

# 1 MODEM device Introduction

## 1.1 Introduction

Thank you for choosing the MODEM device.

To guarantee the device always in its best condition, please read this manual carefully and refer to it for general operational information.

The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical with your device. We operate a policy of continuous development and reserves the right to update and modify the technical specifications in this document at any time without prior notice.

The MODEM device is a type of multi-mode, 3G modem or card, applicable to GSM/GPRS/EDGE/WCDMA/HSDPA(HSUPA) networks. The interface connects most PCs to the internet, integrating functions of the MODEM device and mobile phone, into a mobile communication device. Via GSM/GPRS/EDGE/WCDMA/HSDPA(HSUPA) mobile networks, it supports data services and SMS services, helping you break away from the limitations of time and zone, and communicate wirelessly anytime and anywhere.

## 1.2 Safety Warning and Notice

### To the owner

- Some electronic devices are susceptible to electromagnetic interference sent by the MODEM device if inadequately shielded, such as electronic systems of vehicles. Please consult the device manufacturer before using MODEM device if necessary.
- Operation of your PC and MODEM device may interfere with medical devices like hearing aids and pacemakers. Please always keep MODEM device more than 20 centimeters away from such medical devices when they are in use. Pull out the MODEM device if necessary. Consult a physician or the manufacturer of the medical device before using MODEM device.
- Be aware of the usage limitation when using a MODEM device at places such as petrol stations or chemical factories, where there may be explosive gases or explosive products being processed. Do not use MODEM device if unsure.
- Store the MODEM device out of the reach of small children, it may cause injury if used as a toy.

### Device

- Please use original accessories only or those that are authorized by the manufacturer. Using any unauthorized accessories may affect your device's performance, and violate related national regulations regarding telecom terminals.
- Avoid using the MODEM device near metallic structures, devices or establishments that can emit electromagnetic waves. This may adversely affect signal reception.
- The MODEM device is not waterproof. Please keep it dry and store in shady and cool place.
- Do not use the MODEM device immediately after sudden temperature change. In such case, condensation may form inside the device, potentially causing irreversible damage to it. Please allow adequate time to dry.
- Treat the MODEM device carefully and avoid destructive damage. Do not drop, twist, strike or otherwise harshly treat it.
- Only a qualified maintenance agent should be permitted to undertake repair work. Please refer to your operator user guide to find the relevant contact information.

### In Aircraft

- Please power off the MODEM device before take-off. In order to protect inflight communication systems from interference, do not use the MODEM device in flight. Use before take off is subject to the usual aviation laws and the particular airline's policy. If in doubt seek advice from the cabin crew.

### **1.3 Applicability Scope**

The MODEM device supports main types of laptops or other computers, such as HP, IBM, Toshiba, Lenovo, Dell, Founder, etc.

### **1.4 System Requirements**

Recommended system configuration;

Operating System	Windows 2000 / XP / Vista
CPU	500MHz Pentium or above
Hard Disk	20G or above
RAM	128M or above

The performance of the MODEM device may be influenced if your laptop configuration is under this recommendation.

### **1.5 Functions**

Functional support includes: SMS service, Data service, Phone book, etc.

## 2 Installation

### 2.1 Hardware Installation

#### 1. Inserting the SIM/USIM Card into the Device:

Before using the device, please be sure that your SIM/USIM card provided by your network operator can support data services.

Insert the SIM/USIM card with the metal contact area facing downwards into the SIM/USIM card MODEM device slot.

#### 2. Connecting the Device and PC:

Connect Device with your PC. With the indicator turns on, the device is properly inserted.

### 2.2 Running Application Software

After the device is installed and connected normally, your PC will launch the application software automatically. After the device initializes, the main interface appears. When the standby icon appears, the device is ready to work normally.

If your notebook PC does not launch the application software automatically, click the **Start** → **Programs**→**MODEM Mobile Connection**→ **MODEM Mobile Connection** menu on the notebook PC to run the application software, or double click the shortcut icon on the desktop to run the application software.

**Please note:** The device may take up to 30 seconds to launch the PC interface. If you click the 3 icon before the device has auto-launched then on some PC's an error notice may appear. Please ignore this message and close this window.

### 2.3 Removing the Device Safely

Please close the application software first and then pull out the device.

### 2.4 Uninstalling the Software

Close the application program before uninstalling the software.

Left click **Start**→ **Programs**→**MODEM Mobile Connection**→ **Uninstall** menu on the PC.

Click the right button as indicated by the software, the system begins to uninstall programs and complete the uninstall process of the application software.

## 3 Functions & Operation

### 3.1 Interface Introduction

#### 3.1.1 Main Interface

The PC interface comprises three parts: Functional Button Area, System Information Area, and User Area. The related functions can be executed by within the corresponding area.

##### 1. Functional Button Area

There will be various functional button icons shown in this area. Left clicking on the selected function button will carry out the corresponding operation.

Internet: Connects to the Internet.

Short Message: Sending an SMS or reading the SMS Inbox.

Phonebook: Save and view the contact list.

Settings: Device related settings.

Help

##### 2. System Information Area

Shows system status and related information.

Shows network signal intensity, 5 stages from none | to strong .

There are new SMS in your inbox.

Shows the current status of Internet connection. Red means you are currently disconnected from the Internet.

The green icon shows that the current internet status is connected.

Letter "P" means the device is supporting packet-switch (P) or data services, while letter "C" means supporting circuit switch (C) services.

SIM/USIM card is roaming.

Indicates the connection status of the device, "Green" it has been connected to the computer.

"Orange" indicates the PC and device are connected but device offline.

“Red” indicates disconnected.

Indicates status of the SIM/USIM card. Green indicates the card has been inserted.

Red indicates it has not been inserted.

Indicates the current network service type, i.e. UMTS or GSM in service.

Name of your service provider.

: View related operational information, including, User Name,

Starting time, Disconnect time, Duration, Data received and Data sent.

### 3. User Area

Show conditional interactive computer information.

#### 3.1.2 Description of Minimize Icons

Clicking on the minimize button, minimizes the user interface to an icon on Windows taskbar. This does not influence data download, receiving SMS when connected to the Internet. Double click on the icon, device interface resizes.

#### 1. Taskbar Icons' Description

Device is in normal standby status.

Green indicates the device is connected to the PC.

Orange indicates the PC and device are connected but the device is offline.

Red indicates the device has been disconnected successfully.

Red indicates no SIM/USIM card has been inserted the device.

No network signal is detected.

You have new messages.

Green indicates successful connection to the Internet.

#### 2. Using Taskbar Icon:

Right Click the taskbar Icon and the following menu will appear:

(The contents in this manual are just for your reference. They might not be completely identical with your device)

**device Offline:** The device has stopped and has disconnected from the Internet. When the device is in this offline state, to run the software again you should pull out the device and connect the device with PC again. While the application interface is not shut down, this will pause then restore the device to a working state. Be sure to stop the device properly in windows.

**Factory Settings:** Restoring the settings of current network configuration to factory default value will not influence phonebook and saved messages.

**Help:** Enter the Help interface.

**About:** View application software and hardware information.

**Exit:** Close the application interface and stop using the device.

**Note:** In this manual, "click" or "double click" means click the left button of mouse, unless stated otherwise.

## 3.2 Connecting to the Internet

You can browse web pages after you have accessed to the Internet through the device. You can also receive SMS while surfing on the Internet.

### 1. Connect to the Internet

Click the **Internet** icon, the system will ask you "Connect to?" Select "**Connect**". When connected, it will show the "**Disconnect**" button, data flow, connected time, etc.

During the course of connection, the "**Connect**" button becomes "**Disconnect**" button and you can cancel the connection. At the same time, an icon on taskbar appears indicating network connection. Then you can access Internet and receive email etc.

### 2. Disconnect from the Internet

Click "**Disconnect**" button to disconnect from the Internet. After disconnection, the normal standby icon appears on taskbar.

## 3.3 SMS

**Inbox:** View received SMS.

**Outbox:** View SMS sent successfully.

**Draftbox:** Save SMS on PC before sending.

For example: "Message in Inbox PC :1(Items) (U)SIM Card:0(Items)" indicates that there is 1 short message in the PC, and 0 short message in (U)SIM card. "(U)SIM card capability" means the (U)SIM card can store a maximum of 40 messages.

Different SIM/USIM cards have different capacity. The system will show the number you can store.

**Note:** To ensure the SMS features function properly, a correct SMS center number must be set. Refer to "3.5.4 Messages settings".

Click "**SMS**" icon to switch to the SMS interface and it shows the number of SMS in the inbox, outbox and "**Draftbox**". Click icon of "**Inbox**", "**Outbox**", "**Draftbox**" and "**New Message**" to enter relative interface.

### 3.3.1 Read SMS

Click the "**Inbox**" button to read the SMS saved in the Inbox or click SMS icon in system information area to read New SMS. Make use of the bottom menu buttons to read, reply, forward, transfer, delete, save numbers or cancel message.

### 3.3.2 Create New Message

Click "**New Message**" button to input the recipient's number and content. Input the recipient's number directly or select one/more records from the **Phonebook** (The recipient's number(s) can be one or more, using ";" to separate). The single SMS text can not exceed 160 English characters (including English symbols). Otherwise, it will be divided into less than 5 separated SMS which length is 153 English characters (including English symbols). viz. The total characters (including English symbols) can not exceed 765.

Click "**Send**", make a choice of "**Yes**" or "**No**" according to the prompt on the display to send/cancel the short message. After sending successfully, this SMS will be saved into outbox automatically. If sending fails, the short message will be saved into Draftbox; click "**Cancel**" to return to "**Short Message**", click "**Save**" to return to the last windows form and the message will be saved on PC.

#### **Send SMS while browsing the web:**

You can send short messages when surfing on the Internet. Click the "**SMS**" icon button to enter the short message interface and send short messages in normal way.

### 3.3.3 The SMS Box Operating Guide

Enter any of Inbox/Outbox/Draftbox functions to execute the following:

**Read:** Read short message. (The content of short messages, sender's phone number, sending time and date).

**Reply:** Reply to the sender of the short messages.

**Forward:** Forward short message to other recipients.

**Move:** Change the saving location of short messages between PC or USIM/SIM card.

**Delete:** Delete short messages selected.

**Save:** Save the sender's number into the phonebook.

**Cancel:** Return to the SMS interface.

Make use of "Ctrl" or "Shift" key and left click to choose several messages and execute a function simultaneously.

The system indicates when USIM/SIM card is full. When the USIM is full a new message can only be received and saved if the user deletes short messages in the USIM/SIM card inbox.

## 3.4 Phonebook

Click the "**Phonebook**" icon to switch to the phone book interface. Phonebook information can be saved in the PC or SIM/USIM card. Each record includes contact Name, Mobilephone, Homephone, Officephone number, Email and Group name which it belongs to.

### 1. New Contact

Left click "**New**" → "**New Contact**", input all the information, then select "**OK**" to finish.

### 2. New Group

You can add new groups in the PC, but you can not add new groups in the (U)SIM card. Left click "**New**" → "**New Group**" and name the new group in the PC group folder. Select the group you wish to add or edit and input the information according to prompt. Select record from the list and click "**View**" to view information, click "**OK**" to close. Select record from the list and click "**Edit**" to edit information, click "**OK**" to finish.

### 3. Buttons Description

If any contact or group is selected, you can carry out the following actions:

**View:** View contacts or group information.

**Delete:** Delete contacts.

**SMS:** Send message to the mobile phone numbers in the records or save it on PC before sending.

**Save As:** Save the contacts in portable PC as text file.

**Edit:** Edit the information of selected contact.

### 3.5 Settings

Click the "**Settings**" icon to switch to the settings interface. It includes: Connection Settings, Security Settings, Network Settings, Message Settings, Alert Settings.

#### 3.5.1 Connection Settings

To ensure the device connects to the Internet correctly, please configure user's network information first. You can save different operator's network configurations in different files.

##### 1. Button Description:

**Add:** Add new configuration file.

**Delete:** Delete the selected configuration file.

**Edit:** Edit the selected configuration file.

**Set default:** Select one file from filename list, and set it as the current file.

##### 2. Configuration File

The user configuration information includes: Config Filename, Dial Number, User Name, Password, APN, DNS, and PDP address. If the network supports "Obtain server address automatically", the device can obtain the assigned IP information automatically (this is usually the case). If the network does not support this, you should fill the proper address manually. The user configuration information may differ with the network supplier and network types. Please refer to the operator user guide for further information.

#### 3.5.2 Security Settings

##### 1. Enable the PIN Code

When the "**PIN enable**" item is selected, you will be asked to enter your PIN code to use the device. You can click "**Change PIN**" to modify the PIN code.

**Note:** This function requires network support.

##### 2. Backup Phonebook, SMS and Internet connection records

Select this function to backup the Phonebook, SMS and Internet connection records of PC in your PC. Click "**Resume**" to restore the backup data, restart the application from your PC after resume successfully.

#### 3.5.3 Network Settings

**Automatic:** The system selects the network automatically according to user configuration rules and network status.

**Manual:** User selects network settings.

Select network "**Automatic**" on left, and "Mode preference" on right, click "**Apply**", the system will indicate when completed successfully.

Select network "**Manual**", click "**Apply**". After a short while, the network operator list appears. Those in red are unavailable. Select the network you wish to connect to. Click "**Select**", to finish network settings.

### 3.5.4 Message Settings

**Message Center:** Set the corresponding SMS center number via the SIM/USIM card of the supplier. You must input the correct SMS center number provided by the network supplier to use the SMS properly. Please enter country code before the number (e.g. "+440123456789").

**Location of Saving New SMS:** Set the location of saving new SMS. The options available are: Default/(U)Sim Card/PC.

**Validity Period:** Set the SMS storage time duration (this function needs network support). The options available are: 12 hours/A day/A week/The longest period.

**Delivery Report:** Set as "**Turn On**" or "**Turn Off**". When it is set as "**Turn On**", the network will inform you of the message delivery status.

### 3.5.5 Alert Settings

You can set "**Connect alert, Disconnect alert, Incoming SMS alert**". An audible alert is made from your PC, selecting "**Mute**", silences the alert.

### 3.6 Help

Click the "**Help**" icon to switch to help interface. Under Help subject, you can get the MODEM device information on functions introduction, installation and usage guide, versions and date of application software and hardware published, etc.

## 4. 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.

<b>Problem Description</b>	<b>Possible Causes</b>	<b>Problem Solving</b>
The system can not 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 location to find a good signal.
	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.
Date 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.