

Mobile Broadband user guide

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o2.co.uk

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To see the terms for using our Mobile Broadband service, please go to o2.co.uk/terms

We're better, connected



What's Mobile Broadband?

It lets you use the internet when you're out and about.

And it includes connection to O₂ Wifi, The Cloud's wifi and BT Openzone hotspots in the UK.

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Getting started

Putting in the sim

1. Hold your dongle with the O₂ logo facing upwards.
2. Holding the dongle firmly, use your thumb to slide the sim cover left and lift the cover off.



3. Take the sim card that came with your pack, and slide it into the tray with the gold chip facing down.



4. Slide the sim cover back on (it should click into place).

Keep your number safe

It's a good idea to save your mobile broadband number in your phone's address book. You'll find it on the card you popped your sim out of (and on your dispatch note, if you bought it online). You'll need it to use wifi or to call our customer services team for help.

If you're on Pay & Go, you'll also need your number to buy data (and a credit or debit card).

Windows

Setting up Mobile Broadband

What you need

- Windows 7, Vista, XP (with latest service packs)
- Processor: 1GHz or higher
- Hard Disk Space: 150MB
- RAM: 1 GB
- Internet Explorer 8.0 or higher
(we recommend you upgrade to the latest version)
- Colour: Medium (16 bit) – Highest (32 bit)

Connection Manager – Here to help

To use Mobile Broadband with your computer, you have to install Connection Manager (you'll find it on the dongle).

Connection Manager:

- Looks after all your internet connections
- Automatically connects you to the fastest network available
- Connects you to public wifi hotspots through O₂ Wifi, The Cloud and BT Openzone at no extra charge
- Helps you keep track of your data usage on the O₂ network

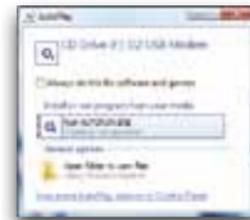
If you have a version of Connection Manager that looks like this you may need to uninstall it before you begin. If not, go straight to step 3.



1. Uninstall Connection Manager by clicking **Start > (All) Programs > O2CM-CE > O2 Connection Manager > Uninstall** and follow the on-screen instructions.
2. Restart your computer when you're asked to.
3. Remove the cap and plug your dongle into a USB port on your computer. Look for the USB port symbol 
4. Wait a few minutes. If the AutoPlay window pops up, click **Run AUTORUN.EXE**.

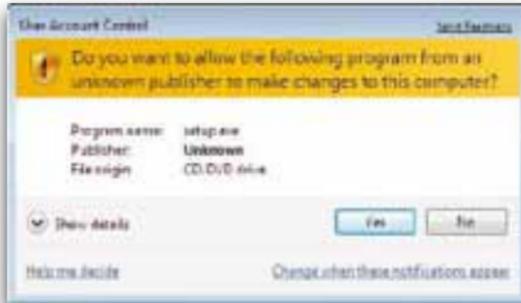


Tip: If it takes more than a few minutes, do it manually by going to **Start > (My) Computer**. Right click on **O2 dongle** and choose **Open**. Then double-click **AutoRun**.



Connection Manager will get ready to install. This may take a few minutes.

5. If the User Account Control message appears, click [Allow](#) or [Yes](#) (depending on which version of Windows you're using).



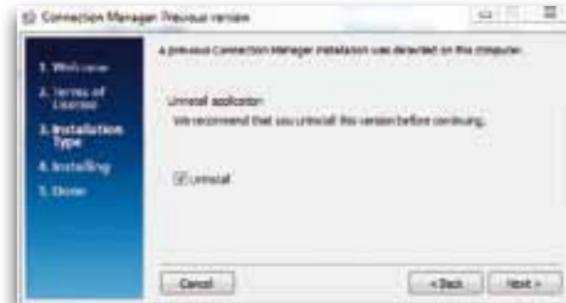
6. You'll see the Welcome screen. Close any other programs you have open on your computer. Click [Next](#).



7. Read the agreement. If you agree, tick the box. Click [Next](#).



8. You may be asked to uninstall a previous version of Connection Manager. Click [Next](#). If not go to step 11.



9. Click [Uninstall](#).



10. You will be asked if you want to save your settings, contacts and text messages, if you do, click [Yes](#).

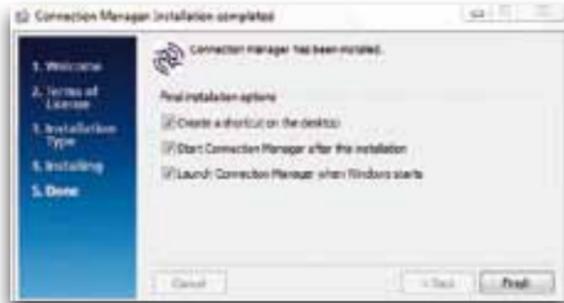


The previous version of Connection Manager will now uninstall. When it's finished, the window will close automatically.

11. You'll be asked to choose either a Basic or Custom installation. Choose [Basic](#), then click [Next](#).



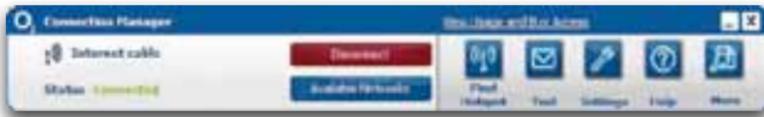
12. The software will start installing. Once the installation is finished, this pop-up will appear. Click [Finish](#).



Important: Do not remove your dongle yet.

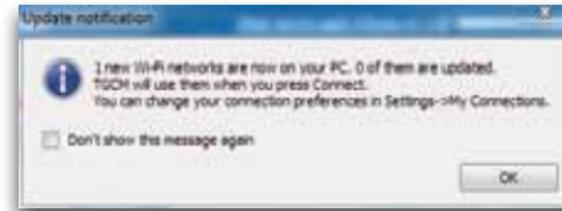
You may get a pop-up message asking you if you want to keep your data from last time. If you do, click [Keep It](#).

Connection Manager will launch automatically. If it doesn't, go to [Start](#) > [\(All\) Programs](#) > [O2](#) > [Connection Manager](#) > [Connection Manager](#).

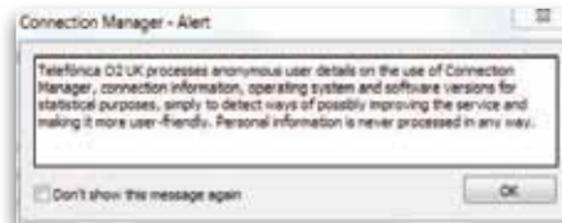


13. A window may pop up asking if you want to use the Huawei dongle. Click [Yes](#).

14. You will get a pop-up message telling you that Connection Manager is automatically using your existing wifi connections. Click [OK](#).



15. You will get a pop-up message letting you know that O2 processes anonymous user data to help us improve Connection Manager. Click [OK](#).



16. Tick the relevant box (Pay Monthly or Pay & Go) and fill in your details.



Tip: If you fill in your other details we can let you know about software updates.

If you're on Pay Monthly, fill in your bill date so Connection Manager can work out how much data you've used. Go to page 14 for more details.

17. Click **OK**.

If you're on Pay Monthly, you're now ready to connect to the internet. If you're on Pay & Go, you might need to buy internet access first. Follow the steps on the next few pages to find out how.

Pay & Go

Buying internet access

If you have a Starter Kit, you'll already have data. So you can start browsing straight away. Otherwise, you'll need to buy data before you can go online.

Remember that you get different amounts of data and time with each package. It comes in daily or monthly allowances. When you use up your data allowance, or your time runs out (whichever happens first), you'll need to buy more. You can run out of data before you run out of time.

You can buy Mobile Broadband access with a Visa, MasterCard, Switch/Maestro or O₂ Money card. You won't be charged for going to the website to buy what you need.

1. Go to the Mobile Broadband access website:

If there's an O₂ network available after you've installed Connection Manager, you'll automatically be connected and taken to the Mobile Broadband access site.

You can also get to this page by clicking [View Usage & Buy Access](#) in Connection Manager. Or open your internet browser and go to mobilebroadbandaccess.o2.co.uk



Tip: It's a good idea to bookmark this page.

2. Type in your mobile broadband number, (if it's not already there). Click [Go to my account](#).

Tip: Your mobile broadband number is on the card you popped your sim out of (and on your dispatch note, if you bought it online). If you have a Pay & Go sim, you can also find your number in Connection Manager by clicking [Help](#).



3. Click [Buy Data for yourself](#).



4. Choose from our daily or monthly options, then click [Buy Now](#).



5. Enter your details and click [Save](#) or [Skip](#).
6. Type in your card details. Click [Submit Transaction](#).
If your bank uses extra security you'll be asked to type in your password. Just follow the on-screen instructions.
7. Click [Continue](#).
8. You need to disconnect before using the internet.
Click [Disconnect](#) in Connection Manager, then [Connect](#).

Checking your balance and usage

The Connection Manager software will automatically take you to the Mobile Broadband access website each time you use the internet.

Tip: You can also get there by clicking [View Usage & Buy Access](#) in Connection Manager.

Type in your mobile broadband number to see how much time and data you have left in your allowance and click [Continue](#).

Pay Monthly

Checking your bill

You can see your bill anytime at [o2.co.uk](#). Sign in with your mobile broadband username and password* and choose [My O2](#).

*If you're on Pay Monthly for your mobile, you'll have a separate username and password for that. You need to use your mobile broadband account details to check your mobile broadband bill.

We'll also send you an email when your next bill is ready to view online. Your monthly bill date will be the date of your email or the date written on your bill (if you asked for a paper copy).

Don't worry if you don't know your bill date when you're setting up Connection Manager, you can enter it at any time by clicking [Settings](#) > [General](#) > [My Details](#).

If you're a business customer, you can see your bill at [o2.co.uk/business](#). Sign in or register for [My O₂ Account](#), then choose [My Bill Analysis](#). Your bill date is the same as everyone on your account. If your business doesn't have an account, your bill date will be about a day after you bought Mobile Broadband.

Understanding your first bill

Once you've signed your contract, it takes us a few days to set up your bill. This means your first bill covers a slightly longer period than your other bills, so it will have a few extra days' charges on it (the time between you buying your dongle and us setting up your bill).

Your second bill will be your usual amount.

Checking your data usage

Your Mobile Broadband comes with a monthly allowance on the O₂ network as part of your contract.

You can see how much data you've used in Connection Manager.

1. At the top of Connection Manager, in the blue bar, you'll see how much of your data allowance you've used up.

You can also check how much data you've used through My O₂.

1. Go to [o2.co.uk](#)
2. Sign in with your Mobile Broadband username and password
3. Click [My O₂](#) > [View bill / balance](#)
4. Click [Data](#) in the [My allowances](#) section to see your total data allowance, how much you've used and how much you have left.

Tip: Your data usage is updated every 30 minutes on your My O₂ page.

For a more detailed view of your data usage click [View recent charges details](#) in the **My recent charges** section.

You'll get a pop-up when you've nearly used up your data. We'll also send you a text to your Connection Manager. For more information on receiving text messages go to page 23.

Tip: We recommend using wifi or your home broadband network to download large files. If you'd like a guide on how much data you're likely to use click [More](#) > [Favourites](#) > then double click on [O₂ Data Calculator](#).

Extra charges

If you use up your monthly data allowance before your next bill date you will need to buy additional data Bolt Ons.

1. Go to o2.co.uk
2. Sign in with your Mobile Broadband username and password
3. Click [My O₂](#) > [View bill / balance](#)
4. Click [Data](#) in the [My allowances](#) section and then click [Manage Bolt Ons](#) > [Add Bolt Ons](#)
5. Choose from our one-off or monthly data Bolt On options, then click [Add to basket](#)
6. Click [Go ahead](#) to confirm your selection and then tick the [Terms and Conditions](#) box. Click [Continue – I'm happy with my Bolt Ons](#) to finish.

If you choose not to buy additional data Bolt Ons, you can still use Mobile Broadband but at a much slower speed until your next bill date.

Tip: Some of our older Pay Monthly Mobile Broadband tariffs do not allow additional data Bolt Ons. When you exceed your monthly data allowance you will be charged for any extra data you use. Please call us on 0844 809 0202 if you are unsure which Mobile Broadband tariff you have.

Ways to connect to the internet

There are three ways to connect to the internet.

Mobile Broadband – uses the O₂ mobile network to connect to the internet. You can connect anywhere, as long as there's O₂ mobile coverage. Check your coverage at o2.co.uk/mbbcoveragechecker

Public wifi hotspots – are wireless networks. You can connect to wifi through O₂ Wifi, The Cloud and BT Openzone hotspots for no extra charge in many popular coffee shops and fast food outlets. Other wifi hotspots might charge. Wifi is usually faster than using the O₂ mobile network.

Home wifi – uses your home broadband and will give you the fastest speeds. If your home broadband has a wireless router, Connection Manager can automatically connect to it – you just need to:

1. Click [Available Networks](#).
2. Double-click the name of your network.
3. Type in your security key. Click [OK](#).

Tip: Wifi is the fastest way to connect to the internet. And it doesn't use up any of your data allowance.

Mobile Broadband

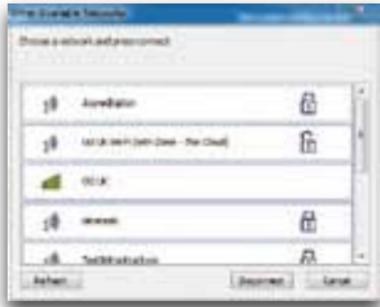
If your dongle is plugged in and wifi isn't available, Connection Manager will automatically connect you to Mobile Broadband.

If it doesn't automatically connect, or you want to connect manually, here's how:

1. Double-click the [Connection Manager](#) icon on your desktop.

Tip: You can also open Connection Manager by going to [Start > \(All\) Programs > O2 > Connection Manager > Connection Manager](#).

2. Click [Available Networks](#).



3. Click [O2 UK](#) or the network you want to use.

4. Click [Connect](#).

5. You're now connected to the internet. When you're done, click [Disconnect](#).

Wifi

Wifi is the fastest way to connect to the internet. You get unlimited wifi with Mobile Broadband*. And using wifi doesn't use up your data allowance. We'll let you know when there's a faster wifi network available.

Important: To use wifi on your computer, it needs a built-in wireless card or a USB wifi adapter. Most computers have one.

Connection Manager helps you manage your wifi connections. If you already use wifi on your computer, it will import your existing network settings and connect you to them automatically. If you're on Windows XP, make sure you have Service Pack 2 or 3.

To connect to a new network:

1. Click [Available Networks](#).
2. Double-click the name of your network.
3. Type in your security key. Click [OK](#).

*Only applies to stand-alone Mobile Broadband through O₂ Wifi, The Cloud network and BT Openzone hotspots. Some Mobile Broadband with laptop bundles have a defined wifi allowance.

Public Wifi hotspots

You can connect to wifi through O₂ Wifi, The Cloud and BT Openzone hotspots for no extra cost. The first time you connect to a public wifi hotspot, you may be asked to register.

Important: To use BT Openzone you'll need to have connected to your Mobile Broadband at least once before.

You can also connect to other wifi hotspots, but you might have to pay.

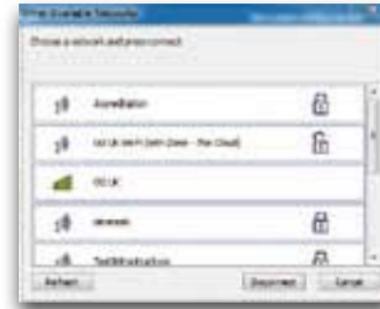
To check the latest hotspots available open your web browser and go to: www.o2.co.uk/hotspot

To connect to a hotspot:

1. Double-click the [Connection Manager](#) icon on your desktop

Tip: You can also open Connection Manager by going to [Start > \(All\) Programs > O2 > Connection Manager > Connection Manager](#).

2. Click [Available Networks](#).
3. Click the wifi network you want to connect to. In this example we've chosen Wifi Zone - The Cloud.



4. Type your mobile broadband number and click [Go](#).

Tip: You only have to type your Mobile Broadband number the first time you use The Cloud. After that you can go online straight away.

Text Messages

When you're on the O₂ mobile network, you can send and receive texts from Connection Manager using your Mobile Broadband number, GSM/GPRS/EDGE also work. You'll need to plug in your dongle to do this.

Important: If you're on Pay & Go, you can receive texts but not send them.

Text Notification

If you're a Pay Monthly customer, we'll send you a text to let you know when you've nearly used up your data.

When you get a new text

You'll get a pop-up notification at the bottom of your screen.



To read your texts

1. Click the  in Connection Manager.
2. Click the [Inbox](#) tab to see your texts.
3. Click on any text you want to read. Unread messages will be in bold.

To send a text

Pay Monthly customers only.

1. Click the  in Connection Manager.
2. Choose the [New message](#) tab.

3. In the **To** box, type in the number you want to text. Or choose one of your Contacts by double-clicking their name.
4. Write your message in the **Message** box.
5. Click **Send**.
6. Click **OK**.

Tip: If you want to know when your text has been delivered, tick **Send delivery report**.

Texts you've sent will be saved in the **Sent** tab.

Tip: To import your contacts from Outlook or Outlook Express, click the **More icon** > **Contacts** > **Import**. Choose which program you want to import your contacts from. Click **Next**. It may take a few minutes to import all your contacts.

How much does it cost?

Receiving texts is free. To find out what it costs to send them, check the Mobile Broadband support pages (o2.co.uk/support).

Important: Sending and receiving messages when you're abroad is more expensive. See o2international.co.uk for more details.

Help for Windows

Installation problems

If you're having problems installing your Mobile Broadband, try one or more of these steps:

Check the sim card

Take out the sim card and wipe it with a dry cloth. When you put it back in the sim card tray, make sure the gold chip is facing down.

You can check the sim card works by trying it in an O₂ mobile phone. If it doesn't work in that either, call us on 0844 847 0202 if you Pay Monthly or 0844 809 0222 if you Pay As You Go and we'll get to the root of the problem.

Move the computer

Move your computer to a different place. Something might be interfering with the mobile broadband signal.

Re-install Connection Manager

Installing Connection Manager again can help if there were problems the first time around.

If the User Account Control message appears, click [Allow](#) or [Yes](#) (depending on which version of Windows you're using).

Uninstall Connection Manager first by clicking [Start](#) > [\(All\) Programs](#) > [O2](#) > [Connection Manager](#) > [Uninstall](#) and follow the instructions.

Restart your computer. Re-install and try a different USB port on your computer, in case one port isn't working.

If you're still having problems setting up, go to o2.co.uk/mobilebroadband/help or call us on 0844 809 0202 (or 0800 977 7337 for business customers).

Tip: You'll find FAQs and a glossary at o2.co.uk/mobilebroadband

Mac Setting up Mobile Broadband

What you need

- Mac OS X: 10.5, 10.6 with latest upgrades
- Hard Drive Space: 100MB
- RAM: 1 GB

To use Mobile Broadband on your Mac, you'll need to install [Mobile Partner](#). You can install it on more than one Mac.

Installing Mobile Partner

Before you start, close any other programs you've got open.

1. Plug your USB modem into a USB port on your computer. Look for the USB port symbol 



2. Double-click [Mobile Partner](#).



3. Click [Continue](#).



4. Read, print or save the License Agreement. Click [Continue](#), then [Agree](#).



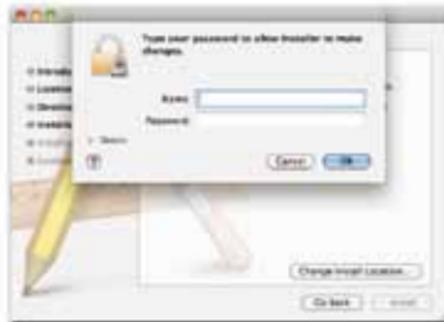
5. Click [Continue](#).



6. Click [Install](#).



7. If your Mac asks you for your password, type it in. Click [OK](#).



8. Mobile Partner will start to install.
You'll get a message when it's done.

9. Click [Close](#) to finish.



10. You are now ready to use Mobile Partner. Click on the icon displayed on the Mac dashboard and Mobile Partner will initialise and launch.

11. From the dropdown menu choose your connection type that matches your tariff and click [Connect](#).

Tip: You can choose either [Mobile Broadband - Pay Monthly](#) or [Mobile Broadband - Pay & Go](#). If you choose the incorrect connection type you will receive an error message. If this happens, click cancel and select the correct connection type.

Pay & Go

Buying internet access

If you have a Starter Kit, you'll already have data. So you can start browsing straight away. Otherwise, you'll need to buy data before you can go online.

Remember that you get different amounts of data and time with each package. It comes in daily or monthly allowances. When you use up your data allowance or your time runs out (whichever happens first), you'll need to buy more. You can run out of data before you run out of time.

You can buy Mobile Broadband access with an O₂ Money card, Visa, MasterCard or Switch/Maestro card. We won't charge you for going to the website to buy what you need.

1. In the Mobile Partner window, select [Mobile Broadband - Pay & Go](#) from the dropdown menu. Click [Connect](#).



2. Open your web browser and go to: mobilebroadbandaccess.o2.co.uk

Tip: It's a good idea to bookmark this page.

3. Type in your Mobile Broadband number. Click [Got to my account](#).



Tip: Your O₂ Mobile Broadband number is on the card you popped your sim out of (and on your dispatch note, if you bought online).

- Click [Buy data access for yourself](#).



- Choose from our Daily or Monthly options, then click [Buy now](#).



- Enter your details and click [save](#) or [skip](#).

Tip: If you want to hear about the latest services and offers from O2, don't forget to tick the relevant box.

- Type in your card details. Click [Submit Transaction](#). If your bank uses extra security you'll be asked to type in your password. Just follow the on-screen instructions.



- Click [Continue](#).

Important: Before you can access the internet you need to disconnect Mobile Partner and then re-connect. Click the [Disconnect](#) icon in the middle of the [Mobile Partner](#) window, then click [Connect](#).

Checking your balance and usage

You can check your balance by going to mobilebroadbandaccess.o2.co.uk

Type in your Mobile Broadband number to see how much time and data you have left in your allowance and click [Continue](#).

Pay Monthly

Checking your bill

You can see your bill anytime at o2.co.uk. Sign in with your mobile broadband username and password* and choose [My O₂](#).

*If you're on Pay Monthly for your mobile, you'll have a separate username and password for that. You need to use your mobile broadband account details to check your mobile broadband bill.

We'll also send you an email when your next bill is ready to view online. Your monthly bill date will be the date of your email or the date written on your bill (if you asked for a paper copy).

Don't worry if you don't know your bill date when you're setting up Connection Manager, you can enter it at any time by clicking [Settings](#) > [General](#) > [My Details](#).

If you're a business customer, you can see your bill at o2.co.uk/business. Sign in or register for [My O₂ Account](#), then choose [My Bill Analysis](#). Your bill date is the same as everyone on your account. If your business doesn't have an account, your bill date will be about a day after you bought Mobile Broadband.

Understanding your first bill

Once you've signed a contract, it takes us a few days to set up your bill. This means your first bill covers a slightly longer period than your other bills, so it will have a few extra days' charges on it (the time between you buying your dongle and us setting up your bill). Your second bill will be your usual amount.

Checking your data usage

Your Mobile Broadband comes with a monthly allowance on the O₂ network as part of your contract. You'll be charged if you go over your allowance. Go to o2.co.uk/mobilebroadband for details.

You can see how much data you've used in Mobile Partner.

1. Open [Mobile Partner](#) from your [Applications](#) Folder.
2. Choose [Statistics](#) from the toolbar.

Tip: To avoid any surprises on your bill, we recommend using Wifi or your home broadband network to download large files.

Important: If you're currently connected to the internet using Mobile Broadband, this data will not be included on the statistics page. We'll send a text to your Mobile Partner when you've nearly used up your data. For more information on receiving text messages go to page 46. You can also check how much data you've used on the O₂ network online.

1. Go to o2.co.uk/mybill
2. Sign in with your username.
3. Choose [My recent charges](#).

For a more detailed view of your data usage click [View recent charges details > UK browse and download](#).

Important: What you see won't include anything you've used in the last 24 hours.

You can also go to o2.co.uk/mobilebroadband/usageguide to get an idea about how much data you use to download songs, email, etc.

Extra charges

If you use up your monthly data allowance before your next bill date you will need to buy additional data Bolt Ons.

1. Go to o2.co.uk
2. Sign in with your Mobile Broadband username and password.
3. Click [My O₂ > View bill / balance](#).
4. Click [Data](#) in the **My allowances** section and then click [Manage Bolt Ons > Add Bolt Ons](#).
5. Choose from our one-off or monthly data Bolt On options, then click [Add to basket](#).
6. Click [Go ahead](#) to confirm your selection, then tick the [Terms and Conditions](#) box. Click [Continue – I'm happy with my Bolt Ons](#) to finish.

If you choose not to buy additional data Bolt Ons, you can still use Mobile Broadband but at a much slower speed until your next bill date.

Tip: Some of our older Pay Monthly Mobile Broadband tariffs do not allow additional data Bolt Ons. When you exceed your monthly data allowance you will be charged for any extra data you use. Please call us on 0844 809 0202 if you are unsure which Mobile Broadband tariff you have.

Ways to connect to the internet

There are three ways to connect to the internet.

Mobile Broadband – uses the O₂ mobile network to connect to the internet. You can connect anywhere, as long as there's O₂ mobile coverage. Check your coverage at o2.co.uk/mbbcoveragechecker

Public wifi hotspots – are wireless networks. You can connect to wifi through The Cloud for no extra charge in places like coffee shops and fast food outlets. Other wifi hotspots might charge. Wifi is faster than using the O₂ network.

Home wifi – uses your home broadband and will give you the fastest speeds. If your home broadband has a wireless router, Connection Manager can automatically connect to it – you just need to:

1. Click [Available networks](#).
2. Double-click the name of your network.
3. Type in your security key. Click [OK](#).

Tip: Wifi is the fastest way to connect to the internet. And it doesn't use up any of your data allowance.

Mobile Broadband

1. Open [Mobile Partner](#) from the [Applications](#) folder.
2. From the dropdown menu choose your connection type that matches your tariff (either [Mobile Broadband - Pay Monthly](#) or [Mobile Broadband - Pay & Go](#)).
3. Click [Connect](#).
4. You're now connected to the internet.
5. When you've finished using the internet, click [Disconnect](#).

Wifi

Wifi is the fastest way to connect to the internet and you get unlimited wifi with Mobile Broadband. Using wifi won't use up your data allowance on the O₂ network.

Important: Your Mac must have a wireless card for you to use wifi. Most Macs have this.

The Cloud hotspots

You can connect to wifi through The Cloud at no extra cost. If you're near a hotspot (like some coffee shops, fast food outlets, train stations and airports) and your wireless is on, it'll connect automatically.

The first time you connect to The Cloud, an internet browser will open and you'll need to register.

Although you can't use BT Openzone yet, it is on its way.

You can also connect to other wifi hotspots - but you might have to pay.

Before you can connect to The Cloud, make sure you have Airport turned on:

1. Click the [Airport](#) Menu (in the the top right corner of your screen).
2. Choose [Wifi Zone – The Cloud](#).
3. Open your web browser and The Cloud website will appear.
4. In the Partner menu, choose [O₂](#).
5. Enter your Mobile Broadband number the first time you use The Cloud. After that you can go online straight away.

Tip: You only have to type your Mobile Broadband number the first time you use The Cloud. After that you can go online straight away.

To check the latest hotspots available open your web browser and go to: www.o2.co.uk/hotspot

Text Messages

When you're on the O₂ mobile network, you can send and receive texts from Mobile Partner using your Mobile Broadband number. You'll need to plug in your dongle to do this.

Important: If you're on Pay & Go, you can receive texts but not send them.

Text Notification

If you're on Pay Monthly, we'll send you a text to let you know when you've nearly used up your data.

When you get a new text

You'll get a pop-up from Mobile Partner to let you know when a new text message arrives.

Important: You'll only get this pop-up if Mobile Partner is open.

To read your texts:

1. Click the [envelope](#) on the Mobile Partner toolbar or click [View](#) in the pop-up.
2. Click [Inbox](#) under Local to see your texts.

Important: If you'd rather save your text messages to your sim, choose [Tools](#)> [Options](#) from the toolbar, then click [Text Message](#).

To send a text

Pay Monthly customers only.

1. Click on the [envelope](#) icon on Mobile Partner.
2. Choose the [New](#) icon.
3. Type in the mobile number you want to send the text to (without any spaces) and write your message.
4. Click [Send](#).

Any texts you've sent will be saved in the Outbox folder.

How much does it cost?

Receiving texts is free. To find out what it costs to send them, check the Mobile Broadband support pages (o2.co.uk/support)

Important: Sending and receiving messages when you're abroad is more expensive. See o2international.co.uk for more details.

Help for Macs

Installation problems

If you're having problems installing your Mobile Broadband, try one or more of these steps:

Check the sim card

Take out the sim card and wipe it with a soft, dry cloth. When you put it back in, make sure the gold chip is facing down. The straight edge should go in first.

You can check the sim card works by trying it in an O₂ mobile phone. If it doesn't work in that either, call us on 0844 847 0202 if you Pay Monthly or 0844 809 0222 if you Pay As You Go and we'll get to the root of the problem.

Move the Mac

Move your Mac to a different place. Something might be interfering with the mobile signal.

Re-install Mobile Partner

Installing Mobile Partner again can help if there were problems the first time around.

To do this follow the below steps

1. Open your Applications folder
2. Drag the [Mobile Partner](#) to the wastebasket
3. Go to [Hard Disk > System > Library > Extensions](#)
4. Drag the following files to the wastebasket:
HuaweiDataCardDriver.kext
USBExpressCardCantWake_Huawei.kext

You may have to enter your password if you have one.

5. Restart your Mac
6. Follow the installation instructions again

If you're still having problems setting up, go to o2.co.uk/mobilebroadband/help or call us on 0844 809 0202 (or 0800 977 7337 for business customers).

Tip: You'll find FAQs and a glossary at o2.co.uk/mobilebroadband

Getting more from your Mobile Broadband

Your dongle

What the light on your dongle means

The light on your dongle shows you what kind of network you're connected to, or if there's an available network near you. Your dongle will automatically connect to the fastest available network.

Your dongle's light	Status	Meaning	Good for...
	No light	The dongle is off	
	Blinking twice every 3 seconds	The dongle is on	
	Blinking once every 3 seconds	The dongle is registering with a 2G network	
	Blinking once every 3 seconds	The dongle is registering with a 3G or faster network	
	Solid	The dongle is connected with a 2G network	Emailing and browsing the web
	Solid	The dongle is connected with a 3G network	Downloading music and pictures
	Solid	The dongle is connected with a faster 3G network	Downloading film clips and larger files

Using your dongle as a memory stick

You can use your dongle as a memory stick if you put a microSD™ memory card in it.

You can buy memory cards from any O₂ shop, or our online shop. High capacity microSD™ (known as micro SDHC) up to 32GB will work in your dongle.

Important: Don't put your microSD™ card in your dongle when it's already plugged into your computer.

To use the dongle as a memory stick:

1. Put the memory card into the dongle. It goes in the slot that sits underneath your sim card. Make sure you push it in until it clicks.



2. Put the dongle into your computer.
3. If you're on Windows, your microSD™ card will show up as a new drive under (My) Computer. If you're on a Mac, it'll show up as a new drive on your Desktop.

To take the dongle out:

On Windows: Click the [Safely Remove Hardware](#) icon in Windows system tray (near the time).

On a Mac: Drag the microSD™ drive icon from your desktop to Trash.

Using Mobile Broadband abroad

If you're on Pay Monthly, you can use your Mobile Broadband in over 100 countries. But remember, roaming charges are outside your monthly allowance, and it can be expensive to use Mobile Broadband abroad. You can see the exact costs at o2international.co.uk. If you're on Pay & Go, you can't use your dongle abroad.

If you're a non-business customer, we've put a bar on your dongle which stops you using it abroad. This is to stop you getting any surprises on your bill. To lift it, call 0870 241 0202 or fill out the form on o2.co.uk/mobilebroadbandroaming. We can also tell you about the latest charges and any Bolt Ons that might save you money. Business customers can use their Mobile Broadband abroad straight away.

If you'd like to add a data roaming Bolt On, fill out the form on o2.co.uk/mobilebroadbandroaming or call us on 0870 241 0202 (or 0800 977 7337 for Business customers).

Safety Information

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Customers shall comply with all applicable export or import laws and regulations and will obtain all necessary governmental permits and licenses in order to export, re-export or import the product mentioned in this manual including the software and technical data therein.

Warnings and Precautions

This section contains important information pertaining to the operating instructions of your device. It also contains information about how to use your device safely. Read this information carefully before using the device.

Electronic Device

Do not use your device if using the device is prohibited. Do not use the device when using the device causes danger or interference with electronic devices.

Medical Device

- Follow rules and regulations set forth by hospitals and health care facilities. Do not use your device when using the device is prohibited.
- Some wireless devices may affect the performance of hearing aids or pacemakers. For any such problems, consult your service provider.
- If you are using an electronic medical device, consult the doctor or the device manufacturer to confirm whether radio waves affect the operation of this device.

Potentially Explosive Atmosphere

Do not use your device in any area with a potentially explosive atmosphere, and comply with all signs and instructions. Areas that may have potentially explosive atmospheres include the areas where you would normally be advised to turn off your vehicle engine. Triggering of sparks in such areas could cause an explosion or a fire, resulting in bodily injuries or even deaths. Do not use your device at refueling points such as service stations. Comply with restrictions on the use of radio equipment in fuel depots, storage, and distribution areas, and chemical plants. In addition, adhere to restrictions in areas where blasting operations are in progress. Before using the device, watch out for areas that have potentially explosive atmospheres that are often, but not always, clearly marked. Such locations include areas below the deck on boats, chemical transfer or storage facilities, and areas where the air contains chemicals or particles such as grain, dust, or metal powders. Ask the manufacturers of vehicles using liquefied petroleum gas (such as propane or butane) whether this device can be safely used in their vicinity.

Traffic Security

- Observe local laws and regulations while using the device. To prevent accidents, do not use your wireless device while driving.
- RF signals may affect electronic systems of motor vehicles. For more information, consult the vehicle manufacturer.
- In a motor vehicle, do not place the device over the air bag or in the air bag deployment area. Otherwise, the device may hurt you owing to the strong force when the air bag inflates.
- Do not use your device while flying in an aircraft and before boarding an aircraft. Using wireless devices in an aircraft may cause danger to the operation of the aircraft and disrupt the wireless telephone network. It may also be considered illegal.

Operating Environment

- Do not use the device in dusty, damp, and dirty places or places with magnetic fields. Otherwise, it may result in malfunction of the circuit.
- On a stormy day with thunder, do not use your device when it is being charged, to prevent any danger caused by lightning.
- While using the device, observe the local laws and regulations, and respect others' privacy and legal rights.
- Keep the ambient temperature between -10° to +45° for using the device.

Safety of Children

Comply with all precautions with regard to children's safety. Letting the child play with your device or its accessories, which may include parts that can be detached from the device, may be dangerous, as it may present a choking hazard. Ensure that small children are kept away from the device and accessories.

Accessories

Use the accessories delivered only by the manufacturer. Using accessories of other manufacturers or vendors with this device model may invalidate any approval or warranty applicable to the device, result in the non-operation of the device, and cause danger.

Cleaning and Maintenance

It is normal that your wireless device gets hot when you use or charge it. Before you clean or maintain the wireless device, stop all applications and disconnect the wireless device from your PC.

- Use your wireless device and accessories with care and in a clean environment. Keep the wireless device away from a fire or a lit cigarette.
- Protect your wireless device and accessories from water and vapor, and keep them dry.
- Do not drop, throw, or bend your wireless device.
- Clean your wireless device with a piece of damp and soft antistatic cloth. Do not use any chemical detergent, powder, or other chemical agents (such as alcohol and benzene) to clean the device.

Certification Information (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 are developed by the independent scientific organization International Commission on Non-Ionizing Radiation Protection (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 watts/kilogram (W/kg) and the highest SAR value for this device when tested complies with this limit.

Body Worn Operation

Important safety information regarding radiofrequency (RF) radiation exposure is as follows:

- To ensure compliance with RF exposure guidelines, the device must be used with a minimum of 2.5cm distance from the body.
- Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Disposal and Recycling Information



This symbol on the device (and any included batteries) indicates that they should not be disposed of as normal household garbage. Do not dispose of your device or batteries as unsorted municipal waste. The device (and any batteries) should be handed over to a certified collection point for recycling or proper disposal at the end of their life.

For more detailed information about the recycling of the device or batteries, contact your local city office, the household waste disposal service, or the retail store where you purchased this device.

The disposal of this device is subject to the Waste from Electrical and Electronic Equipment (WEEE) directive of the European Union. The reason for separating WEEE and batteries from other waste is to minimize the potential environmental impacts on human health of any hazardous substances that may be present.

Reduction of Hazardous Substances

This device is compliant with the EU Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulation (Regulation No 1907/2006/EC of the European Parliament and of the Council) and the EU Restriction of Hazardous Substances (RoHS) Directive (Directive 2002/95/EC of the European Parliament and of the Council). For more information about the REACH compliance of the device, visit the Web site www.huaweidevice.com/certification. You are recommended to visit the Web site regularly for up-to-date information.

EU Regulatory Conformance

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Svenska: Huawei Technologies Co., Ltd. förklarar härmed att denna produkt överensstämmer med de grundläggande kraven och andra relevanta föreskrifter i direktiv 1999/5/EG.

For the declaration of conformity, visit the Web site www.huaweidevice.com/certification.

Observe the national local regulations in the location where the device is to be used. This device may be restricted for use in some or all member states of the European Union (EU).

Warranty Statement

This Limited Warranty shall apply to the Mobile Broadband dongle (“Device”) including all accessories contained within the original O₂ box (“Accessories”). Hereafter “the Products” means the Device and/or the Accessories as the context requires. O₂ warrants that the Products are free of defects in materials and workmanship at the time of its original purchase (“Limited Warranty”). This Limited Warranty is subject to the following terms and conditions:

1. This Limited Warranty is given only to the original purchaser of the Products (“Customer”). It shall neither exclude nor limit a) any statutory rights of the Customer or b) any of the Customer’s rights against the seller/dealer of the Product
2. For the purposes of the Device, a twenty four (24) month period commencing on the date of purchase of the Device by end user customer; and for the purposes of the Accessories, a six (6) month period commencing on the date of purchase of the accompanying Device by end user customer (“the Warranty Period”).
3. This Limited Warranty may not be sold-on, assigned, transferred or given to any subsequent purchaser or acquirer of the Products. This Limited Warranty is only valid and enforceable by those Customers who have purchased the Products in the UK.
4. Throughout the Warranty Period O₂ or its authorised agent will, at their discretion, without charge and subject to Clause 7 repair or replace any defective Products. Repair or replacement may involve the use of functionally equivalent reconditioned unit. O₂ will return repaired Products or replacement Products to the Customer in good working condition. All replaced faulty parts or components will become the property of O₂.
5. If O₂ repairs or replaces any Products, the repaired or replaced Products shall continue to be warranted for the remaining time of the original Warranty Period or for three (3) months from the date of repair or replacement, whichever is longer.
6. Before returning any Device, you are responsible for ensuring that you back up data and remove any personal information from the Device. O₂ is not responsible for any loss of data or removable storage media.
7. THIS WARRANTY SHALL NOT APPLY IN THE FOLLOWING CIRCUMSTANCES:
 - a. O₂ or its authorised agent was not notified by the Customer of the defect within fourteen (14) days after the appearance of the defect within the Warranty Period; or

- b. the Products were not returned to O₂ or its authorised service agent within (30) days after the appearance of the defect within the Warranty Period; or
- c. deterioration of the Products due to normal wear and tear; or
- d. use other than in accordance with the user manual; rough handling; exposure to moisture; dampness or extreme thermal or environmental conditions or a rapid change in such conditions; corrosion; oxidation; unauthorised modifications or connections; unauthorised opening or repair; repair by use of unauthorised spare parts; accidents; forces of nature; or other actions beyond the reasonable control of O₂ (including but not limited to deficiencies in consumable parts, such as batteries which all by their nature have a limited lifetime, and breakage or damage to the camera lens) unless the defect was caused directly by defects in materials or workmanship. This Limited Warranty does not cover physical damage to the surface of the Products including cracks or scratches on the LCD screen or camera lens; or
- e. the Product serial number or IMEI number has been removed, defaced, altered or is illegible; or
- f. the defect was caused by a defective function of the cellular network; or
- g. the defeat was caused by the fact that the Products were used with or connected to an accessory not approved or provided by O₂ or used in other than its intended use and where it can be shown by O₂ that such defect is not the fault of the Products.
- h. repairs performed by service centres that have not been authorised by O₂.
8. In the event of Product failure, the customer should take the following actions:
 - a. Refer to the user manual in order to identify and possibly correct the problem.
 - b. If the problem cannot be resolved by reference to the user manual the Customer should return the Product to the place where it was purchased.
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