I NEED HELP!

If your's still not connected, try the following:

1. Unplug the modem and restart your computer. Then plug the modem back into a free USB port.

2. If the Setup Wizard doesn't start up automatically, click Start and then My Computer. Open the Optus Mobile Broadband folder. Double click AutoRun.exe to start the Setup Wizard. **Mac users:** double click on the Optus Mobile Broadband icon on your desktop.

3. If you're still not able to connect, unplug the modem, remove the SIM card and check the SIM card is correctly inserted. Re-insert the SIM card into the modem and then plug the modem back into a free USB port.

4. You can check the network signal strength by the colour of the light displayed on the modem:

●	The modem is connected to the HSPA+/LTE network (3G+/4G)
●	The modem is connected to the UMTS network (3G)
●	The modem is connected to the GPRS network (2G)

Got a blinking light? Don't worry! The modem is just registering on the Optus network.
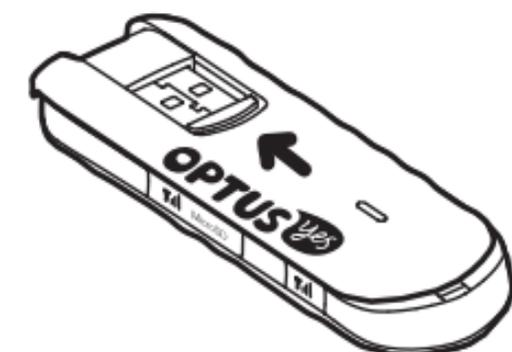
CALL US

For further assistance, you can call **Optus Technical Support on 133 697.** Or if you're a Small Business customer, you can call **Optus Business Technical Support on 1300 589 914.** Make sure you have your service number with you.

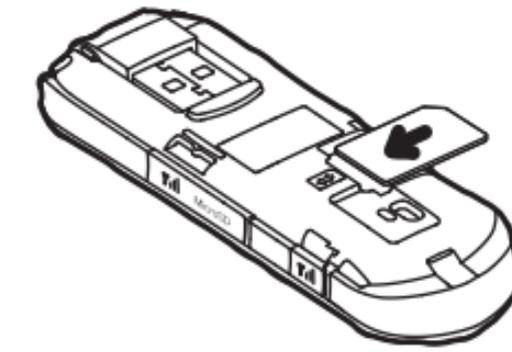# IN THIS GUIDE YOU'LL LEARN HOW TO CONNECT YOUR SHINY NEW MODEM

THE INCREDIBLY EASY GUIDE TO INSTALLING YOUR E3276 OR E3276 v2 USB MODEM

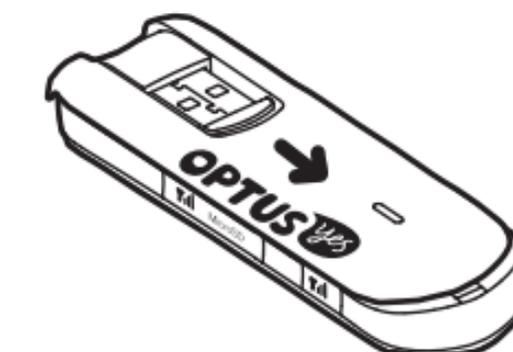**optus** yes

STEP 1 POP IN YOUR NEW SIM

A. Slide the back cover off the modem

B. Insert your SIM card

C. Slide the back cover back until it snaps into place

STEP 2 PLUG IN YOUR MODEM

Turn your computer on and insert your USB modem into a free USB port on your computer. This will initiate the installation of your Optus Mobile Broadband software.

GOT A WINDOWS COMPUTER?
The modem will automatically run the software installation process; this might take up to 5 minutes to start. Just follow the on-screen instructions to install the software then click Finish to complete.

GOT A MAC?
Just click on the Optus Mobile Broadband icon to install the software, then re-boot your computer after it has finished installing.

STEP 3 START 'ER UP

Just click Connect (Optus Mobile Broadband will automatically start and a dialog box will appear on screen).

ARE YOU A PREPAID CUSTOMER?
You'll also need to activate your SIM. Just follow the instructions in your guide to getting started.