

Windows Setup Instructions	Mac OS X Setup Instructions
<ol style="list-style-type: none"> 1. Close any Windows programs that are running and insert the SurfNet modem into USB port. The PC should recognize new hardware (A600) and install software automatically. A pop-up window may appear when the PC recognizes the SurfNet modem. (Double-click 'Cricket Broadband A600 Installation'). If the program does not launch automatically, go to my computer, select the 'A600CD' drive and double click 'start.exe' program and then follow the instructions on the screen. 2. Click Next. 3. Select a location for the program shortcuts, or use the default provided. Click Next. 4. Confirm installation. Click Next. 5. Please wait for a short period while the PC installs additional drivers. Once installation is complete, click Close. 6. Install Wizard for Cricket EVDO Modem launches. Click Next. Then click Install to begin installation. (newer modems may skip this step) 7. After installation is complete, click Finish. 8. Double-click Cricket Broadband icon on desktop, click Connect button to connect to the Cricket Broadband service. (Make sure no network or other modem/wi-fi connection is active). 	<ol style="list-style-type: none"> 1. Close all open applications and insert your SurfNet USB modem into the USB port. 2. Open the automatically mounted 'A600CD' disk drive and double-click the CricketLink Setup icon to launch the installer. 3. Click Continue on the Introduction Panel. 4. Click Continue on the CricketLink Read Me. 5. Select the destination (typically Macintosh Hard Drive) then click Continue. 6. Click Install. 7. If presented with an Authenticate screen, enter the Name/Password used to log into the computer then click OK. If presented with Type an administrator's name and password to make changes to Installer, enter the administrator's Name/Password. If you do not have administrator credentials, contact your system administrator. 8. Click Continue Installation. 9. Click Restart to finish installing the software and remove the A600 modem. 10. Once computer restarts, reinsert A600 modem. 11. Double-click Cricket Broadband icon on desktop, Click Connect button to connect to the Cricket Broadband service. (Make sure no network or other modem/wi-fi connection is active).

IMPORTANT! - Removing the SurfNet USB modem from the PC

WARNING: Do not eject the USB modem from your PC until you have followed the Safely Remove Hardware instructions for proper removal. Removing the modem improperly may cause a fatal error on your PC.

1. Double-click on the Safely Remove Hardware icon in the system tray.
2. Select the correct option for your operating system from the Safely Remove Hardware window and click Stop.
3. Confirm the device to be stopped and click OK.
4. A Safe to Remove Hardware message appears, click Close.
5. Remove the SurfNet USB modem from your PC. When removing your modem, always grip it from the sides.

For Technical Support - Please call the Broadband Customer Service Center at 1-800-274-2538, select option 2 then say "Technical Support" and enter the information below. The account is listed under my name.

**If you need tech support your
modem number is
_____, DOB is 2/23/58,
and zip is 19056 you must enter
these when you call**