

# **G USB Modem MANUAL**

## **Content**

<b>1 MODEM DEVICE INTRODUCTION .....</b>	<b>3</b>
<b>1.1 INTRODUCTION .....</b>	<b>3</b>
<b>1.2 PRECAUTIONS .....</b>	<b>4</b>
<b>1.3 FUNCTIONS.....</b>	<b>8</b>
<b>2 INSTALLATION PROCEDURE .....</b>	<b>8</b>
<b>2.1 3G USB MODEM INSTALLATION</b>	

<b>PROCEDURE FOR WINDOWS 2000 AND</b>	
<b>WINDOWS XP .....</b>	<b>8</b>
<b>2.2 3G USB MODEM INSTALLATION</b>	
<b>PROCEDURE FOR WINDOWS VISTA, WINDOWS</b>	
<b>7 .....</b>	<b>12</b>
<b>2.3 3G USB MODEM INSTALLATION</b>	
<b>PROCEDURE FOR LINUX (UBUNTU) .....</b>	<b>15</b>
<b>2.4 3G USB MODEM INSTALLATION</b>	
<b>PROCEDURE FOR MAC .....</b>	<b>19</b>
<b>3. DETAILED FEATURES DESCRIPTION OF</b>	
<b>THE GUI .....</b>	<b>20</b>
<b>4. USER AREA.....</b>	
<b>5. FAQ AND TROUBLESHOOTING.....</b>	<b>32</b>

## **1 MODEM Device Introduction**

### **1.1 Introduction**

Thank you for choosing 3G USB 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 2G/3G networks. The interface connects most PCs to the internet, integrating functions of the MODEM device and mobile phone, into a mobile communication device. Via 2G/3G 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 Precautions**

#### **To the owner**

- When we use the product a safe distance away from the human body should be greater than or equal to 0.5cm.

- 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 electromagnet 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.
- Close GUI software before you remove the device from PC/laptop.

#### **In Aircraft**

- Please power off the MODEM device before take-off. In order to protect in-flight

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 Functions**

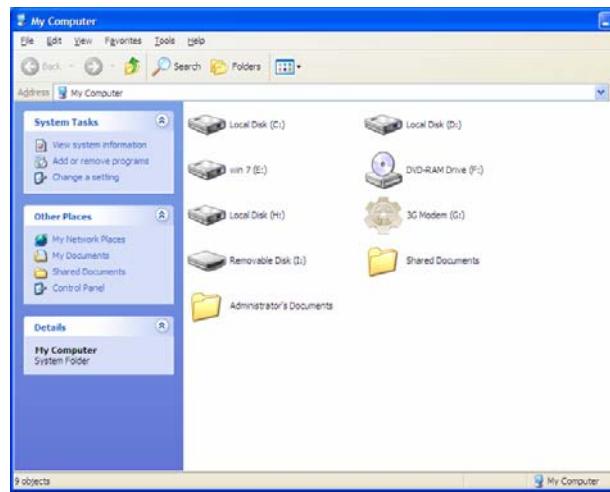
Functional support includes: Data service, Device Setting, SMS, Phonebook, etc.

## **2 Installation Procedure**

### **2.1 3G USB MODEM Installation Procedure for Windows 2000 and Windows XP**

1. Insert SIM card into USB Modem, then insert USB Modem into computer through USB port, the computer can find the hardware automatically and will display CD-ROM window as below picture.





10

2. If modem not installed automatically ,then go to My computer and click on 3G Modem ICON, then modem will install automatically.

3. After finishing installing, it will display the "GUI" window

**Remarks:** If you don't insert the SIM card into USB modem or insert incorrectly, the "Security" button, "Network" button, "Message" button and "Call" button in "Setting" user interface will be in grey color (means unavailable) and the left top side will show "NO (U)SIM".

4. After finishing installation, the user can change the APN to suitable for 3G Network.

Please click "Setting" button from "GUI

window", then click "Profile", it will display "profile" window, then you can change, delete or add APN from here. After modifying, please select correct APN to Set Default.

## **2.2 3G USB MODEM Installation Procedure for Windows Vista, Windows 7**

1. Insert SIM card into USB Modem, then insert USB Modem into computer through USB port, the computer can find the hardware automatically and will display "AutoPlay" window as below picture.



2. After clicking “Run Setup.exe”, computer will display the “Warning” windows to confirm to install software, please click “YES”, then it will display the “Installation” window.

3. After finishing installing, it will display the “GUI” window.

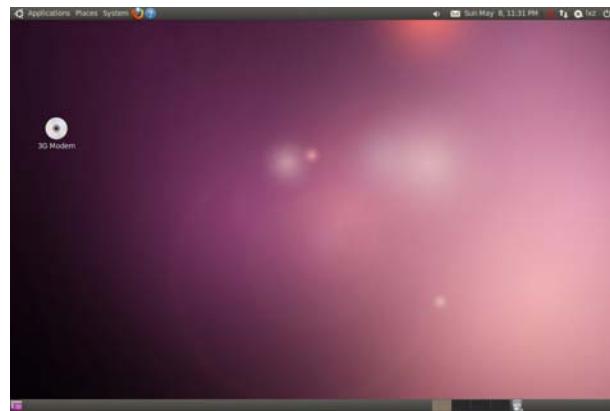
**Remarks:** If you don't insert the SIM card into USB modem or insert incorrectly, the “Security” button, “Network” button, “Message” button and “Call” button in “Setting” user interface will be in grey color (means unavailable) and the left top side will show “NO (USIM)”.

4. After finishing installation, the user can

change the APN to suitable for 3G Network.

Please click “Setting” button from “GUI window”, then click “Profile”, it will display “profile” window, then you can change, delete or add APN from here. After modifying, please select correct APN to Set Default.

### **2.3 3G USB MODEM Installation Procedure for Linux (Ubuntu)**



The software is application software for Linux

and it is a manager for the mobile device. It will allow you to establish a connection to the Internet using 2G/3G cards, and it will also allow sending and receiving short messages from your computer.

In order to use your 2G/3G device, you should run a fairly recent version of the Linux kernel. The application has been tested on Linux 2.6.20 and newer. If you have an older version installed, we would recommend updating it before going on.

**The software currently runs under ubuntu 10.04. And we can't guarantee for other Linux version.**

1. Installation:

Make sure you have root privilege.

Double click setup file(such as '3G Modem

\_install') ,then input root password to install the software;

2. Uninstallation:

Make sure you are in root privilege.

Open Applications->Internet->3G Modem  
uninstall, then input root password to uninstall  
the software.

**Installation guide:**

1. Double click the setup file(such as '3G Modem \_install').

2. Input root password, it will install all packages.

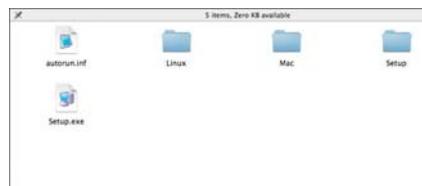
3. When install finished, you can open the software from desktop menu  
"Applications->Internet-> 3G Modem"

## 2.4 3G USB MODEM Installation Procedure for Mac

**The below guide is based on MAC OS version 10.6. Please see the next steps.**

1. Insert modem to any USB port. After a minute, you can see one icon (Such as 3G Modem) on desktop.

Double click this icon, the window as below



2. Double click Mac file, then double click Mac installation files.
3. Click “Continue –Continue-Install”, it will install automatically. After finishing installing, the window will display success.

### **3. Detailed Features Description of the GUI**

1. Signal: This icon shows the strength of the signal.
2. Connect: When you click this icon, you can see a “connect” button and connect status. Click “Connect” button to access the internet.

3. SMS: You can read SMS, reply SMS or write new SMS when you click this icon.
4. Phone Book: When you click this icon, you can look up your address book, add new contacts, etc.
5. Call: You can make a call and see call history when you click this icon.
6. Settings: You can modify network setting, connection setting, message setting, call setting, security setting, alert setting.
7. USSD: You can input USSD number to send, Interface will display the returned information from network. And you can add USSD number.
8. Brower: When you click this icon, you can browse some webs, such as Google, Yahoo mail, Clear trip, etc.

9. Help: When you click this icon, you can look the help file.

#### 4. User Area

Show conditional interactive computer information.

##### 4.1 Connect

You can browse web pages after you have accessed to the Internet through the device.

###### 1. Connect to the Internet

Click the “**Connect**” button to connect to internet.

When connected, it will show status as

“Connected”, and it will show data flow, connected time, etc.

During the course of connection, the “**Connect**”

button becomes "**Disconnect**" button and you can cancel the 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 box below can display one record.

## **4.2 Settings**

Click the "**Settings**" icon to switch to the settings interface. It includes: Profile Settings, Security Settings, Network Settings, etc.

### **1. Profile**

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.

**Button Description:**

**Add:** Add new configuration files.

**Delete:** Delete the selected configuration files.

**Edit:** Edit the selected configuration files.

**Save:** Save the configuration files.

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

**Configuration File**

The user configuration information includes:

Config filename,

Dial Number, User name, Password, APN. 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.

## 2. Security

### Enable the PIN

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 number.

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

## 3. Network

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

**Manual:** User selects network settings.

Select network "**Manual**", click "OK". After a short while, the network operator list appears. Select the network you wish to connect to. Then

Click "Select", to finish network settings.  
Select Mode "Automatic" / "GSM/GPRS/EDGE"  
/ "UMTS/HSDPA", click "OK", the system will  
indicate when completed successfully.

#### 4.3 SMS

##### 1. Read SMS

Click the "Inbox" button to read the SMS saved  
in the Inbox. Make use of the bottom menu  
buttons to read, reply,  
forward, copy, move, delete or save numbers

##### 2. Create New Message

Click "New SMS" 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't exceed 160 English characters (including English symbols).  
Click "**Send**", to send the short message. During send the message, you can click "cancel" to stop send.  
After sending successfully, this SMS will be saved into sent box automatically. If sending fails, the short message will be saved into outbox; click "**Cancel**" to return to "**Short Message**", click **Save** to return to **Draft box** and the message will be saved on PC.

**Send SMS while browsing the web:**  
You can send short messages when surfing on the Internet. Enter the short message interface and send short messages in normal way.

**3. The SMS Box Operating Guide**  
Enter any of Inbox/Outbox/Sentbox/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:** Move the saving location of short messages between PC 、USIM or Data card.

**Copy:** Copy the saving location of short messages between PC 、USIM or Data card.

**Delete:** Delete short messages selected.

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

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

The system indicates when USIM/ 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 card inbox.

**Select:** use Shift key can realize continuous selection, use Command key realize random selection.

#### 4.4 Phonebook

Click the "**Phonebook**" icon to switch to the phonebook interface. Phonebook information can be saved in the PC、USIM or Data card. All contacts are managed using the standard application. Make use of the bottom menu buttons to edit, copy, move, delete or send sms or call.

Phonebook in MAC:

"Address Book" of the user's MAC Book. Contact of the (U)SIM and the Data card are managed as a group.

In order to create or modify the contact the user must use "Address Book" application.

In order to access to the updated contact list from Data card and (U)SIM, the user should synchronize the communication manager using "Sync to Address Book".

The contacts in Data card and (U)SIM will be synchronized into the group "Data card Contact" and "(U)SIM Contact" of "Address Book" application respectively. In order to synchronize the contacts from "Address Book" application to the Data card and (U)SIM, the user should click button "Sync From Address Book".

The contacts in the group "Data card Contact" and "(U)SIM Contact" of "Address Book" application will be synchronized to the memory of Data card and (U)SIM.

To copy one contact:

1. Select a contact in "Address Book", choose Edit > Copy, and then choose Edit > Paste.
2. Drag a contact from the Name column into a group or folder in the Group column.

To move one contact:

1. Select a contact in "Address Book", using shortcut key "command + x", and then choose Edit > Paste or using shortcut key "command + x".
2. Copy the contact first, and then delete it after pasted.

Please refer to the Help document of "Address Book" to get more information.

## 5. FAQ and Troubleshooting

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.

Problem Description	Problem Solving
What are the minimum requirements needed to run the software?	The minimum Requirements are Windows 2000, Windows XP, Window 7, Window Vista and MAC OS.PIV, WITH 100 MB Free Hard Disk space or above and 128 MB RAM or Above. CPU Pentium III or Above.
No CD in the Box, How do I install the Software?	The software 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
What computer is the 3G USB Modem compatible with?	The 3G USB Modem supports main prevailing types of laptops or portable computer, such as HP, IBM, Toshiba, Lenovo, Dell, Sony, etc.

After plugging in the Modem to Vista it warns that an unidentified program access?	Windows Vista contains Enhanced Security Features, which warn you when any application attempts to install. Please Select Allow to begin the Software installation.
Why the installation program does not run automatically?	The system configuration is not suitable for the auto-run, If the system does not launch installation automatically, you can run the installation program in path of <b>My Computer &gt; 3G Modem</b> . If you have installed the other version of installation program please uninstall it firstly.
After full installation, the system doesn't install the driver properly?	Please install the driver program manually. The driver program can be found in the installation address.
After plugging in, why the UI program doesn't launch automatically?	If the system configuration is not proper, this maybe happen. Please open the UI program manually. You can find it in the Windows Quick start menu or the shortcut on the desktop.

When the Modem is being installed, the computer cannot find it?	May be the installation programs of the 3G USB Modem haven't been installed properly, run the installation program first, and then connect the modem. If you use the Win XP operating system, install the drivers according to the Windows indication information to operate. The modem isn't connected properly, connect the same properly. Even though If system is not detecting the driver than <u>uninstall the driver and again install</u> .
What should we do if the modem can not connect to internet when roaming?	Check whether the roaming service of USIM card is enabled. If not, contact with network service provider. Contact with distributor to check the APN settings. Check whether Modem is locked to particular network.

Modem is not getting detected due to firewall security or when opening the connection, a Firewall Security Alert appears, what should we do?	In order for the 3G USB Modem 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.
With the modem connected, how can I start browsing web sites?	Once the Software reports that it is connected, you can Open the web browser and enter desired web address to start browsing. 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.
The modem reports that its connecting at 7.2 Mbps is this true speed?	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.

While connecting display shows Dial up failed / PPP Link was terminated what all are reasons?	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. The network at this time in this place is busy now, Try later. Check the APN in the Settings, whether correct or not as per inserted SIM Card. The network type selected using manual search is wrong or right as per the SIM plan.
---	--

Connected to Internet, but cannot open any web page?	After connection, there is no data transfer, which resulted that you cannot open web pages. Signal strength is not sufficient to open the web page. May be sufficient amount is not available in the SIM cards if it is Prepaid, Check the balance amount. May be server problem at that point of time. The IE browser has got problems, upgrade to the new version or reinstall the IE browser. 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) to address the same, Use the professional anti-virus software to check and kill the virus in the operating system completely.
--	---

<p>Even after restarting computer, there no signal all the time what are all reasons?</p>	<p>You are in the place where no GSM/GPRS/EDGE/WCDMA/HSDPA network covered, such as underground parking lot, tunnel etc. Solution: Use Swivel option to place the modem in upright position. Change to the place where having good signal The modem isn't connected well, Pull out and insert the modem safely again. The SIM/USIM card isn't inserted well, such as inserted in reverse. The position of the 3G Modem inner antenna is unfitting / loose contacts.</p>
<p>Can I send SMS messages using the 3G USB Modem?</p>	<p>Yes</p>
<p>Can I make or receive call through the 3G USB Modem?</p>	<p>YES with help of Headsets.</p>

My MICRO-SD card can't be read or not found?	Check slot of the Micro-SD card, Whether it is inserted as per the prescribed direction or not, if yes check it is inserted properly or not , check capacity of the Micro-SD Card maximum supported capacity is 8GB, if all are ok than may be a problem with SD Card.
--	--

## 6. Customer information

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly

approved by the party responsible for compliance could void the user's authority to operate the equipment.

**RF Exposure Information (SAR)**

This modem meets the government's requirements for exposure to radio waves.

This modem is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard for wireless modems

employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. \*Tests for SAR are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use

only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

The highest SAR value for the modem as reported to the FCC when tested for use at the body, as described in this user guide, is 0.976W/kg (Body-worn measurements differ among phone models, depending upon available enhancements and FCC requirements.)

While there may be differences between the SAR levels of various phones and at various positions, they all meet the government

requirement.

The FCC has granted an Equipment Authorization for this modem with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this modem is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching on FCC ID: VH4LW273.

For body worn operation, this modem has been tested and meets the FCC RF exposure guidelines for use with an accessory that

contains no metal and the positions the handset a minimum of 0.5 cm from the body. Use of other enhancements may not ensure compliance with FCC RF exposure guidelines. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in

accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

:This equipment complies with FCC radiation exposure limits set forth for an

uncontrolled environment .This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.