



# CLEAR 4G MOBILE USB USER GUIDE



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# Get to Know Your CLEAR 4G Mobile USB

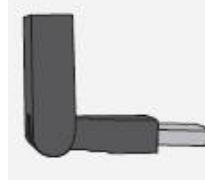
## What's in the Box?



CLEAR 4G Mobile USB



Installation  
USB Flash Drive



Right Angle  
Connector



Quick Start Guide

## Use with Care

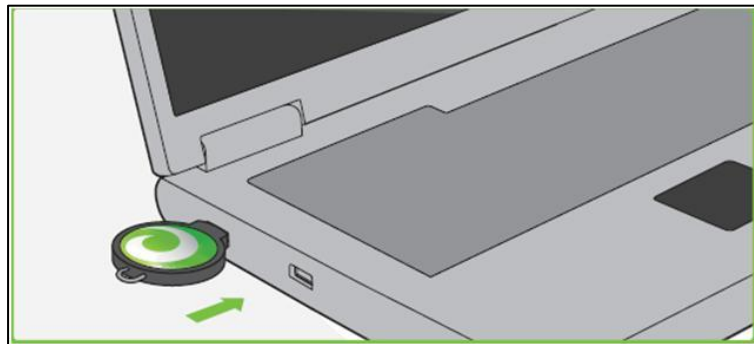
- Do not throw, drop, or dismantle the Mobile USB.
- Keep the Mobile USB out of direct sunlight.
- Keep pets and children from playing with the Mobile USB.
- Do not immerse the Mobile USB in water or other liquid.
- Make sure your hands are dry before handling the Mobile USB.
- Don't operate the Mobile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

## Set up the Mobile USB

### Insert the Mobile USB

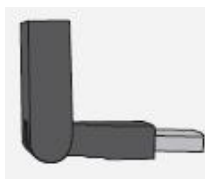
Insert the Installation USB Flash Drive into an available USB port on your computer.

#### 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**.

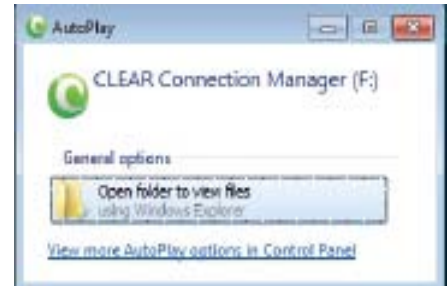
#### Windows® XP



#### 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:

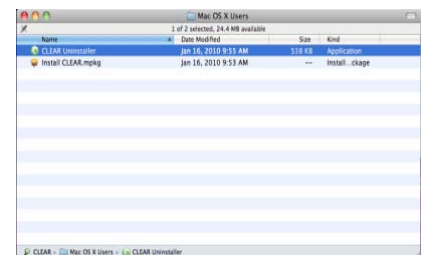
Double click the **CLEAR USB** icon on your desktop.



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



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

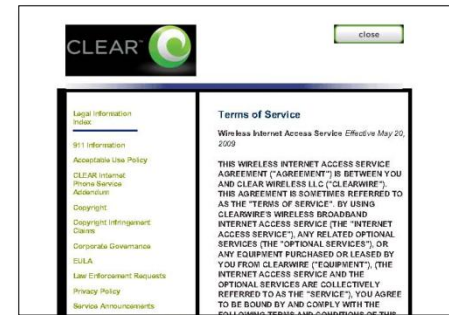


Follow the on-screen instructions to read / accept the CLEAR Terms of Service and complete the installation process.

## Set up the Mobile USB (continued)

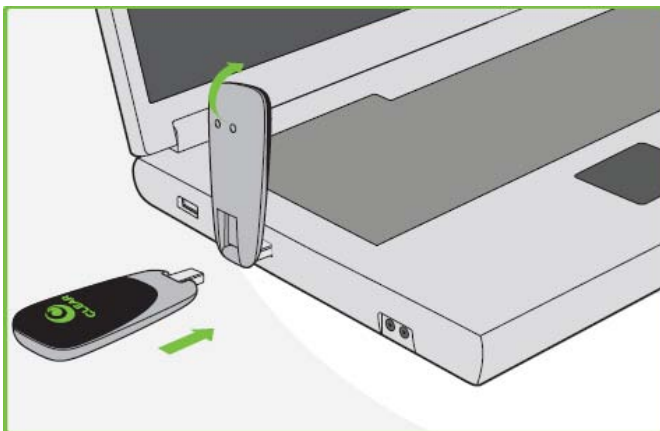
### Read and Accept the CLEAR Terms of Service

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.

**PLEASE REVIEW YOUR PLAN AND COMPLETE YOUR SETUP**

**Your Plan:** XX\_WIMAX Pick 2 Unlimited Home Internet (2) Automatic monthly payments will be made on the 1<sup>st</sup> of each month with credit card \*\*\*\*\*1111.

Monthly Service	\$ 22.50	WAC ID: 60225A07318F50
Discount	\$ 9.50	
Lease Fee	\$ 6.80	
Est. Taxes	\$ 8.14	
Monthly Fee, Subtotal	\$ 36.63	

**Questions, Changes?**  
[LINK TO FAQ](#)

**Complete your setup:**  
Enter your email address for CLEAR notices and communications.  
  
Save! Enter payment and security question for your account.  
Enter Payment:   
Security Question:  Confirm Password:   
Security Answer:

Check this box to acknowledge that you've read and agree to the following terms of service. [Print >](#)

**TERMS OF SERVICE**  
**WIRELESS INTERNET ACCESS AND RELATED SERVICES**  
Effective August 30, 2018

Check this box to acknowledge that you've read and agree to the following provisions. [Print >](#)

**Recurring Billing and Electronic Notices**  
Effective December 17, 2016

- Each month on your bill date, we will charge your method of payment (a) in advance for your monthly service plan fee covering the next succeeding month of service, plus associated base and surcharges, and (b) for services for all air usage and calls not covered by your plan rate and (c) any late and/or suspension fees. In addition, upon termination of your service for any reason, we reserve the right to charge any method of payment on file for any outstanding charges owed to us.

Check this box to acknowledge that you've read and agree to the following provisions. [Print >](#)

By providing this telephone number (whether wired or wireless) as part of our established business relationship, and regardless of whether this number is listed on the Federal Do-Not-Call Registry, you consent to being contacted by Clearnet (and/or its designated agents) at this number for any purpose (including sales, marketing, and promotional offers) and by any means including automated or pre-recorded voice calls and text messages. You specifically acknowledge that you may incur, and will be solely responsible for, charges relating to these incoming calls or messages.

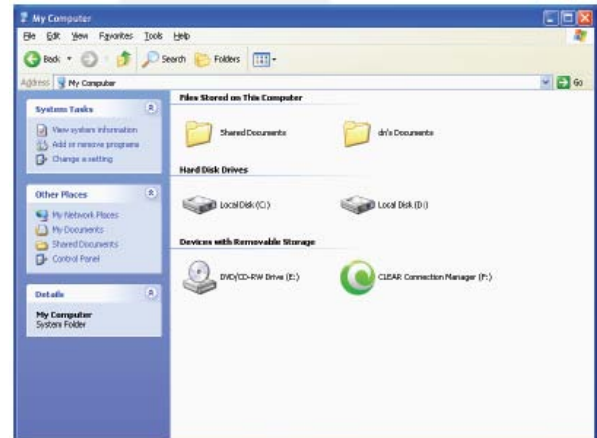
754402024  **FINISH SETUP**

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 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.

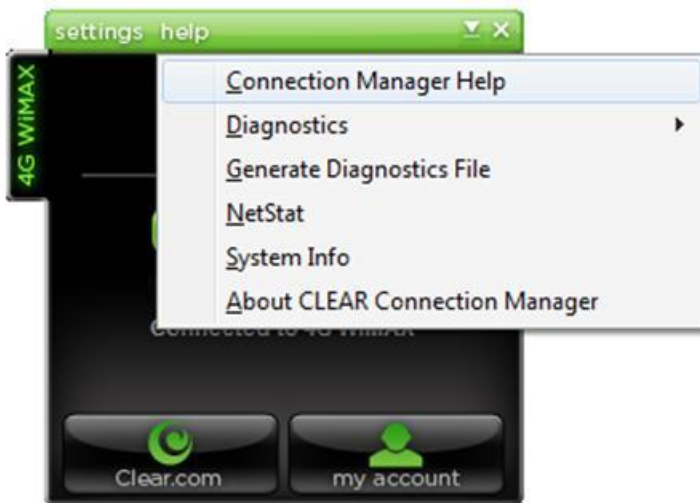
Connect	Preferred	Network	Mode	BSSID	Channel	Encryption	Signal Strength
Disconnect		ClearSpot-EFDE8		00-0B-6C-BE-FD-E8	3	WEP	Full
Connect	✓	ClearwireGuestWIMAX		00-1F-33-30-D3-2A	1		Full
Connect		ClearwireLab		00-15-E9-EE-CE-80	10	WPA2-PSK T	Full
Connect		dlink		00-26-5A-CF-CA-94	11		Full
Connect		CTR500-cc4		00-30-44-02-FC-C4	1		Full
Connect		Clearwire		00-1F-9E-BF-6B-A0	7	WEP	Full
Connect		CLEAR_24		AC-81-12-19-EE-6D	8		Full
Connect		Eagle0BE2A		00-0B-6C-C0-BE-2A	3	WEP	Full
Connect		WIFRSU_ba		AC-81-12-08-0A-72	9	WPA2-PSK T	Full
Connect		TS19AW04EC		00-25-F2-65-2C-AE	6		Full
Connect		WIFRSU_ac		00-26-82-F3-19-98	3	WPA2-PSK T	Full
Connect		ClearSpot-B9249		00-0B-6C-BB-92-49	3	WEP	Full
Connect		ClearSpot00392		84-DB-2F-00-03-92	3	WPA2-PSK A	Full
Connect		SteveZowl		84-DB-2F-00-02-89	3	WPA2-PSK A	Full
Connect		WIFRSU_24		00-26-82-DC-AB-49	9	WPA2-PSK T	Full
Connect		POR-OPS		00-22-3F-35-7D-A8	1	WPA-PSK TK	Full
Connect		Entercom		00-21-29-01-17-00	10		Full
Connect		Overdrive-1FD		84-DB-2F-00-01-FD	3	WPA2-PSK A	Full
Connect		Romancy		98-FC-11-75-68-EE	11	WPA2-PSK A	Full
Connect		CNDYSLAPTOP_Network		00-22-6B-50-25-E6	11	WEP	Full
Connect		camper		00-24-B2-AD-CD-50	11	WPA2-PSK T	Full

## 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](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](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.