

# ZTE MF100 Datacard FAQ



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# Chapter 1. Description of MF100

## Datacard Specifications

Interface type: USB2.0 HIGH SPEED  
Protocol: HSDPA/UMTS/EDGE/GPRS/GSM  
Frequency: HSDPA/UMTS 2100 MHz  
EDGE/GPRS/GSM 850/900/1800/1900MHz  
Transmission: HSDPA 3.6M  
Memory: Expandable with MircroSD  
(up to 32GB)  
Messaging: SMS  
Auto Installation: Support

## Chapter 2. Use and Common Setting of Datacard

### 2.1. Basic Setting and Operation

#### 2.1.1. What are the minimum requirements needed to run the software

The Minimum System requirements are as follows:

Windows 2000/XP/Vista/Mac OS 10.3 and above

Configuration (Recommended):

- CPU 1GHz Pentium or above
- Hard Disk 1G or above
- RAM 512M or above

#### 2.1.2. 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.

Note, if you are using an Apple MAC OS, please install software by using the incidental Compact Disc and configure the CD-ROM, and you can get these from the driver CD, if you don't have a driver CD, please contact with your suppliers for details.

#### 2.1.3. What computer is the MF100 modem compatible with

The quality of the MF100 HSDPA USB Modem supports main prevailing types of laptops or portable computer, such as HP, IBM, Toshiba, Lenovo, Dell, Sony, etc..

#### 2.1.4. Is the modem compatible with Apple Mac

Yes, the USB modem is compatible with Apple Mac computers with both PowerPC and Intel Processors running MacOS 10.3.0 and above.

### **2.1.5. After plugging in the Modem to Vista it warns that an unidentified program access**

Windows Vista contains Enhanced Security Features, which warns you when any application attempts to install. Please Select Allow to begin the Software installation.

### **2.1.6. Why the installation program not run 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.

### **2.1.7. 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 path.

### **2.1.8. After plugged in, why the UI program doesn't run 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.

### **2.1.9. When the Modem is being installed, the notebook cannot find it**

- 1) The installation programs of the USB modem haven't been installed properly  
**Solution:** Run the installation program, then connect the modem. If you use the Win XP operating system, install the drivers according to the Windows indication information to operate.
- 2) The modem isn't connected well  
**Solution:** Restart the computer, or connect the modem again.
- 3) The SIM/USIM card isn't inserted well, such as inserted in reverse  
**Solution:** Insert the SIM/USIM card correctly again.

## **2.2. Network Connection**

### **2.2.1. When setting the Datacard on PC, the application is prompting for an APN, what to enter here**

Enter the APN that your supplier offers.

Please contact with your mobile communication suppliers to get more information.

### **2.2.2. When opening the connection, a Firewall Security Alert appears, what should I do**

In order for the MF100 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.

### **2.2.3. With the modem connected, how can I start browsing web sites**

Once the Software reports that it is connected, simply open your Internet browser and enter the web address you require.

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.

### **2.2.4. The modem reports that it's connecting at 3.6 Mbps, is this the 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.

### **2.2.5. Data connection failed**

- 1) You are in the place where no 2G/3G network covered, such as underground

parking lot, tunnel etc.

**Solution:** Change to the place where having good signal.

- 2) The network at this time in this place is busy now.

**Solution:** Try later.

- 3) The APN in the configuration files is error.

**Solution:** Check the APN in the configuration file in the “Config file”.

- 4) The modem data is error.

**Solution:** It is perhaps the network problem and please contact with the local supplier in time.

- 5) The network type selected by manual is wrong.

**Solution:** Select the correct network type according to the type of the SIM/USIM card.

## 2.2.6. Connected to Internet, but cannot open any web page

- 1) After connection, there is no data transfer, which resulted that you cannot open web pages.

**Solution:** Check that the APN in the configuration files is correct or not.

- 2) The IE browser got problems.

**Solution:** If the IE got problems, upgrade to the new version or reinstall the IE browser.

- 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)

**Solution:** 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.

**Solution:** Dial the right number and try again.

## 2.2.7. After restarted computer, there's no signal all the time

- 1) You are in the place where no 2G/3G network covered, such as underground parking lot, tunnel etc.

**Solution:** Change to the place where having good signal

- 2) The modem isn't connected well.

**Solution:** Pull out and insert the modem cable safely again.

- 3) The SIM/USIM card isn't inserted well, such as inserted in reverse.

**Solution:** Insert the SIM/USIM card correctly again.

- 4) The position of the USB modem inner antenna is unfitting.

**Solution:** Adjust the angle of the USB modem inner antenna.

## **2.3. SMS & Other setting**

### **2.3.1. Can I send SMS messages using the USB Modem?**

Yes, simply open the application and select the Envelope icon at the top of the screen.

### **2.3.2. Message sent failed.**

- 1) The SMS center number isn't correct.

**Solution:** After consulted with service provider, configure the right number.

- 2) The network is busy and other reasons.

**Solution:** Try later.

### **2.3.3. My Micro SD card can not read or not found**

Check the Micro SD card capacity, the maximum supported capacity is 32GB.

**Solution:** Use another Micro SD card with a maximum capacity of 32GB.



## Chapter 3. Common troubleshooting

If there are any problems with the connection manager or modem, please consult the manual and check the troubleshooting section below.

If the problem still exists, please contact your service provider or check our website at first.

Problem Description	Possible Causes	Suggested Solution
The modem has no service (no antenna signal bars)	USIM is not inserted correctly	Remove the device and check the USIM is fully inserted.
	You have not entered your PIN number at start up	Restart application and enter the PIN number. If the PIN is invalid you cannot connect.
	You have no coverage	Change location to get better reception.
No USIM Detected	USIM card is not inserted correctly	Remove the device and check the USIM is fully inserted.
The software displays: "Limited service"	You are using a 'foreign' SIM card	The device is network locked. Please use the valid USIM card or contact your supplier to unlock your device.
The modem cannot connect to the internet	International roaming is not enabled	To enable international roaming contact your service provider.
"A connection to the remote computer could not be established" Data connection failed.	Incorrect account setting	Test an alternate Connection Setting. Contact your service provider to check your account.
	The manual network selection is wrong.	Select the correct network for your service provider. Restore 'Automatic' mode.
	The wrong APN is in use.	Consult your service provider.

Problem Description	Possible Causes	Suggested Solution
Message sent failed.	The SMS centre number is not correct.	Check with your with service provider and enter the correct number in Message Settings
The Micro-SD card is not recognised.	The card is not inserted correctly or is the wrong size / format	Re-insert the card. Try another Micro-SD card and make sure the capacity and format is correct