



E589U-12 FAQ 2

Q1: Main Features of E589U-12:	2
Q2: Hardware specifications of E589U-12:	3
Q3: Keys, Interface of E589U-12	5
Q4: What information displayed on E589U-12's TFT screen?	5
Q5: The AutoPlay dialog box does not appear when connect E589U-12 to PC with USB cable	6
Q6: I can't visit Internet when I connect my E589u-12 to PC by USB cable, why?	6
Q7: Establish WiFi connection between PC and E589u-12	6
Q8: My device connected to E589U-12's wireless network, but cannot open Web UI	8
Q9: E589U-12's signal is weak and cannot register to 4G network	10
Q10: E589U-12's Wi-Fi signal is always weak	11
Q11: Default encryption method of E589U-12	12
Q12: I forget my Wi-Fi key and Web login password I can't login my E589U-12	12
Q13: How long it may take to fully charge E589U-12 and how long E589U-12 can work by using the fully charged battery?	13
Q14: I feel my E589U-12 getting hot after long hours usage. Is there safety concern?	14
Q15: Which terminals could E589u-12 support?	14
Q16: How can I get version information of my E589U-12?	14

E589U-12 FAQ

Q1: Main Features of E589U-12:

A:

The E589u-12 supports the following features:

- Downlink LTE packet data service of up to 100 Mbit/s
- Uplink LTE packet data service of up to 50 Mbit/s
- Downlink LTE → Wi-Fi packet data service of up to 35 Mbit/s
- Downlink HSPA+ packet data service of up to 42 Mbit/s
- Downlink HSDPA packet data service of up to 14.4 Mbit/s
- Uplink HSUPA packet data service of up to 5.76 Mbit/s
- Uplink and downlink UMTS packet data service of up to 384 kbit/s
- Uplink and downlink EDGE packet data service of up to 236.8 kbit/s
- Uplink and downlink GPRS packet data service of up to 85.6 kbit/s
- Packet switched (PS) domain data service based on LTE, UMTS and GSM
- SMS based on UMTS and GSM
- Wi-Fi and Wi-Fi Protected Setup (WPS)
- Concurrent wireless connections from 10 users
- Built-in Dynamic Host Configuration Protocol (DHCP) server, Domain Name System (DNS) relay, and network address translation (NAT)
- 3000 mAh built-in battery (non-removable) that supports up to 6 hours operating time
- Maximum standby time is 200 hours while Wi-Fi is off and 42 hours while Wi-Fi is on
- Universal Serial Bus (USB) extension cable for convenient connection in various usage scenarios
- Thin film transistor liquid crystal display (TFT-LCD)
- Standard micro-USB port
- Built-in LTE, UMTS, and wireless local area network (WLAN) antennas
- Micro Secure Digital (microSD) memory card
- Access to the microSD card over Hypertext Transfer Protocol (HTTP)
- Windows XP, Windows Vista, Windows 7, and Mac OS X 10.5, 10.6, and 10.7

Q2: Hardware specifications of E589U-12:

A:

Item	Specifications	
Standards compliance	<ul style="list-style-type: none"> • WAN: LTE/HSPA+/HSPA/UMTS/EDGE/GPRS/GSM • WLAN: IEEE 802.11b/g/n 	
Operating frequency	LTE	FDD 2100/1800/2600/900/DD800 MHz
	HSPA+/HSPA/UMTS	2100/900 MHz
	EDGE/GPRS/GSM	1900/1800/900/850 MHz
	WLAN: 2400–2483 MHz	
Memory	256 MB NAND flash and 64 MB SD-RAM	
Maximum transmit power	LTE	22 (± 2.7) dBm
	UMTS	23 (± 2.7) dBm
	WLAN	802.11b: 13 (± 3) dBm
		802.11g: 11 (± 3) dBm
		802.11n: 11 (± 3) dBm
Receiver sensitivity	LTE	2100 MHz: $-97\text{dBm}@10\text{ MHz}$
		1800 MHz: $-94\text{dBm}@10\text{ MHz}$
		2600 MHz: $-95\text{dBm}@10\text{ MHz}$
		900 MHz: $-94\text{dBm}@10\text{ MHz}$
		DD800MHz: $-94\text{dBm}@10\text{ MHz}$
	UMTS	$-109\text{ dBm}@3.8\text{ MHz}$
	WLAN 802.11b: $-76\text{ dBm}@11\text{ Mbit/s}$ or $-82\text{ dBm}@1\text{ Mbit/s}$	
	WLAN 802.11g: $-65\text{ dBm}@54\text{ Mbit/s}$	
	WLAN 802.11n: $-64\text{ dBm}@65\text{ Mbit/s}$	
WLAN rate	802.11b: up to 11 Mbit/s	
	802.11g: up to 54 Mbit/s	
	802.11n: support for MCS0–MCS7; up to 72.2 Mbit/s	
Maximum power consumption	4.3 W	
Power supply	<ul style="list-style-type: none"> • AC: 100–240 V • DC: 5 V, 2 A 	

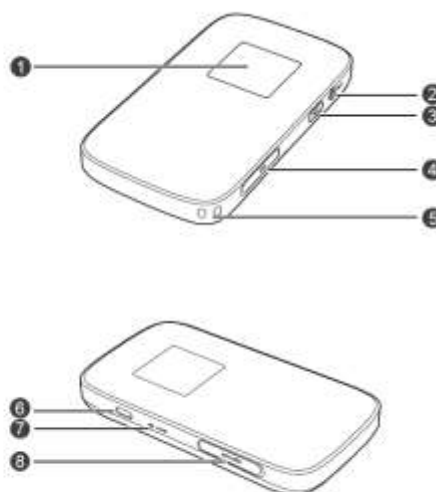
Item	Specifications
Battery	<ul style="list-style-type: none">• Type: Li-ion battery (rechargeable)• Capacity: 3.7 V, 3000 mAh• Maximum operating time: 6 hours• Maximum standby time: 200 hours while Wi-Fi is off; 42 hours while Wi-Fi is on.
External interfaces	Micro-USB port
	Standard microSD card interface
	Standard 6-pin SIM card interface
	External main antenna interface
Display	TFT-LCD
Keys	Wi-Fi/Power multiplexing key, WPS switch, and Reset key
Antenna	<ul style="list-style-type: none">• Built-in LTE/UMTS/GSM main antenna• Built-in LTE/UMTS diversity antenna• Built-in WLAN antenna• External LTE/UMTS/GSM main antenna interface
Dimensions (H x W x D)	13.5 mm x 62 mm x 113 mm
Weight	About 140 g
Ambient temperature	<ul style="list-style-type: none">• Operating: 0°C to +35°C• Storage: -20°C to +70°C
Humidity	5% to 95% (non-condensing)
Note FDD = Frequency Division Duplex SRAM = static random-access memory WAN = wide area network	

Q3: Keys, Interface of E589U-12

A:

Appearance

No.	Item
1	Screen
2	WPS button <ul style="list-style-type: none"> Press it twice consecutively to display the SSID and wireless network key. Press and hold it until a WPS activation animation is displayed to enable the WPS function.
3	Power/Wi-Fi button
4	SIM card slot
5	Strap hole
6	USB port
7	Reset button
8	microSD card slot



Q4: What information displayed on E589U-12's TFT screen?

A: Information you can read from the TFT screen of E589U-12 showed below

Screen

No.	Item
1	Signal strength
2	Network
3	<ul style="list-style-type: none"> Wi-Fi enabled Number of devices connected
4	Internet connection status
5	<ul style="list-style-type: none"> New messages Number of new messages
6	Battery level
7	International roaming state
8	<ul style="list-style-type: none"> Traffic data Connection duration
9	<ul style="list-style-type: none"> A: Auto mode M: Manual mode



Q5: The AutoPlay dialog box does not appear when connect E589U-12 to PC with USB cable, why?

A:

E589u-12 is different from E5830s, E586Bs, and ET536. Your PC only could connect to it via Wi-Fi, USB cable only could be use for charging and visit the files of MicroSD card. E589u-12 don't have virtual CD/DVD driver, so when you connect your E589u-12 to PC with USB cable AutoPlay dialog box will not appear.

Q6: I can't visit Internet when I connect my E589u-12 to PC by USB cable, why?


A:


E589u-12 don't support NDIS, so it cannot mapped virtual Network adapter in device manager when E589u-12 connect PC with USB cable, so you cannot open its WEB UI on PC, also you cannot access internet when you only use USB cable to connect PC and E589u-12. If you need connect internet over E589u-12 please use Wi-Fi.

Q7: Establish WiFi connection between PC and E589u-12

A: Please follow these steps to set up your WLAN

Windows XP:


1. Enable your wireless network card and double click  icon displayed on windows start bar to open "Choose a wireless network" dialog

Notice: Press  twice consecutively to display the current SSID and Wi-Fi key on the screen.





2. Select SSID of E589U-12 in the local wireless device list, click  to connect.





3. Input WiFi Key in the dialog of password input then click  to establish connection(The WiFi Key and the SSID can be found on a label stick inside the back cover)



4. After the icon of wireless network card turned from  (status of acquiring IP address) into , your PC has established WiFi connection with E589u-12 successfully, enter <http://192.168.1.1> in web browser (ex. IE) to visit Web UI

Windows 7:

1. Enable your wireless network card and double click  icon displayed on windows start bar to open "Connection are available" dialog

Notice: Press  twice consecutively to display the current SSID and Wi-Fi key on the screen.





2. Select SSID of E589u-12 in the local wireless device list, click  to connect.




3. Input WiFi Key in the dialog of password input then click  to establish connection



4. After the icon of wireless network card turned from  (status of acquiring IP address) into , your PC has established WiFi connection with E589u-12 successfully

Q8: My device connected to E589U-12's wireless network, but cannot open Web UI

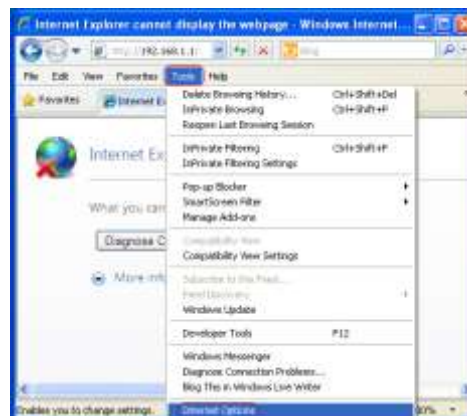
A:

1. Double  to check your wireless network connection on windows start bar. Make sure your device is connected with your E589U-12 not other Wi-Fi device.
2. Open Web Browser from your device (ex. Microsoft Internet Explorer). Go <http://192.168.1.1> to open

E589U-12's Web UI.



3. If Web Browser failed to bring you to Web UI, click “[Tool](#)” from Browser then select “[Internet Options](#)”.



Select “[Connections](#)” tab, then click “[LAN settings](#)”.




For the “[Local Area Network \(LAN\) Settings](#)” pop-up, uncheck the top three check-boxes. Then click “OK” to apply changes.



Refresh the Web Browser to show E589U-12 management console page.

Q9: E589U-12’s signal is weak and cannot register to 4G network

A:

1. Please check local network condition, check whether there is 4G network which provided by telecom operator at the moment. Ensure you are not in some close environment. (You may check the signal strengthen by the icon  displayed on Web UI main page)



2. Please move E589U-12 toward to window to get better signal
3. If the network condition is good but still cannot register, please try to reset E589U-12 and try again
4. Sometimes E589U-12 will be rejected by the operator for some reasons. Please reset E589U-12 and check. If E589U-12 still cannot camp on the network, please contact with your device provider.
5. Login Web UI to check whether E589U-12 has been set to auto mode. If your E589U-12 has been set to auto, please select the 4G Only option in the drop down menu.



Q10: E589U-12's Wi-Fi signal is always weak

A:

1. Keep E589U-12 at least 3 to 6 feet away from other electrical devices which may create RF signal and cause



interference (for example, microwave oven, TVs, cordless/cellular phones, baby monitors or wireless speakers). If you needn't using any of those devices when you want to connect Internet, please turn it off.

2. Wi-Fi covered range of E589U-12 is according to its power supply mode and its using environment. In Idea clear square area the Wi-Fi covered range of E589U-12 is 100m (328ft)

In actual use Wi-Fi covered range maybe different from idea square area, it decided by the environment you use. The closer to E589U-12, the stronger Wi-Fi signal you get. And every obstacle (walls, ceilings, furniture) between your device and E589U-12 may decrease Wi-Fi signal strength. Move your device closer to E589U-12 can avoid obstacles and improve Wi-Fi signal.

3. Change the Wi-Fi channel to fix one other than auto (you can try the available channel one by one and select the channel with best signal strength)

Q11: Default encryption method of E589U-12

A:

E589U-12 support following encryption method


1. SHARE authentication mode: WEP /NONE
2. WPA-PSK authentication mode: AES/TKIP/AES+TKIP
3. WPA2-PSK authentication mode: AES/TKIP/AES+TKIP
4. WPA/WPA2-PSK authentication mode: AES/TKIP/AES+TKIP

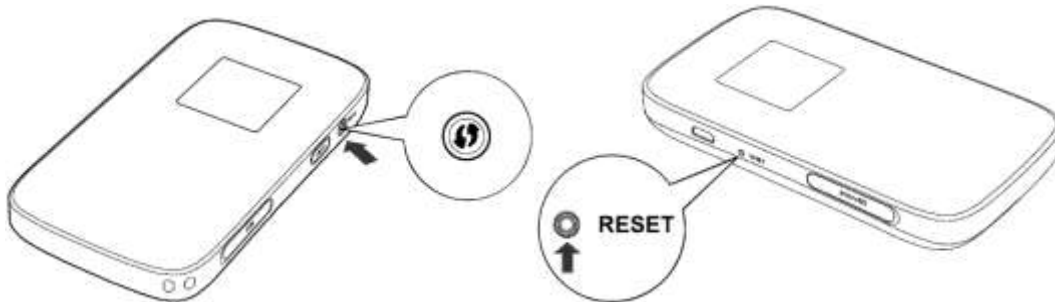
The default encryption method of E589U-12 is WPA/WPA2-PSK authentication mode: AES

If you changed encryption method of E589U-12 the Wi-Fi connection between PC and E589U-12 will be disconnected, please enter the new Wi-Fi key (Wi-Fi key of the encryption you selected) when you want to establish Wi-Fi connection.

Q12: I forget my Wi-Fi key and Web login password I can't login my E589U-12

A:

1. The default SSID and wireless network key can be found in the gift box or you could press  twice consecutively to display the current SSID and wireless network key on the screen.
2. If you forget your WEB UI login password, you may restore your E589u-12 to defaults settings by press and hold the RESET button until the screen turns off. After E589u-12 has reboot successfully, all the settings will be restored to default.



Q13: How long it may take to fully charge E589U-12 and how long E589U-12 can work by using the fully charged battery?

A:

1. Maximum time to full charge E589U-12 battery

Device off charged by AC charger: 3h

Device on charged by AC charger: 3.5h— 4h.

Device off and charged by USB cable: 7.5—8h.

2. Maximum working time:

Maximum operating time: 6 hours

Maximum standby time: 200 hours while Wi-Fi is off; 42 hours while Wi-Fi is on.

Some improper uses will influent the life of battery, for example: used under high/low temperature and humid environment, leaving battery unused for long time, the battery be charged and discharged for too many times

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

Q14: I feel my E589U-12 getting hot after long hours usage. Is there safety concern?

A:

Like most other electronic devices, E589U-12 get hotter during charge or big data transfer. It is a quite normal phenomenon if working in regular office environment. Even if it work in hot environment, E589U-12 will automatically power off if its temperature reach 157 °F (69 °C) for safety protection. (Please don't use E589U-12 in close environment; it will cause poor signal and high heat of your E589U-12)


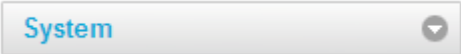

Q15: Which terminals could E589u-12 support?

A:

Most of popular terminals(example iPhone, iPad, iTouch, PSP, Wii, PS3, XBOX360, Android smart phone, Windows Mobile smart phone, Symbian smart phone and so on) could share E589u-12's 4G/3G network via its Wi-Fi network.

Q16: How can I get version information of my E589U-12?

A:

Click  →  → , then you can see software & hardware version of your E589U-12.

[Home](#) | [Statistics](#) | [SMS](#) | [Updates](#) | [Settings](#)

Quick Setup

Dial-up

WLAN

Security

System

Device information

Diagnosis

Back up and Restore

Modify Password

Restore Defaults

Reboot

Device Information

Device name:	E589u-12
Serial number:	P2T01A9231200106
IMEI:	863030010035866
IMSI:	460023999315349
ICCID:	89860018191130121293
My number:	Unknown
Hardware version:	CL1E589M22
Software version:	11.433.10.00.954
Web UI version:	12.001.00.00.03
MAC Address:	24 DB AC 0F AE BA
WAN IP Address:	Unknown