

Huawei E367 Data Card FAQ

Q: Which OS can the E367 Data Card support?

A: Now the E367 Data Card can support Windows 2000, Windows XP, Windows Vista, Windows 7, Mac OS.

Q: When E367 Data Card connected to computer, how can I confirm the

E367 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 E367 Data Card has been identified.

Q: The computer cannot find any new hardware when the E367 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 E367 Data Card.

Q: When the E367 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

L Computer Management	
🚐 File Action View Window Help	
Computer Management (Local)	
System roots S	
Professional Contractor Contracto	
🗄 🕄 Local Users and Groups 🛛 🖶 Disk drives	
🕀 🙀 Performance Logs and Alerts 🛛 🕂 😼 Display adapters	
🖳 🖳 Device Manager 🛛 🕀 🥥 DVD/CD-ROM drives	
🖻 🗃 Storage 🔅 🤀 🔂 IDE ATA/ATAPI controllers	
🗈 😭 Removable Storage 🔹 😹 Infrared devices	
Bisk Disk Derragmenter ⊞ ⊘ Keyboards	
The and outer pullicity devices	
ThinkPad Modem	
E 👰 Monitors	
III IIII IIIII IIIIIIIIIIIIIIIIII	
😥 🗐 PCMCIA adapters	
Processors	
E Sound, video and game controllers	
System devices Sector activities	
Generation San John Das Control and Section State (Controller - 2708	
→ Intel(R) 828015 (ICH7 Family) USB Universal Host Controller - 27C9	
- A Intel(R) 82801G (ICH7 Family) USB Universal Host Controller - 27CA	
🚽 🚔 Intel(R) 82801G (ICH7 Family) USB Universal Host Controller - 27CB	
First Line (R) 526015 (ICHZ Family) USB2 Enhanced Host Controller - 27CC	
USB Composite Device	
- G H5B Mass Storage Device	
C USB Koot Hub	
Geo Hab	
USB Root Hub	
● 3 蓝牙设备	

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 E367 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 E367 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 E367 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. Firs

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 E367 Data Card dashboard. To solve this problem, Microsoft will release a patch. You can get help from the Local Service of Microsoft.



INTERNAL



Q: When THE E367 Data Card was plugged into the computer, the system



would be dead or run slowly or cannot open the virtual the E367 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 E367 Data Card.

To get the cause:

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

Run	? 🔀
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	msconfig
	OK Cancel Browse

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

Sy ster	m Configura	tion Util	lity					Þ
General	SYSTEM.INI	WIN.INI	BOOT.INI	Services	Startup			
Servio	e		Essential	Manufa	cturer		Status	~
🗹 Ac	Profile Manage	er Service		Unknowi	n		Running	
Ac	cess Connectio	ons Mai		Lenovo			Running	
🗹 At	i HotKey Poller			ATI Tech	nnologies Inc.		Running	
🖌 Blu	Jetooth Service			Broadco	m Corporation.		Running	
🔽 Sy	mantec Event I	Manager		Unknowi	n		Running	
🗹 Sy	mantec Setting	js Mana		Unknowi	n		Running	
Sy Sy	mantec AntiViri	us Defi		Unknowi	n		Running	
🔽 Th	inkPad PM Serv	/ice		Unknowi	n		Running	
🔽 Liv	eUpdate			Unknowi	n		Stopped	
Ma Ma	achine Debug M	lanager		Unknowi	n		Running	
Of 🗹	fice Source Eng	gine		Unknow	n		Stopped	_
Sa	vRoam			Unknowi	n		Runnina	~
	C	I Hide	All Microsoft	: Services	>	Enable Al	Disable	
				Ok	Cancel	Appl	y He	P

3. Re-plug the E367 Data Card into the computer, if the system run ok, that means some software or service conflict with THE E367 Data Card. You can start the service one by one to find which conflict with the E367 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 E367 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.



Huawei	E367	Data	Card	FAQ

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neral Port Settings Driver Details		
Bits per second:	9600	~
Data bits:	8	~
Parity:	None	*
Stop bits:	1	~
Flow control:	None	~
Adv	vanced Restor	e Defaults

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



Advanced Settings f	or COM5							? 🗙
✓ Use FIFO buf Select lower s Select higher Receive Buffer: L Transmit Buffer: L	fers (requires 16 settings to correc settings for fast ow (1)	3550 compatibl ct connection er performance	e UART) problems.	E.	Þ	High (14) High (16)	(14) (16)	OK Cancel Defaults
COM Port Number:	COM5 COM4 COM2 COM4 (in use) COM5 COM6 COM7 (in use) COM7 (in use) COM10 COM10 COM10 COM11 COM12 COM13 COM14 COM15 COM15 COM15 COM16 COM16 COM17 COM18 COM18 COM19 COM20 COM2		ΟΚ	Cancel				

Q: What is the meaning of the E367 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



About Mobile Partner			
	(C)200	Mobile Partner 11.030.01.13.03 14-2008 HUAWEI Technologies Co.	, Ltd.
	Module	Version	<u> </u>
	AboutPlugin	1.01	
and the second	AddrBookPlugin	1.01	
	AdarbookUIPlugin CoofiaEiloDlugin	1.01	
	DeviceMarPlugin	1.01	
	DeviceMarUIPluain	1.01	
	DiagnosisPlugin	1.01	
	DialUpPlugin	1.01	
A Lot of	DialupUIPlugin	1.01	
		1.01	
	Warning: This Progr international copyrig reproduced or trans prior written conser	am is protected by copyright laws ght treaties. No part of this softwa mitted in any form or by any mear at of HUAWEI Technologies Co., Lt	and International Internationa
			ОК

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

iagnostics		
Device SIM/USIM Netw	ork-status Network settings	
Device name:	E1750	
Application port:	COM20	
Serial number:	Unknown	
IMEI:	353144030007024	
Hardware version:	CD6ATCPU	
Fireware version:	11.124.01.00.00	

Q: When I connect the E367 Data Card with computer, why the dashboard

cannot start automatic?

A:

During the Windows XP and Windows 2000, Click the Start \rightarrow 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.



Group Policy				<u>- ×</u>
File Action View Help				
				_
S Local Computer Policy	🚞 System	2		
Computer Policy Computer Configuration Computer Configuration Configurat	System System Turn off Autoplay Display Properties Requirements: At least Microsoft Windows 2000 Description: Turns off the Autoplay feature. Autoplay begins reading from a drive as soon as you insert media in the drive. As a result, the setup file of programs and the music on audio media start immediately. By default, Autoplay is disabled on removable drives, such as the floppy disk drive (but not the CD-ROM drive), and on network drives. If you enable this setting, you can also disable Autoplay on all drives. This setting disables Autoplay on additional types of drives. You cannot use this setting to enable Autoplay on drives on which it is disable Autoplay on	Setting User Profiles Scripts Ctrl+Alt+Del Options Group Policy Group Policy Ower Management Internet Communication Management Don't display the Getting Started welcome screen at logon Configure driver search locations Code signing for device drivers Custom user interfrace Prevent access to the command prompt Restrict these programs from being launched from Help Download missing COM components Windows Automatic Updates Turn off Windows Update device driver search prompt	State Not configured Not configured]
	Note: This setting appears in both the Computer Configuration and User Configuration folders. If the settings conflict, the setting in Computer Configuration takes precedence over the setting in User Configuration. Note: This setting does not prevent			
<u> </u>	Extended Standard			

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ırn off Autoplay F	roperties ?X	
Setting Explain		
🗿 Turn off Autop	lay	
 Not Configured Enabled Disabled 		
Turn off Autoplay	on:	
Supported on: A	t least Microsoft Windows 2000	
20020002002	a Next Setting	
Previous Settir		

Q: After my computer weak up from stand by, why the E367 Data Card

cannot be recognized by system?

A:

Yes. The E367 Data Card can be recognized after restart the computer.

Q: E367 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 EE367 Data Card to function perfectly.

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

Q: E367 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: E367 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 EE367 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: E367 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 existes, 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?

Weak Signal
 Make a comparison test at the Strong Signal section.
 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 E367 Data Card operating?

A:

The E367 Data Card can be used between " 10° C to +45°C Storage: " 20° C to +70°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.

Dial Constant					×	×
8	Unknov	vn remote ac	cess error, e	error code	e is:31	
		QK				

• 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 \inf cache.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: E367 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