

# OmniAccess 3500 Nonstop Laptop Guardian Release 1.2 Card Quick Start Guide

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# Alcatel-Lucent Proprietary

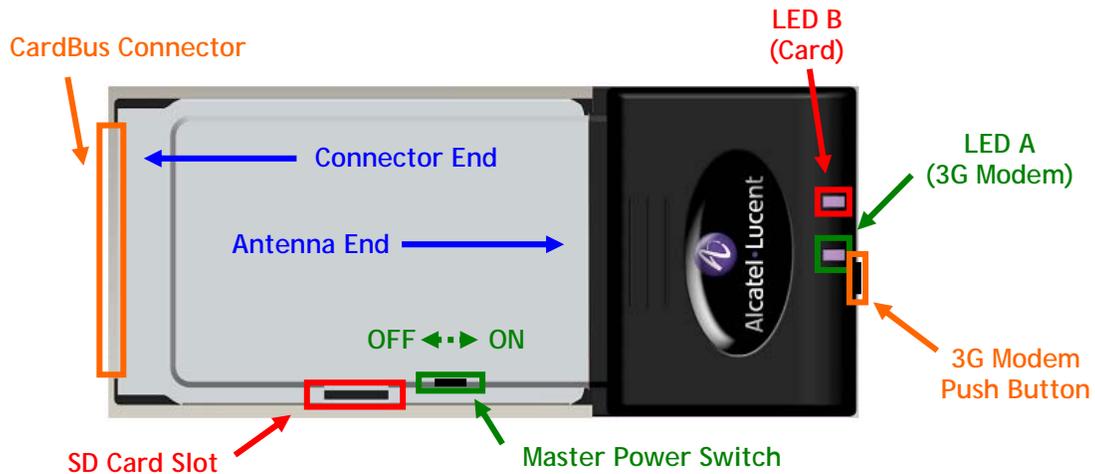
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## Welcome

Welcome to the Quick Start Guide for Release 1.2 of the OmniAccess 3500 Nonstop Laptop Guardian (NLG) card. This guide will introduce you to your new card and provide instructions on how to install and handle it.

## About the OmniAccess 3500 NLG Card

The following figure illustrates the card.



You find two LED bars on the antenna end of your OmniAccess 3500 NLG card. From bottom to top on the right of the Alcatel-Lucent logo:

- **LED A (3G Modem)** can be in one of the following states:
  - No light: 3G modem is off.
  - Slow-blinking yellow light: 3G modem is on.
  - Fast-blinking yellow light: 3G modem is transmitting.
- **LED B (Card)** can be in one of the following states:
  - No light: Card is in sleep mode or off.
  - Solid red light: Card is up, VPN tunnel is down.
  - Solid green light: Card is up, VPN tunnel is up.

The card case also features the following items:

- **CardBus Connector**: Connects to your laptop via the PCMCIA slot.

- **3G Modem Push Button:** Briefly push the button down with the tip of a ballpoint pen to toggle the power state of the 3G modem. You must use this button to power off the modem when regulatory requirements apply, such as when the airplane you have boarded is taking off or landing.
- **Master Power Switch:** Using the tip of a paper clip, slide the switch towards the connector end of the card to shutdown the card and towards the antenna end of the card to restart it. You can power-cycle the card (shutdown/restart) if the card stops working. This switch is only accessible when the card is not plugged into the laptop.
- **SD Card Slot:** *The SD card slot is not operational in this release of the OmniAccess 3500 NLG card. Do not insert an SD card in the slot.*

## ***Before You Begin***

Before you begin your installation, make sure that:

- The Client for Microsoft Networks is enabled in your laptop.
- Your laptop is already a member of the Windows NT domain that the enterprise designates for OmniAccess 3500 NLG end users. When you log into your laptop before beginning installation, use your Windows NT credentials for that domain.
- No IPsec VPN client is installed in your laptop (if there are any, they must be uninstalled).
- The Master Power Switch of your OmniAccess 3500 NLG card is set to the ON position (towards the antenna end of the card).

You must obtain the following information from your administrator to download the client software and complete the installation of your card:

- Software distribution key for the Alcatel-Lucent software download website (or alternate instructions if your enterprise adopts a proprietary method for distribution of the OmniAccess 3500 NLG client software).
- Certificate file for the OmniAccess 3500 NLG enterprise gateway.
- Certificate file for the user.
- The private key associated with the user's certificate file.

Save the certificate files to a directory of your choice on your laptop's hard disk or to a mounted USB drive before beginning installation.

You will perform the following procedures to complete the installation of your card:

- Download and install the client software into your laptop.
- Insert your card into the laptop.
- Activate the card.

This document explains how to perform these procedures.

## *Installing the OmniAccess 3500 NLG Software and Card*

**Warning:** Do not insert your card without first downloading the OmniAccess 3500 NLG client software to your laptop and starting the installation procedure.

If you have not been instructed otherwise by your IT administrator, follow the first six steps below to download the OmniAccess 3500 NLG client software to your laptop:

1. Navigate your browser to the following URL: <http://www.nonstopguardian.com>.



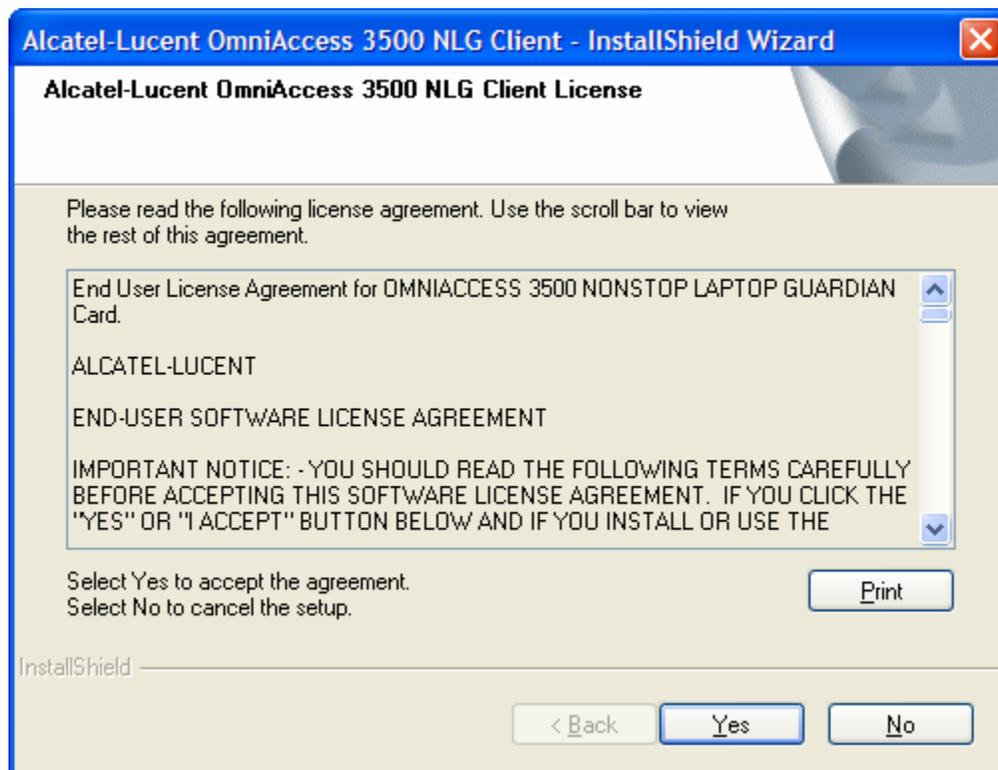
2. On the website home page, select the wireless service provider (WSP) that serves your card to reach the corresponding *Licensing and Software Distribution* page.
3. Click the **Client Software Download** link to reach the *Client Software Download* page.
4. Enter the 32-digit software distribution key you have received from your IT administrator and click the **Submit Software Distribution Key** button.
5. Click the **Download Client Software** link.
6. A pop-up *File Download - Security Warning* window appears. Do one of the following:
  - o Click **Run** to start the installation immediately.
  - o Click **Save** to download the executable setup file to your laptop. You can click on the same file at a later time to begin the installation.
  - o Click **Cancel** to stop the installation.



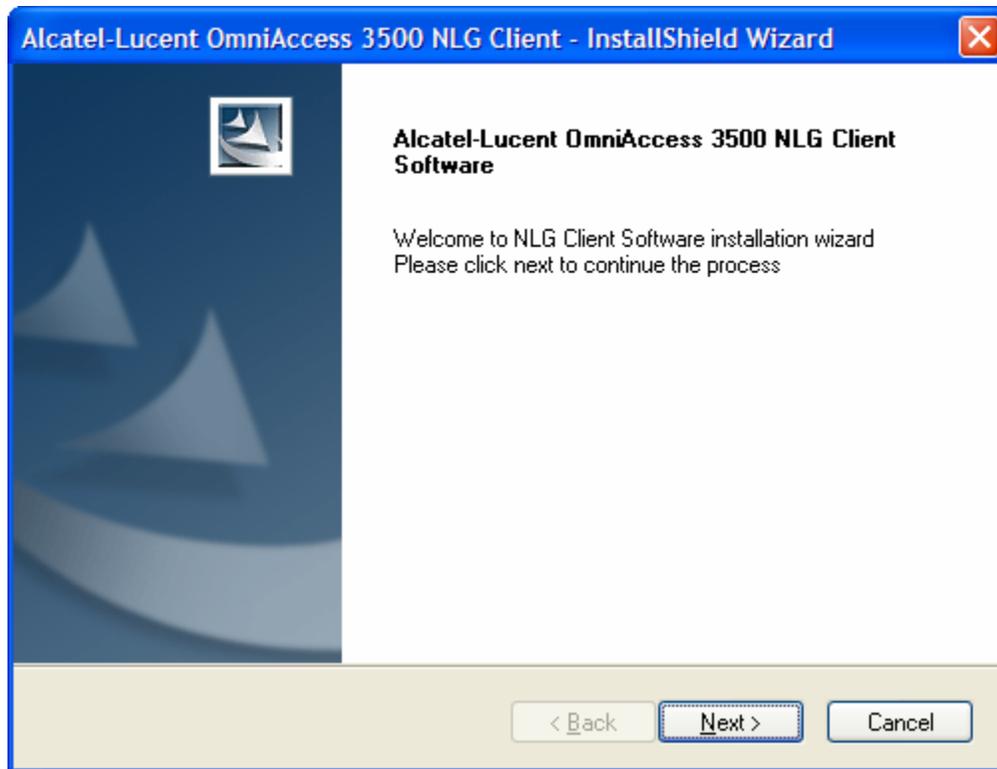
There is no limit to the number of times that the software can be downloaded with a given software distribution key.

The following steps are the same irrespective of the method used by your enterprise for distribution of the OmniAccess 3500 NLG client software:

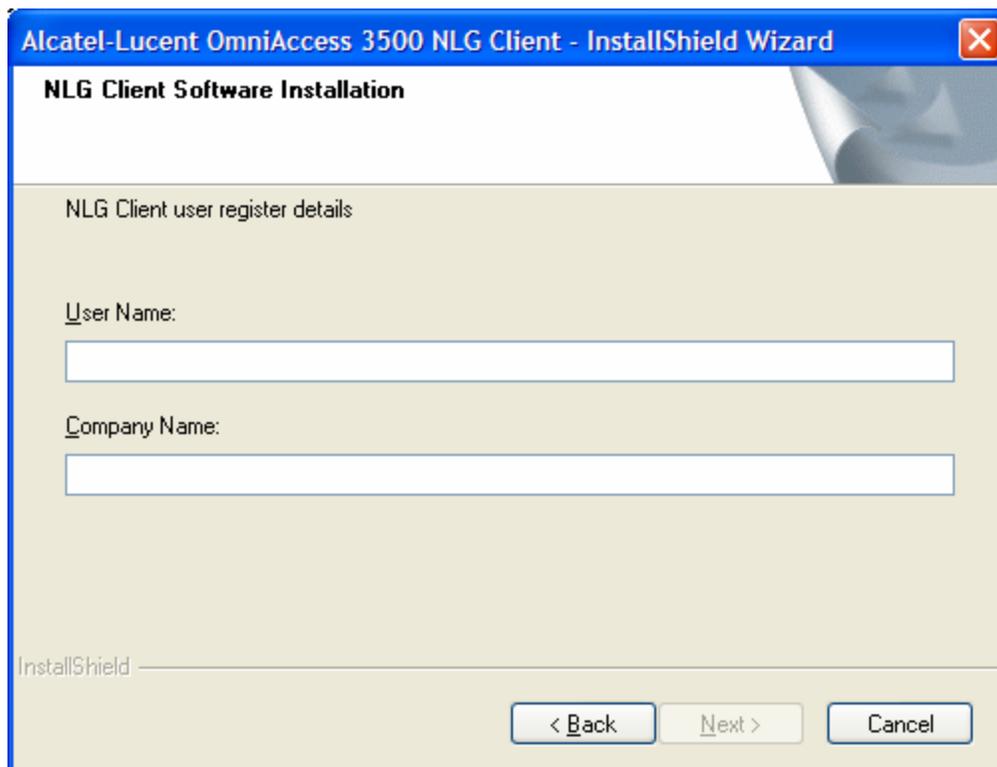
7. After you click **Run** or launch the executable file on your laptop an *Alcatel-Lucent OmniAccess 3500 NLG Client License* window appears.



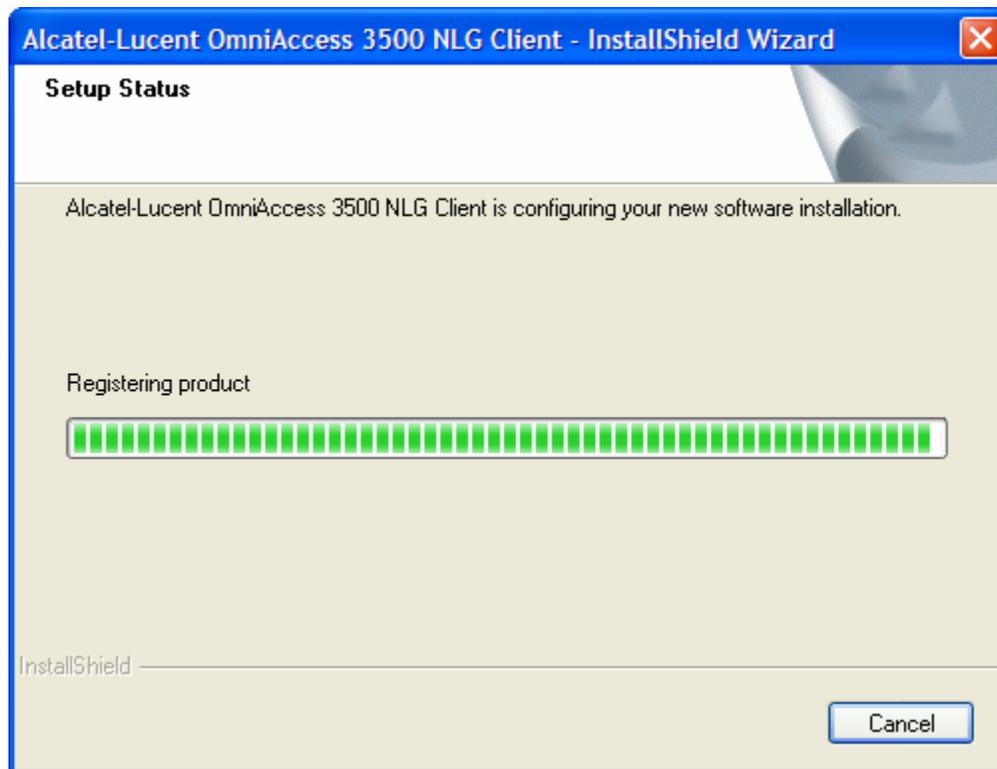
8. Read the agreement and click **Yes** to accept the agreement.
9. The *Alcatel-Lucent OmniAccess 3500 NLG Client Software* window appears.



10. Click Next to continue.
11. Enter your name and your company's name on the *NLG Client Software Installation (NLG Client user register details)* window.



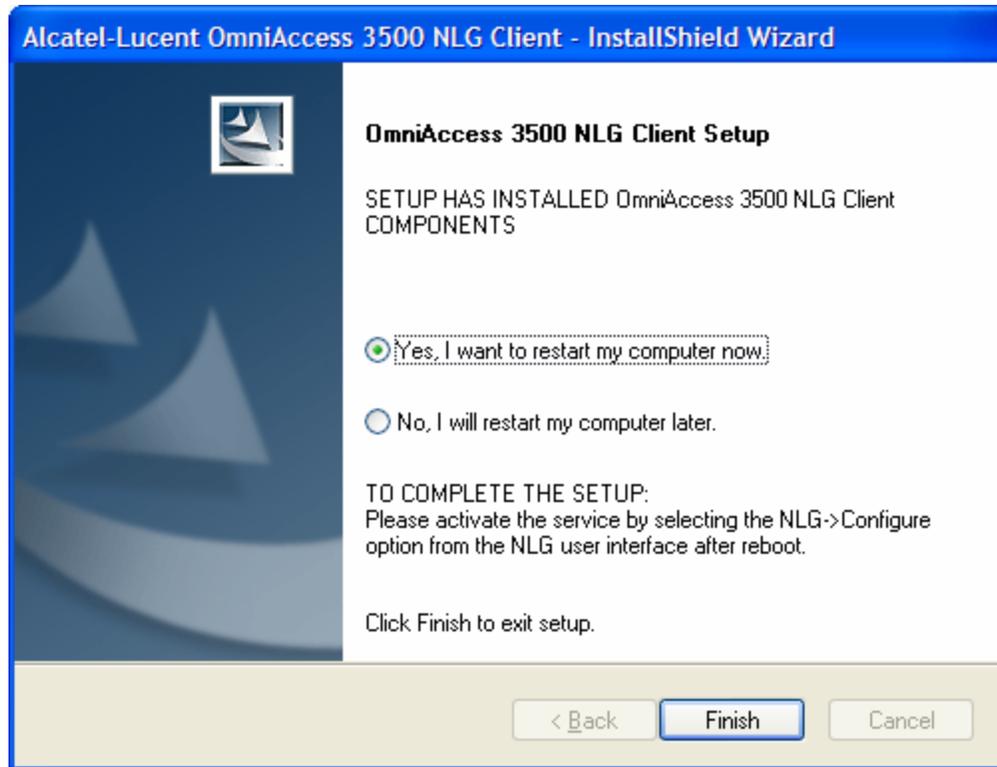
12. Click **Next** to continue.
13. A *Setup Status* window appears, with visual indication of the progress made in the installation of the client software.



14. A *Software Installation* warning window also appears. (If this window does not appear, you will see an icon on the bottom toolbar. Click the icon to display the window on the screen.) Click **Continue Anyway** on the warning window.



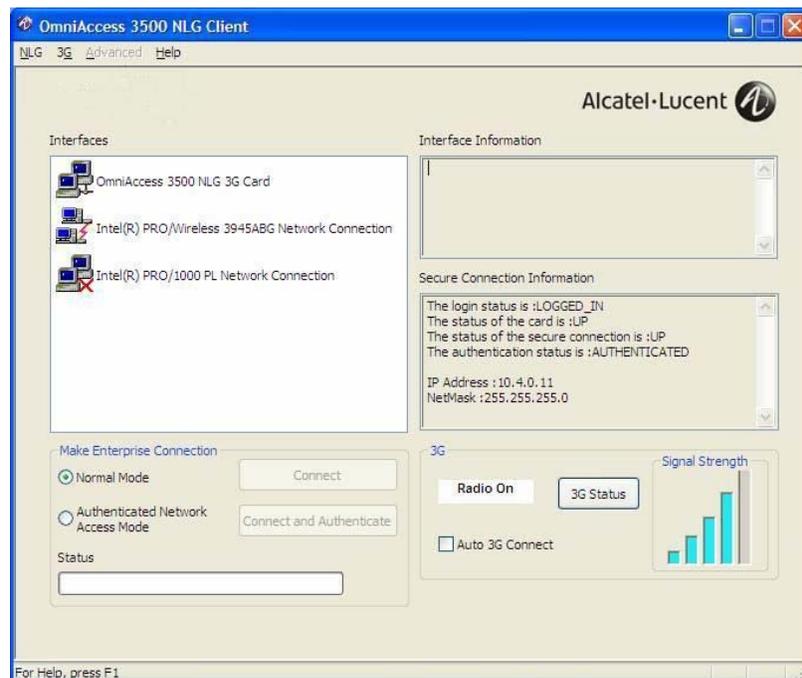
15. Click **Continue Anyway** on the six *Hardware Installation* warning windows that follow.
16. An *OmniAccess 3500 NLG Client Setup* window appears, asking if you want to restart your computer.



17. Select **Yes, I want to restart my computer now** and click **Finish** to restart your laptop now. Your laptop will automatically reboot.
18. After the laptop reboots, **insert the card**.  
**Warning:** Use care when inserting the card into your laptop. The card inserts only one way. If you insert the card incorrectly, you may damage your card and/or computer. Insert the card into your CardBus slot with the Alcatel-Lucent logo facing up.
19. A *Found New Hardware Wizard* window appears. [Before proceeding further make sure that the 3G modem is powered on by checking the status of LED A. If LED A shows no light, push the 3G-modem power button down with the tip of a ballpoint pen. The 3G modem is on when the LED shows a blinking yellow light.]

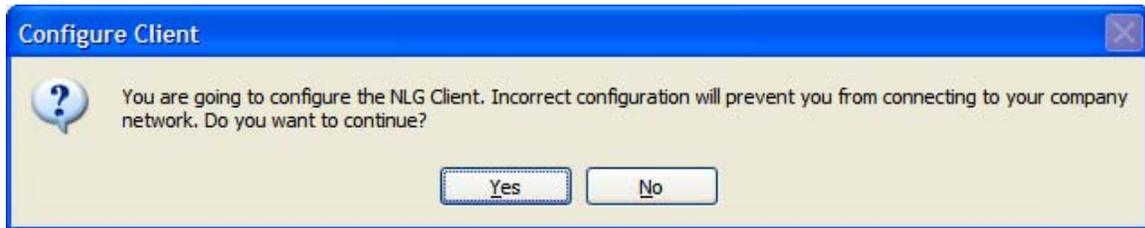


20. Select **No, not this time** and click **Next**.
21. On the next window, select **Install the software automatically** and click **Next**.
22. Click **Continue Anyway** through the multiple warning windows.
23. Click **Finish**. An OmniAccess 3500 NLG icon appears on your desktop.
24. After waiting a few minutes for processing to finish, double-click the OmniAccess 3500 NLG icon. The *OmniAccess 3500 NLG Client* window appears.

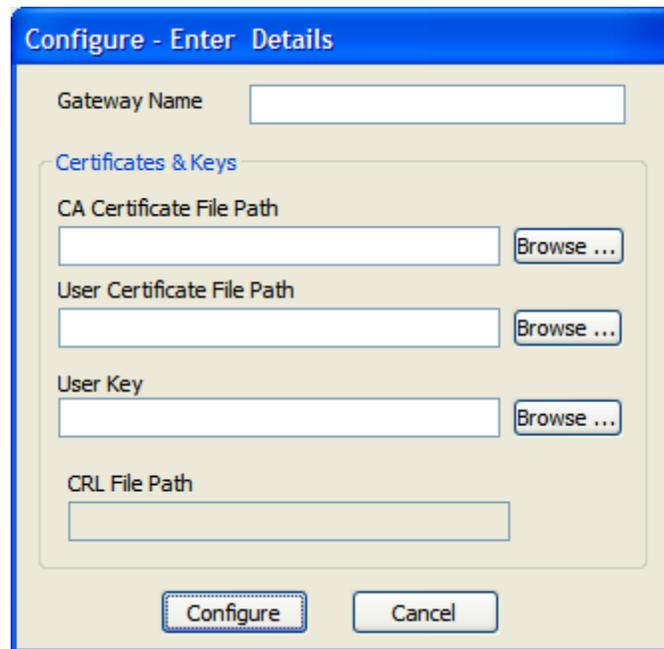


25. On the NLG menu, click **Configure**.

26. A *Configure Client* window appears.



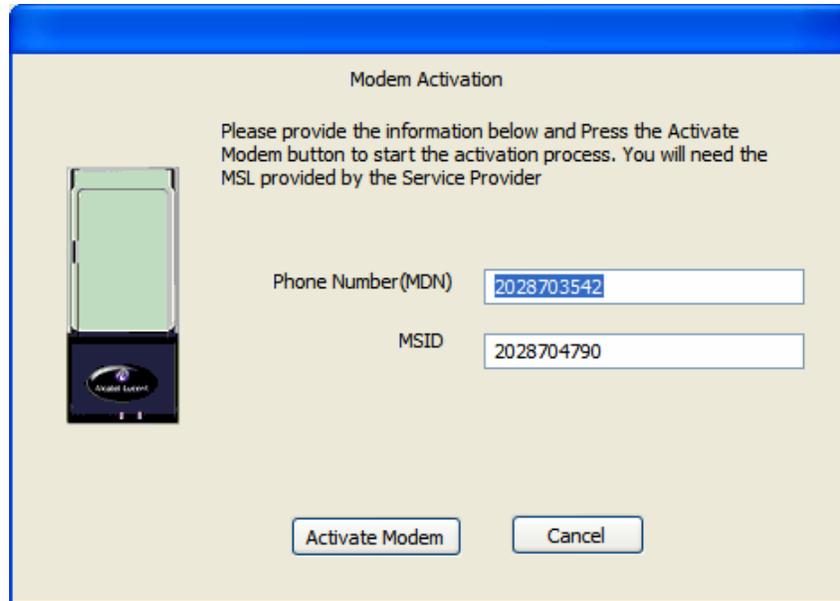
27. Click Yes to activate the card. The *Configure - Enter Details* window appears.



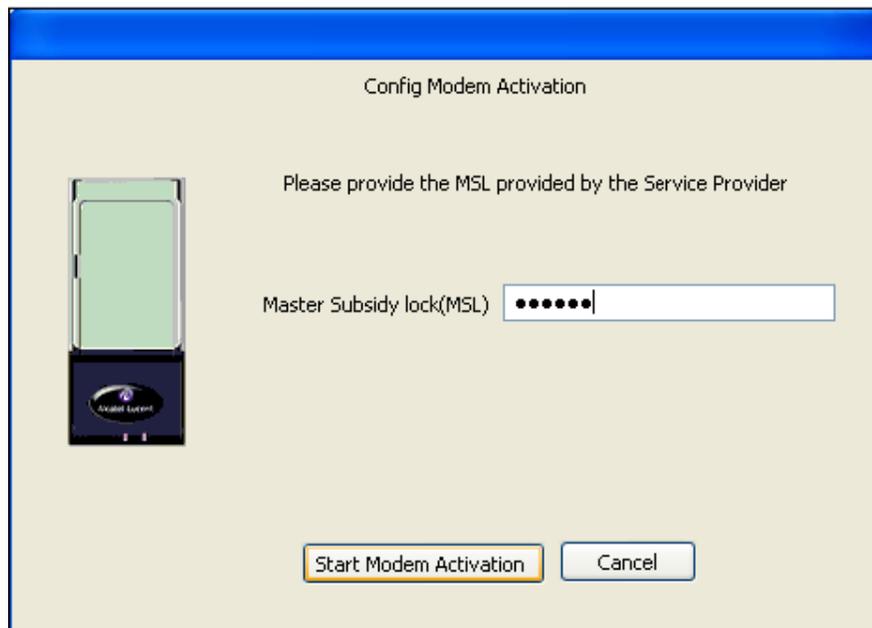
28. Browse to the locations of the certificate files and user key that you obtained from your administrator. Click **Configure**.

**Note:** Be sure to import the correct certificate files, since activating the incorrect files can cause problems with the installation. You should delete the certificates and user key from your PC once the card is activated.

29. If necessary, activate your modem with your 3G wireless carrier. On the *OmniAccess 3500 NLG Client* window, click **Modem Activation** under the 3G menu. The *Modem Activation* window appears.



30. Type your phone number and Mobile Subscriber ID (MSID) number. Click **Activate Modem**. The *Config Modem Activation* window appears.



31. Type your Master Subsidy Lock (MSL) number (provided by your carrier). Click **Start Modem Activation**.
32. A window containing a status bar appears, followed by an *Activation Completed* window. Click **OK**.
33. Installation is complete. If your laptop has network access available, you are automatically connected to your corporate network.

**Note:** The Li-Ion battery of your OmniAccess 3500 NLG card (not user-replaceable) might not come fully charged from the factory. To charge it, please leave the card

in the laptop, connect the laptop to a power source, and leave the laptop powered up for at least 2 hours.

### *Handling the Card*

Your OmniAccess 3500 NLG card must be plugged into your laptop in order for you to be able to use the laptop.

To remove your card from the laptop, gently pull the card out of its slot using the grippers on the side of the card. Strictly observe the following rules for extraction of the card depending on the power state of your laptop:

- Power On — You **MUST** stop the OmniAccess 3500 NLG card device on the **Safely Remove Hardware** Windows utility before you physically extract the card from the CardBus slot in your laptop. Failure to run the Safely Remove Hardware utility may compromise the future operation of your card and laptop.
- Standby/Hibernate/Power Off — You **MAY** extract the OmniAccess 3500 NLG card from the CardBus slot after your laptop enters the Standby, Hibernate, or Power Off mode. In that case, you **MUST** always plug the card back into the CardBus slot before your laptop powers up again. Failure to plug the card back in before power-up may compromise the future operation of your card and laptop.

To avoid damaging your OmniAccess 3500 NLG card, always store the card in its protective case when it is not attached to the laptop.

### *Installation Help*

If you need assistance installing your OmniAccess 3500 NLG card, please contact your IT department helpdesk.