



Mobile Broadband: Support for



Dear 3 Mobile Broadband Customers,

On October 22 2009, Microsoft will launch Windows 7, the next release of the Windows Operating System.

At this time, we have all our current and past modems & data cards working reliably in all versions Windows 7, including 32bit and 64bit editions. Some modems work fine as-is and some may require newer software to be able to install and connect reliably.

Please find on the following pages information for each of our modems for installation and use with Windows 7 with the current available drivers and software.

If you have any further questions regards Windows 7 support, or encounter any problems that aren't documented here and require further assistance, please contact our **Modem and Data Support Teams on 1300 651 545.**

How do I check which modem I have?



On the underside of the modem, the Manufacturer and model info should be displayed.

USB Modem E220 & Internet Key E169



Currently these devices install and work fine on Windows 7. No firmware/software updates should be required.

Note: If using the E220 modem on Windows 7 on a 64 bit version, the modem may require a firmware & software update for 64 bit driver support, as only the latest version of these firmware & software have 64bit support.

These firmware updates require being run on a Windows PC that the modem already functions fine on (eg. Install and connects ok).

Visit the [Mobile Broadband – Software Updates](#) site for the latest versions.

Internet Key E160G, E160, E180, E1553

Currently these devices install and work on Windows 7. There are some minor problems noted that are expected to be resolved with an updated 3 Mobile Broadband Connection Software.

When released, this software will be available from the [Mobile Broadband Software Updates](#) site.

Sometimes the modem/reception may not be re-detected after disconnecting. To work around this issue, we recommend unplugging the modem, closing the 3 Mobile Broadband program and wait up to 10

seconds for everything to clear. Following this, simply plug the modem in, and allow the software to re-open automatically.

If it doesn't automatically open, run the 3 Mobile Broadband CD Drive auto-run from Windows Explorer (Start Menu -> Computer -> double-click the 3MobileBroadband CD Drive) or from the shortcut on the desktop.



Internet Key E1803



Currently this device is compatible with Windows 7.

It installs and connects as expected on Windows 7. No firmware/software updates should be required.

Internet Key MF627

Currently this modem is known to experience issues both installing and connecting to the internet, as the 3 Mobile Broadband Connection software preloaded on the device is not compatible with Windows 7.

There is new version of the 3 Mobile Broadband Connection software available on the Mobile Broadband – Software Updates site to resolve these issues.

A new Connection Manager for Windows (version 3AUSPCMANAGERV1.0.0B13) is available under Internet Key MF627 on the [Mobile Broadband – Software Updates](#) site that provides compatibility for Windows 7.

Note: This is not a firmware update, but new software replacing the old. Any existing 3 Mobile Broadband software for this modem will need to be uninstalled prior to installation.

If assistance is required to install the modem, download the new software, or update, please contact **Modem and Data Support on 1300 651 545.**



Internet Key MF6273



Currently this modem is compatible with Windows 7.

It installs and connects as expected on Windows 7. No firmware/software updates should be required.

All Novatel Wireless Cards



Some versions of the MobiLink Connection Manager Installer will fail to install on Windows 7. This is expected to be resolved with a new Connection Manager from the Vendor.

When released, this software will be available from the [Mobile Broadband – Software Updates](#) site.

Currently we have a Generic Version of the MobiLink software on the above website provided from the Manufacturer which provides basic support for Windows 7, allowing installation and connect.

Note: This generic software also defaults the modem to use any available network. (3g preferred) So if 3 reception is not available, the modem may roam onto the 2g or 3g roaming networks.

We recommend locking the modem to the 3 network by going to:

Menu -> Configuration -> Mobile Tab -> Advanced: go to: manual operator selection and select 3 (50506)

Also, as this is generic software, it does not contain our connection profile. To setup, go to:

Menu -> Profile Manager and Create a new connection. Enter a profile name and set the APN to **3services** for prepaid or **3netaccess** for postpaid. No other details are required to setup.

We recommend contacting **Modem and Data Support on 1300 651 545** for assistance setting up this software to ensure correct setup and avoid any complications.