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AT&T USBConnect Velocity

Quickstart

Welcome to AT&T

Please use this Quickstart to get a brief overview of the major features and services available with your new AT&T USBConnect Velocity and DataConnect service.

Or take advantage of our interactive web tutorial available at:

att.com/Tutorials

for the most complete and up-to-date information available for setting up and using your new device and services. These online tutorials include step-by-step instructions and screen shots to assist as well as providing an easy search function.

Thanks again for choosing AT&T.

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What's in the Box

Your package contains four items:

• Quickstart

• AT&T USBConnect Velocity

• Screen Clip

• USB Extension Cable

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Getting Started

You will need the following:

AT&T USBConnect Velocity
Velocity includes the necessary software for your Windows and Mac laptop and is easy to install when inserted for the first time.

AT&T SIM Card
The SIM card stores your wireless number and subscriber information enabling access to the AT&T network.

Note:
Velocity should be used with the LED indicator lights facing up or to either side for best performance and safety. If using the device with LED indicators facing down maintain a distance of at least 1/2 inch between the device and the user's body.

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Configure Device and Software

Insert the AT&T SIM card

The SIM card slot is located under the cover on the back of the device.

1. Remove the back cover by pressing gently and sliding toward the rounded end of the device.

2. Insert the SIM into the slot and secure the back cover.

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Insert the Velocity into a USB Port
The USB connector can be extended and retracted. The USB connector should be kept in the retracted position when not in use to prevent damage.

1. Extend the USB connector by gently pressing down and pushing forward on the button with the AT&T logo. <u>You will feel it gently click into place.</u>

2. Insert Velocity into the USB port on your laptop.

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Windows 7, Vista, and XP

Install the software

1. After you insert the Velocity into the laptop for the first time, the AT&T Communication Manager (ACM) software automatically starts and guides you through the installation process.

2. Once installation is complete, restart your laptop when prompted.

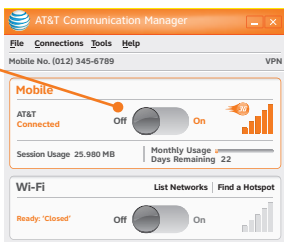## Connect to the AT&T mobile network and access the Internet

Note: The following steps will establish the initial connection in about 3 minutes. Future connections will occur more quickly.

1. Double-click the ACM shortcut icon installed on your desktop.

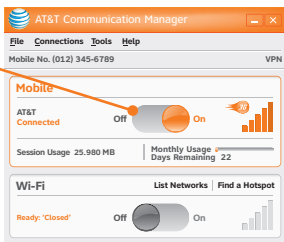2. Wait while the connection to the AT&T network initiates.

3. Click the button once after it turns gray.

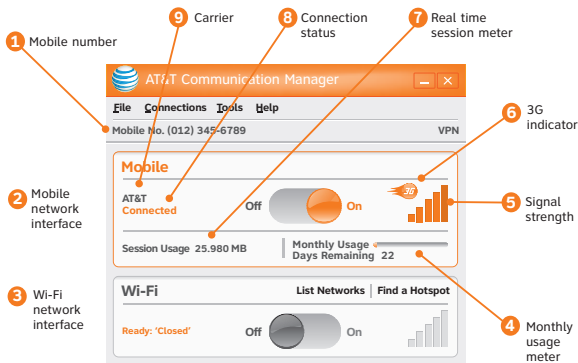Once connected, the button turns orange and moves to the right.

4. Open your browser and access the Internet. Click the button once to end your session.

AT&T Communication Manager

AT&T Communication Manager (ACM) is a software application that lets you control your connections to either the AT&T mobile network or available Wi-Fi networks, including thousands of AT&T Wi-Fi Hot Spots, using the built-in Wi-Fi capability of your laptop. ACM offers a range of tools and features to manage connections, find the best connection available and connect quickly. Please note that connections to the AT&T mobile network require an active SIM card inserted into your AT&T USBConnect Velocity and a valid AT&T data plan.

Important: AT&T does not offer unlimited data usage plan for DataConnect devices. The responsibility for managing your data usage and staying within your allowed usage is up to you. For information on how to manage your data usage, see the "Manage your data usage" section on page 14.

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To make the best use of your DataConnect service, please take some time to familiarize yourself with the following features of the ACM application.

9 Carrier
8 Connection status
7 Real time session meter
1 Mobile number

AT&T Communication Manager

File Connections Tools Help

Mobile No. (012) 345-6789   VPN

Mobile

AT&T
Connected   Off ⬤ On

Session Usage 25.980 MB   Monthly Usage
                                Days Remaining 22

6 3G indicator
5 Signal strength
4 Monthly usage meter

2 Mobile network interface

3 Wi-Fi network interface

Wi-Fi   List Networks | Find a Hotspot

Ready: 'Closed'   Off ⬤ On

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Using AT&T Communication Manager

1 Mobile number
This number is the mobile number associated with your AT&T device and account. You will need this number to access your myWireless account and to get support from AT&T.

2 Mobile network interface
The Mobile network portion of the main window allows you to control your connection to mobile networks worldwide.

3 Wi-Fi network interface
The Wi-Fi network section of the main window allows you to control your connections with Wi-Fi networks, including home, office, and public hotspot networks. See page 16 for more information on using Wi-Fi with ACM.

4 Monthly usage meter
The Usage meter shows your monthly estimated usage including the current session. Your monthly usage is shown in comparison to your total allowed usage for your billing cycle. The number of days left in the billing cycle is shown as well.

5 Signal strength
This indicator shows the strength of the wireless signal that you are receiving.

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6 3G Indicator

This indicator appears when the AT&T 3G network is available. The AT&T 3G network is available in almost all major metropolitan areas and provides the highest data transfer rates. When 3G networks are not available, ACM will automatically connect to EDGE (also known as 2G) networks.

7 Real time session meter

When connected to a mobile network, the session meter will show how much data you are using for this connection session. This data usage is added in real time to your total estimated monthly usage shown on the Usage Meter.

8 Connection status

This indicator provides the connection status such as "Initializing," "Ready to Connect," "Connecting," etc.

9 Carrier

This indicator shows which wireless network your device is associated with. For example, if you are connected to AT&T's mobile network, the wireless carrier indicator reads "AT&T."

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Manage Your Data Usage

AT&T Communication Manager (ACM) provides the usage meter tool as a way to easily track your data usage and make sure you don't unknowingly exceed the data plan maximum. The **Real time Session Meter** shows data usage for the present mobile broadband session in a numeric readout. The **Monthly Usage Meter** shows the estimated data usage within your monthly billing cycle as a bar graph. The orange bar is your total usage and grows as your data grows, and the grey background represents your total allowed data for each monthly billing cycle. Days remaining to the end of your billing cycle is shown below the bar graph. You can reference your usage and billing plan details by clicking on the 'Usage Meter' in the Tools menu. Connection to Wi-Fi networks is not tracked by the usage meter feature.

You can also manage your monthly wireless data usage and avoid overage charges by:

• Using your Internet service (DSL, Cable, etc.) and home Wi-Fi networks to connect while at home and in the office.

• Utilizing Wi-Fi hotspots to connect. Access to thousands of AT&T Basic Wi-Fi Hot Spots is included in qualified data plans. Wi-Fi use is unlimited and does not apply towards your wireless data plan allowance.

Note: Using a DataConnect device on multiple laptops prevents accurate estimates of usage by the usage meter feature.

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Using AT&T Communication Manager for Wi-Fi

If your laptop has Wi-Fi capability, you can use ACM to manage your connection to any home, business or AT&T Wi-Fi Hot Spot.

To Use AT&T Wi-Fi Hot Spot Service:

1. Launch ACM. When ACM finds an AT&T Wi-Fi Hot Spot, you will be automatically authenticated and connected, just as you would for any free public Wi-Fi hotspot.

2. Launch your browser, email or other Internet application.

To Connect to Other Wi-Fi Networks:

1. Launch ACM. ACM automatically identifies available Wi-Fi networks.

2. To see the list of available networks, click **List Networks**.

3. Click the **Connect** (On/Off) button next to the network you wish to connect to.

4. If the network is secure or encrypted, you may be prompted to enter additional information for access.

5. After ACM confirms a connection is established, launch your browser, email, or other Internet application.

Mac Installation

GlobeTrotter Connect for Mac application is a small, easy to use application provided by Option to manage your connection to the AT&T mobile network.

Compatible with Mac OS X (v10.4.11 and above). Please note that connections to the AT&T mobile network require an active SIM inserted in your Velocity and a valid AT&T data plan.

Install the software

1. Carefully insert Velocity into the USB port on your Mac laptop.

2. After you insert Velocity into for the first time, GlobeTrotter Connect will automatically start and guide you through the installation process. The initial connection will establish in about 3 minutes. Future connections will occur more quickly.

Connect to the AT&T mobile network and access the Internet

Note: The following steps will establish the initial connection in about 3 minutes. Future connections will occur more quickly.

1. Click on the GlobeTrotter Connect icon on your Dock.

2. Click the Connect button when it is active.

3. Open your browser and access the Internet.

Once connected, click the **Disconnect** button to end your session.

For GlobeTrotter Connect for Mac support call 1-877-821-0209

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Troubleshooting

How do I activate my wireless service?
Launch the ACM application and check your connection:

1. Double-click on ACM icon (pre-loaded on your desktop).
2. Wait while your Velocity registers with the AT&T network.
3. Click the Connect button (in the ACM application) after the button turns dark gray.

If ACM does not automatically start to install the first time you insert the Velocity into your laptop:

1. Double-click My Computer (Windows XP) or Computer (Windows 7 or Vista) on your desktop.
2. Click the zeroCD drive (usually E: or F: drive).
3. Go to Win/ATT and doubleclick the Setup.exe file.
4. Restart your laptop when prompted to successfully complete the installation of AT&T Communication Manager.

You've followed the instructions above, and ACM still did not install.

1. Go to www.att.com/acm and download ACM.
2. Follow the instructions on the web site to install ACM.

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ACM says "No SIM"?

Remove the Velocity from the laptop and insert your AT&T SIM card. See page 6 for details. If you do not have a SIM card, contact AT&T.

ACM says "Mobile Disabled"?

1. Enable Velocity:
   a. In the ACM window, click the Connections tab.
   b. Highlight Adapters and click Turn on GSM. Wait for the ACM to detect the Velocity.
2. If the ACM still reports "Mobile Disabled", contact AT&T Customer Care for assistance.

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Find More Information

On the Web

Interactive web tutorials are available at **att.com/Tutorials**. Select Manufacturer: **Option** and Model: **Velocity** from the drop down menus.

Detailed support information including device specifications, troubleshooting, user forums and knowledge base articles are available at **att.com/DeviceSupport.**

From a Phone

Call AT&T Customer Care at 800-331-0500 for assistance with your device or service.

Please enter the 10-digit wireless phone number associated with your AT&T USBConnect Velocity when prompted. This will ensure you get direct access to a specialized Care team.

The wireless phone number associated with your AT&T USBConnect Velocity can be found:

- On your sales receipt; or
- On your monthly statement; or
- On the main ACM screen.

Note: You must have the Velocity inserted into your laptop to find your wireless number.

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