

High-Speed **2go**<sup>™</sup>

# Device User Manual

4G Mobile Broadband Device



 **comcast**<sup>®</sup>



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# Welcome

Here's your 4G Mobile Broadband Device!

With your Mobile Broadband Device, you can access Comcast's High-Speed 2go™ mobile Internet service and experience the fastest speeds across the Comcast Mobile 4G area.

If you have not yet signed up for High-Speed 2go service, please call **1-800-COMCAST (1.800.266.2278)** or go to <http://www.comcast.com/highspeed2go> to establish service before installation.

## Package Contents

This 4G Mobile Broadband Device package contains the following:

- 4G Mobile Broadband Device
- Device User Manual
- Comcast Connection Manager Installation CD
- USB Extension Cable
- USB Elbow Connector
- Monitor Clip

**Note:** *The USB extension cable and USB elbow connector provide an alternative way of connecting the Mobile Broadband Device to your laptop, and may improve your connection.*

## Minimum Requirements

Hardware/Software	Windows®	Mac OS X
USB	one active port	one active port
Operating System	Windows 7, Vista, XP Service Pack 2 or later	Mac OS X v10.5, Mac OS X v10.6
Processor	1 GHz (Windows 7, Vista) 300 MHz (XP)	867 MHz (Intel-based)
RAM	2 GB (Windows 7) 1 GB (Vista) 256 MB (XP)	512 MB
Hard Drive Space	100 MB	100 MB
<b>Service</b>	4G mobile Internet service	
<b>Browser(s)</b>	IE 7 (Windows 7, Vista) IE 5.5 (XP)	Safari (most current available version is recommended)

**Note:** *It is required that the browser noted above, specific to your operating system, be installed on your laptop for proper operation of the Comcast Connection Manager. Other browser(s) may be used for accessing the Internet.*

*High-Speed 2go service works only with 32-bit versions of the Mac operating system.*

## Tips Before Starting

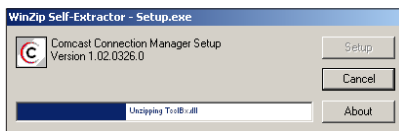
- **Close any programs or files that are open**, as your laptop may require restart once installation of the Comcast Connection Manager has completed.
- **Uninstall all other Connection Managers, if applicable.** This only applies if you have previously installed any connection managers on your laptop to support other mobile wireless devices.
- **Do not insert your device until you have installed the Comcast Connection Manager.** Your device will not operate properly or connect to the network without installing the Comcast Connection Manager first.

# Windows

## Install

Follow these steps to install the Comcast Connection Manager (CCM) on your PC laptop with a Windows operating system

- Insert the CCM CD into your laptop.
- If your computer automatically starts running the CD, follow the on-screen instructions for installation and configuration. If not:
  - Browse to the CD drive in **My Computer**. Double click on the CD drive icon, then double-click on the **Setup.exe** icon to begin installation. If a message asks if you want to make changes to your computer, click **Yes**.
- As your laptop automatically starts running the installation, follow the on-screen instructions.

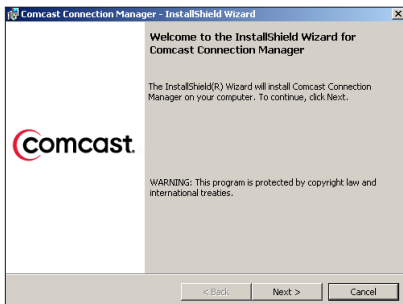




## Windows: Install

continued

- The **InstallShield Wizard** box displays. Click **Next** to continue the installation process.



## Windows: Install

continued

- Read the Service Agreement. If you accept the terms, click on **I accept the terms in the Service Agreement**. Click **Next** to continue the installation process. If you do not accept the terms, you will not be able to install the Comcast Connection Manager.



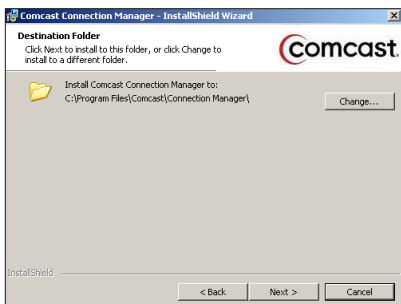
(Sample Screen- Latest Version of the High-Speed 2go Service Agreement will display)

Your device will not operate properly or connect to the network without installing the Comcast Connection Manager.

## Windows: Install

continued

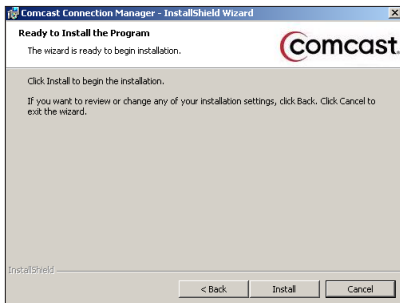
- Click **Next** in the Destination Folder box to accept the default destination installation folder (recommended). Or, click on “Change” to browse to a different destination folder. Then, click “Next”.



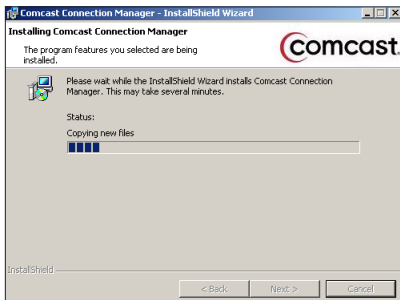
## Windows: Install

continued

- Click **Install** to run the installation process.



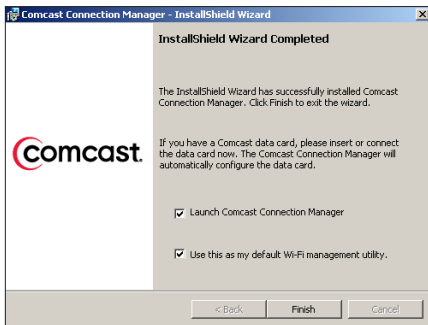
- The Installing Comcast Connection Manager progress indicator displays. Do not take any action during this process.



## Windows: Install

continued

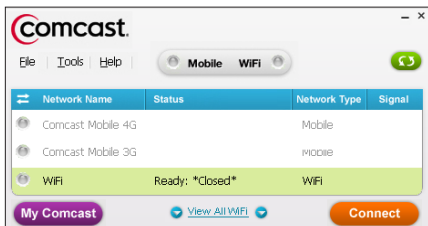
- Click **Finish** in the InstallShield Wizard Completed box to complete the installation. It is recommended that you leave the following default settings checked: “Launch Comcast Connection Manager” and “Use this as my default Wi-Fi management utility.”



## Windows: Install

continued

- The Comcast Connection Manager launches automatically when installation is complete.



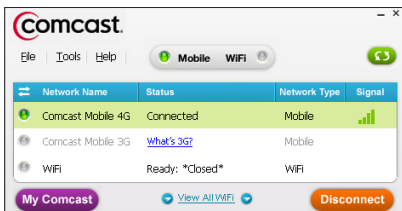
- Proceed to the **Windows: Insert** section.

## Windows: Insert

- Please disconnect your laptop from any other Internet connections.
- Flip open the USB plug on the 4G Mobile Broadband Device, and insert it into a USB port on your laptop.
- Windows automatically detects the 4G Mobile Broadband Device. When finished, a message similar to “Your device is ready to use” or “Your new hardware is installed and ready to use” may display in your system tray.
- Allow at least two minutes for the device recognition to complete.
- Proceed to the [Windows: Connect](#) section.

## Windows: Connect

- The Comcast Connection Manager (CCM) will automatically begin the connection process to Comcast Mobile 4G service.
- Within 2-3 minutes, the CCM will display “Connected” in the Status column for Comcast Mobile 4G.



- Once you are connected, it is recommended that you check for software updates. Go to the main menu of the CCM and select Tools, then Check for Updates. If there are updates, the CCM will prompt you with instructions.
- If the CCM does not display a “Connected” status, try to connect manually by clicking on the **Comcast Mobile 4G** row. Then, click **Connect**.



## Windows: Connect

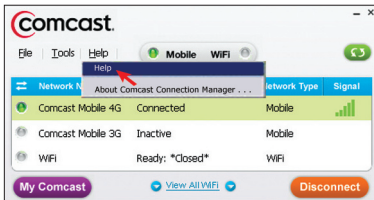
continued

**Note:** *The 4G Mobile Broadband Device you have selected is for use with 4G Mobile Broadband service only. Access to 3G Mobile Broadband service requires a different device offered by Comcast.*

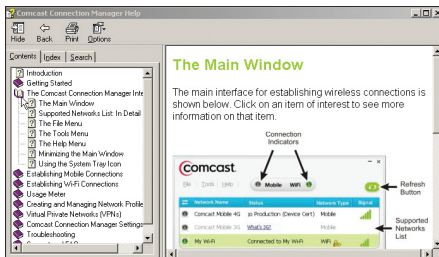
*If you experience any issues connecting with your device, please refer to the **Windows: Troubleshooting** section in this manual.*

# Windows: Troubleshooting

1. Click on **Help** from the Comcast Connection Manager main menu. Then, click on **Help** again.



2. The Help Contents panel displays.  
Click on a book symbol (shown below) to access a Help topic, or click the “Index” or “Search” panels to look up a Help topic.



## Windows: Troubleshooting

continued

3. You can also refer to the Comcast Connection Manager User Manual, available within the Comcast Connection Manager program folder on your laptop.
4. Explore Frequently Asked Questions at <http://customer.comcast.com/highspeed2go>.

## Troubleshooting Scenarios:

### Mobile Broadband Device plugged in but nothing happens.

Verify that your device is receiving power by checking to see that the LED light on your device is on. If not, take the following actions to ensure a good connection for your device:

- Disconnect your device from the USB port, then reconnect it to the USB port.
- Attach your device to the USB port by using the USB extension cable included with your device.
- Insert your device into a different USB port on your laptop.
- To verify that the USB port is functioning properly, try inserting a different device (i.e., thumb or flash drive) into your USB port(s).

If none of these actions are successful in powering your 4G Mobile Broadband Device, record any error messages displayed and contact Customer Care at 1.866.206.2182.

## Windows: Troubleshooting

continued

### I cannot use the Comcast Connection Manager Installation CD to install the Comcast Connection Manager.

If you have a netbook or some other item without a CD drive, simply go to <http://customer.comcast.com/highspeed2go> to download the Comcast Connection Manager.

### Comcast Connection Manager shortcut icon is not displayed on the desktop.

This may indicate that installation of your Comcast Connection Manager (CCM) was not successful.

- To resolve this issue, attempt once again to install the CCM by inserting the CCM Installation CD that came with your device, and repeating the CCM installation process.
- If your second attempt to install the CCM is not successful, record any error messages displayed and contact Customer Care at 1.866.206.2182.

### Comcast Connection Manager did not launch after successful installation.

Launch the Comcast Connection Manager (CCM) manually by double-clicking the CCM shortcut icon on your desktop. From the CCM main menu, click on **Tools**, then **Settings**. Make sure there is a checkmark in the box next to "**Launch Comcast Connection Manager**". Click **OK**. If the CCM still does not launch, record any error messages displayed and contact Customer Care at 1.866.206.2182.

## Windows: Troubleshooting

continued

### **Mobile Broadband network(s) not active in Comcast Connection Manager.**

If the Comcast Connection Manager (CCM) has not properly installed your device, the Comcast Mobile 4G line will be blank. If this is the case, disconnect and then reconnect the device in order to allow the CCM an opportunity to install your device. You should receive various Windows messages indicating the components to support your device are being installed.

### **I am unable to establish an Internet connection, and the Comcast Connection Manager:**

- **Continuously displays “Disconnecting”,**
- **Displays “Ready to Connect” but, upon clicking the Connect button, does not connect**
- **Displays an error message.**

Try to resolve this by:

- Pulling the device out of the laptop.
- Allowing the Comcast Connect Manager to reset (i.e., wait until the Comcast Mobile 4G row is blank).
- Reinserting the device back into the USB port of your laptop.

If you continue to encounter this error, record any error messages displayed and contact Customer Care at 1.866.206.2182.

## Windows: Troubleshooting

continued

### **I am unable to establish a 4G connection.**

It is possible that you are not in an adequate coverage area for the 4G network. Connect your device using the USB extension cable and monitor clip. You can also try moving closer to a window if indoors, or to higher ground if outdoors.

### **I can see a 4G network in the Comcast Connection Manager, but my device does not automatically connect.**

Try manually connecting by highlighting the **Comcast Mobile 4G** line in the Comcast Connection Manager and clicking on **Connect**. If you still cannot establish a connection, record any error messages displayed and contact Customer Care at 1.866.206.2182.

*If you continue to have issues with your Mobile Broadband Device or Connection Manager software, please contact Customer Care at 1.866.206.2182.*

# Mac OS X

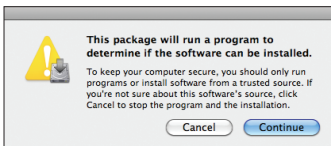
## Install

Follow these steps to install the Comcast Connection Manager (CCM) on your Apple® laptop with a Mac OS X operating system.

- Insert the CCM Installation CD into your laptop. Click on the **Installer.mpkg** box, and follow the on-screen instructions for installation and configuration.



- A pop-up box will open and state “This package will run a program to determine if the software can be installed.” Click **Continue** to begin the installation process.



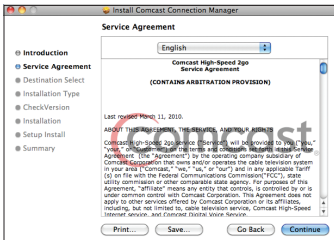
# Mac OS X: Install

continued

- The Install CCM box displays. Click **Continue**.



- The Service Agreement displays. Click **Continue**.





## Mac OS X: Install

continued

- Select **Read Agreement** to read the Service Agreement (optional). Click **Agree** to accept the terms and allow installation to proceed. If you do not accept the terms, you will not be able to install the Comcast Connection Manager.

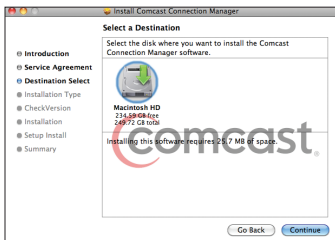


Your device will not operate properly or connect to the network without installing the Comcast Connection Manager.

# Mac OS X: Install

continued

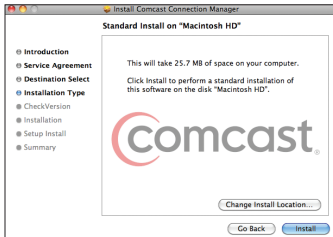
- Click **Continue**.



## Mac OS X: Install

continued

- Click **Install** to accept the default installation location (recommended). Or, click on “Change Install Location” to install in a different destination folder. Then, click “Install”.



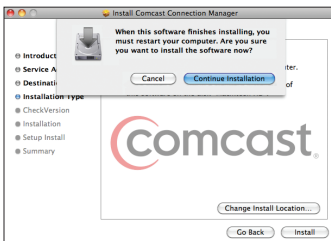
- You are prompted to enter your password (if you did not set up a password on your laptop, do not type an entry). Click **OK**.



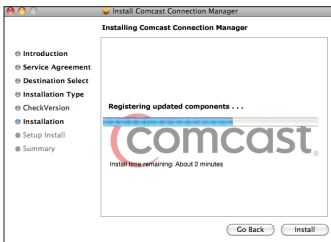
## Mac OS X: Install

continued

- A warning states that your laptop will automatically restart upon completion of the installation. If restarting your laptop is okay, click **Continue Installation** (otherwise, you must select “Cancel” and install the Comcast Connection Manager later).



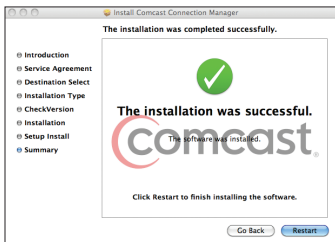
- Please wait for the installation to finish.



## Mac OS X: Install

continued

- After a successful installation, click **Restart** and your laptop will automatically restart.



- Proceed to the [Mac OS X: Insert](#) section.

## Mac OS X: Insert

- After restart, the Comcast Connection Manager will automatically open. A **High-Speed 2go** box will appear and state “Device not found”.



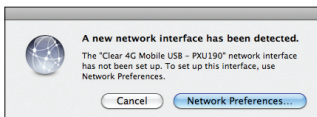
- Make sure you disconnect from the Internet (including AirPort).
- Flip open the USB plug on the Mobile Broadband Device, and insert it into an USB port on your laptop.
- Mac OS X will automatically begin device recognition (device icon will pulsate as it searches for the network). Do not take any action during this process.



- Proceed to the [Mac OS X: Connect](#) section.

## Mac OS X: Connect

- A message states that your laptop has detected a new network interface. Click **Network Preferences**.



- The Comcast Connection Manager (CCM) will begin searching for Comcast 4G Mobile service. Do not take any action during this process.



## Mac OS X: Connect

continued

- If Comcast Mobile 4G service is found, you will be prompted to enter your password (if you did not set up a password on your laptop, do not type an entry). Click **OK**.



**Note:** A new Network connection box may appear. Click **Apply**. In addition, you can minimize the box to allow more visibility on your desktop.

- The CCM will automatically connect to Comcast Mobile 4G service.





## Mac OS X: Connect

continued

- Once you are connected, it is recommended that you check for software updates. Go to the CCM main menu and select **Tools**, then **Check for Updates**. If there are updates, the CCM will prompt you with instructions.
- If the CCM does not display “Connected” status, try manually connecting to **Comcast Mobile 4G** by clicking on the **Connect** button in the Comcast Connection Manager window.

**Note:** *The 4G Mobile Broadband Device you have selected is for use with 4G Mobile Broadband service only. Access to 3G Mobile Broadband service requires a different device offered by Comcast.*

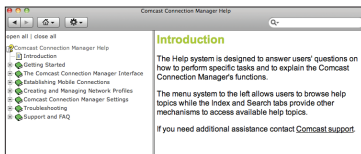
*If you experience any issues connecting with your device, or need any tips on how to connect to a Virtual Private Network (VPN), please refer to the **Mac OS X: Troubleshooting** section in this guide.*

# Mac OS X: Troubleshooting

1. Go to Comcast Connection Manager main menu and click on **Help**. The Help menu displays.



2. You can:
  - a. Enter a topic next to "Search" and press **Enter** (see above).
  - b. Select **Comcast Connection Manager Help** and a window will appear (see below). On the left pane, click on + or - to display Help topics in the right pane. Or, go to the upper right and enter a topic in the search box, then press **Enter**.



## Mac OS X: Troubleshooting

continued

3. You can also refer to the Comcast Connection Manager User Manual, available within the Comcast Connection Manager program folder on your laptop.
4. Explore Frequently Asked Questions at <http://customer.comcast.com/highspeed2go>.

## Troubleshooting Scenarios:

### Mobile Broadband Device plugged in but nothing happens.

Verify that your device is receiving power by checking to see that the LED light on your device is on. If not, take the following actions to ensure a good connection for your device:

- Disconnect your device from the USB port, then reconnect it to the USB port.
- Attach your device to the USB port by using the USB flex/extension cable included with your device.
- Insert your device into a different USB port on your laptop.
- To verify that the USB port is functioning properly, try inserting a different device (i.e., thumb or flash drive) into your USB port(s).

If none of these actions are successful in powering your 4G Mobile Broadband Device, record any error messages displayed and contact Customer Care at 1.866.206.2182.

## Mac OS X: Troubleshooting

continued

### I cannot use the Comcast Connection Manager Installation CD to install the Comcast Connection Manager.

If you have a netbook or some other item without a CD drive, simply go to <http://customer.comcast.com/highspeed2go> to download the Comcast Connection Manager.

### Comcast Connection Manager window is not displayed on desktop.

If the Comcast Connection Manager window is not displayed on your Desktop, you may have closed the application and/or modified the “Automatically run this application at login” setting under Preferences.

- Click on the **Comcast device icon** in your tray to activate the application.
- Once it is opened, click on **Preferences** to verify the appropriate setting for automatically running the Comcast Connection Manager application at login.

If the Comcast device icon is not displayed in your application tray, make sure that Comcast Connection Manager has been properly installed by checking within the Applications folder on your Mac for the presence of the Comcast Connection Manager.

- If it is present, point your mouse over the Comcast Connection Manager line and double-click to activate it.
- If the Comcast Connection Manager is not present in your Applications folder, you will need to re-install the application.

## Mac OS X: Troubleshooting

continued

- Click on the **Finder** icon.
- Go to the “Downloads” folder to locate the “Installer.mpkg” file.
- Double-click on the **Installer.mpkg** file and the Comcast Connection Manager (CCM) will begin installation.
- If the **Installer.mpkg** file is not found in the “Downloads” folder, insert the Comcast Connection Manager CD and reinstall the CCM. Follow installation instructions previously described in **Mac OS X: Install.**
- If the previous steps do not work, your CD may not contain the Comcast Connection Manager for Apple computers. If this is the case, download and install the Comcast Connection Manager software by going to <http://customer.comcast.com/highspeed2go>. Under Comcast Connection Manager Downloads, select your device and operating system.

If these steps are not successful in installing and gaining access to the Comcast Connection Manager application, record any error messages displayed and contact Customer Care at 1.866.206.2182.

### **When attempting to connect to a VPN network, error message(s) appear such as:**

- **“Multiple connections are not allowed”, or**
- **“Secure VPN Connection terminated locally by the Client.”**

## Mac OS X: Troubleshooting

continued

Make sure you have launched the Comcast Connection Manager (CCM). Go to the CCM main menu and:

- Click on **Comcast Connection Manager**.
- Go to “Preferences.”
- Select the **Hardware** tab. At bottom left corner, check the box next to **Allow simultaneous connections**.

### I am unable to establish an Internet connection, and the Comcast Connection Manager:

- **Continuously displays “Disconnecting”,**
- **Displays “Ready to Connect” but, upon clicking the Connect button, does not connect**
- **Displays an error message.**

Try to resolve this by:

- Pulling the device out of the laptop.
- Allowing the Comcast Connection Manager to reset (i.e., wait until the High-Speed 2go box appears and states “Device not found”).
- Reinserting the device back into the USB port of your laptop.

If you are still unable to connect to the network, record any error messages displayed and contact Customer Care at 1.866.206.2182.

## Mac OS X: Troubleshooting

continued

### **I am unable to establish a 4G connection.**

It is possible that you are not in an adequate coverage area for the 4G network. Connect your device using the USB extension cable and monitor clip. You can also try moving closer to a window if indoors, or to higher ground if outdoors.

### **I can see a 4G network in the Comcast Connection Manager, but my device does not automatically connect.**

Try manually connecting by clicking on the **Connect** button in the Comcast Connection Manager window. If you cannot establish a connection after working through the Troubleshooting scenarios listed above, record any error messages displayed and contact Customer Care at 1.866.206.2182.

*If you continue to have issues with your Mobile Broadband Device or Comcast Connection Manager software, please contact Customer Care at 1.866.206.2182.*

# Product Information

## LED Operation

Status	LED Color		
	Red	Amber	Green
Device initiating/firmware downloading	off	solid	on
Searching for network	solid	off	on
Connected to network with data transfer	off	off	flashing



## Important Safety Information

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the 4G Mobile Broadband Device are used in a normal manner, they should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property.

Comcast accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the 4G Mobile Broadband Device, or for any failure of the 4G Mobile Broadband Device to transmit or receive such data.

- Before installing the device, it is recommended that you close all applications.
- Some electronic devices may be susceptible to electromagnetic interference. Place the device away from devices such as TVs, antennas, radios, and other electronic equipment to avoid electromagnetic interference.
- This device may interfere with medical devices such as hearing aids and pacemakers. Consult the manufacturer of any medical device before using this device.
- Do not attempt to take apart this device as it does not contain user-serviceable parts. Any attempt to take apart this device will void the device warranty.

## Important Safety Information

continued

- Do not expose this device to or immerse in any liquid.
- Do not expose this device to direct sunlight or extreme temperatures as this may shorten the device lifespan.
- This device must be placed in a ventilated environment. Do not place objects on top of this device, as it may lead to overheating.
- In order to comply with FCC RF exposure requirements, the device should be installed so that a minimum separation distance of 5 mm is maintained between the device and antenna and all persons during normal operation.
- Avoid contact with the antenna while the device is in use.
- Do not operate the 4G Mobile Broadband Device in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the 4G Mobile Broadband Device **MUST BE POWERED OFF**. When operating, the 4G Mobile Broadband Device can transmit signals that could interfere with various onboard systems.
- The driver or operator of any vehicle should not operate the 4G Mobile Broadband Device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle.

# Regulatory Approvals

## **FCC Approval**

This device is compliant with Parts 2 and 27 of the FCC Rules (FCC ID: XCNPXU1900).

## **SAR Value Ratings**

Specific Absorption Rate (SAR) Value: Max 1.133 W/Kg

# Specifications

## Mechanical Specifications

Dimensions	3.15 x 1.18 x 0.59 in (80 mm x 30 mm x 15 mm)
Weight	0.88 oz (25g)
Form Factor	USB Series "A" type plug
Antenna	Internal type for primary and RX diversity

## Environmental Specifications

Operating temperature	32°F to 122°F (0°C to +50°C)
Storage temperature	-22°F to 158°F (-30°C to +70°C)
Humidity	5% to 95%, non-condensing

## Radio Frequency and Electrical Specifications

Interface type	High-Speed USB 2.0 compliant
Common air interface	WiMAX 802.11e
Transmit diversity	Improved connection speed within weak coverage areas
Maximum current	300mA-

# Notifications

## **Trademarks**

Comcast, the Comcast logo, and High-Speed 2go are trademarks of Comcast. Ubee Interactive and the Ubee Interactive logo are trademarks of Ubee Interactive, Inc. Other marks are the property of their respective owners.

## **Copyrights**

© 2010 Comcast. Comcast and the Comcast logo are trademarks of Comcast. Other marks are the property of their respective owners.

# Customer Limited Warranty

Comcast, Inc. offers the original end user purchaser of the enclosed Mobile Broadband Device (the “Product”) a personal, nontransferable, limited warranty that during the Warranty Period the Product will be free from defects in material and workmanship under normal use. The “Warranty Period” shall be a period that expires one year from the original purchase date of the Product. During the Warranty Period, if Comcast determines that a Product is defective in material or workmanship, Comcast will, at its sole discretion, repair or replace the Product with a new or rebuilt unit (which unit may use refurbished parts of similar quality and functionality). After the Warranty Period, you are responsible for paying for all parts, labor, and shipping charges. This limited warranty does not cover and is void with respect to:

- (a) Products which have been improperly installed, repaired, operated, maintained or modified;
- (b) Products which have been subjected to misuse (including using the Products with hardware which is electrically or mechanically incompatible with the Products), abuse, accident, physical damage, abnormal operation, improper handling or storage, neglect, exposure to fire, water or excessive moisture or dampness, extreme changes in climate or temperature or environmental conditions not conforming to Comcast’s specifications or negligent use of the Products or use other than in a normal and customary manner;

## Customer Limited Warranty

continued

- (c) Products which have been opened, repaired, serviced, modified or altered by anyone other than Comcast or anyone not authorized by Comcast in writing;
- (d) Products which have been damaged due to fire, flood, acts of third persons, acts of God or other acts which are not Comcast's fault and which the Product is not specified to tolerate;
- (e) Normal wear and tear, cosmetic damage and shipping damage;
- (f) Products which have been operated outside of published maximum ratings;
- (g) Consumables;
- (h) Cost of installation, removal or reinstallation of the Product;
- (i) Signal reception problems (unless caused by a defect in material or workmanship);
- (j) Products on which the original identification marks, warranty stickers or serial numbers have been removed, altered or rendered illegible; or
- (k) Products designated by Comcast as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products.

This limited warranty is not transferable to any third party, including but not limited to, any subsequent purchaser or owner of the Products. Any transfer or resale of any of the

## **Customer Limited Warranty**

continued

Products will automatically terminate Comcast's warranty coverage of such Products.

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