TELSTRA 4GX USB

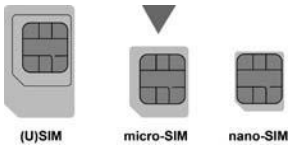


ZTE MF833V

Plug and Play 4G USB Modem

MF833_Help Ver 1.0 October 2022

1. Make sure you are using a Telstra micro SIM card:

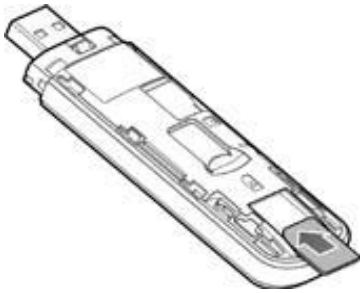


2. Slide open the cover and Insert the micro-SIM

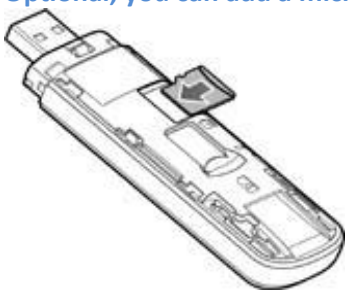
- Press and slide the front cover and remove it.



3. Insert your micro SIM as shown:



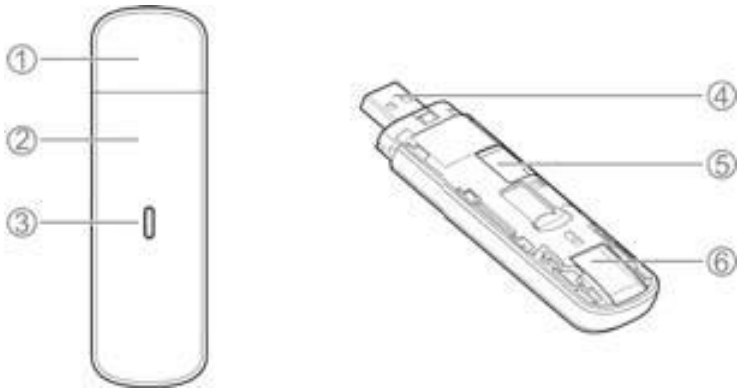
4. Optional, you can add a microSDHC card to use the device as portable USB storage.



5. Replace the top cover



6. Modem Overview and LED Indicators



1. Modem cap
2. Front cover
3. Indicator LED's:

Red: No Network
The device is not registered to the mobile network.
There is no micro-SIM card inserted.
There is no network service available.

Green: 3G Connection
Solid: The device is registered to the 3G network.
Flashing: Active data on the 3G network.

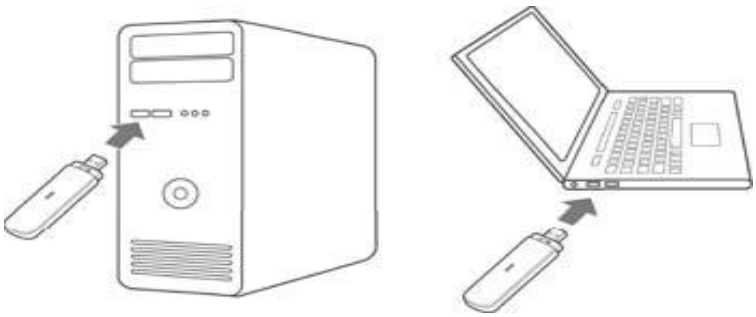
Blue: 4G Connection
Solid: The device is registered to the 4G network.
Flashing: Active data on the 4G network

Green / Blue alternate flashing: The software is upgrading.

4. USB connector
5. microSDHC™ card slot
6. micro-SIM card slot

Connect to Your PC

Connect the modem to your computer's USB port. The operating system automatically detects and identifies your modem and creates a new connection.



7. Access the Internet

After the modem is connected to your computer successfully the browser will automatically launch, you can now access the Internet.

8. Check the modem homepage to make any configuration changes

When you insert the modem it automatically opens your default browser at the modem homepage.

You can make any settings changes through the modem homepage. Open a browser and enter m.home or 192.168.0.1 in the address bar to open the modem configuration page.

NO NETWORK ACCESS

No Network Access can be any of the following conditions:

- A missing, faulty or incorrectly inserted SIM. Check you have inserted your SIM card the right way and pushed it fully home until it clicks into place.
- A Non-Telstra SIM card. This device is network locked to Telstra. In order to use alternate carriers you may need to unlock the device and set the new carrier APN. See Settings > Network Settings > APN for more details.
- A PIN locked SIM card. Log into the web interface then enter the PIN code for your SIM card.
- A PUK locked SIM card. You may have entered the wrong PIN code too many times. Contact Telstra to obtain your PIN Unlocking Key (PUK) code. Log into the web interface to enter your PUK and PIN code
- A PUK blocked SIM card. Contact Telstra to replace your SIM.
- SIM card is not activated or you have no network coverage.

INTERNATIONAL ROAMING

- The Roaming icon indicates you are connected to a foreign network.
- If Roaming is enabled on your data plan then roaming data charges will apply when connected via a roaming network.
- Contact your carrier to discuss your data charges and roaming options.

Open the modem homepage to check your configuration

Connect any device to the modem and open a browser.

- Enter m.home or 192.168.0.1 in the browser address bar to open the modem homepage.
- The home page shows a brief summary of the device status and your remaining data from Telstra.
- Software update notifications (if applicable) will be shown on this page

Installation / Uninstall

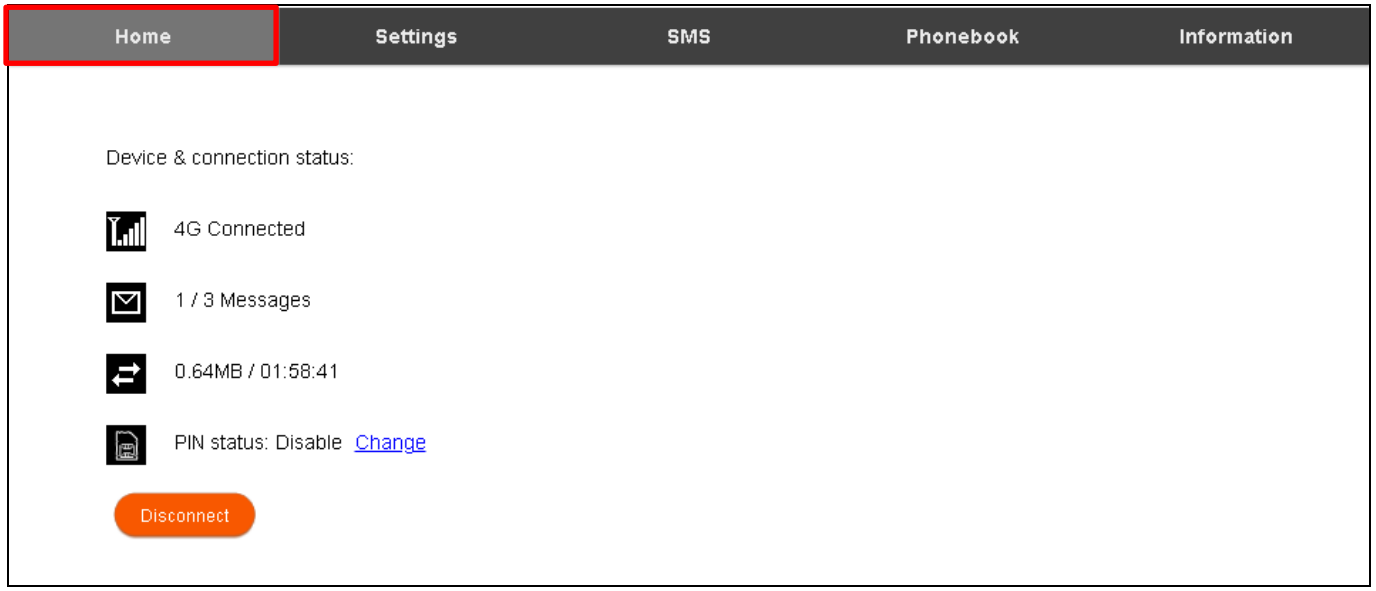
- Windows users: Start > All Programs > TELSTRA 4G USB > Uninstall

MAC Users:

- Double click the Telstra Modem CDROM on the desktop to install the modem.
- To uninstall, go to Applications and run Uninstall TELSTRA 4G USB

Web Interface

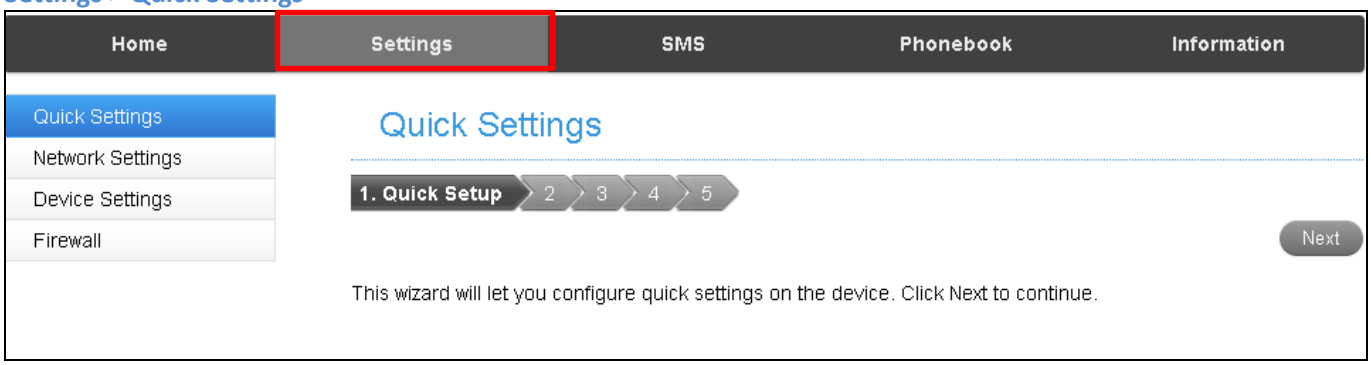
Home Tab



The home tab shows your network connection state and data usage summary.

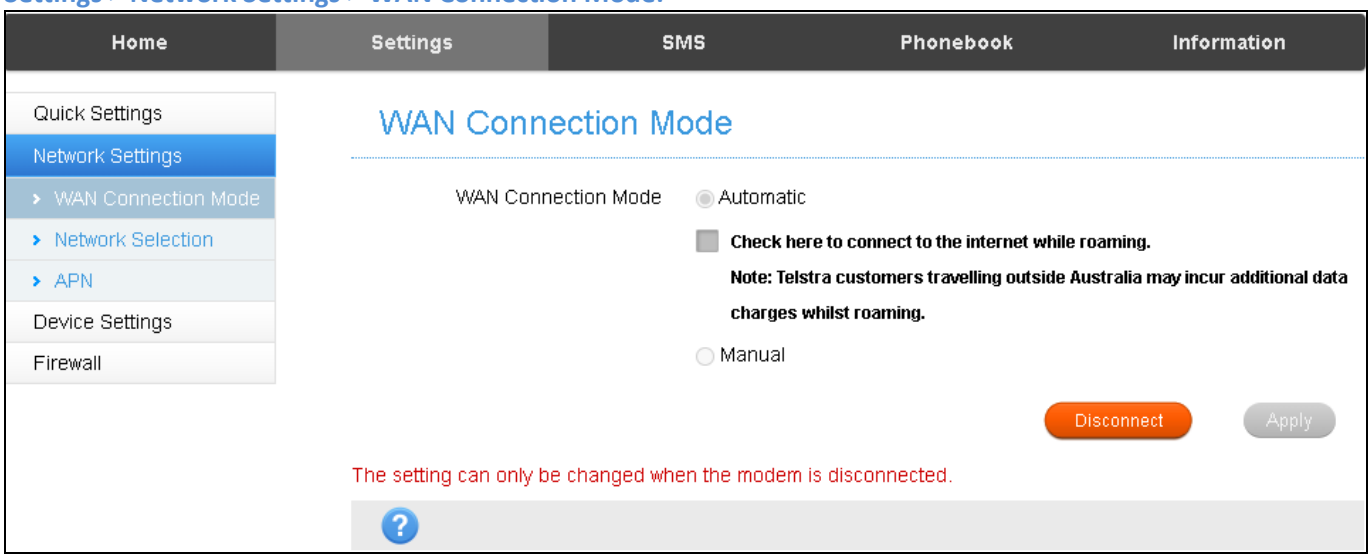
- The device will automatically connect to the 4G, and 3G networks. Some settings can only be changed when the device is disconnected. Press Disconnect to terminate the network connection.
- To change to manual connection press Disconnect first, then go to Settings > Network Settings > WAN Connection Mode, and select Manual.

Settings > Quick Settings



Step through the Quick Settings wizard to quickly review your current default settings.

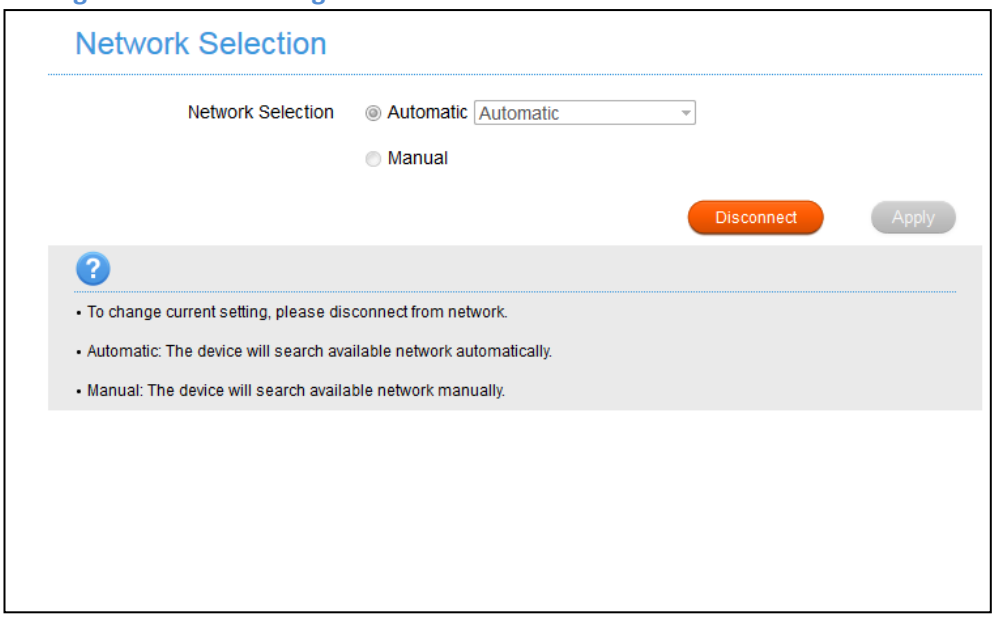
Settings > Network Settings > WAN Connection Mode:



The default connection setting will automatically connect to the network. The setting is greyed out if you are connected.

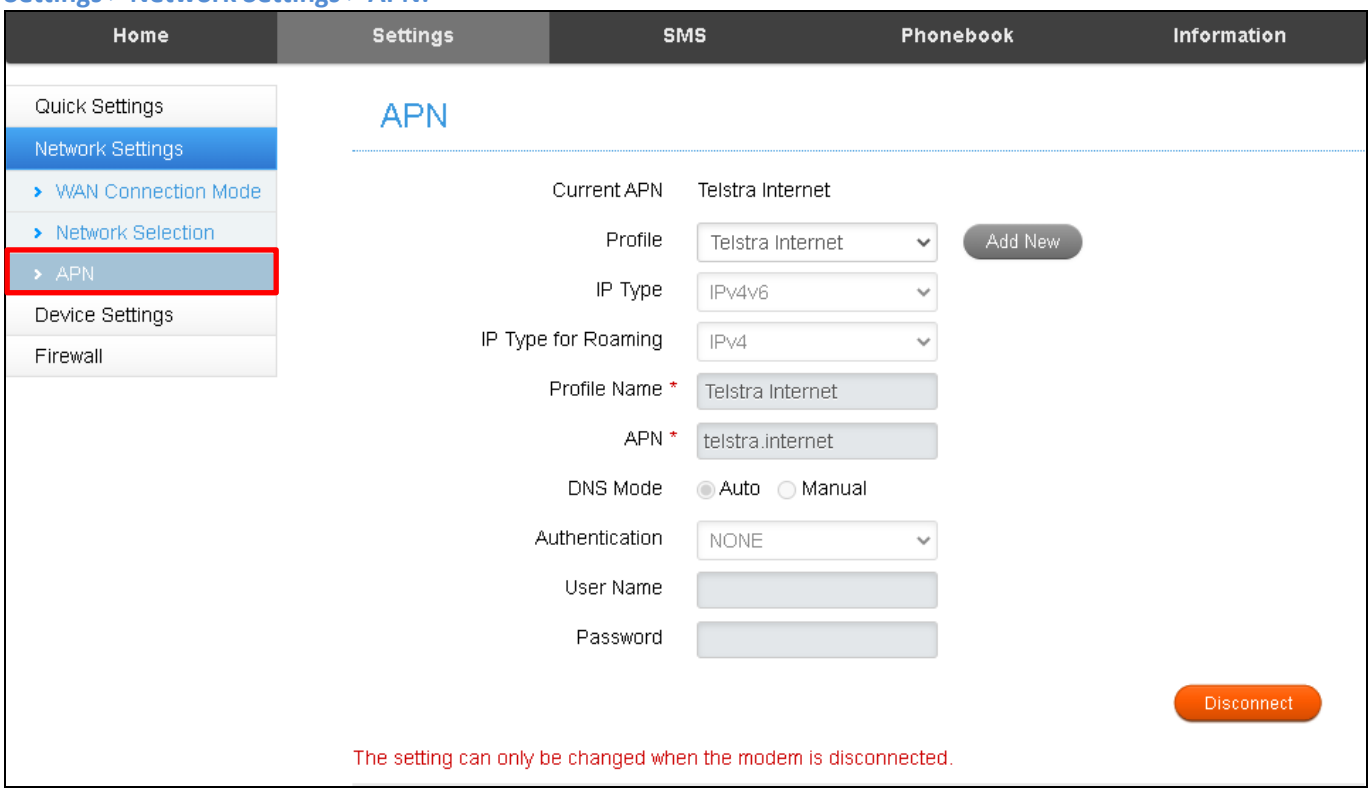
- Press the Disconnect button to change this setting and to enable International Roaming if required.
- If you make any changes, press Apply to save the change
- Press the Help icon to get in context tips.

Settings > Network Settings > Network selection:



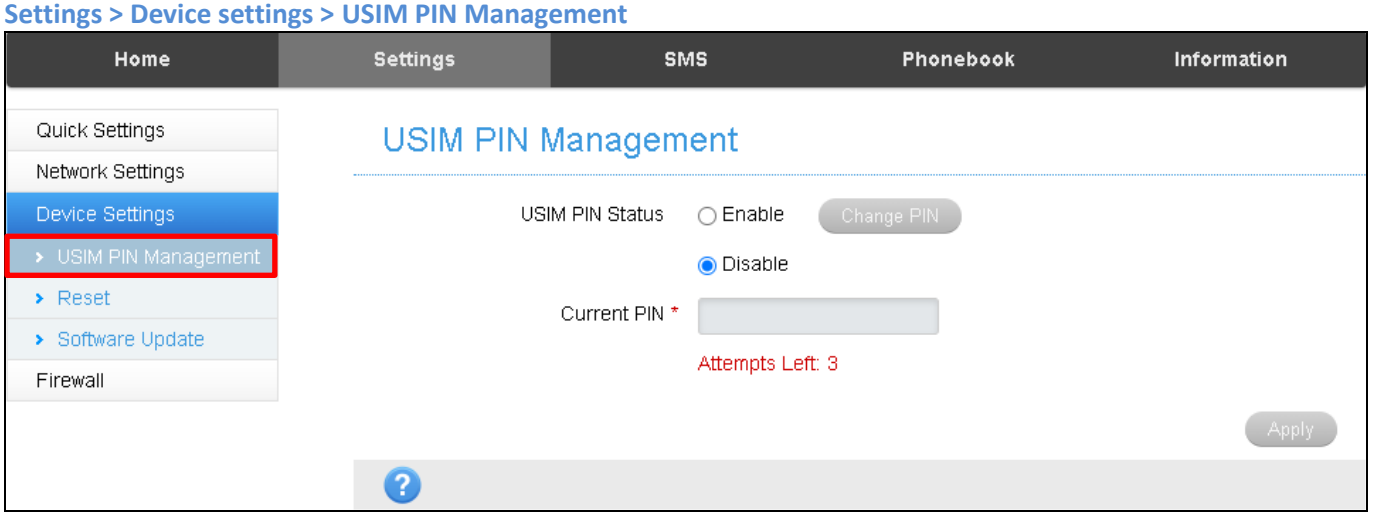
- Network Selection is set to Automatic by default.
- Press the Disconnect button to change this setting if required.
- If you make any changes, press Apply to save the change
- Press the Help icon to get in context tips.
- There is no need to change these settings unless you change service provider or are instructed by your carrier.
- If you use a SIM card from another provider you may not be able to connect to their network.
- Consult Telstra to obtain the unlock code for your device.

Settings > Network Settings > APN:



- Press Disconnect to disconnect from the Network
- Press Add New to create a new APN
- Add the Profile Name, eg Telstra WAP
- Enter the correct APN details eg telstra.wap
- Press Save to save your new APN
- Press the Profile drop down box
- Select the new APN profile name
- Click on 'Set as default' to set the new APN as your preferred setting
- Press the Help icon to get in context tips.
- There is no need to change these settings unless you change service provider or are instructed by your carrier.
- The modem is locked to Telstra. If you use a SIM card from another provider you may not be able to connect to the network – Contact Telstra to unlock your modem.
- Consult your new carrier to obtain alternate APN details for your device.

Settings > Device settings > USIM PIN Management



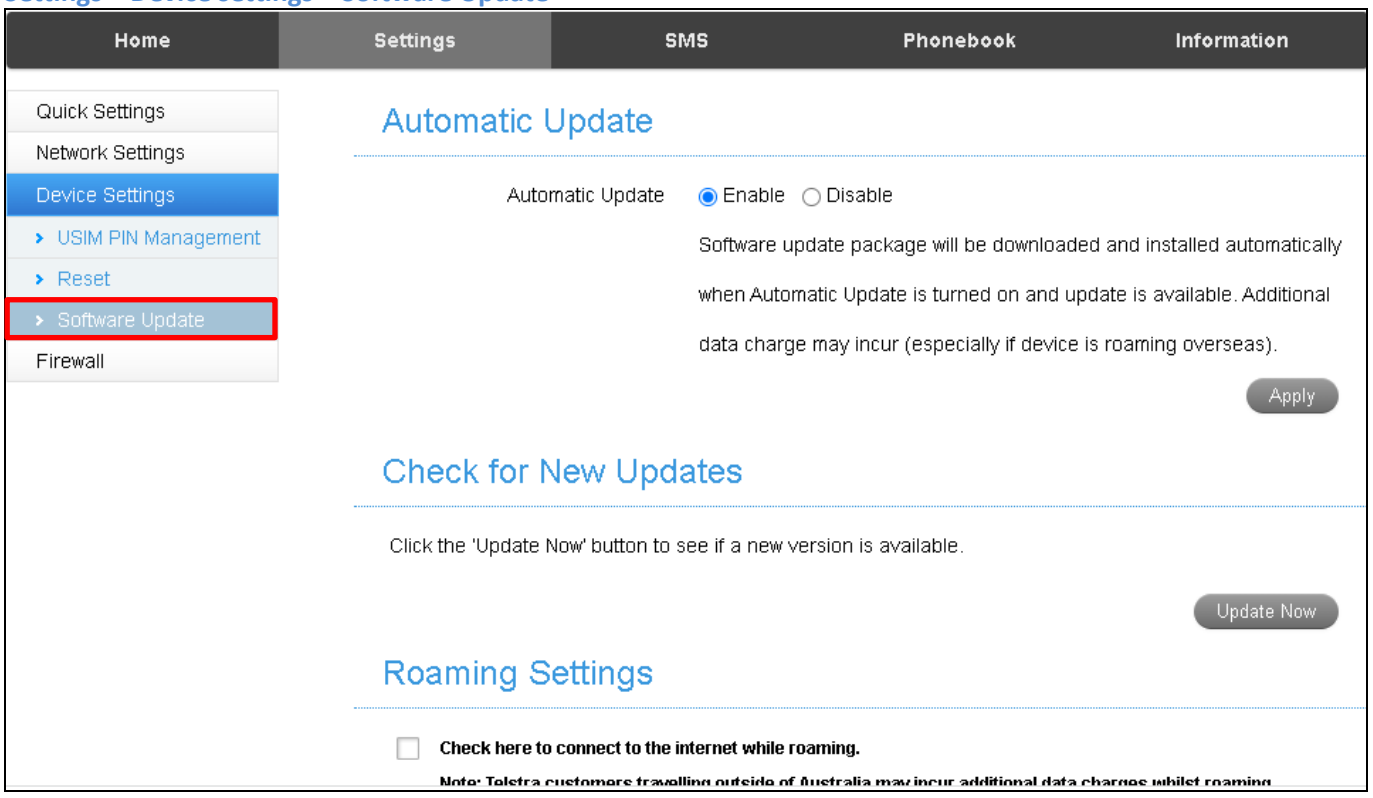
Enter your current PIN code to change or disable the PIN

- If you make any changes, press Apply to save the change
- If you enter the incorrect PIN code three times in succession you will lock your SIM card.
- Contact your service provider to obtain your PUK code
- Press the Help icon to get in context tips

Settings > Device settings > RESET

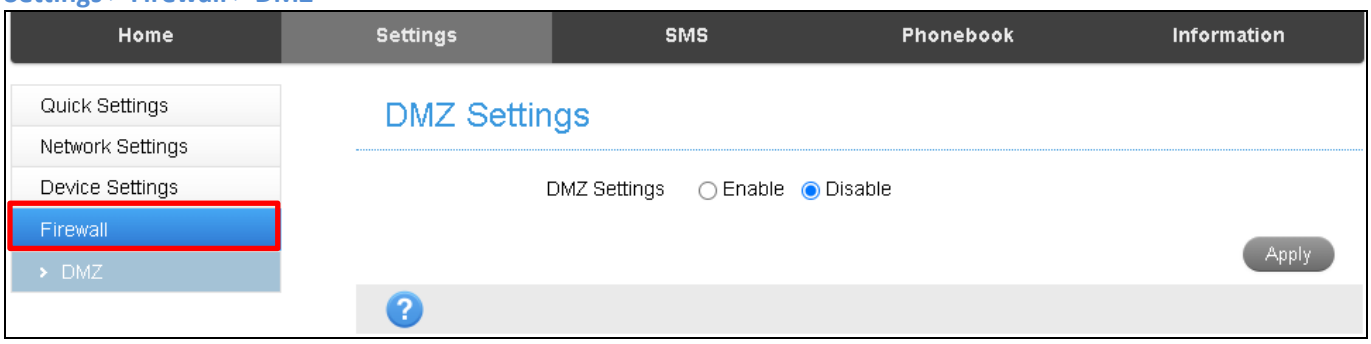
- Press Reset to reset your device to factory defaults.

Settings > Device settings > Software Update



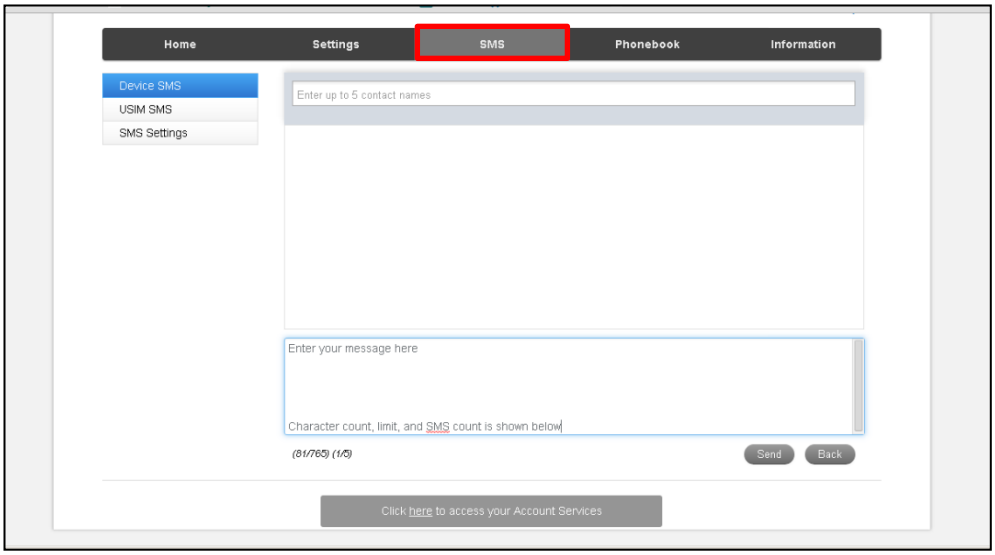
- With Check for New Version enabled you are notified in the web user interface if there is an update available.
- You need to be in the Connected state to download new versions.
- Press the Update Now button to see if there are software updates for your device.
- Updates are disabled by default when roaming to minimize unwanted data charges. Check the Roaming box to enable updates when roaming.
- Press the Help icon to get in context tips

Settings > Firewall > DMZ



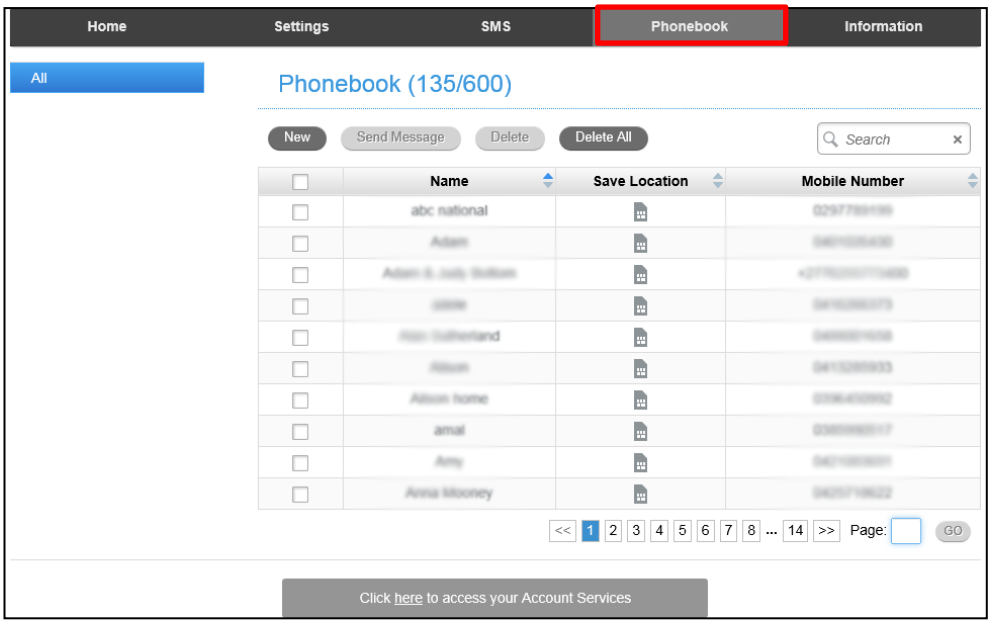
- Enable the DMZ Setting to open up all ports from the WAN side (mobile network) to the LAN side for this particular allocated IP address.
- It is advisable to set a Static IP address for this device outside of the DHCP range eg 192.168.0.20
- Press the Help icon to get in context tips.

SMS



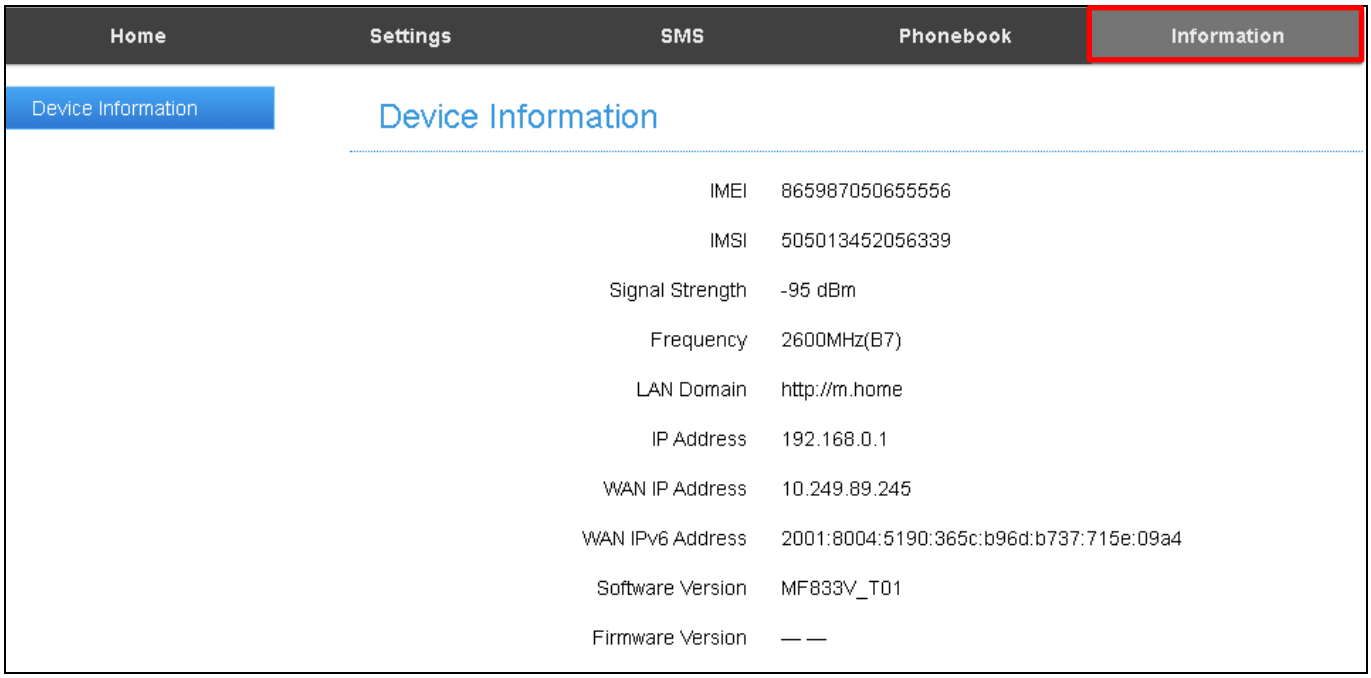
- Click in the top box to add Contacts
- You can enter Contact names in the Contacts field and the device will search and list applicable matches
- Click in the bottom box to type your message
- Press the Send button when done
- Threaded messages (messages sent and received to the same Contact) are displayed in the main panel.
- View SMS > SMS Settings to enable delivery reports and to check the SMS centre number (read from your SIM card)

Phonebook



- Click Phonebook to view your SIM card contacts.
- Contacts are automatically read into the device but you can also copy and save on your device.
- Select the Contact to view more details, click Edit to make any changes, then select the Save location as Device.
- Contacts stored on the device can include additional fields.
- Select New to create a new contact and choose the save location as Device or SIM card.

Device Information



- View the device IMEI number, Software version, Signal strength and other details.

Troubleshooting

If you have any problems with your connection or modem please consult the manual and check this section. If the problem still exists contact your service provider or check our website for more details at ztemobiles.com.au

Issue	Possible cause	Solution
The user interface doesn't start after the modem is plugged in.	PC configuration is not correct. (No autorun)	Start the program manually by going Start > Program Files or use the shortcut on the desktop.
The modem has no signal.	You have no network coverage.	Try moving location until you get good reception. Move the modem to a higher position or different orientation.
SIM Card is locked	SIM card requires a PIN or PUK number. SIM is not inserted correctly	Contact your service provider to obtain the PIN or PUK key. Check the SIM card is inserted, is active and is a valid SIM.
Data connection failed.	You have no network coverage.	Try moving location until you get good reception.
The modem cannot connect to the internet when overseas	You don't have international roaming enabled on your plan.	Consult your service provider before you go overseas to enable roaming.

Precautions and Safety Information

- Some electronic devices are susceptible to electromagnetic interference. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the modem.
- Operating of laptop or desktop PCs with the modem may interfere with medical devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.
- Be aware of regulations when using the modem at places such as oil refineries or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
- Don't touch the antenna area unnecessarily whilst connected. This can affect your modem performance and reduce the signal quality.
- Store the modem out of the reach of children. This device may contain button cells which can be fatal if swallowed.
- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
- Only use original accessories or accessories that are authorised by the manufacturer. Using unauthorised accessories may affect your modem's performance or damage your modem.
- Avoid using the modem in areas that emit electromagnetic waves or in enclosed metallic structures eg lifts.
- The modem is not waterproof. Please keep it dry and store it in a cool, dry place.

- Don’t use the modem immediately after a sudden temperature change eg from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the modem which can cause internal damage. Unplug the modem and leave it for 30 minutes before use.
- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair will void the warranty.
- Do not disassemble the case. Internal parts such as button cells may be fatal if swallowed.
- Do not dispose of the unit in a fire, the battery may explode.
- At the end of life of the equipment, return the product to a suitable recycling agent such as Mobile Muster.

RF SAFETY INFORMATION

For optimum performance with minimum power consumption do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the modem to operate at a higher power level than needed.

RADIO FREQUENCY ENERGY

The USB modem is a low-power radio transmitter and receiver. When switched on it intermittently transmits radio frequency (RF) energy (radio waves).
The transmit power level is optimized for best performance and automatically reduces when there is good quality reception.
Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low.
Under poor network conditions the modem transmits at a higher power level and may get hot.

DECLARATION OF CONFORMITY – SPECIFIC ABSORPTION RATE (SAR)

The USB modem is designed to be used in close proximity to the body. We declare that the product detailed in this manual, and in combination with our accessories, conform with the essential requirements of The Radio Communications Standard (Electromagnetic Radiation Human Exposure) 2003 and the Australian Communications and Media Authority Section 376 of the Telecommunications Act 1997 when used at a distance of not less than 10mm from the body. The worst case simultaneous RF SAR result for this device is published on ztemobiles.com.au



N14945

TECHNICAL SPECIFICATIONS

Network compatibility	LTE Cat 4, Bands 1, 3, 7, 8, 28 UMTS 850, 900, 2100 MHz
Chipset	QUALCOMM MDM9207
Dimensions	93.8 x 28.6 x 13.5mm, 28g
Data Rates*	LTE download speeds up to 150Mb/s HSPA+ Downlink up to 42Mb/s
Operating systems	Windows 11, 10, 8, 7 MAC OS X 10.7 and above
SIM Card	Micro SIM, 3FF
Temperature	-5ºC to +40ºC

* Download speeds will vary due to distance from the cell, local conditions, user numbers, file source, hardware, software and other factors.
** Operation and Standby times depend on a number of conditions and are measured in ideal conditions.

ZTE Copyright © 2022. All rights reserved.
No part of this publication may be excerpted, reproduced, translated or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without the prior written permission of ZTE Corporation.
The manual is published by ZTE Corporation. We reserve the right to make modifications on errors or update specifications without prior notice.

Version 1.0 October 2022