

### E392u-12 Frequently Asked Questions

### **1** FAQs on Installation

## **1.1 What Should I Prepare for the Installation of the Data Card?**

A: Before installing the data card, you need to do the following preparations:

- Step 1 Make sure that the personal computer (PC) is equipped with a USB port.
- **Step 2** Check whether the PC is installed with a similar wireless broadband product supplied by Huawei or other companies, such as a network card or a built-in module. If the PC is installed with such a product, remove the product-related software. For details about how to uninstall the software, see the corresponding specification.
- Step 3 After uninstalling the related software, restart the PC.
- Step 4 Install the data card (for details, see section 1.2 "How Can I Install the Data Card?").

----End

#### **1.2 How Can I Install the Data Card?**

A: To install the data card, do as follows:

- **Step 1** Insert the data card into the PC directly or through a USB extension cable.
- Step 2 Wait about one minute. The related software drive is identified.

#### 

The drive displayed on the screen varies with the software version.

In this document, the software working with the data cards is Mobile Partner. If your data card works with software of your operator instead of Mobile Partner, the release note associated with the software prevails.







Step 3 The operating system (OS) automatically runs the setup program and installs the Mobile Partner step by step. If the automatic setup fails, see section 1.4 "How Can I Enable Automatic Installation?" or section 1.5 "If Automatic Installation Is Not Enabled, How Can I Install the Data Card Manually?".

Figure 1-2 Installer Language

Inst all	ler Language	×
	Please select a language.	
	English	*
	OK Cancel	

Step 4 After the Mobile Partner is installed, click **Finish**, and then wait until the data card is restarted.

🕞 Mobile Partner Set	up 💶 🗖
	Completing the Mobile Partner Setup Wizard
	Mobile Partner has been installed on your computer.
	Click Finish to close this wizard.
	< <u>B</u> ack <u>Einish</u> Cancel

Figure 1-3 Completing the Mobile Partner Setup Wizard

**Step 5** Load the drive. After the drive is normally loaded, the following devices are displayed in the device manager, as shown in Figure 1-4.



Figure 1-4 Loading the data card drive



**Step 6** Make sure that the installation takes effect, and then **restart the PC**. In this case, you can use the data card (for details, see section 3.1 "How to Access the Network Through Dial-Up").

----End

#### 1.3 How Can I Uninstall the Data Card?

A: As the data card-related software is the Mobile Partner, do as follows:

- Step 1 Check whether the Mobile Partner is running. If the Mobile Partner is running, stop it.
- Step 2 Choose Start > Control Panel > Add or Remove Programs.
- Step 3 Select the Mobile Partner, and then click **Remove**.
- Step 4 Remove Mobile Partner.
- Step 5 Restart the PC.

----End

#### **1.4 How Can I Enable Automatic Installation?**

A: To enable the Windows XP/2K play function, do as follows:

Step 1 Choose Start > Run and type gpedit.msc in the Run box.

The Group Policy Object Editor window is displayed.



#### Step 2 In the left pane, choose Local Computer Policy > Computer Configuration > Administrative Templates > System,

Step 3 In the right pane, choose Setting, double-click Turn off Autoplay.

The Group Policy			
Re Actor Wex Help + - 도 표 같 다 다	3111		
S Local Computer Policy	🖿 System		
Software Settings     Windows Settings     Windows Settings     Software Settings     Software Settings     Software Settings     Software Settings     Software Settings     Software Settings     Windows Settings     Software Settings	Term off Autoplay Display Autoplay Display Autoplay All back Microsoft Windows 2000. Description Turns off the Autoplay feature. Autoplay begins meeting from a drive as soon as you man't motion in the drive. As a read, the period file of roughts and the motion of the file of the source of the meeting file of the source of the memorybile drives, such as the Magay data drive Outries the CD ADM drive), and on retwork drives. This setting disables Autoplay on disable Autoplay on all drives or disable Autoplay on all drives or disable Autoplay on all drives or disable Autoplay on all drives. This setting disables Autoplay on addisable Autoplay on all drives of drives on which it is disabled file default. Note: This setting appears in both the Configuration folders. If the setting Configuration folders are the setting on Lance Configuration. Note: This setting appears in both the Configuration folders. If the setting Configuration to folders. If the setting configuration to folders are the setting on Lance Configuration. Note: This setting display and the source of the Autoplay for music CDN.	setting Sorger S	States
s	Extended (Standard /		

Figure 1-5 Disabling Autoplay

Step 4 Click the Setting tab, select the Not Configured or Disabled option, and then click OK to close the Group Policy Object Editor window.



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Figure 1-6 Turn	off Autoplay I	Properties (	dialog box
I Iguie I o Iunn	on ratopia i	roperties	analog oon

Turn off Autoplay Properties 🛛 🛛 🕅
Setting Explain
🚰 Tum off Autoplay
© Inabled
Disabled
Tum off Autoplay on:
Supported on: At least Microsoft Windows 2000
Previous Setting Next Setting
OK Cancel Apply

- Step 5 Right-click the mobile storage device with Autoplay to be disabled on My Computer or Device Manager, and choose Properties from the shortcut menu.
- Step 6 In the AutoPlay dialog box, select the Select an action to perform option.
- Step 7 Configure the operation to be automatically performed, and then click OK. ----End

## **1.5 If Automatic Installation Is Not Enabled, How Can I Install the Data Card Manually?**

A: To install the data card manually, do as follows:

Step 1 Insert the data card and wait until the virtual drive is identified.



#### Figure 1-7 Virtual drive identified



- Step 2 Double-click My Computer.
- Step 3 Click the green Mobile Partner icon.
- Step 4 Run autorun.exe. Note that running other .exe program may cause that the data card cannot work properly. Alternatively, you can right-click the mobile partner CD-ROM icon and then choose Autoplay to run the setup program automatically.

The normal installation procedure is performed.

Step 5 Install the related software by following steps.



### **2** FAQs on Drives

## 2.1 Why Cannot I Find the Corresponding Device in Device Manager After Inserting the Data Card?

Figure 2-1 Device not found in Device Manager



A: To solve the problem, do as follows:

Step 1 Try another USB port of the PC.

This problem may be caused by hardware because the data card cannot be closely connected to the USB port of the PC.

Step 2 Right-click My Computer and choose Manager from the shortcut menu.



#### Figure 2-2 Device Manager



- Step 3 Click Device Manager, as shown in Figure 2-2.
- **Step 4** In Device Manager, disable and start all universal serial bus controllers and then enable them; or uninstall all universal serial bus controllers and then scan the device.
- Step 5 Restart the PC.

Normally, after the data card is connected to the USB port, USB Composite Device is displayed under Universal Serial Bus Controller, as shown in Figure 2-3.

Figure 2-3 Data card normally identified

🗳 Device Manager	
File Action View Help	
+ 🚭 XEE 1394 Bus host controllers	
🗄 🥪 Keytsoerda	
IK D Noe and other pointing devices	
R L Moders	
L HUM/IE Hoble Connect - 3G Modern #3	
+ A Newton	
+ and Network adapters	
in the Other devices	
E POPULA BOBOOS	
Communications Text (COMM)	
Security Control (Control)	
V st 12/051 Hotele Convert - 30 BC ( 0 Interface (COH15)	
+ Chickeson	
1 Smart card readers	
+ 1 Sound, video and pame controllars	
+ 😼 System devices	
🗄 🚭 Universial Serial Bus controllers	
General USB Hub	
HUAWEI Enumerator Device	
HUAWEI Enumerator Device	
HUAWEI Brunerator Device	
HLAWEI Noble Connect - Bus Enumerate Device	
<ul> <li>Intel(R) IDHB Panily USB Universal Host Controller - 2530</li> </ul>	
Intel(R) ICHS Pamily USS Universal Host Controller - 2531	
Preside Development of the second of the second sec	
The protocol to the heart of the second seco	
A THE AND THE PARTY CAR ANY	
<ul> <li>Intel(k) IC-P Parely Clock Charlender Fort Controller - 2000</li> <li>Intel(k) IC-P Parely Clock Charlender (Controller - 2000)</li> </ul>	
The LIFE Companie Dente	
de lite sortes	
- USB Root Hub	
And a little Down include	



----End

### 2.2 Why I Find an Unknown Device in the Device Manager After Inserting the Data Card?

A: To solve the problem, do as follows:

- **Step 1** If **Standard Enhanced PCI to USB Host Controller** in the device manager is disabled, the data card should be identified correctly. If the data card cannot be identified, the problem may be caused by static electricity. In this case, shut down the PC, remove all power cables that are connected to the PC, and then wait five to ten minutes.
- **Step 2** If another USB device is connected to the PC at the same time, remove all USB devices, remove the data card and then re-insert it. If the data card can be identified correctly, this problem may be caused by the power failure of the main board. If the problem persists, go to Step 3 and Step 4.
- **Step 3** Insert the data card into other PCs to check whether the data card can be identified correctly. If it can be identified correctly, remove the data card and then re-insert it, or restart the PC. If it is still identified as an unknown device in the PC, contact the customer service personnel.
- **Step 4** Insert another USB device to check whether it can be identified correctly. If the USB device is also identified as an unknown device, the problem is caused by the hardware failure of the PC. In this case, replace the USB jack or repair the main board. If the data card cannot be identified correctly, contact the customer service personnel.



# **2.3** After the Data Card Is Inserted for the First Time, the Mass Storage Is Displayed in Device Manager, but the CD-ROM and SD Drive Letters Are Not Displayed in My Computer

Figure 2-4 Mass Storage device in Device Manager

Constant Constan	DRAM Controller - 1746
Contraction of the second seco	
Will their Storage Device	
COS Provid Hole	
JOB Root Hub	
9 Uto Rost Hub	
See Loss Hose Hug	

튛 My Computer



Figure 2-5 No CD-ROM and SD drive letters in My Computer

🕝 Back 👻 🕥 - 🎓 🔎 Search 📂 Folders 🔳 🖌 ᠫ Go Address 😼 My Computer System Tasks View system information 👸 Add or remove programs 🚱 Change a setting Hard Disk Drives \* **Other Places** Local Disk (C:) Local Disk (D:) 🧐 My Network Places My Documents C Shared Documents Control Panel \* Details My Computer System Folder

A: To solve this problem, do as follows:

Step 1 Choose Start > Run, and then enter taskmgr. A dialog box is displayed, as shown in Figure 2-6.

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Figure 2-6	Task manager
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🗏 Windows Task Manager 📃 🗖 🔀				
File Options View Shut Down Help				
Applications Processes Performance Networking Users				
Image Name	User Name	CPU	Mem Usage	
hkcmd.exe	Administrator	00	4,988 K	
igfxtray.exe	Administrator	00	4,892 K	
explorer.exe	Administrator	01	24,736 K	
wmiprvse.exe	SYSTEM	00	6,516 K	
alg.exe	LOCAL SERVICE	00	3,392 K	
svchost.exe	LOCAL SERVICE	00	3,800 K	
igfxpers.exe	Administrator	00	4,332 K	
Isass.exe	SYSTEM	00	2,628 K	
services.exe	SYSTEM	00	8,076 K	
taskmgr.exe	Administrator	00	5,312 K	
svchost.exe	SYSTEM	00	2,528 K	
winlogon.exe	SYSTEM	00	10,540 K	
scardsvr.exe	LOCAL SERVICE	00	2,168 K	
spoolsv.exe	SYSTEM	00	5,400 K	
csrss.exe	SYSTEM	00	3,804 K	
Setup.exe	Administrator	00	932 K	
msiexec.exe	SYSTEM	00	4.272 K	
wscntfy.exe	Administrator	00	2,768 K	
smss.exe	SYSTEM	00	632 K	
sychost.exe	LOCAL SERVICE	00	5.944 K	
sychost.exe	NETWORK SERVICE	00	4,828 K	
sychost.exe	SYSTEM	00	24.752 K	
sychost.exe	NETWORK SERVICE	00	4.284 K	
PDVDDXSrv.exe Administrator		00	7,480 K	
sychost.exe SYSTEM		00	3,276 K	
igfxsrvc.exe Administrator		00	5,200 K	
System	SYSTEM	00	248 K	
System Idle Proces	ss SYSTEM	99	24 K	
Show processes	from all users		End Process	
Processes: 28 CPU Usage: 1% Commit Charge: 230M / 2469M .:				

- Step 2 Check whether the PDVDDXSrv.exe process exists in Task Manager. If yes, select the process and then click End Process.
- Step 3 Remove and then reinstall the board.

----End

# 2.4 When the Data Card Is Inserted, the CD-ROM and SD Are Reported, but the Modem and PCUI Are Not Reported. I Cannot Dial a Number

A: To solve the problem, do as follows:

- Step 1 Uninstall the mobile partner (Mobile Partner).
- Step 2 Reinstall the Mobile Partner.



----End

### 2.5 After the Data Card Is Inserted, the Modem and PCUI in the Device Manager Cannot Be Normally Identified (a Question Mark or Yellow Exclamation Mark Is Displayed) and Fail to Recover After a Long Time

Figure 2-7 Yellow exclamation mark displayed



A: To solve the problem, do as follows:

- Step 1 Remove the data card and re-insert it.
- **Step 2** If the problem persists, make sure that the drive is installed by following the normal installation procedure. If the drive is installed manually, ensure that autorun.exe is the first program to be run. If the installation fails to meet the requirements, uninstall and then reinstall the Mobile Partner.



### 2.6 After the Data Card Is Inserted, a Yellow Exclamation Mark Appears in the Mass Storage Identification in Device Manager

Figure 2-8 Yellow exclamation mark in the mass storage identification



A: To solve the problem, do as follows:

- **Step 2** Uninstall the mass storage in the device manager and scan the device manager. For details on how to uninstall and scan the device, see step 1 in section 7.1 "Error 633 and Error 797".
- Step 3 On some PCs, the PxHelp20.sys may lead to this problem. In this case, open HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E965-E 325-11CE-BFC1-08002BE10318}, delete the PxHelp20 from the Filter Driver key, and restart the PC.

----End

## 2.7 After the Data Card Is Inserted, the PC Cannot Be Normally Started

A: The root cause is that the current BIOS version is incompatible with the USB composite device.

To solve the problem, do as follows:

Step 1 Remove the data card before restarting the PC.



Step 2 For certain BIOS versions, reconfigure the BIOS. That is, enter the BIOS and change the setting of USB KEYBOARD/STORAGE SUPPORT from the default ENABLED to DISABLED in ONBOARD DEVICE FUNCTION of INTEGRATED PERIPHERALS. It is not recommended that the subscriber that is unfamiliar with the BIOS features change the BIOS configuration.



### **3** FAQs on Operation

### 3.1 How to Access the Network Through Dial-Up

A: To solve the problem, do as follows:

- Step 1 Check whether the data card-related software is installed on the PC. If not, see section 1.2 "How Can I Install the Data Card?".
- Step 2 Insert the data card.
- Step 3 Start the Mobile Partner.
- Step 4 Check whether the correct profile is set. For details, see section 3.3 "How to Set the Profile".
- Step 5 Wait till the signal and network identifier is identified on the Mobile Partner and click Connect.

🙆 Mobile Pertner		
File Operation Tools Help		
📀 Connection 🛄 State	ea 🤦 Ted 🚄 Phonebesk	
Profile Name	160 Correct	
Titl wCOMA OZ CZ	50 C	10

Step 6 After the successful dial-up, the data traffic shows that the Internet is accessed.

#### Figure 3-1 Signal and network identifier identified



#### Figure 3-2 Data traffic

Mobile Partner			
He Queration India 1	sep		
📀 Correction 🛄	Saletce 😒 Tex	Phoneback	
Profile Name:	E160		Decornect
Till HERA COLOR	an to all the	& 0.00 kbcs	

----End

### 3.2 How to Remove the Network Connection Dialog Box, which Prompts Whether to Use the Modem When I Access the Network Without Using the USB Modem

A: This problem is caused by improper settings related to PC PPP dial-up.

To solve the problem, perform the following steps to select **Never dial a connection** in the **Internet Options** page.

- Step 1 Open the IE browser.
- Step 2 Choose Tools > Internet Options.
- Step 3 Enter the Connection module.
- Step 4 Select Never dial a connection.
- Step 5 Click OK.



Figure 3-3 Selecting Never dial a connection

General Security Privacy Content Connections Programs Adv To set up an Internet connection, click Setup Dial-up and Virtual Private Network settings	vanced
To set up an Internet connection, click Setup Dial-up and Virtual Private Network settings	
Dial-up and Virtual Private Network settings	
Million (Default)	
Remove	
Choose Settings if you need to configure a proxy Settings	
Never dial a connection	
<ul> <li>Dial whenever a network connection is not present</li> <li>Always dial my default connection</li> </ul>	
Current Dial-up Connection Set Default	
CLocal Area Network (LAN) settings	_
LAN Settings do not apply to dial-up connections. LAN Settings Choose Settings above for dial-up settings.	3
	nok

----End

#### 3.3 How to Set the Profile

A: Incorrect settings of the profile may lead to a dial-up failure. For a customized version, the profile is preset and additional settings are unnecessary. For the general version, you need to add the file manually. Here takes the general version as an example.

Step 1 Check whether the correct profile is set for the Mobile Partner of the data card. If yes, go to Step 2.



#### Figure 3-4 Tools menu

😨 Mobile Partner	
File Operation Tools felp	
Connection 🛄 Statistics 🚖 Text 🔽 Phonebook	
Profile Name:	
UCDMA CHN06(Roaming)	

**Step 2** Choose **Tools** > **Options** > **Profile Management**. Select **New** to create a profile. Then, set the profile according to the following figure. After the setting is completed, click **Save**. Here takes China Unicom as an example. Consult the local operator for specific settings.

Figure 3-5 Profile Management window

Be Operation Tools Help			5.58
Ele Operation Tools Help	Dial-Up Profile Name HJAWEI 3C Modem (Default)  APte Dynamic Static APte Authentication Access number: Dier name: Dier name: Desword: Advanced.	Saw Defanit	
		Cancel	



Step 3 Click OK to close the page. Then, select the profile that is set right now and click Connect.

----End

#### 3.4 Why Does My Data Card Pause Every Hour?

A: This problem may be caused by the network policy set by the operator. To prevent certain subscribers from occupying the network too long and thus to avoid the exhaustion of IP address resources, the operator may release the PPP connections every one hour. In this case, contact the customer service hotline of the operator for consultation.



### **4** FAQs on Web Pages

## 4.1 Why Cannot I Access the Internet and Open Web Pages After a Dial-Up Connection Is Set Up?

A: To solve the problem, do as follows:

**Step 1** Check the APN settings.

Choose **Tools** > **Option** > **Profile Management**, and then check whether the APN settings are correct.

If the APN settings are incorrect, click **Edit** to edit the settings. For detailed APN settings, contact your operator.

Options		
Options General Text Message Profile Management Network	Dial-Up Profile Name New Profile1  APN Dynamic APN Dynamic APN: huawei.com Authentication Access number: Y99# User name: Decommedia	New       Delete       Edit       Save       Undo
	Advanced	Cancel

Figure 4-1 Checking whether the current APN settings are correct

Step 2 Check whether the firewall is enabled.

Choose **Start** > **Control Panel** > **Security Center**. A page is displayed, as shown in Figure 4-2.

#### Figure 4-2 Enabling the firewall



Click **Windows Firewall**. The **Windows Firewall** dialog box is displayed, as shown in Figure 4-3.

#### Figure 4-3 Windows Firewall dialog box



As shown in Figure 4-3, if **On** is selected, it indicates that the firewall is enabled; if **Off** is selected, it indicates that the firewall is not enabled.

**Step 3** If the firewall is already enabled, disable it and then access the network. To disable the firewall, select **Off** and then click **OK**, as shown in Figure 4-4.

#### Figure 4-4 Selecting Off



- **Step 4** If the network can be accessed and web pages can be opened normally after the firewall is disabled, you can determine that the fault is caused by the improper firewall setting. In this case, configure the firewall correctly according to the firewall help documents.
- Step 5 If the network cannot be accessed or the web pages cannot be opened after the firewall is disabled, do as follows:
  - 1. In Windows, choose **Start** > **Run**, type **CMD**, and then click **OK**. In the displayed command window, enter **IPCONFIG/ALL** to query the IP address of the local host.
  - 2. Check whether the IP address is normal after a dial-up connection is set up.
  - 3. If the allocated IP address is abnormal (for example, an IP address consisting of all 0s), set up a dial-up connection again.
  - 4. If two PPP connections appear after the **IPCONFIG/ALL** command is executed, the previous dial-up connection is not completely uninstalled, thus causing incorrect routing after another dial-up connection is set up. In this case, restart your PC.

Figure 4-5 Checking whether the IP address is normal after a dial-up connection is set up

Connection-specific DNS Suffix .:
IP Haaress
Subnet Mask
lapter UNICOM:
Connection-specific DNS Suffix . :
IP Address
Subnet Mask
Default Gateway : 172.18.89.76

----End

### 4.2 Why Cannot I Access the Internet and Open Web Pages After My Computer Is Restored from the Hibernation or Standby Mode and a Dial-Up Connection is Set Up?

A: See Step 5 in section 4.1 "Why Cannot I Access the Internet and Open Web Pages After a Dial-Up Connection Is Set Up?"

## 4.3 Why Cannot I Open Web Pages When I Use a Download Tool to Download?

A: A peer-to-peer (P2P) download tool occupies a large number of system port connections when it is used. As the system has a limited number of port connections, when the tool uses all the system port connections, a new application cannot apply for system ports to set up a connection. In this case, you fail to open Web pages.

To solve the problem, do as follows:

**Step 1** Limit the data rate or the number of connections for the download tool. For details, see the Help information about the download tool.



- **Step 2** If you cannot limit the data rate or the number of connections for the download tool or if you cannot open Web pages after limiting the data rate or the number of connections for the download tool, Pause downloading, exit the download tool, and then access the Internet again.
- **Step 3** If the problem persists, set up a dial-up connection again.

The system port connections occupied by the download tool before the new dial-up connection is set up are released completely and automatically by the system.

----End

### 4.4 Why Can I Use the MSN Messenger and Download But Cannot Open Web Pages After a Dial-Up Connection Is Set Up?

A: If you are using a download tool, see the solution described in section 4.3 "Why Cannot I Open Web Pages When I Use a Download Tool to Download?"

If you are not using a download tool, typically it indicates that an exception occurs on the allocated domain name system (DNS) servers and the servers fail to translate domain names into IP addresses. In this case, dial again to allocate different DNS servers.

If the problem persists after you dial again, wait until the DNS servers restore to their normal state. Then you can access the Internet.

### 4.5 Why Can I Display a Web Page Offline After I Enter Its Uniform Resource Locator (URL) in the Address Bar of the Browser But Cannot Access the Target of a Link on the Page After I Click the Link?

A: A dial-up connection is not set up or the dial-up connection is disconnected. In this case, dial again to set up a dial-up connection. After the connection is set up and cancel web page offline, you can access the Internet.

#### 4.6 Why Can I Display a Web Page When I Use the GPRS to Access the Internet But Cannot Display Other Web Pages?

A: The bandwidth of the general packet radio service (GPRS) is low. When you open a new Web page after a page that requires a high bandwidth (that contains many media files such as video files or image files) is displayed, the elements of the displayed page are not loaded completely and still occupy a great amount of bandwidth. In this case, loading the new page requires a long time, or the new page is displayed as a blank page because it cannot be loaded completely.



To solve the problem, close all Web pages, and then restart the browser.

## 4.7 Why Are Not the Elements of a Web Page Loaded Completely When I Open the Page?

A: To solve the problem, do as follows:

Step 1 Check the space of your system disk.

When the space of your system disk is insufficient, a problem may occur in the allocation of the virtual memory, making you fail to open a Web page. You must ensure that the system disk has sufficient space for the virtual memory. When you find the space of your system disk is insufficient, manually free up some space in time.

- Step 2 Exit some applications to release some memory.
- Step 3 Check the settings of the current browser.

If the browser settings are incorrect or if the browser settings are modified by Trojan viruses, the elements of a Web page may be loaded incompletely. In this case, reset the browser.

The following figure shows how to reset the Internet Explorer 8. To reset other browsers, use the corresponding browser recovery tools.

Figure 4-6 Restoring the default settings of the Internet Explorer 8

Internet	Options					? 🔀
General	Security	Privacy	Content	Connectio	ns Programs	Advanced
Settings	:					·
<b>a</b>	ccessibility Always e	xpand AL	T text for in	mages		^
E Br	] Move sy: owsing	stem care	t with focu	s/selection	changes	=
	] Always s Automati Close un Disable S Disable S Display a Enable fo Enable fo	end URLs cally chec used folde Script Deb Script Deb a notificatio older view install On [	s as UTF-8 sk for Inten ers in Histo bugging (Int bugging (Ot on about e for FTP sit Demand (Int Demand (Int	(requires re net Explorer ry and Favo ternet Explo her) very script e tes itemet Explo	start) ·updates nites (requires n rer) error orer)	estart)
	Enable i	ffline item	s to be syn	chronized o	n a schedule	
	Enable p	age trans	itions			
<	Enable F	'ersonalize	ed Favorite	s Menu		>
Restore Defaults						
			ОК		Cancel	Apply



## 4.8 Why Cannot I Open Web Pages After a Dial-Up Connection is Set Up on Windows 7?

Step 1 In the command window, enter **ipconfig** /all, and then record the IP address allocated to the PC.

Figure 4-7 Checking the IP address allocated to the PC in the command window

D:\Windows\system32\cmd.exe	- • ×
Host Name	
PPP adapter Lab:	
Connection-specific DNS Suffix .: Description Lab Physical Address	
Mobile Broadband adapter Mobile Broadband Connection 2:	
Media State Media disconnected Connection-specific DNS Suffix . : Description : HUAWEI Mobile Connect - 3G Net 2	work Card #
Physical Address 00-1E-10-1F-82-A7 DHCP Enabled No Autoconfiguration Enabled : Yes	I
Tunnel adapter isatap.{B5E9E329-B4DD-4729-A1BC-70BA9D0224BF}:	
Media State Media disconnected Connection-specific DNS Suffix . :	-

Step 2 Check the network adapter properties and record the allocated IP address.



Property	Value
Device Name	HUAWEI Mobile Connect - 3G Modem
Device Type	modem
Authentication	CHAP
Compression	(none)
PPP multilink framing	Off
Client IPv4 address	192.168.1.207
Server IPv4 address	0.0.00
NAP State	Not NAP-capable
Origin address	(unknown)
Destination address	(unknown)

**Figure 4-8** Checking the IP address in the network adapter properties dialog box

Step 3 If the two IP addresses are different, it indicates that the IP address allocated to the PC is not applied successfully.

This problem exists in earlier versions of Windows 7. Microsoft engineers confirm that the problem is caused by a system defect.



### **5** FAQs on Internet Interruptions

### 5.1 There is No Network Coverage

- **Step 1** Check the signal strength indication on the Mobile Partner to determine whether there is the network coverage.
- Step 2 If there is no network coverage, remove the data card and re-insert it. If there is still no network coverage, consult the operator.

----End

#### **5.2 PC Disconnects the PPP Connection**

The dial-up program of the PC provides the **Idle time before hanging up** option to check the idle time before the PPP dial-up connection is disconnected. For example, if **Idle time before hanging up** is set to **20 minutes**, the PC disconnects the PPP connection if no data is transferred for 20 minutes after dial-up.

Step 1 Check the Idle time before hanging up option in the Dial-up Connection Properties dialog box.



neral Options Security Network	king Advanced	
Dialing options Display progress while connecting Prompt for name and password Include Windows logon domain Prompt for phone number	ng , certificate, etc.	
Redialing options		
Redial attempts:	3	-
Time between redial attempts:	1 minute	~
Idle time before hanging up:	never	~
Redial if line is dropped	never 1 minute 5 minutes 10 minutes	
X.25	20 minutes 30 minutes 1 hour 2 hours 4 hours 8 hours 24 hours	

Step 2 Set Idle time before hanging up to Never.

----End

#### **5.3 Visited Server Is Abnormal**

When the visited server is abnormal, the connection may be disconnected. In this case, ping other servers and visit other web sites to check whether the fault occurs.

- Step 1 In the command window, enter **Ping www.google.com** –t to check whether the ping operation succeeds.
- Step 2 Ping the abnormal server in the same way to check whether the server is normal.

----End

#### 5.4 Subscriber Falls into Arrears When Being Served

If the subscriber owes fees when being served, the network may release the RRC connection of the data card. Then, the service requests originated by the data card may be rejected by the network side (the cause is "GPRS Not Allow").

If a subscriber is in arrears, the PS domain may be rejected by the network side in the attach or detach procedure (the cause may also be "GPRS Not Allow"), and the PS domain is unavailable.



## 5.5 Network Periodically Deactivates the PPP Connection

Some networks use the policy of disconnecting the dial-up connection periodically (for example, at the interval of one hour) after the dial-up connection is set up, thus preventing certain subscribers from occupying the network resources, such as the IP address, for a very long time. In this case, please consult the operator for detailed information.

### 5.6 Application software Deactivates the PPP Connection

For example, if you select "Hang up when finished with a manual Send/Receive" on the GUI of the Outlook, the dial-up is disconnected and the PDP is deactivated after the Outlook receives and sends emails. Users may consider that this problem is caused by the board. In fact, the PDP is deactivated by the application.

Options	?	<			
Preferenc	es Mail Setup Mail Format Spelling Security Other	_			
E-mail A	counts				
	Set up e-mail accounts and directories.				
	<u>E</u> -mail Accounts				
Send/Re	teive				
	Set send and receive settings for e-mail messages and documents.				
	Send immediately when connected Send/Receive				
Data File	s				
A.	Change settings for the files Outlook uses to store e-mail messages				
_ V∕≥	and documents.				
Dial-up					
m	Control how Outlook connects to your dial-up accounts.				
	<u>     W</u> arn before switching an existing dial-up connection				
	Always use an existing dial-up connection				
	Automatically dial during a background Send/Receive				
	Hang up when finished with a manual Send/Receive				
	OK Cancel Apply				

Figure 5-2 Windows Description





### 6.1 Why the Send Button Is Unavailable?

New	
Send <u>T</u> o	13810000905
	0/2048 (1)
	Save Close

Figure 6-1 Failure to send short messages

A: Check whether the data card already registers on a network that provides the SMS.

As shown in Figure 6-2, the data card does not register on a network that provides the SMS. In this case, the SMS is unavailable.



Figure 6.2	Not register on	a network that	provides the	SMS
riguie 0-2	Not register on	a network that	provides the	SIMP

💼 Mobile Partner		
<u>F</u> ile <u>Operation</u> <u>T</u> ools <u>H</u>	elp	
📀 Connection 💻	Statistics 💽 Text 🔽 Phonebook	
<ul> <li>Local</li> <li>Inbox</li> <li>Outbox</li> <li>Draft</li> <li>Important</li> <li>Deleted</li> <li>Reports</li> <li>SIM/USIM Card</li> <li>Inbox</li> <li>Outbox</li> </ul>	Image: Second	Time V 18/03/2010 19:10:51
T		

As shown in Figure 6-3, the data card registers on a network that provides the SMS, and the Mobile Partner and the UE are connected normally. In this case, the SMS can be used normally.









## 6.2 Why Cannot I Send a Short Message by Clicking the Send Button?

🔞 Mobile Partner				
<u>F</u> ile <u>O</u> peration <u>T</u> ools <u>H</u>	elp			
📀 Connection 🛄	Statistics 🔶 Text	Phonebook		
🛅 Local	🖂 🗟 🖾 🖾	Q		
🗛 Inbox	Name/Number	Content	Time	V
🕞 Outbox	+8613810000017 +8613162256316	test11234567890abcdefghijklmnopqrstuvwxyz22 1234567891011121314151617181920212223242	04/03/2010 19:04:51	
important	+8613162256316	1234567891011121314151617181920212223242	04/03/2010 11:48:22	
👕 Deleted	8614520640509	1234567890111131415161718192021222324252	04/03/2010 11:35:09	
聲 Reports	13916450737		04/03/2010 11:26:50	
🛅 SIM/USIM Card				
躍 Inbox				
🕰 Outbox				
	Outbox			
	rext message count.o			
	<b>E</b>			

Figure 6-4 Sent failed short message in the outbox

Step 2 Check whether the SMC settings are correct.

Choose **Tools** > **Options**. The page shown in **Error! Reference source not found.** is displayed. Check whether the number in **Message Centre Number** is the same as the SMC number of the operator.

Query the SMC number of the operator by dialing the customer service hotline of the operator.



Figure 6-5	Getting the	SMC number	of the data	card

Options	
<ul> <li>General</li> <li>Text Message</li> <li>Profile Management</li> <li>Network</li> </ul>	Text message handling Show a notification when a new text message arrives Sound file name: C:\Program Files\Mobile Partner\plugins\SMSUIPlugin\SMSVoice.wav Browse Iest New Message Save Mode Save in local Save on SIM/USIM card or device SMSC Message Centre Number: +8613010314500 Storage Period: Maximum Request delivery report
	OK Cancel

- Step 3 If the numbers are different, change the number in Message Centre Number according to the number provided by the operator.
- Step 4 If the numbers are the same, check with the customer service center of the operator for whether the SMS is provided.

----End

#### 6.3 Why Cannot I Receive Short Messages?

Step 1 Check whether the memory space of the (U)SIM card is full. Do as follows:

1. Click **Inbox** under **Local**, and then copy one short message to the (U)SIM card.

	Figure 6-6	Copying	one short message	to th	e (U)SIM	card
--	------------	---------	-------------------	-------	----------	------

ile Operation Icol	s Help						
Connection	🖳 Statistics 📄 Text	Pho	nebook				
🗅 Local	🗌 🖾 🙀 🖾 🖄	s 🔍					
Inbox	Name/Number	Content				Time	
Cutbox Draft Important Deleted Reports SIM/USIM Card Inbox Cutbox	(1) +33333333 (2) +33333333 (2) +33333333 (2) +33333333 (2) +33333333 (2) +33333333 (2) +33333333 (2) +33333333 (2) +3613816666902 (2) +8613816666902 (2) +8613816666902 (2) +8613816666902 (2) +8613816666902 (2) +8613816666902 (3) +8613816666902 (4) +8613816666902 (4) +8613816666902 (5) +861381666902 (5) +861381665902 (5) +86138165902 (5) +86138165902 (5) +86138165902 (5) +86138165902 (5) +86138165902 (5) +	The quick Image of the quick Image of the quick The quick The quick The quick The quick 34567890 01234567 78901234 45678901 12345678 8901234 5578011 12345678 89012345 56789012	New Edl Send Beply Forward Save Numbe Delete Delete All	Dtrl+N Dtrl+R Ctrl+R Dtrl+F	*og's ba og's ba og so ba	03/08/2013 10:49:46 03/08/2013 10:49:46 03/09/2012 10:49:46 03/06/2012 10:49:46 03/08/2011 10:49:46 03/07/2011 10:49:46 06/04/2010 10:58:16 06/04/2010 10:58:10 06/04/2010 10:57:48 06/04/2010 10:57:45	
II WCDMA CHN06(Ros	Name: Number: +3333333333 Content: The quick brown fox jum THE QUICK BROWN FOX Time: 03/08/2013 10:49:	23456785 ps over the k JUMPS OVEF 46	Recover Search Export Select Export All SM Move to Move All to	ed SMS S	irau vier be	obj04/2010 10:57:39	i6789 -
			From to				
			Cogy to		Loca		

2. If the message shown in Figure 6-7 is displayed, it indicates that the (U)SIM card is full.

Figure 6-7 (U)SIM card full



**Step 2** If the (U)SIM card is full, delete the unnecessary short messages from the (U)SIM card.

----End

## 6.4 How Can I Know That a Short Message Is Sent Successfully?

Step 1 Choose Tools > Options. Select the Request delivery report check box shown in Figure 6-8.



Figure	6-8	Setting	"Rea	uest	delivery	v report"
riguit	0-0	beams	Trucy	uest	uchiver	y report

Options.		X
<ul> <li>General</li> <li>Text Message</li> <li>Profile Management</li> <li>Network</li> </ul>	Text message handling Show a notification when a new text message arrives Play a sound when a new text message arrives Sound file name: C:\Program Files\Mobile Partner\plugins\SMSUIPlugin\SMSVoice.wav	
	Browse Iest          Browse       Iest         New Message Save Mode       Image: Save in local         Image: Save in local       Image: Save on SIM/USIM card or device	
	SMSC- Message Centre Number: +8613010314500 Storage Period: Maximum	
	Request delivery report     OK Cancel	

- **Step 2** Send a short message.
- **Step 3** Check the delivery report. As shown in Figure 6-9, **Content** is **Success**, indicating that the short message is sent successfully.



Figure 6-9 short message sent successfully

🔞 Mobile Partner		
<u>F</u> ile <u>O</u> peration <u>T</u> ools	Help	
😌 Connection 💻	Statistics 📄 Text 🔝 Phonebook	
Eccal	🖂 🛃 🖾 🖄 🔍 Name/Number   Content	Time V
C Oubox C Draft C Important Deleted C Reports SIM/USIM Card C Inbox Outbox	( 💷 +8613916450737 Success	18/03/2010 19:31:46
	Reports Text message count:1	
TIII GPRS CU-GSM	<b>E</b> 8	



## 6.5 The Mobile Partner Does Not Display the Short Messages in the (U)SIM Card

🎯 Mobile Partner				
<u>F</u> ile <u>Op</u> eration <u>T</u> ools <u>H</u>	elp			
📀 Connection 💻	Statistics 🔶 Text	Phonebook		
🛅 Local	x 🗟 🛛 🗐 🗐	Q		
躍 Inbox	Name/Number	Content	Time 🔻	
🕰 Outbox	🗐 +8613916450737	Success	18/03/2010 19:31:46	
📝 Draft				
important				
Reports				
	Reports Text message count:1			
т	<b>E</b>			

Figure 6-10 short messages list in the (U)SIM card not displayed in the Mobile Partner

- **Step 2** Open the Device Manager (see 2.1 Step 2 in section 2.1 "Why Cannot I Find the Corresponding Device in Device Manager After Inserting the Data Card?" for details).
- Step 3 Check whether the PCUI port of the data card is normal in the Device Manager.







**Step 4** If the PU UI port exists, check whether it is occupied. Connect the PCUI port through the HyperTerminal. If the port cannot be connected normally, it indicates that the port is occupied by another program. In this case, stop the program that occupies the port. Otherwise, remove and then reinstall the board and restart the PC. If the problem persists, contact the local customer service center of the operator.



## **7** FAQs on Dial-up Access Failure

#### 7.1 Error 633 and Error 797

A: Use the following methods to rectify these errors.

- Step 1 Open the Device Manager (see 2.1 Step 2 in section 2.1 "Why Cannot I Find the Corresponding Device in Device Manager After Inserting the Data Card?" for details), uninstall the modem, and then scan the devices.
  - 1. As shown in Figure 7-1, right-click the modem corresponding to the data card, and choose **Uninstall** from the shortcut menu.

Figure 7-1 Uninstalling Huawei modem device (1)

Dervice: Manager		
File Action view rielo		
Properozati Consultar Consultar Consultar Consultar Consultar Consultar Consultar Consultar Consult for porting device More and other porting device More and and porting device More and porting device	Lipidate Driver Dadaše Vremskil Scan for for for for duringes Properties	

2. In the displayed dialog box, click **OK** to uninstall Huawei modem device, as shown in Figure 7-2.



Figure 7-2 Uninstalling Huawei modem device (2)



3. As shown in Figure 7-3, click the button for hardware scan to re-scan Huawei modem devices.







- Step 2 Remove the data card and then re-insert it.
- Step 3 Choose Control Panel > Phone and Modem Options > Modems, delete all modems, and then add Huawei modem.



Figure 7-4 Deleting all modems and then adding a Huawei modem

Phone and Modem Options	? 🛛
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem	Attached To
HUAWEI Mobile Connect - 3G Modem #3	COM13
Add	nove Properties
ОК	Cancel Apply

Step 4 If the problem persists, uninstall the Mobile Partner manually, and then re-install it.

----End

#### 7.2 Error 680

A: The cause of this error is that a dial-up attempt is made before the modem is ready.

If error 680 occurs, stop the Mobile Partner, and then re-open it. After the signal strength indication in the lower right corner is normally displayed, start dial-up.

#### 7.3 Error 619

**Step 1** As shown in Figure 7-5, check whether the APN, access number, subscriber name, and password are correct in **Profile Management**. Relevant parameters can be obtained from the operator.

😨 Mobile Partner	
Mobile Partner     File Operation Tools Help     Options       General        Profile Management          Profile Management          Profile Management             Profile Management                      Apple                                  Apple        Apple       Apple        Apple        Apple       Apple       Apple      Apple      Apple             <	
т 🗐	

Figure 7-5 Checking the APN, access number, subscriber name, and password

**Step 2** Ask the operator to check whether the tariff information about the SIM card is normal and whether corresponding data services are provided.

----End

#### 7.4 Error 720

- Step 1 Check whether the indication of the Mobile Partner indicates that the signals are weak ,and try dial-up again.
- Step 2 Certain patches of the Windows may also cause this problem. In this case, choose Start > Control Panel > Add or Remove Programs, select Show updates, uninstall the KB893066 and KB890923 patches, and then restart the PC.





### 8.1 Indicator of the Data Card Is Off

A: Check whether the data card is connected to the USB port of the PC properly. If yes, contact the local customer service center for help.



### **9** FAQs on System Breakdown and Blue Screen Failure

## 9.1 The PC Breaks Down or Displays Blue Screen During the Data Card Usage

A: To solve such problems, restart the PC. If this happen many times. You can capture the trace file to locate the fault, and then contact the local service center for help.

**Step 1** Use the **MPSRPT\_NETWORK.EXE** tool to capture the trace file from %systemroot%\MPSReports\Network\Reports\Cab.

#### 

The **MPSRPT\_NETWORK.EXE** tool is provided by Microsoft. You can download the tool from http://support.microsoft.com/kb/816819. If the tool is unavailable, download it from the Internet.

Step 2 Capture the blue screen trace file. If the system is down, manually capture the blue screen file.

Windows XP is used as an example to describe the procedure for memory dump setting.

1. Right-click My Computer, and choose Properties > Advanced > Startup and Recovery from the shortcut menu.

#### Figure 9-1 Startup and Recovery

Startup and Recovery
System startup
Default operating system:
"Microsoft Windows XP Professional" /noexecute=optin /fastdete 💙
Time to display list of operating systems: 30 📚 seconds
Time to display recovery options when needed: 30 🛟 seconds
To edit the startup options file manually, click Edit.
System failure
✓ <u>W</u> rite an event to the system log
✓ Send an administrative alert
Automatically <u>r</u> estart
Write debugging information
Complete memory dump
Dump file:
%SystemRoot%\MEMORY.DMP
✓ <u>O</u> verwrite any existing file
OK Cancel

- 2. Select the OS used for testing in **Default operating system**.
- 3. Select **Complete memory dump** from the **Write debugging information** drop-down list box.
- 4. Click **OK** and restart the PC.

#### 

To set the manual dump, run the registry file **DUMP.reg** released with the document, and then restart the PC. When the problem recurs, press **Ctrl** + **Scroll lock** (or **Ctrl** + **Scroll lock** + **Fn** for laptops) to make the PC display blue screen.

#### 9.2 Data Card Crashes or Resets During the Use

If a data card connected to a PC fails to be detected by Mobile Partner, open Device Manager to check whether the data card can be identified. (For details about how to open Device Manager, see 2.1 Step 2 in section 2.1 "Why Cannot I Find the Corresponding Device in Device Manager After Inserting the Data Card?")

If the PC identifies the data card repeatedly (that is, the data card resets repeatedly), remove and then insert the data card. If the problem persists, wait three to five minutes after which the data card is connected with the relevant port properly (as shown in Figure 2-3). Then the data card loads the software forcibly. The user can upgrade the software by using the instant

<sup>----</sup>End



upgrade function, thereby recovering image files and solving the resetting problem. If upgrading still does not solve the problem, contact the local service center for help.

## **10** FAQs on Service Failure

#### **10.1 Mobile Partner Displays No Signal**

- Step 1 Use a data card of another type to check whether the area is under network coverage.
- **Step 2** Check whether the data card is identified and whether each port is found. If so, the data card may be searching for the network or registering.
- **Step 3** Use the Mobile Partner to search networks manually. Wait for about two minutes, and then check whether any network is found.
- Step 4 If no network is found, you can send to after sales service department for help.
- Step 5 If networks are found, check whether the target network is included. Try to register on the target network.
- **Step 6** If the registration fails, the Mobile Partner will still displays no signal. Then you can send to after sales service department for help.

----End

#### **10.2 Mobile Partner Displays Weak LTE Signals**

- Step 1 Use a data card of another type or another one to check whether the signal strength is consistent.
- **Step 2** Start the Mobile Parter, choose the "statistics", Observe the signal strength. If any exception is found, contact the local customer service center for help.



----End

### **10.3 Mobile Partner Displays Weak 3G Signals**

- Step 1 Use a data card of another type or another one to check whether the signal strength is consistent.
- **Step 2** Start the Mobile Parter, choose the "statistics", Observe the signal strength. If any exception is found, contact the local customer service center for help.





----End

#### **10.4 LTE Signals Are Unstable**

- Step 1 Use a data card of another type or another one to check whether the same problem occurs.
- **Step 2** Start the Mobile Parter, choose the "statistics", if the signals fluctuate greatly and the signals displayed on the Mobile Partner are unstable, contact the local customer service center for help.



----End

#### 10.5 3G Signals Are Unstable

- Step 1 Use a data card of another type or another one to check whether the same problem occurs.
- **Step 2** Start the Mobile Parter, choose the "statistics", if the signals fluctuate greatly and the signals displayed on the Mobile Partner are unstable, contact the local customer service center for help.



----End

### **10.6 Failure to Register on a LTE Network**

**Step 1** Check whether the data card is identified. Figure 10-2 shows the Device Manager after the data card is normally identified.



#### Figure 10-1 data card normally identified



- Step 2 Check whether the SIM card is inserted.
- Step 3 Use a data card of another type or another one to check whether the area is under signal coverage.
- **Step 4** Use the Mobile Partner to search networks manually. Wait for about two minutes, and then check whether any network is found.
- Step 5 If still no network is found, contact the local customer service center for help.
- **Step 6** If networks are found, check whether the target network is included. Try to register on the target network.
- Step 7 If register fail, you can go after sales service center for help.

----End

#### 10.7 Failure to Register on a 3G Network

**Step 1** Check whether the data card is identified. Figure 10-2 shows the Device Manager after the data card is normally identified.



#### Figure 10-2 data card normally identified



- Step 2 Check whether the SIM card is inserted.
- Step 3 Use a data card of another type to check whether the area is under signal coverage.
- **Step 4** Use the Mobile Partner to search networks manually. Wait for about two minutes, and then check whether any network is found.
- Step 5 If no network is found, you can send to after sales service department for help.
- **Step 6** If networks are found, check whether the target network is included. Try to register on the target network.
- Step 7 If register fail, you can send to after sales service department for help.



## **11** FAQs on Dashboard Upgrade

### 11.1 Failure to Upgrade the Dashboard

If you have trouble in upgrading the dashboard, perform the following steps (strictly in the following order):

- Step 1 Connect the data card to a PC, ensuring that the PC identifies the data card properly.
- Step 2 Upgrade the software of the data card with the latest firmware version.
- Step 3 After the firmware is upgraded successfully, upgrade the dashboard.



You can remove the data card only after the dashboard is upgraded completely.

**Step 4** If you still fail to upgrade the dashboard after the preceding steps, contact the local service center for help.