



# CLEAR 4G+ MOBILE USB USER GUIDE



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# Get to Know Your CLEAR 4G+ (Series S) Mobile USB

## What's in the Box?



CLEAR 4G+ (Series S)  
Mobile USB



Quick Start Guide



Windows USB Insert

## Informative LED Indicators



- The **3G LED** indicates the status of the CLEAR 4G+ (Series S) Mobile USB 3G connection.
- The **4G LED** indicates the status of the Mobile USB 4G connection.

## Articulating USB Connector



- The articulating USB Connector supports multiple orientations, which means it works with virtually any laptop.

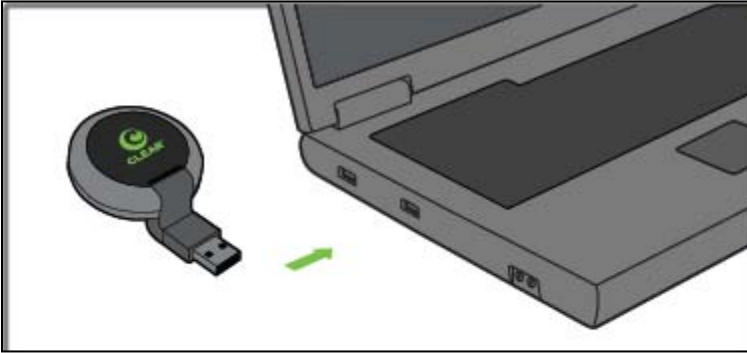
## Use with Care

- 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 Mobile USB into an available USB port on your computer.



### Install the CLEAR Connection Manager

For most users (having computers with Windows® operating systems), the CLEAR Connection Manager begins to install automatically – follow the onscreen instructions and read / accept the CLEAR Terms of Service. These steps are outlined on the next page.

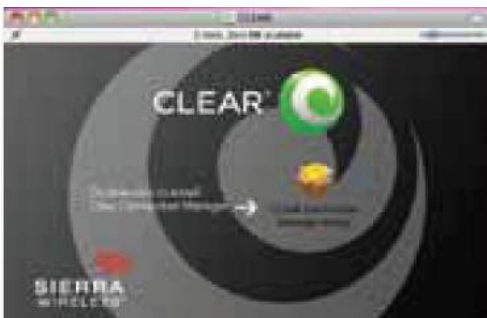
If the CLEAR Connection Manager does not automatically begin to install, click [here](#) to learn more and continue. If you printed this document, refer to page 7 to read the instructions on how to manually install the CLEAR Connection Manager.

### Installation for Mac® OS X (Leopard® 10.5 or Snow Leopard® 10.6)

If you're using a device with a Mac operating system, you need to manually install the CLEAR Connection Manager.

In the Finder window that appears:

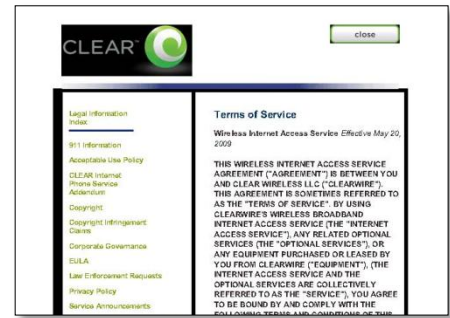
- Double click "Install CLEAR Connection Manager.mpkg".
- Follow the on-screen instructions to complete the installation.



## Set up the Mobile USB (continued)

### Read the CLEAR Terms of Service

After the CLEAR Connection Manager is installed, the Mobile USB will automatically connect to the network and a window will display the CLEAR Terms of Service.



### Connect to the Network

After you've read and accepted the CLEAR Terms of Service (and you're in CLEAR 4G coverage), the CLEAR Connection Manager will initialize and read, "Ready to connect to 4G WiMAX".

Select "connect" to access the network.

**Note:** If you're in a 3G coverage area, the CLEAR Connection Manager screen will read "Ready to connect to 3G."

You're connected and ready to use the internet.

### Connect to the Internet

Before you get online, the CLEAR Connection Manager must be running.



If you're using a computer, with Microsoft Windows®, your CLEAR Connection Manager starts running automatically, when you insert the Mobile USB into an available USB port on your computer.

If you're using a device with a Mac® operating system, you need to open the CLEAR Connection Manager.

The first time you connect to the internet, using your Mobile USB on the CLEAR 4G network, you need to set up your CLEAR online account.

Open a new browser session and you'll be directed to a webpage to review your rate plan information and set up your CLEAR online account.

If you've activated your CLEAR Spot in 3G, you'll go straight to the internet and won't see these options until you connect in 4G. However, while you are in 3G, you can enter the following URL in order to view your rate plan information and set up your CLEAR online account.

Enter: [https://www.clear.com/my\\_account/signin.php](https://www.clear.com/my_account/signin.php).

Alternatively, you can wait until the first time you're in 4G, when you'll be prompted to view your rate plan and set up your CLEAR online account.

**CLEAR**

Please Review Your Plan and Complete Your Setup

Your Plan: **CLEAR Pick 2 Unlimited Home**  
Automatic monthly payments will be made on the 1<sup>st</sup> of each month with credit card \*\*\*\*1234 5678 9010.

Item	Amount
Monthly Service	\$12.99
Taxes	\$1.99
Local Fee	\$0.00
Int'l. Fees	\$0.00
<b>Grand Total</b>	<b>\$14.99</b>

Questions, Changes?

Complete your setup:

Enter your email address for account activation and communications.

Select a password and security question for your account.  
Create Password:  Confirm Password:

Security Question:  Answer:

☐ I agree to the terms and conditions of the service.  
**TERMS OF SERVICE**  
WIRELESS INTERNET ACCESS AND RELATED SERVICES  
Effective August 15, 2015

☐ I agree to the terms and conditions of the service.  
**Recurring Billing and Electronic Notices**  
Effective December 17, 2015

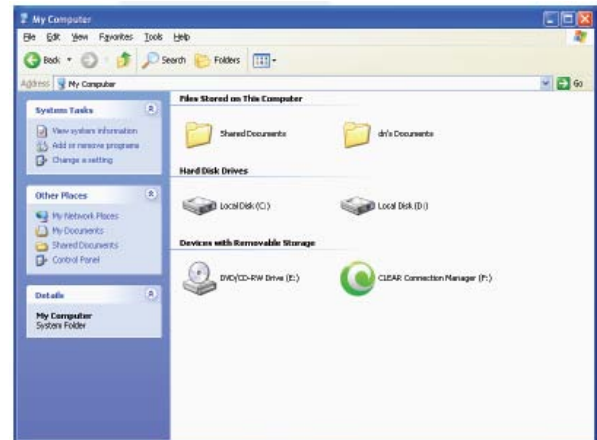
☐ I agree to the terms and conditions of the service.  
By providing this telephone number (whether used or unused) as part of our activation process, you agree to receive all notices and communications from CLEAR, including but not limited to, notices of service, notices of suspension, notices of termination, and notices of other service-related matters. You agree to accept all notices and communications from CLEAR, including but not limited to, notices of service, notices of suspension, notices of termination, and notices of other service-related matters. You agree to accept all notices and communications from CLEAR, including but not limited to, notices of service, notices of suspension, notices of termination, and notices of other service-related matters.

Congrats! You're ready for INTERNET AWESOMENESS!

# CLEAR Connection Manager Didn't Install Automatically?

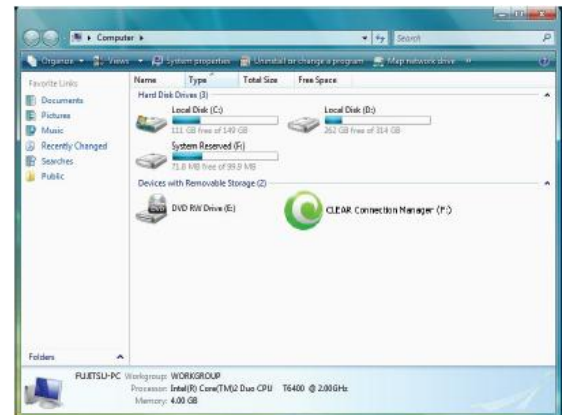
## Installation for WINDOWS® XP

- Go to “My Computer”.
- Double click the “CLEAR logo”.
- Double click the “Win” folder.
- Double click “Setup.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 4G and 3G connections.
- View signal strength (the more dots, the stronger the signal)
- View connection time.
- Access your CLEAR online account.





## Manage Your Mobile USB (continued)

### CLEAR Connection Manager – Network Type

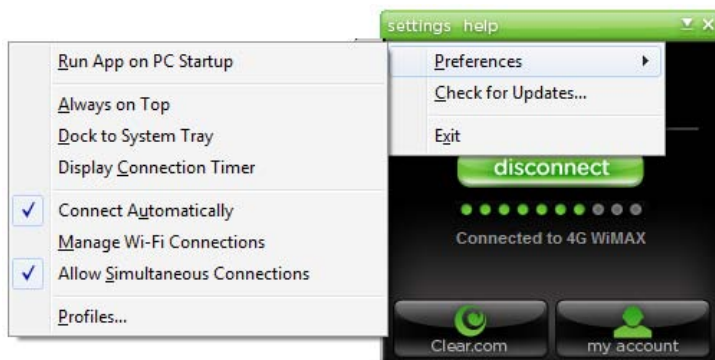
- The green text on the tab (on the left) indicates the type of network type (i.e. 4G or 3G) to which the Mobile USB is connected.
- The Mobile USB automatically switches from 4G to 3G, when you're out of CLEAR 4G coverage.
- The Mobile USB automatically switches from 3G to 4G, when you enter CLEAR 4G coverage.



### CLEAR Connection Manager – Settings

On the Settings Tab, you can:

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



Select “Preferences” to perform the following functions:

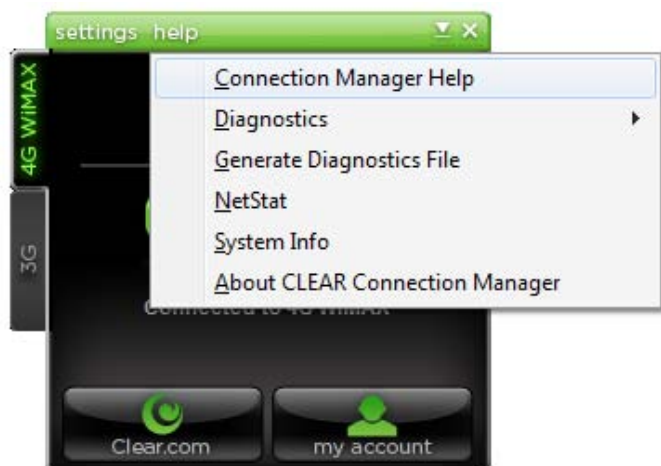
- **Run App on PC Startup:** Open the CLEAR Connection Manager every time you turn on your computer.
- **Always on Top:** The CLEAR Connection Manager always appears on top of other windows.
- **Dock to System Tray:** If you want the CLEAR Connection Manager to remain attached to the System Tray.
- **Display Connection Timer:** 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 4G and 3G services to connect automatically whenever there is a signal (automatic connections to 4G and 3G services only occur 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 this setting “ON” if you want your computer to be allowed to connect to both wi-fi and 4G, or wi-fi and 3G 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 – 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 login 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](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 indicates you’re not currently connected to CLEAR 4G service.



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



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



A black icon with a white swirl indicates you are currently connected to the 3G network.

## Quick Tips

### 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.

### Understanding the LED Indicators

- The charts outline the 3G and 4G LED indicators and what they mean when each LED is Amber or Blue.

3G LED	Amber	Blue
No Power or connected to 4G	Off	Off
Found a 3G network & is ready to connect or Connected to a 3G network and is able to send and receive data. Data session is connected		Solid
Searching for a 2G or 3G network.		Blinking
Found a 2G network & ready to connect or Connected to a 2G network and is able to send and receive data. Data session is connected	Solid	
Maintenance mode (firmware is being updated)	Blinking	
4G LED		
No Power or connected to 3G	Off	Off
Found a 4G network & is ready to connect or connected to a 4G network and is able to send and receive data. Data session is connected		Solid
Searching for a 4G network		Blinking
Maintenance mode (firmware is being updated)	Blinking	
Device Error	Solid	

### To Maximize Signal Strength

- When indoors, use your Mobile USB near a window or outside wall to receive the strongest signal.

### Important Message from CLEAR

- If your browser is stuck on a message from CLEAR, follow the on-screen 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:** Just over one ounce
- **Dimensions:** 1.9" round disk
- **Minimum Requirements:**
  - Activated CLEAR Service
  - 3G/4G Required
  - Processor: 300MHz
  - RAM: 256 MB
  - Hard Drive Space: 65MB
- **Hardware:**
  - CDMA chipset – Qualcomm QS6085
  - WiMAX chipset – Beceem BCS250
- **Supported OS:**
  - Windows® XP (SP3 and Higher)
  - 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:**
  - 1xEVDO Rev A 850/1900MHz
  - WiMAX 2500 MHz

## 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](http://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](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](http://www.clear.com/legal/terms)) for warranty details.

### Legal Disclosures

CLEAR coverage areas are limited. Actual CLEAR network performance may vary and is not guaranteed. See Device, Support, and other pages at [www.clear.com](http://www.clear.com) for additional information. CLEAR and the CLEAR logo are trademarks or registered trademarks of Clearwire Communications LLC. Other company, product, and brand names and trademarks are the property of their respective owners. © 2011 Clear Wireless LLC. All rights reserved.