

FAQ for Huawei data card in Mac OS

V2.1







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17. MAC OS Leopard/Snow Leopard using HuaWei modem



1. Which versions of operating system do we support for MAC?

The dashboard we release now support the version later than 10.4.5

2. How to read the version of MAC system?

Click the apple icon on the top left corner of the screen, open the menu and choose "About this Mac" to check the version of the system.

🗯 Finder File Edit View	O O O About This Mac
About This Mac Software Update Mac OS X Software System Preferences Dock Location Recent Items Force Quit	Mac OS X Version 10.4.6 Software Update
Sleep Restart Shut Down Log Out Lin Lei 企業Q	Processor 2.99 GHz Intel® Pentium® 4 CPU Memory 160 MB DRAM More Info TM & © 1983-2006 Apple Computer, Inc. All Rights Reserved.

3. How to make sure whether the port of the datacard has been detected?

Open "terminal" procedure, input "Is /dev/tty.*" (Notice, the command is LS not IS, and there's an space character after the Is.) Then we can see the Huawei device like the following picture, it means the port has been detected.





4. How to read the version of the client software?

Open the client software, click "Mobile Partner" on the top left corner.

Mobile Partner	File Operati	on Tools Help			
Land Concerned					and the second second second
			Mobile Partner		
C ()	onnection	Statistics 💽 Text	Phonebook		
	Profile Name	New Profile1		•	Connect

Click "About Mobile Partner" in the pop-up menu.



About Mobile Partner	and the second se	on Tools	Help		-	
Services	•					(Colors
Hide Mobile Partner Hide Others Show All	жн _жн	Statistics	Text	Mobile Partr		
Quit Mobile Partner	₩Q					

Then we can see the version of the client software.



5. How to install driver of the datacard?

After we plug the datacard into the PC, the CD icon will appear and a window will pop-up. There is the driver in the CD.



The old apple computer have 2 kinds of CPU, Intel and Power, we are used to provide 2 drivers to support different CPU, however, the driver now can support both CPUs now. The install process is as the following pictures.



00	😺 Install Mobile Partner
	Welcome to the Mobile Partner Installer
 Introduction License Destination Select Installation Type Installation Summary Summary 	You will be guided through the steps necessary to install this software.
<i>V</i>	Go Back Continue











Click "Install":

Install

Go Back



e Introduc License		Installer requires that you type your password. Name: hua wei
 Destinat Installat Installati Summary 	► Details	Password: of OK
	4 5	Change Install Location Go Back Install

Input username and password of the Mac system, then click "OK":

00	🥪 Install Mobile Partner
	Installing Mobile Partner
 Introduction License Destination Select Installation Type Installation Summary 	Installing Mac OS Driver (4.11.00.00) Running Installer Script Install time remaining: About 3 minutes
	Go Back Continue

The installation is complete if you see the picture like below.





6. How to deal with the internet connection failure?

Confirm if the SIM card is valid, if the data service operation is supplied, if the PIN code is unlocked.

Confirm if the network signal is OK.

Confirm if the APN is correctly configured.

Check the connection between the datacard and PC, make sure the datacard is power on. Confirm the port of datacard has been detected by the PC.

Confirm if the datacard is compatible with the current mac operating system.

Upgrade the datacard firmware and try again.

7. How to configure the dialup connection?

- It is more convenient to use the client software to access the network than to use the dialup connection of mac system. It is recommended to use the client software except that we want to check the problem of the client software.
- 2) APN setting in dialup connection:

There's no APN configuration in the mac system, generally, after correctly setting the APN and dial one time, the APN information will be record in the memory of the datacard, and the APN should not be set again when using the dialup connection of the mac operating system.

3) The operation process shows in the following pictures:

Choose"System Preferences"——"Network"





a) Commonly, there's no Account name and password for end user Choose the "Huawei Modem" in the menu bar on the left side, then in put the access number in "Telephone Number", then click "Apply", then click "connect"。



● ○ ○	Network	٩
Locati	on: Automatic	\$
Bluetooth Not Connected Ethernet	Status: Not Connected	
Ethernet Not Connected AirPort Off	Configuration: Default	•
Ethernor (en2) Not Connected	Telephone Number: *99# Account Name:	
Huawei Modem	Password: Connect	
HUAWEle-Pcui		
+ - \$-	Show modem status in menu bar	Advanced ?
Click the lock to prevent fur	ther changes. Assist me	Revert Apply

The device icon you choose will change color to green when the status is "connecting"

. 😆 🔘 🔘	Network	
Show All	٩	\square
Locat	on: Automatic	
Bluetooth Not Connected Ethernet Not Connected	Status: Connecting	
 AirPort Off Ethernor (en2) Not Connected Huawei Modem Connecting HUAWEe-Diag Inactive HUAWEle-Pcui Inactive 	Configuration: Default Telephone Number: *99# Account Name:	
+ - &-	Show modem status in menu bar Advanced	

The "Huawei Modem" will go up to the top after successful connecting, the "sent" and "receive" will show change in the "Status"



000	Network	
Show All		٩
Locati	on: Automatic	\$
 Huawei Modem Connected Bluetooth Not Connected Ethernet Not Connected AirPort Off AirPort Off Ethernor (en2) Not Connected HUAWEe-Diag Inactive HUAWEle-Pcui Contected 	Status: Connected Connect Time: 00:01:29 IP Address: 192.168.40.62 Configuration: Default Telephone Number: *99# Account Name: Password: Disconnect	Sent:
+ - *-	Show modem status in menu ba	r Advanced) (?)
Click the lock to prevent fur	ther changes. Assist me.	Revert Apply

b) Sometimes the operator will set "Account name" and "password"

Choose "Huawei Modem" in the left side of the menu bar, configure the "Account name" and "password" according to the operator's information.

000	Netwo	rk	
Show All			Q
	Location: Automatic	\$)
e Bluetooth Not Connected	Status	: Not Connected	
Ethernet Not Connected	\$~~ }		
● AirPort Off	Configuration	n: Default	\$
Ethernor (en2)			
Huawei Modem	Account Name Password		
HUAWEe-Diag Inactive		Connect	
HUAWEle-Pcui Inactive	C.		
+ - *-	Show modem sta	atus in menu bar	Advanced) (?)
Click the lock to	prevent further changes.	Assist me	Revert Apply

The following picture shows the successful connection.



	Network	
Show All		Q)
Loo	ation: Automatic	\$
 Huawei Modern Connected Bluetooth Not Connected Ethernet Not Connected 	Status: Conr Connect Time: 00:00 IP Address: 192.1 Configuration: Defa	:43 Sent:
 AirPort Off Ethernor (en2) Not Connected HUAWEe-Diag Inactive HUAWEle-Pcui Inactive 	Telephone Number: *99# Account Name: t-mo Password: •• Dis	
+ - &-	Show modem status in r further changes.	menu bar Advanced ?

8. What's the difference between the Power CPU and Intel CPU?

Power CPU is RISC(reduced instruction set computer) and Intel CPU is CISC(complex instruction set computer), which has different thinking of design and different manufacturer.

Now because of the strategy of Apple, the power CPU PC has been stopped producing, and what we see in the market now are the Intel CPU PC.

9. Can we install the Windows operating system on mac PC? Are there some limitations?

Yes, as long as the PC has a Intel CPU, and the software tool "Boot Camp" is needed.

10. Can we install the MAC operating system on a normal PC? Are there some limitations?

Yes, 10.4 Tiger and 10.5 Leopard can be install on a normal PC, however, the PC needs to support SSE2 or SSE3.

11. Are there some issue to be paid attention under the above situations?

It is lawless to install the MAC operating system on a normal computer, we cannot claim our datacard supprt this.

12. Why does the network disconnect after some time of idle for network?



Because the option "Disconnect if idle for xx minutes" is selected in the dialup setting. Cancel this option then restart the PC, then the problem will be solved. Steps like the following:

- 1) Picture 1, Open System Preference→Network,
- 2) Picture 2, select "Huawei Modem" in the popup window, then click "Advanced...",
- 3) Picture 3, select "PPP" cancel "Disconnect if idle for xx minutes" option , click "OK", then restart the computer.



Picture 1



00	Network
Show All	٩
	Location: Automatic
Bluetooth Not Connected	Status: Not Connected
Ethernet Not Connected	
● FireWire Not Connected	Configuration: Default
On	Telephone Number: *99#
Huawei Modem Not Connected	Password:
Huawei Diag	Connect
Huawei Pcui Inactive	
+ - \$-	Show modem status in menu bar
Click the lock to p	vent further changes. Assist me Revert Apply

Picture 2



000	Network	
Show All		٩
🔮 Huawei Modem		
	Modem DNS WINS Proxies	PPP
Ethernet (Settings: Session	
The Connected	Connect automatically when	needed
· Frankling	Prompt every 30 minutes	to maintain connection
Autorit	Disconnect if idle for 10 n	ninutes
	Disconnect when user logs o	ut
a second because of the	Disconnect when switching u	iser accounts
A CONTRACTOR OF A CONTRACTOR O	Prompt for password after di	ialing
Phased Dieg	🗹 Redial if busy	
	Redial 1 times	
	Wait 5 seconds before	redialing
		and a second and a second s
e 0 -		
(?		Cancel

Picture 3

13. How to deal with the no responsible event (the client software don't start automatically) when the datacard is pluged in.

Maybe the original MAC dashboard doesn't support PNP and the original driver hasn't been uninstalled. Please try to uninstall the old software and install the new software which support PNP.

14. How to deal with the event "Please input PIN code" or "Input Unlock code"?

O Verify PIN		000	Sim Unlock	
Please input PIN code:	4-8 digits	Input Unlock code:		6-8 digits
Remaining authentication times of Pl	N code input: 3	Remaining authentic	ation times of unlock co	ode input: 7
OK Cancel		OK Cancel		

It means the PIN protection or then SIMLOCK is enable. Input the correct PIN code and correct SIMLOCK code.

15. If there's no data stream or there's automatic network disconnection after download for a while, and fail for redialing. How to deal with it?

Please replug the datacard and dial again.





16. How to deal with the error notice in the MAC system?

(1)Notice: Cannot negotiate connection with remote PPP server

This notice may happen when the end user using the wrong dialup parameter, like wrong APN, wrong username or password. Otherwise, if the authentication times out when the network signal is weak, this may also happen.

Please confirm the parameter and try to dial in the good signal resign.

(2) Notice: A modem error occured, please verify your settings and try again.

Generally speaking, this may happen when the modem port is using by other devise or the port is blocked. It is suggest to replug the datacard or restart the PC.

If there's no use to do the operation above, please catch the log and feedback to HQ.

17.MAC OS Leopard/Snow Leopard using HuaWei modem

1. Install the driver from the CD provided, before connecting the USB modem.

2. Edit network preference in "System Preference" > "Network"
a. You should see the HUAWEI Mobile at the left sidebar.
Click on it and edit setting as follow:
Location: Automatic
Configuration: Default
Telephone Number: *99#
Account Name: (Leave it blank)
Password: (Leave it blank)
Enable Show modem status in menu bar



	Network			
Show All		Q		
Locati	Location: Automatic			
• HUAWEodem	Status: Not Connected	ł		
● HUAWEe-Diag Not Configured				
● HUAWEle-Pcui Not Configured	Configuration: Default	•		
HUAWEile-GPS Mot Configured	Telephone Number: *99#			
● HUAWEontrol Not Configured	Password:			
● Ethernet Not Connected	Connect)		
HUAWEI Mobile				
● AirPort On				
+ - 0-	☑ Show modem status in menu bar	Advanced ?		
Click the lock to prevent further changes.				

b. Edit the "Advanced..." button as follow:

Modem Vendor: Other

Model: HUAWEI Mobile Connect - 3G Modem, /System/Library/Modem Scripts/HUAWEI Mobile Connect - 3G

Enable error correction and compression in modem

Dial Mode: Wait for dial tone before dialing

Dialing: Tone

Sound: Off

PPP Setting: Session

Check the following only:

Enable Disconnect when user logs out

Enable Redial if busy

Redial 1 times

- Wait 5 seconds before redialing
- Click Apply and exit system preference



0	Network		
► Show All			٩
HUAWEIMobile-Mode	m Modem DNS WINS	Proxies PPP	8
Vendor:	Other	Not Connected	
Model:	Model: HUAWEI Mobile Connect – 3G Moder ≑		
	Enable error correction and compression in modem		
Dial Mode:	Dial Mode: Wait for dial tone before dialing		
Dialing:	• Tone O Pulse		
Sound:	🔾 On 💿 Off		
?			Cancel OK
Contra tout sorte on business a	and the year	Constant me	Contract of Contract



0	Network	
▶ Show	v All	٩
🔮 HUAW	ElMobile–Modem	
	Modem DNS WINS Proxies PPP]
	Connect automatically when needed	
	Prompt every 30 minutes to maintain connection	n
	Disconnect if idle for 10 minutes	
	Disconnect when user logs out	
	Disconnect when switching user accounts	
	Prompt for password after dialing	
	Redial 1 times if busy, waiting 5 seconds I	before redialing
	Send PPP echo packets	
	Use verbose logging	
	Terminal Script: None	
	Use TCP header compression	
	Connect using a terminal window (command line)	
•		(Cancel) OK
-		

3. Connect the USB modem until the blue light is blinking.

- 4. Edit the configuration as follow:
- a. Open "Application" > "MobileConnect"
- b. Under the "Dial up" tab, click on the Setting button.
- c. Create a new profile as follow:

Profile Name: "StarHub Mobile"

Access Point Name: "shwap"

Telephone Number: *99#

Account Name: (Leave it blank)

Password: (Leave it blank)

Authentication: CHAP

Click "Save", and use this profile.

HUAWEI	MAC FAQ	Confidential Level:
000	Mobile Partner	
	Options	
	Dial-Up Profile Name Starhub Mobile APN O Dynamic Static APN: shwap Authentication Access number: *99# User name:	New Delete Edit Save Undo
	Password: Authentication Protocol Settings CHAP O PAP Cancel	Default OK
٣	E <u>0</u>	

d. Click on the connect button and the connection should start.

Tips: Once the Modem is shown on the menu bar, you can click on "Connect HUAWEI Mobile" to connection in future.