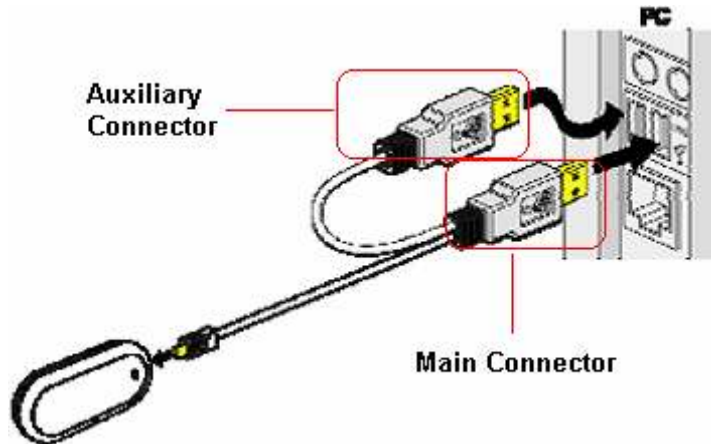


Troubleshooting Steps

1. Please ensure you have the modem plugged into a **fully compliant USB 2.0 port** (you may have to have both cables plugged in if the power is too low from one port).



Note: The "**Main Connector**" must always be plugged in, however if when the modem is plugged in and there are no lights flashing, the second Auxiliary Connector must also be plugged in for correct operation. (Modem requires at least 5V from the USB connector for successful operation).

2. Please ensure you have the modem plugged into the **same port** that it was originally in on first installation (you may need to swap the modem between USB ports).
3. Please reboot the machine and re-connect USB modem to PC.
4. Please confirm that there is no **software installed** on the laptop that prevents communication with the installed USB ports (spy ware detector / internet security suite, etc).
5. Please ensure you have setup dialing location for the phone and modem options:

Windows 2000/XP:

- Start -> Control Panel -> Phone & Modem Options -> Dialing Rules should have a Location & Area Code (will prompt if not set).

Windows Vista:

- Start -> Control Panel -> Phone & Modem -> Dialing Rules should have a Location & Area Code (will prompt if not set).

6. Uninstall the **Wireless Connect software** and make sure the USB modem is connected to the USB port that it was installed on.

For Win 2000/XP:

- Start -> Control Panel -> Add or Remove Programs -> Wireless Connect -> Uninstall

For Windows Vista:

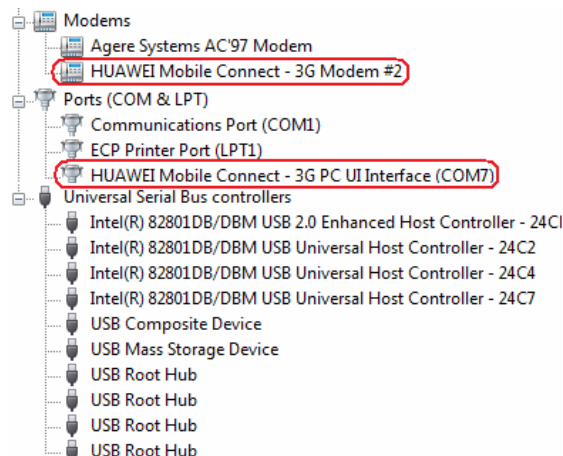
- Start -> Control Panel -> Programs -> Programs & Features -> Wireless Connect -> Uninstall

Once un-installation is successful, reboot the PC and attempt installation again (ensure the USB modem is not disconnected).

7. Check for **Modem/USB Port conflicts:**

- Click Start and go to the **control panel**
- Ensure customer set to **Classic view** (top left)
- Click on the **System icon** and go to the **Hardware tab**
- Click on **Device Manager** to view current devices
- Expand the "Modems" & "Ports (COM & LPT)" sections and ensure the Huawei Modem is listed.
- Expand the "Universal Serial Bus Controller" sections to ensure USB ports listed.
- Ensure no **questions marks '?'** or **exclamation marks '!'** listed along devices
- Expand the **modem** option and double click on the **Huawei Modem**
- Go to the **Diagnostic tab** and click on **Query Modem**
- If all working should see diagnostic info.
- If error appears about port in use or questions marks '?' or exclamation marks '!', you will need to:
 - uninstall all installed modems
 - uninstall Wireless application
 - Reboot laptop, reinstall the Wireless application first
 - Confirm it is all working

e.g.



8. Possible USB port driver issue, get the customer to uninstall the ports (only attempt if customer has correct manufacturer drivers for USB Port for re install and no devices connected):

- **Uninstall the Wireless application** and disconnect USB modem from PC.
- Click **Start** and go to the **Control Panel**.
- Ensure control panel is set to **Classic** view (top left)
- Click on the **System icon** and go to the **Hardware tab**
- Click on **Device Manager** to view current devices
- Expand the **Universal Serial Bus Controller** option
- Right click on each option and **Uninstall**
- Once complete, reboot the laptop once windows loads, USB port installation should start.
- Then re-install the Wireless application.