

ZTE MF636 USB HSUPA Modem

User Manual

Declaration

We, ZTE Corporation, declared that:

- n The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.
- n 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.
- n Do not attempt to disassemble the mobile phone by yourself. Non-expert handling of the devices may damage them.
- n Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed limits for exposure to radio frequency (RF) energy set by the Federal Communications
- n Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of

age or health. The exposure standard for wireless fixed phoned employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limits set by the FCC are 1.6W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the phone transmitting as 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, the lower the output power.

- n The Highest SAR Value for this modem when tested for body 0,5cm was 1.14W/Kg.
- n While there may be differences the SAR levels of various phones and at various positions they all meet the government requirement for RF exposure. For body-worn operation, the phone meets FCC RF exposure guidelines provided that it is used with a non-metallic accessory with the handset at least 0.5 cm form the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.
- n This Class B digital apparatus complies with Canadian ICES-003.
- n Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

n NOTE: 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.

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1 Modem Introduction

1.1 Introduction

Thank you for using ZTE MF636 USB HSUPA Modem.

To guarantee the modem always in its best condition, please read this manual carefully and keep it for further use.

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

The ZTE MF636 USB HSUPA Modem is a type of multi-mode, 3G modem, suitable for GSM/GPRS/EDGE/UMTS/HSDPA/HSUPA network. It adopts USB interface which provides an easy interface to laptop and desktop PC. With the GSM/ GPRS/ EDGE/ UMTS/ HSDPA/HSUPA mobile network, it can help you carry out SMS, data service and will help you break away from the limit of time and zone, and realize wireless communication at any moment everywhere.

1.2 Warning and Notice

To the owner

- n Some electronic devices are susceptible to electromagnetic interference sent by modem if inadequately shielded, such as electronic system of vehicles. Please consult the manufacturer of the device before using the modem if necessary.
- n Operating of laptop and desktop PC and modem may interfere with medical devices like hearing aids and pacemakers. Please always keep them more than 20 centimeters away from such medical devices when they are turned on. Turn the modem off if necessary. Consult a

physician or the manufacturer of the medical device before using the modem.

- n Be aware of the usage limitation when using a modem at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Therefore, turn off your modem if required.
- n Don't touch the inner antenna area if not necessary. Otherwise it will affect your modem's performance.
- n Store the modem out of the reach of little children. The modem may cause injury if used as a toy.

Modem

- n Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your modem's performance, and violate related national regulations about telecom terminals.
- n Avoid using the modem near metallic structure device or establishment that can emit electromagnetic wave. Otherwise it may influence receiving signals.
- n The modem is non-waterproof type, please keep it dry and store in shady and cool place.
- n Don't use the modem immediately after a sudden temperature change. In such case, it will produce dew inside and outside the modem, so don't use it until it becomes dry.
- n Take the modem carefully. Don't lose, bend or cause it struck. Otherwise it will lead to destruct damage.
- n No dismantling by non-professional and only qualified maintainer can undertake repair work.

1.3 Applicability Scope

ZTE MF636 USB HSUPA Modem supports the present mainstream types of laptops and desktop PCs, such as HP, IBM, Toshiba, Lenovo, Dell, Sony, etc.

1.4 System requirements

Operating System: Windows 2000 / XP / Vista, and MAC OS

Configuration (Recommended):

CPU	1GHz Pentium or above
Hard Disk	2GM or above
RAM	512M or above

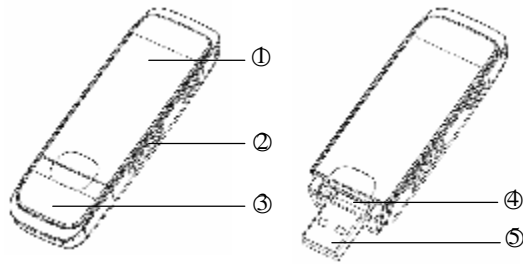
The performance of the modem may be influenced if configuration is under the recommended requirement.

1.5 Functions

Functions: SMS service, data service, applied management, data concurrence, etc.

1.6 Outline of your device

The following figure shows the appearance of the MF636. It is only for your reference. The actual product may be different.



① Indicator

It indicates your modem status.

② Memory card slot (microSD card)

It is where you insert memory card (microSD card).

③ Modem cap

It helps your modem USB port when it is not used.

④ SIM/USIM card slot

It is where you insert the subscriber identity module/UMTS subscriber identity module (SIM/USIM) card

⑤ USB port

Connect your modem to the laptop or desktop computer.

1.7 Specification

Networks standards	HSDPA/HSUPA/UMTS/GSM/GPRS/EDGE
Frequency Band	HSUPA/HSDPA/ UMTS 2100 MHz: 1920 MHz-1980 MHz/2110 MHz-2170 MHz (Up/Down-Link)
	HSUPA/HSDPA/UMTS 1900 MHz: 1850 MHz-1910 MHz/1930 MHz-1990 MHz (Up/Down-Link)
	HSUPA/HSDPA/UMTS 850 MHz: 824 MHz-849 MHz/869 MHz-894 MHz (Up/Down-Link)
	GSM/GPRS/EDGE 850 MHz: 824 MHz-849 MHz/869 MHz-894 MHz (Up/Down-Link)
	GSM/GPRS/EDGE 900 MHz: 890 MHz-915 MHz/935 MHz-960 MHz (Up/Down-Link)
	GSM/GPRS/EDGE 1800 MHz: 1710 MHz-1785MHz/1805 MHz-1880 MHz (Up/Down-Link)
	GSM/GPRS/EDGE 1900 MHz: 1850 MHz-1910MHz/1930 MHz-1990 MHz (Up/Down-Link)
Dimension	69mm x 26.5mm x 12mm
Weight	About 40g
Data Rate	HSUPA 2Mbps
	HSDPA 7.2Mbps

	WCDMA 384 Kbps
	EDGE CLASS12
	GPRS CLASS10
Working Voltage	5V (Via USB)
Current	Resting: 100mA rms
Loss	Max: 450mA rms
Interface type	USB standard (2.0)
Supported systems	Support for the most laptops en desktop PCs
Supported operating systems	WindowsXP SP2, Vista Apple MAC OS X 10.5 and above
memory card	Support upto 4GB MicroSD capacity
Temperature	0°C ~ +55°C

1.8 LED indications


In the USB Modem there is a multi-colour-LED (light), which shows the status of the modem via different colours and flash-signalling. In this table below an explanation is given of all different situations:

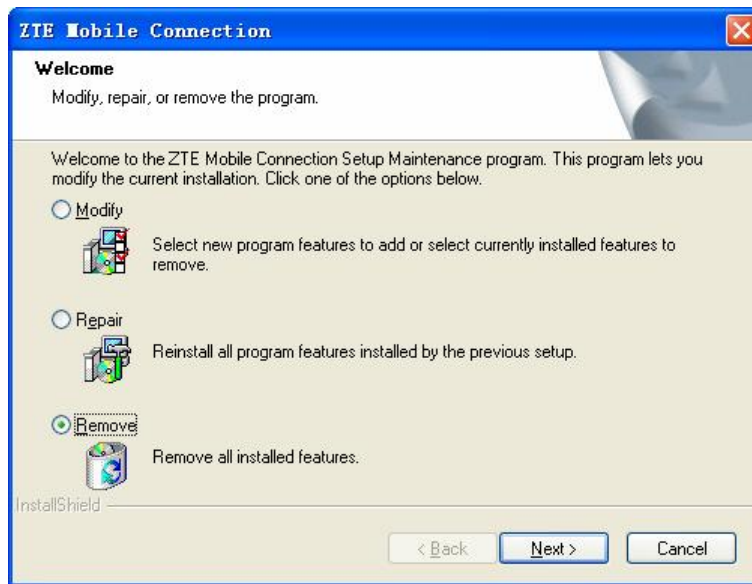
LED indication	USB Modem working status
Orange	Power on: before register the 2G or 3G network,
Green burning	Register the 2G network
Green blinking	Data transfers in 2G network
Blue burning	Register the 3G network
Blue blinking	Data transfers in 3G network
Red burning	Roaming status
Red blinking	Data transfers in roaming status

2 Installation

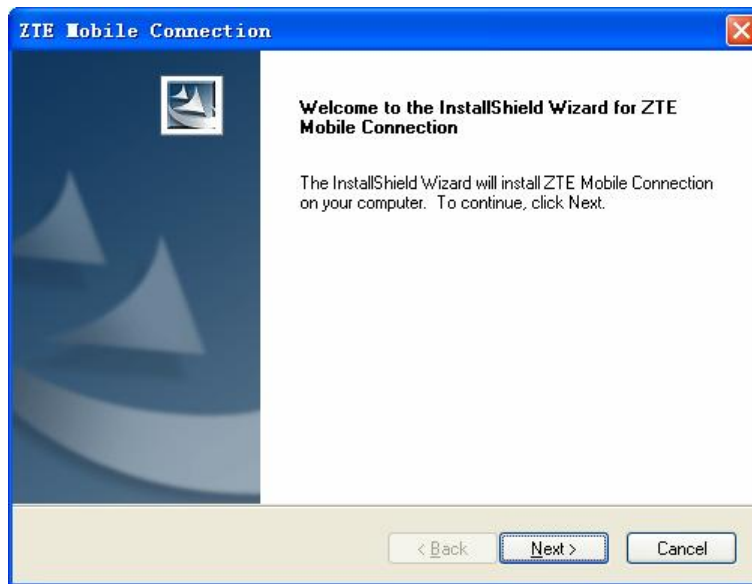
2.1 Software Installation

The system will automatically detect and recognize the new hardware and display the new icon in the desktop status bar, indicating that the computer and the USB Modem have been connected properly. After a few seconds, there will show the following installation interface if the laptop and desktop PC supports automatic installation.

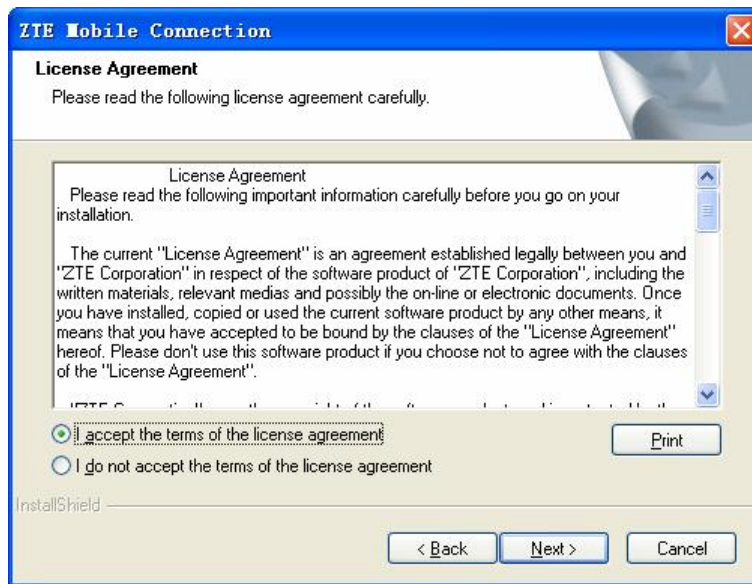
If the laptop and desktop PC doesn't support automatic installation, start the installation program by run the *AutoRun.exe*  from the CD-ROM drive. The following installation interface will show how to start installation.



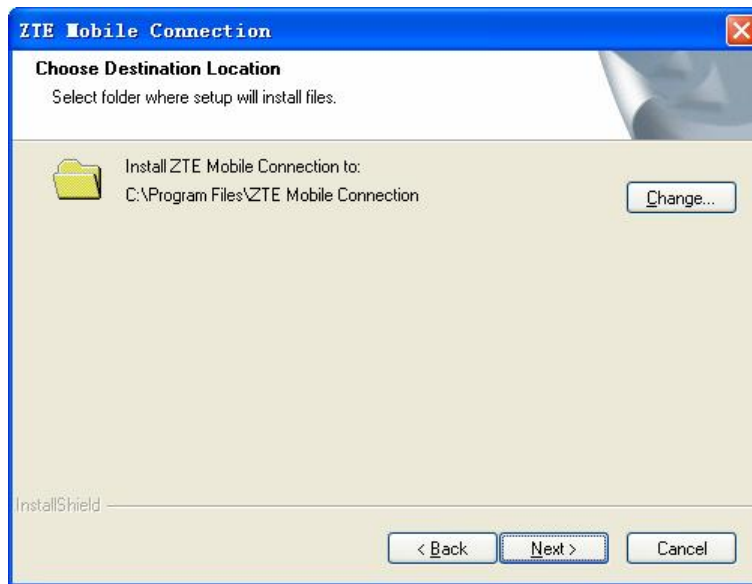
Note: If you have installed the previous version of the ZTE USB modem software, a window below will pop up to ask you how deal with the previous version. Please select **Remove** to unstill all the previous version, and then run the *AutoRun.exe* to start the installation.



Strongly recommend you to exit other programs, and click **"Next"**.

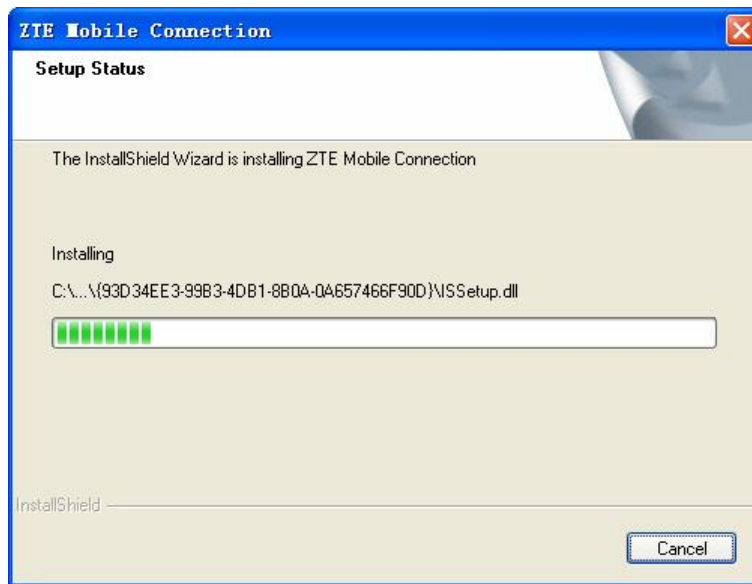


Read the agreement carefully. If you agree, choose "I accept the terms of the license agreement", and then click "**Next**".

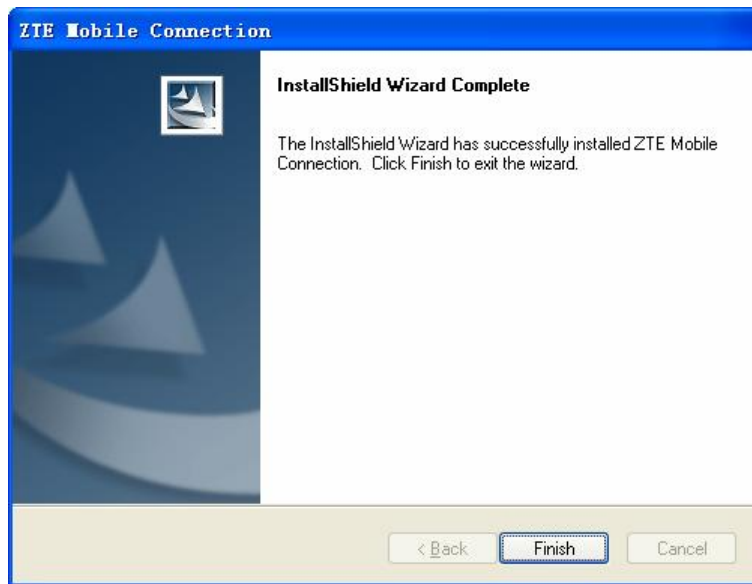


Select the folder that you want to install the software, and you can select a different location by pressing “**Change**”, then click “**Next**”.

The modem software “ZTE Mobile Connection” begins to install.



The system show the installation progress, wait a minute and the following screen will show up:



Click **"Finish"** to complete the installation.

Note: If you have problems with installation after the upper operation, please contact the shop or ZTE.

After the installation, select the **"Start → Programs"** and there will be a **"ZTE Mobile Connection"** program group, which includes **"ZTE Mobile Connection"** and **"ZTE Uninstall"**. There will be a Shortcut icon like below on the desktop.



2.2 Hardware Installation

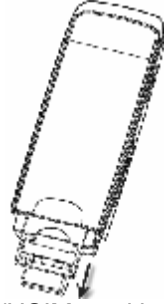
1. Insert the SIM/USIM card into the USB Modem:

First, you should insert your USIM/SIM card into the USB Modem, and confirm that your SIM/USIM card support data service, GPRS, EDGE, UMTS, HSDPA or HSUPA etc. If you have questions on this, please consult your service supplier.

To install SIM/USIM card,

- I First take down the modem cap, then the USB connector is visible.
- I Pull the plastic socket above the USB connector out.

Note: Do not pull the socket rudely for the socket is fixed with the modem. Otherwise the socket will get damaged.



- I Then insert the SIM/USIM card into the socket, here make sure that metal contact area facing to the modem.



- I Insert the plastic socket into the modem. You can hear a click when the SIM/USIM card locks into place.



To Remove the SIM/USIM card from the USB modem,

- I First take down the USB cap.
- I Pull the plastic socket slightly, and you can hear a click when the USIM/SIM card gets unlocked.



- I Take off the SIM/USIM card.



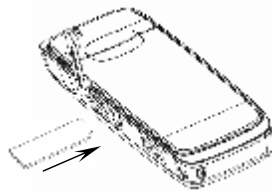
- I Insert the socket into the modem.

2. Install memory card

You can use a compatible MicroSD card to save more data. Only MicroSD card is supported by the modem and do not use other memory card in the modem.

Install MicroSD card in the USB Modem, if you want to use it.

Open the MicroSD card cover. Insert the MicroSD card into the slot. Make sure the metal contact side of the memory card facing the modem shown as the following picture.



Then close the MicroSD card slot cover.

The driver of the MicroSD card will installed automatically when the modem driver is installed.

Note: maximum 4GB MicroSD card is supported

3. Connect the USB Modem to your laptop or desktop PC:


- I Connect the USB Modem to the USB port and ensure that it is tightly inserted.
- I The modem will be automatically recognized.
- I The system will automatically detect and recognize the new hardware and display the new icon in the desktop status bar, indicating that the computer and the USB Modem have been connected properly. After a few seconds, the installation program will start automatically.

2.3 Run the Application Software

After the modem is correctly connected, click the “Start → Programs → ZTE Mobile Connection → ZTE Mobile Connection” menu on the laptop or desktop PC to run the application software.

Or double click the shortcut icon, to run the application software.

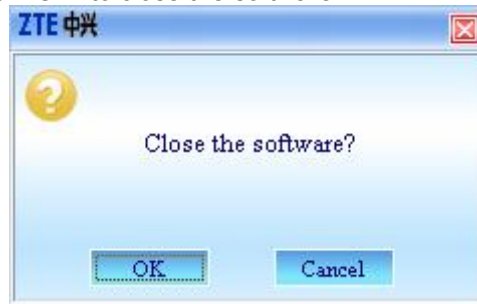


After modem initialized, main interface appears. When the standby icon  appears in the taskbar, the modem can work properly.

2.4 Hardware Uninstall


Close the software application then remove the hardware following the procedure below.

- Firstly click the “close” button on the menu, and then click “OK” to close the software.



- Then remove your USB Modem safely.

When you use a MicroSD card in the modem:

- Please left click the icon  in the Windows system tray bar. Then a menu will popup and indicates the USB devices list as below:

Safely remove USB Mass Storage Device - Drive(H:)

- Select “Safely remove the USB disk” which is relevant to

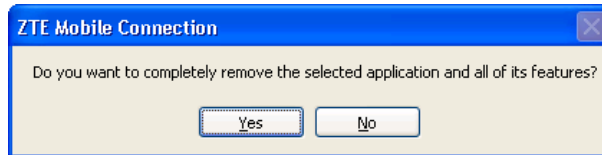
the MicroSD card.

- Pull out the USB modem directly, if you want to disconnect the modem from the laptop or desktop PC.

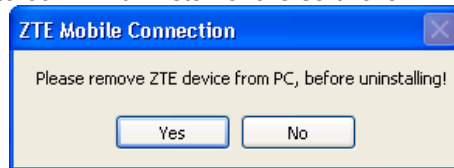
2.5 Software Uninstall

Close the application program before the software uninstalls.

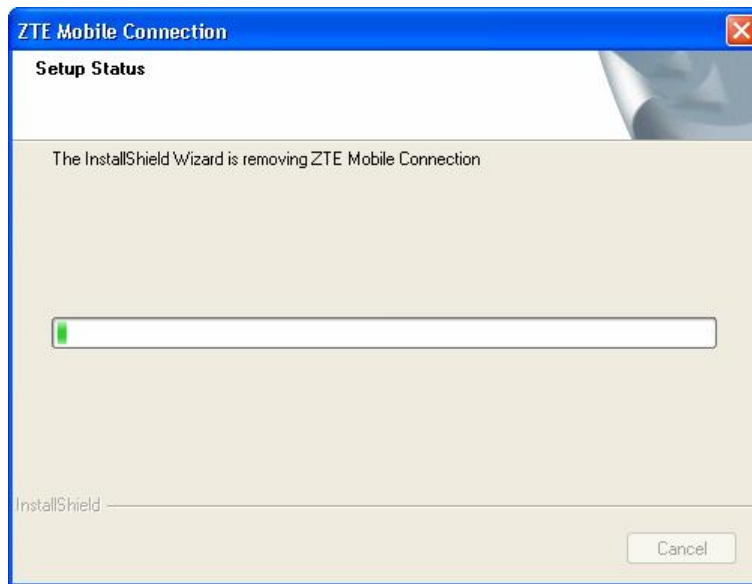
Click “Start→ Programs→ ZTE Mobile Connection→ ZTE Uninstall” menu on the laptop or desktop PC.



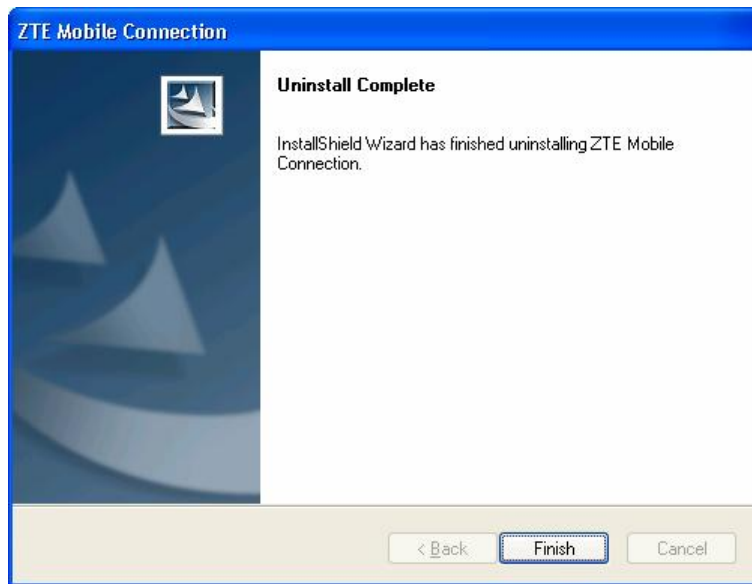
Click “Yes” to confirm uninstall of the software.



Click “Yes” according to the indication, then the system begins to uninstall programs,



The interface will indicate the progress of uninstall.



When uninstall finish, the ‘Uninstall Complete’ interface will popup. Click “Finish” to complete the application software uninstall.

3 Functions & Operation

3.1 Interface introduction

3.1.1 Main Interface

The starting screen of the USB Modem software is shown as the following:



The whole interface is divided into three parts. Related functions can be executed by operation in the related areas.

1. Function button area:

There will show various function button icons. Select different function button and it will carry out corresponding operation.

There will show various function button icons. Select different function button and it will carry out corresponding operation.



Internet: Connect to the Internet.



SMS: Send SMS or read SMS.



Phonebook: Save and view the different information of the contact list.



Settings: Set normal relative information for the modem.






Help: System information for Help.

2. System information area:

Show the system status and different kinds of tips.

Icon	Explanations
	The icon indicates the network signal intensity. There are 6 stages from none to the strongest.
	The icon indicates there are new SMS at present.
	The icon indicates the current status of Internet connection is not connected.
	The icon indicates the current status of Internet connection is already connected.
	The letter "P" means it supports packet-switch (P) service, while letter "C" means it supports circuit switch (C) service. "P" is necessary for Internet connection.
	The icon indicates insert status of the modem. Green means it has been inserted into the computer.
	The icon indicates insert status of the modem. Red means it has not been inserted into the computer.
	The icon indicates insert status of the modem. Yellow means it has been inserted into the computer but in offline status.
	The icon indicates insert status of the SIM/USIM card to the modem. Green means the card has been inserted.

Icon	Explanations
	The icon indicates insert status of the SIM/USIM card to the modem. Red means it has not been inserted.
	The icon indicates the current network type, i.e. EDGE or GPRS, HSDPA/HSUPA service.
	The icon indicates the current network type, i.e. EDGE or GPRS, HSDPA, HSUPA service.

3. User Area:

Show the man-computer interaction information under various conditions.

3.1.2 Description of Mini Icons

When click the mini button, the software will minimize as an icon on the system taskbar. If connected to the Internet, the minimized software won't influence the download of data or receiving SMS. When the application window is minimized, the system icons will display on the taskbar. Double click the icon to resize the display.

1. Taskbar Icons Description:








The USB Modem has been inserted into the computer.



The USB Modem is not inserted into the computer.

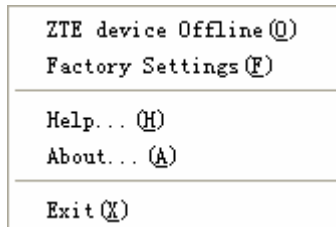


The USB Modem is offline.

-  UIM/SIM card is not inserted.
-  No network signal.
-  There is a new message.
-  The USB Modem is ready to connect to Internet.
-  The Internet is already connected.

2. The uses of Tray Icons:

Right Click the tray icons, the following menu will appear:



ZTE device Offline/ZTE device On-line: Switch the current connection status of the modem and the network.

Factory Settings: Restore all the settings to the original values in the USB modem. This operation just affects the settings in the USB modem and do not change any software settings in the laptop or desktop PC.

Help: Enter the USB modem software help.

About: View the information of the application software and hardware versions.

Exit: Close the software and stop the modem from working.

3.2 Connecting Internet

You can browse web pages after you have accessed to Internet with the help of modem, you can also receive SMS when surfing in the Internet.

1. Connect to the Internet:

Click the Internet icon. Then the system will ask you “Connect to Internet?” Select “Connect”.



When connected, there is a status bar in the bottom of the user area which shows “State: connected to ...”, and the user area will show data amount, connected time and so on. Then you can access Internet and receive email etc through network.



You can click “Disconnect” to stop the connection when the “Connect” button becomes “Disconnect” button,

2. Internet connection records:

Click “Internet connection records” [Internet connection records](#) to check the log of Internet connection history.

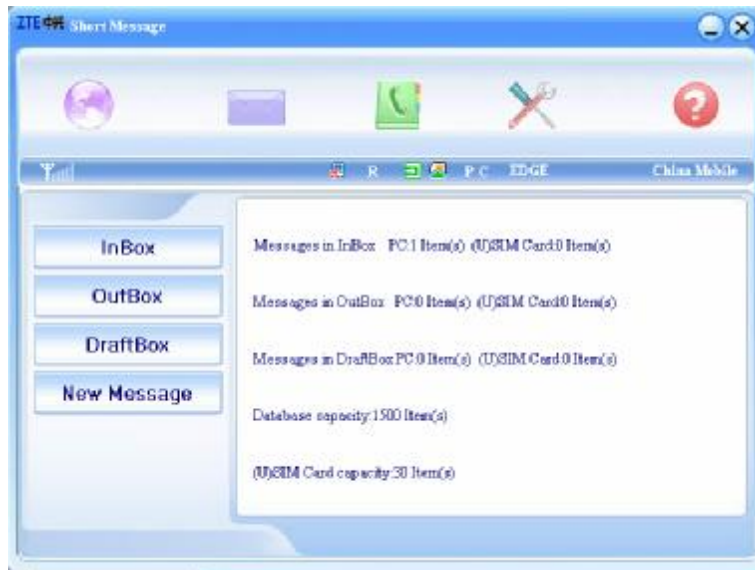
User name	Starting time	Disconnect time	Duration	Data Received(KB)	Data Sent(KB)
	2008-01-07 15:18:02	2008-01-07 15:19:20	00:01:18	10.93	40.76
	2008-01-07 15:21:20	2008-01-07 15:22:31	00:01:11	145.66	37.13

Total data(KB): 354.48 Total time: 0:02:29 Delete Clear Cancel

3.3 SMS

Note: To ensure that the SMS can be used properly, at first, you should setup the correct SMS center number. Refer to section “**3.5.4 Messages Settings**”.

Click the “**SMS**” icon to switch to the SMS interface and it will show the number of messages in the inbox, outbox and draft box. The user can click icons of “**In Box**”, “**Out Box**”, “**Draft Box**” and “**New Message**” to enter relative interface.



InBox: Save the received messages.

OutBox: Save the successfully sent messages.

Draft box: Save the editing SMS which haven't been sent. The drafts can only be saved in computer, not USIM/SIM.

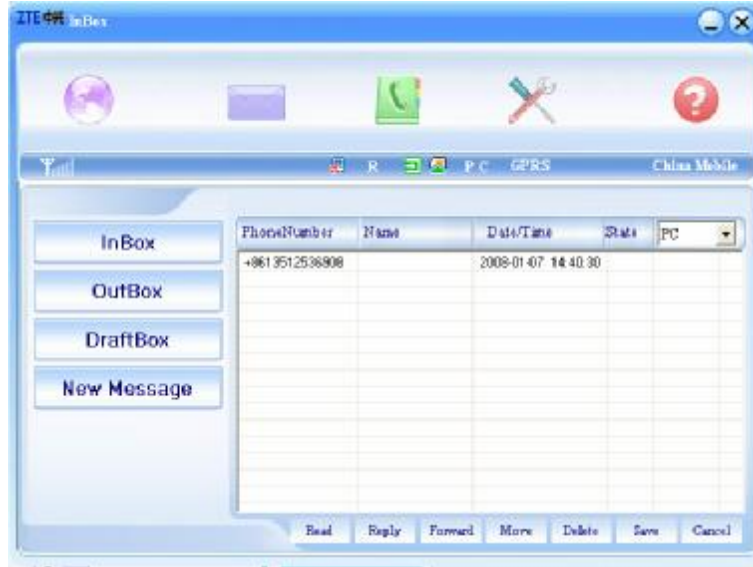
New Messages: Write a new message.

For example: "Message in InBox PC : 2 Item(s) (U)SIM Card: 1 Item(s)" means: The PC side has 2 short message and there are 1 short messages in the Inbox of the SIM card , "SIM Card capability" means the SIM card can hold 30 short messages. Different SIM/USIM cards will have different capacities. For more information, please consult your supplier. It will show the capacity automatically in usage, like the above "30".

3.3.1 Read SMS

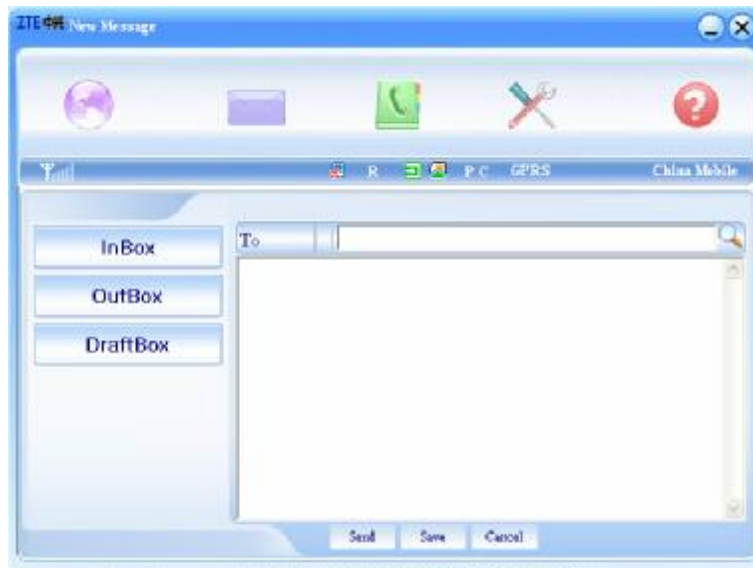
Click the **"Inbox"** button on the main interface or click new message icon on the system taskbar to read the SMS saved in the box. .

You can use the buttons under the menu to execute reading, replying, forwarding, move, delete, saving numbers functions and so on.

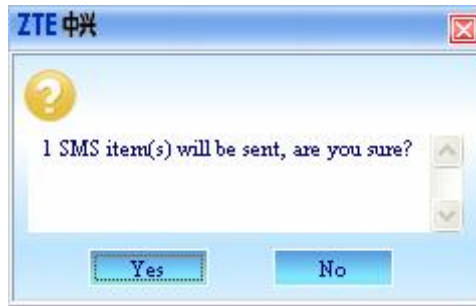


3.3.2 Create new message

Click **"New Message"** button to input the recipient's number and content.



The recipient's number can be input directly or by entering the phonebook to select one/more/group records.
The recipient's amount can be one or more. Please use “;” to separate recipients.
The SMS content can include 140 individual English characters (including English symbols. On the interface, there will show total characters.
Click “**Send**”, the prompt screen like bellow will appear on the interface.



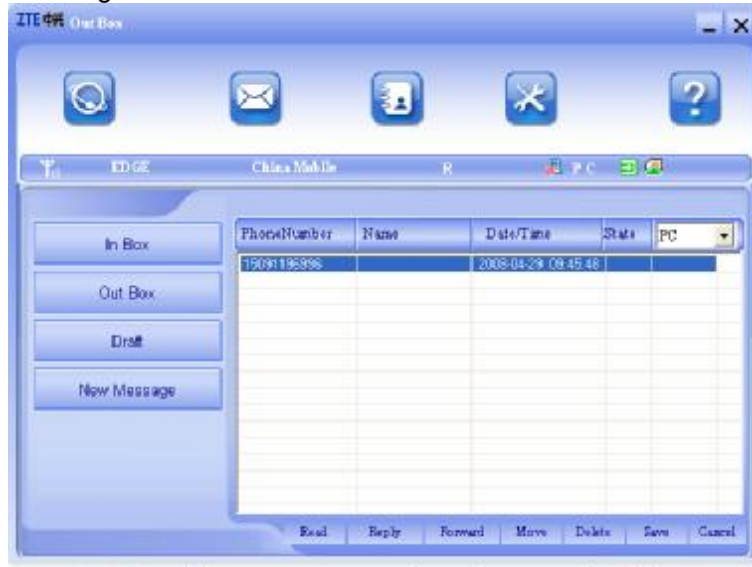
Select "Yes", and then the edited short messages will be sent. After sent successfully, the SMS will be saved into outbox automatically. If send fails, it will be saved to the draft box automatically.

Send SMS while browse the web:

When surfing the Internet, if your network supports, you can send short messages at same time. Click "**SMS**" button icon, enter the short message interface to send short messages normally.

3.3.3 The SMS box Operating Guide

Enter any of the **InBox/OutBox/DraftBox** to execute the following functions:



Read: Read all the information of short messages. (The content of short messages, sender's phone number, delivered date and time)

Reply: Reply short message to the sender.

Forward: Send the short message to other recipients.

Move: Change the current location (at computer side or USIM/SIM card) where the short messages are saved to the other location. When the modem receives new short messages, by default messages settings it will receive the messages by the USIM/SIM card and save them at the computer side.

Delete: Delete the selected short messages.

Save: Save the sender number obtained from the message to phonebook.

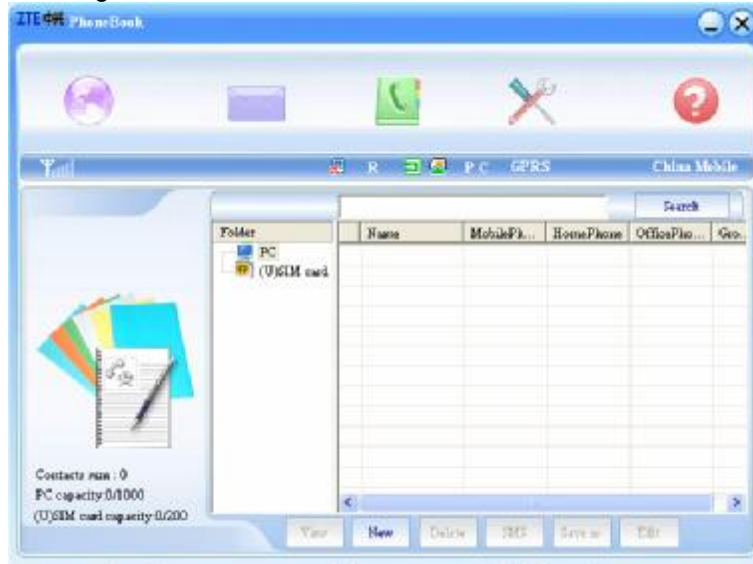
Cancel: Return to the SMS interface.

If you want to select several messages, you can use the “Ctrl” or “Shift” key to execute multi-choice, and left click an item to add to selection.

New message can not be received when the USIM/SIM card is full of short messages (Different USIM/SIM cards have different capacities), the system will indicate the inbox is full and ask users to clear the inbox at USIM/SIM card side, while new message can not be saved.

3.4 Phonebook

Click "Phonebook" icon to access to the phonebook window, the phonebook information can be saved in the PC or SIM/USIM card and you can choose the saved position. Each record includes contact name, mobile phone number, family phone number, office phone number, email and the group name which it belongs to.



3.4.1 Creating a new contact

- 1) Click **New – New Contact**.
- 2) Select **save position** to decide where you want to save your contact, **PC** or **SIM/USIM**.
- 3) Enter the name, telephone number, Email address. Then click **OK**.

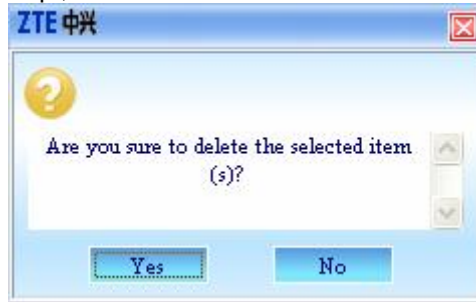


3.4.2 Modifying contacts

- 1) Select a contact to modify and then double-click it or click **"Edit"**.
- 2) After the modification, click **"OK"**.

3.4.3 Deleting contacts

- 1) Select one or more contacts and then click **"Delete"**.
- 2) At the prompt, click **"Yes"**.



3.4.4 Sending SMS to a contact

- 1) Select one or more contacts and then click **"SMS"**.
- 2) You will access in the writing SMS window automatically, the selected contact mobile phone numbers will be listed in the receiver column.
- 3) Enter the contents of the message and then click **"Send"**.
- 4) At the prompt, click **"Yes"** to send the SMS.

3.4.5 Searching for a contact

- 1) Enter the search conditions in the search condition blank.
- 2) Click **Search** begin searching.
- 3) The searching results will display in the contacts window.

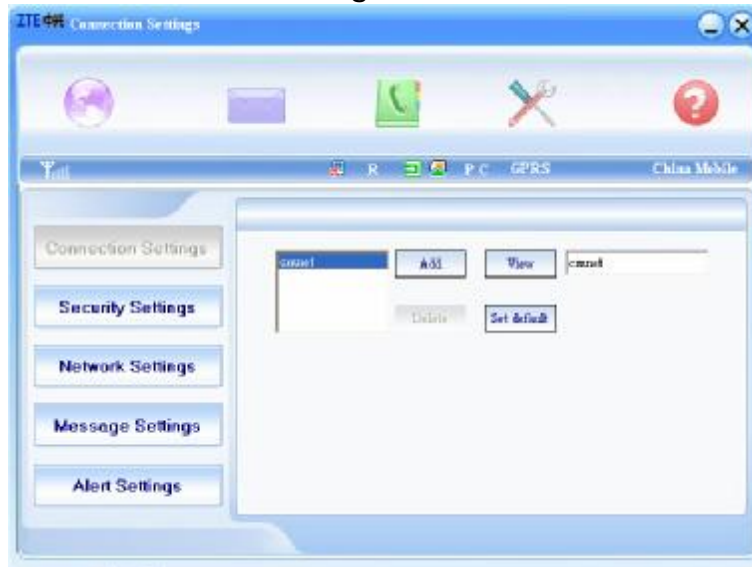
3.5 Settings

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

Note: all the necessary settings have been correctly saved in your USB modem by ZTE. There is no need to change these

default settings.

3.5.1 Connection Settings



To ensure that the modem can connect the Internet properly, you should configure the connection information first.

1. Button description

Add: Add new configuration files.

Delete: Delete the selected configuration files.

Edit: Edit the selected configuration files.

Set Default: Select one configuration file from the list, and set it as the current using files.

2. Config File

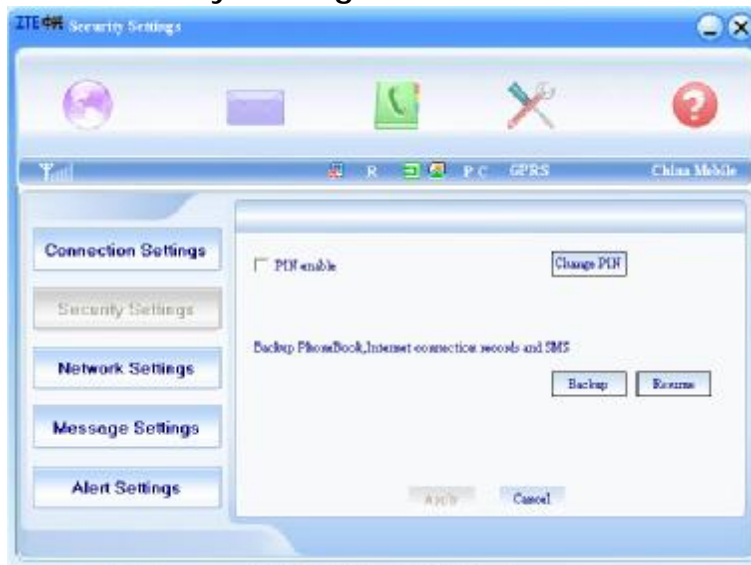
Select “add” to add new connection information to the system. The “Config File” screen will popup:

The screenshot shows a 'Config File' dialog box with the following elements:

- Config Filename:** Text input field.
- Dial Number:** Text input field.
- Username:** Text input field.
- Password:** Text input field.
- Save User name and Password
- Ask for User name and Password
- Obtain DNS server address automatically
- Use the following DNS server address
- Primary DNS:** Text input field.
- Secondary DNS:** Text input field.
- Obtain APN address automatically
- Use the following APN name
- APN:** Text input field.
- PDP Type:** Radio buttons for IP (selected), PPP.
- Authentication Mode:** Radio buttons for PAP (selected), CHAP.
- Obtain PDP address automatically
- Use the following PDP address
- Address:** Text input field.
- OK** and **Cancel** buttons at the bottom.

The configuration information includes: Config Filename, Dial Number, User name, Password, APN, DNS, and PDP address. If network supports “Obtain server address automatically”, the modem can obtain the assigned IP information automatically. If network does not support it, you should input the proper address manually. Please consult the network supplier of SIM/USIM card for all above information. The configuration information may be various according to the different network suppliers and network types.

3.5.2 Security Settings



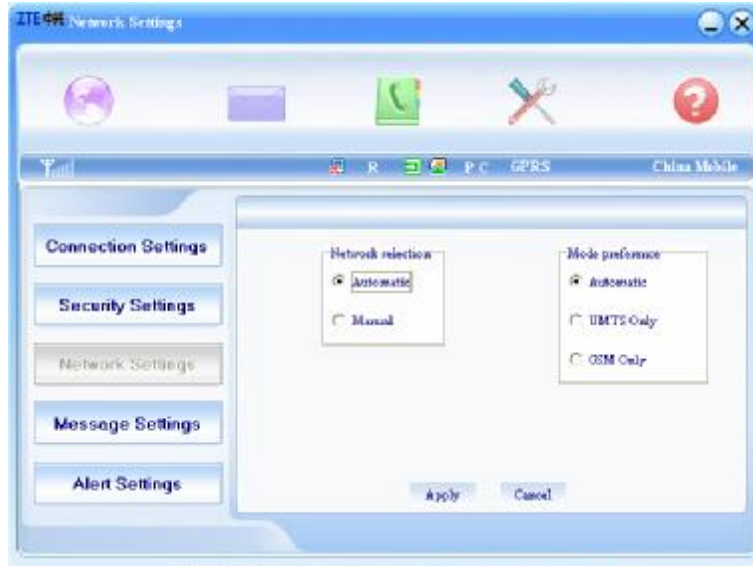
1. Enable the PIN Code:

When “**PIN enable**” item is selected, please enter PIN code to use the modem and you can click “**Revise PIN**” to modify the number.

2. Backup Phonebook and SMS:

If the item is selected, it means that the Phonebook and SMS will backup manually in the computer side. If you operate the data by mistake, you can click the “**Resume**” to restore to the previous data.

3.5.3 Network Settings



1. Select Network:

Automatic: The system selects the network automatically by the user's selected rules and the network status.

Manual: The network is selected by users themselves.

2. Network Mode Select

Automatic: The system selects the available network automatically.

UMTS Only: The system will only select the UMTS network.

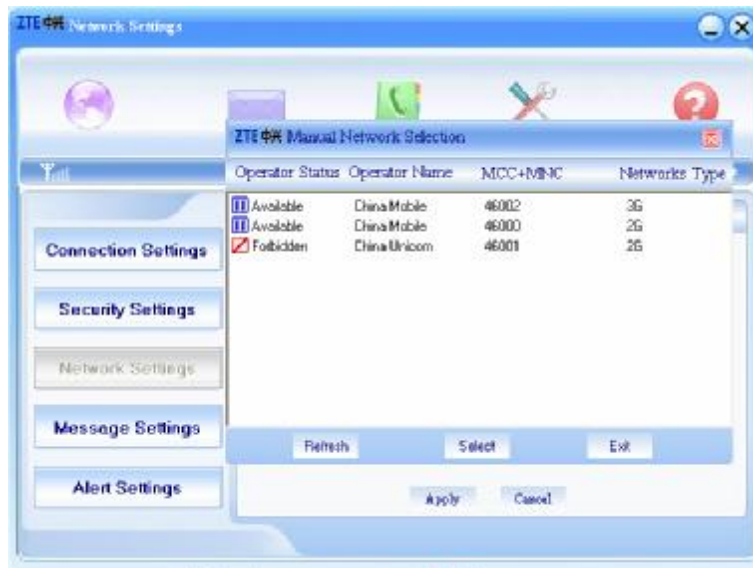
GSM Only: The system will only select the GSM network.

3. Manual Select

When the **Manual** is selected, click the **Apply** button, pop-up the following window:

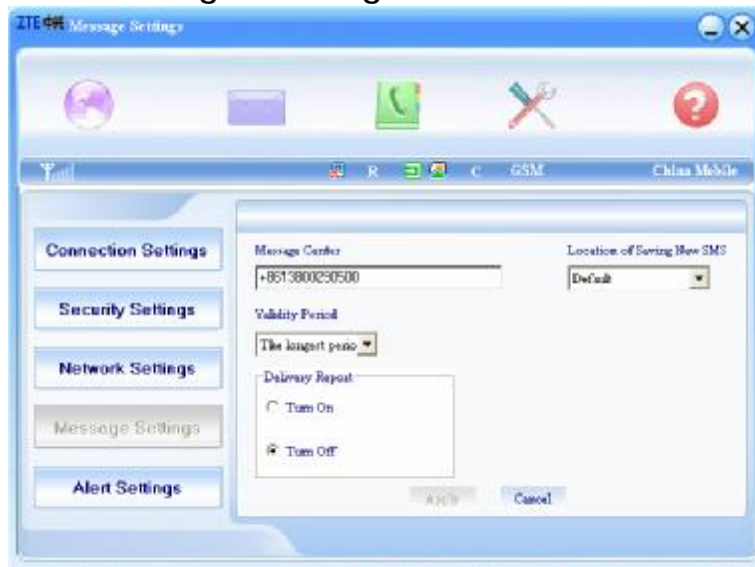


Wait a minute, the supplier list will show in the windows and which with the blue and green icons can be selected. Select a proper network to connect.



Select the network that the supplier is utilized to serve your USIM/SIM and press "Select" to enter the network.

3.5.4 Messages Settings

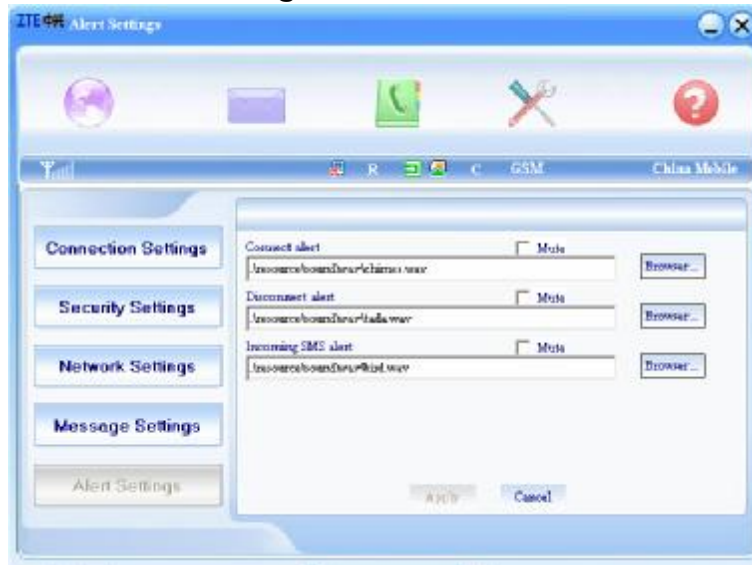


Message Center: Set the corresponding SMS center number the network supplier. You must input the correct SMS center number to use the SMS properly and the number will be provided by the network supplier. Please enter the country code before the number.

Validity period: Set the time limit for saving SMS in the network side. (This function needs network supports.)In option: 12 hours/A day/A week/The longest period. The default setting is the longest period permitted by the network.

Location of Saving New SMS: Select "Default" to save in location set by network. Select "USIM/SIM Card" to save in USIM/SIM card; select "PC" to save in laptop or desktop PC.

3.5.5 Alert settings



You can set “Connection alert, Disconnect alert and Incoming SMS alert” by yourself. These alerts will sound on the PC side. The audio file supports MP3、WAV、WMA and MIDI format. If you select “**Mute**”, you cannot hear corresponding alert.

3.6 Help

Click “**Help**” icon, and switch to the help interface. Under the help topic, you can get the USB Modem information about function introductions, installation and usage guide, etc

3.7 MicroSD card

If you use MicroSD card in your modem, your computer will display a removable disk related to the microSD card. You can

use this disk freely as you want.
If you want to pull out the modem, please uninstall the removable disk first. For more details, please refer to section "Hardware Uninstall".

4 FAQ & Answers

When you meet the following problems in service, please refer to the following answers to solve it. If the problems still exist, please contact with your service supplier.

Problem Description	Possible Causes	Problem Solving
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.
After the full installation, the system doesn't install the driver program properly.	The system configuration is not suitable for the auto run.	Please install the driver program manually. The driver program can be found in the installation location: C:\Program Files\ZTE Mobile Connection\drivers
The ZTE application software can not run normally	The configurations have some errors.	Run the installation again. Select Modify or Repair to correct the errors.

Problem Description	Possible Causes	Problem Solving
After the modem is plugged in, the modem program doesn't run automatically.	The system configuration is not proper.	Please open the modem program manually. You can find it in the Start→Program menu or the shortcut on the desktop.
After restarted the computer, there is no signal.	1. The position of the USB Modem inner antenna is unfitting.	1. Adjust the angle and position of the USB Modem.
	2. You are in the place where no GSM/GPRS/EDGE/UMTS/HSDPA/HSUPA network covered , such as underground parking lot, tunnel etc.	2. Change to the places where is the signal is in good condition.
When the USB Modem has been plugged in, computer cannot find the visual disc of the USB Modem.	1. The modem isn't inserted well.	1. Restart the computer, or insert the modem again.
	2. The USIM/SIM card isn't inserted well, such as inserted in reverse.	2. Insert the USIM/SIM card correctly again. Make sure the metal contact side should be inserted inside

Problem Description	Possible Causes	Problem Solving
	3. The SMS center number isn't correct.	3. Consult your service provider for the correct number. Then configure the right number in Message settings.
Message sent failed.	2. The network is busy and other reasons.	2. Try later.
	1. You are in the place where no GSM/GPRS/EDGE/UMTS/HSDPA/HSUPA network covered, such as underground parking lot, tunnel etc.	1. Change to the place where there is good signal.
Date connection failed.	2. The network at this time in this place is busy now.	2. Try later.
	3. The APN in the configuration files is error.	3. Check the APN in the configuration file in the "Connection settings".

Problem Description	Possible Causes	Problem Solving
	4. The modem data is error.	4. It is perhaps the GPRS or UMTS network problem and please contact with the local supplier in time.
	5. The network type selected by manual is wrong.	5. Select the correct network according to the type of the USIM/SIM card.
	1. After connection, there is no data transfer, which resulted that you can not open web pages.	1. Check that the APN in the Configuration files is correct or not.
Connected to the Internet, but it cannot open any website page.	2. The IE browser got problems.	2. If the IE gets problems, upgrade to the new version or reinstall the IE browser.

Problem Description	Possible Causes	Problem Solving
	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.)	3. 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.	4. Consult your service supplier for help.
	Your USB Modem is not permitted to roam in your network.	Consult your service supplier for help.
The Modem can not connect to the Internet in other places	Check the MicroSD card capacity, the maximum supported capacity is 4GB	Use another MicroSD card with a maximum capacity of 4GB
My MicroSD card can not read or not found		