

FAQ & Answers

If you meet problems in service, please refer to the following answers for guidance. If the problems persist, please contact your supplier via the contact detail in your operator user guide.

Problem Description	Possible Causes	Problem Solving
The system cannot run the installation program automatically	The system configuration is having difficulty with the auto-run software.	The device will appear as a virtual disc in 'My Computer' on the PC's start menu. Click on the icon and start the autorun.exe. If you have previously installed a version of the program, please uninstall it first.
After installation, the system doesn't install the driver program properly.	The system configuration is having difficulty with the auto-run software.	Please install the driver program manually. The driver program can be found in the installation folder; C:\Program Files\MODEM Mobile Connection\drivers
After the device is plugged in, the UI program doesn't run automatically.	The system configuration is incorrect.	Please open the UI program manually. You can find it in the Start menu: "C:\Program menu or an alias icon on the desktop.
After restarting the computer, there is no signal indicated.	1. You are in the place where there is no GSM/ GPRS/EDGE/WCDMA /HSDPA(HSUPA) network coverage. Such places include underground parking garages, tunnels, and some remote rural areas.	1.Change the location to find a coverage.
	2. The device is not properly connected.	2. Close the device safely as usual, pull out the device and reinsert the device again.
	3. The SIM/USIM card isn't inserted properly.	3. Remove and reinsert the SIM/USIM card correctly.
	4. The MODEM device is positioned in such a way as that adversely affects the devices signal reception.	4. Adjust the angle/position of the MODEM device or its proximity to other electronic devices.
When the Device is being installed, the computer cannot find it.	1. The installation programs of the MODEM device have not been installed properly.	1. Run the installation program first then connect the device. Now install the drivers as normal in Windows.

	2. The device is not connected properly.	2. Restart the computer, or reconnect the device.
	3. The SIM/USIM card is not inserted properly.	3. Reinsert the SIM/USIM card correctly.
Sent Message failure.	1. The SMS center number is incorrect.	1. Your device is preconfigured so it is unlikely that it will need changing. However if it is missing or incorrect contact your operator.
	2. The network is busy or you are in an area with no signal.	2. Try later or move to an area with a stronger signal.
Data connection failed.	1. You are in the place where there is no GSM/ GPRS/ EDGE/ WCDMA/ HSDPA(HSUPA) network coverage.	1. Move to an area with good signal.
	2. The network is busy.	2. Try later.
	3. The APN in the user configuration file is incorrect.	3. Check the APN in the user configuration file in the "Network settings".
	4. The device data is corrupted.	4. Local network access or the target server maybe experiencing problems. Retry data request.
	5. The network type has been selected manually, but is incorrect.	5. Reselect the network type according to the type of the SIM/USIM card.
Connected to the Internet, but it cannot open any website page.	1. After connection, you are unable to open web pages.	1. Check that the APN in the configuration files is correct.
	2. IE browser is causing problems.	2. Upgrade to the new version or reinstall the IE browser.
	3. Your operating system maybe infected by a virus. Worm Blaster for example can affect upload and downloaded data flow, resulting in an inability to access a website.	3. Use the professional anti-virus software to check and remove the virus.
	4. You have connected to an APN which cannot connect to the Internet.	4. This happens when you are changing any preset operator value in the setting section. Check the entry and enter the correct APN from your operator.