6 Troubleshooting

Troubleshooting

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1. PC does not recognize modem

1 **Check whether modem is properly inserted in PC**

**2** **Remove modem from PC, restart PC, then reinsert modem**
- For Windows 7 or Windows Vista, follow these steps to confirm proper modem installation.
  - **1** Right click "Computer" and select "Property." Click "System settings" for "User account control," then click "Yes" (Windows 7). For Windows Vista, click "Continue"
  - **2** When "System properties" appears, select "Hardware" tab, then click "Device manager"
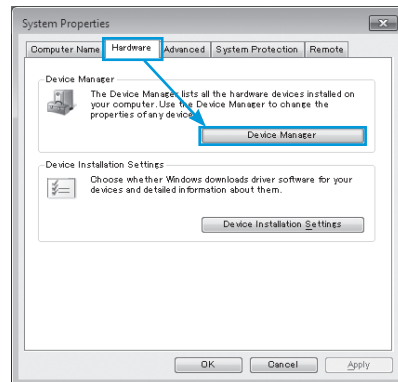
- If using Windows XP, right click "My computer," then select "Property."
- "System properties" appears. Select "Hardware" tab, then click "Device manager."

3 Confirm that devices outlined in the rectangles appear.
(COM port numbers differ by PC operating environment.)
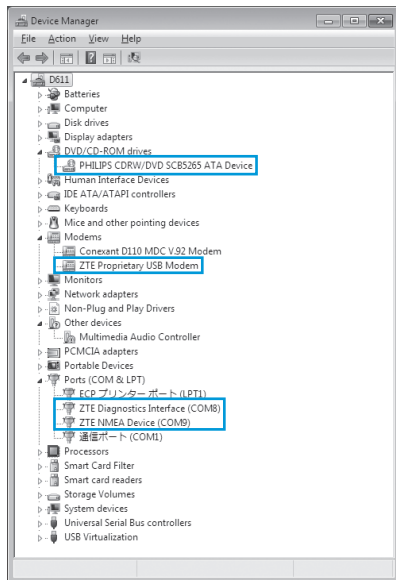
● For Mac, follow these steps to confirm modem installation:
1 Click ▇ to open terminal dialog box
2 Input "ls/dev/cu" command*
3 Confirm that the information below appears:

> /dev/cu.ZTEUSBModem_
> /dev/cu.ZTEUSBATPort_
> /dev/cu.ZTEUSBDIAGPort_

2. Inserting modem does not automatically activate installer

New hardware recognition takes about 45 seconds.
If installer does not automatically activate, remove modem from PC, then restart PC.
If installer does not activate automatically, see P.2-5, P.2-6 or P.2-7.

3. Failed Internet connection

Make sure you are within the service area.
• If signal reception is poor, move to where signal is strong, then reconnect.
• The access point might be busy depending on the time of day, wait a little while then reconnect.

● For Windows, follow these steps to confirm network settings:
1 In Main Screen, click 🔧
2 Click "Access point"
3 Click "Display" and confirm settings

- For Mac, follow these steps to confirm modem installation:
  1. In Main Screen, select "Change" from "Default" pulldown menu
  2. Select the access point
  3. Click "Display" and confirm settings

4. Transmission fails

1. **Check whether modem is properly connected to PC**
2. **Signal may be weak. Move to where signal is stronger**
3. **Remove modem from PC and reconnect**
4. **If Steps 1 to 3 do not re-establish a connection, remove modem and restart PC, then try again**

5. Communication speed is slow

Signal may be weak. Move to where signal is stronger. Connection may be poor. Try again later.

6. Forgot PIN/Unknown PUK Code/USIM Card is locked

Contact SoftBank Mobile Customer Center, General Information (P.7-3).

7. USIM Card is not recognized

1. **Confirm that USIM Card is properly installed. For details, see P.1-3 "USIM Card Installation"**
2. **Check for bent USIM Card**
3. **Check USIM Card IC chip for scuffs/corrosion**
4. **Debris on USIM Card IC chip may prevent recognition. Clean it with a soft cloth**
5. **Contact SoftBank Mobile Customer Center, General Information (P.7-3)**

8. Unsure whether logged in as Administrator

● For Windows 7 or Windows Vista
  1 Click Start menu → "Control Panel" for "Control Panel" window
  2 Click "User Accounts and Family Safety" then click "User Accounts" in the next window
  3 User name and account type appear on the right. If "Administrator" appears, set up modem

● For Windows XP
  1 Click "Start" for "Start" menu
  2 Currently logged-in user name appears at top of "Start" menu
    • If "Start" menu display is set to Classic "Start," user name does not appear. Right click "Start" menu → Select Properties → Select "Start" menu radio button.
  3 Click "Start" → "Control Panel" for "Control Panel" window
  4 Click "User Accounts"
  5 Check user name in Step 2. If "Computer administrator" appears below user name, modem can be set up

9. Error Messages

Error Message	Descriptions/Solution
Limited Service	Network is restricted. Contact SoftBank Mobile Customer Center, General Information (P.7-3).
Incorrect (U)SIM Card	Is incorrect USIM Card installed? Install correct USIM Card.
No Service	Modem cannot be used outside service area.
Undetect (U)SIM	USIM Card is not installed. Install and try again.
Not input PIN	Is PIN Authentication active? Enter PIN.
PUK Code is locked, please configure the dial info.	USIM Card is completely inaccessible because incorrect PUK Code was entered ten consecutive times. Contact SoftBank Mobile Customer Center, General Information (P.7-3).

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