Mobile Connect

User's Guide (Mac)

July 20, 2010

V 2.0

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Statement of Conditions

PER-KILOBYTE DATA TRANSPORT CHARGES

USING YOUR HANDHELD DEVICE FOR "TETHERED" DATA TRANSMISSION (E.G. USING YOUR DEVICE AS A MODEM FOR YOUR PC), INCLUDING TO DOWNLOAD APPLICATIONS OR CONTENT, OR FOR GAMING, WILL RESULT IN PER-KILOBYTE DATA TRANSPORT CHARGES AT BELL MOBILITY'S THEN CURRENT RATES.

You will be charged for data transmissions from or to your PC or other device through your Bell Mobility handheld device. Data transmissions include automated security updates to your PC, Internet gaming, sending and receiving emails including attachments, and downloading music or other content. If you subscribe to a data plan, you will be charged additional per kilobyte rates as set out in the plan, for any data transport usage in excess of the data transport included in the monthly data plan fee.

Data roaming charges may also apply if you are transmitting data through your device on one of Bell Mobility's roaming partners' networks.

Note to subscribers of Bell Mobility's Unlimited Mobile Browser^{TM}: in tethering your Bell Mobility handheld device to your PC or other device, data transmission does NOT occur through the Unlimited Mobile Browser. You will be charged for data transport usage in addition to the monthly charge for the browser.

We encourage you to minimize these charges by subscribing to an appropriate price plan or feature. Visit www.bell.ca or call 1-888-4-MOBILE to subscribe. Be sure to check the Connection Details and Session Log in Mobile Connect to keep track of your data usage.

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Getting Started

Introduction

Mobile Connect is a client application that runs on your Mac computer. It increases security, and extends the universe of services and support offered by your service provider. Using Mobile Connect, you can connect easily to your corporate network, send email, and access the internet (as well as any other applications that you can access through the Wireless Wide Area Network (WWAN) connection).

Mobile Connect supports WWAN devices that allow a true mobile broadband experience over a Wide Area Network (WAN) such 3G/HSDPA Preferred, 3G HSDPA Only, or GPRS/EDGE Only.

The Help system is designed to answer users' questions on how to perform specific tasks and to explain Mobile Connect's functions.

If you need additional assistance with Mobile Connect please contact *Client Care*. (See "Who can I contact if I need assistance with Mobile Connect?" on page 85.)

System Requirements

The minimum system requirements for installation and operation of Mobile Connect are shown in the table below.

	Mac 10.4 (Tiger)	Mac 10.5 (Leopard)	Mac 10.6 (Snow Leopard)
Processor	Power PC G3 333 MHz, Intel	Intel (867 MHz or faster) processor	Intel IA-32, Intel x86-64 Core 2
RAM	256 MB	512 MB	1 GB
Hard Drive Space	100 MB	100 MB	100 MB
Browser	Safari	Safari	Safari
Boot Mode	N/A	N/A	32 bit

Additional Requirements

- Internet Connection (if downloading the installer from the Internet)
- CD-ROM drive (if installing from CD)
- USB port (if installing from a USB device)
- Type II slot (if using a PC card for connections)

Devices Supported

For a list of supported devices please see the *Release_Notes.txt* and *README.html* files in the Mobile Connect folder on your Mac computer.

Permissions

You must have *administrative rights* on your Mac computer to perform the following tasks:

- Install Mobile Connect
- Uninstall Mobile Connect
- Establish your first connection to the Bell Mobile Broadband Network.

Inserting Your SIM Card

Bell Mobile Connect uses a SIM (Subscriber Identity Module) card for Mobile (GSM) devices that contains your account information for the mobile network. Insert your SIM before attempting to use the device with the Mobile Connect software.

The SIM card uses contact points to connect with your device's modem. You must take care not to damage the contact point.

The orientation notch is used as a reference for properly inserting the SIM card. Inserting the SIM card incorrectly will prevent the device's modem from communicating with the network.
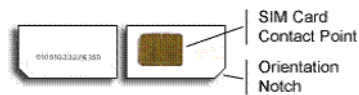
Note: *If you are using a CDMA device, a SIM card is not used.*

Installing the Mobile Connect Software

Installing Mobile Connect is easy. Follow the steps below:

Installing from Your Turbo Stick

Follow these steps:

1. Insert the *Mobile Connect Turbo Stick* into an available USB port.

2. Find the Mobile Connect *drive icon* on your desktop and double-click to open the folder.

3. Double-click on the "*Mobile Connect.dmg*" file to extract the installer file.

4. Double-click on the "*Install Mobile Connect.mpkg*" file in the Mobile Connect folder to begin the installation.

5. Follow the on-screen instructions for installation and configuration of the Mobile Connect software.

Installing from CD

Follow these steps:

1. Insert CD into CD ROM drive.

2. Find the *CD ROM drive* where the Mobile Connect is located, double click the icon to access the CD in the CD ROM drive.

3. Double-click on the "*Mobile Connect.dmg*" file to extract the installer file.

4. Double-click on the "*Install Mobile Connect.mpkg*" file in the Mobile Connect folder to begin the installation.

5. Follow the on-screen instructions for installation and configuration of the Mobile Connect software.

Installing from the Internet

You can download Mobile Connect from our website at:
http:/ www.businessonthego.ca/mobileconnect. Once you have downloaded the Mobile Connect software, follow these steps to complete the installation process:

1. Open the folder in which the downloaded file (*Mobile Connect.dmg*) resides.

2. Double-click on the "*Mobile Connect.dmg*" file to extract the installer file.

3. Double-click on the "*Install Mobile Connect.mpkg*" icon in the Mobile Connect folder to begin the installation.

4. Follow the on screen instructions for installation and configuration of the Mobile Connect software.

Note: Mobile Connect will recognize the selected language from the Mac OS and install the localized version of Mobile Connect on the computer. The current supported languages on Mobile Connect are English and French. If you attempt to load Mobile Connect on a computer that is configured for a language other than English or French, Mobile Connect will install the English version by default.

Launching Mobile Connect

Once your hardware and Mobile Connect software are installed and ready to connect, you may go ahead and launch Mobile Connect by doing one of the following:

Double-click the Mobile Connect Icon on your computer's desktop

— OR —

1. On the *Finder* menu bar on your Mac computer, select *Go > Applications*. The Applications folder is displayed.
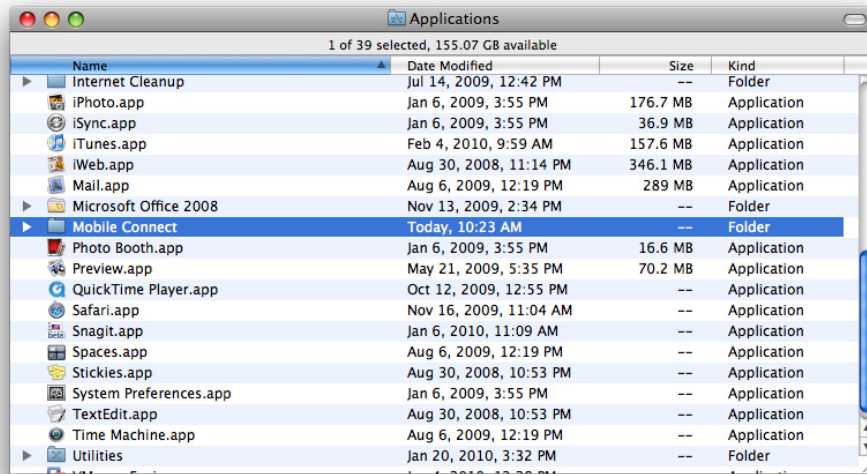
2. Double-click on the *Mobile Connect* folder. The Mobile Connect folder will be displayed.
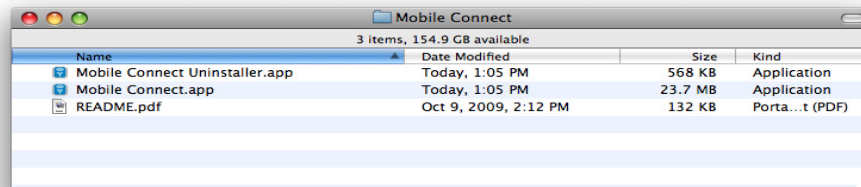
3. Double-click on "*Mobile Connect.app*" to launch the application.

Mobile Connect Folder

The following files are located in the Mobile Connect folder:

File	Description
README.pdf	The README.pdf file contains helpful notes on Mobile Connect.
Mobile Connect.app	The Mobile Connect application.
Mobile Connect Uninstaller.app	The uninstaller application. Use this to uninstall Mobile Connect.

Splash Screen

The Splash Screen shown below will be displayed briefly as the program loads.
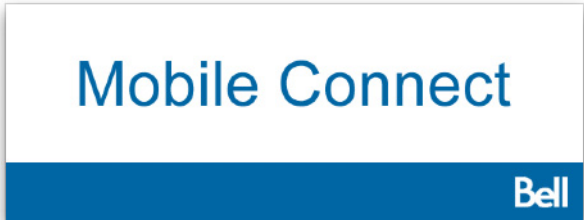
Note: The Splash Screen may be turned off in the Client Tab of the Preferences window.

The Dock Icon

When Mobile Connect is running, you will see an icon in the *Dock* on your Mac computer. By default, the Dock appears at the bottom of your screen. If Mobile Connect is currently hidden (by selecting *Hide Mobile Connect*) from the Mobile Connect Menu), you may restore the window by clicking on the *Dock* icon.

Mobile Connect may also be sent to the Dock by clicking on the yellow *Send to Dock* button 🟠 in the upper left corner of the Main Window. Click on the *Mobile Connect Dock icon* to restore the Main Window.

Control-Click Menu

Placing your cursor over the Mobile Connect Dock Icon, then pressing *Control*, while simultaneously clicking your mouse, will display a brief menu with common items found in the menubar.

The Mobile Connect Interface

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The Main Window

The main interface for establishing Mobile and CDMA wireless connections is shown below.
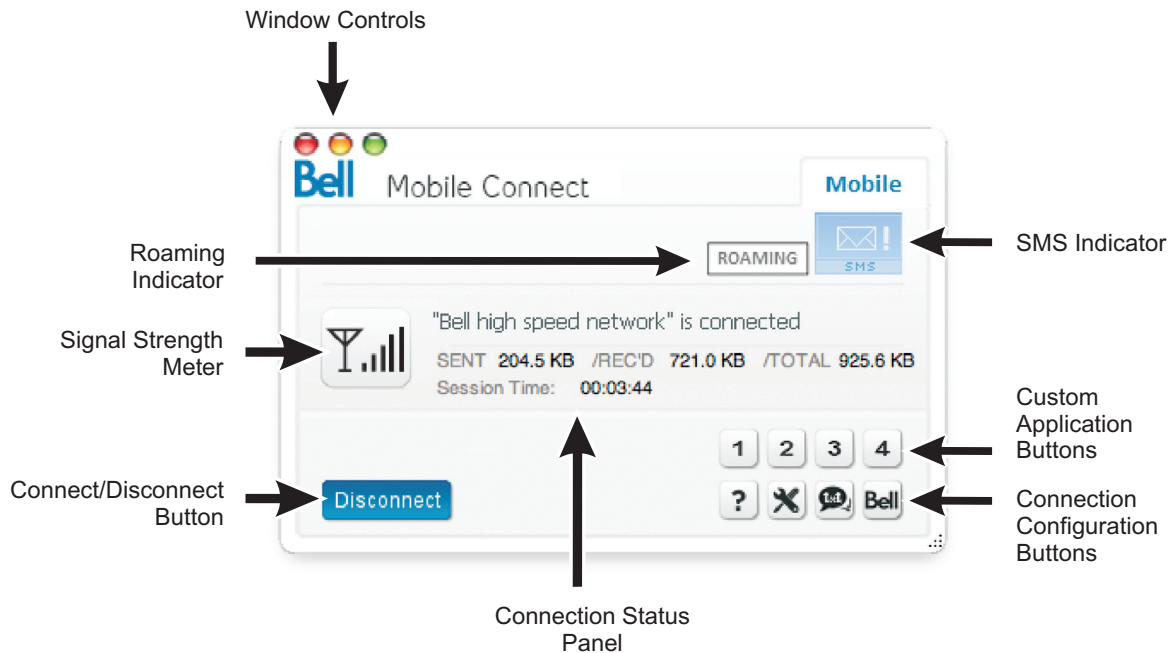
This window will display details about your wireless provider's network or about one of their partner networks when you are roaming. You can do the following from this window:

- Connect to or disconnect from the displayed network profile by clicking the *Connect/Disconnect* button.

- View the *Signal Strength* of the displayed network.

- View the *Connection Status* in the Connection Status Panel.

- See if there are any unread text messages by viewing the *SMS indicator*.

- Access applications by clicking on any of the *Custom Application Buttons*.

- Access various preferences and settings using the *Connection Configuration Buttons*.

- Send and receive text messages by clicking on the *SMS (txt)* button.

- Visit the Bell Mobile website at *http://www.bell.ca/cms* with your browser.

- Access the *Help* system.

Controls for the Main Window

The buttons in the upper-left corner of the main window; control the appearance and location of the window.

Click this button to *Close* the main window and exit the application.

Click this button to *Send* the application to the *Dock*.

Click this button to *Maximize* or *Minimize* the window.

Mobile Controls and Indicators

In addition to the standard controls and indicators, the main window contains the following:

Home/Roam Indicator

This indicator displays the word *Roaming* when the current connection is not part of your Mobile or CDMA service provider's home network. Consult your wireless service plan for more information about roaming.

To prevent roaming completely follow these steps:

1. Select *Tools > Options > Preferences*.

2. Select the *Hardware* tab.

3. Select your turbo stick device in the hardware list and click *Modify*.

4. Select the *roaming dropdown* and change from *Allow roaming* to *Home Only*. This will prevent the Turbo Stick from finding Roaming networks. Please be aware that Mobile Connect will display "Searching for networks" when Home only is activated and you are in a roaming zone.

SMS Indicator

The SMS (Short Message Service) indicator, near the top of the interface, indicates when you have text messages waiting.

 This icon indicates that you have unread text messages.

 This icon indicates that you have text messages, but no new ones.

SMS Button

Click on the *SMS button* (lower right portion of the main window) to view and/or send messages in the Text Messaging Client.

Custom Application Buttons

The custom application buttons on the main screen can be setup to launch applications on your computer. Once programmed the applications may be launched by clicking on the appropriate button. In most cases an icon indicating the application will appear on the button replacing the number (1-4).

To customize these buttons follow these steps:

1. Select *Tools (wrench) > Options > Customize Buttons* or simply click one of the numbered buttons. The Customization Tool window will appear.
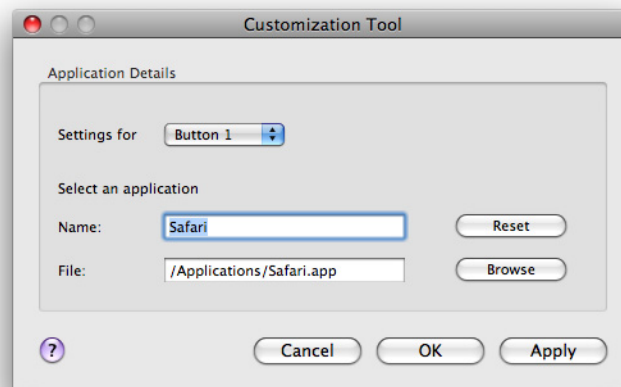
2. In the *Button* drop down box select the button number you would like to customize (1-4).

3. In the *Name* field drop down box, type the name you want to associate with this button or use the *Browse* button to search for an application. If you want to clear your entry completely, click *Reset*.

4. If you selected an application by using the *Browse* button, in the previous step, the path for that application will be shown in the *File* field. The *Name* field will be automatically filled in for most applications.

5. Click *OK* when finished.

Note: *After you have programmed a Custom Application Button, you can edit the button by selecting Tools (wrench) > Options > Customize Buttons.*

Connection Configuration Buttons

These buttons provide access to various functions and preferences as follows:

- **Help Menu (question mark)** – Displays the online help system.
- **Tools Menu (wrench)** – Provides access to most of the features and preferences of Mobile Connect.
- **SMS Message Client (txt)** – Displays the Short Message Service (SMS) viewer, which lets you manage email and text message transfers
- **Vendor Link (Bell)** – Opens your browser to the Bell website at: *http://www.bell.ca/cms*.

Connection Status Panel

The connection status panel indicates current session information to the user, as follows:
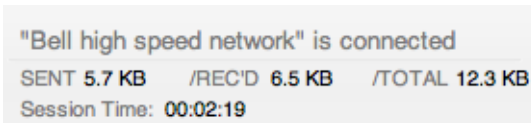
- The name of the network to which you are currently connected.
- The status can be any of the following: Bell high speed Network is available, Connecting, Bell high speed Network is connected, Disconnecting, Device not activated, Flight Mode is On, etc. After you connect, the panel displays the following information:
- The accumulated number of bytes sent, received and combined (total).
- The time elapsed since you connected to the network.

Note: Flight Mode On will be displayed in the Connection Status Panel when Flight Mode is enabled from the File menu.

Signal Strength Indicator

This gauge shows the strength of the signal being broadcast from the currently-displayed network. Stronger signals tend to produce more reliable connections.

Mobile Connect Menu Bar

The *Mobile Connect menu bar* is displayed at the top left side of your screen. Some menus may be accessed via the Mobile Connect menu bar at the top of your screen and also via the Connection Configuration buttons. For example, the Tools menu is accessible by clicking the Tools menu on the Mobile Connect

menu bar or by clicking the Tools (wrench) icon which is one of the Connection Configuration buttons.

The File Menu

Clicking the File Menu in the Mobile Connect menu bar displays a menu with the following items:

Export All Profiles

Select this item to export your Mobile Connect profiles to your hard drive. A dialog box will appear allowing you to specify the location to save your profiles. Enter the file name in the *Save As:* box. The file will be saved with a .IEF extension in the location you specify.

Import All Profiles

Select this item to import your Mobile Connect profiles from your hard drive. A dialog box will appear allowing you to specify the location of the profiles file. The file will be saved with a .IEF extension in the location you specify.

The Tools Menu

Clicking the Tools Menu (wrench) ✖ on the main screen of Mobile Connect's Main window produces a menu with the following options:

Enable Flight Mode

Selecting this item turns on or off the transmitters of all WWAN cellular data adapters managed by Mobile Connect. When Flight Mode is enabled, *Flight Mode On* is displayed in the Connection Status Panel. When Flight Mode is disabled (turned off), only the devices or adapters that were turned off for Flight Mode are turned back on. The Connection Status Panel will then display normal connection status indications.

Activation Assistant

Selecting this item starts the Activation Assistant. Some devices may require activation (programming) prior to use. If your device needs activating, Mobile Connect will inform you and start the activation process when you connect the device. You can manually start this process by selecting this menu item.

Check for Updates

Select this item to receive updates to Mobile Connect. For information on update preferences, (See "Preferences: Update" on page 56.)

Profiles

Display the Network Profiles window. This window is used to create and edit network profiles and to set their priority. (See "Network Profiles" on page 33.)

Enable/Disable Lock

Select this item to lock/unlock the SIM on your Mobile device. This allows a user to lock their SIM card so it may only be used to connect or see address book and SMS information when a user provides the code to unlock it. This item only appears when the Mobile Technology tab is selected and is only used for GSM devices. (See "Locking and Unlocking Your Bell Mobility SIM" on page 24.)

Change PIN Code

Select this item to change the PIN code for locking and unlocking your SIM. This item only appears for GSM devices. (See "Change PIN Code" on page 20.)

Diagnostics > Mobile Info

Select this item to open the *Mobile Info* window. This window displays some technical information about the mobile network you are connected to and your current mobile device. (See "The Mobile Info Window (HSPA)" on page 72.)

Diagnostics > Event History Manager

Select this item to open the *Event History Manager* window. This window displays a list of the most recent Mobile Connect events (network connections, network disconnections, errors, etc.). (See "The Mobile Info Window (HSPA)" on page 72.)

Diagnostics > Generate Diagnostics File

Select this item to generate a *zip* file containing diagnostic information. Bell Mobility technical support may request to generate and e-mail this file to technical support. This file is saved on your desktop with a file name based on the date and time it was created. The file is saved in the format.

MC_Diagnostics_username_03032010_112201.MC

The username portion is your login name on your computer.

Options > Preferences

Selecting this item will display the *Preferences* window. Various preferences for Mobile Connect may be changed via the Preferences window. (See "Mobile Connect Preferences" on page 53.)

Options > Customize Buttons

Selecting this item will open the *Customize Buttons* window. These buttons may be programmed to launch applications such as your browser or e-mail application. (See "Custom Application Buttons" on page 16.)

The Help Menu

Clicking *Help* from the Mobile Connect menu bar, produces a menu with the following options:

Search

Enter a term in the *Search* field to find related menu items and help topics.

Help

Opens the *Help* system.

Clicking the Help (?) icon on the main screen of Mobile Connect's Main window will display the help system.

System Information

Clicking on *System Information* will display your Mac computer's system information. This information may be helpful when communicating with technical support.

About Mobile Connect

Selecting this item will display a window with *Serial Number*, *Version* and *Technical Support* information. Clicking on the *System Info* button will display your Mac computer's system information. This information may be helpful when communicating with technical support. This item also appears on the menu bar of your computer. Select *Mobile Connect > About > Mobile Connect*.

Other Menus

File, Edit, Window, Help

While Mobile Connect provides its own menus, you will find some menus are Mac OS specific such as the *Edit* and *Window* menus. This makes it easier to learn to use different applications.

The *Mobile Connect* menu, showing the application's name in **bold**, always appears at the left side of the menu bar right next to the Apple menu. The Mobile Connect menu contains commands for setting application preferences and quitting the application.

Mobile Connect provides other standard menus, such as the *File*, *Edit*, *Window*, and *Help* menus. Many of the commands in these menus are standard in all your applications (for example, the *Copy* command is usually in the *Edit* menu). Please refer to your Macintosh documentation for descriptions on these Mac OS specific menus and menu items. In cases where there are additional Mobile Connect specific menu items, we have described those menu selections.

Mobile Connections

<div style="text-align:right;font-size:2em;">**3**</div>

Connecting to a Mobile Network (Turbo Stick)

Before you begin, you will need the following:

- A Mobile 3G data device that you will use to establish connections. All Bell Mobility Turbo Sticks are automatically supported by this version of Mobile Connect. (Please see bell.ca/mobileconnect for more details.) Drivers are installed automatically once you install this software. The device must be selected in the *Hardware* tab of Mobile Connect's *Preferences* (see page 58).

- A Bell wireless account with a Mobile Internet plan. (If you don't have an account or a Mobile Internet plan, speak with a Bell account representative to get set up.)

- An active Bell SIM card.

To connect to a mobile network, follow these steps:

1. If you have not already done so, connect your Mobile 3G device.

2. Select the Mobile tab in the main window. If your device is properly connected and configured, Mobile Connect will begin searching for the Bell high speed network and select an appropriate network profile to use to establish the connection. When Mobile Connect is ready, it will display the words *"Bell high speed network" is available*.

3. Click the *Connect* button to connect. Once connected, Mobile Connect will display *"Bell high speed network" is connected*, data sent/received and the duration of the current connection (if enabled). (See "Preferences: Client" on page 54.)

Roam Guard Warning

When outside the local Bell coverage area the following message is displayed when attempting to connect to the network. You are currently outside of your home network. Significant additional data roaming charges apply to all roaming data usage. [Example: US data rates may exceed $3/MB and international data rates may exceed $50/MB]

Roaming rates change frequently, so please visit *http://www.bell.ca/coverage* for more information on Bell Mobility's current roaming rates.

Locking and Unlocking Your Bell Mobility SIM

Locking the SIM

You can lock your Bell Mobility mobile SIM card to prevent it from being used by unauthorized individuals. A locked SIM card cannot be used to establish a connection until it has been unlocked.

1. Select *Enable SIM Lock* from the Tools menu ✖ (wrench). The Enter Lock Code window appears.
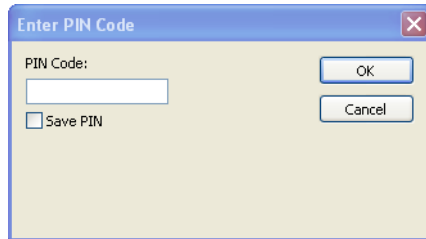
2. Enter the current *Lock Code* in the space provided.

3. Check the *Save PIN* box to store save the PIN code.

4. Click *OK* to lock the device. A check mark will appear on the Enable SIM Lock menu item on the Tools menu (wrench) to indicate the device is locked.

Unlocking the Device

1. Select *Disable SIM Lock* from the Tools menu ✖ (wrench). The Enter Lock Code window appears.

2. Enter the current *Lock Code* in the space provided.

3. Click *OK* to unlock the device.

SIM Lock PIN Entry

Bell Mobility SIM cards can be configured with a Personal Identification Number (PIN) locking user access to the SIM Card. When a users insert (or connect) a device with a Bell SIM card and launch Mobile Connect, if the SIM is locked, they will be presented with the following PIN entry dialog box to unlock the SIM for use. This is to protect your SIM from being used without your consent. Its important not to share this code with anyone and reset it if required. This is an optional feature provided for your protection. By default your Bell SIM does not have a PIN code set up. You can setup this with a PIN code of your choice.
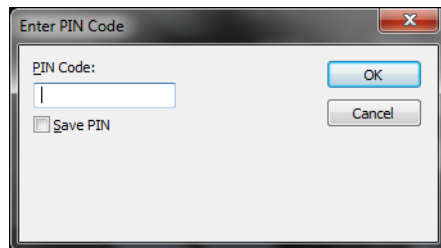
Bell Mobility limits the number of incorrectly entered PINs. This usually ranges from three (3) to ten (10) possible PIN entry attempts. If a user fails to enter a correct PIN within the number of permitted attempts, the SIM card will become locked. In the event that a SIM card becomes locked, the user has the ability to re-enable the PIN mechanism by entering a Personal Unblocking Key (PUK).

IMPORTANT: You will need to contact Bell Mobility Client Care to retrieve your PUK code. If you enter the PUK code incorrectly 3 times, your SIM will be permanently locked and cannot be retrieved. A new SIM card will need to be purchased from Bell Mobility.

 If the PIN is locked, the user will see the following dialog box where they will have the opportunity to reset the PIN by entering a combination of the PUK and the new PIN in the following dialog box:
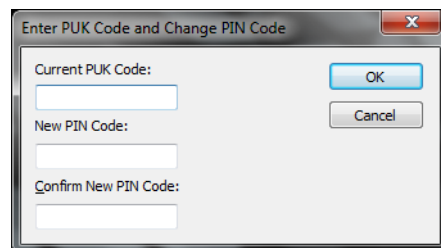
Text Messaging (SMS)

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The Text Messaging Service

Short Message Service (SMS) is a standard used by Cellular Carriers worldwide for interchange of text messages between devices. Originally developed as a GSM network technology, SMS massages can be sent using any compatible device. Mobile Connect makes SMS simple by allowing the user to send and receive messages from a familiar email-like messaging client.

Additional pay per use charges may apply. Please contact your Bell Mobility Client Care department for more details.

Note: *Messages received from Bell are free. You will not be charged for incoming messages from Bell.*

The Text Messaging Client

You can send and receive Text Messages through Mobile Connect very much like you can do on most wireless phones. To view text messages, click the *SMS (txt)* icon:

Viewing and Managing Messages

Receiving Text Messages

When you receive a text message, the SMS indicator will appear on the *Main Window*.

SMS Indicator

 This version of the icon indicates that you have new (unread) text messages.

 This version of the icon indicates that you have text messages in your mailbox (but no new ones).

To view text messages, click the *SMS* icon.

 :

To view text messages, click the *SMS (txt) button* (shown above). You will then be presented with the *Text Messaging Service Window*.

Viewing and Managing Messages

The Text Messaging Service Window

The text messaging client allows you to send and receive text messages using the window shown below. You can view previously sent or received messages and send new messages. You can also forward an existing message to a new recipient or re-send the message to the original recipient using the buttons on the right side of the window.
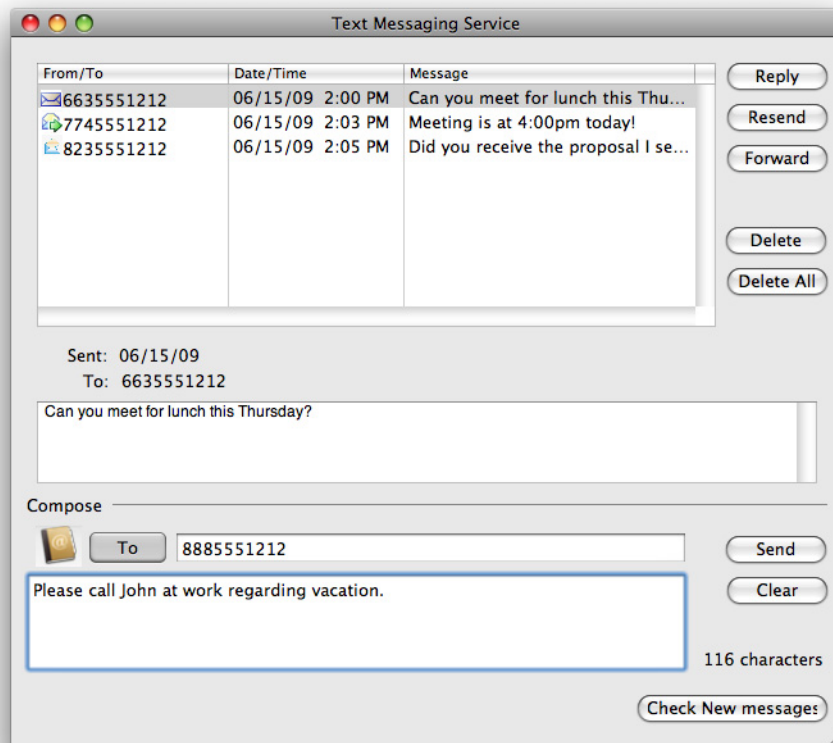
SMS Message Icons

The following icons appear in the left hand column of the Message List:

An *Unread* SMS message

A *Read* SMS message.

A *Sent* SMS message

Sending Text Messages

Before attempting to send or receive text messages, check to make sure that your Turbo Stick is inserted into your computer and registered with the wireless network. Mobile Connect will indicate *Bell high-speed network is available* or *connected*.

Note: *Mobile Connect can send text messages when in "Available" mode or when you are actively connected.*

Mobile to Mobile: In the *To* field, type the mobile number of the person you are sending a message to. For example: Enter "555-555-1111" in the *To* field of the text messaging client.

To send a text message, do the following:

1. Click on the *SMS icon* on the *Main Window*. The text messaging window will be displayed.

2. Type the mobile number or email address of the person you wish to send a message to in the *number entry field*, next to the *To* button.

3. Type your message in the *compose text field* below the number entry field.

4. Click *Send*.

The Address Book

For your convenience, phone numbers can be stored in your Mac computer's address book. To access your address book from the Text Messaging Window click on the *To* button or the *Address Book icon*.

Double-clicking on any entry in your address book will add that entry to the *number entry field*. You may also add multiple entries.

Clicking on the *Clear* button will delete all text in both the *compose text field* and the *number entry field*. To delete the text in only one of these fields pressing *Command + A* will select all text in the selected field and then pressing *Delete* will clear the field.

Updating Text Messages

If your Turbo Stick is connected to your laptop, Mobile Connect will automatically retrieve new messages from the device when it is launched. You can also update the contents of your *Inbox* by clicking the *Check New Messages* button.

Network Profiles

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What is a Network Profile?

A network profile is a saved configuration for connecting to a particular network. Some profiles are predefined by Bell Mobility. Additional network profiles can be created in the Network Profiles window.

Network profiles have the following advantages:

- You can configure Mobile Connect to automatically connect to a network profile whenever the associated network is available.

- If the last network you connected to is not available, the Mobile Connect software uses the priorities of all defined network profiles to select a network to connect to. This allows the same easy, one click connection to an alternate network.

- You can automate steps in the connection process, such as opening your browser, so that you don't have to perform these actions each time you connect.

A network profile is required to connect to a mobile network.

The Network Profiles Window

Network profiles can be added and configured in the Network Profiles window. To access the Network Profiles window, select *Profiles* from the *Tools* menus (wrench) in the main window.
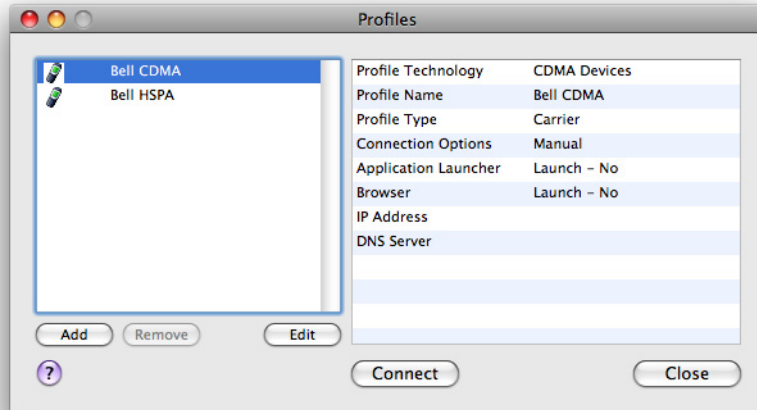
The left pane of this window lists of all the Network Profiles you have defined so far. Also listed here are any Network Profiles that have been pre-configured by Bell.

A profile's position in the list indicates its priority. (See "Network Profile Priority" on page 35. for more information.)

Profile Icons

Each profile listed in the Network Profiles window will have only an icon next to the name. This icon indicates the technology that this profile uses to establish connections.

Mobile CDMA or Mobile HSPA (GSM) - This is your Primary Turbo Stick Connection profile

Network Profile Priority

In the Network Profiles window, profiles are listed in order of priority. When selecting a network to connect to, Mobile Connect will go down the list from top to bottom, selecting the first network profile for which all of the following are true.

- The network described by the profile is available

- You have a device capable of connecting to the network connected to your computer and ready

- The *Connection Options* field on the *General* tab in the profile's configuration is set to either "Automatic" or "Prompt"

Profile priority also determines when Mobile Connect will automatically switch from one network to another. If you are connected to one network and a higher priority network becomes available, Mobile Connect will switch to the higher priority network.

Changing Profile Priority

To change the priority of a specific profile, select the profile whose priority you would like to change. Then, drag Up or Down to move the profile up or down in the list.

Creating a Profile for a Turbo Stick Network

Follow these steps to create aTurbo Stick Network Profile.

1. Select *Profiles* from the *Tools* menu (wrench) in the main window of the Mobile Connect software. The Network Profiles window appears.

2. Click *Add*. A list of network profile types now appears.

3. Select *Mobile HSPA* (for an HSPA Turbo Stick), or *Mobile CDMA* (for a Mobile CDMA Turbo Stick profile).

4. Click *Add*. The General tab is displayed for this profile. The settings on the page are largely personal preference (for example, do you want to launch you browser upon successful connection?). Configure these as desired.

5. Click the *IP Settings* tab. The IP Settings page appears. Configure these settings as desired. The default selections on the IP Settings page are correct for most networks (Automatically detect). If, however, this particular network requires specific IP address and/or DNS server settings, you can specify them here.

6. Click the *Broadband* (GSM/HSPA) or *CDMA* tab. The Broadband or CDMA page appears. If you selected one of the pre-defined profile types, the correct settings have already been entered for you on this page. If you are creating a custom profile, you will need to enter the correct settings for your network. Contact the provider of the network for the correct settings.

7. Click *Save*.

Editing a Network Profile

Follow these steps to edit an existing network Profile:

1. Select *Profiles* from the *Tools menu* ✖ *(wrench)* in the main window. The Network Profiles window appears.

2. Select the profile you wish to edit in the left pane of the window.

3. Click the *Edit* button. A tabbed interface showing all the user-editable settings of the selected profile appears. Depending on the type of profile you are editing, the following tabs may be displayed:

   • General

   • IP Settings

   • Broadband (Mobile HSPA/GSM)

   • CDMA (Mobile CDMA)

   Note: If the profile you are editing was created for you by Bell, you may not be allowed to edit some of its settings.

4. Make the desired changes.

5. Click *Save*.

Removing a Network Profile

Follow these steps to delete a profile from the Network Profiles window:

1. Select *Profiles* from the *Tools menu* ✖ *(wrench)* in the main window. The Network Profiles window appears.

2. Select the profile that you want to delete from the list in the left pane of the window.

3. Click *Remove* to delete the profile.

4. Click *Close* to exit the Profile Properties window.

Note: You can delete any profile that you created. You cannot delete network profiles that were created for you by Bell.

Profile Properties: General

This tab contains settings that apply to all types of Network Profiles.
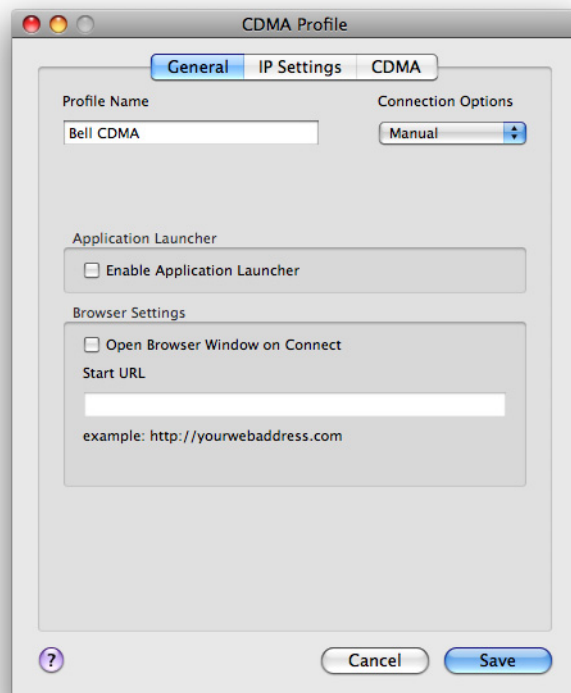
Note: Some of the options pictured on this page may not be available if you are editing a profile created for you by Bell.

Profile Name

Enter a name for this network profile. This is how the network profile will be displayed in the *Network Profiles* window.

Connection Options

This setting controls what Mobile Connect will do when it detects the network to which this profile applies. Select one of the following options:

- *Automatic* — Mobile Connect will *automatically* connect to this network whenever it is detected.

- *Prompt* — Mobile Connect will *ask* you whether to connect to this network each time the network is detected.

- *Manual* —Select this setting if you only want to connect to this network manually (by selecting it from the list of networks and clicking *Connect*) Profiles window and then clicking *Connect*). Mobile Connect will not connect to this network automatically.

Enable Application Launcher

If this box is checked, Mobile Connect will launch selected applications whenever it establishes a connection to this network. If this box is not checked, these applications will not be launched.

Open browser window on connect

Check this box to automatically launch your browser each time you connect to this network. If you want the browser to start at a particular web page each time you connect to this network, enter the address of the web page in the *Start URL* box.

Profile Properties: IP Settings

The *IP Settings* page allows you to configure the Internet Protocol (IP) addressing to be used with a particular profile.
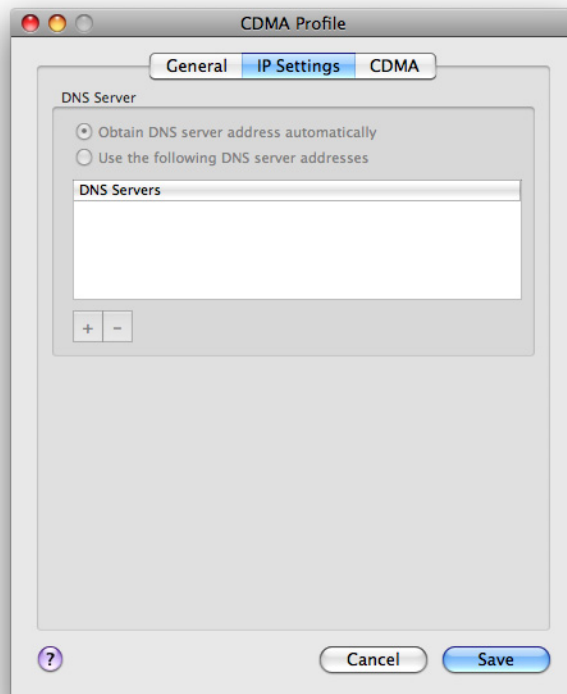
Profile DNS Server

The settings in the lower group specify the address of the name server that your system should use to translate names (for example, "bell.ca") to numerical addresses when connected to this network. The default selection, *Obtain DNS server address automatically*, instructs Mobile Connect to ask the network to provide the address of a name server each time it connects. This is the correct setting for most network profiles.

However, if the network does not support automatic DNS server assignment, you can enter appropriate values manually by selecting *Use the following DNS server address*. Contact the administrator of the network whose profile you are configuring to obtain appropriate values for these fields.

Profile Properties: Mobile Broadband HSPA (GSM)

This *Broadband* page contains the basic settings for *Mobile HSPA (GSM)* network profiles. The settings on this page must be accurate in order to connect to the Bell Network.

Service

The *name* of the network for which you are creating this profile. If this is a custom profile, you can specify the network name here; otherwise the network name will have been entered for you (and is not editable).

Service Type

Select the *type of service* provided by this network. Most Mobile networks now provide packet data service. So, the correct selection here would be "Packet." A few networks, however, may still be using older Mobile data connections. In this case, "Circuit" would be the correct selection.

Note: If you have selected a network that only provides one type of service, this box will only include the type that is provided by the selected network.

Dialed Number

This is the telephone number that your Turbo Stick must dial in order to connect to this network. In most cases, the dialed number for the selected network will have been pre-entered for you (and will not be editable). However, if you are creating a custom profile, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

Access Point Name

This is the name of the *Wireless Access Point* (WAP) that your Turbo Stick communicates with when connected to this network. In most cases, the Access Point Name for the selected network will have been pre-entered for you (and will not be editable). However, if you are creating a custom profile, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

User Info

Your *username* and *password* for this network is entered in this section.

Profile Properties: Mobile CDMA

This *Broadband* page contains the basic settings for *CDMA* network profiles. The settings on this page must be accurate in order to connect to the Bell Network.

Service

The *name* of the network for which you are creating this profile. If this is a custom profile, you can specify the network name here; otherwise the network name will have been entered for you (and is not editable).

Service Type

Select the *type of service* provided by this network. Most Mobile networks now provide packet data service. So, the correct selection here would be "Packet." A few networks, however, may still be using older Mobile data connections. In this case, "Circuit" would be the correct selection.

Note: If you have selected a network that only provides one type of service, this box will only include the type that is provided by the selected network.

Dialed Number

This is the telephone number that your Turbo Stick must dial in order to connect to this network. In most cases, the dialed number for the selected network will have been pre-entered for you (and will not be editable). However, if you are creating a custom profile, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

User Info

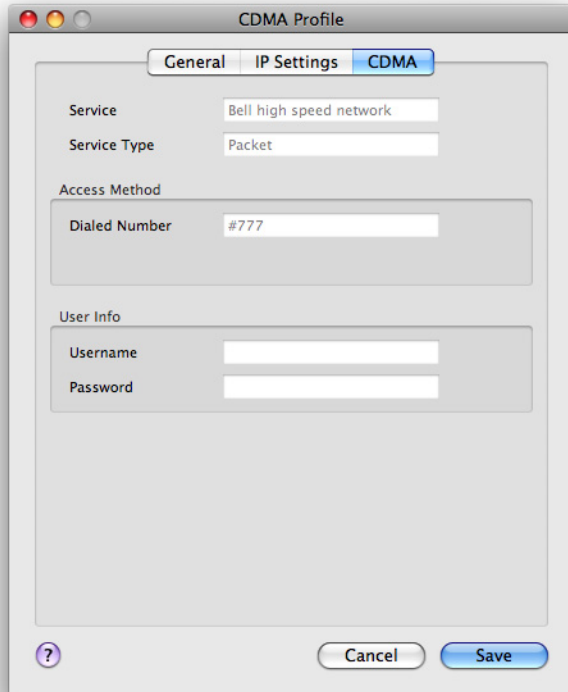Your *username* and *password* for this network.

Application Launcher

What is the Application Launcher?

The Application Launcher is a list of applications that can automatically launched when establishing connections to particular networks. For example, if you normally open a browser window and open an e-mail application when you connect to the network, you can configure these applications to launch when you connect to a particular network. This functionality is separate from the Custom Application Buttons, which must be manually selected on the Main Window to launch an application (See "Custom Application Buttons" on page 16.)

To enable application launcher when connecting to a specific network, check the *Enable Application Launcher* check box in the *General* tab of the associated network profile. (See "Enable Application Launcher" on page 40.)

Application Launcher Window

This window allows you to select an application to be added to the Application list and/or edit the parameters Mobile Connect uses to launch that application. To access the Application Launcher follow these steps:

1. Select *Tools (Wrench) > Options > Preferences*

2. Select the *Client* tab of the Settings window.

3. Click *Configure Applications*. The Application Launcher window will be displayed.
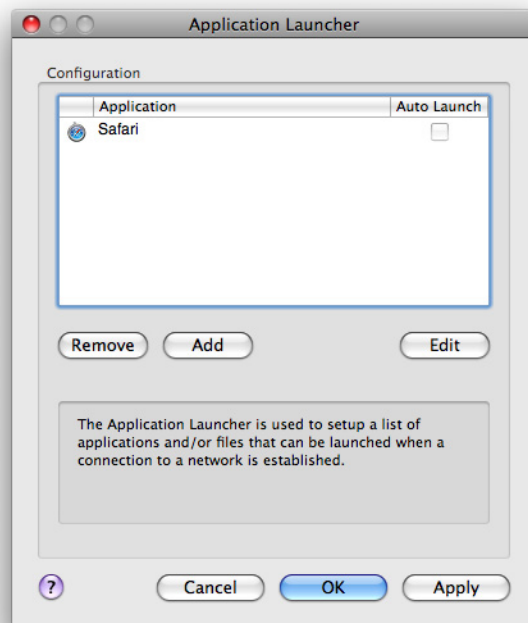
Application Configuration Window

This window allows you to select an application to be added to the Application list and/or edit the settings Mobile Connect uses to launch that application

Editing the Settings for a Launched Application

The settings used to launch an application are found in the *Application Configuration* window. Follow these steps to edit the parameters in the Application Configuration window:

1. In the Client tab of the Settings window, click the *Configure Applications button*. The Application Configuration window appears. Select the application you wish to edit.

2. Click the *Edit* button. The Application Configuration window appears.
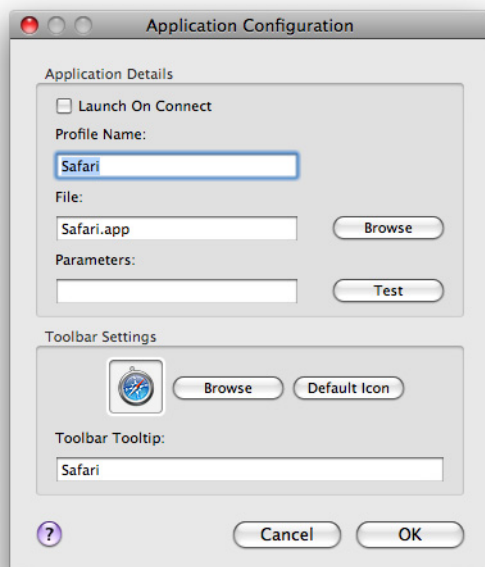
3. Make any desired changes.

4. Click *OK* when you are finished.

5. Next, click *Apply* to apply your settings.

6. Click *OK* to close the Application Configuration window.

To change the order of applications in the list, select the application and drag it to a new position in the list.

Application Launcher Settings

The following is a list of the settings used when adding an application.

Launch on Connect

Check the *Launch on Connect* check box if you want this application to automatically be launched when you connect to an available network.

Note: Enable Application Launcher must be checked in the General tab of the network profile. (See "Enable Application Launcher" on page 40.)

Profile Name

This is the name that will be displayed for this application in the Application Launcher Configuration dialog.

File / Browse

To select the application to be launched, do one of the following:

- Click the *Browse* button, locate the file you want to launch and then click *OK*.

- Type the complete path and filename of the file you wish to launch in the File box.

Parameters

If you wish to specify any command line parameters to use when launching this file, you may enter them in this box. Most applications do not require such parameters to launch, but some may use them to configure particular options. See the documentation for the application you wish to launch for more information about command line parameters for that application.

Test

Click the *Test button* if you wish to verify that the application launches correctly. Mobile Connect will attempt to launch the specified software with the configuration you have specified.

Adding an Application

Follow these steps to add an application to the list in the Application Launcher:

1. In the Client tab of the Settings window, click the *Configure Applications button*. The Application Launcher window appears.

2. Click the *Add* button.

3. Check the *Launch on Connect* box if you want to launch the application when a connection is established.

4. In the *Profile Name* box, enter the name of the application that you are adding. The name entered here will be displayed on the Application list.

5. Click the *Browse* button next to the box marked File.

6. Select the file you wish to add to the list and then click *OK*. You can use the Browse button to search your computer for the file if you don't know the file name.

7. If the application requires any additional parameters to be entered on the command line when it is launched, the additional parameters may be entered in the *Parameters* field.

8. Click *OK*.

Stopping an Application from Being Launched

To stop an application from being launched automatically when you connect to certain network profiles, remove the application from the list displayed in the Application Launcher. To do this, select the application you want to remove and then click the *Remove* button.

Mobile Connect Preferences

7

Introduction

The "Settings" window allows you to configure the behavior of the Mobile Connect software. Among other things, these preferences control how the client connects to networks, and when it retrieves updates.

To access the Preferences window, select *Preferences* from the *Mobile Connect menu bar*.

— OR —

Select *Tools (wrench) > Options > Preferences* from the main window.
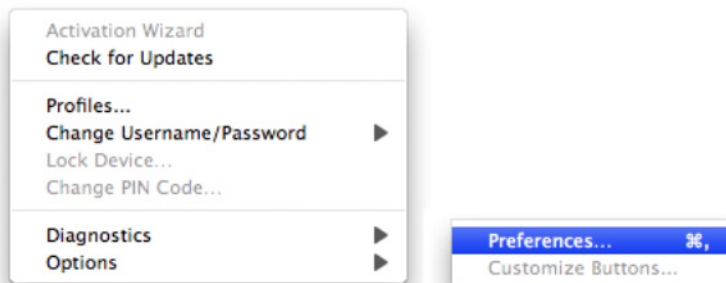
Preferences: Client

The Client tab contains general settings for the Mobile Connect software.
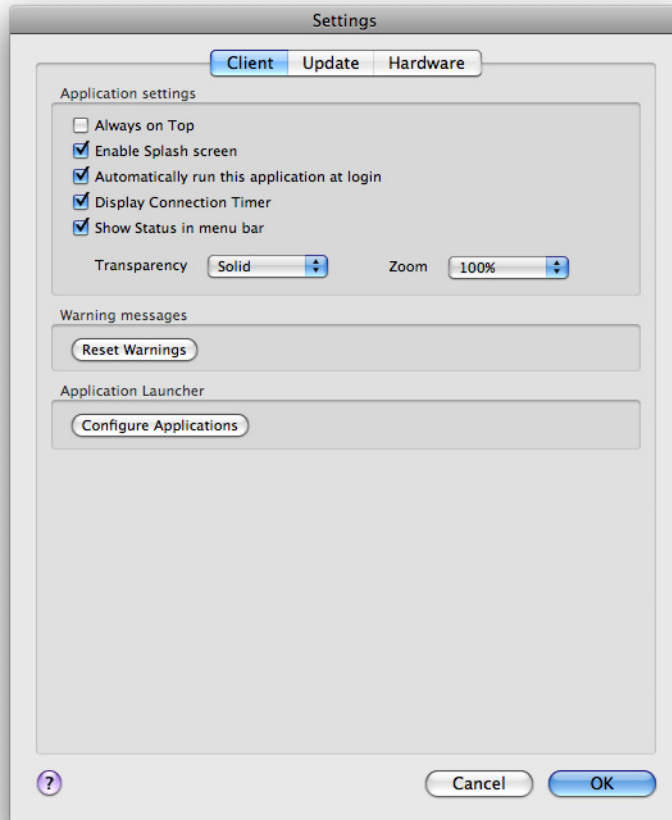
The following options are available:

User interface is always on top

When this box is checked, Mobile Connect will always appear on top of other application windows.

Enable splash screen

When this box is checked, Mobile Connect will display a splash screen while it loads. If you don't want the splash screen to be displayed, remove the check mark from this box. (See "Splash Screen" on page 11.)

Automatically run this application at login

When this box is checked, Mobile Connect will be automatically launched each time you start your computer.

Display connection timer

This box controls whether the connection timer will be displayed in the main window. When the box is checked (default), the timer will be displayed. When the box is unchecked, the timer will not appear. (See "Connection Status Panel" on page 17.)

Show Status in Menubar

If this box is checked, an icon will be shown in the Mac menubar. Control-clicking while hovering over this icon will present a menu with two items as follows:

- *Signal Strength* – The signal strength in dBm is displayed.

- *Show Mobile Connect Window* – Select this item to bring the Mobile Connect Main Window to the top of your screen.

Transparency

This menu allows you to increase the transparency of Mobile Connect's main window.

Zoom

This menu lets you stretch the main user interface up to twice its default size.

Reset all warning messages

Mobile Connect provides various warning messages that can be disabled if you do not want to see them. For example, the connection software will warn you that you will lose network connectivity if you close the application. These warning dialogs provide you with a method to turn off the warning. You can turn these warning messages back on by pressing the *Reset* button.

Configure Applications

Select this item to *Configure Applications* using the *Application Launcher*.

Preferences: Update

The *Updates* tab allows you to specify when updates to the Mobile Connect software and its databases are made.
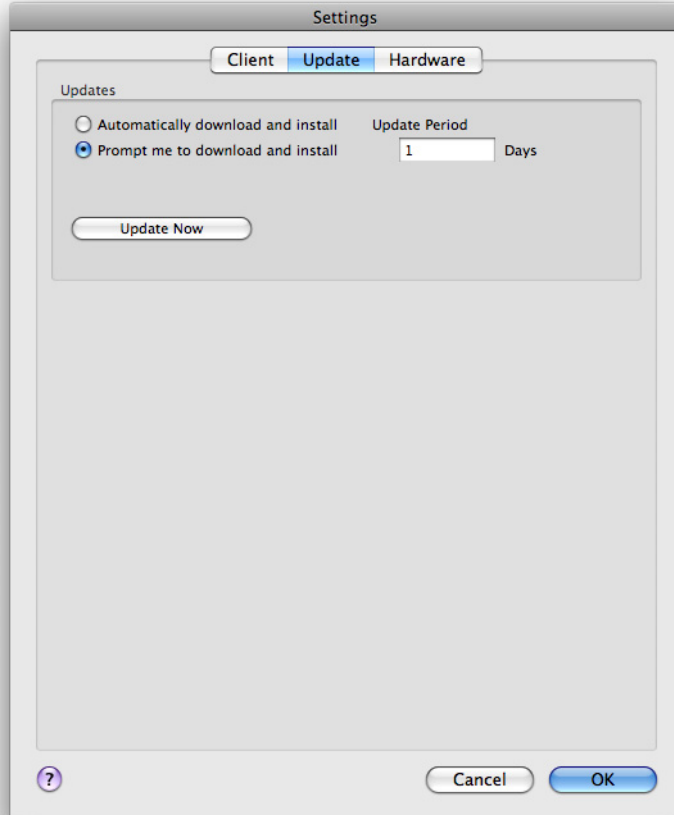
Automatically download and install

Select this option to have Mobile Connect automatically download and install product updates at regular intervals (once a week).

Note: These updates are silent. You will not see the update wizard when updates are downloaded silently.

Update Period

Specify the update period in days in the Update Period box.

Prompt me to download and install

Select this option to have Mobile Connect periodically prompt you to download and install product updates.

Update Now

Click *Update Now* to have Mobile Connect immediately check for available updates. The update check will start as soon as you close the Settings window.

Preferences: Hardware

The Hardware tab displays information on your Wi-Fi and Mobile devices.
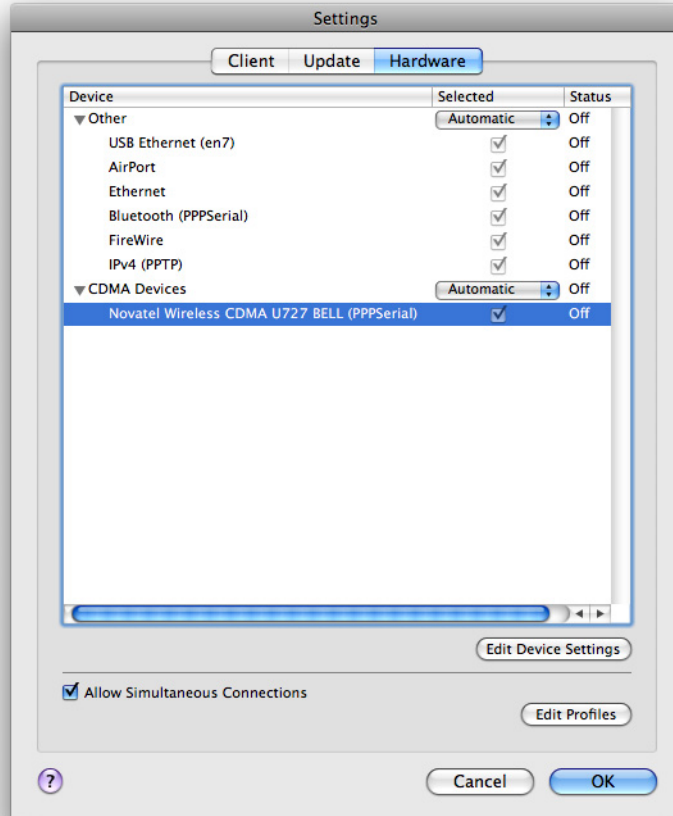
The following items can be found on this tab:

The Device List

This three column table takes up most of the tab's area. It is a list of all the devices connected to your computer that may be used to establish network connections. Among other things, you can do the following here:

• You can enable and disable individual devices.

• If you have multiple devices of the same type, you can choose which one to use.

• You can configure extended properties for GSM and CDMA devices

For more information, (See "The Device List" on page 60.)

Allow simultaneous connections

If this box is checked, Mobile Connect will allow you to establish more than one connection at a time.

If this box is NOT checked, Mobile Connect will prompt you to disconnect before allowing you to establish a second connection.

Edit Device Settings

Click on this button to open the *Device Properties* window to edit extended device properties. (See "Device Property Window: Mobile CDMA Version" on page 62. Also, See "Device Property Window: Mobile HSPA (GSM) Version" on page 64.)

Note: *If you click the* Edit Device Settings *button, either the Mobile HSPA or the Mobile CDMA version of the Device Properties window will be displayed, depending on which type of device is currently selected.*

Edit Profiles

Click this button to open the The Network Profiles window. (See "The Network Profiles Window" on page 34.)

The Device List

The device list is a three-column table that appears at the top of the Hardware tab of the Settings window. It is primarily used to select and configure connected devices.

Devices Column

This column lists all of the network access devices installed on your computer, grouped by the connection technologies they use. Each technology type heading is followed by the device names of the specific devices of that type that are installed on your computer. The technology types are:

- Mobile (GSM) Devices
- CDMA Devices
- Other Devices

Selected Column

This column allows you to specify which devices should be used to connect. The choices for this column are:

- *Automatic*: Mobile Connect will automatically choose the best device for this technology type.
- *Manually Selected:* Allows you to manually select the device to be used. After selecting this option, check the box next to the device you wish to use.
- *Disabled:* This option is useful when you are using a multi-function device that can only use one wireless mode at a time. For example, you may have a Wi-Fi/Mobile Broadband network adapter that can't access both types of network at the same time. When using such adapters, you may have to temporarily shut down Mobile Connect's use of one of these functions when you want to use the other technology.

Status Column

This column identifies the operational status of the device. It will indicate that the device is either *On* or *Off.*

Other Devices

Unlike the categories in the device list, "Other Devices" does not configure the behavior of devices Mobile Connect uses to establish connections. Instead, this group lists the network devices installed on your computer that are NOT supported by Mobile Connect. Although Mobile Connect cannot use such devices to establish connections, it can detect when a device in this category has established a connection and (if you desire) shut down its own connections when this occurs.

The Automatic/Manual/Disabled dropdown menu at the top of the *Other Devices* group determines the default state of the checkbox for newly-detected device.

• If the dropdown is set to *Automatic*, new devices added to the other group will be checked by default.

• If the dropdown is set to *Manual*, new devices will be unchecked by default.

Device Property Window: Mobile CDMA Version

The CDMA version of the *Device Property* window contains four sections which are used to configure the behavior of CDMA devices connected to your computer. the functionality of the sections in this window are described in the following paragraphs.
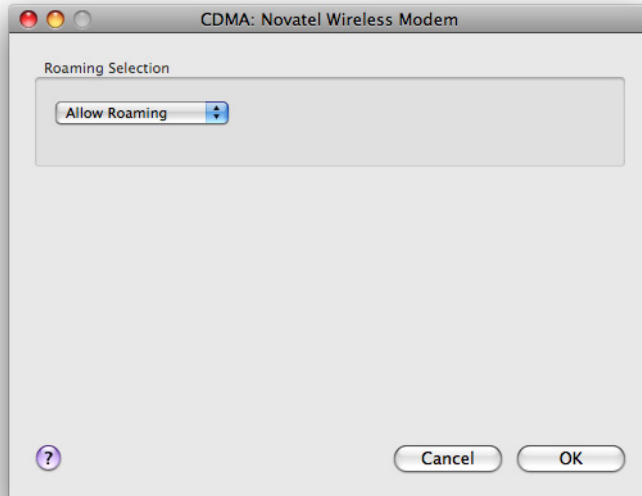
Roaming Selection

Its options in this group dictate whether Mobile Connect will attempt to connect to a roaming network. Consult your service agreement for more information about roaming service and any charges that such service might incur. You can choose one of these options:

- *Auto* — to connect your mobile provider's home network when it is available, using roaming networks only when a connection to the home network is not available.

- *Home Only* — to connect only to your mobile provider's home network. It will never connect to other networks.

Use the *Roam Guard* pull-down menu to specify whether you would like Mobile Connect to display a warning message when you are about to connect to a roaming network for which there may be additional roaming charges.

- *Always Ask:* always prompt you before connecting to a roaming network

- *Never Ask:* never display the prompt

Note: *This group of settings is only available for some mobile broadband devices and will be disabled for others.*

Device Configuration

This group of settings allows you to update the configuration files that reside on your mobile broadband device. Choose from the following options:

- Check *Disable Service Updates* to disable all updates to your device's configuration. This item disables all the other items in the Device Configuration group and disables network-initiated updates of the same information.

- Click *Activate Device* if the selected device has not yet been activated. This will initiate the device activation process. Note that this button will not be available if the selected device has already been activated.

- Click *Update PRL* to download the latest Preferred Roaming List. The Preferred Roaming List informs your device who Bell's current roaming partners are. Keeping this list current ensures that your mobile broadband device will select networks with the most reasonable roaming fees.

- Click *Update Profile* to update the profile your device uses to establish connections.

- Click *Update Firmware* to download the latest version of your mobile broadband device's firmware (its onboard operating software).

Device Property Window: Mobile HSPA (GSM) Version

The Mobile version of the *Device Property* window is used to configure the behavior of Mobile devices connected to your computer. The functions of the settings in this window are described in the following paragraphs.
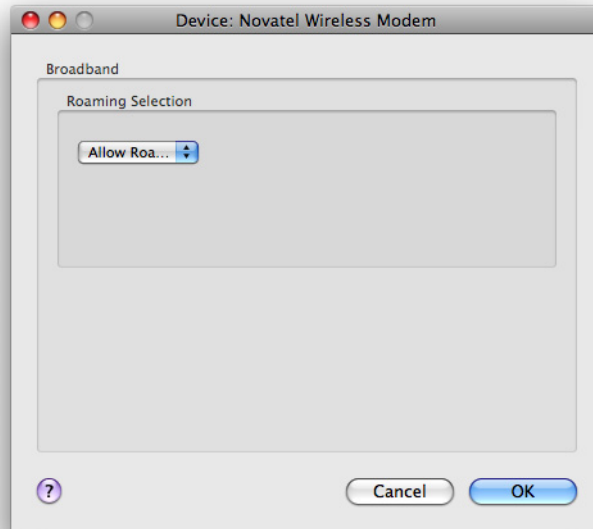
Network Selection

This group's settings control how Mobile Connect selects which wireless network to connect to when you are travelling internationally.

- *Auto* instructs Mobile Connect to automatically select the best network to connect to based on information provided by your wireless data service provider. In most cases, this will provide the best connection available. This option is strongly recommended for all but the most advanced users.

- *Manual* instructs Mobile Connect to always connect to a specified network regardless of the availability of other wireless networks. This is useful if you know of a specific network that always provides you better service and you don't mind occasional service outages when the specified network is unavailable.

WARNING: *When manually scanning for networks, Mobile Connect currently displays all mobile networks in the area, even those with which your mobile provider does not have roaming agreements. Some networks displayed may not allow you to connect. Others may charge you very high roaming fees. For this reason, manual network selection is not recommended for most users.*

Mode

This menu allows you to specify which technology will be used to connect.

- *3G Only*. Only connect via 3G technologies.

- *GPRS Only*. Only connect via 2G technologies.

- *Automatic:* Use the default behavior of your GSM device (note that this option only appears if your device has a default behavior).

Troubleshooting Tools

Event History Manager

The event history can be viewed from the Help menu in the main window. Select *Tools (wrench) > Diagnostics > Event History Manager* to see events that have been logged (for example, connections, disconnections, errors). The window shown below will appear.
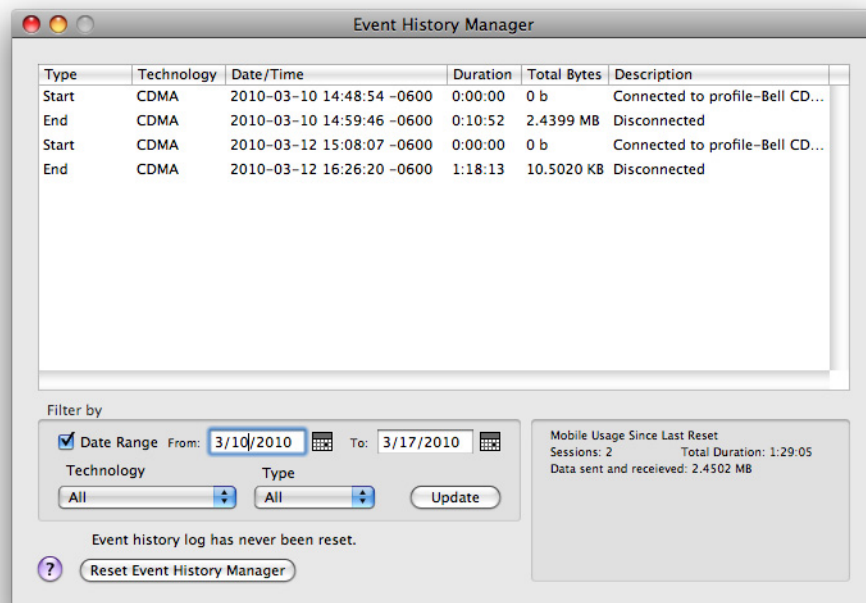
You can do the following in this window:

- Double-click on any item in the list to see *more information* about that event
- Use the options in the *Filter by* box to limit the events displayed to a particular date range, connection technology or event type.
- Check your *mobile usage data* for mobile connections since the last reset.
- Click on the *Reset Event History Manager* button to delete all the currently-logged events and reset the usage data at the right side of the page to zero.

Event Detail

The event detail window provides additional information on events reported in the Event History Manager window. The information provided may vary somewhat depending on the type of event. An example of this information is shown below.
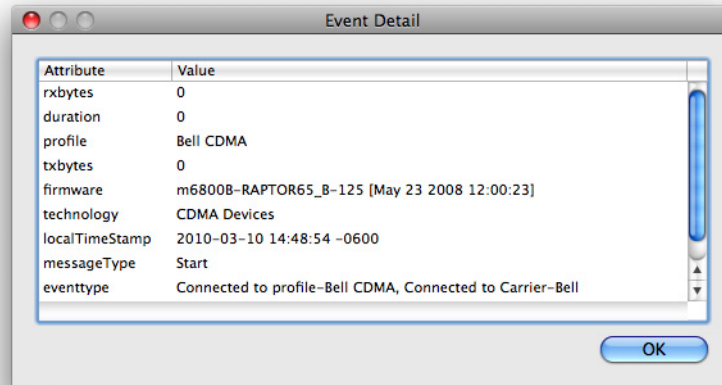
This information may be helpful when troubleshooting with your Client Care representative.

Administrative Rights

Why am I being asked for my password when installing Mobile Connect?

If you window requesting that you enter your password, you may not have administrative rights on that particular machine. To correct this just enter the correct password.

If you do not have administrator rights, contact your system administrator.

Note: If your IT manager has questions, please see the Mobile Connect *data sheet that fully explains our software and how it works in the enterprise.*

Don't see your issue? Try the *FAQ* page or contact *Client Care*.

No Wireless Device Detected

Failure to detect the device may result from any of the following causes:

- PC Card, USB, or Express Card devices that are not properly inserted. Make sure such devices are firmly seated in the appropriate slots.

- The wrong device is selected in the *Hardware* tab of the *Settings* window. Ordinarily, *automatic selection* should be specified in the *Selection* column. If manual selection is specified, verify that the selected device is the device you are trying to use.

- No driver or incorrect driver installed. Drivers are installed during the installation of Mobile Connect. Re-installing the software may correct this problem.

No Broadband Coverage

If your are experiencing problems with broadband coverage please check the following:

- Check if your Mobile Connect Device is inserted properly.
- Check if the SIM is inserted properly.

SIM Card Errors

Broadband connection failure

- Check if the SIM is enabled for wireless service. Contact *Client Care* to activate it.

- Contact *Client Care* to get roaming activated if connection failed because you received the message '*Roaming not allowed*'.

- Check to see that the *Roaming* indicator is not displayed on the Main Window, before clicking the *Connect* button.

No Broadband coverage

- Check if the Turbo Stick is inserted properly.

- Check if the SIM is inserted properly.

Wrong PIN/Wrong PIN2

You have entered your PIN or PIN2 incorrectly. Enter the correct PIN or PIN2, and click *OK*.

PIN blocked/PIN2 blocked

You have entered your PIN or PIN2 incorrectly three times in succession. See your SIM user's manual for instruction on unblocking your PIN.

PUK blocked — contact operator

You have entered your personal unblocking key (PUK) code incorrectly 10 times in succession. Contact your network operator or service provider.

Codes do not match

This error occurs when you are trying to changing your security code (or PIN) and the two codes entered do not match. You must re-enter the new code again to confirm the change.

Error 67

Possible causes

- Your Turbo Stick account credentials have changed.
- Your Turbo Stick is no longer provisioned for service

Recommendation

Contact *Client Care* to ensure that the device is properly provisioned there are no problems with the account.

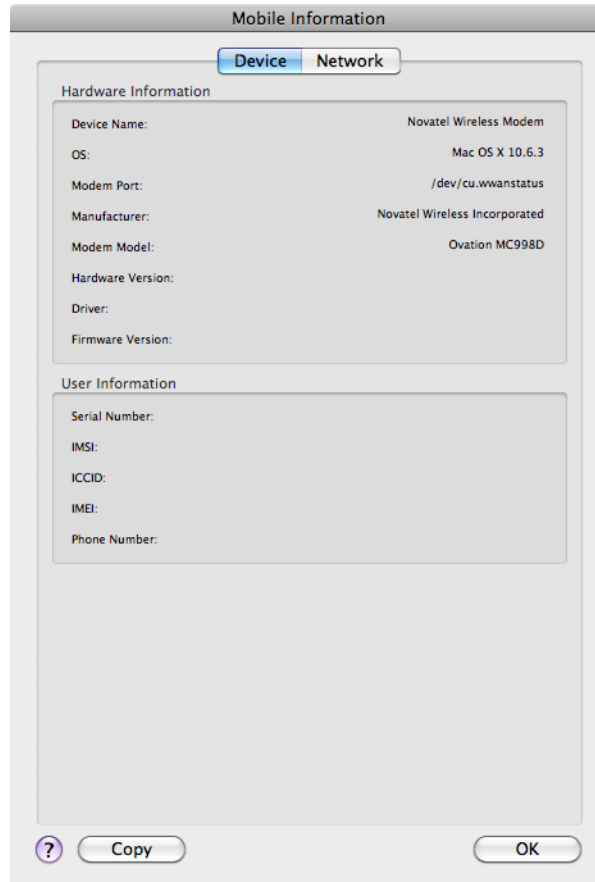# Error 131

Possible Cause

Your Turbo Stick account credentials may have changed.

Recommendation

Contact *Client Care* to ensure that the device is properly provisioned there are no problems with the account.

The Mobile Info Window (HSPA)

To view information about your Mobile HSPA (GSM) device and/or your current Mobile Connection (if any), select *Tools > Diagnostics > Mobile Info*. Click on the *Device* tab. The window shown below will appear for your Mobile HSPA (GSM) device.

Mobile Information

Device | Network

Hardware Information

Device Name: Novatel Wireless Modem
OS: Mac OS X 10.6.3
Modem Port: /dev/cu.wwanstatus
Manufacturer: Novatel Wireless Incorporated
Modem Model: Ovation MC998D
Hardware Version:
Driver:
Firmware Version:

User Information

Serial Number:
IMSI:
ICCID:
IMEI:
Phone Number:

? Copy OK

Note: The information displayed in this window is provided by your mobile device and its drivers. If the device does not provide this information or the information provided is incorrect, this will be reflected in the displayed data.

Device Tab

This tab contains detailed information about your device as provided by the driver installed on your computer. Note that if the driver does not provide any information or provides incorrect information, that will be reflected in the appropriate field.

Hardware Information

Operating System (OS)

The operating system that is currently installed on your computer and any service packs (updates) that have been installed for that operating system.

Port

The communications (COM) port that your wireless device is currently attached to.

Modem Manufacturer

The name of the manufacturer of your wireless device.

Modem Model

The model name of your wireless device

Hardware ID

The hardware ID of your wireless device.

Device Driver

The version of the driver for your wireless device that is currently installed on your computer.

Firmware Version

The version of your wireless device's on board operating software.

Device Information

Serial Number

Your wireless device's serial number.

IMSI#

A GSM mobile subscriber's SIM is assigned a unique 15 digit IMSI (International Mobile Subscriber Identity) code. This IMSI allows any mobile network to know the home country and network of the subscriber.

ICCD#

Since the SIM card is a smart card, it also has an ICCD (International Circuit Card Device) number. The maximum length of the visible card number is 20 characters. The SIM card is internationally identified by this number.
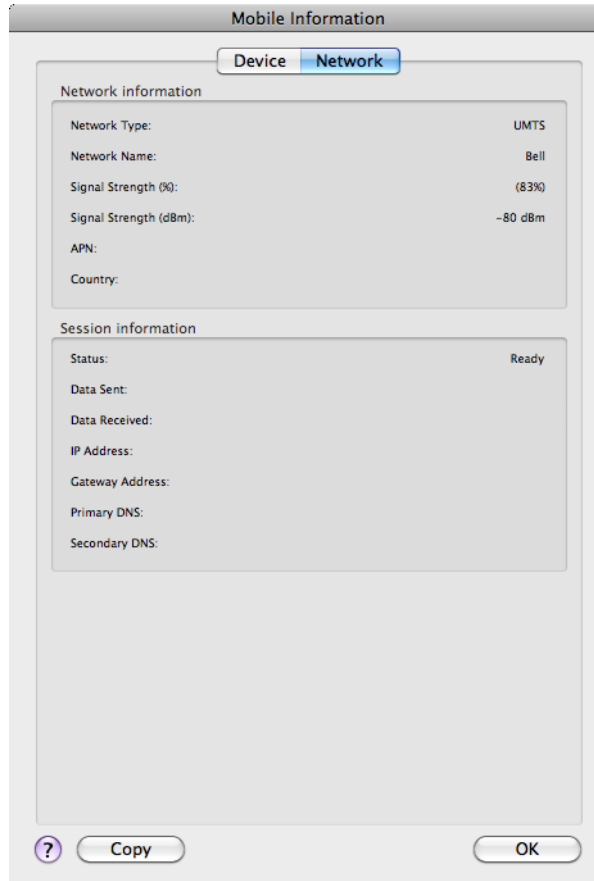
IMEI#

International Mobile Equipment Identifier: A number string uniquely identifying a GSM device.

Phone Number

The telephone number of your cellular device.

Network Tab

To view information about your Mobile device and/or your current Mobile Connection (if any), select *Tools > Diagnostics > Mobile Info*. Click on the *Network* tab. The window shown below will appear.

Network Information

Network Type
The type of Mobile network you are currently connected to.

Network Name
The name of the Mobile carrier you are currently connected to.

Signal Strength (%)
The strength of the signal being received from this network, expressed as a percentage of a maximum possible signal strength.

Signal Strength (dBm)

The strength of the signal being received from this network, expressed in dBm.

APN Used

The name of the access point to which you are connected.

Country

The country in which the network access point is located.

Session Information

Status

Indicates whether you are currently connected or disconnected.

Data received during the session

The amount of data received over this connection since it was established (in bytes).

Data sent during the session

The amount of data sent over this connection since it was established (in bytes).

IP Address

The IP address you are using for this connection.

Gateway address

The address of the default gateway that has been assigned to your device.

Primary DNS

The address of your primary domain name server.

Secondary DNS

The address of your secondary domain name server.

The Mobile Info Window (CDMA)

To view information about your CDMA device and/or your current Mobile Connection (if any), select *Tools > Diagnostics > Mobile Info*. Click on the *Device* tab. The window shown below will appear.

Note: *The information displayed in this window is provided by your mobile device and its drivers. If the device does not provide this information or the information provided is incorrect, this will be reflected in the displayed data.*

Device Tab

Hardware Information

Device Name

The name used internally by software applications to uniquely identify your mobile device.

Device Description

The user friendly name of your mobile device.

Manufacturer

The name of the manufacturer of your mobile device.

Modem Model

The model name of your mobile device.

Revision

The revision field contains manufacturer-specific information about the version of your device. It may, for example, contain additional information about your device's model number or its firmware version.

ESN

Your mobile device's Electronic Serial Number.

Technology

The type of mobile device you are using (CDMA or GSM).

Driver

The device driver information of your wireless device.

Firmware Version

The version of your mobile device's on-board operating software.

Hardware Version

The version of your device's hardware.

Modem Port

The communications (COM) port that your mobile device is currently attached to.

User Information

User Name

Your Network Access Identity (NAI), usually in the form of username@companyabc.com

Phone Number (MDN)

The telephone number of your mobile device.

Home Carrier Name

The name of the wireless service provider that your mobile device considers to be its "home" network.

Home Carrier ID

The ID of the wireless service provider that your mobile device considers to be its "home" network.

PRL Version

The version of the file on your device that contains the Preferred Roaming List.

IMS

Your Mobile Device's IMSI (International Mobile Subscriber Identity) code. The IMSI allows any mobile network to know the home country and network of the subscriber.

IMEI

The International Mobile Equipment Identity number of your wireless device.

Network Tab

To view information about your Mobile device and/or your current Mobile Connection (if any), select *Tools > Diagnostics > Mobile Info*. Click on the *Network* tab. The window shown below will appear.
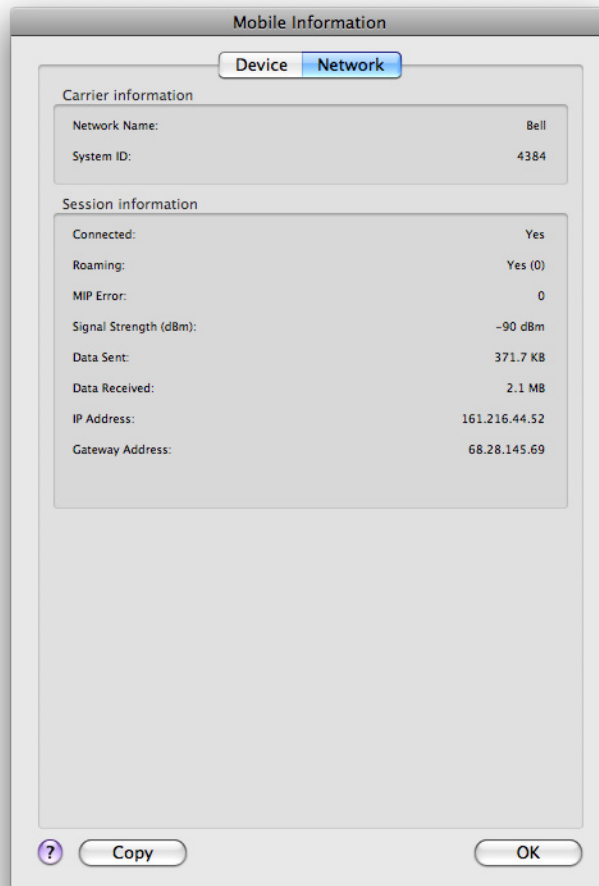
Carrier Information

Network Name
The name of the mobile carrier you are currently connected to.

System ID
The numerical system ID of the current carrier.

Session Information

Connected

Indicates whether you are currently connected to a mobile network.

Roaming

Indicates whether you are currently connected to a mobile network that is not your "home" network.

MIP Error

The last Mobile IP Error Code reported by your mobile device.

Signal Strength (dBm)

The strength of the signal being received from this network, expressed in dBm.

Data Sent

The amount of data sent over this connection since it was established (in bytes).

Data Received

The amount of data received over this connection since it was established (in bytes).

IP Address

The IP Address you are using for the current Mobile Connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely NOT permanently assigned to your computer.

Gateway Address

The address of the default gateway that has been assigned to your device.

About Bell Mobile Connect

Select this item to display a window displaying serial number and version information for the Mobile Connect software as well as the technical support web page.

Clicking the *System Info* button produces a window containing extensive information about your computer's configuration. This information may be useful to a Client Care representative should you need help in resolving a problem.

Uninstalling Mobile Connect

To uninstall Mobile Connect, follow these steps:

1. Open the Mac Finder application and select the *Go* menu.

2. Select *Applications* from the Go menu.

3. In the Applications window, expand the Mobile Connect folder, or double-click on it to open the Mobile Connect folder.

4. Double-click on the *Mobile Connect Uninstaller* application. You will see a warning message asking if you want to remove Mobile Connect.

5. Click *Remove* to remove the application. You will be prompted to remove any mobile devices before uninstalling the program.

6. Click *OK* to continue.

7. If prompted for your password, please enter the *logon password to your computer*. You will then be presented a window with information on the success or failure of the uninstallation procedure.

8. If the uninstall indicates it was successful, Click *Quit* to exit.

Note: If the uninstall process fails, you will see messages indicating a failure. Provide this information when contacting Client Care.

Frequently Asked Questions

General Questions

How do I stop Mobile Connect from launching every time I restart my Computer?

Follow these steps:

1. Select *Options > Preferences* from the *Tools* menu.

2. Select the *Application* tab.

3. Remove the check from the *Automatically run this application on machine startup* box.

4. Click the *OK* button.

Who can I contact if I need assistance with Mobile Connect?

To contact Bell *Client Care*:

- Phone: (*1-877 DATA-123)*

- For Atlantic customers, please call *1-866-434-0344 option 2*.

- Web site: *http://www.bell.ca/troubleshooting*

- For product updates: *http://www.bell.ca/mobileconnect*

Be sure to include the version of Mac OS and the type of wireless card you are using as well a description of the problem you are experiencing. If your not sure of the version of Mac OS follow these steps:

1. Select *About Mobile Connect* from the Mobile Connect menu on the menubar.

2. In the Help About window, click on the *System Info* button. Your Mac computers System Profiler window will appear.

3. Click *Software* in the contents list.

4. In the System Software Overview right pane, the *System Version* heading will contain the OS version.

How can I connect to a Wi-Fi hotspot?

Mobile Connect for the Mac does not manage Wi-Fi connections, however, you can use your Mac computer's AirPort for these connections. See your Mac computer documentation for further information. (See "Other Devices" on page 61.)