User Manual

vivatel

3G USB MODEM
HSDPA / UMTS / EDGE / GPRS / GSM

ALCATEL HSDPA MODEM

USER Manual

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Introduction

Vivatel 3G USB Modem is designed to enable PC users access to the Internet via GPRS/EDGE/UMTS/HSDPA networks. It uses a standard USB interface for a fast simple connection to your PC.

The modem's firmware includes the following features:
*   Wireless Internet connection
*   SMS service
*   Contact Manager
*   Settings

1. Internet connection

This application will ensure easy connection to the Internet. Users will be able to enjoy a high-speed data service by clicking on the button in the main window or by clicking directly on on the device. Users can also access the connection status in the tray bar, including connection time and volume of data transferred.

2. SMS service

With the SMS application, users can use the following functions:

- New SMS
- Edit SMS
- Group SMS
- Reply
- Forward
- Save number
- Export to PC
- Delete

3. Contacts

Includes 2 memories: PC and (U)SIM card.

It supports the following functions:

- New
- Edit
- Send SMS
- Import and export vCard file
- Export text file
- Copy to PC and (U)SIM card
- Delete
- Search

4. Settings

This contains the following settings:

- Network band
- Network selection
- PIN enable/disable
- Modify PIN
- Connection profile settings
- Diagnostics
- SMS settings
- System settings
- Help
- About

Main interface introduction

1. Icon Functions

/ : Connect / disconnect to Internet

: Access the SMS service window

: Access the contact management window

: Set parameters of the software

2. Status bar information

Current network operator name will be displayed on the status bar.

- If no device is found, "No device" is displayed
- If no SIM card is found, "No (U)SIM card" is displayed
- If the SIM card is invalid, "Invalid (U)SIM card" is displayed
- During Initialization, "Initializing" is displayed
- If searching for the network, "Searching" is displayed
- If no network is found," No service" is displayed

3. Signal status bar

: Indicates the signal strength of the current connected network

Network type:

 is displayed when GSM/GPRS is connected

 is displayed when UMTS is connected

Support data service:

 is displayed if HSDPA is available

 is displayed if EDGE is available

Nothing is displayed if GPRS support is available

: Indicates that there is an unread SMS in the main interface

: Indicates that the (U)SIM card's memory is full

4. Tray Icon

If you click on , the main window is closed and the tray icon will appear in the tray bar. The main window can be reopened by double clicking on the tray icon.

5. System tray menu

- Open: Opens the main window
- Connect/Disconnect: Connects/disconnects to the Internet
- Statistics: Displays connection status information
- Contacts: Opens contact management window
- SMS: Opens SMS service window
- About: Application version
- Exit: Exits the application

Entrance to main interface

- The application runs automatically and the main window will pop up when a device is connected. Users can also access and run

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the application from the <Start> menu.

- If the PIN code is enabled, please enter the correct PIN code in the entry field, and click on <OK>. Users may try only 3 times to enter the correct PIN code; after three incorrect attempts, the (U)SIM card will be blocked.
- A PUK dialog box will then be displayed asking the user to enter the right PUK code. Click on <OK>, and a default PIN code will be retrieved. If you fail to input the correct PUK code after 10 attempts, you will need to contact your service provider.
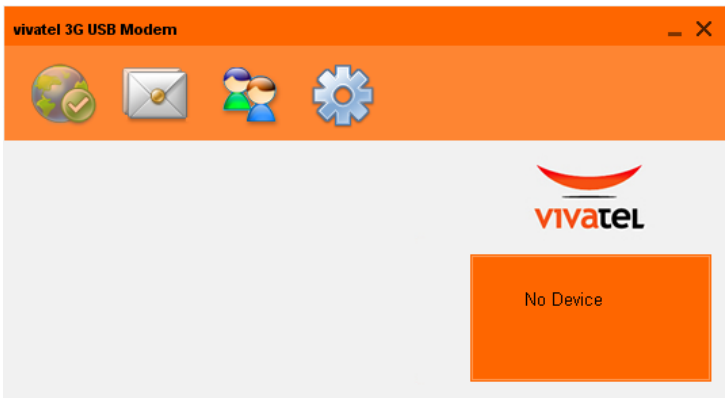- If the PIN code is correct, the application will be launched and all features are enabled.

Figure1: Main window

Connect to the Internet

1. Connecting with the default logon profile

If you want to connect to the Internet without setting any user-defined or predefined profiles, press . The default connection profile will be used in accordance with your (U)SIM card.

Connecting

- Click on 🌐 from the main window;
- Wait several seconds until the connection is established;
- Once you are connected, 🌐 will change into 🌐 and the connection information window will appear in the tray bar.

Disconnecting

Click on 🌐 from the main window to disconnect from the Internet.

2. Connecting with a user-defined logon profile

Click on ⚙ and select the <Connection settings> menu to open the profile setting window.

Adding a new connection profile

Click on <Add> to open a new connection profile window:

1. If <New profile> is selected
- Click on <Next>, and the edit settings window will pop up;
- Enter any profile such as APN;
- Click on <Finish> to add it to the available profile list.
2. If <Choose from predefined list> is selected
- Click on <Next>, and a predefined list will pop up as shown below;

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- Select one item in the predefined profile list;
- Click on <Finish> to add it to the available profile list.

Note：Users may obtain APN information from their operator.

Setting a default connection profile

1. Select one item from the list of available connection profile(s);
2. Click on <Set default> to set it as the default profile;
3. Click on to start the connection using the specified profile.

3. Connection status information

A connection status window will be displayed in the tray bar as soon as you are connected.
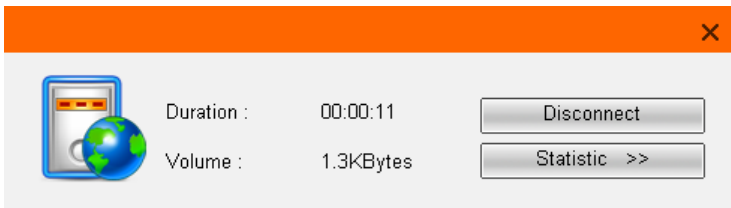

Figure 1: Statistics
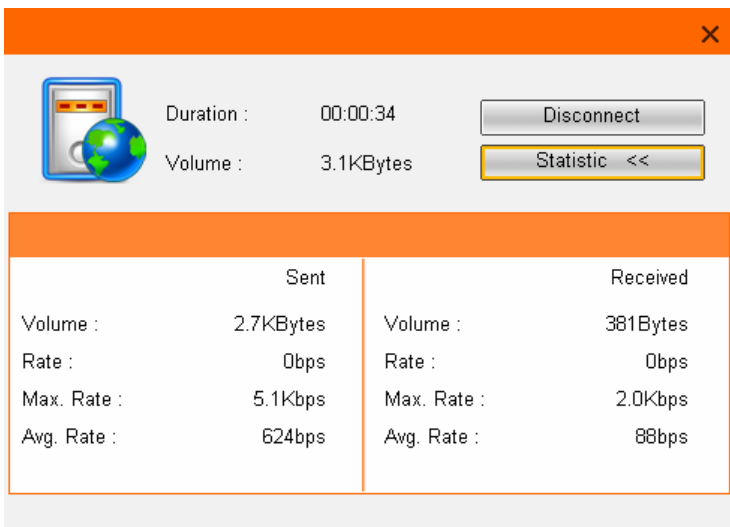
Figure 2: Statistics

It includes details such as the connection time and volume of data transferred.

Click on <Statistics> for more details on the connection.

SMS Service

Click on ![icon] in the main window to access the SMS service interface. You can select <Contacts> at the bottom of the screen to switch to the contacts management window.

1. Displaying the received SMS

When a new message is received, a message box appears in the tray bar.

- Click on <View> in the box to access the inbox or click on ![icon];
- Left-click to show the content of the chosen message. You may also display the content by double-clicking on the message.

Note: Received SMS will be saved on the (U)SIM card if the main window is closed, otherwise saved on the PC.

2. New SMS

- Click on <New SMS> in the shortcut menu bar. An SMS creation window will pop up;
- Enter the text.

3. Send

(1) You may enter a recipient's number in 3 ways:

- Enter the number directly. If there are two or more recipients, use "," to separate each;
- Enter the name of a recipient saved in the phonebook;
- Click on <To> to access the recipients selection window. Select one party, or more (using the ctrl/shift key), and then click on <OK> to add the chosen party(ies) to the recipient list.

(2) Click on <Send> to send the message. If the message is not sent, it will be saved in the Outbox.

4. Reply

- Select a message in the inbox and then click on <Reply> in the shortcut menu bar;
- The recipient's number will appear in the <To> field. It can now be modified;
- Enter the reply in input field, and then click on <Send>.

5. Forward

- Select a message and then click on <Forward> in the shortcut menu bar;
- The content of the selected message will appear in the input field. It can now be modified;

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- Enter the recipient's number and then click on <Send>.

6. Edit
- Access the draft list to select a message, and open it by double-clicking on it;
- Click on <Save> or <Send> when you have finished editing.

7. Delete
- Select a message, or several messages (using the ctrl/shift key);
- Click on <Delete> in the tool bar. A dialog box will ask "Are you sure to delete?" "Are you sure you would like to delete?"

Click on <OK> and the SMS will be deleted. Once deleted, SMS messages cannot be restored.

8. Resend
- Access the outbox to select a message or several messages (using the ctrl/shift key);
- Click on <Send> in the tool bar;
- The application will resend the unsent message(s).

9. Export
- Select a message or several messages (using the ctrl/shift key) in

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the current list;

- Click on the <File> menu and on <Export>. A window will prompt for the location on your PC where the file should be stored;
- Click on <OK> to confirm. The SMS will be exported to the chosen location and saved as a *.txt file.

Contacts

Press 🐱 from the main window to access the contacts management interface.

The contacts list column contains: All / PC / (U)SIM. Users can use contacts stored either on the PC or on the (U)SIM card in the corresponding window.

1. New

- Select <New> from the tool bar to access the contacts editor;
- Enter the relevant information, and press <OK>; the new contact will appear in the current contact list.

2. Edit

- Select a contact and access the contact editor by selecting <Edit>

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from the tool bar or by double-clicking on the contact;

- Modify the relevant contact information, and select <Save> to save the changes.

3. Delete

- Select one contact, or more (using the ctrl/shift key);
- Click on <Delete> from the tool bar. A dialog box will ask "Are you sure to delete?"; "Are you sure you would like to delete?"
- Click on <OK> and the contact(s) will be deleted; deleted contacts will not be restored.

4. Send SMS

- Select one contact or more (using ctrl/shift key);
- Click on <Send SMS> in the tool bar;
- When the message is completed, you may send it by clicking on <Send>.

5. Copy to (U) SIM card/PC

- Select one contact, or more (using ctrl/shift key) stored in the same memory;
- Click on <Copy to> in the tool bar and select a target memory different from the memory being used;

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- Contact(s) will be copied to the target memory.

6. Search

- Enter the key words or numbers in the empty field in the tool bar;
- The system will find entries which match the key word(s);

7. Export

- Select one or more contacts by pressing the ctrl/shift key from the current list;
- Click on <File> menu and select <Export>; select the export text or a vCard file. A window will pop up requesting the location on the PC where the contacts should be stored.
- Click on <OK> to confirm, and the contact(s) will be exported to the chosen location and saved as a *.txt or *.vcf file.

8. Import

- Click on the <File> menu and select <Import>. A window will pop up requesting the vCard file to be imported.
- Click on <OK> to confirm and the contact(s) will be imported to the current window.

Settings

Click on ⚙ from the main window. A menu with various settings will appear.

1. Network mode

- Select <Network mode> in ⚙ menu. (The default according to the (U)SIM network type in connecting establishment.)
- Click <Only UMTS/HSDPA> / <UMTS/HSDPA Preferred> / <Only GPRS/EDGE> / <GPRS/EDGE Preferred>, it will search and register the network mode which was chosen at next time of device connection.

2. Network band

- Select <Network band> in the ⚙ menu. The default setting is <auto>;
- Click on the band which you prefer to select it. It will then search and register the selected band.

Note: Network band parameters will differ depending on the product,

software version and network

3.   Network selection

• Select <Network selection> in the ⚙ menu. The default setting
   is <Automatically>;

• Click on <Manually> to activate the network list window;

• A list of networks appears when the search is complete;

• Select an available network from the list of available operators
   and click on <Select>. It will register the selected network.

4.   Request PIN

• Click on the <Request PIN> menu and select <Enable/Disable>.
   Activate the PIN input dialog box;

• Enter the correct PIN code;

• Click on <OK>. You will see the following message "PIN code has
   been enabled (disabled)".

5.   Modify PIN

• Click on <Modify PIN>, and activate the PIN modify dialog box;

• Input the old PIN and the new PIN, then confirm;

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- Click on <OK> to confirm the new PIN code

Note: You can only access the modify menu if the PIN is enabled.

6. (U)SIM Unlock

Click on <(U)SIM Unlock>, and activate the NCK code dialog box to unlock this function, Input the NCK and click on <OK> to confirm;

Note: The NCK code is supplied by your Operator.

7. Connection profile settings

Select <Connection settings> in the 🔧 menu to access the connection profile setting window. All available connection profiles are listed.

Adding a new connection profile

Click on <Add> to open a new connection profile window:

1. If <New profile> is selected

- Click on <Next>, and the edit settings window will pop up;
- Enter any profile such as APN;
- Click on <Finish> to add it to the available profile list.

2. If <Choose from predefined list> is selected

- Click on <Next>, and a predefined list will appear on the pop up

window;

- Select one item in the predefined profile list;
- Click on <Finish> to add it to the available profile list.

Note: Users may obtain APN information from their operator.

Edit

- Select an item in the connection profile list;
- Click on <Edit> to access the profile edit window;
- Modify the parameters and click on <Finish> to save the modification.

Delete

- Select an item in the connection profile list;
- Click on <Delete> on the keyboard. You will be asked if you are sure you want to delete;
- Choose <Yes> to delete the profile from the list.

Set a default connection profile

- Select one item from the list of available connection profile(s);
- Click on <Set default> to specify set it as the default profile;
- Click on to start the connection using a specified profile.

8. Diagnostics

Select <Diagnostics> in the ⚙ menu to access the diagnostic information window.

3 types of information are listed below:

- Modem information
- Operator information
- Network status

Click on <Export>, to export the list and save it as a *.txt file.

9. SMS settings

Choose <SMS settings> in the ⚙ menu to access the SMS settings window.

SMS center number

The default number is found in the (U)SIM card. You may change it.

SMS validity period

You can choose between: 1 hour/6 hours/1 day/1 week/maximum.

SMS validity period

Click √ to validate the message alert sound.

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You can choose *.wav file saved in the PC using the <Browse> option.

10. System settings

Click $\sqrt{}$ to validate the sound prompt when the Internet will be connected/ disconnected.

11. About & help

You can get information on the version in the <About> menu.

If you need help, click on <Help> to access the help document.

FAQ

1. **Q: Which operation systems does the software support?**

    A: It supports Windows 2000, Windows XP, and Windows Vista.

2. **Q: The software does not auto-run when the device is plugged in**

    Situation1: if there is no notification from the PC, please check if the auto-run has been disabled by Windows.

    Situation2: If the device remains on the U-disk, please check if an anti-virus application has disabled the auto-run.

    A: Please launch the software manually if you do not change the configuration of your PC.

3. **Q: I cannot install the driver**

    A: On some PCs, installation of the driver may take a long time because of the PC configuration. So please wait and do not cancel the process or you will have to uninstall and re-install again.

4. **Q: What should I do if the main window continues to display "Searching device"?**

   A: Please remove the device and reinsert it.

5. **Q: What should I do if the (U)SIM card is unplugged during the application?**

   A: Please disconnect the device first, and then restart the application.

6. **Q: The (U)SIM card does not register any networks**

   A: The reasons are shown below:

   1. Unstable local signal;

   2. The software is an old version;

   3.Hardware problem.

   You may:

   1. Try to logon from another location;

   2. Update the software;

   3. Check the hardware or use another data card and retry.

7. **Q: Why does the prompt "Unavailable connection profile" appear?**

   A: Please add a connection profile manually.

8. Q: It failed to connect to the internet

    A: Please make sure the connection profile and settings are correct.

9. Q: The connection speed and data transfer rates are too slow

    A: Please check the local network signal strength.

10. Q: What is the meaning of the network light indicators?

    A: Indicator "Network" flashing multi-colored: searching network;

    Indicator "Network" flashing green: UMTS/HSDPA network;

    Indicator "Network" constant green: UMTS connected;

    Indicator "Network" flashing red: GPRS/EDGE;

    Indicator "Network" constant red: GPRS/EDGE connected.

11. Q: Sending an SMS failed

    A: Please make sure the SMS center number is correct.

12. Q: I cannot not receive an SMS

    A: Please check whether your (U)SIM card's memory is full.

13. **Q: Why can I only save part of the name when adding a new contact?**

   A: The (U)SIM card can only hold 12 SBC characters, and 6 DBC characters.

14. **Q: The information in the tray bar displays only 115.2Kpbs after connection is   established**

   A: 115.2kpbs is not the connection speed, please refer to the software's connection status information.

15. **Q: Does it support roaming?**

   A: This depends on the local operator. Please check with your local operator or service provider.

16. **Q: What should I do if the power supply is insufficient?**

   A: Be sure to connect Plug 3 to your PC to maintain power supply.

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