

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:

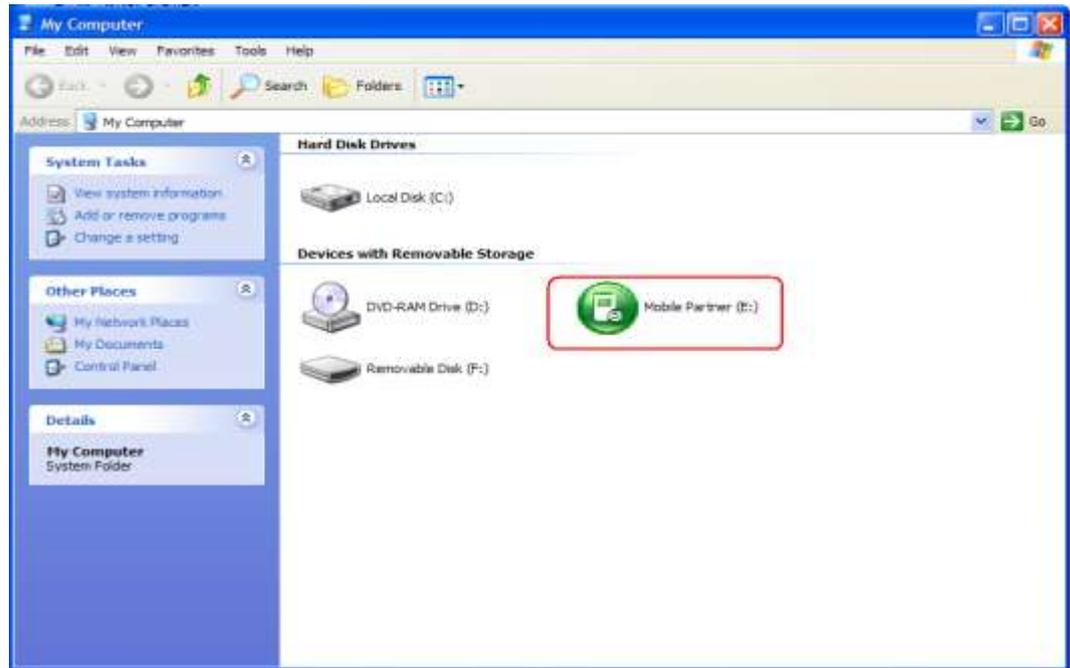
- Step 1** Insert the data card into the PC directly or through a USB extension cable.
- Step 2** Wait about one minute. The related software drive is identified.

 **NOTE**

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.

Figure 1-1 Mobile Partner identified

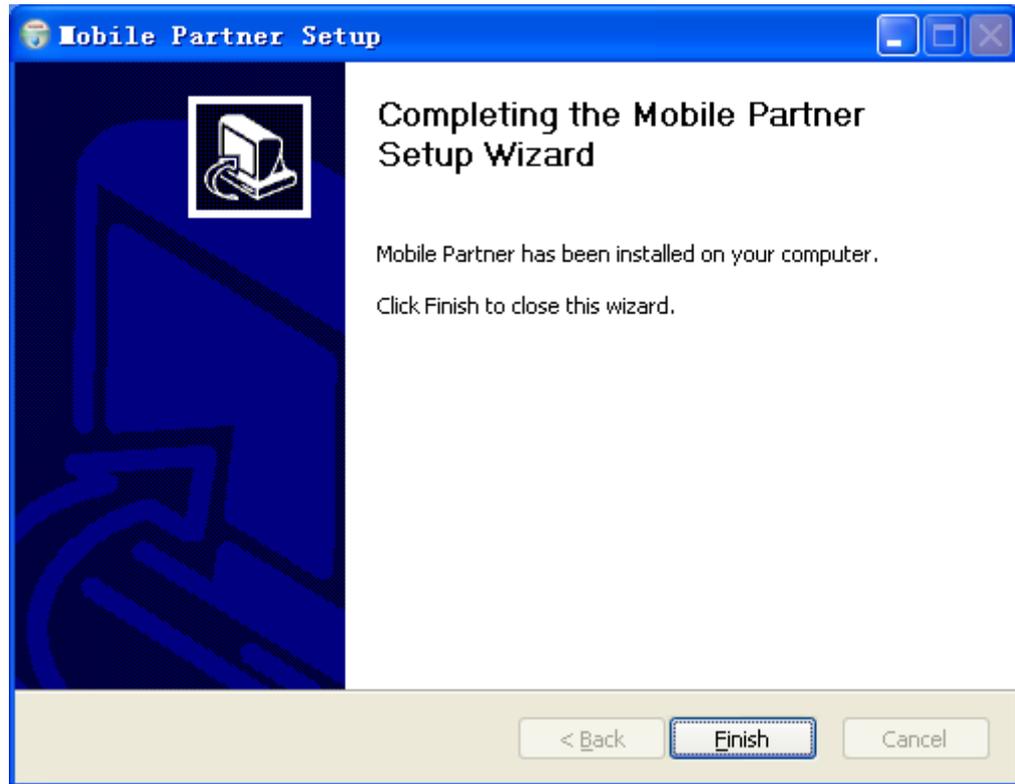


Step 3 The operating system (OS) automatically runs the setup program and installs the Mobile Partner step by step. If the automatic setup fails, see section 1.4 "How Can I Enable Automatic Installation?" or section 1.5 "If Automatic Installation Is Not Enabled, How Can I Install the Data Card Manually?".

Figure 1-2 Installer Language

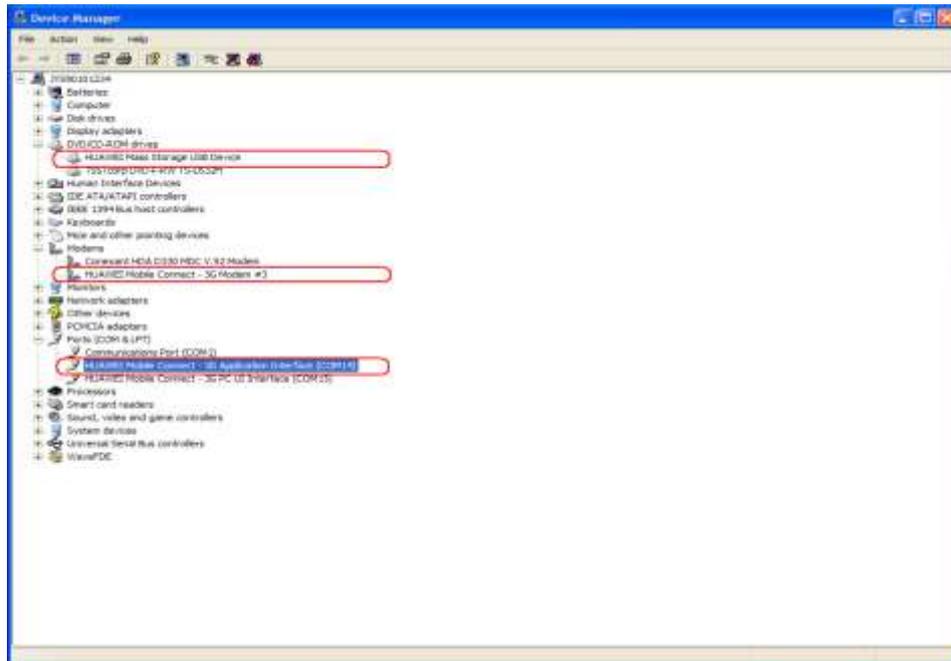


Step 4 After the Mobile Partner is installed, click **Finish**, and then wait until the data card is restarted.

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:

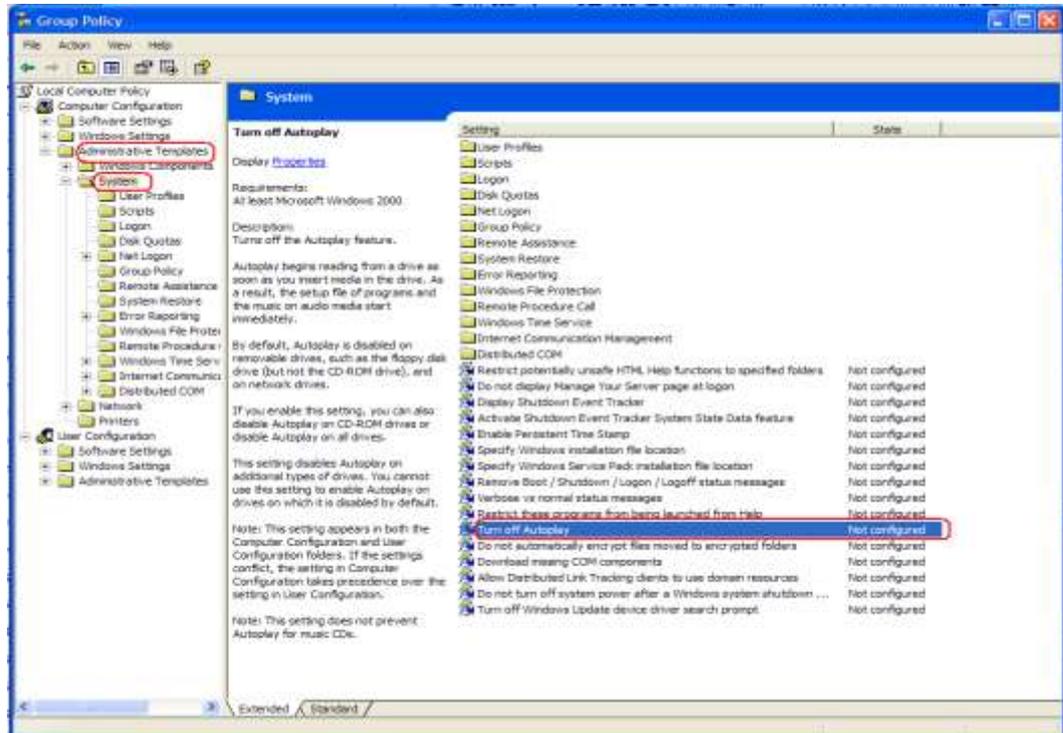
- Step 1** Choose **Start > Run** and type **gpedit.msc** in the **Run** box.

The **Group Policy Object Editor** window is displayed.

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

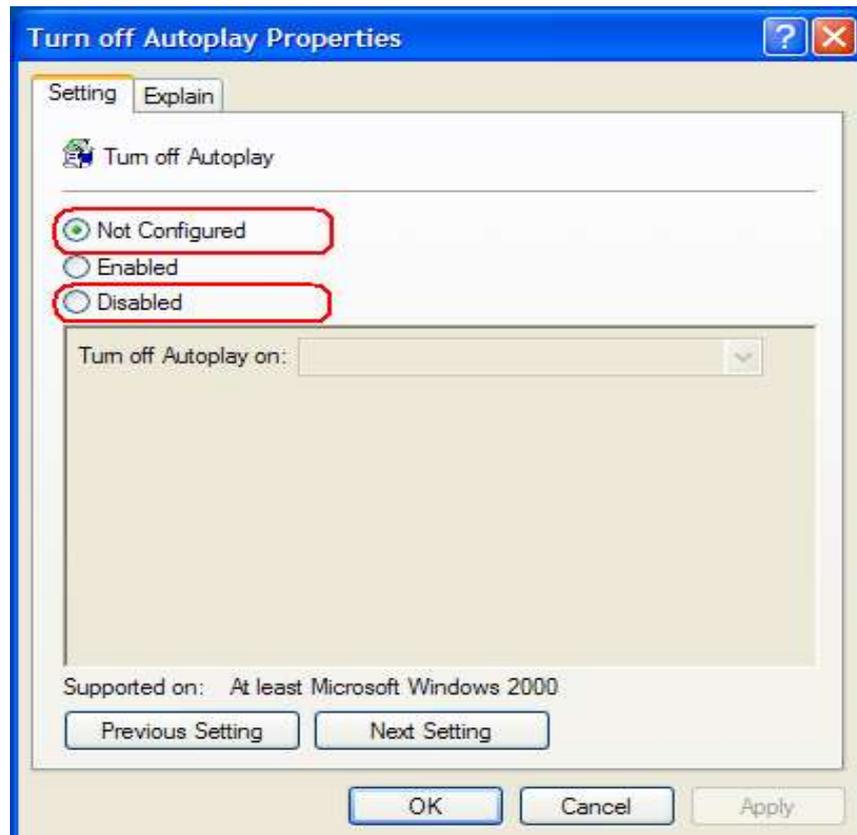
Step 3 In the right pane, choose **Setting**, double-click **Turn off Autoplay**.

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.

Figure 1-6 Turn off Autoplay Properties dialog box



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**.

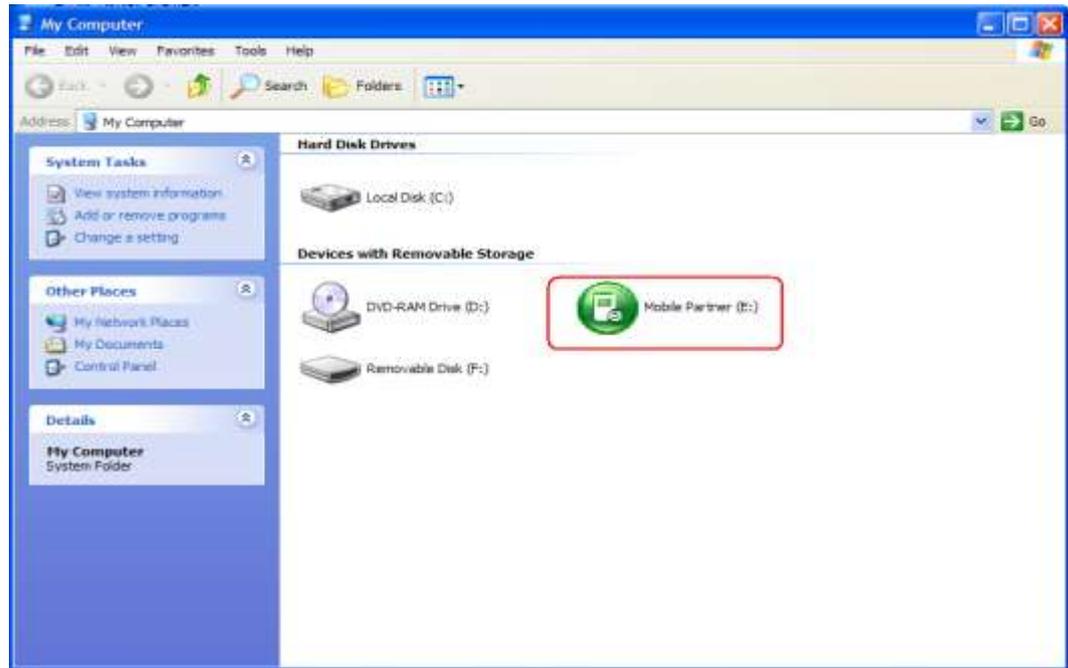
----End

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.

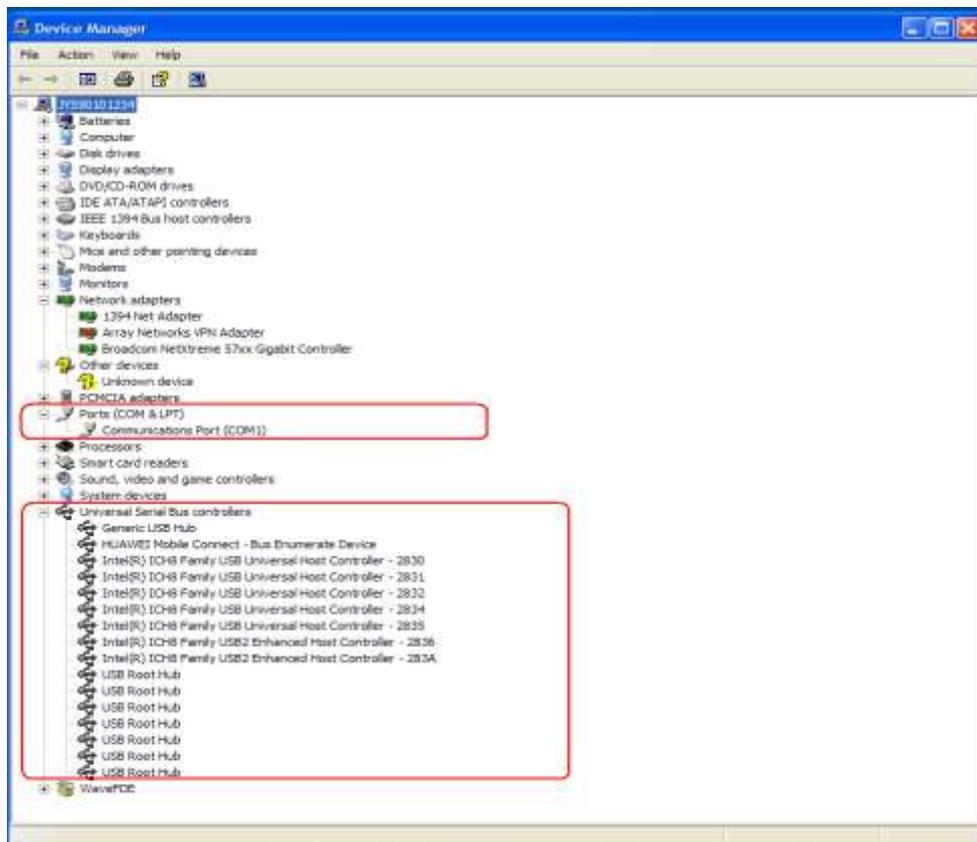
Step 5 Install the related software by following steps.

----End

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

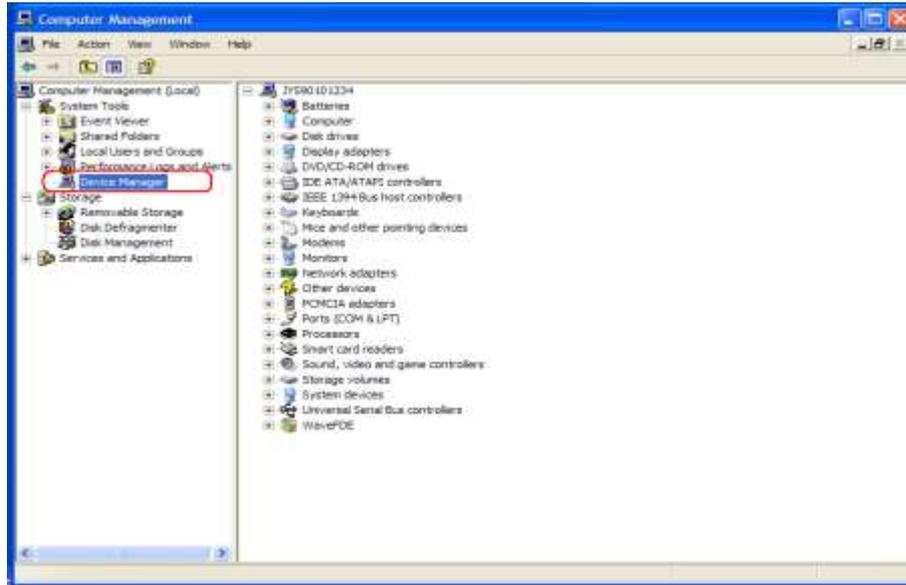


A: To solve the problem, do as follows:

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

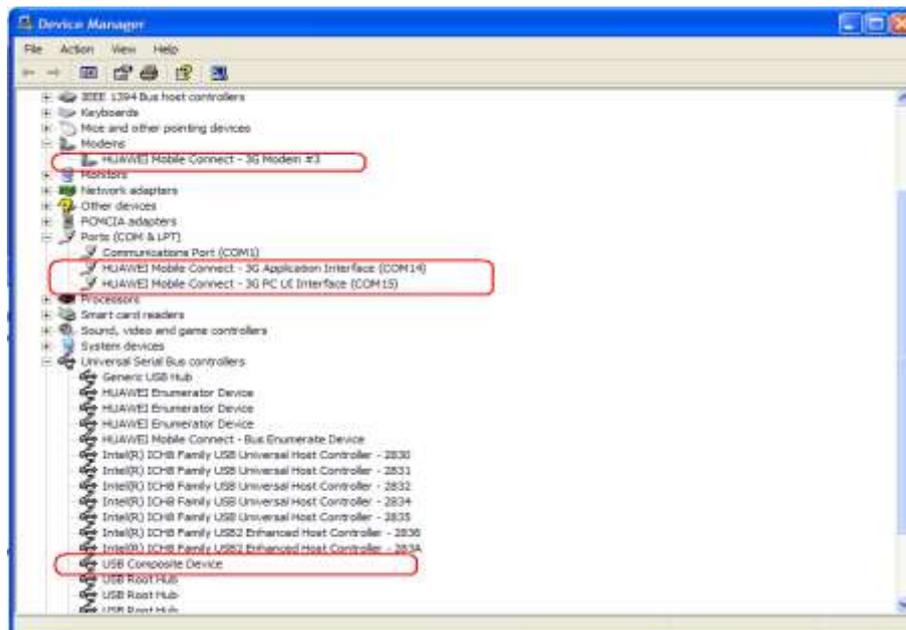
Step 3 Click **Device Manager**, as shown in Figure 2-2.

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.

**NOTE**

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

----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.

----End

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

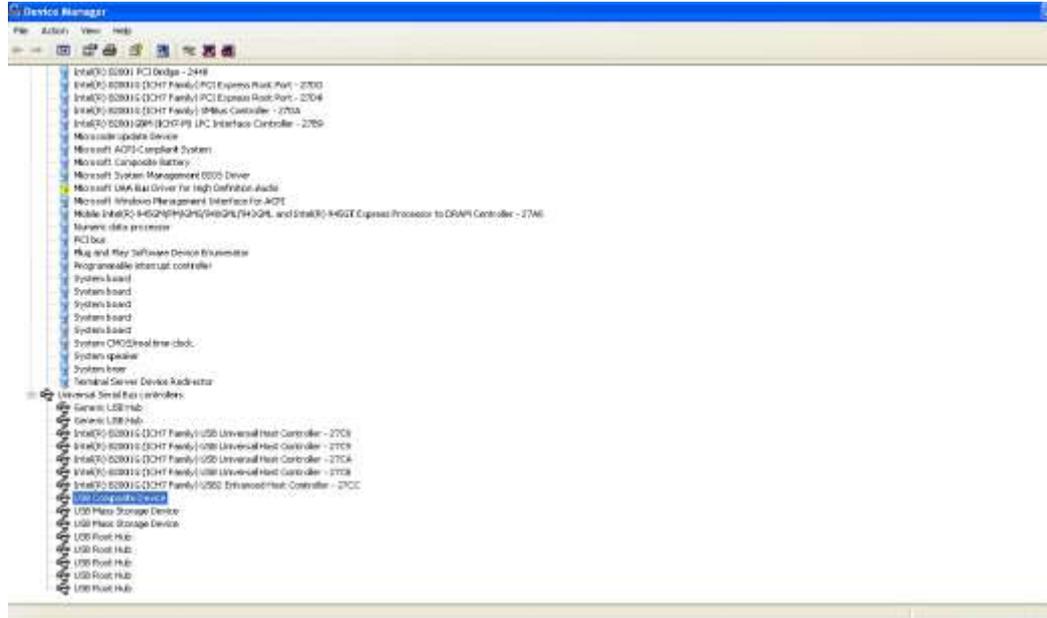
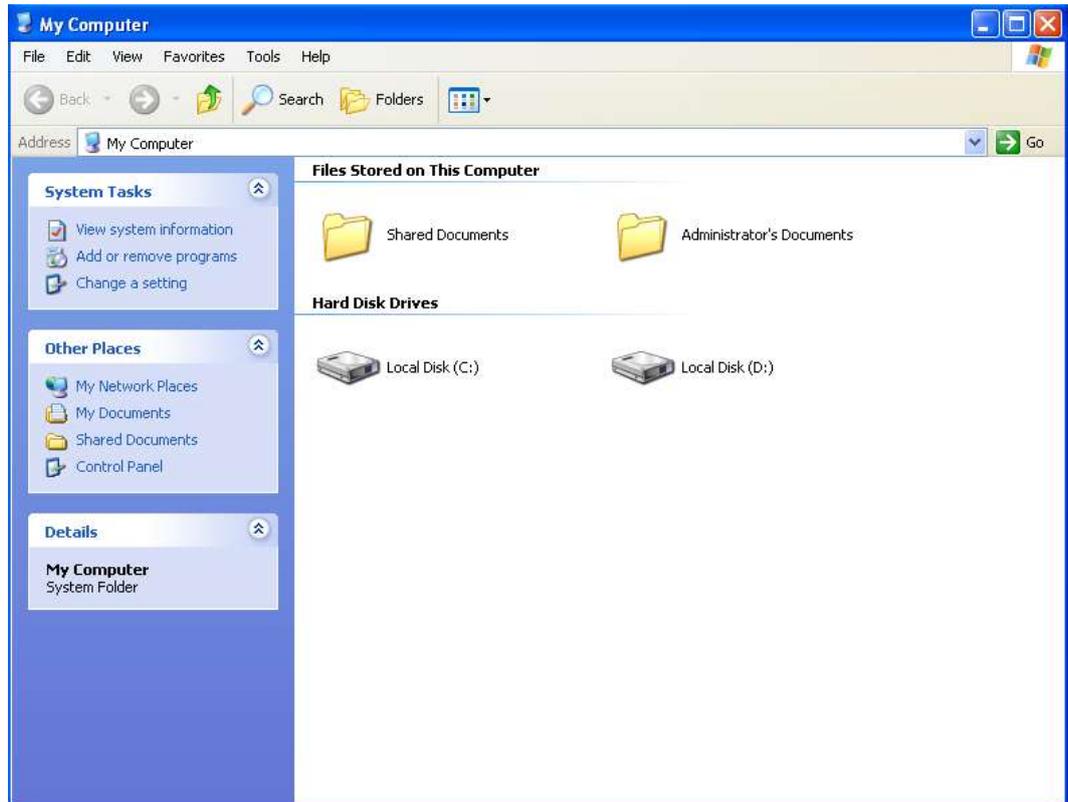


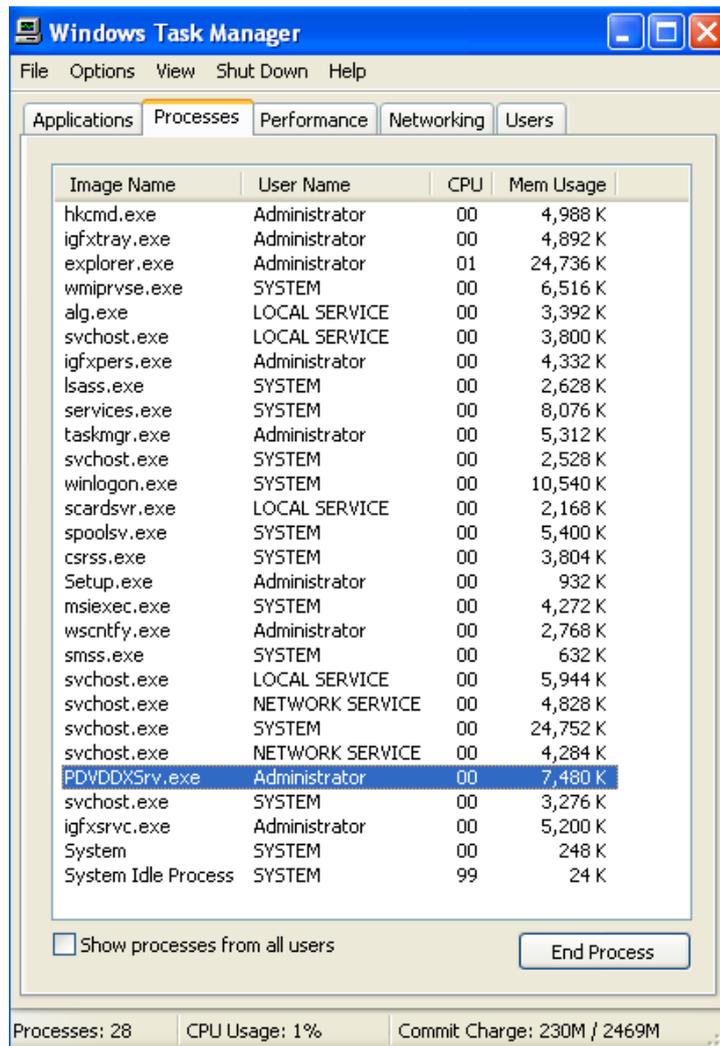
Figure 2-5 No CD-ROM and SD drive letters in My Computer



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.

Figure 2-6 Task manager



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:

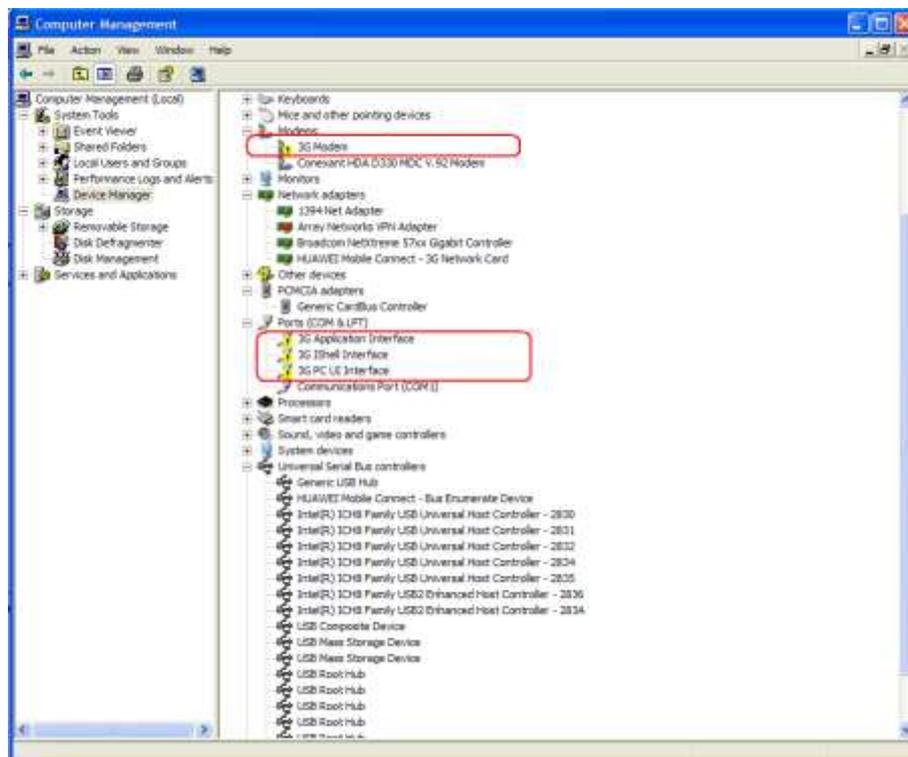
Step 1 Uninstall the mobile partner (Mobile Partner).

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



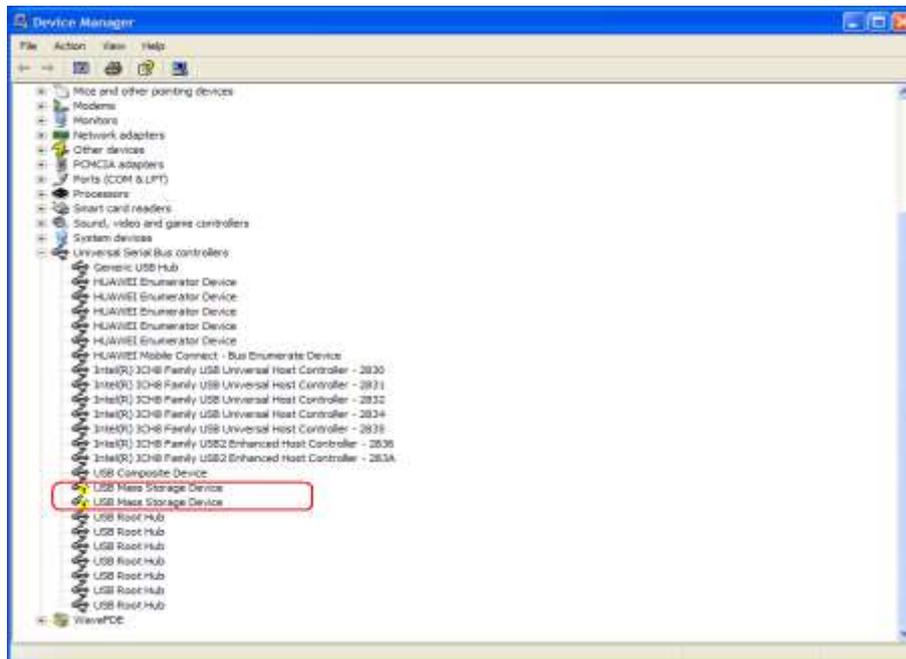
A: To solve the problem, do as follows:

- 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.

----End

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-E325-11CE-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.

----End

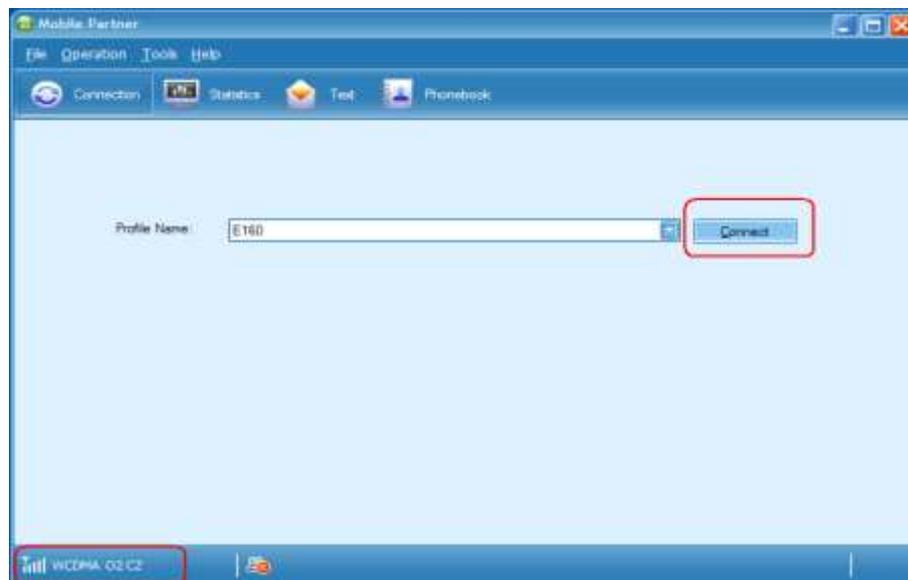
3 FAQs on Operation

3.1 How to Access the Network Through Dial-Up

A: To solve the problem, do as follows:

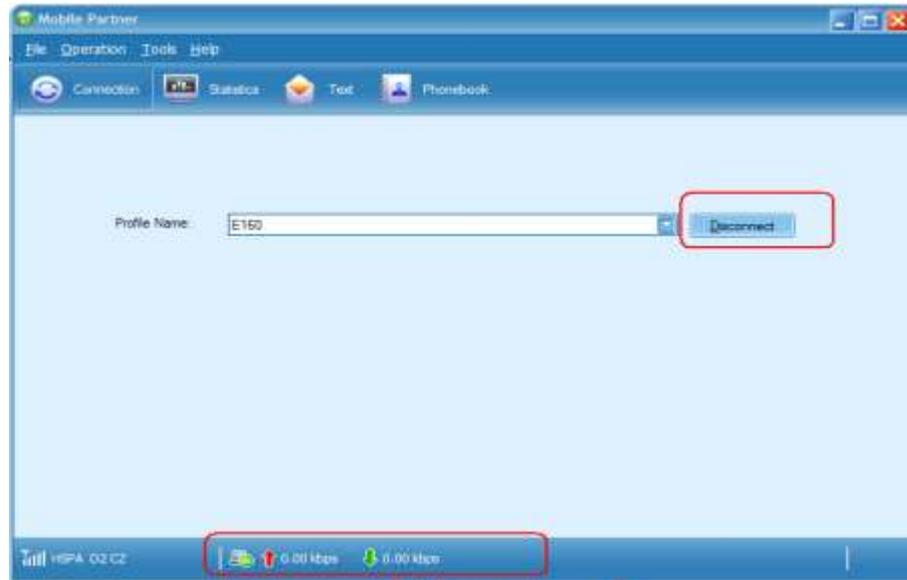
- Step 1** Check whether the data card-related software is installed on the PC. If not, see section 1.2 "How Can I Install the Data Card?".
- Step 2** Insert the data card.
- Step 3** Start the Mobile Partner.
- Step 4** Check whether the correct profile is set. For details, see section 3.3 "How to Set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

Figure 3-1 Signal and network identifier identified



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

Figure 3-2 Data traffic



----End

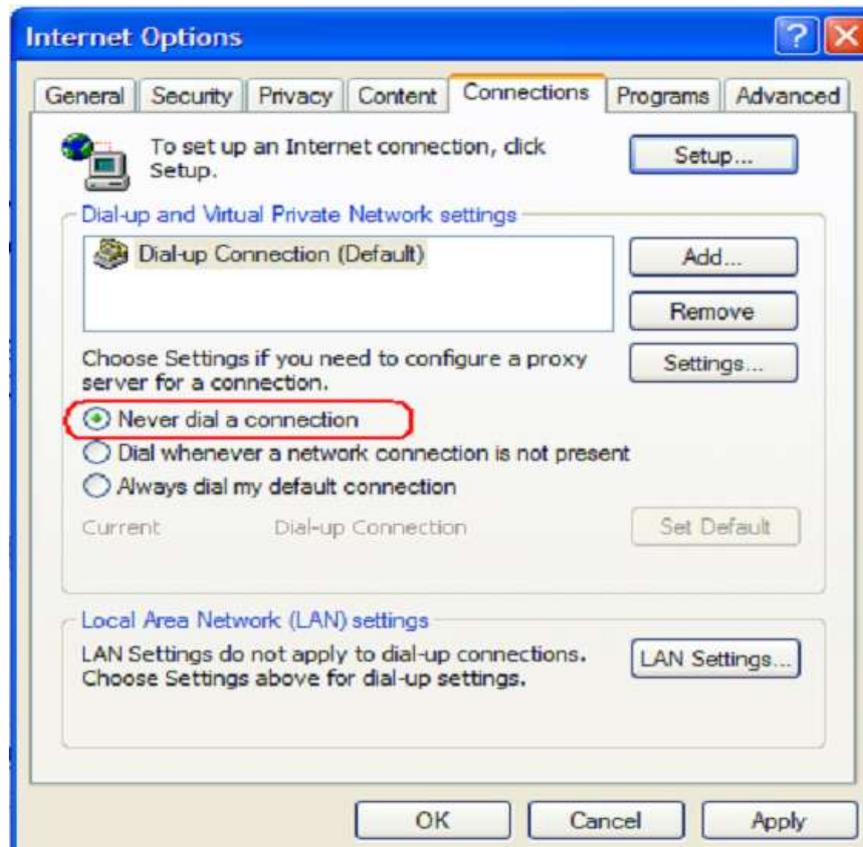
3.2 How to Remove the Network Connection Dialog Box, which Prompts Whether to Use the Modem When I Access the Network Without Using the USB Modem

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



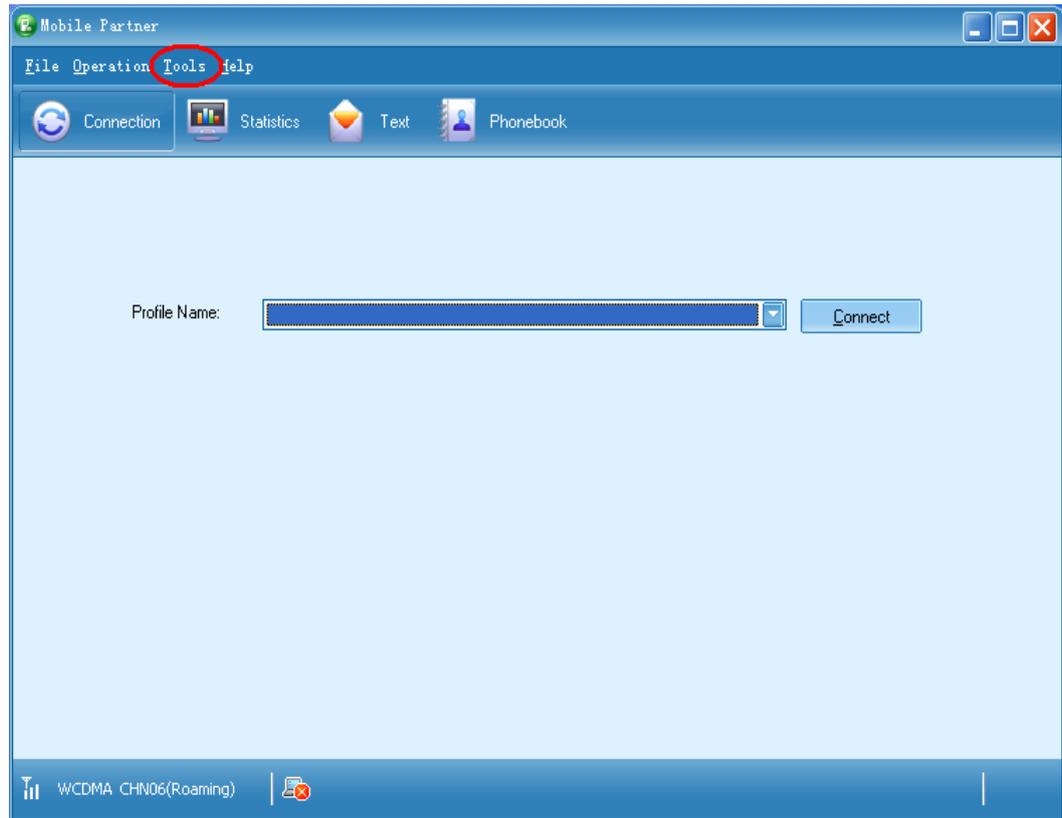
----End

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.

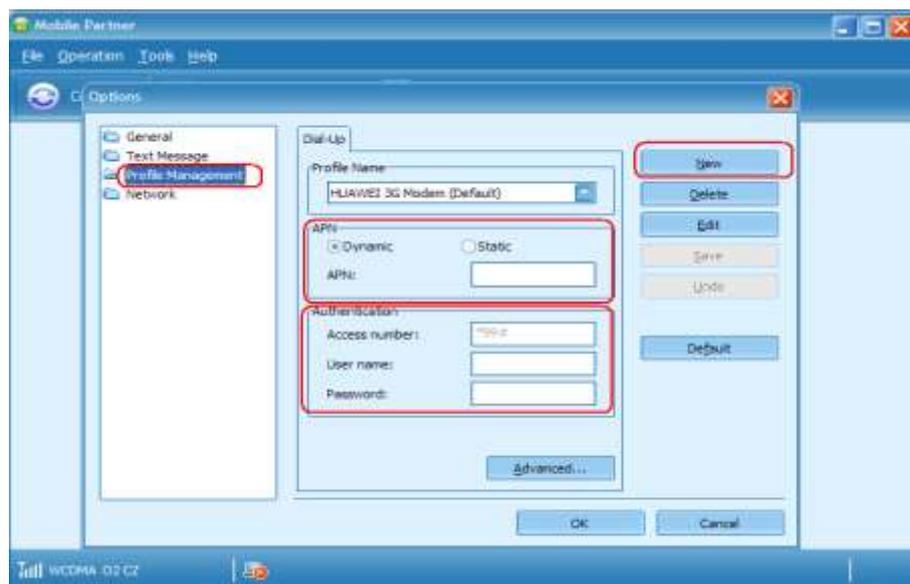
- Step 1** Check whether the correct profile is set for the Mobile Partner of the data card. If yes, go to Step 2.

Figure 3-4 Tools menu



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





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?

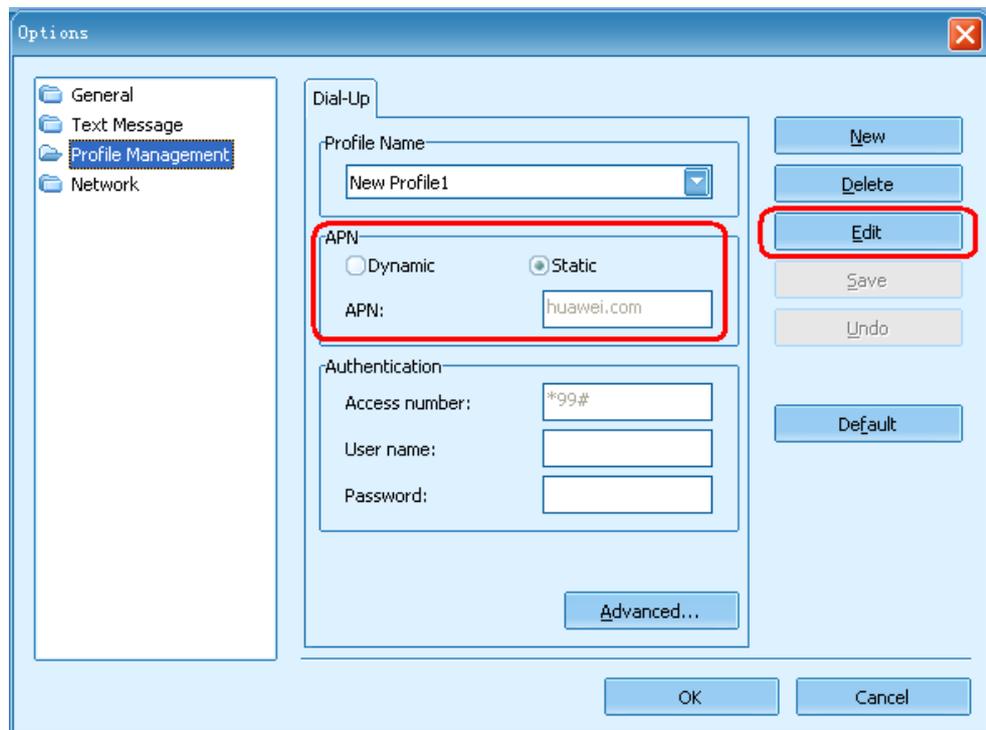
A: To solve the problem, do as follows:

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.

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.

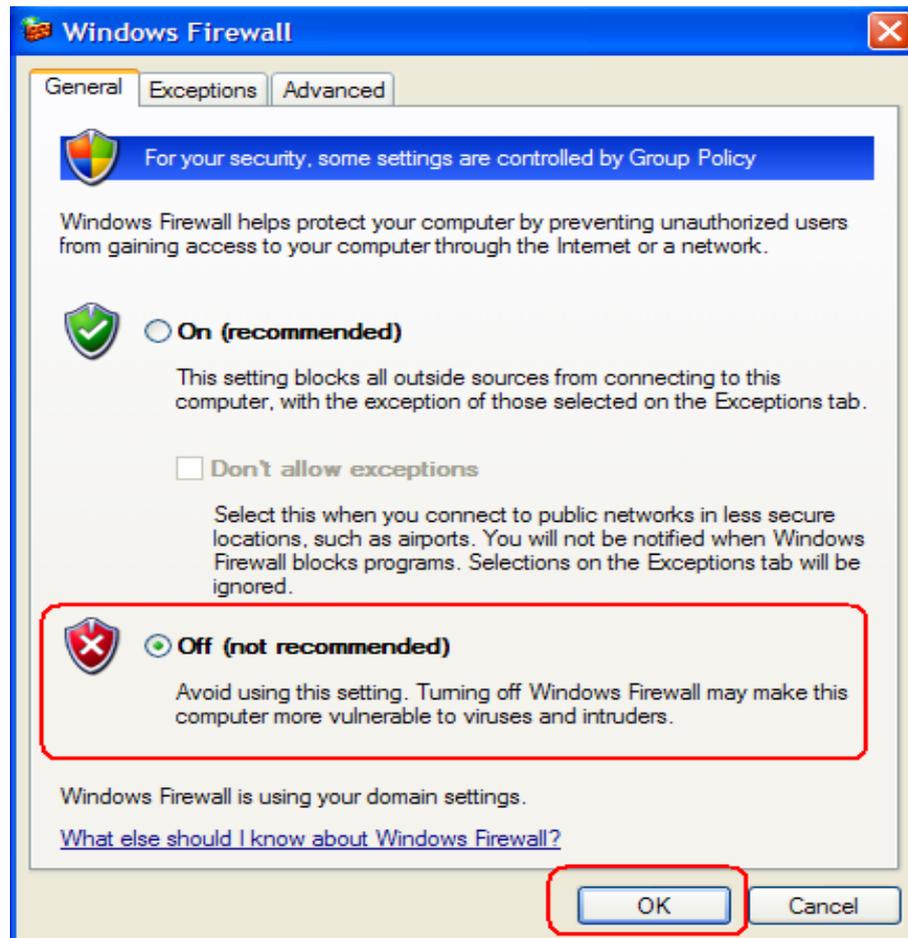
Figure 4-3 Windows Firewall dialog box



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

```
C:\Windows\system32\cmd.exe

PPP adapter UNICOM:

Connection-specific DNS Suffix . :
IP Address . . . . . : 0.0.0.0
Subnet Mask . . . . . : 0.0.0.0
Default Gateway . . . . . : 172.18.89.76

PPP adapter UNICOM:

Connection-specific DNS Suffix . :
IP Address . . . . . : 172.18.89.76
Subnet Mask . . . . . : 255.255.255.255
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.

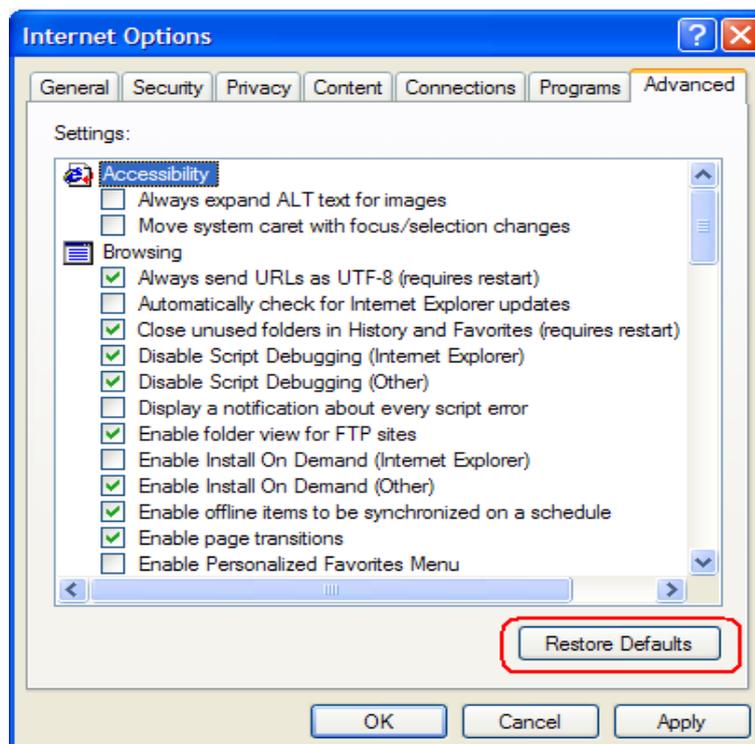
Step 2 Exit some applications to release some memory.

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

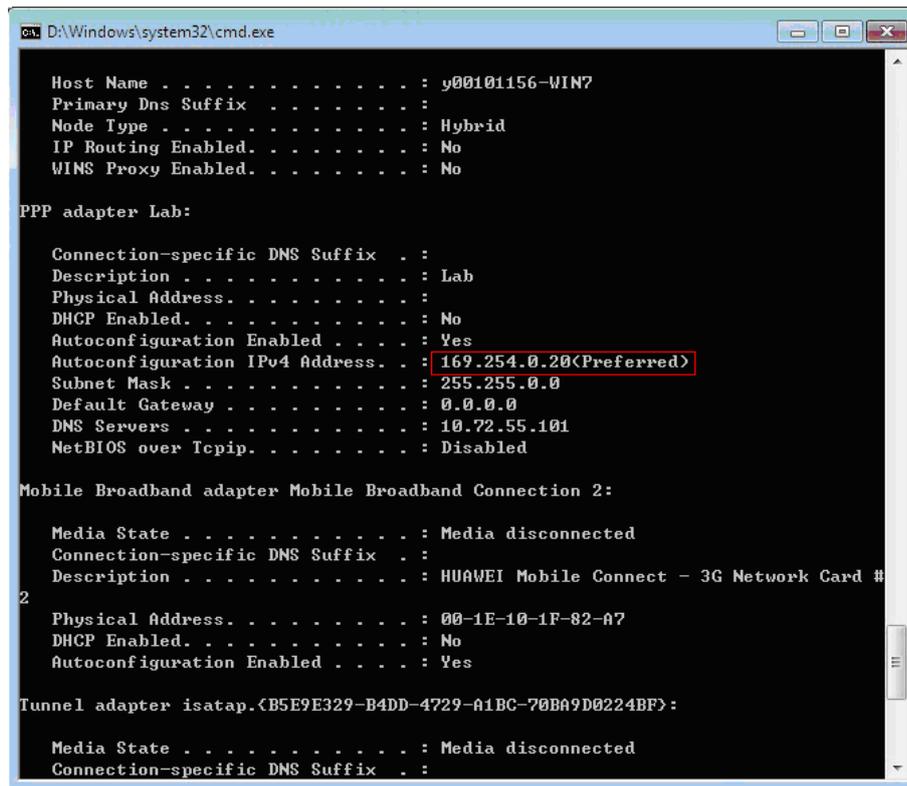


----End

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



```
cmd, D:\Windows\system32\cmd.exe

Host Name . . . . . : y00101156-WIN7
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No

PPP adapter Lab:

Connection-specific DNS Suffix . :
Description . . . . . : Lab
Physical Address. . . . . :
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes
Autoconfiguration IPv4 Address. . : 169.254.0.20(Preferred)
Subnet Mask . . . . . : 255.255.0.0
Default Gateway . . . . . : 0.0.0.0
DNS Servers . . . . . : 10.72.55.101
NetBIOS over Tcpip. . . . . : Disabled

Mobile Broadband adapter Mobile Broadband Connection 2:

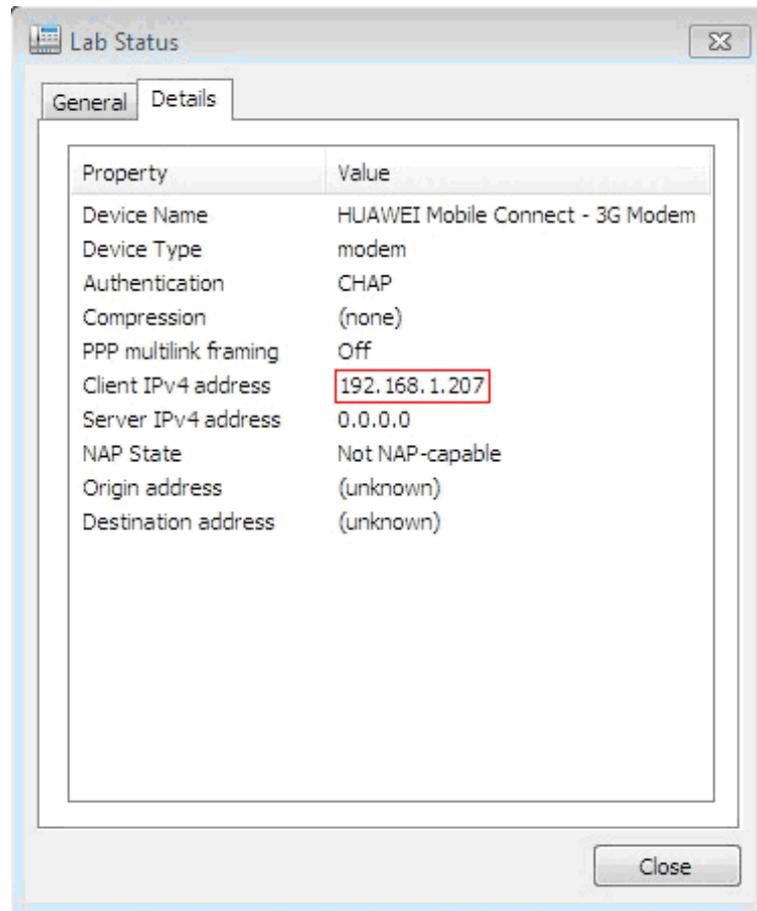
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Description . . . . . : HUAWEI Mobile Connect - 3G Network Card #
2
Physical Address. . . . . : 00-1E-10-1F-82-A7
DHCP Enabled. . . . . : No
Autoconfiguration Enabled . . . . : Yes

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.

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.

----End



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.

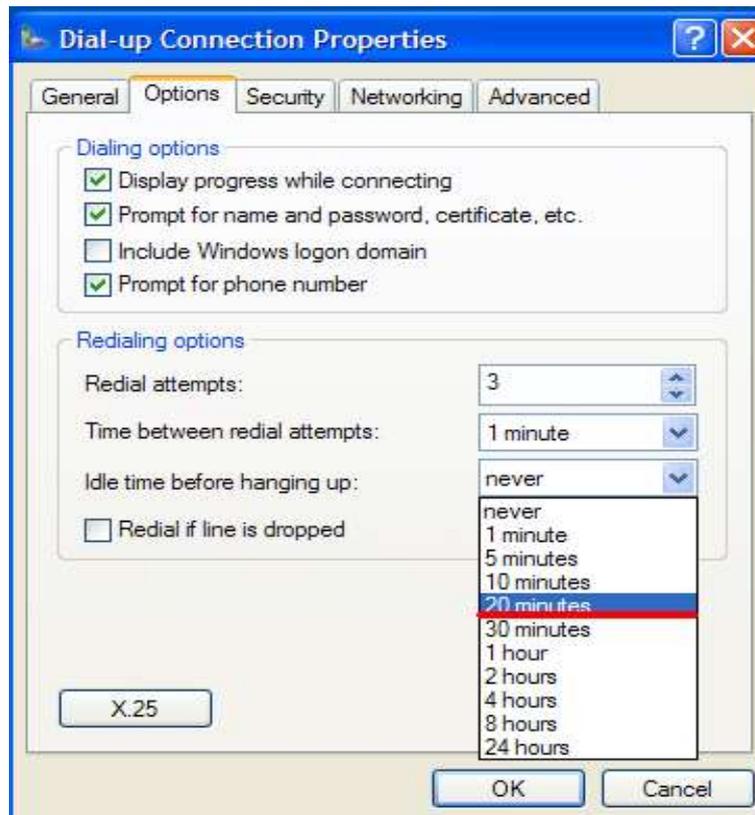
---End

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.

Figure 5-1 Checking the Idle time before hanging up option



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.

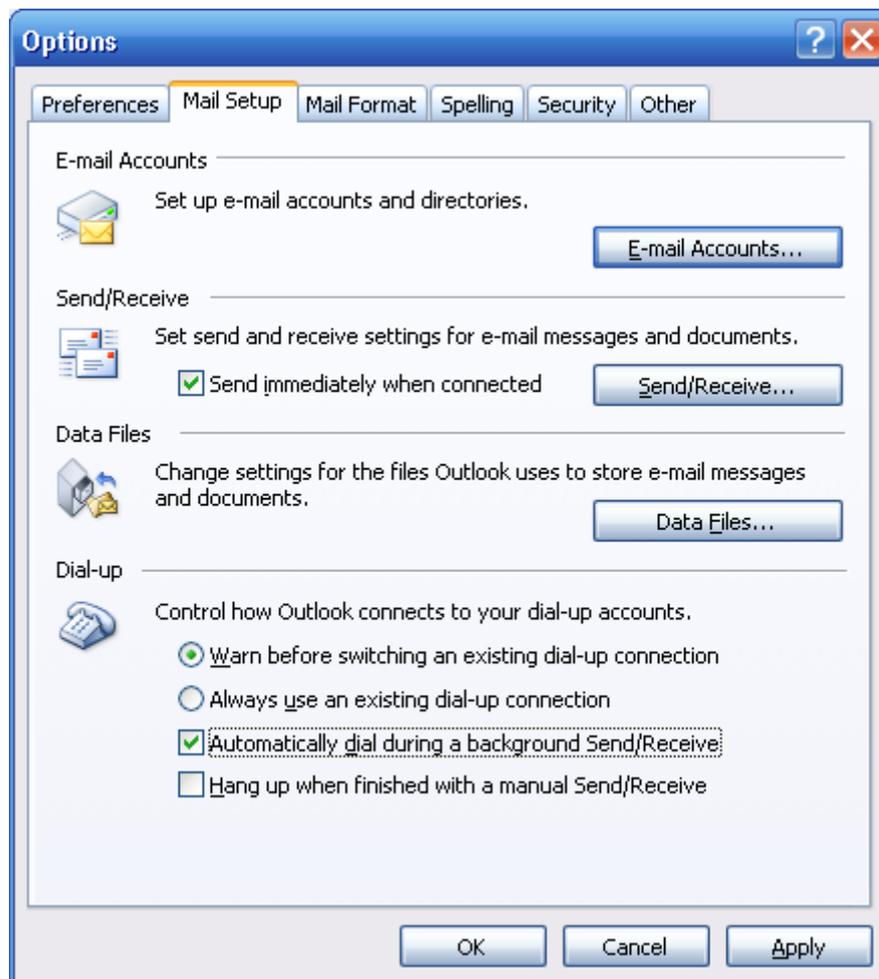
5.5 Network Periodically Deactivates the PPP Connection

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.

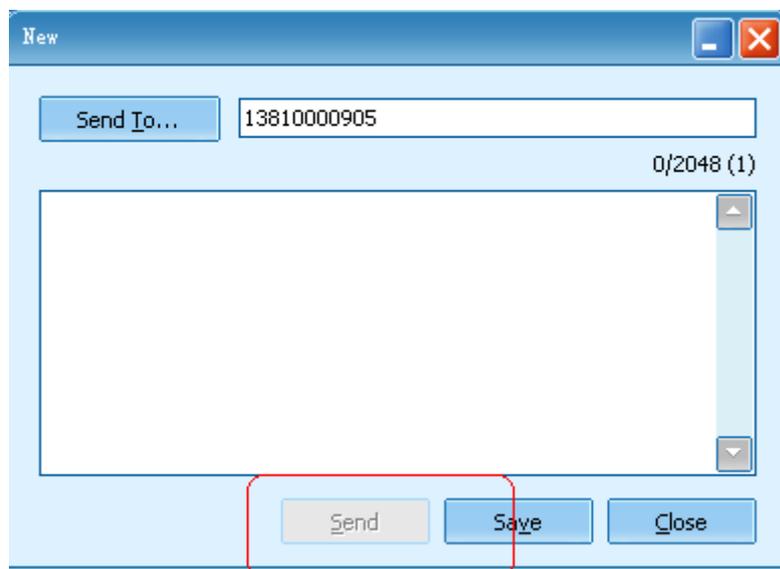
Figure 5-2 Windows Description



6 FAQs on SMS Failure

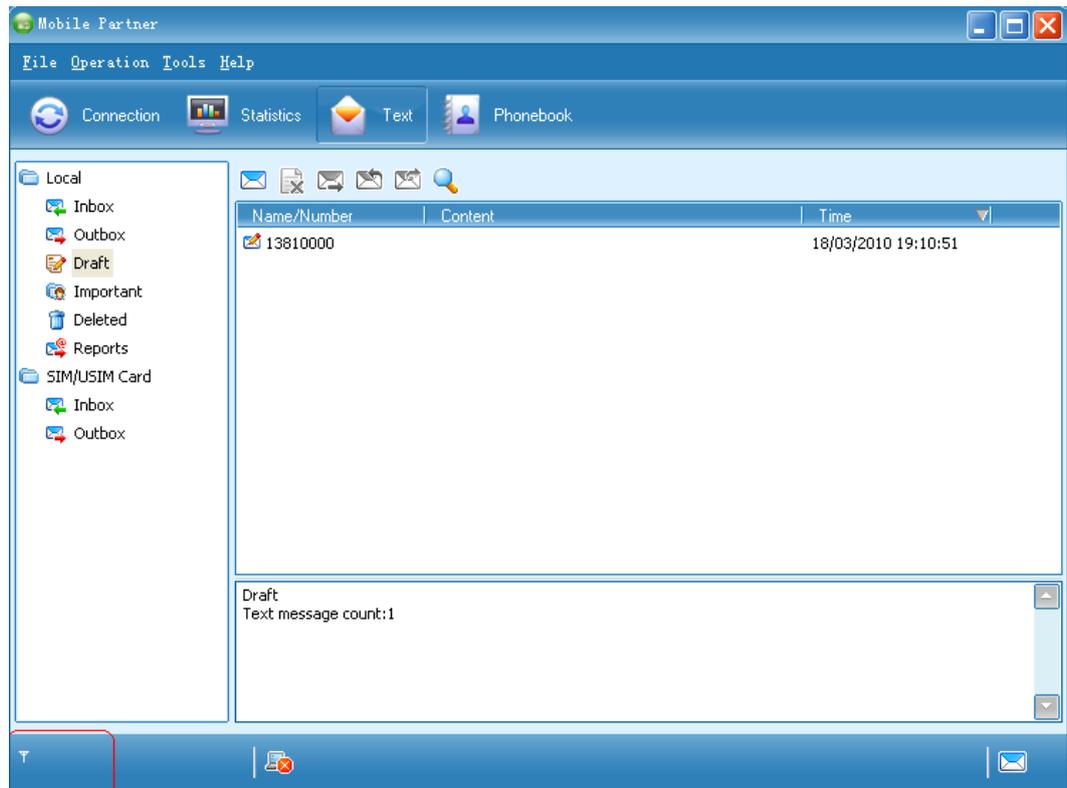
6.1 Why the Send Button Is Unavailable?

Figure 6-1 Failure to send short messages



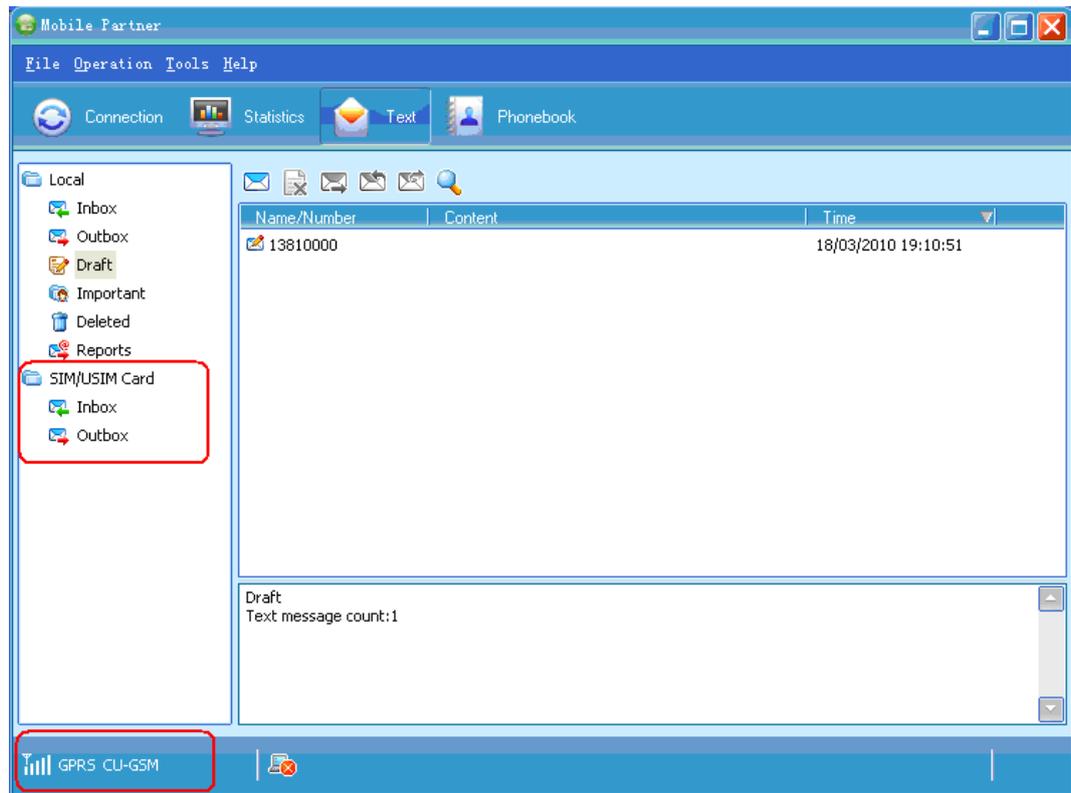
A: Check whether the data card already registers on a network that provides the SMS.

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

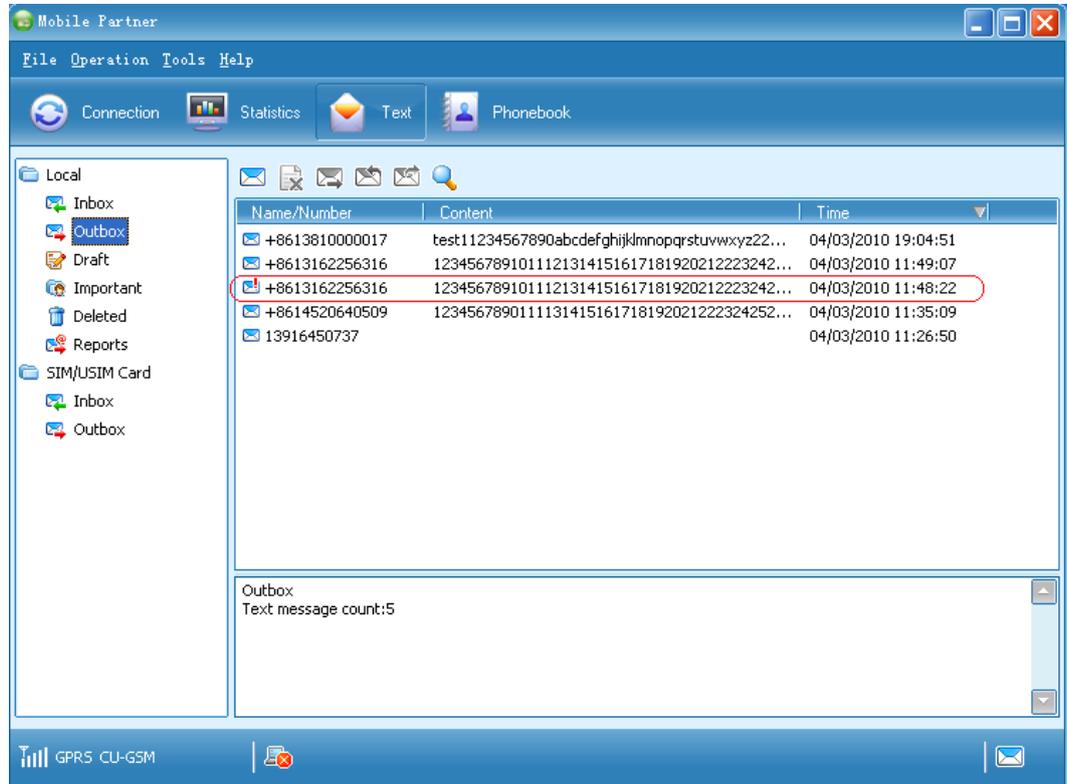
As shown in Figure 6-3, the data card registers on a network that provides the SMS, and the Mobile Partner and the UE are connected normally. In this case, the SMS can be used normally.

Figure 6-3 Registered on a network that provides the SMS



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

Figure 6-4 Sent failed short message in the outbox

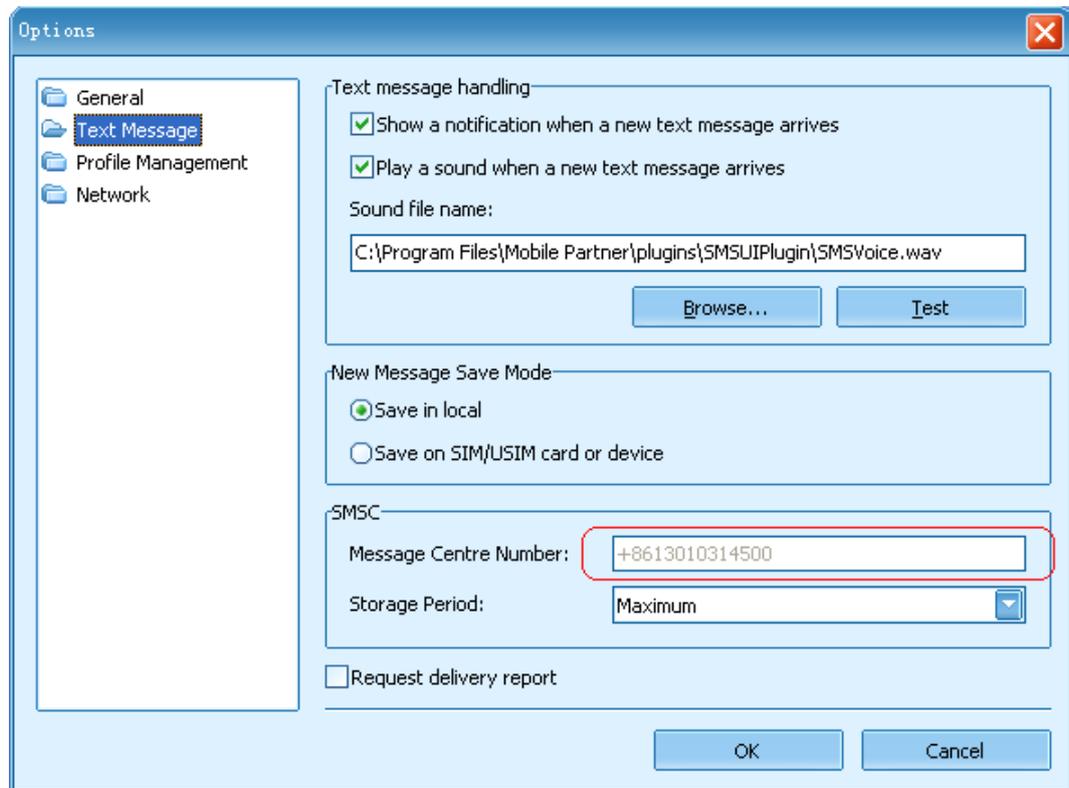


Step 2 Check whether the SMC settings are correct.

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



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.

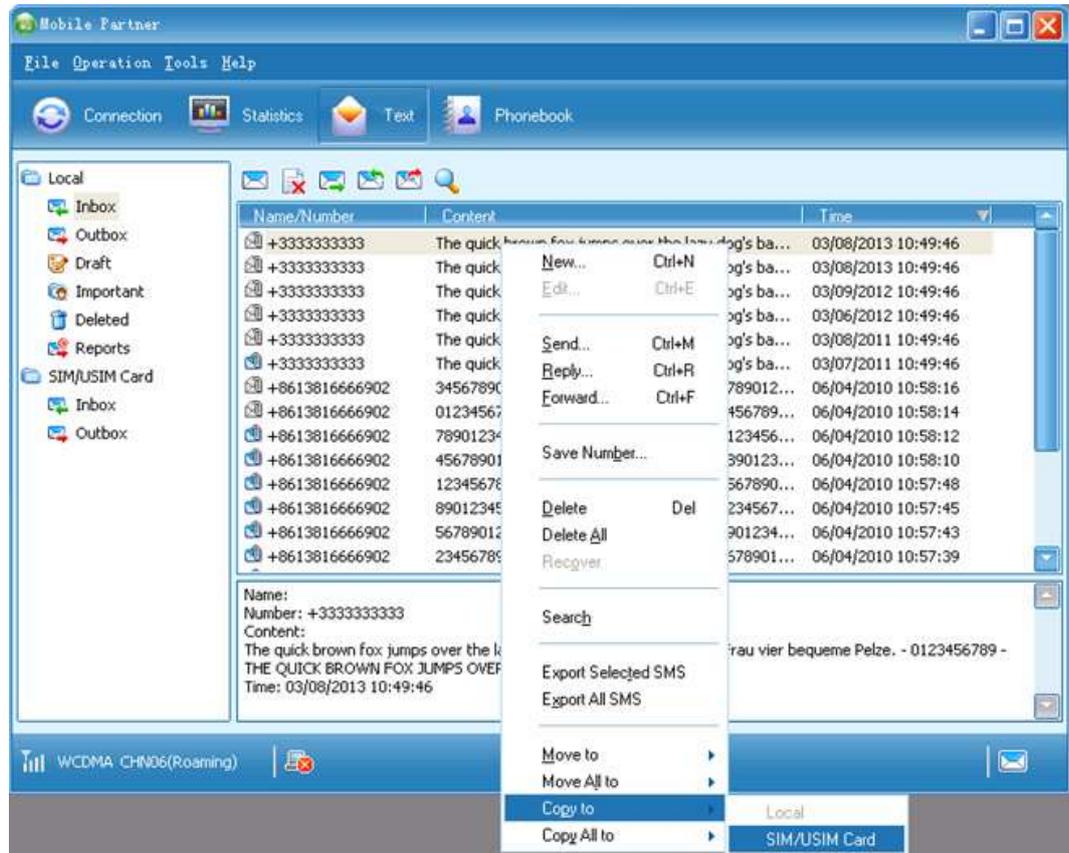
----End

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:

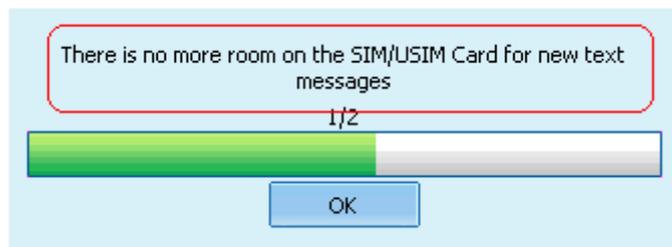
1. Click **Inbox** under **Local**, and then copy one short message to the (U)SIM card.

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



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



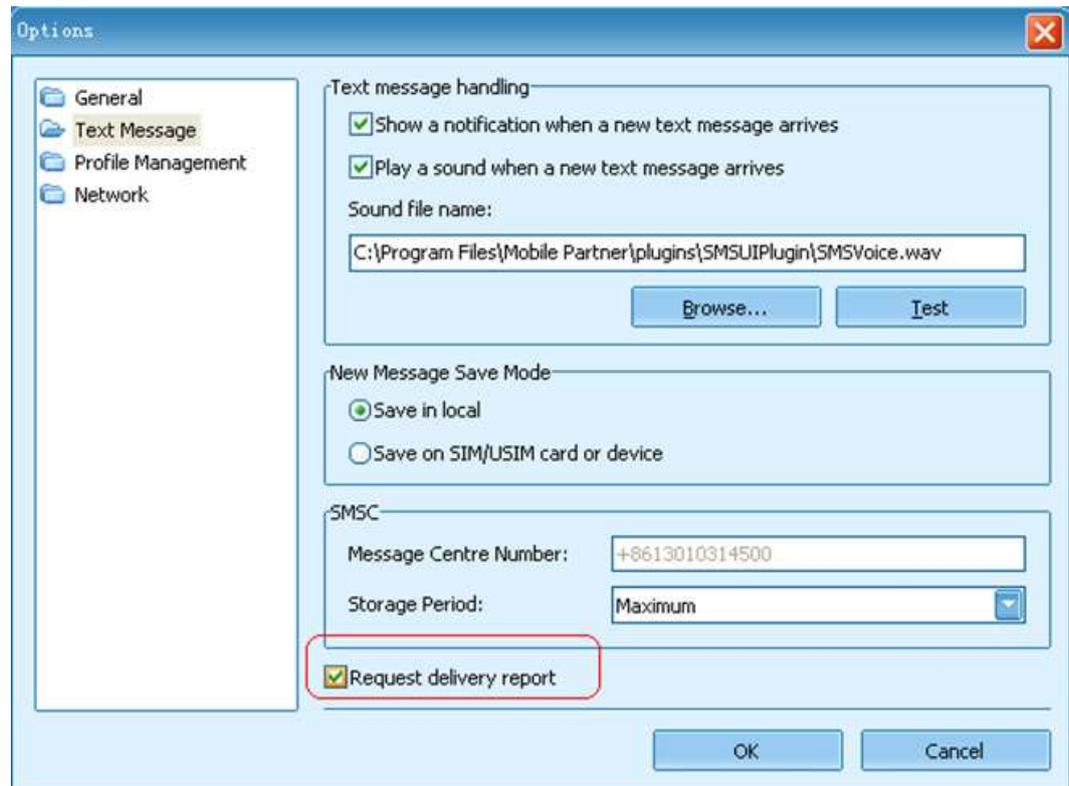
Step 2 If the (U)SIM card is full, delete the unnecessary short messages from the (U)SIM card.

----End

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

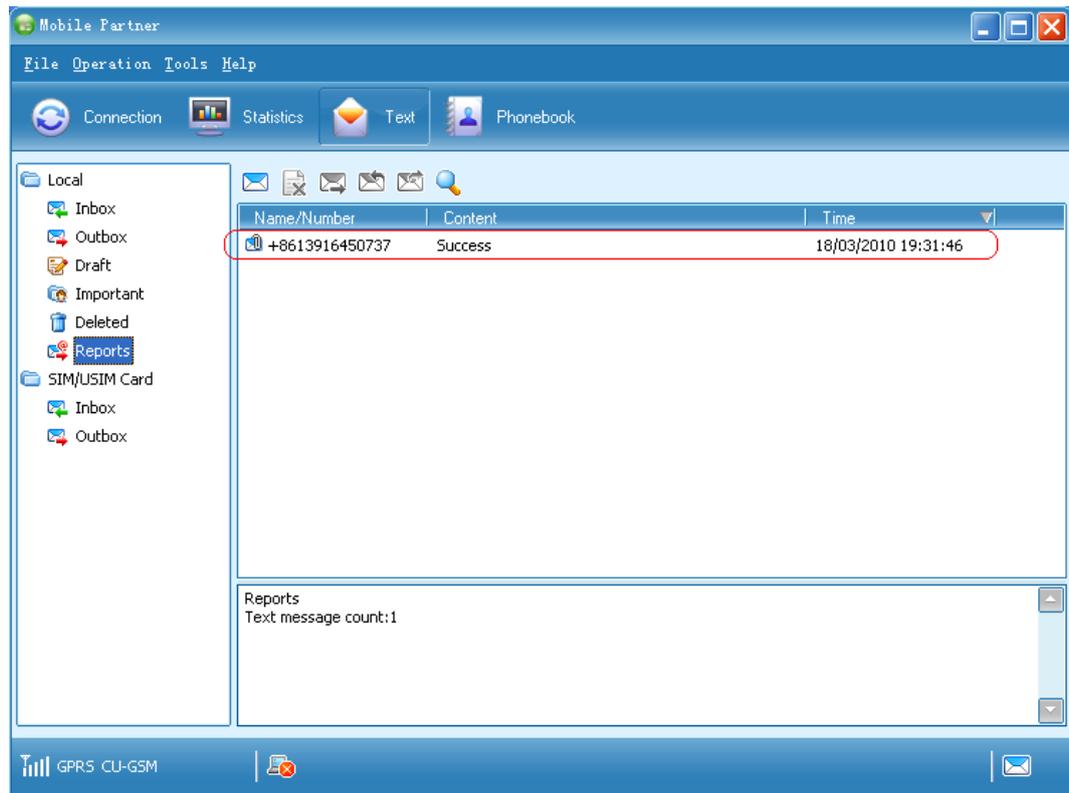
Step 1 Choose **Tools > Options**. Select the **Request delivery report** check box shown in Figure 6-8.

Figure 6-8 Setting “Request delivery report”



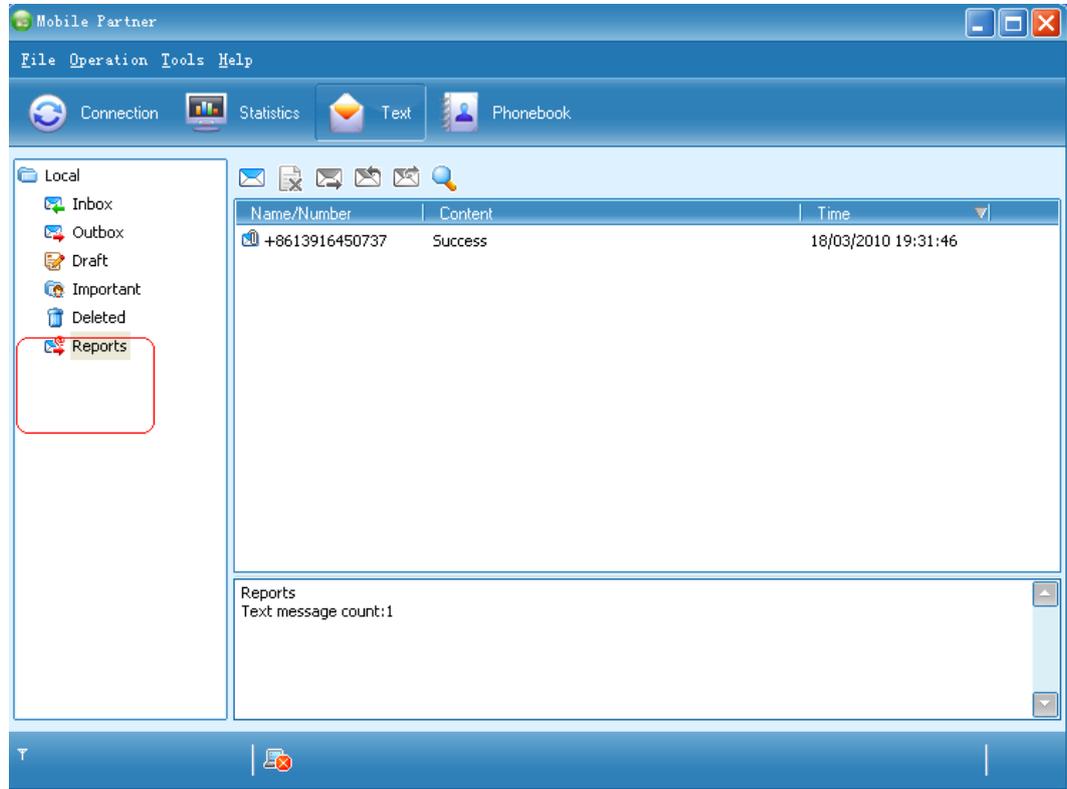
Step 2 Send a short message.

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

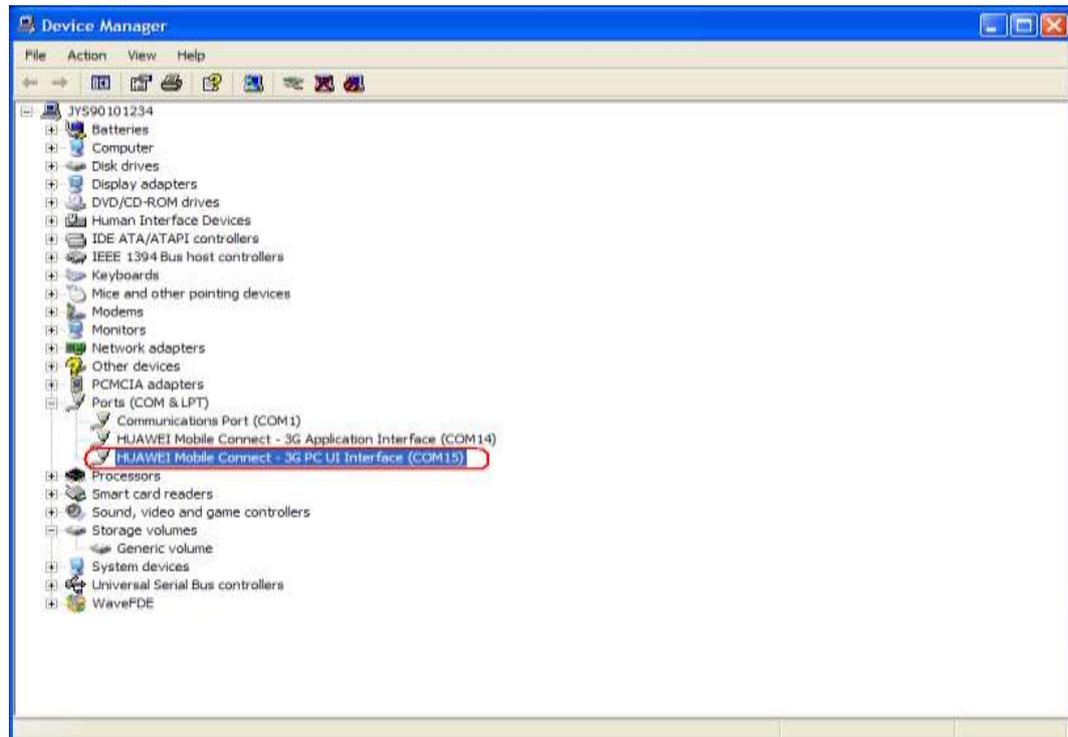
Figure 6-9 short message sent successfully**----End**

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

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.

Figure 6-11 Checking the PCUI port 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.

----End

7 FAQs on Dial-up Access Failure

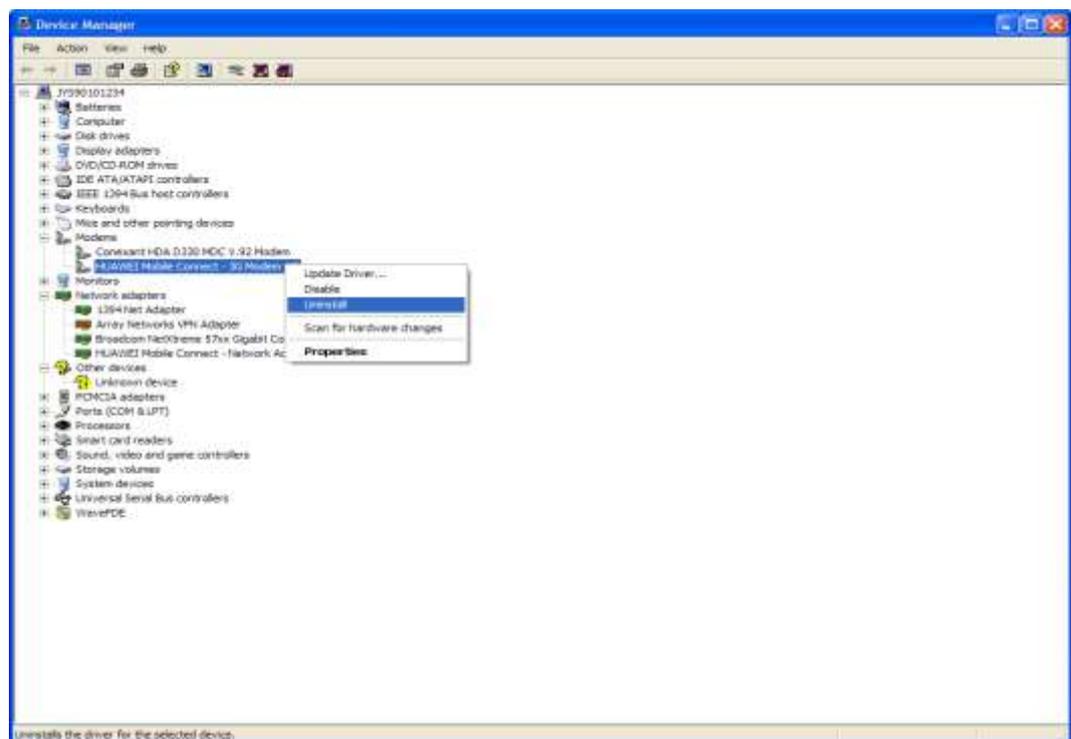
7.1 Error 633 and Error 797

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.

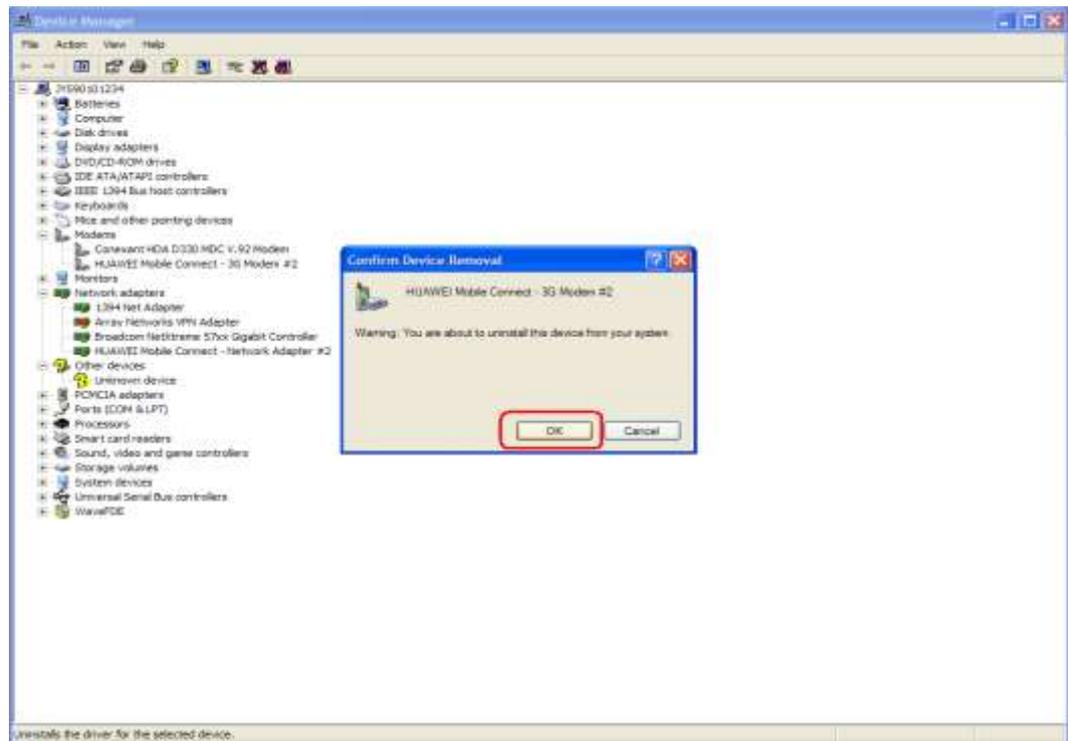
1. As shown in Figure 7-1, right-click the modem corresponding to the data card, and choose **Uninstall** from the shortcut menu.

Figure 7-1 Uninstalling Huawei modem device (1)



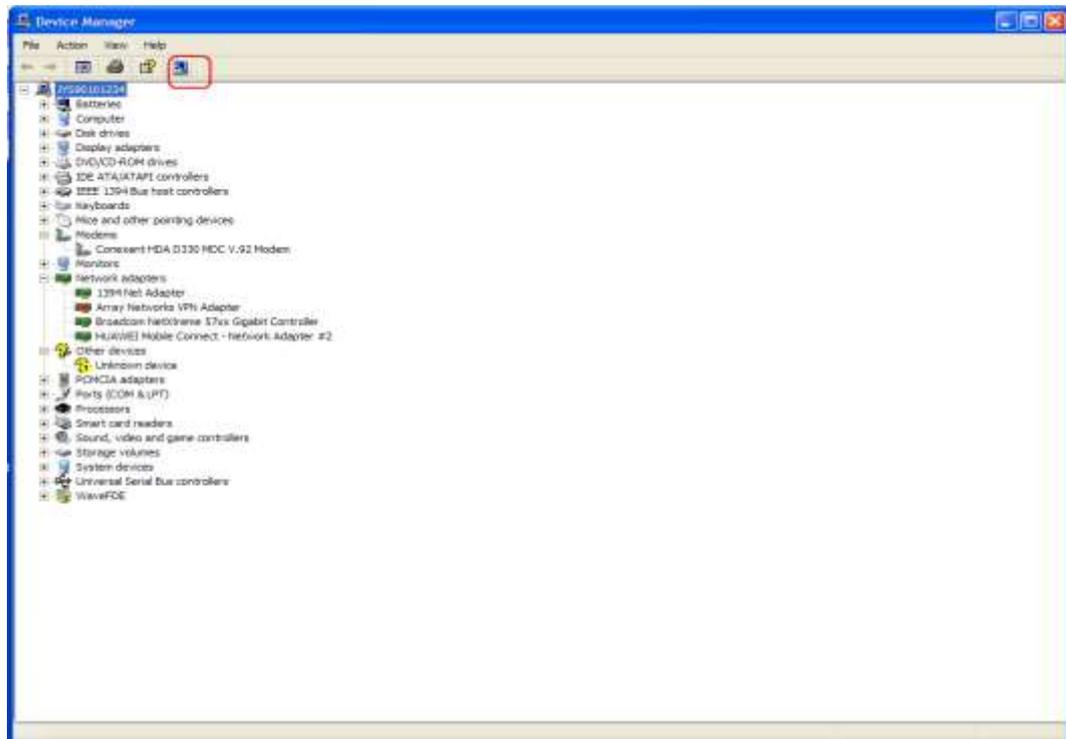
2. In the displayed dialog box, click **OK** to uninstall Huawei modem device, as shown in Figure 7-2.

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.

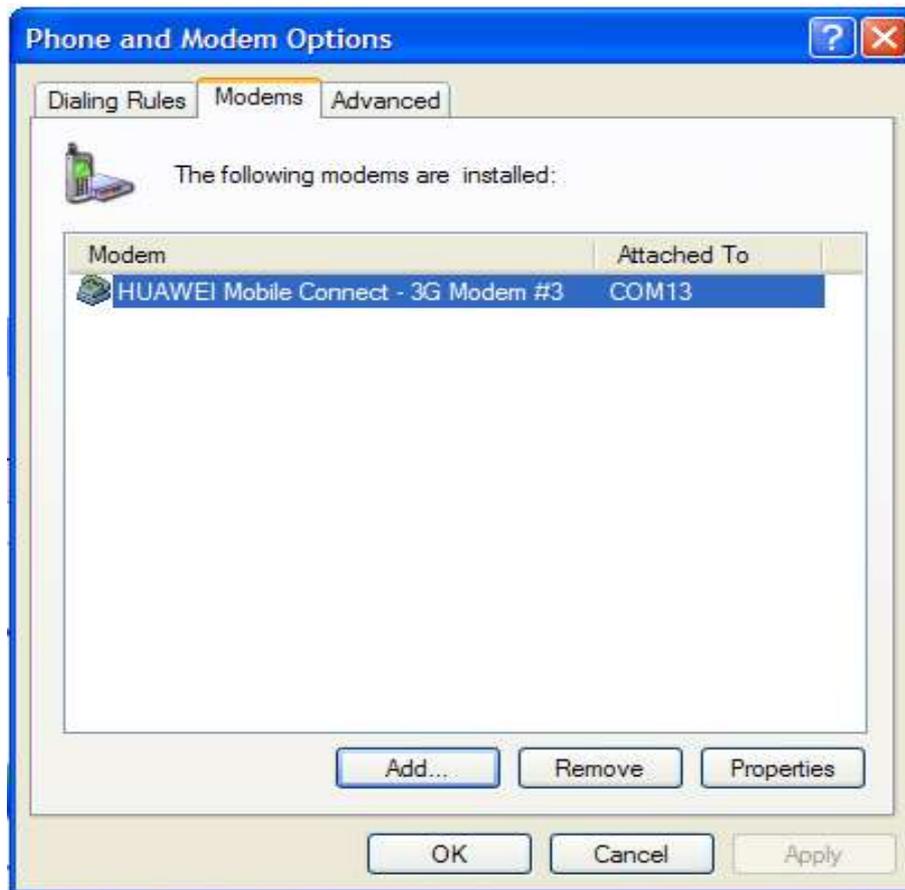
Figure 7-3 Re-scanning Huawei modem devices



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



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

----End

7.2 Error 680

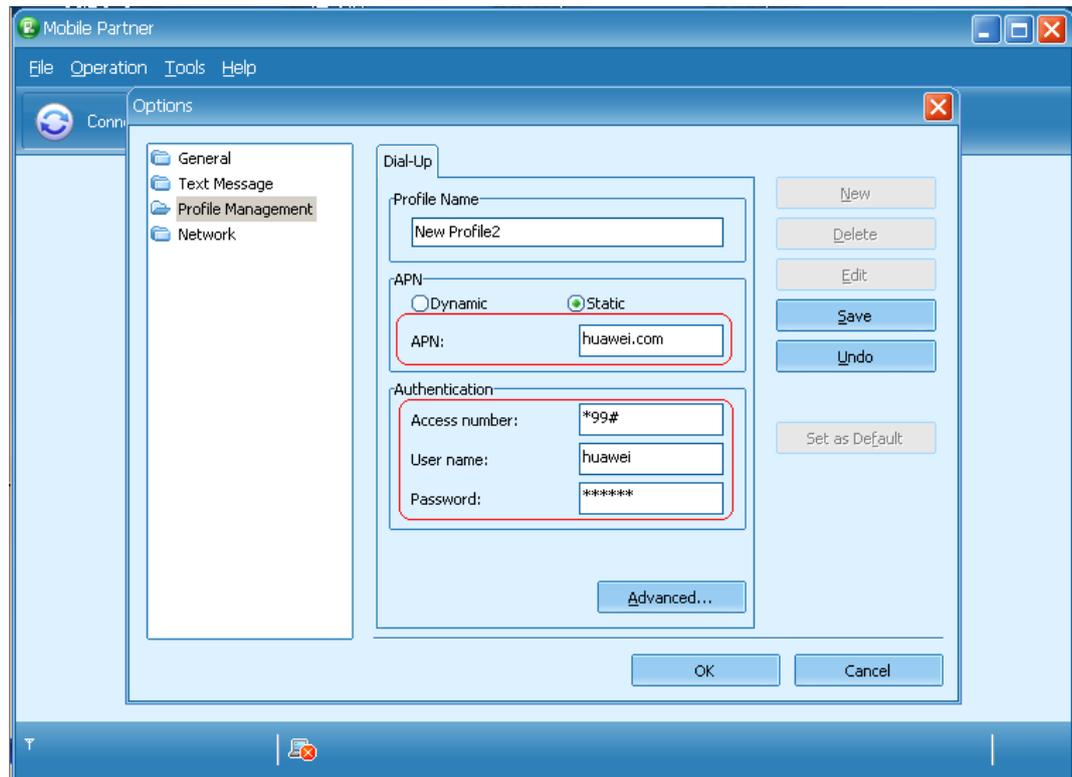
A: The cause of this error is that a dial-up attempt is made before the modem is ready.

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.

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.

----End



8 FAQs on Hardware Failure

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 happens 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.



NOTE

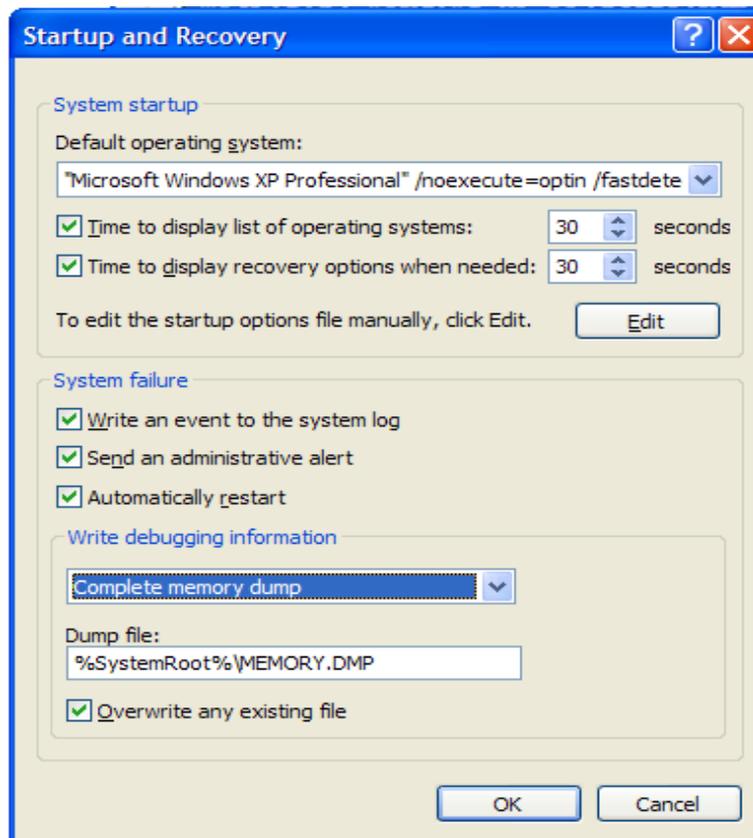
The **MPSRPT_NETWORK.EXE** tool is provided by Microsoft. You can download the tool from <http://support.microsoft.com/kb/816819>. If the tool is unavailable, download it from the Internet.

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



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.



NOTE

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.

----End

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

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

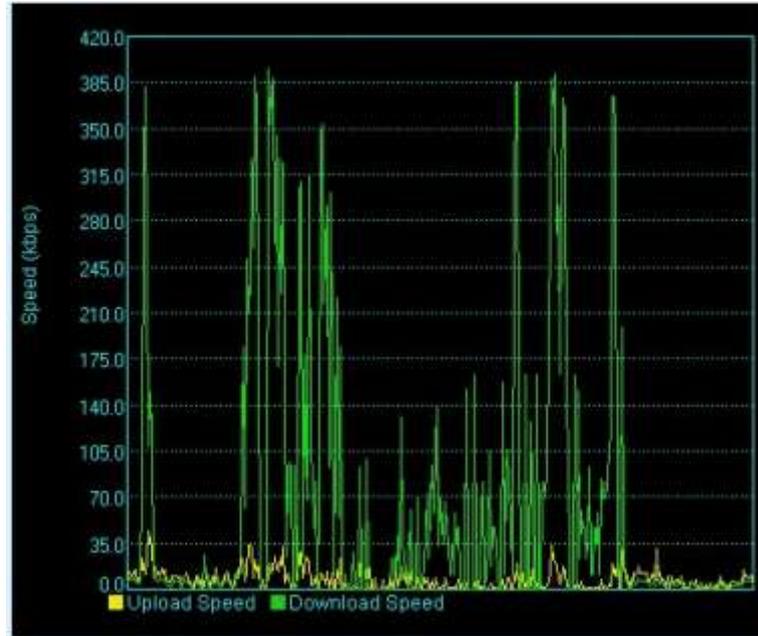
10.1 Mobile Partner Displays No Signal

- 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

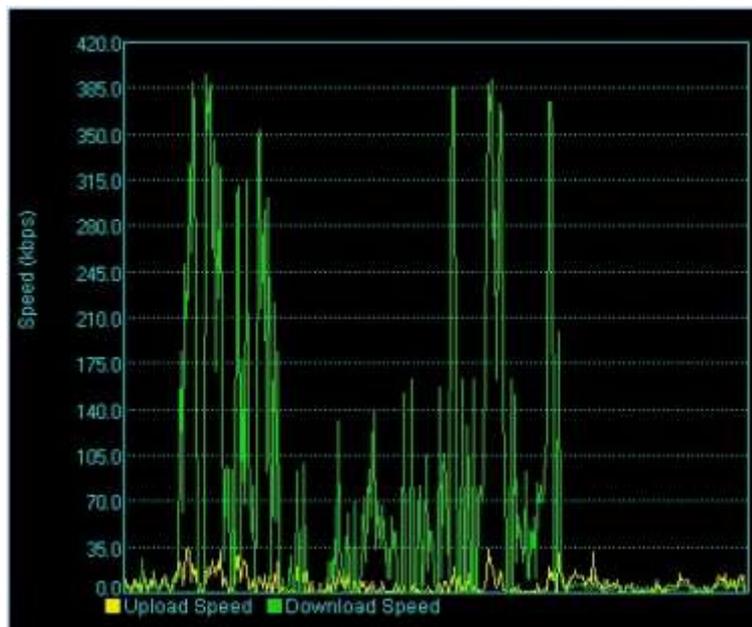
- Step 1** Use a data card of another type or another one to check whether the signal strength is consistent.
- Step 2** Start the Mobile Partner, choose the “statistics”, Observe the signal strength. If any exception is found, contact the local customer service center for help.



----End

10.3 Mobile Partner Displays Weak 3G Signals

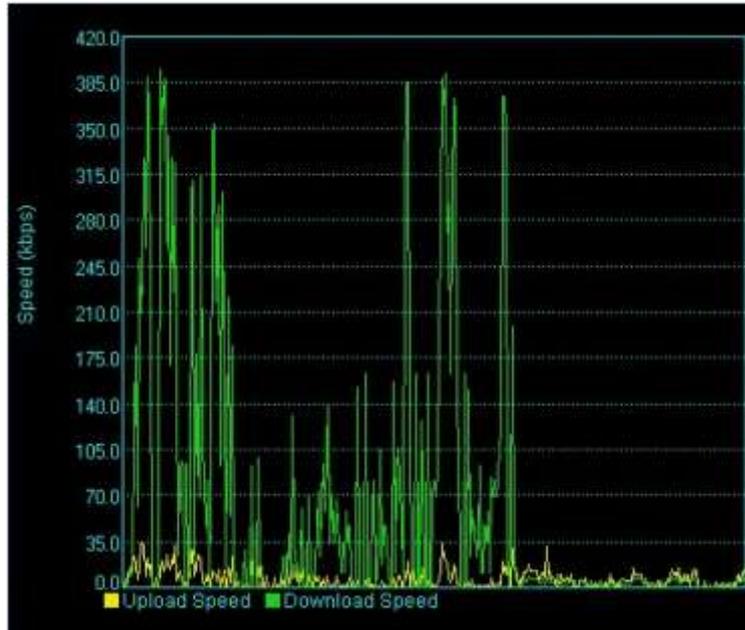
- Step 1** Use a data card of another type or another one to check whether the signal strength is consistent.
- Step 2** Start the Mobile Partner, choose the “statistics”, Observe the signal strength. If any exception is found, contact the local customer service center for help.



----End

10.4 LTE Signals Are Unstable

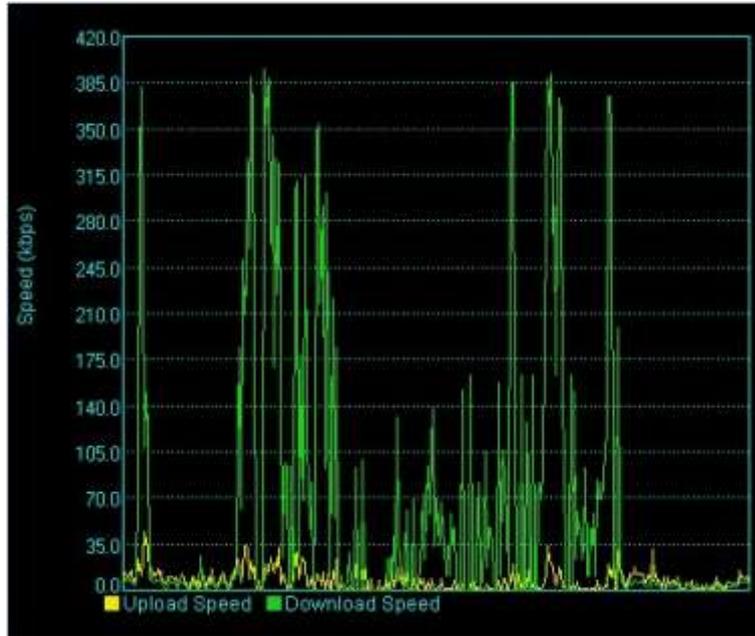
- Step 1** Use a data card of another type or another one to check whether the same problem occurs.
- Step 2** Start the Mobile Partner, choose the “statistics”, if the signals fluctuate greatly and the signals displayed on the Mobile Partner are unstable, contact the local customer service center for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

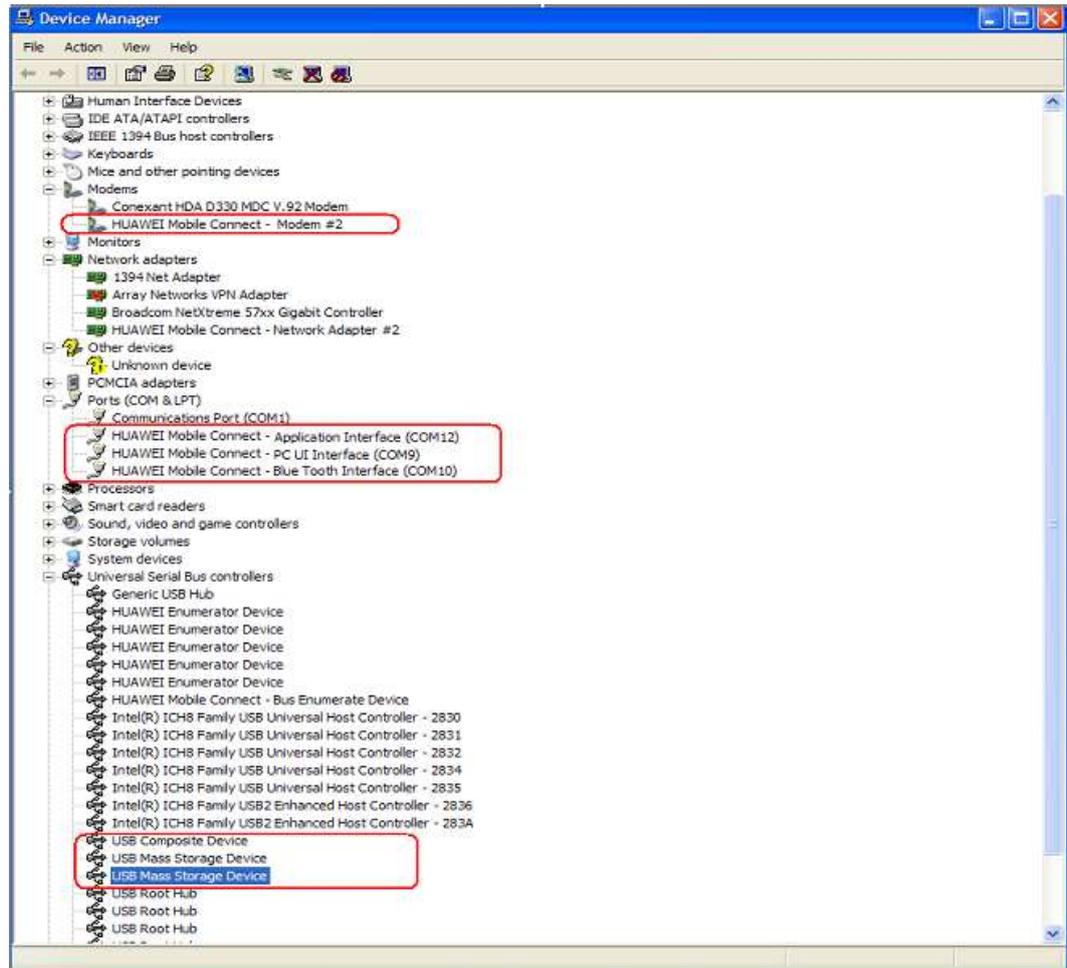


----End

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



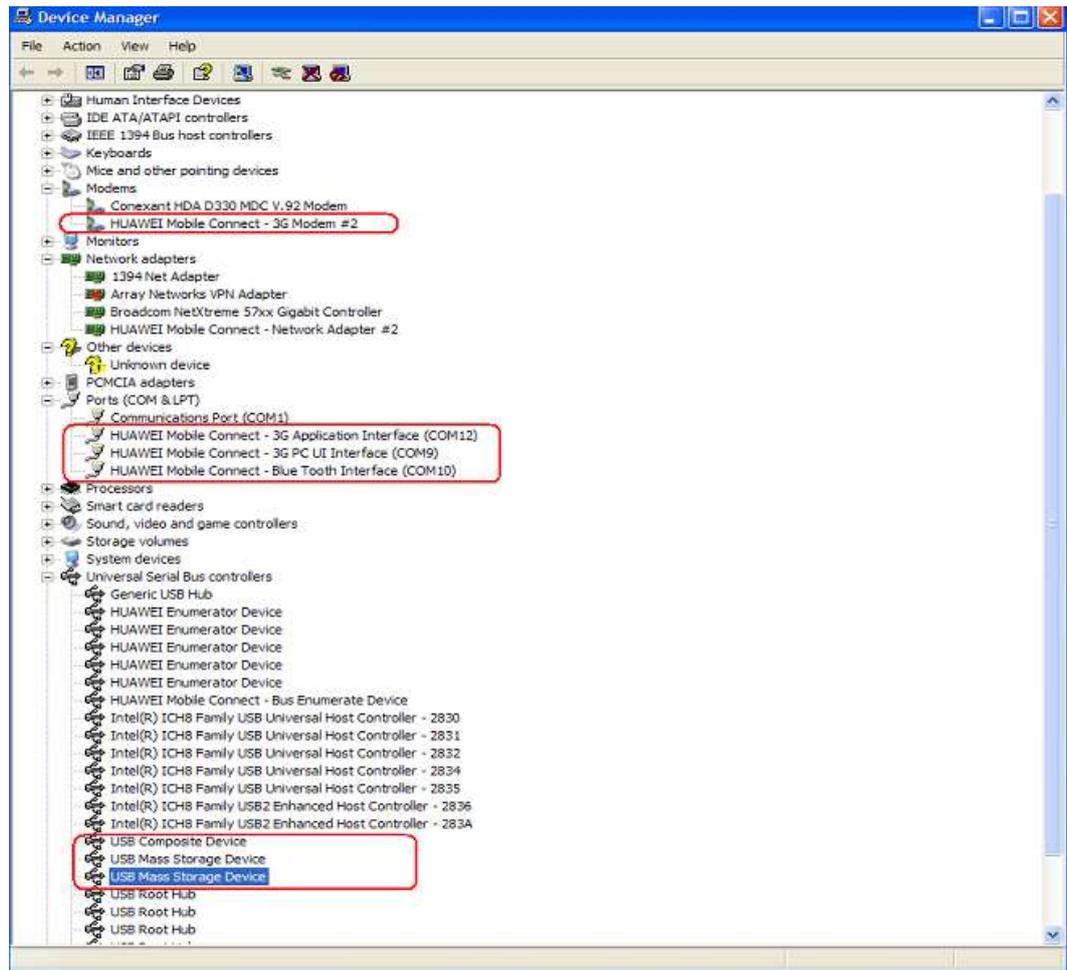
- Step 2** Check whether the SIM card is inserted.
- Step 3** Use a data card of another type or another one to check whether the area is under signal coverage.
- Step 4** Use the Mobile Partner to search networks manually. Wait for about two minutes, and then check whether any network is found.
- Step 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.

----End

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.



CAUTION

[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.

----End