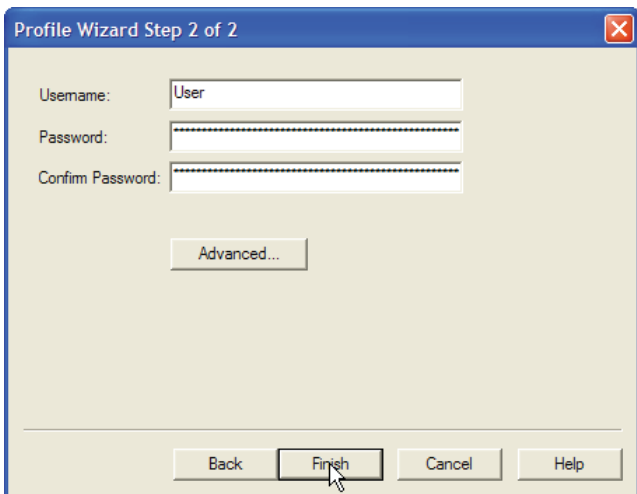
To add a new profile

1. Click **New** to start the Profile Manager wizard.



The screenshot shows a dialog box titled "Profile Wizard Step 1 of 2". It contains a text input field for "Profile Name:" with a placeholder box. Below it is a paragraph of instructions: "Please enter a name that you want to give to this profile. This can be any name of your choosing." Underneath is a "Connection Type:" label followed by a dropdown menu currently set to "Packet Data Mode". A second paragraph of instructions reads: "Select Circuit Switched or Packet Data mode. If you will be using this connection to connect to a dialup network, then choose Circuit Switched mode." At the bottom of the dialog are four buttons: "Back", "Next", "Cancel", and "Help".

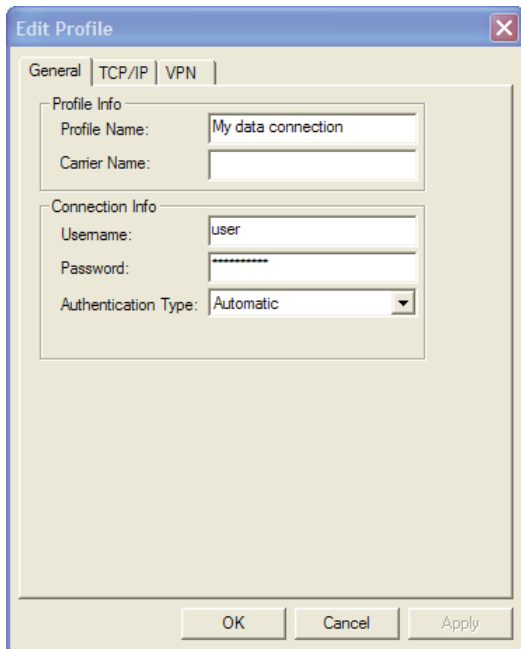
2. Enter a simple name for the new profile (for example, My Connection).
3. **CDMA/EVDO Networks:** Select the **Connection Type** and click **Next**.
GSM/HSPA Networks: Enter the Access Point Name (APN) that you received from your provider.



4. If your profile is for a VPN or requires manual TCP/IP settings, click **Advanced** and enter the needed settings.
5. Enter a user name and password for this profile and click **Finish**.

To edit or update a Profile:

1. From the Profile Manager main menu, select the profile you want to update and click **Edit**.



The image shows a screenshot of a Windows-style dialog box titled "Edit Profile". The dialog has a blue title bar with a close button (X) in the top right corner. Below the title bar, there are three tabs: "General", "TCP/IP", and "VPN", with "General" being the active tab. The dialog is divided into two main sections: "Profile Info" and "Connection Info".

Profile Info:

- Profile Name: My data connection
- Carrier Name: (empty text box)

Connection Info:

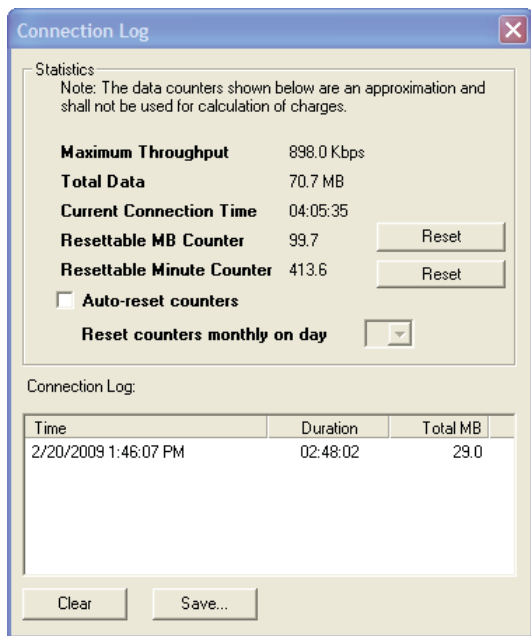
- Username: user
- Password: (masked with asterisks)
- Authentication Type: Automatic (dropdown menu)

At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Apply".

2. Enter the appropriate information, click **Apply** and then **OK**.

Connection Log

The connection log gives you statistical information about your network connection.



The screenshot shows a window titled "Connection Log" with a close button in the top right corner. The window is divided into two main sections. The top section, titled "Statistics", contains a note: "Note: The data counters shown below are an approximation and shall not be used for calculation of charges." Below the note are several statistics: "Maximum Throughput" at 898.0 Kbps, "Total Data" at 70.7 MB, and "Current Connection Time" at 04:05:35. There are also two "Resettable" counters: "Resetable MB Counter" at 99.7 and "Resetable Minute Counter" at 413.6, each with a "Reset" button to its right. A checkbox labeled "Auto-reset counters" is currently unchecked, and below it is a dropdown menu set to "Reset counters monthly on day". The bottom section, titled "Connection Log:", contains a table with three columns: "Time", "Duration", and "Total MB". The table has one row of data: "2/20/2009 1:46:07 PM", "02:48:02", and "29.0". At the bottom of the window are two buttons: "Clear" and "Save..."

Statistics

Note: The data counters shown below are an approximation and shall not be used for calculation of charges.

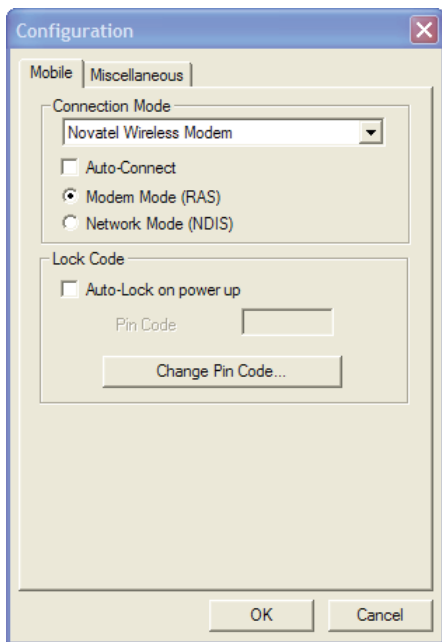
Maximum Throughput 898.0 Kbps
Total Data 70.7 MB
Current Connection Time 04:05:35
Resetable MB Counter 99.7
Resetable Minute Counter 413.6
 Auto-reset counters
Reset counters monthly on day

Connection Log:

Time	Duration	Total MB
2/20/2009 1:46:07 PM	02:48:02	29.0

Configuration

The Configuration menu allows you to require a PIN code to access the modem. Use the Miscellaneous tab to turn on a roaming alarm.



To require a PIN or Lock code

Use this setting to secure your cellular connections.

1. Select **Configuration** from the Settings menu.
2. Click the **Mobile** tab.
3. Click **Change Pin Code**.
4. Enter your current PIN code and the new one. The length of the PIN code will depend on your service provider.

5. Click **OK** twice.


NOTE:

To disable the AutoLock, delete the PIN code from the Pin Code box and then deselect the check box.

6. AutoLock on powerup.

To set the roaming alarm

1. Select **Configuration** from the Settings menu.
2. Click the **Miscellaneous** tab.
3. Click the **Show Roaming Alarm** check box.

Now when you are roaming, the Roaming icon  will appear on the Connection Manager.

Auto-Install

Checked by default, this option indicates that MobiLink was set to install the drivers and the MobiLink software on your computer automatically.

Auto-Launch

Checked by default, this option indicates that MobiLink is set to launch when your computer is started.

Languages

To view and experience MobiLink in another language, open the Menu, select **Languages** then the language of your choice.

Activation

This item is found only on CDMA networks and is dependent on your Service Provider. If activation is required by your provider, instructions should have been provided with your wireless modem. If you are unable to locate them, contact your Service Provider directly.

To activate your product, open the Menu, select **Activation**, then fill in the information provided by your Service Provider.

Device Properties

To obtain specific details for your device, such as the assigned ESN or Mobile Number, open the Menu and select **Device Properties**.

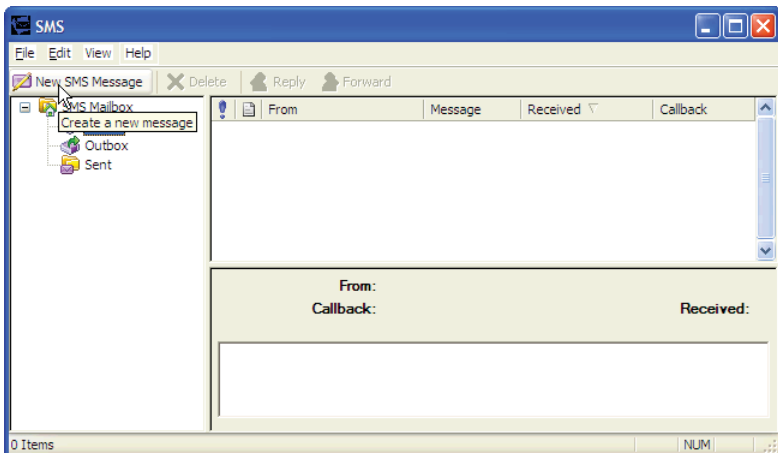


Device Properties	
Firmware Version	113
ESN	1811020118
Mobile Number	011348000114
Manufacturer	Novatel Wireless, Inc.
Device Name	Novatel Wireless Modem
Device Model	MC760 (PDA)
Technology	IS97A/EVDO
PRL Version	60713
FID	LI120708400098

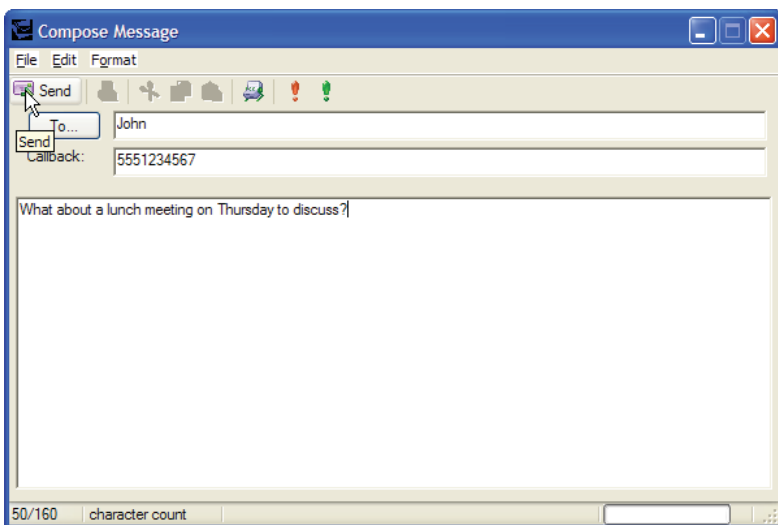
SMS Client

Your broadband modem and MobiLink software provide a built-in SMS Client. For more detailed information, see [“SMS messaging” on page 26](#).

1. Open the Menu and select **SMS Client**.
2. To send an SMS message, click the **New SMS Message** button.



3. Compose your message and click **Send**.

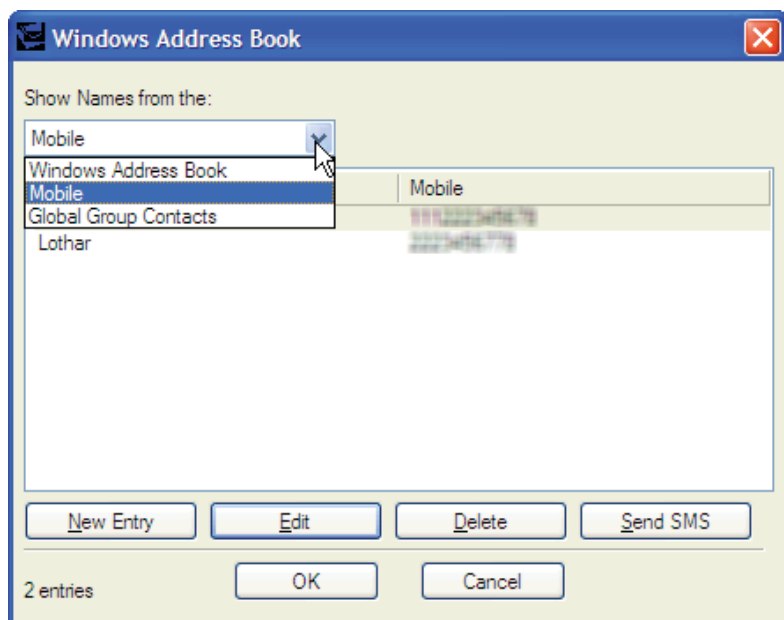


Address Book

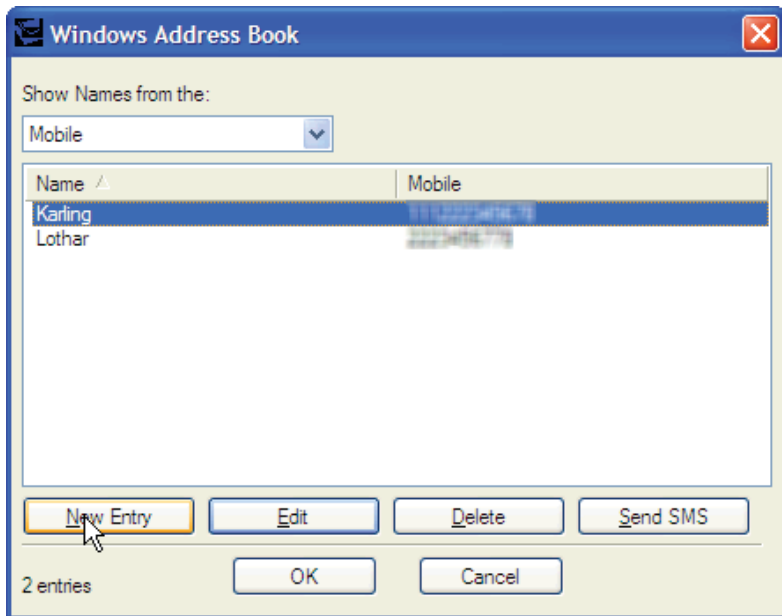
Your broadband modem and MobiLink software provide access to the Windows Address Book. You can use the Address Book in conjunction with SMS Messaging. For more information, see [“SMS messaging” on page 26](#).

1. Open the Menu and select **Address Book**.

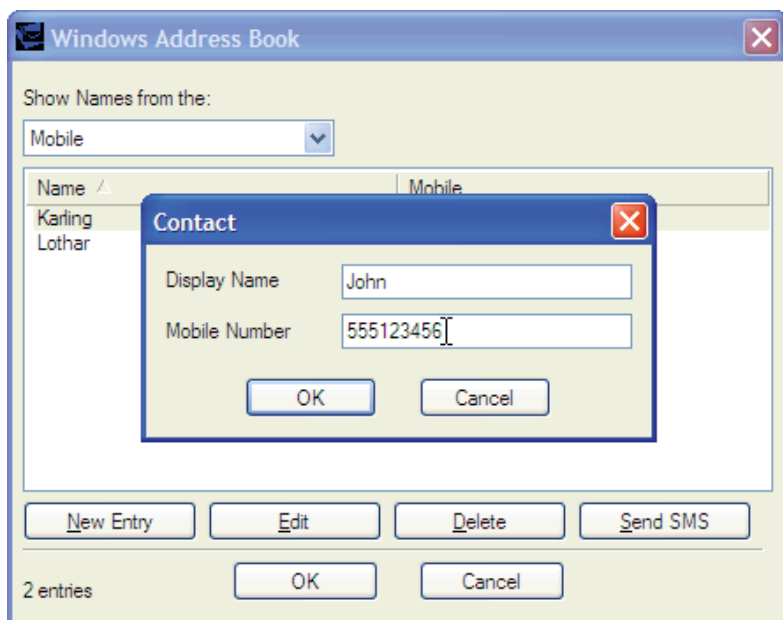
You can view names from the Windows Address Book, Global Group Contacts, or the Mobile contacts list.



2. To add a name to the Address Book, click the **New Entry** button.



3. Fill in the information and click **OK** and **OK** again.



GPS

Your broadband modem and MobiLink software work together to provide you with GPS information and direct access to map sites.

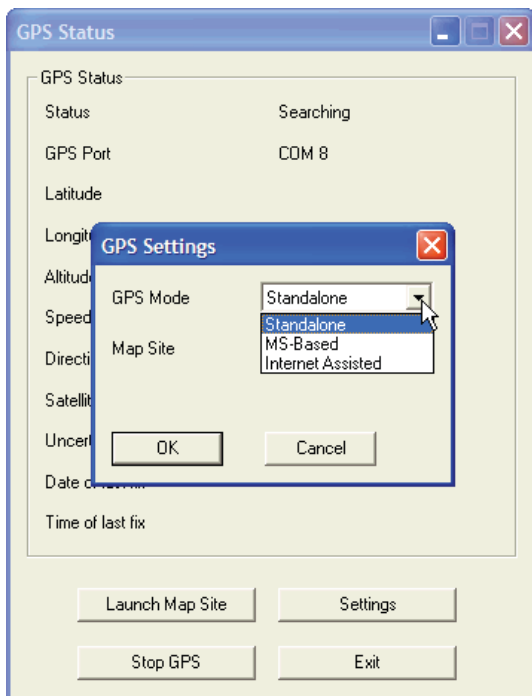
1. Open the Menu and select **GPS**.

The system immediately begins finding your location.

2. Click **Launch Map Site** to launch the Internet map site of your choice.

3. Click **Settings** to set the default GPS Mode and Map Site.

Select the GPS Mode and Map Site and click **OK**.



About

Open the Menu and select **About** to review the details about the software version of MobiLink that you are using.

2

SMS messaging

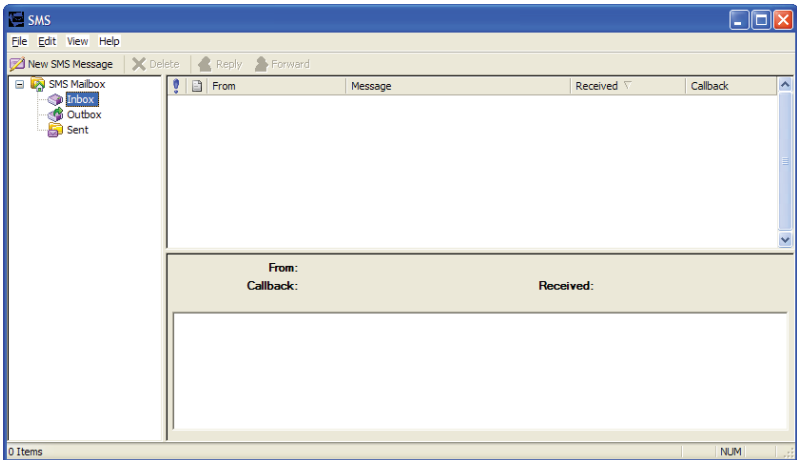
- Overview
- Compose and Send Messages
- Use the Format Menu
- Select Recipients from your Address Book
- Send an SMS Message from the Address Book

Overview

SMS (Short Message Service) enables you to send and receive short text messages to and from mobile devices. The MobiLink software includes an easy-to-use application for sending and receiving SMS messages.

To open the SMS Client window

- Right-click on the MobiLink icon in the system tray and select SMS Client.

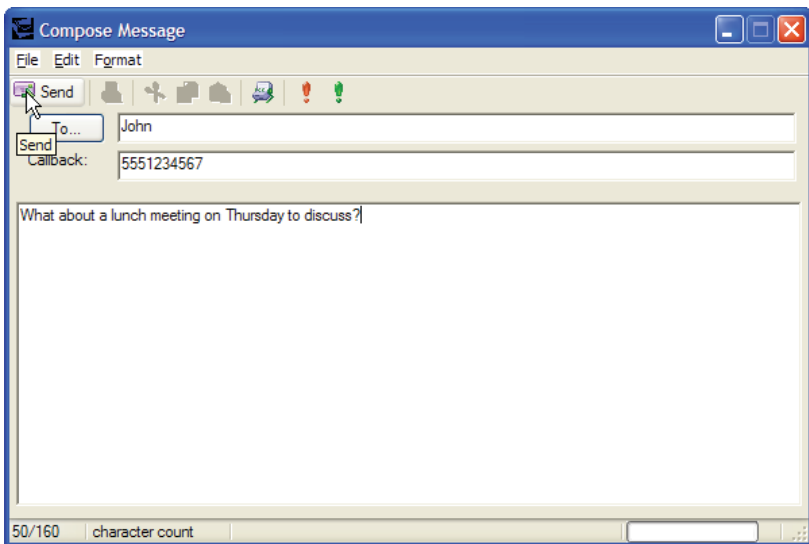


The SMS window is similar to an email client window and contains an Inbox, Outbox, and a Sent messages box. In addition there is a window that will show a list of your received messages with a reading pane underneath.

Compose and Send Messages

To compose an SMS message

1. Right-click on the MobiLink icon in the system tray and select **SMS Client**.
2. On the SMS Client toolbar, click the **New SMS Message** button.



3. In the Compose Message window, specify recipients for the message using either of the following methods:
 - In the **To...** box, type the phone number or email address of each recipient, separating names with a semicolon (;).
 - Click the **To...** button and select one or more recipients from the Select Recipients dialog as described in Selecting Recipients From Your Address Book.
4. Type your phone number in the **Callback:** box. (CDMA/EVDO networks only.)
5. To set the importance of the message, click the green exclamation point (!) for Urgent or the red exclamation point (!) for Emergency. See Using the Format menu to change encoding, request a receipt, or set priority using a menu.
6. Type the text of your message in the text entry area. As you type your message, the current character count is displayed at the bottom of the window.

NOTE:

SMS Messaging charges and character limit are network operator dependent. Contact your network operator for details.

7. To send the message, click the **Send** button.

Use the Format menu

Use the **Format** menu to set message encoding, set the message priority, request a receipt, and set the current configuration as the default for future messages.

The MobiLink software allows you to send messages encoded in ASCII, Unicode, or Latin-1 formats.

Priority can be set as Normal, Urgent, or Emergency.

Select **Receipt** (a checkmark will display next to it) to request a receipt when the recipient reads your message.

Select **Set Default** to establish the current set of choices as your new default for future messages.

Select Recipients from Your Address Book

1. In the Compose Message dialog, click the **To...** button.
2. In the Name list of the Select Recipients dialog, select the name of a recipient and click the **Mobile->** button to move it into the Message Recipients box.
3. To create a new entry in the currently selected address book, click **New Entry...** In the Contact dialog, enter a name and mobile number and click OK.
4. To view or edit information any name in the phone book, click on the name in the address list and click **Edit**. When you have finished viewing or editing the contact information, click OK to close the Contact dialog.

5. Click **OK**. The names and numbers you have selected are entered as recipients for your message.

Send an SMS message from the Address Book

You can initiate your SMS message from the Address Book.

1. From the menu select Address Book
2. Select the recipient.
3. Click the **Send SMS** button.
4. The Compose window will launch for you to compose and send your message.

3

Troubleshooting

Troubleshooting

Why do I see the message “No ‘device’ detected” when I run MobiLink

Your modem was not inserted properly into your computer.

1. Exit MobiLink.
2. Remove your device.
3. Restart your computer.
4. Restart MobiLink.
5. Reinsert your device.

Why do I see the message “SIM not found” when I run MobiLink?

Your SIM card uses contact points to connect with your device. Take care not to touch or damage the contact points. Use the orientation notch as a guide to properly insert the SIM.

Why does the LED flash red?

This happens when your SIM card is locked. Enter your PIN code when prompted. If you enter the wrong PIN code 3 times, you will be prompted to enter your PUK code. If you enter the wrong PUK code 10 times, your SIM card will be locked forever. Contact your mobile operator to obtain a new SIM card.

Why does the message “Searching for network” display continuously when I run MobiLink?

You are outside of the coverage area. Contact your mobile operator to find out more about coverage areas.

Why can't I connect to the network?

Check the user name, password and access point name (APN) (HSPA networks) or Connection Type (CDMA networks) in your connection profile . If any of these entries are wrong, you won't be able to connect to the network.

Why can't I browse the web?

Check your server settings.

1. Start Internet Explorer.
2. Click on the **Tools** menu, and select **Internet Options**.
3. Click the **Connections** tab
4. Under **Dial-up and Virtual Private Network settings**, double-click the name of your connection (for example, **3G Connection**).
This field name will vary, depending on your service provider.
5. Check your **Username** and **Password**:
6. If you are using a proxy server, select the appropriate boxes.
7. Click **OK** twice to finish.

4

Glossary

Glossary

1xRTT

Short for single carrier (1x) Radio Transmission Technology. A high speed wireless technology based on the CDMA platform. 1xRTT has the capability of providing broadband-like speeds of up to 144 Kbps. 1xRTT is also referred to as CDMA2000.

1xEVDO

Part of a family of CDMA2000 1x digital wireless standards. 1xEVDO is a "3G" standard. EVDO stands for "EVolution, Data-Optimized." 1xEVDO is based on a technology initially known as "HDR" (High Data Rate) or "HRPD" (High Rate Packet Data), developed by Qualcomm. The international standard is known as IS-856. 1xEVDO has the capability of providing broadband-like speeds of average speeds of 400-700 kbps.

bps

Bits per second – rate of data flow.

Broadband

High-capacity high-speed, transmission channel with a wider bandwidth than conventional modem lines. Broadband channels can carry video, voice, and data simultaneously.

Firewall

A hardware or software boundary that protects a network or single computer from unwanted outside traffic.

HSDPA

High Speed Downlink Packet Access. HSDPA is an enhanced version of WCDMA that supports broadband connections with download speeds up to 7.2 Mbps. This enhanced 3G technology enables the download of high-bandwidth multimedia files, high resolution graphics, and other complex files, and viewing email attachments at broadband-like speeds.

Hot-Swappable

The ability to remove and replace the microSD Card from a device while it is still connected to the computer and online without damaging the device.

IP

Internet Protocol. The mechanism by which packets are routed between computers on a network.

ISP

Internet Service Provider. Also referred to as the service carrier, an ISP provides Internet connection service.

Kbps

Kilobits per second – rate of data flow

LAN

Local Area Network. A data network confined to limited area with moderate to high data rates. Does not use common carrier circuits, although may have gateways or bridges to other public or private networks.

Mbps

Megabits per second

MicroSD

Additional external memory for devices with that capability.

MicroSD Card

A small, removable flash memory card available in various storage sizes. This accessory is sold separately.

MicroSD Slot

A built-in slot on some devices that is designed specifically for a microSD Card.

PDA

Personal Digital Assistant. A handheld device used for organization, notes, address books, etc.

PPP

Point to Point Protocol. A method of connecting a computer to the Internet.

Proxy

A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address for all traffic passing through it.

Rev A

CDMA EV-DO Rev. A is a leading-edge wireless technology with higher data rates and higher system capacity. It is a fully backward compatible standard and remains interoperable with deployed EV-DO networks and devices around the world. The increased data rates on Rev. A's physical layer enable richer applications and services. For more information, visit www.cdg.org.

SMS

Short Messaging Service. Short text messages of generally no more than 140-160 characters sent and received by wireless devices.

TCP/IP

Transmission Control Protocol/Internet Protocol. A protocol for communicating over the Internet.

Type A USB

The USB ports on computers and hubs have a rectangular Type A socket, and peripheral devices have a cable with a Type A plug. Peripherals that do not have an attached cable have a square Type B socket on the device and a separate cable with a Type A and Type B plug.

USB

Universal Serial Bus. A connection type for computing device peripherals such as a printer, mobile USB727 Modem, etc.

VPN

Virtual Private Network. A way to communicate through a dedicated server securely to a corporate network over the Internet.

WAN / WWAN

Wide Area Network (WAN). A computer network covering a broad geographical area. WANs are used to connect local area networks (LANs) together, so that users and computers in one location can communicate with users and computers in other locations.

WWAN

Wireless Wide Area Network (WWAN). Also called “wireless broadband” or “broadband wireless,” wireless WANs (WWANs) use cellular towers to transmit a wireless signal over a range of several miles to a mobile device. Compare to wireless Wi-Fi LANs (WLANs), which span only a few hundred feet and generally only to stationary devices.