


Telstra Turbo Modem Mac OS Installation Guide



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Important notices – **READ before attempting installation:**

 **Telstra Turbo (Orange) Modems (Model USB3-8521):** Prior to installation, you must disable the PIN request feature on your USIM card (by default this is on). To do this, insert your USIM card into a mobile phone, and use that phone's facility to disable PIN request. How to do this will vary depending on your mobile phone's model.

Requirements:




 Mac computer (Intel or PowerPC architecture)  Mac OS 10.3.9 (PPC only), 10.4+ or 10.5+  A spare USB port.

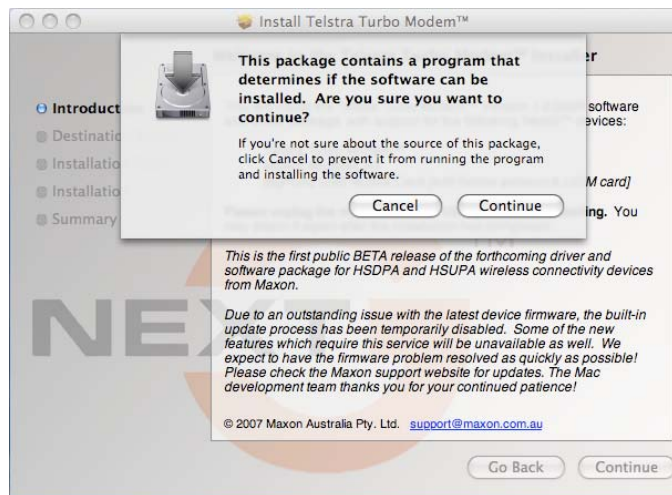
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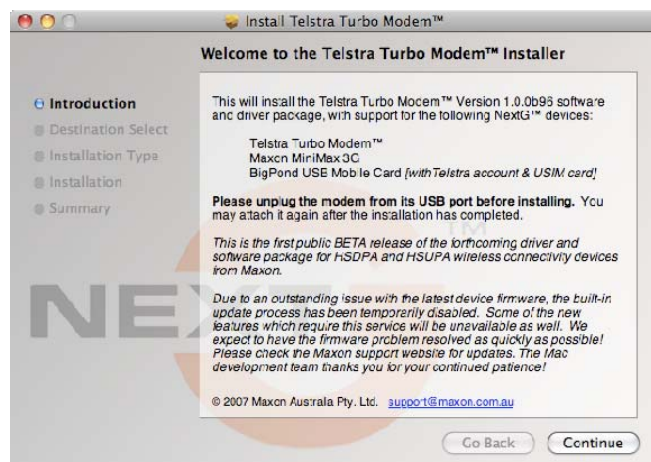
1. Installation Instructions

Make sure that the modem is not connected to the computer while you install the software. We recommend that you restart your computer prior to installing this package (with the modem unplugged). **This install package will automatically uninstall any previous version of Mac software(for Telstra Turbo Modem) installed on the computer.**

- ☞ Download Telstra Turbo Modem.pkg to your desktop and double click on it.
- ☞ Choose the appropriate version for your computer.

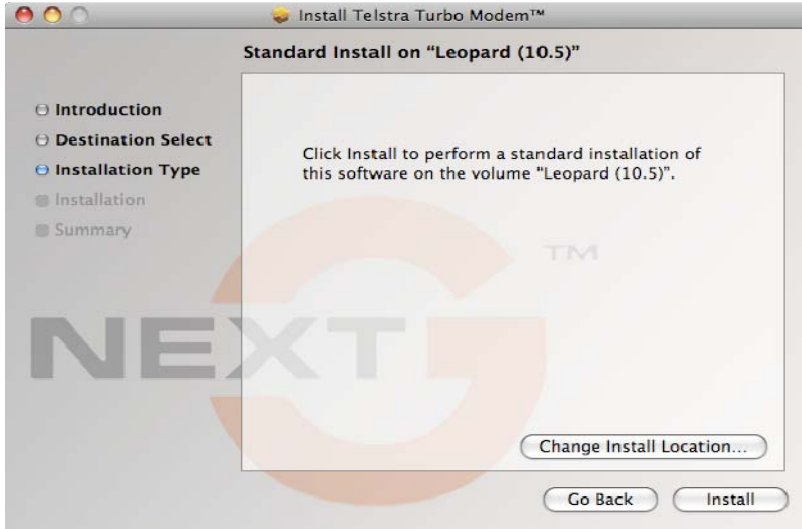


☞ Click "continue"



☞ Click "continue"

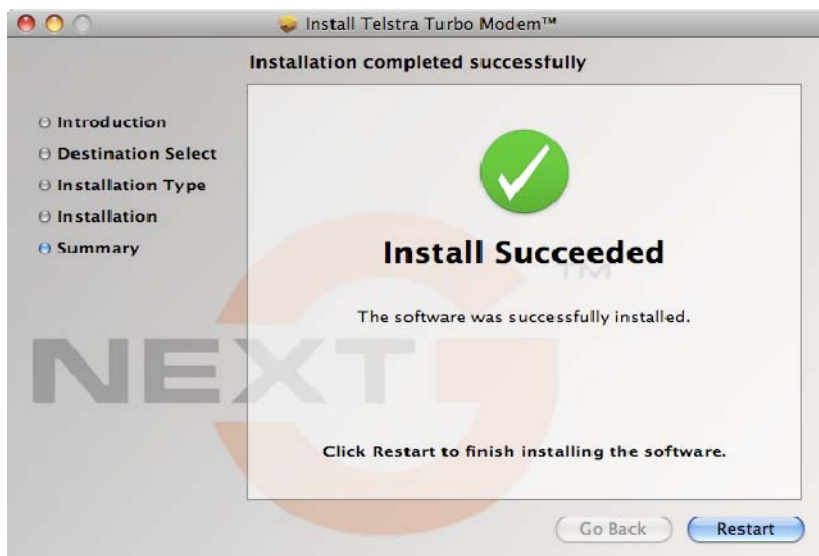
Select the installation destination and then click “continue”



When prompted enter your computer’s admin password




Once the installer is finished, restart the computer. On Boot up plug Telstra Turbo Modem in to a spare USB port.

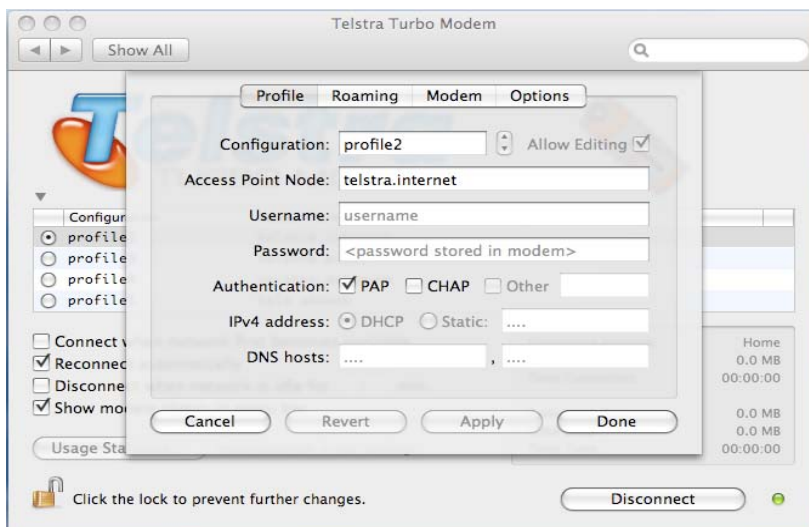


2. User Guide

NOTE: Not all functionality is currently available, as this software is still in Beta stage, and the User Interface software does not support some features such as SMS, Pin enable/disable and roaming. **Options that are not available are grayed out.**

Depending on what type of plan you are on, you will need to change the Access Point Node (APN) for the connection.

 **The Telstra Turbo Modem Connection Manager is installed by default under Internet & Network in System Preferences.** To run the software double click on the Telstra Turbo Modem icon. If there are no profiles on the device, such as after a firmware update, the user will have to double-click the device icon (Telstra Turbo Modem icon) to create a default profile.




telstra.pcpack (for users on Telstra TIME based plans): You do not need to enter a username and password for this APN.

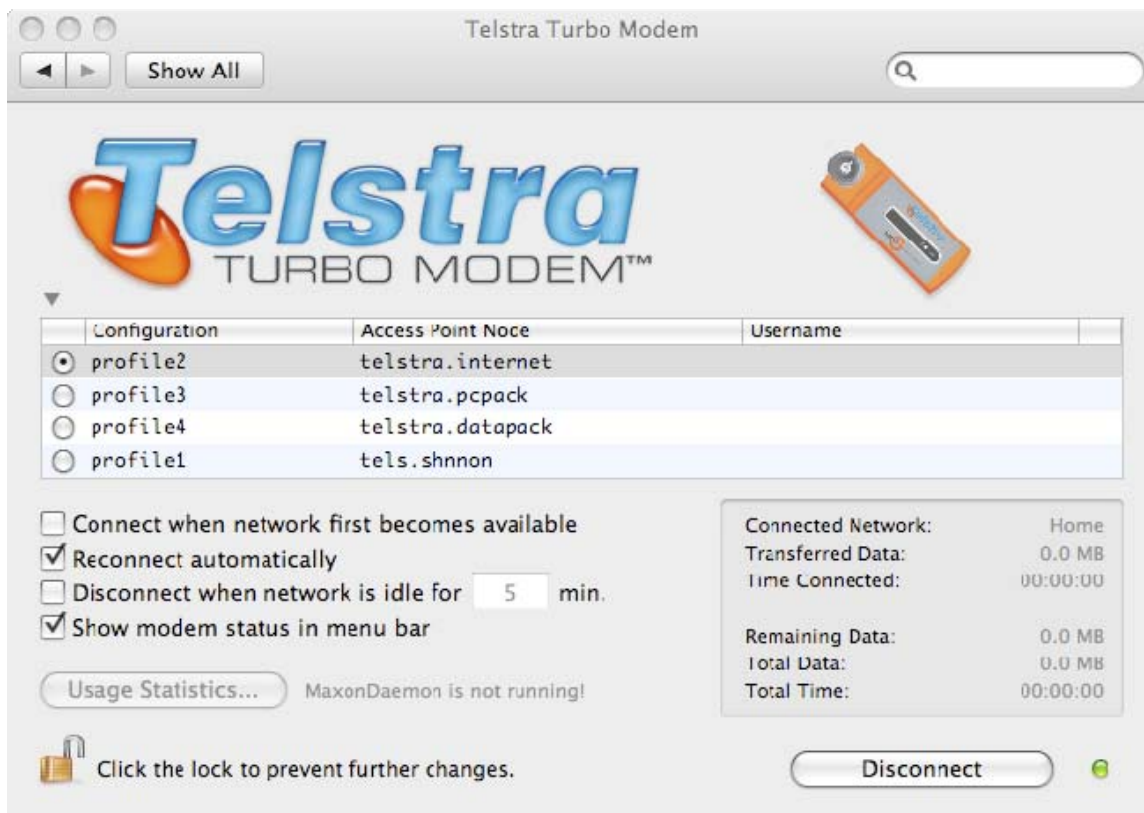
telstra.datapack (for users on Telstra DATA based plans): You do not need to enter a username and password for this APN.

telstra.bigpond (for all BigPond users): Enter you bigpond username and password.

Other (for users with IP WAN accounts) – there is currently a restriction of around 30 characters.

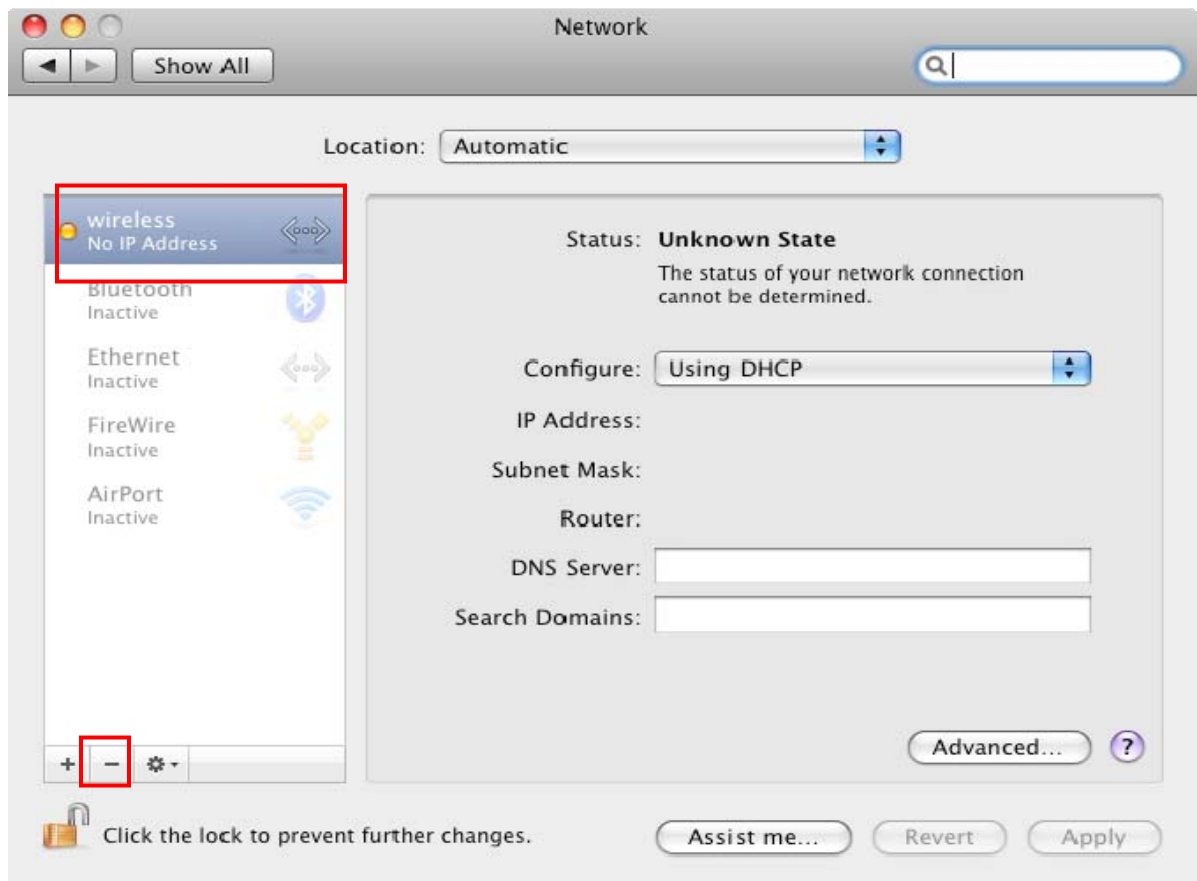
 Click on the “apply” button

You should now be ready to connect. Select the correct profile, click Connect button to connect. The connect button will change to disconnect once the connection is successful.

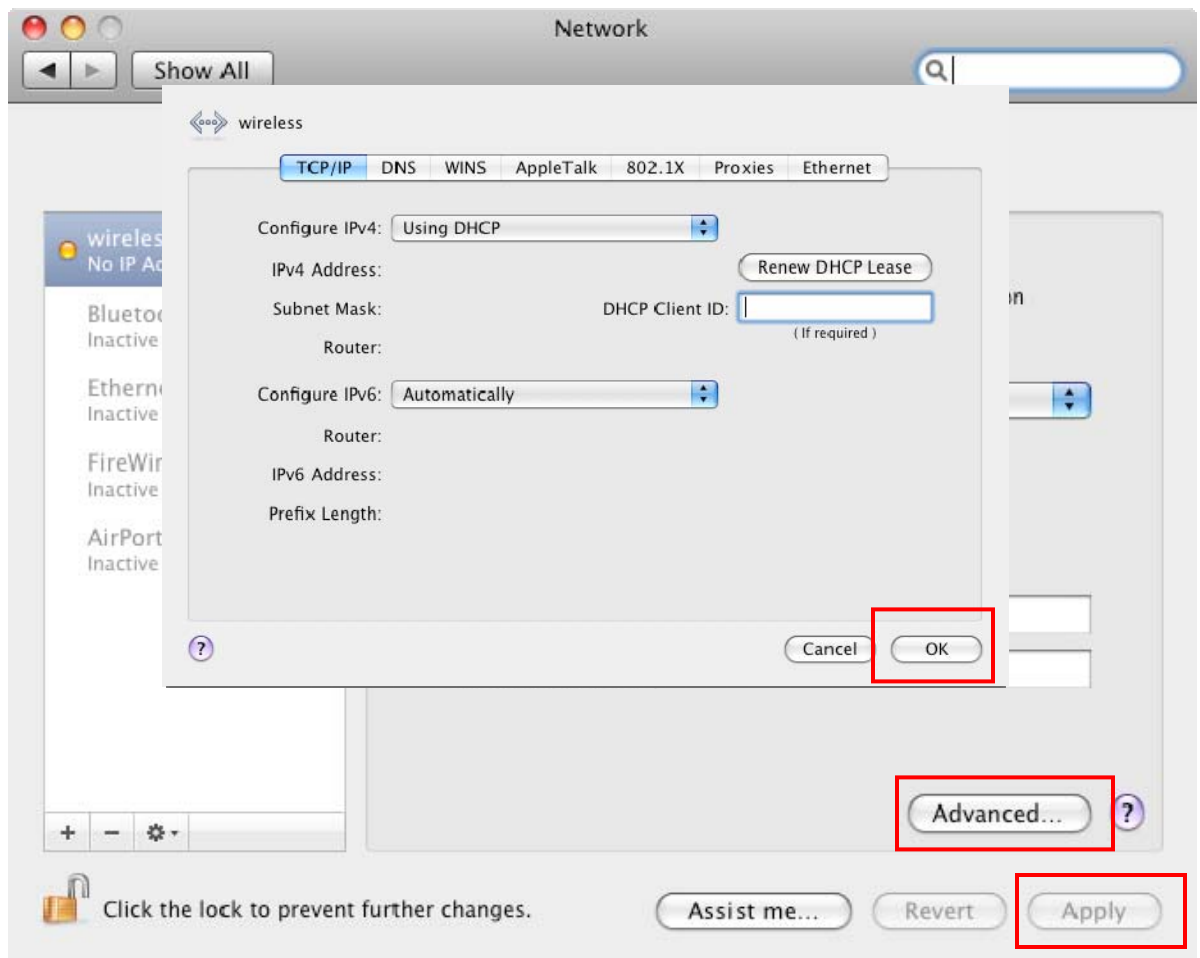


Troubleshooting

- ☞ I click on “Connect” however the connection just times out?
 - Most likely your modem is running a firmware version older than R2.0.18. Ensure you have this latest version of firmware on your modem.
 - It is also possible that there is a problem with the networking interface created for the modem. To fix this try the following steps:
 - Unplug your modem
 - Open “System Preferences” -> “Network”
 - Delete the entry called “Wireless”



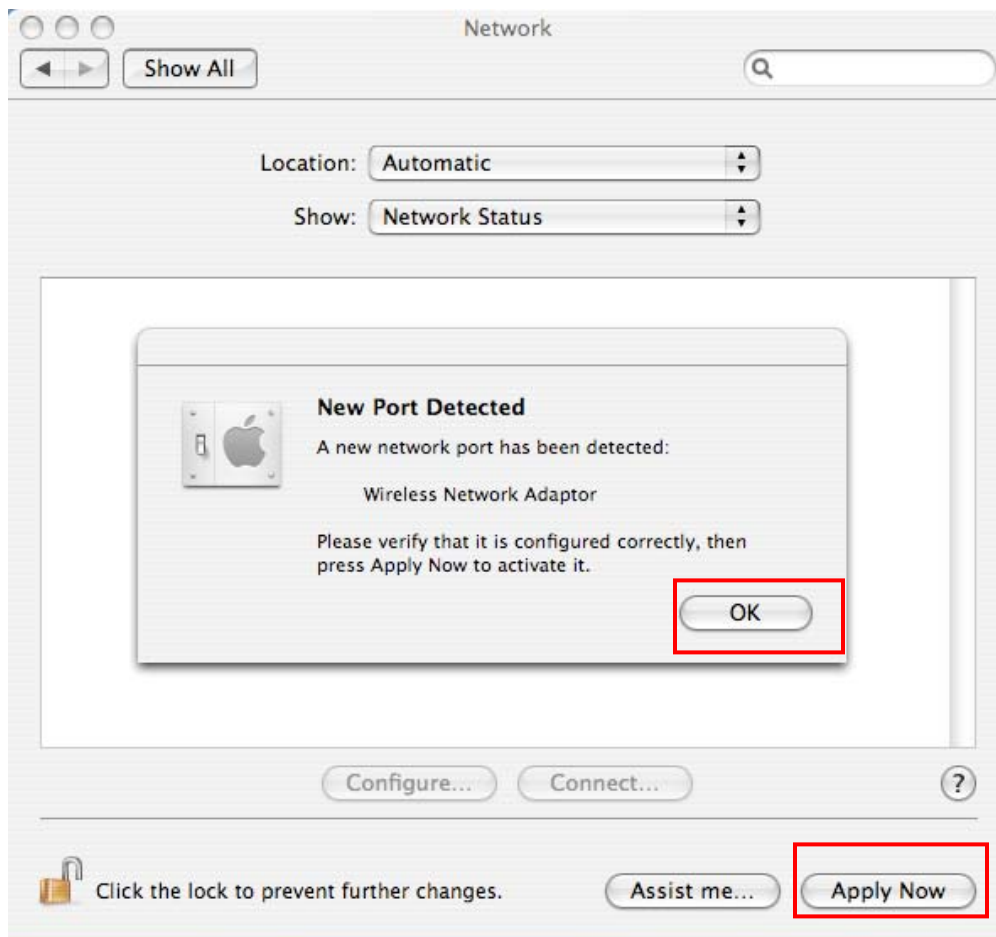
- Restart your computer, then plug the modem in again.
- Open “System Preferences” -> “Network”
- The wireless interface should be listed again. Click on it, then click on “Advanced”, then click “OK”, then click “Apply” in the main window



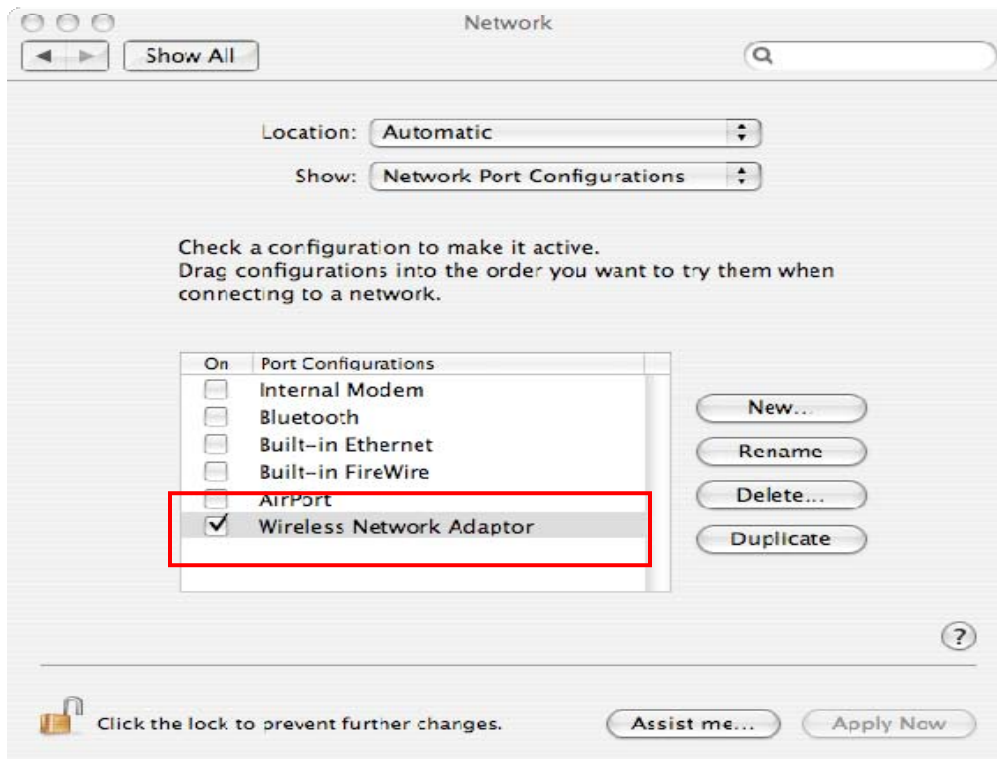
- Follow the procedure above to set the correct APN in the Telstra Turbo Modem Connection Manager, then try to connect again.

- ☺ I have two modems, one of them works fine, the other doesn't work?
 - There is a bug within Mac OS, which means that networking interfaces are not refreshed dynamically. That means that when you unplug one modem, and plug another in, even though they are different devices, Mac OS has not updated itself to reflect that a new device has been plugged in. To fix this, you will need to follow the same process as outlined in the previous troubleshooting point each time you swap the modems. This process forces Mac OS to refresh, and realize that there are actually different modems plugged in.

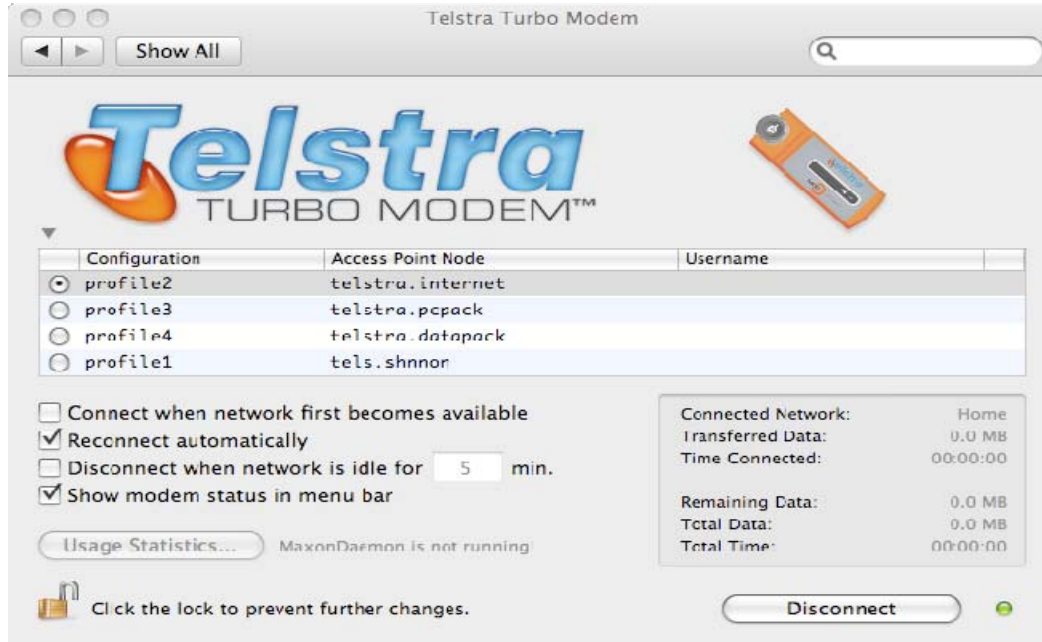
- ⌘ On Mac 10.4 series, after installing the Telstra Turbo Modem connection manager, restart the computer. Plug the modem into your computer. From Apple menu (top left hand corner) select System Preferences and then Network.



- ⌘ Click OK and Apply Now to activate the New Port.



⌘ You should now be able to connect.



For further support please contact the technical team at Maxon Australia on 02 8707 3000.