

3G (Next G) modem and data account setup procedure.

The following is a basic procedure for arranging an account for a 3G phone modem with Telstra. Procedures for other phone providers should be similar.

You may find it easier to print this and give it to your Telstra representative, as not all Telstra staff are sure of the procedures for setting up a data service on a 3G modem.

IF YOU HAVE A SYSTEM THAT IS NOT WORKING, YOU NEED TO CONTACT TELSTRA WIRELESS AND DATA AND CHECK THE SETTINGS BELOW.

The Modem has been tested by the manufacturer when the SmartFill is built, and data has been downloaded from the system with the manufacturers SIM card. The Smart-Fill manufacturers charge a fee for diagnosing modem connections.

Basics.

The Smart-Fill you have has a 3G type modem fitted.

It is ready to be used once Telstra give you a SIM card which has a data service.

Once you have your SIM card, you need to insert it into the modem inside the Smart-Fill.

Account setup procedure...

1- Contact your Telstra Shop or your Telstra representative.

2- Ask that a phone account be set up for a NEXTG mobile phone. Just do a standard basic phone account.

3- Ask Telstra to set up the modem with a **voice and a data number**.

4- Ask that all automatic messaging and call forwarding services be turned off.

5- Ask that the bearer number be set to 2620, setting it to 2600 will not work.

6- Ask that the ring time be extended so that it rings for the maximum time.

7- Ask that all SMS advertising be barred from sending messages to both the voice and data numbers.

8- Tell Telstra that the system is for use with non-transparent data.

9- Tell Telstra that the Video calling code (bit call code) must be turned on.

10- Make sure you keep the password and the correct account name on record for the modem, otherwise future service is very difficult without the passwords, account name etc.

Modem / SIM card setup procedure.

1- You MUST turn the PIN number checking option off for the SIM card.

1.1- Temporarily, insert the SIM card into a normal 3G mobile phone and turn the phone on.

1.2- Enter the PIN number that you were given, to unlock the phone.

1.3- Go into the security settings on the phone, and turn the PIN number requesting OFF.

1.4- Turn the phone off and remove the SIM card.

2- At the Smart-Fill, turn the power off.

3- Unlock the door and find the slot in the top of the modem where the SIM card fits.

4- Insert the SIM card carefully into its slot, and refit the SIM card cover, then refit the modem.

The SIM card is located on the top left of the modem, the location is clearly marked.

The SIM card is put in with the gold contacts facing away from you, and the notch goes to the top left.

NOTE that the gold contacts on the SIM card need to be lined up with the gold contacts in the modem after it is inserted.

5- Turn the power back on.

If you have any problems, please contact Telstra Wireless and data on 1800647514.

You will need your Account name and password for Telstra to be able to help.

IMPORTANT NOTE :

If you were not given a data number as well as a voice number, then the account was probably not set up correctly by Telstra. In this case, contact them (1800647514) and ask that a data number be added to the voice number, and provide them with the details at steps 4 to 9 above.