



E5830

FAQ



Huawei Technologies Co., Ltd.



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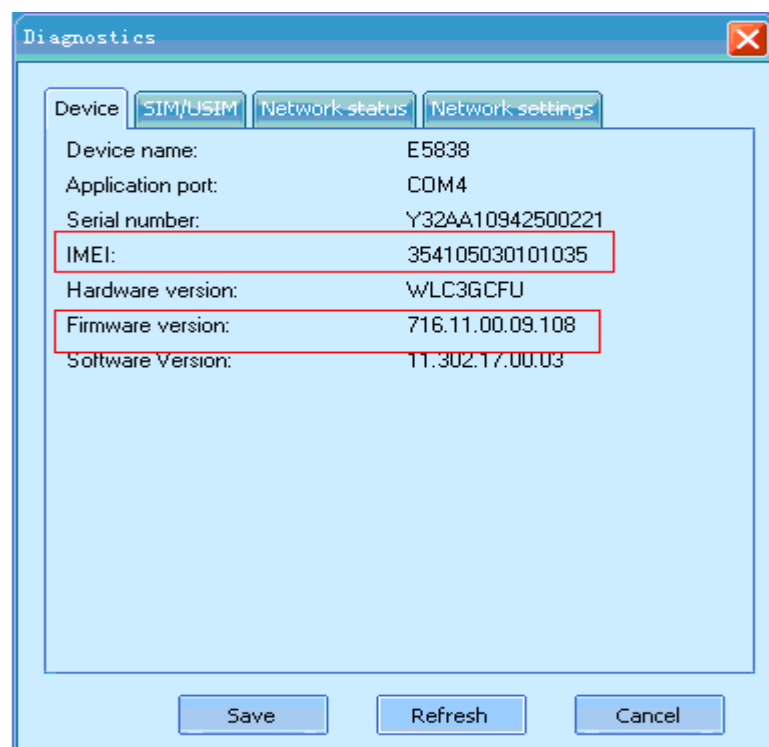
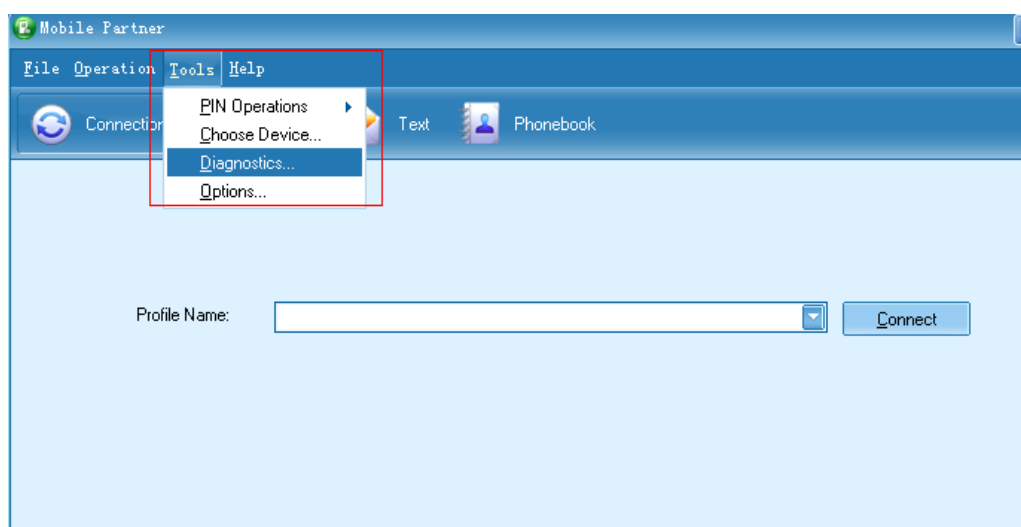
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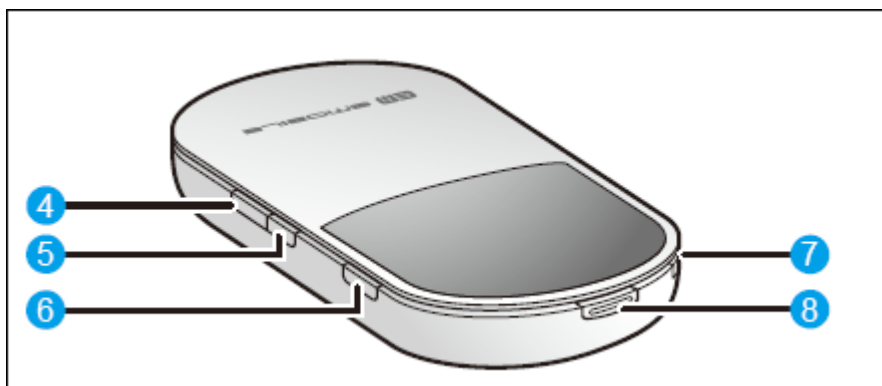
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Q1: What should I do if the dialog box prompts failure after upgrade?

A: First check the current version of E5830 from the client. Click Tools→Diagnostics→Device. If current version is the same as the version which you want to upgrade to, then the upgrade is actually successful. Or else use the forced downloading, try to upgrade again.



Q2: How can I enter into forced downloading mode?



Pic 1

A: When your computer can not “recognize” E5830, which means you can’t see new ports or new network card come out in Device Manager, in this case, you can use forced download to upgrade. Turn off the device, press key **6**, meanwhile, use the USB cable to connect the E5830 with PC. Then you will see that the battery indicator and signal indicator both light, this means the device has already entered forced downloading mode. You can see a new port coming out in device manager, double click the host or client software, and you can start the upgrade. After upgrading, please reboot the device, and then it can work normally.

Q3: How can I reset the device?

A: There are two ways to reset E5830:

Turn on the device, press key **6** and key **5** simultaneously for 5s, the reset can be done

Log on the web management page, click Advanced Settings→System→Restore Defaults

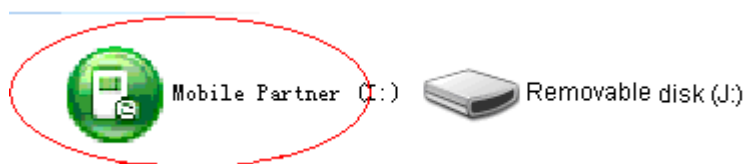
B: There are two ways to reset E5830:

Power on the device, press key “WIFI/WPS” and “dial up” buttons at the same time, hold for 5 seconds, the device will restore to the default settings.

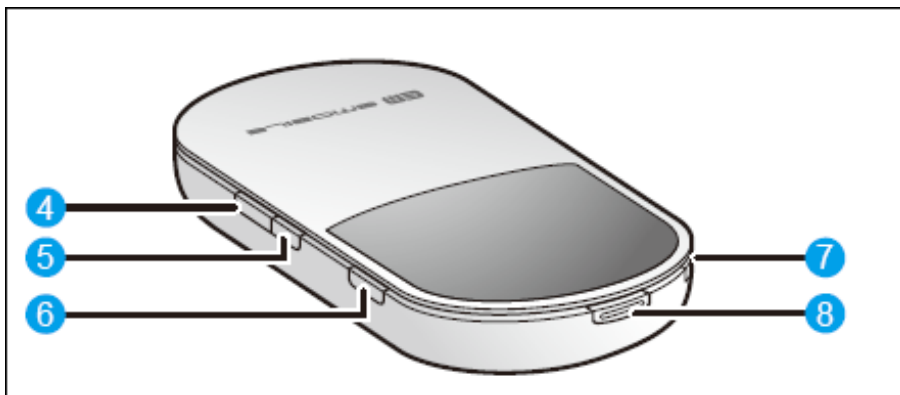



Q4: The client software can not be installed automatically?

A: Generally, E5830 client software will be installed automatically right after it connected to computer. If the disk can't run automatically, it may because that some software in computer forbids the auto-run function of the disk, and we need to run the disk manually. Click the icon in the red frame below. Then click the AutoRun.exe file to finish the installation.



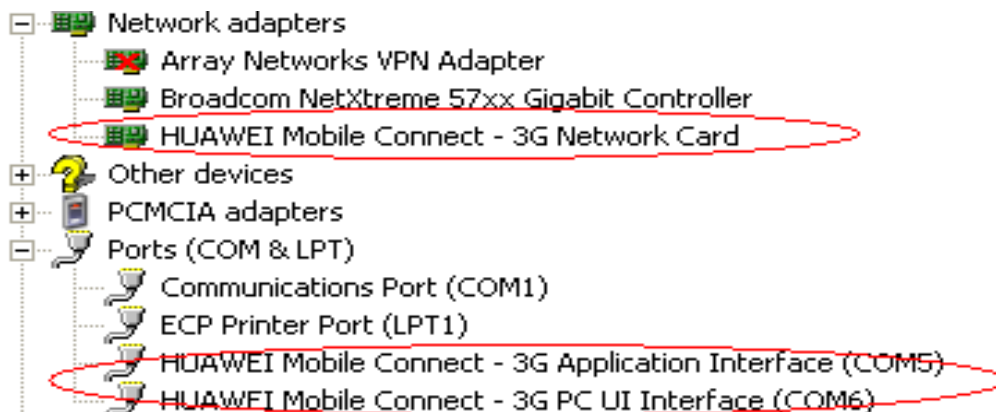
Q5: How can we enable WPS function?



A: WPS is another WIFI encryption method, when the device enter into WPS mode, your wireless network card, which supports WPS, can search E5830 through WPS and check the password automatically to connect with E5830. This encryption method is much safer than WIFI. To enable WPS ,you should firstly enable the WIFI function, then press the WIFI/WPS  key for more than 5s, you will see that the WIFI indicator go out for 2 or 3 seconds, then it will be fast blinking, this means your device has already entered into WPS status.

Q6: The client software runs very well but why can't I log on to the web management page 192.168.1.1?

A: Check if PC recognized E5830 from device manager.



Open the client software and after it recognizes the device, you can try to open the web page again.

If this still can't help, reboot the device.

Q7: How many dial-up mode does E5830 support?

A: E5830 supports 3 kinds of dial-up mode.

- 1) Auto, which means the device will connect to internet automatically once you turn it on. And the connection won't be drop though there is no data transmission.
- 2) On demand, E5830 will connect to internet automatically based on the user's dialing request, so users only need to start their IE browser ,and the data transmission will be set up. However, the connection will be disabled if there is no data transmission until Max Idle time (the default value is 10minutes.)
- 3) Manually:
 - a. Press the dial-up key
 - b. Click the connect button on client software
 - c. Dial through web management page.

Note: When E5830 connected with PC through USB cable, the device only use Manual connection mode, even the device is configured to Auto or On demand mode. And the connection mode will recover until you disconnect the USB cable.

Q8: How long does it take to fully charge the battery?

A:

- 1) Device off and charged by charger, the fully charging time is 3.5h—4h
- 2) Device on and charged by charger, the fully charging time is 3.5h—5h
- 3) Device off and charged by USB cable, the fully charging time is 7h-8h
- 4) Device on and charged by charger, the fully charging time is 7h-8h

Q9: How long can the battery work after fully charged?

A: Case 1: Device powered only by battery and WIFI function enabled with data transmission, the device can work for 4h..

Case 2: Device powered only by battery and WIFI function enabled without any data transmission, the device can work for 15h..

Case 3: Device powered only by battery and WIFI disabled, the standby time is over 100h..

Q10: Can E5830 be charged when there is data transmission?

A: 1) E5830 can't be charged when connected through USB with PC with data transmission.

2) E5830 can not be charged by charger when the battery voltage $>4.1V$ if there is data transmission.

3) E5830 can be charged by charger when the battery voltage $<4.1V$ if there is data transmission.

Q11: What is the WIFI coverage?

A: The coverage mentioned below is under idea environment:

1) If E5830 connected to charger, its WIFI coverage can reach 100m.;

2) If E5830 connected to PC with USB, its WIFI coverage can reach 20m.;

3) If E5830 only powered by battery, its WIFI coverage can reach 20m. .

Q12: Could I configure different dial-up parameters (APN, Profile name, dial-up number) in client software and web page?

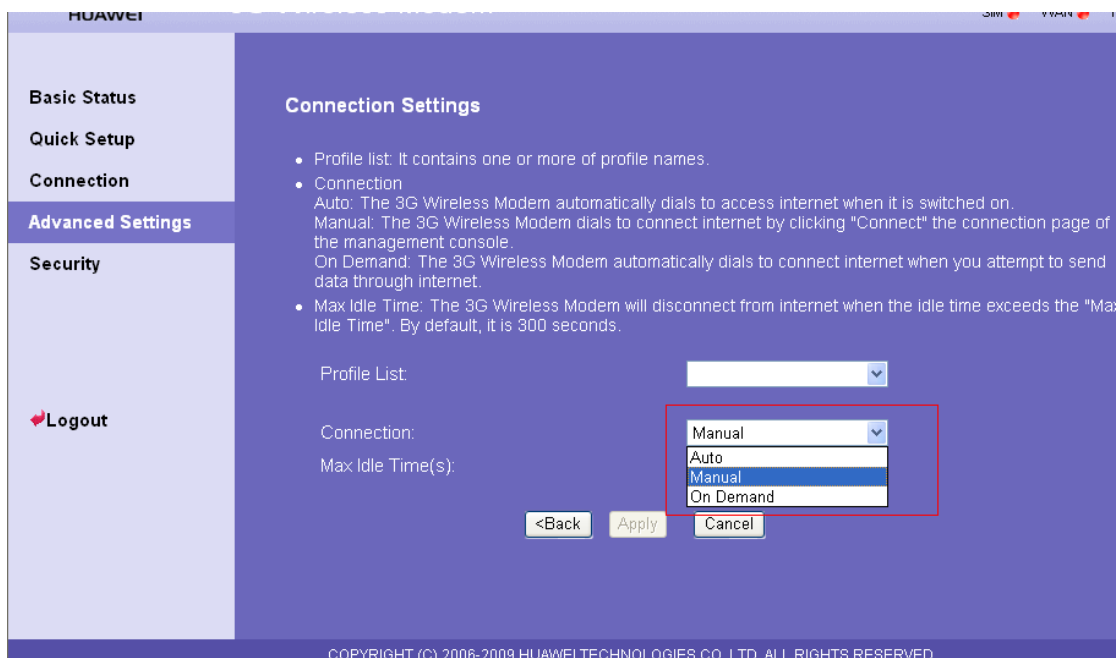
A: Yes. The profile you configured in client will be saved in PC, while the profile which configured in web page will be saved in the device,

1. If you dial in client software through PC, then you are using the profile which configured in client.
2. If you dial in web page, then you are using the profile which configured in web.
3. If you dial by the “dial key” manually, then you are using the previous profile.

Q13: Why is the PPP connection failed and I can't surf the internet?

A: There are several possible reasons:

1. Check if the SIM card is inserted in E 5832 , or if SIM card is invalid. A third possibility is there is PIN lock written to device, which makes E5830 can't register any network and certainly the connection will be failed.
2. There is no signal (the signal light is red) or the signal is too weak (Signal light is yellow), then E5830 can't search any network, so the connection will be failed or you can't even build up a connection.
3. Only when the PPP connection mode is set to Manual other than AUTO or On demand, will the dial key be effective.



Connection Settings

- Profile list: It contains one or more of profile names.
- Connection
 - Auto: The 3G Wireless Modem automatically dials to access internet when it is switched on.
 - Manual: The 3G Wireless Modem dials to connect internet by clicking "Connect" the connection page of the management console.
 - On Demand: The 3G Wireless Modem automatically dials to connect internet when you attempt to send data through internet.
- Max Idle Time: The 3G Wireless Modem will disconnect from internet when the idle time exceeds the "Max Idle Time". By default, it is 300 seconds.

Profile List:

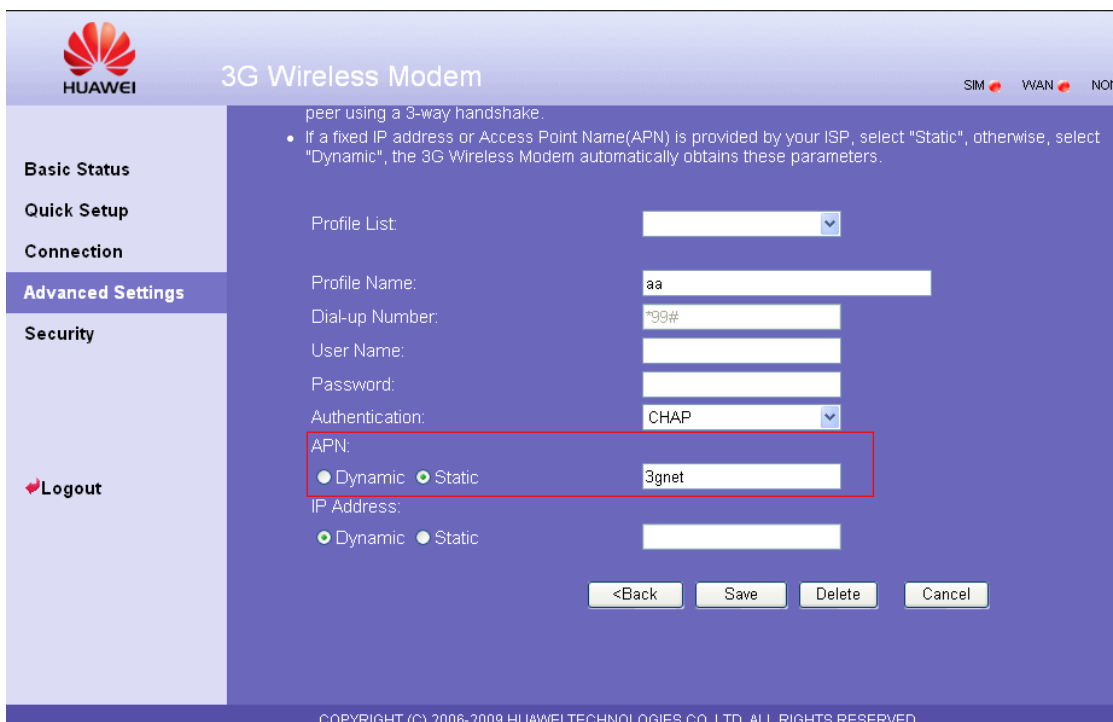
Connection:

Max Idle Time(s):

<Back Apply Cancel

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4. The dial-up parameters are configured wrong.



3G Wireless Modem

- If a fixed IP address or Access Point Name(APN) is provided by your ISP, select "Static", otherwise, select "Dynamic", the 3G Wireless Modem automatically obtains these parameters.

Profile List:

Profile Name:

Dial-up Number:

User Name:

Password:

Authentication:

APN:

IP Address:

<Back Save Delete Cancel

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Q14: How can I play online game with PSP through E5830 WIFI?

A: E5830 makes it possible for PSP to surf the net and play online game any time and any place the players want. Open the menu of PSP, choose Network settings→ Basic Mode, then search for the SSID of E5830 WIFI, input the right password and then connect.

Players not only can use E5830 to play games among several PSP, but also can play games between PSP and PC. If we have only one PSP, one E5830, and one computer, we can connect E5830 with PSP through WIFI while connecting PC through USB cable. Then the PC can play game with PSP.

Q15: What is Special Application? How can I use it?

A: As we know, WAN PC can not reach PC in the LAN directly. So although the LAN PC provides some service, the WAN PC still can not get these services. And Special Application is designed to solve this problem.

Take the following case as an example:

First we appoint one PC (IP 192.168.1.10) in LAN side opening port 8080 to provide HTTP service, and we need to configure the following rule in Special Application:

Special Applications list						
Name	Trigger Protocol	Trigger Port	Open Protocol	Open Port	Status	Modification
test	TCP	80	TCP	8080	On	 

This rule means if PC with 8080 port opened can visit port 80 of internet successfully, E5830 will build a path from internet to this PC automatically. So in this case we can try to type <http://www.baidu.com> in the IE browser of 192.168.1.10, if the visit is successful, then any PC in WAN side can get the HTTP service from 192.168.1.10 by typing <http://200.200.1.20:8080> (The WAN IP of E5830 is 200.200.1.20).

Q16: Which factors will influence the battery life?

A: Some improper use can influence the life of battery, for example: high/low temperature and humid environment, leaving battery unused for long time, the battery be charged and discharged for too many times, or some other reasons which cause the damage of the battery itself.

The environment temperature required by the battery is -20°C-60°C (the ideal value is 35°C), the relative humidity is 5%-95% (the ideal value is 55%), the battery life can reach 18 months.

Q17: Why does the temperature of E5830 keep growing While I am using it for data service?

A: Actually this is a quite normal phenomenon. Continual data transmission will make some chipsets in the device keep emitting heat. This temperature problem will happen under these circumstances: Continual data service, the device is charging, the device is charging while data service or the environment temperature is too high. Customers don't need to worry about the temperature because we had designed the high temp protection function, that means, when the device temperature is up to 69°C, the device will be powered off automatically to protect itself.

Q18: What is the difference between E5832 and E5830 models?

A: E5832 is dual band (900 and 2100 MHz) while E5830 is single band (2100). Everything else remains the same. Both are using the same chipset and hence have similar performance.