

FAQ – MF626 USB Modem

1. What are the minimum requirements needed to run the software?

The Minimum System requirements are as follows:

- Windows 2000/XP/Vista or Mac OS 10.3.0 and above
- Configuration (Recommended):
- CPU 500MHz Pentium or above
- Hard Disk 50M or above
- RAM 128M or above

2. I did not receive a CD in the Box, how do I install the Modem Software?

The installation process for the modem is automated; simply connect the Modem to an available USB port on your computer and then wait for a moment for the installation to begin.

Note: If you are using an Apple MAC OS, please install software by using the incidental Compact Disc and configure the CD-ROM, and you can get these from the driver CD. If you don't have a driver CD, please contact with your suppliers for details.

3. What computer is the modem compatible with?

MF626 HSDPA USB Modem supports main prevailing types of laptops or portable computer, such as HP, IBM, Toshiba, Lenovo, Dell, Sony, etc.

4. Where can I download the Software for the on Windows Vista?

You do not need to download any software for Windows Vista. The device contains all the required software. Simply plug in the device and follow the prompt information on screen prompts

5. Can I use the USB modem with an Apple Mac?

Yes, the USB modem is compatible with Apple Mac computers with both PowerPC and Intel Processors running MacOS 10.3.0 and above.

6. When setting up the on my Apple Mac, the application prompts for an APN, what do I enter here?

The APN to use is shinternet.

7. After plugging in the Modem to a Windows Vista computer it warns me that an unidentified program wants to access your computer, what should I do?

Windows Vista contains Enhanced Security Features, which warn you when any application attempts to install. Please Select **Allow** to begin the Software installation.

8. I am connected to the Internet with the modem, how can I start browsing web sites.

Once the Software reports that it is connected, simply open your Internet browser and enter the web address you require. The Default Internet Browser on a PC is **Internet Explorer**; this is normally located on your Start menu and can be identified by a Blue “e” icon

For an Apple Mac, the Default browser is **Safari**; this will normally be located on the Dock at the bottom of the screen and can be identified by a Compass icon.

9. Can I send SMS messages using the USB Modem?

Yes, simply open the application and select the Envelope icon like at the top of the screen.

10. After the modem has connected to the internet the computer reports that it is connected at 3.6 Mbps, is this the true speed that I am receiving?

This message displays the Maximum connection speed of the device and not the actual Connection speed. A number of different factors, including signal Strength, 3G or HSDPA Signal, and current network traffic can affect the actual speed you are receiving. To confirm your actual speed try searching the Internet for a broadband speed test.

11. I need to enter the telephone number as *99# but cannot find the # symbol on an Apple Mac Keyboard

The # Symbol can be entered by holding down the **Alt** key and pressing the **number 3** Key.

12. When opening the connection a Firewall Security Alert appears, what should I do?

In order for the MF626 software to work correctly, it must be allowed to connect through your firewall. Select the appropriate option for example **Allow**, **unblock** or **Permit**. If you require further information on how to configure your firewall to allow this application please contact the vendor of your firewall software.

13. Why the system can not run the installation program automatically?

The system configuration is not suitable for the auto-run, Open the visual disc of the modem program and start the autorun.exe. If you have installed the other version of installation program please uninstall it firstly.

If you use a Windows 2000 system, you also must install the modem program manually.

14. After full installation, why doesn't the system install the driver program properly?

Please install the driver program manually. The driver program can be found in the installation address, e.g. C:\Program Files\ MODEM MobileConnection /drivers

15. After the modem is plugged in, why doesn't the UI program run automatically.

If the system configuration is not proper, this may happen. Please open the UI program manually. You can find it in the Windows Quick start menu or the shortcut on the desktop.

16. After restarted the computer, there is no signal all the time.

1) You are in the place where no GSM/GPRS/EDGE/WCDMA/HSDPA network covered, such as underground parking lot, tunnel etc.

Solution: Change to the place where having good signal

2) The modem isn't connected well.

Solution: Pull out and insert the modem cable safely again.

3) The SIM/USIM card isn't inserted well, such as inserted in reverse.

Solution: Insert the SIM/USIM card correctly again.

4) The position of the USB modem inner antenna is unfitting.

Solution: Adjust the angle of the USB modem inner antenna.

17. When the USB Modem is being installed, the notebook computer does not detect it.

1) The installation programs of the USB modem haven't been installed properly.

Solution: Run the installation program first, then connect the modem. If you use the Win XP operating system, install the drivers according to the Windows indication information to operate.

2) The modem isn't connected well.

Solution: Restart the computer, or connect the modem again.

3) The SIM/USIM card isn't inserted well, such as inserted in reverse.

Solution: Insert the SIM/USIM card correctly again.

18. Message sent failed.

1) The SMS center number isn't correct.

Solution: After consulted with service provider, configure the right number.

2) The network is busy and other reasons.

Solution: Try later.

19. Data connection failed.

1) You are in the place where no GSM/GPRS/EDGE/WCDMA/HSDPA network covered, such as underground parking lot, tunnel etc.

Solution: Change to the place where having good signal.

2) The network at this time in this place is busy now.

Solution: Try later.

3) The APN in the configuration files is error.

Solution: Check the APN in the configuration file in the "Config file".

4) The modem data is error.

Solution: It is perhaps the GPRS or WCDMA network problem and please contact with the local supplier in time.

5) The network type selected by manual is wrong.

Solution: Select the correct network type according to the type of the SIM/USIM card.

20. Connected to the Internet, but it cannot open any website page.

1) After connection, there is no data transfer, which resulted that you cannot open web pages.

Solution: Check that the APN in the configuration files is correct or not.

2) The IE browser got problems.

Solution: If the IE got problems, upgrade to the new version or reinstall the IE browser.

3) The operating system is infected by virus (Such as Worm.Blaster which can take up a quantity of upload data flow and result that it can't receive downloaded data flow so that you cannot open any website.)

Solution: Use the professional anti-virus software to check and kill the virus in the operating system completely.

4) You have connected to other APN, which cannot connect to the Internet.

Solution: Dial the right number again.

21. No warning tone.

No audio card is fixed in computer or the volume is too small.

Solution: Check the audio card and adjust the volume properly.

22. My Micro SD card can not read or not found

Check the Micro SD card capacity, the maximum supported capacity is 4GB

Solution: Use another Micro SD card with a maximum capacity of 4GB