

Huawei Data Card FAQ

Q: Which OS can the Data Card support?

A: Now the Data Card can support Windows 2000, Windows XP, Windows Vista, Windows 7, Mac OS.

Q: When HUAWEI Data Card connected to computer, how can I confirm the HUAWEI Data Card has been identified?

A: Use the device-manager can confirm that:

1. Open control panel, select capability and maintenance.
2. Select system
3. Open the hardware, select device-manager
4. Unfold the Modem and ports. Confirm that if there are HUAWEI Mobile Connect 3G Modem and 3G PC UI Interface. These devices show that whether the HUAWEI Data Card has been identified.

Q: The computer cannot find any new hardware when the HUAWEI Data Card connected to PC. So how can I do?

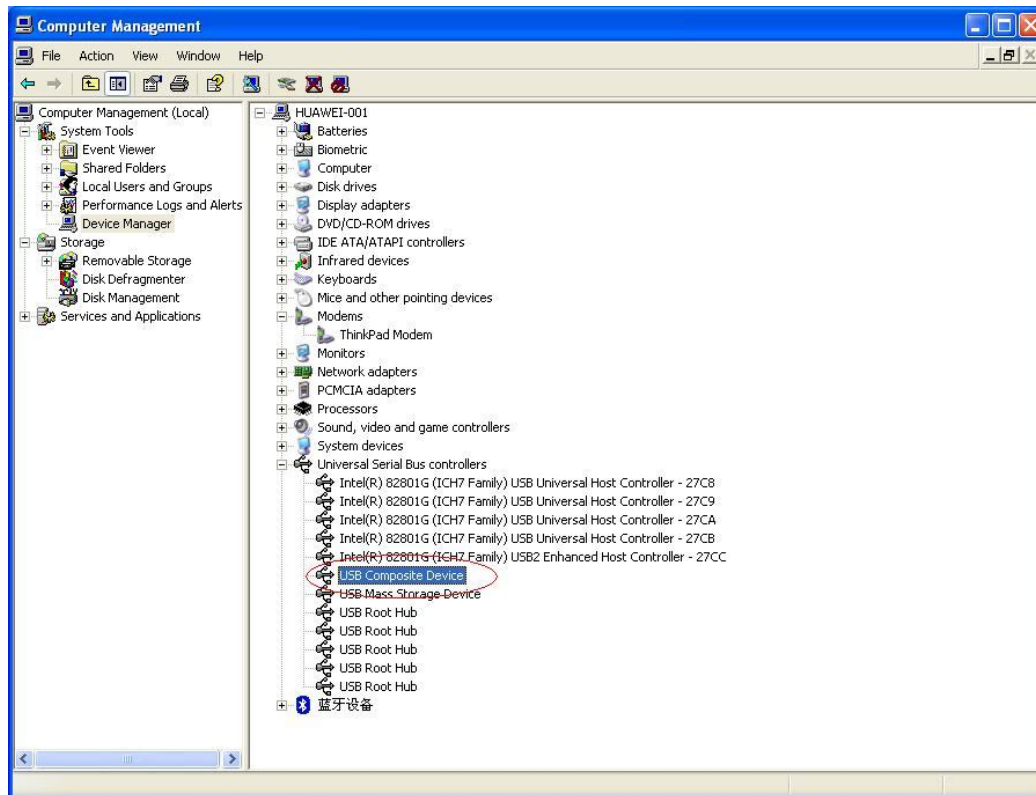
A:

1. Change another USB port.
2. If you changed another USB port, but the computer still cannot find any new hardware. Please contact local Operator or agent to change your the HUAWEI Data Card.

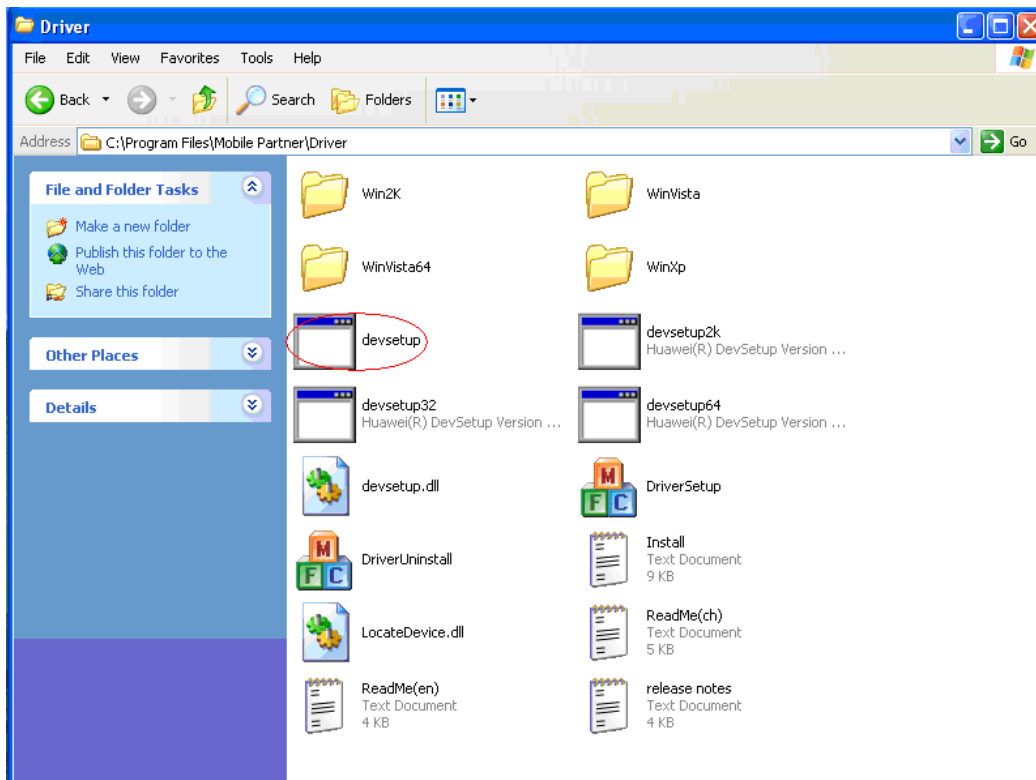
Q: When the HUAWEI Data Card connected PC, the system identified the virtual CD-ROM and installed the dashboard, but the computer cannot find any new hardware. How can I do?

A:

1. First check that the device-manager has identified USB Mass Storage but no other Modem device.



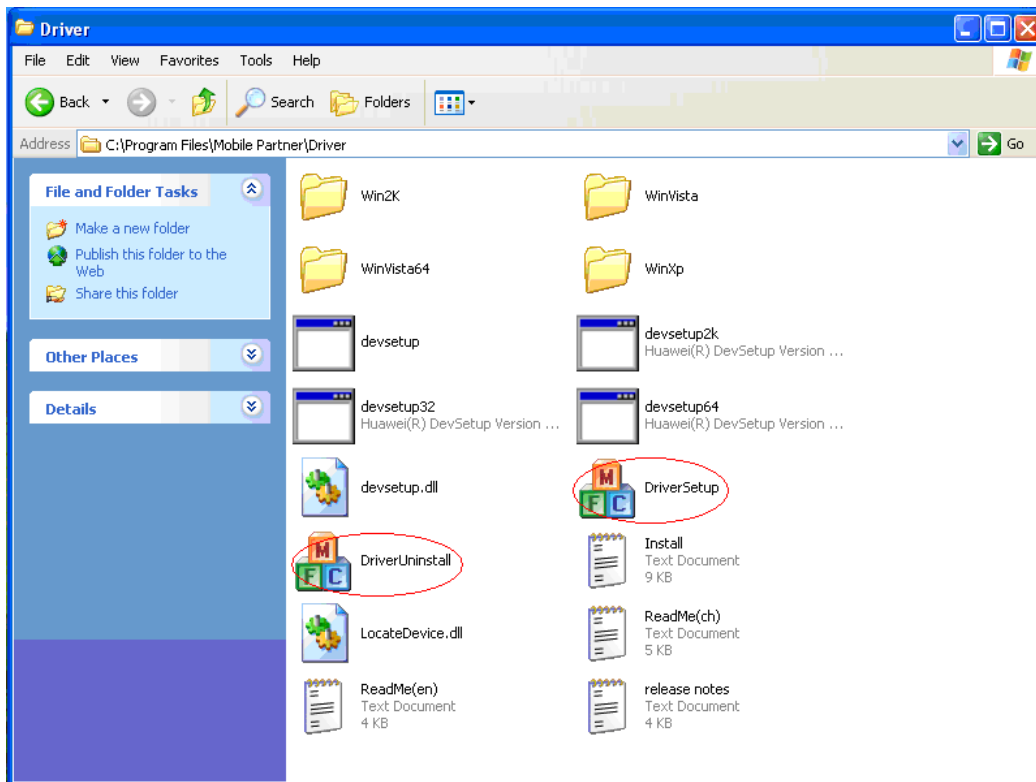
2. Use the devsetup.exe which you can find in the Drivers folder to mapping the modem a port.



Q: When the HUAWEI Data Card connected to the computer, the system identified the virtual CD-ROM and installed the dashboard, and the computer find the new hardware, but if you choose to auto search drivers, the computer cannot install the drivers. How can I do?

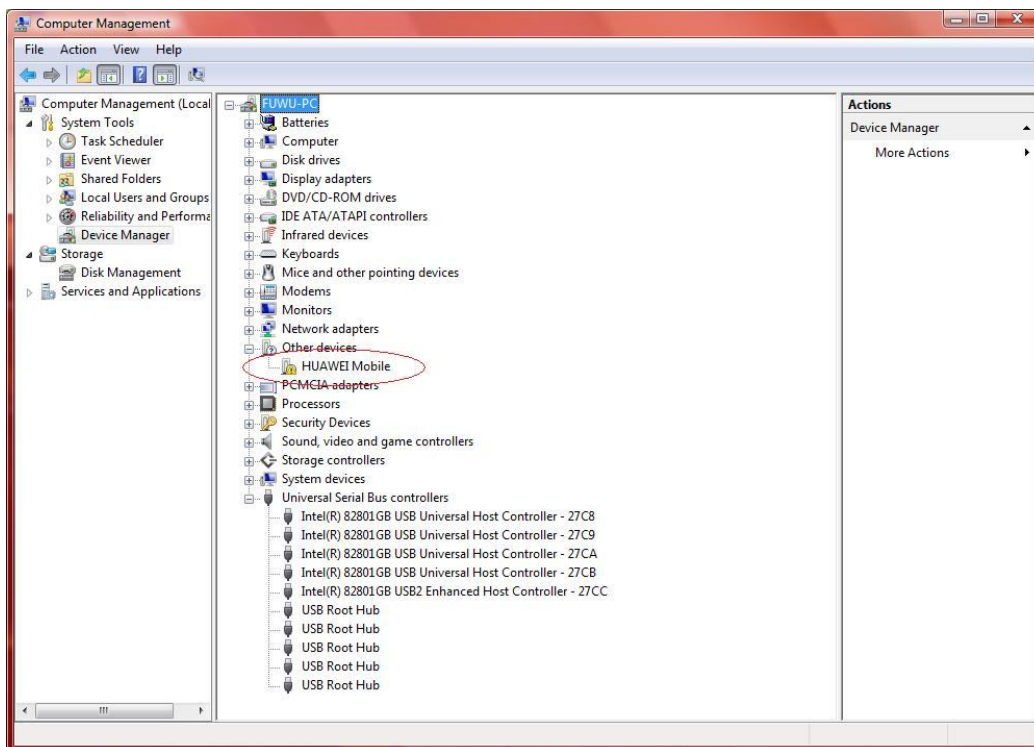
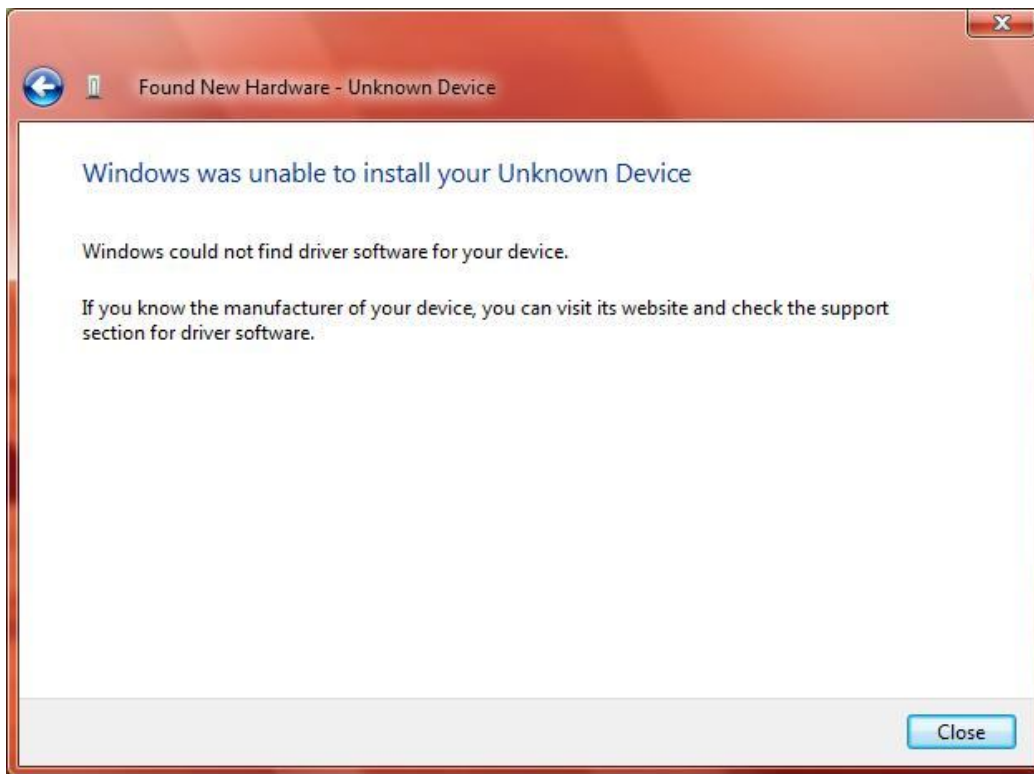
A:

1. Re-plug the HUAWEI Data Card, when the computer find the new hardware, selects the right path in manual to install. The folder is the Drivers folder which you can get it in the dashboard folder.
2. And also you can use the driverUninstall.exe to uninstall the drivers and then use driversetup.exe to install the drivers.



Q: When I uninstalled the dashboard in Windows Vista, then re-plugged the HUAWEI Data Card, and the system find the new hardware, but I cannot install the drivers. How can I do?

A: The system can identify Huawei Mobile device, and you cannot install drives. First you should go to the path system dir to find the INFCACHE.1 file. And if the INFCACHE.1 file is less than 6K, that means the INFCACHE.1 file of Vista has been destroyed when you uninstalled the HUAWEI Data Card dashboard. To solve this problem, Microsoft will release a patch. You can get help from the Local Service of Microsoft.



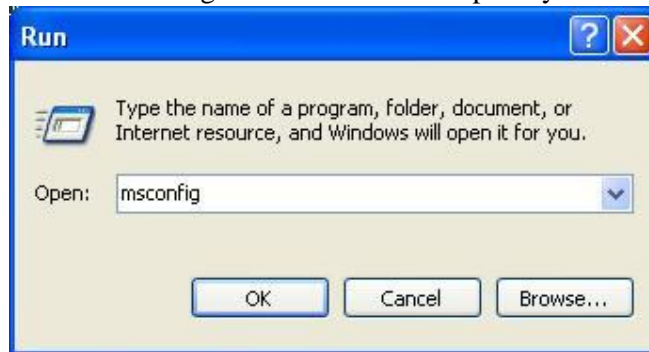
Q: When THE HUAWEI Data Card was plugged into the computer, the

system would be dead or run slowly or cannot open the virtual the HUAWEI Data Card CD-ROM. SO how can I do?

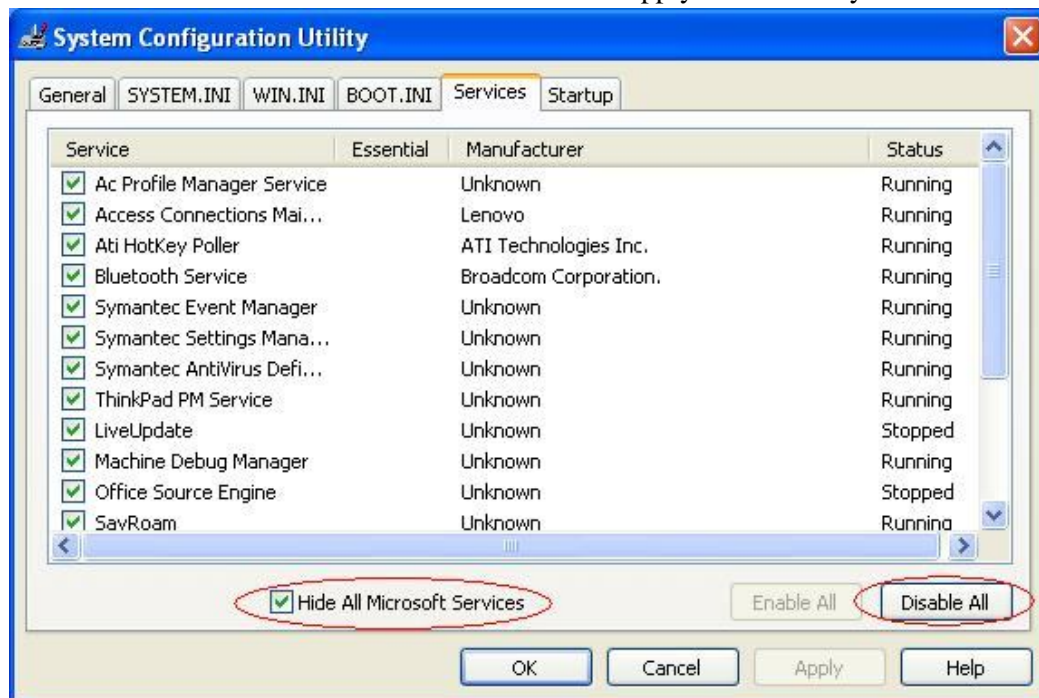
A: For these questions, maybe some other software or services which have been installed are conflicted with the HUAWEI Data Card.

To get the cause:

1. Run the msconfig in the star-menu to open System configuration Utility.



2. Choose Services in System configuration Utility, and then select Hide All Microsoft Services and Disable All. At last choose apply and reboot system.

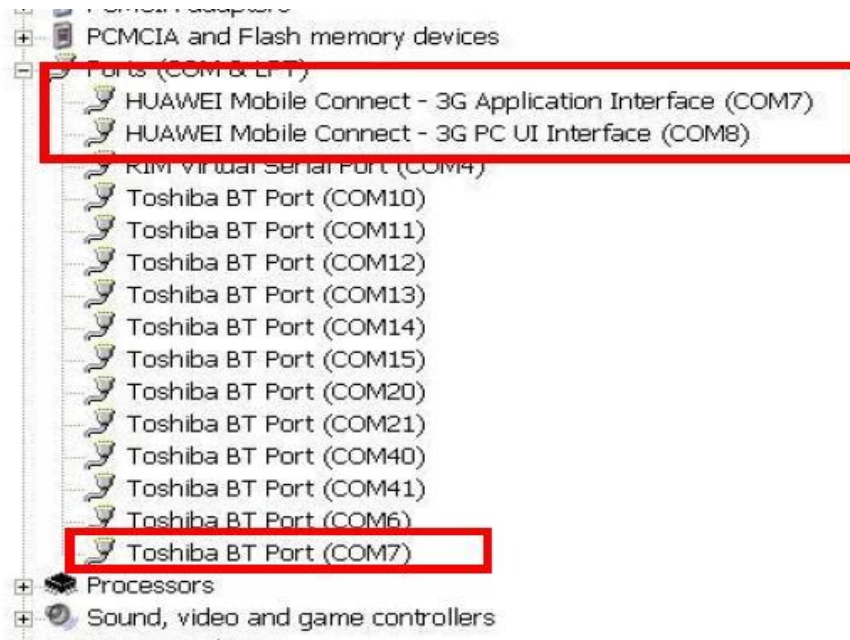


3. Re-plug the HUAWEI Data Card into the computer, if the system run ok, that means some software or service conflict with THE HUAWEI Data Card. You can start the service one by one to find which conflict with the HUAWEI Data Card. And then you can solve the problem by uninstalling the software.
4. If you disable all service, but the problem is still on. Please contact the local

Operator or agent for helps.

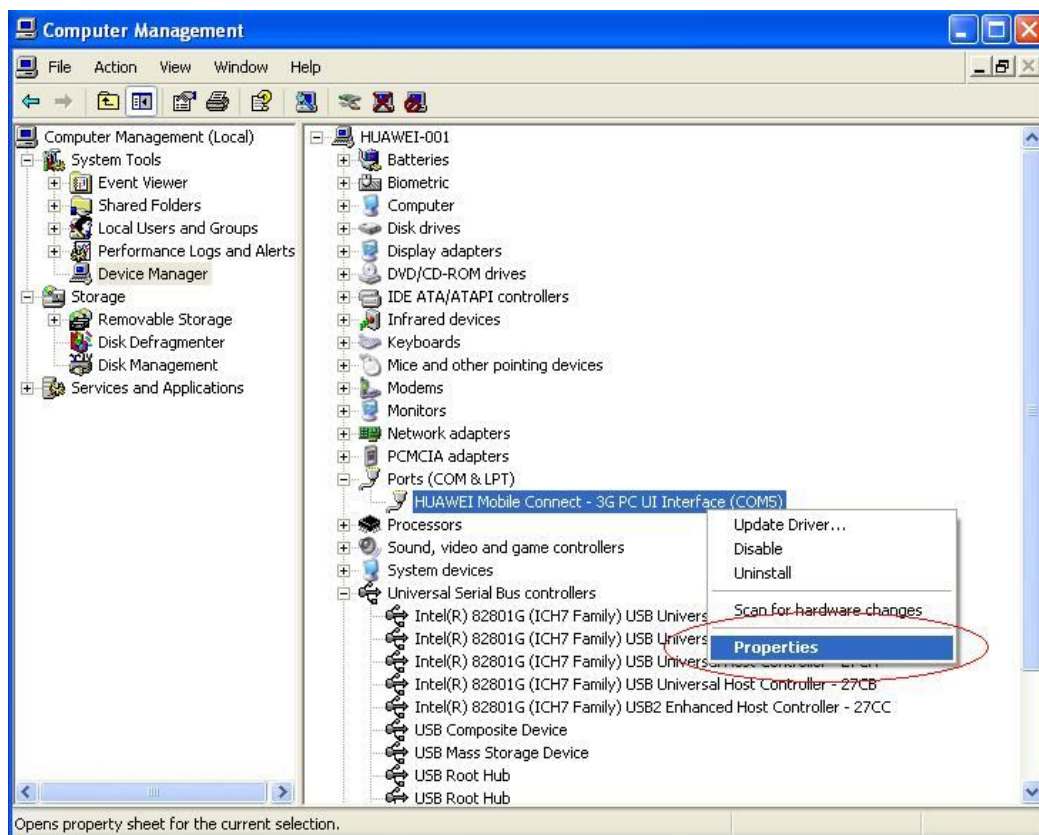
Q: When the HUAWEI Data Card connected with the computer, the system installed the dashboard, but there are some ports conflicted. So how can I do?

A: Check the ports in the device-manager, that the data-card shared the same port with another device made the data-card cannot connect to internet.

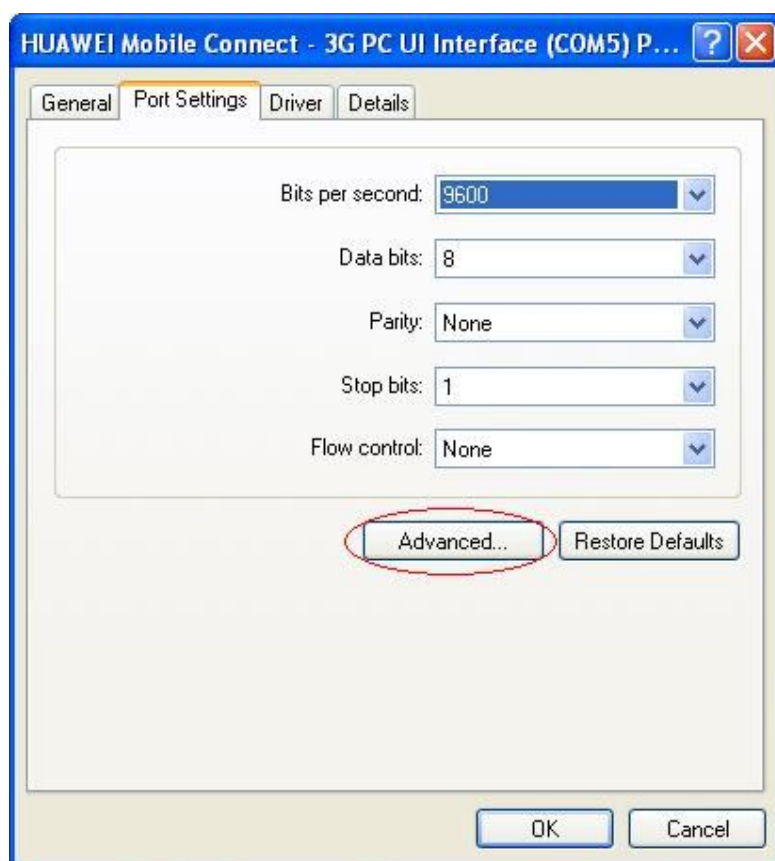


For this problem, you can solve it by changing the port which the device used as follows:

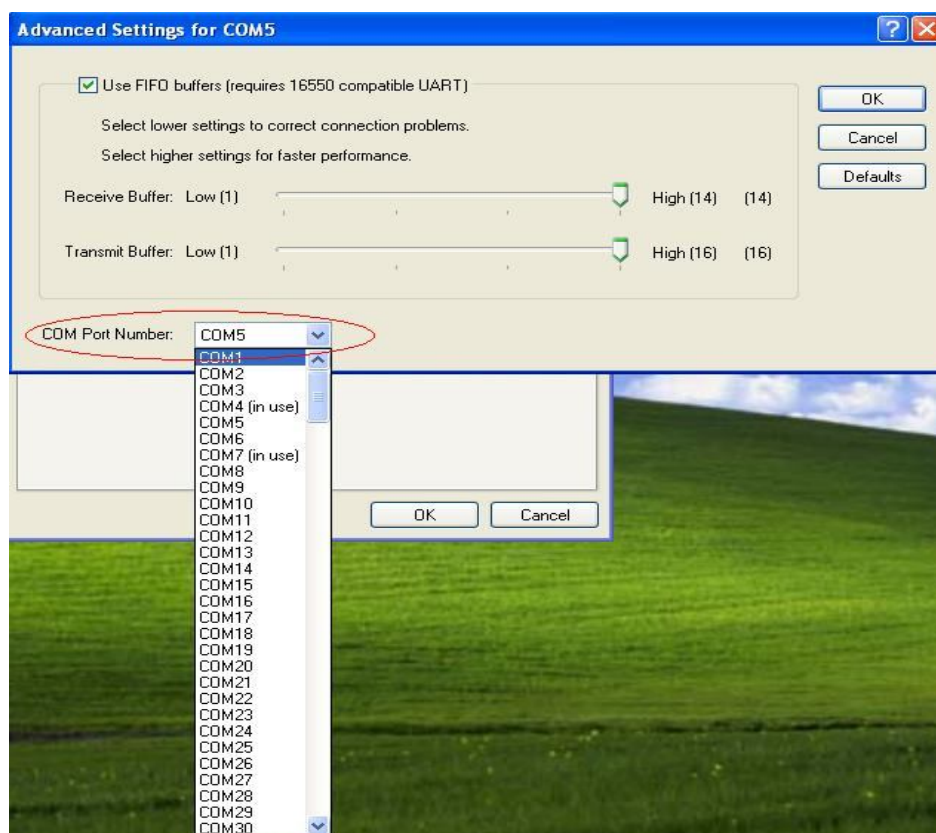
1. Open the device-manager, right-click the conflicted device, choose the properties.



2. Open the ports-setting in the property dialog-box, select advanced.



3. Then select the pull-down list, select another unused port. And then click OK.



Q: What's the meaning of the HUAWEI Data Card LED flashed at every mode?

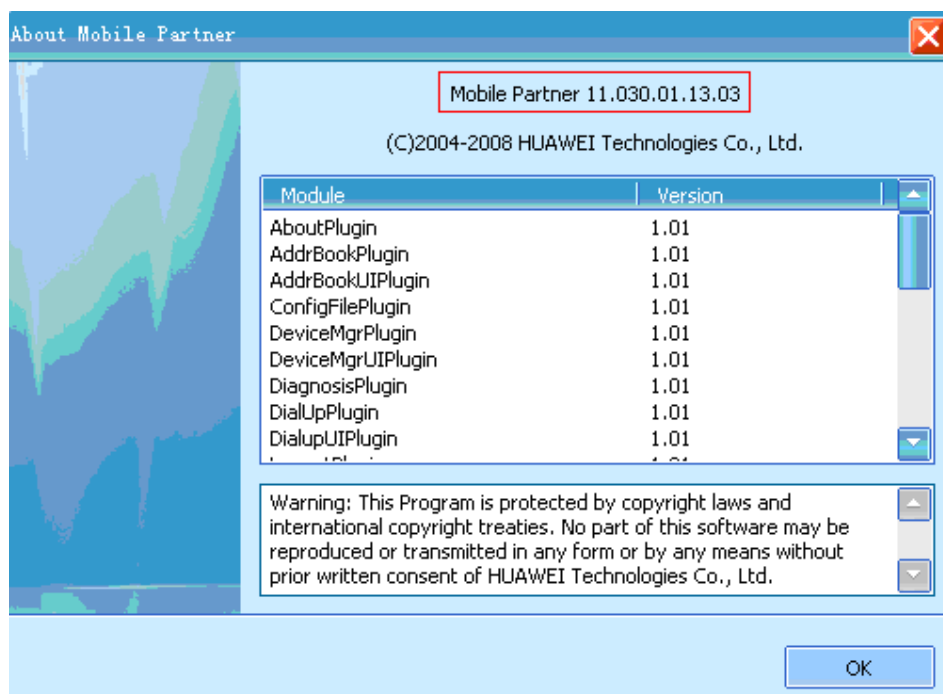
A:

1. Power On---Green, blinking twice every 3s
2. GPRS (GSM/GPRS/EDGE) Registered---Green, blinking once every 3s
3. UMTS (WCDMA/HSDPA/HSUPA) Registered---Blue, blinking once every 3s
4. GPRS/EDGE Connected---Green, always on
5. WCDMA Connected---Blue light steady
6. HSDPA Connected---Cyan light steady
7. USB hardware removed---LED off

Q: How could I inquire the version of the dashboard and the firmware?

A:

1. Open the dashboard, select Help→About, you can get the version of the dashboard



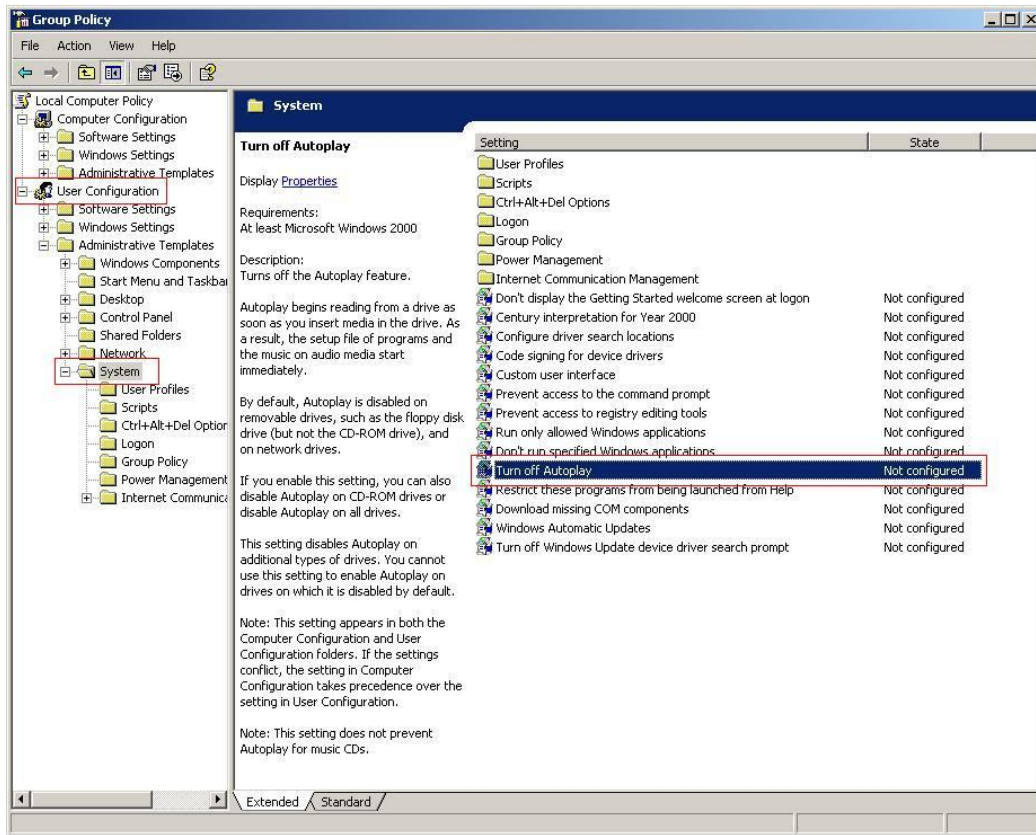
2. Select Tools → Diagnostics, you can get the version of the firmware

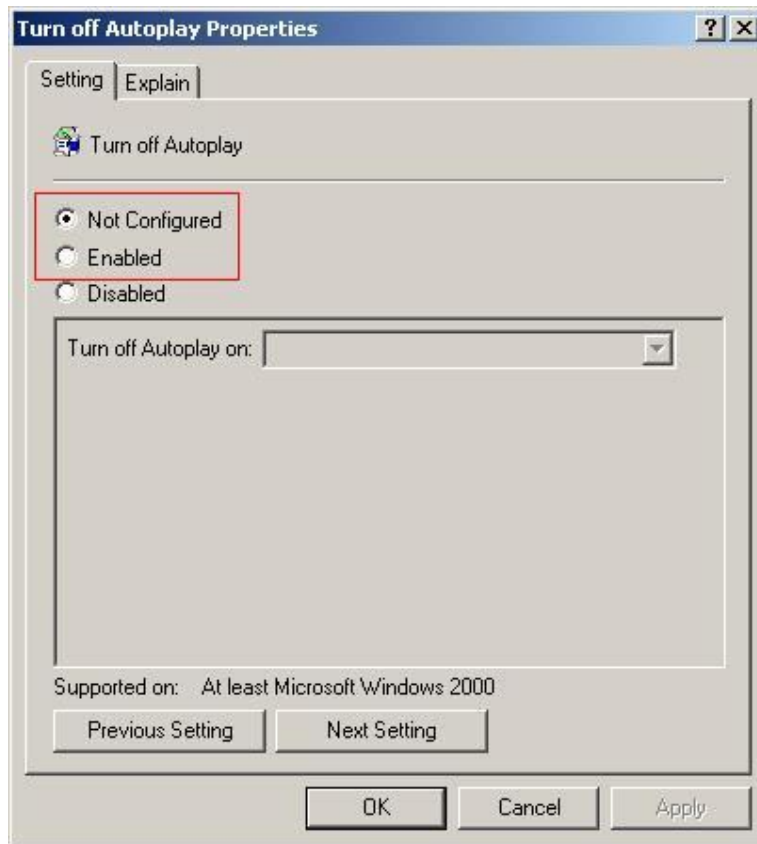


Q: When I connect the HUAWEI Data Card with computer, why the dashboard cannot start automatic?

A:

During the Windows XP and Windows 2000, Click the Start → Run, and enter the gpedit.msc to open the Group policy. Please check whether the Turn off Autoplay was disabled. You can set the Turn off Autoplay enabled or not configured in the properties.





Q: After my computer weak up from stand by, why the HUAWEI Data Card cannot be recognized by system?

A:

Yes. The HUAWEI Data Card can be recognized after restart the computer.

Q: HUAWEI Data Card will not create the CD-drive correctly or will continually pickup and drop the modem hardware on a HP Pavilion laptop?

A:

On XP, Disable qpservice from the services list (Start - control panel - Admin tools - services)

On Vista, Disable HP Quick play service from the services list

This Service controls the Quick play buttons situated above the keyboard on the laptop and allow the user to starting quickly, stop and control media files.

Disabling this service stops these keys from functioning however it does allow the EHUAWEI Data Card to function perfectly.

This has resolved 100% of cases seen on HP Pavilion laptops! (Vista & XP)

Q: HUAWEI Data Card will not create the CD-drive correctly or will continually pickup and drop the modem hardware on a computer running Windows XP Media Centre Edition?

A:

Disable the Media Centre Extender Service.

We are currently investigating the functions of this service but believe it to be very similar to the HP service mentioned in the previous issue

Disabling this service has resolved the large majority of issues with XP Media Centre Edition.

Q: HUAWEI Data Card will not create the CD-drive correctly or will continually pickup and drop the modem hardware on a Windows XP & Vista laptop

A:

Option 1 (XP & Vista)

Stop all Non Microsoft services and all startup items using MS config, then reboot the laptop

After reboot the Device is then found correctly and the modem then installs.

This fix only works in about 5% of the cases.

Option 2 (Vista Only)

Download a copy of the EHUAWEI Data Card software from our Web server (www.wdsync.co.uk/3ie)

Unzip and install on the customers laptop

Plug in the modem



In Device manager: Manually update the Mass storage device to a USB Composite device

Q: HUAWEI Data Card cannot be recognized by Vista and cannot automatically run

A:

Option 1(vista only)

Check the size of the file **\windows\inf\infcache.1,if the size of it is only a few KB.

Please install the patches of Windows Vista:

Windows6.0-KB937187-x86.msu

Windows6.0-KB937187-x64.msu.

Reboot your PC.

And you can get the patches from us

Option 2(vista only)

Check if the file **\windows\inf\usbstor.inf exists, if NOT, find the unrecognized device mostly showed as Huawei mobile and manually update the driver:

Select the device in device manager and

Click the right button of your mouse-update driver and then manually select the driver in folder \mass storage you get from us.

Reboot you computer.

If the modem still cannot auto running, then manually install the driver in the folder \CDROM then reboot. You can get the driver from us.

Q: Click the connection from the website, there appears a blank website which can not be shutdown.

A:

Cause by the operator's network.

Use the same data card to login the website via different networks.

Use different data cards to login the website via the same network.

Q: When users dialup the internet via the datacard, the speedrate is slow.

Caused by the background software.

Use the original dialup software from Windows, and make a speedrate comparison with the data card,

Modify the background software.

Q: The data card of Hong Kong customer has no signal in Macao, but the SIM card can search network in handset

A:

The SIM card set the network which forbids it to configure into the list of forbidden automatically.

When the SIM card can be configured after renovating the network, we must get the network out of the list of forbidden manually

Q: When I want to do dial-up, what is the mean of fail code 619?

1) Weak Signal

Make a comparison test at the Strong Signal section.

2) Configuration failure of the APN

Check the configuration of the APN in the Dashboard, make sure that there is no add-configuration which has been set.

Set the APN correctly, disable the add-configuration

Q: How about the temperature limit during HUAWEI Data Card operating?

A:

The HUAWEI Data Card can be used between -10°C to $+45^{\circ}\text{C}$
Storage: -20°C to $+70^{\circ}\text{C}$.

Q: It takes a long time to install the dashboard in windows XP, May I know what the reason is?

A:

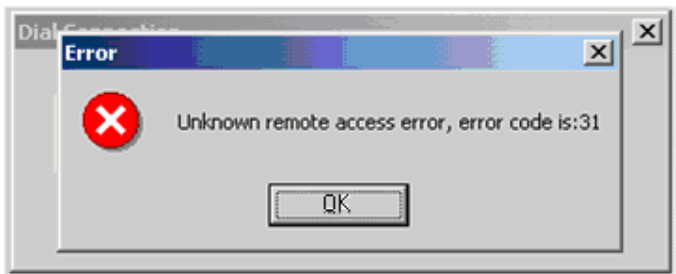
Your computer may be doing a through driver search during installation. Therefore, please do not choose the option; search driver on networks; during installation or abandon the net service.

Q: What shall I do if I cannot access internet?

A: Please check the configuration as follows:

- Make sure that E220 is in the service area and the network signal is normal.
- Make sure you have subscribed to the wireless access service. For details, consult your service provider.

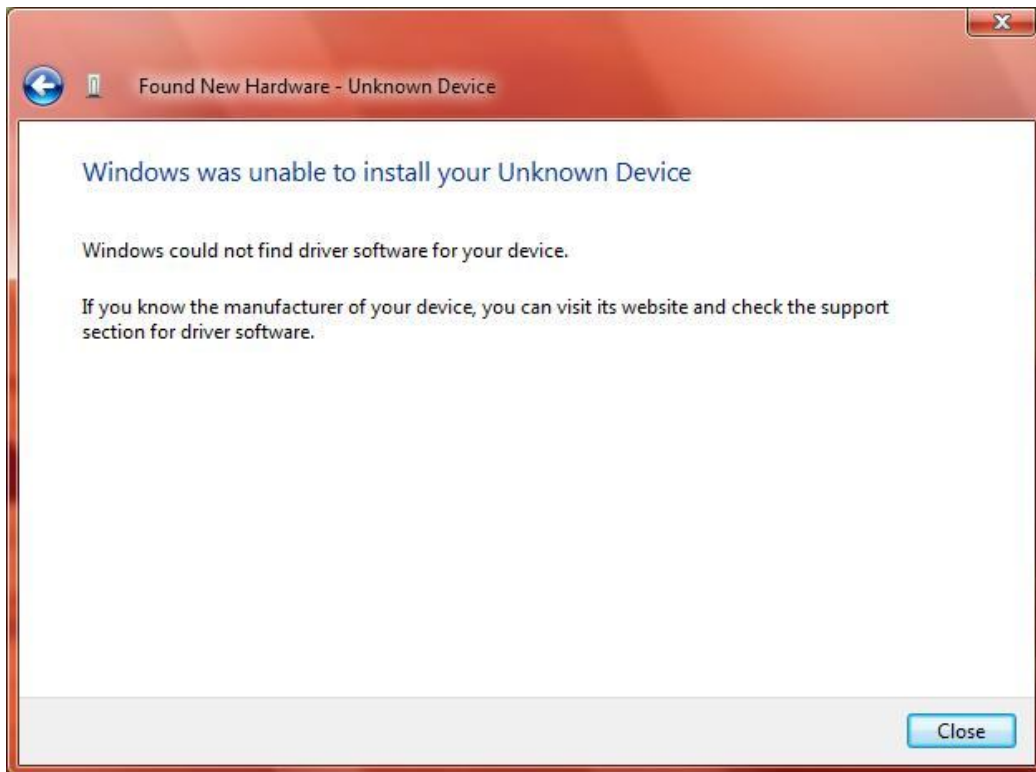
- If you have subscribed to the wireless access service, refer to ¶ internet service¶ to configure the network settings.
- If it shows screens as below, please try to connect again and again, because the net is busy now.

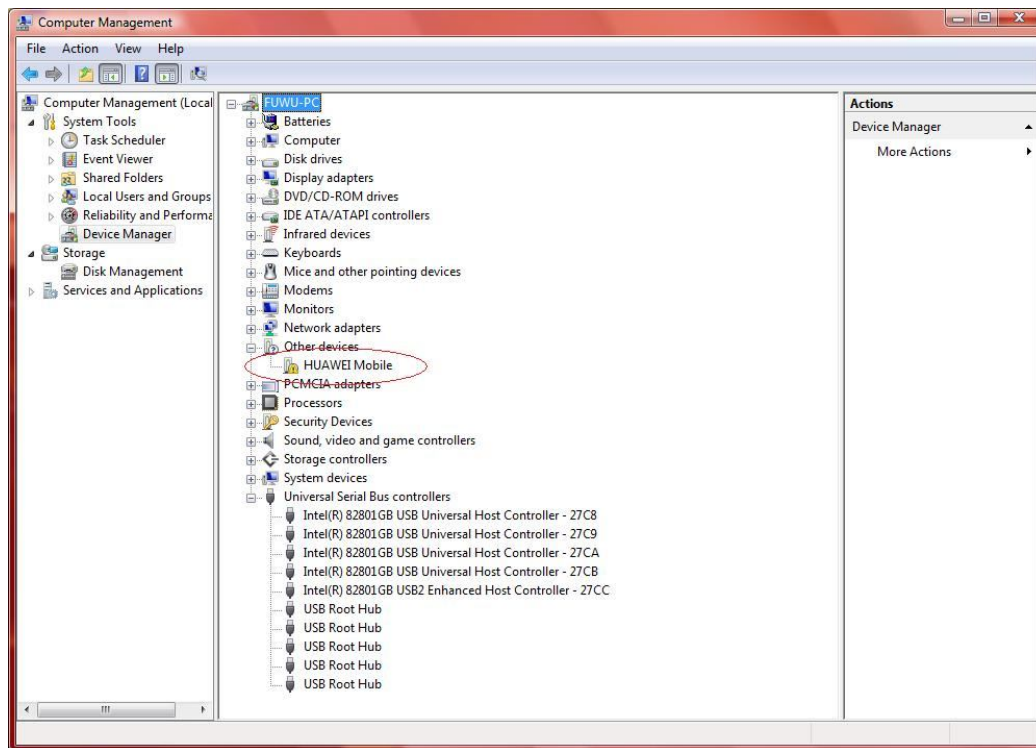


- If it fails again, please re-install the TCP/IP protocol and have a try.

Q: Data card can not be recognized by Vista or can not automatically install after uninstall.

A: The problem shows picture as below





1) Vista only:

- Check the size of the file `**\windows\inf\infcache.1`.
- If the size of it is only a few KB. Please install the patches of Windows

Vista:

Windows6.0-KB937187-x86.msu

Windows6.0-KB937187-x64.msu.

Reboot your PC.

And you can get the patches from us

2) Vista only:

- Check if the file `**\windows\inf\usbstor.inf` exists, if NOT, find the unrecognized device mostly showed as ;Huawei mobile; and manually update the driver.
- Select the device in device manager and Click the right button of your mouse-update driver and then manually select the driver in folder \mass storage you get from us.
- Reboot you computer.
- If the modem still cannot auto-run, then manually install the driver in the folder

\CD-ROM, then reboot.

You can get the driver from us.

Q: will the information of messages, contacts, etc. be lost after dashboard uninstalled.

A: No, SMS, contacts information is stored in the file named vWTP.MDB, so, please do not delete this file, the information can be read out when you install the dashboard again.

Q: HUAWEI Data Card installs OK and customer SIM card has signal however the connect button shows grey out?

A:

This issue has been seen on a number of laptops running Norton internet security. Exact versions of this are not yet known and the only known solution is to disable Norton however this has not worked in 100% of cases