High-Speed *2go*™

Device User Manual

4G Mobile Broadband Device

Comcast

Comcast®

Contents

Welcome

Here's your new 4G Mobile Broadband device!

With the 4G Mobile Broadband device and
High-Speed 2go™ service, you can connect to the
Internet from virtually anywhere you work and play.

If you have not yet signed up for High-Speed 2go,
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 components:

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

Note: *The USB extension cable can assist in improving connection strength as well as providing an alternative means of connecting your Mobile Broadband device to your USB port.*

Minimum Requirements

Hardware/Software	Windows®	Mac OS X
USB	one active port	one active port
Operating System	Windows® 7, Vista, and XP Service Pack 2 (SP2) 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	2GB (Windows® 7) 1 GB (Vista) 256 MB (XP)	512 MB
Hard Drive Space	100 MB	100 MB
Browser(s)	IE 7 (Windows® 7, Vista) IE 5.5 (XP)	Safari (most current available version is recommended)

Note: *While other browsers are supported by the Comcast Connection Manager, the browsers listed above must be installed on your laptop for optimal Comcast Connection Manager performance. Also, High-Speed 2go works only with 32-bit mode versions of the Mac Operating Systems.*

Tips Before Starting

- **Close any programs or files that are open,** for your laptop may require restart once installation is completed for the Comcast Connection Manager.

- **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.

- **To begin installation, stay connected to the Internet unless these instructions indicate otherwise.**

Windows OS

Install
These steps are for installing the Comcast Connection Manager (CCM) on your PC laptop.

- Insert the Comcast Connection Manager Installation CD into your laptop.

- If you don't have a CD, you can download the software by going to
  http://customer.comcast.com/highspeed2go.
  In the Quick Links section, under Comcast Connection Manager, select Windows™ 7, Vista, XP (SP2 or later).

- If your computer automatically starts running the CD, follow the on-screen instructions for installation and configuration.

- If your computer does not automatically install the software from the CD:

  - Browse to the CD drive of **My Computer** and double click on the CD drive icon. Then, double-click on the **Setup.exe** icon to begin installation.

  - Click on **Run** in the File Download—Security Warning box to launch the installation process.

- As your laptop automatically starts running the installation, follow the on-screen instructions.
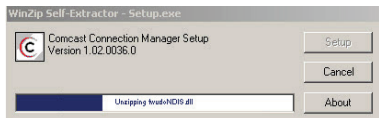
(Sample Screen- Latest Version of the Comcast Connection Manager Will Display)

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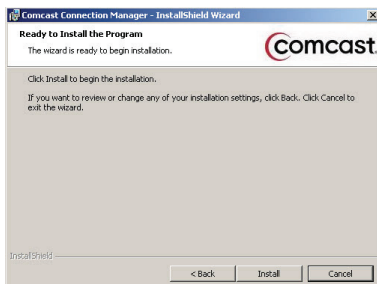

(Sample Screen – Latest version of the Service Agreement Will Display)

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

The Installing Comcast Connection Manager progress indicator displays.
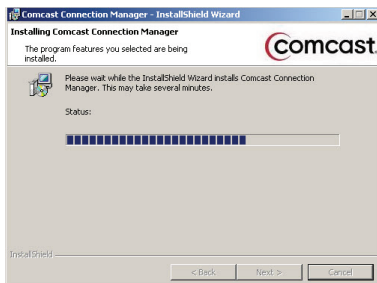
• Click **Finish** in the InstallShield Wizard Completed box
to complete the installation. It is recommended that you
leave the following default settings checked: "Launch
Comcast Connection Manager" and "Use this as my
default Wi-Fi management utility."
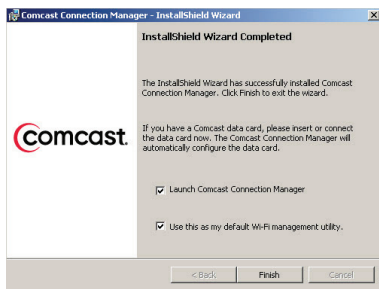
• The Comcast Connection Manager launches
automatically when installation is complete.
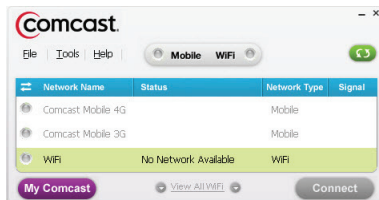

• Proceed to **Insert.**

Windows: Insert

- Disconnect from the Internet.
- Flip the USB plug on the Mobile Broadband device out, and insert it into the 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 installation process.
- Proceed to **Connect.**

Windows: Connect

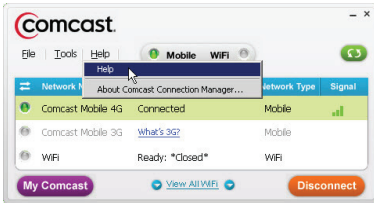The Comcast Connection Manager (CCM) should automatically connect to the Mobile 4G network.

• Within 2-3 minutes, the CCM should display "Connected" in the Status column for Mobile 4G.
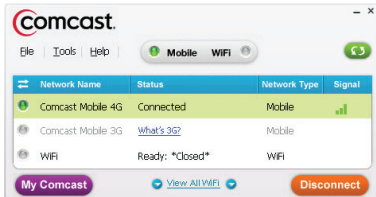

Note: *If you experience any issues connecting with your device, please refer to the* **Windows: Troubleshooting** *section in this guide.*

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.
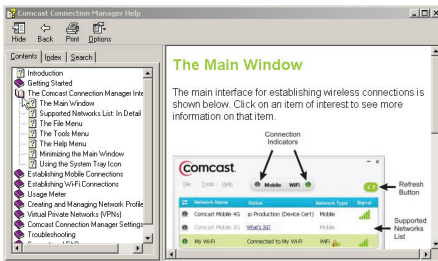
3. You can also refer to the Comcast Connection Manager User Manual, available within the Comcast Connection Manager program folder on your laptop.

4. Explore Frequently Asked Questions on our Customer Central webpage at http://customer.comcast.com/highspeed2go.

If you continue to have issues with your Mobile Broadband device or Comcast Connection Manager, please Contact Customer Care at 1.866.206.2182.

Mac OS X

Install

These steps are for installing the Comcast Connection Manager (CCM) on your Apple® laptop.

- Download the software by going to
  http://customer.comcast.com/highspeed2go.
  In the Quick Links section, under Comcast Connection Manager, select Mac OS X v10.5 and v10.6.
- The Comcast Connection Manager will self-launch, depending on your browser setting. If it does not self-launch, locate the application in the Downloads folder, within Finder, on your Mac.
- Upon launching, 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.
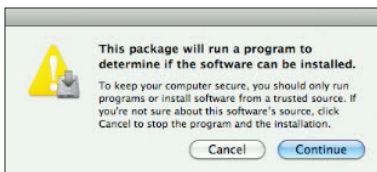
• The Install CCM box displays. Click **Continue.**
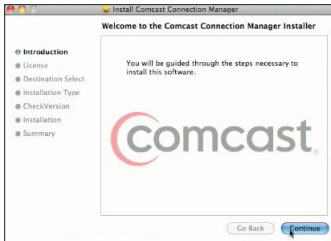
• The Service Agreement displays. Click **Continue.**
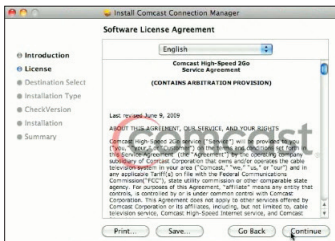
• Select **Read License** to read Service Agreement
  (optional). Click **Agree** to accept licensing terms and
  allow installation to proceed.
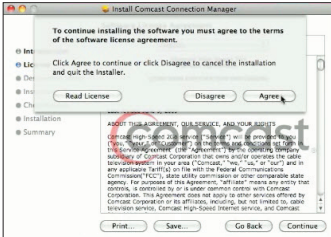
• Click on the disk icon.
  Then, click **Continue.**
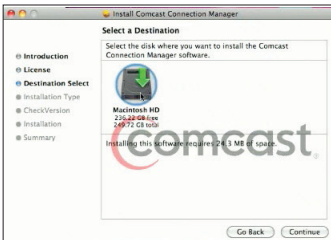
- Click **Install** to accept the default installation location (recommended).
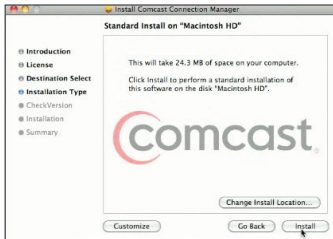
- You are prompted to enter your password (if you did not set up a password on your laptop, do not type an entry). Click **OK.**

- 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 CCM later).
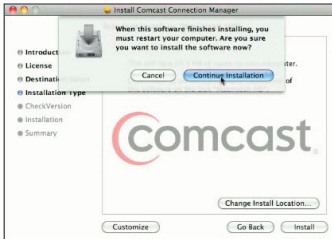
- Please wait for the installation to finish.
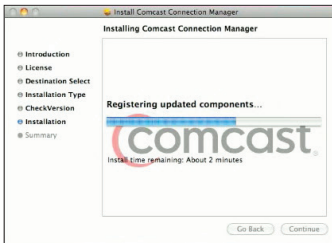
- After a successful installation, click **Restart** and your laptop will automatically restart.
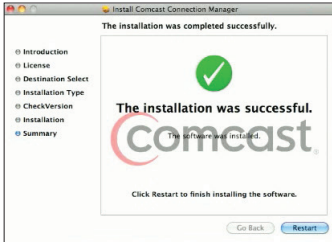
- Disconnect from the Internet.
- Proceed to **Insert.**

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".

- Flip the USB plug on the Mobile Broadband device out, and insert it into the USB port on your laptop
- Mac OS X will automatically begin device initialization (device icon will pulsate as it searches for the network).

- Proceed to **Connect.**

Mac OS X: Connect

- The Comcast Connection Manager (CCM) will begin searching for a Comcast Mobile 4G network.

- If a Comcast Mobile 4G network 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: *After you enter the password, a new Network connection box may appear. Click **Apply.***

• The CCM will automatically connect to the Comcast
  Mobile 4G network.

Mac OS X: Troubleshooting

1. Go to Comcast Connection Manager Main Menu and click on **Help.** The Help menu displays.
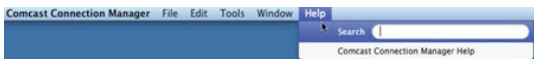
2. You can:

   a. Enter a topic next to "Search" and press **Enter.**

   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 white space, then press Enter.

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 on our
   Customer Central webpage at
   http://customer.comcast.com/highspeed2go.

If you continue to have issues with your Mobile Broadband
device or Comcast Connection Manager, please Contact
Customer Care at 1.866.206.2182.

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 all applications be closed.

- 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.

- This device must only be used with accessories that have been approved by Comcast. Unauthorized accessories may affect the device performance and/or void the device warranty.

Important Safety Information
continued

- 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.
- 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

This equipment must be installed and operated in accordance with provided instructions and must not be co-located or operating in conjunction with any other antenna or transmitter. End users and installers must be provided with antenna installation instructions and transmitter operating conditions to satisfy RF exposure compliance.

SAR Value: 0.854 W/kg

This device complies with Part 15 of the FCC Rules (FCC ID: Q78-ZTE-TU25).

Operation is subject to the following two conditions:
1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or

more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Specifications

Environmental Specifications

Operating temperature	14°F – 131°F (-10°C – +55°C)
Storage temperature	-40°F – 158°F (-40°C – +70°C)
Humidity	5% to 95% over operating temperature

Mechanical Specifications

Dimensions (W – D – H)	1.4"– 0.43" – 3.15" (35.5 mm – 11 mm – 80 mm)
Weight	2.0 oz
Battery Pack	N/A
LED	Yes (1 LED light)
Antenna	Yes (Omni-direction, vertical polarized, 0 dBi peak gain)

Specifications
continued

Transmitter Specifications

Type of Multiplexing	TDD
Normal Output Power	23±1 dBm
TX Max Power	23 dBm
Frequency Range	2.496 GHz – 2.690 GHz
Bandwidth	5 MHz, 10 MHz
Occupied Bandwidth	5 MHz, 10 MHz
Modulation Method	QPSK, 16QAM
Conducted Spurious Emission	-13 dBm
Common RF Impedance	50 Ohms, nominal

Receiver Specifications

Frequency Range	2.496 GHz – 2.690 GHz
Bandwidth	5 MHz, 10 MHz
Occupied Bandwidth	5 MHz, 10 MHz
Modulation Method	QPSK, 16QAM, 64QAM

Notifications

Trademarks

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Copyrights

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Patents

This device adopts certain scheme from Beceem Corporation. All patients are licensed by Beceem.

Customer Limited Warranty

ZTE USA, Inc. ("Vendor") offers the original end user purchaser of the enclosed Mobile Broadband Device (the "Product") from a Vendor or an authorized supplier, 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 Vendor determines that a Product is defective in material or workmanship, Vendor 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 ZTE USA's specification or negligent use of the Products or use other than in a normal and customary manner;

(c) Products which have been opened, repaired, serviced, modified or altered by anyone other than Vendor or anyone not authorized by Vendor 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 Vendor'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 Vendor 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

Products will automatically terminate Vendor's warranty coverage of such Products. This limited warranty is only valid in the United States and does not cover customer education, instruction, installation, set-up adjustments or signal reception problems.

VENDOR SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND OR NATURE DUE TO ANY CAUSE, INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR ANTICIPATED PROFITS. REPAIR, REPLACEMENT OR REFUND, AT VENDOR'S OPTION, AS PROVIDED FOR UNDER THIS LIMITED WARRANTY, IS YOUR SOLE AND EXCLUSIVE REMEDY FOR BREACH OF THIS LIMITED WARRANTY. VENDOR MAKES NO OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS AND THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF TITLE, INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

To obtain warranty Service for Products, please call Comcast at 1-866-206-2182 toll-free from anywhere in the continental United States to determine the location of the authorized service center nearest you and for the correct procedures for filing a warranty claim.