CLEAR 4G MOBILE USB USER GUIDE

CLEAR®

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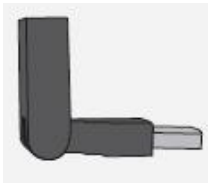
Get to Know Your CLEAR 4G Mobile USB

What's in the Box?

CLEAR 4G Mobile USB

Installation USB Flash Drive



Right Angle Connector

Quick Start Guide

Use with Care

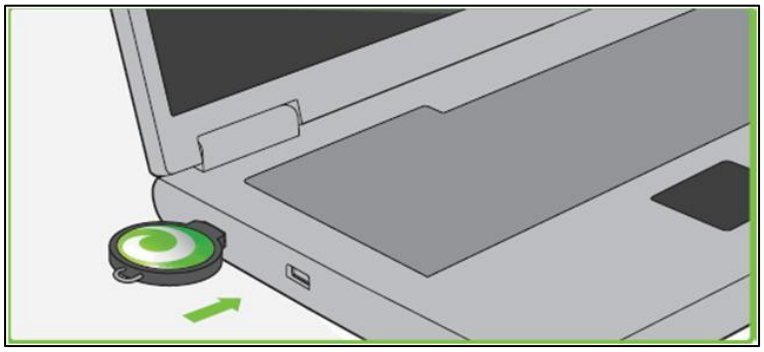
- Do not throw, drop, or dismantle the Mobile USB.
- Keep the Mobile USB out of direct sunlight.
- Keep pets and children from playing with the Mobile USB.
- Do not immerse the Mobile USB in water or other liquid.
- Make sure your hands are dry before handling the Mobile USB.
- Don't operate the Mobile USB while driving.

Set up the Mobile USB

Insert the Mobile USB

Insert the Installation USB Flash Drive into an available USB port on your computer.

Installation USB Flash



When inserting the Installation USB Flash Drive into a vertical USB port, the Right Angle Connector is needed.

Right Angle Connector

Set up the Mobile USB (continued)

Install the CLEAR Connection Manager

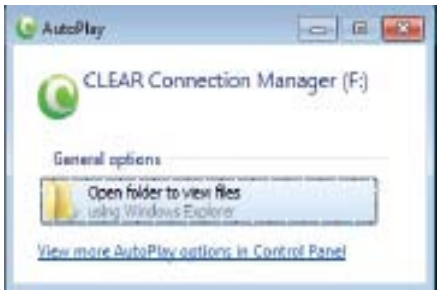
For most users (having computers with Windows® operating systems), after you insert the Installation USB Flash Drive, the CLEAR Connection Manager begins to install automatically.

Windows may ask you what you want to do. Select **Auto Run.**

Windows® XP

Windows® Vista®

Windows® 7



The installation wizard should appear.

Please follow the on-screen directions to read / accept the CLEAR Terms of Service and complete the installation process.

If the CLEAR Connection Manager does not automatically begin to install, click here to learn more and continue. If you printed this document, refer to page 7 to read the instructions on how to manually install the CLEAR Connection Manager.

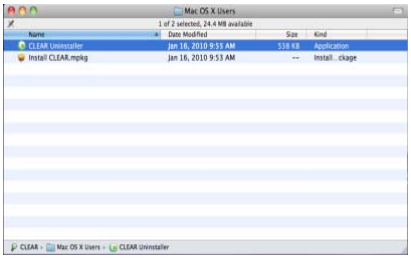
Installation for Mac® OS X

If you're using a device with a Mac® operating system, you need to manually install the CLEAR Connection Manager. After you insert the Installation USB Flash Drive:

Double click the **CLEAR USB** icon on your desktop.

Double click the **Mac OS X** folder.

Double click "**Install CLEAR.mpkg**" to launch the Mac installer.



Follow the on-screen instructions to read / accept the CLEAR Terms of Service and complete the installation process.

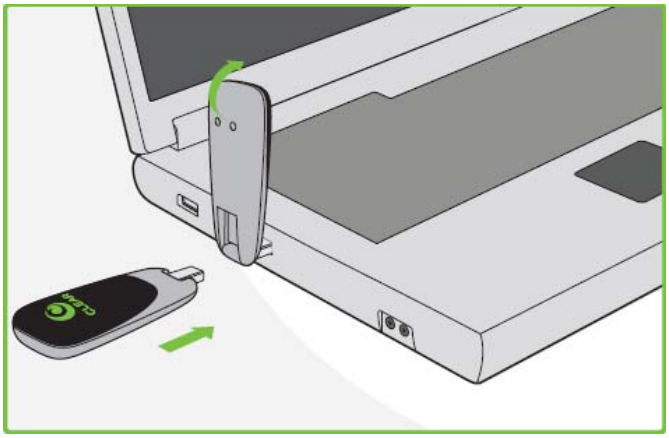
Set up the Mobile USB (continued)

Read and Accept the CLEAR Terms of Service

During the CLEAR Connection Manager installation process, a window will open displaying the CLEAR Terms of Service. You will be prompted to read them and instructed on how to accept them.

Connect to the Internet

After you've read and accepted the CLEAR Terms of Service and completed the installation process, insert the Mobile USB into an available USB port on your computer.



When inserting the Mobile USB into a vertical USB port, the Right Angle Connector is needed.

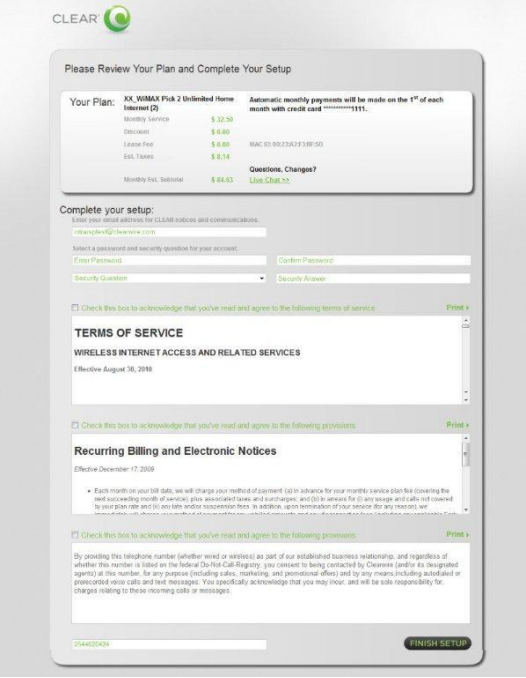
Before you get online, make sure the CLEAR Connection Manager is running.

- If you're using a laptop with Microsoft Windows, your CLEAR Connection Manager automatically starts running.
- If you're using a device with a Mac® operating system, you need to open the CLEAR Connection Manager.

Once the CLEAR Connection Manager is opened, it will automatically connect to the CLEAR 4G signal.

- The light on the Mobile USB is red when the Mobile USB has power, and the light on the Mobile USB is green or blue when the Mobile USB is receiving the CLEAR 4G signal.

The first time you connect to the internet, using your Mobile USB, you need to set up your CLEAR online account. Open a new browser session and you'll be directed to a webpage in order to review your rate plan information and to set up your CLEAR online account.

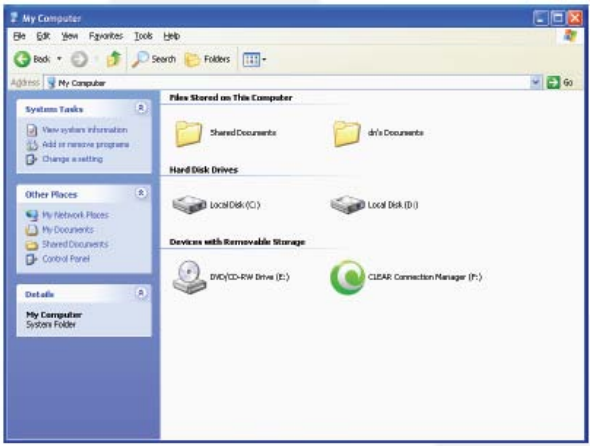


Congrats! You're ready for INTERNET AWESOMENESS!

CLEAR Connection Manager Didn't Install Automatically?

Installation for WINDOWS® XP

- Go to "My Computer".
- Double click the CLEAR logo.
- Double click the "Win" folder.
- Double click "Seteup.exe".
- Follow the on-screen instructions to complete the installation.



Installation for WINDOWS® VISTA® / WINDOWS® 7

- Select the "Windows Start" menu.
- Select "Computer" or select the "Computer" icon on your desktop.
- Double click the "CLEAR logo".
- Double click the "Win" folder.
- Double click "Setup.exe".
- Follow the on-screen instructions to complete the installation.

Manage Your Mobile USB

CLEAR Connection Manager Overview

It's easy to manage your Mobile USB with the CLEAR Connection Manager.

- Manage your connections.
- View signal strength (the more dots, the stronger the signal).
- View connection time.
- Access your CLEAR online account.
- Access clear.com.
- Manage your wi-fi settings.

CLEAR Connection Manager – Connection Type

- The green text on the tab indicates the connection type (4G WiMAX or wi-fi).
- Double click "disconnect" to disconnect from 4G WiMAX to wi-fi, for example.

Manage Your Mobile USB (continued)

CLEAR Connection Manager – Settings

On the Settings Tab, you can:

- Set your CLEAR Connection Manager Preferences.
- Check for software updates.

Select “Preferences” to perform the following functions:

- **Run App on PC Startup:** Opens the CLEAR Connection Manager every time you turn on your computer.
- **Always on Top:** The CLEAR Connection Manager always appears on top of other windows.
- **Dock to System Tray:** Use if you want the CLEAR Connection Manager to remain attached to the System Tray.
- **Display Connection Timer:** Shows the length of time for each connection on the CLEAR Connection Manager.
- **Connect Automatically:** The factory default setting in “ON.” Keep this setting “ON” if you want your Mobile USB to connect automatically whenever there is a signal. “Connect Automatically” occurs only if the computer is not connected to wi-fi.
- **Manage Wi-Fi Connections:** Manage your wi-fi access through your CLEAR Connection Manager.
- **Allow Simultaneous Connections:** The factory default setting is “ON.” Keep the setting “ON” if you want your computer to be allowed to connect to both 4G and wi-fi at the same time.
- **Profiles:** Use if you want to change your network profile. This is rarely used, except for administrative purposes.

Manage Your Mobile USB (continued)

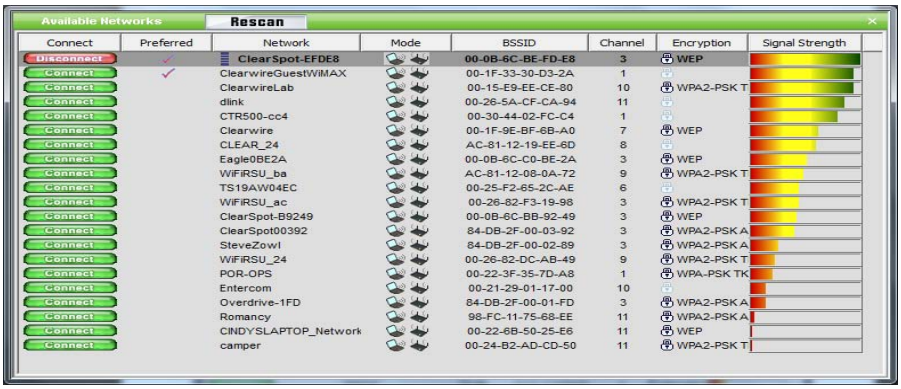
CLEAR Connection Manager – Settings / Manage Wi-Fi Connections

On the Settings Tab, you can manage your wi-fi connections:

- Click “Manage Wi-Fi Connections” so the check appears next to it.

- Click “connect” to connect to the wi-fi network that appears on the CLEAR Connection Manager.
- Click “disconnect” to disconnect from the wi-fi network.

- View and connect to available wi-fi networks.

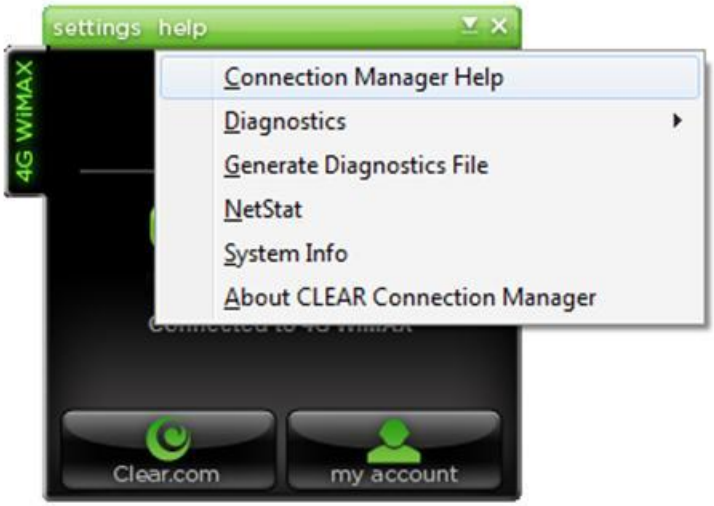


Manage Your Mobile USB (continued)

CLEAR Connection Manager – Help

On the Help Tab, you can:

- View the Connection Manager Help Files.
- Check Diagnostic information for 4G or 3G services.
- Generate a Diagnostics file to help trouble shoot issues when talking with CLEAR Customer Care.
- Use “NetStat” to check computer settings and statistics.
- Confirm your computer’s System Information.
- Use “About CLEAR Connection Manager” to verify your CLEAR Connection Manager serial number and version or to contact CLEAR Customer Care.



CLEAR Connection Manager – Clear.com

- The “Clear.com” button will take you to the CLEAR internet home page.

Manage Your Mobile USB (continued)

CLEAR Connection Manager – My Account

- The “my account” button will open your browser and take you to your CLEAR online account login page, where you can log in to view and manage your account.
- If you’ve printed this document and want to access your CLEAR online account, enter: https://www.clear.com/my_account/signin.php in your web browser.

CLEAR Connection Manager System Tray Task Bar Icon

The System Tray Task Bar icon (on your computer) provides a quick view of the Mobile USB connection status:

A gray and white icon indicates that there is no Mobile USB in your computer or that the Mobile USB is not recognized by the CLEAR Connection Manager.

A white icon with a green swirl indicates you’re not currently connected to the CLEAR 4G service.

A green icon with a white swirl indicates you are currently connected to the CLEAR 4G network.

A blue icon with a white swirl indicates you are currently connected to a wi-fi network.

Quick Tips

To Maximize Signal Strength

- When indoors, use your Mobile USB near a window or outside wall in order to receive the strongest signal.
- If your Mobile USB is displaying a red light, it is not receiving a CLEAR 4G signal. Try moving to a different location until the Mobile USB displays a green light.

CLEAR Connection Manager

- In order to use your Mobile USB, the CLEAR Connection Manager must be running.
- If you're using a laptop with Microsoft Windows®, your CLEAR Connection Manager automatically starts running.
- If you're using a device with a Mac® operating system, you need to open the CLEAR Connection Manager.

Computer Doesn't Recognize your Mobile USB?

If your computer cannot communicate with your Mobile USB, the **CLEAR Connection Manager** will display "No Device Detected".

Make sure the Mobile USB is firmly plugged into an available USB port. If the Mobile USB is inserted correctly, you should see a green or red light. If you don't see a green or red light, try moving the Mobile USB to another available USB port on your computer.

Verify that your computer recognizes your Mobile USB.

- Confirm the status line no longer reads, "No Device Detected." You should see a message similar to "Initializing" or "Searching the Network".
- You also can go into the Device Manager tool (on your computer) to confirm the Mobile USB (WiMAX device) appears in the "Network Adapters" list.

Important Message from CLEAR

- If your browser is stuck on a message from CLEAR, follow the onscreen instructions in order to view the message and provide any requested information
- If your account is past due, click the option to make a payment. You also can make a payment through our automated payment system, by calling 888-888-3113 and selecting option 2.

Windows® USB Selective Suspend Feature Issue

- During testing, it was confirmed that a known Microsoft XP issue could potentially affect the Mobile USB.
- For more information and to fix the problem, please visit the Microsoft support website: http://support.microsoft.com/kb/817900

Important Information

Technical Specifications

- **Weight:** Less than one ounce
- **Dimensions:**
  - **Open:** 4”(L) x 1.25”(W) x .75” (H)
  - **Closed:** 3.35” (L) x 1.25” (W) x .75”(H)
- **Supported Operating Systems:**
  - Windows® XP (SP2 and Higher, 32 bit support only))
  - Windows® Vista® (32 & 64 bit)
  - Windows® 7 (32 &64 bit)
  - Mac® OS X 10.5 Leopard® and Mac® OS X 10.6 Snow Leopard®
- **Bands Supported:** WiMAX 2500 MHz
- **Hardware:** WiMAX chipset: Beceem
- **Minimum Requirements for PC Users:**
  - Activated CLEAR Service
  - **Processor:** 300MHz
  - **RAM:** 256 MB
  - **Hard Drive Space:** 65MB
  - **Internet Explorer:** IE 6.0
- **Minimum Requirements for Mac Users**
  - Activated CLEAR Service
  - **Processor:** Intel Based 1 GHz (RISC/PowerPC processors are not supported)
  - **RAM:** 1 GB
  - **Hard Drive Space:** 25 MB
  - **Firefox®**: 3.0 or higher

Still need help?

FAQs and Live Chat Support

If you have questions about your Mobile USB, access FAQs and live chat support at www.clear.com/support.

Telephone Support

If you still have questions, please call us at 877-956-4056. We provide automated telephone support 24/7 and live telephone support between 9am and 10pm, local time, seven days a week.

Questions about your Bill?

When you set up your CLEAR online account, you provided CLEAR with a credit card number to which CLEAR automatically may bill your charges. However, if you desire to view your bill or to change the credit card to which your CLEAR charges are billed, it’s easy to do so. If you’re connected to the internet, just click here to log in to your CLEAR Online Account. If you’re not connected to the internet, enter https://www.clear.com/my_account/signin.php in your web browser when you are connected to the internet.

Important Information Document

Please read the separate “Important Information” document included with your Mobile USB for regulatory information, safety information, and other important disclosures.

Warranty Information

See Section 6(d) of our Terms of Service (at www.clear.com/legal/terms) for warranty details.

Legal Disclosures

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