



## Huawei E1550 Data Card FAQ

**Q: Which OS can the E1550 support?**

**A:** Now the E1550 can support Windows 2000, Windows XP, Windows Vista and Mac OS.

**Q: When E1550 connected to PC, how can I confirm that E1550 has been identified?**

**A:** Open the device-manager and take the following steps:

1. Open control panel, select capability and maintenance.
2. Select system
3. Open the hardware, select device-manager
4. Unfold 'Modem' and 'ports'. Confirm whether there are 3G Modem and 3G PC UI Interface. These devices show whether the E1550 Data Card has been identified.

**Q: PC cannot find any new hardware when E1550 connected to it. What should I do?**

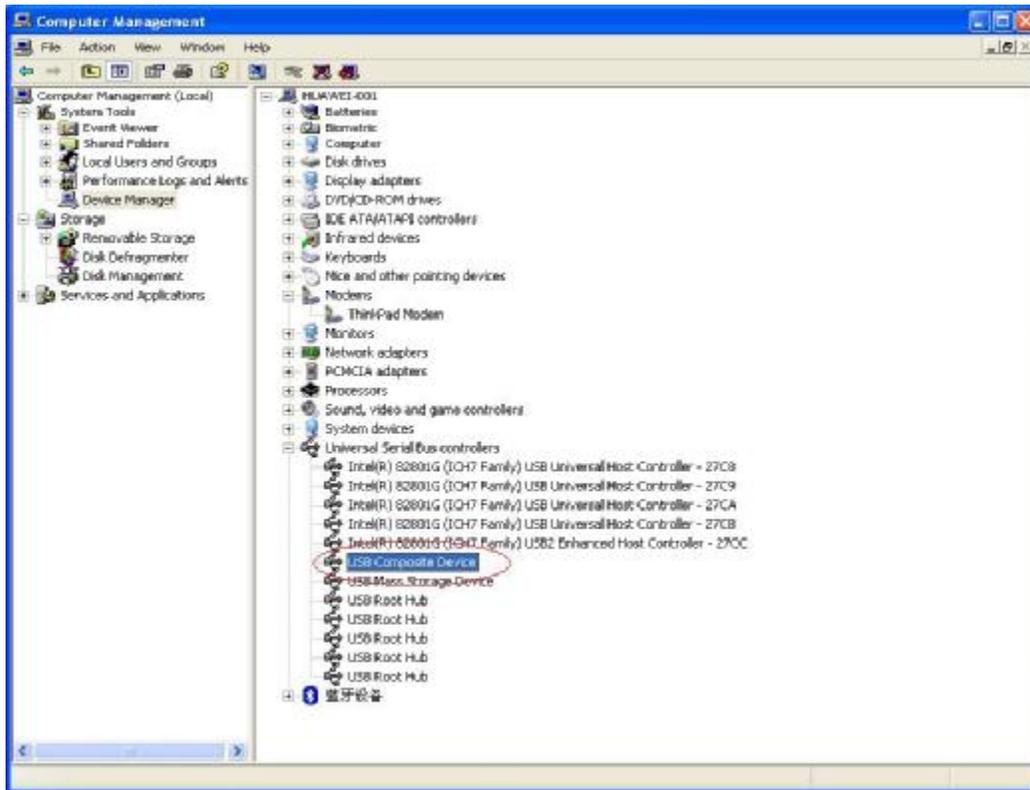
**A:**

1. Change another USB port.
2. If the problem still exists, please contact local Operator or agent to change your E1550.

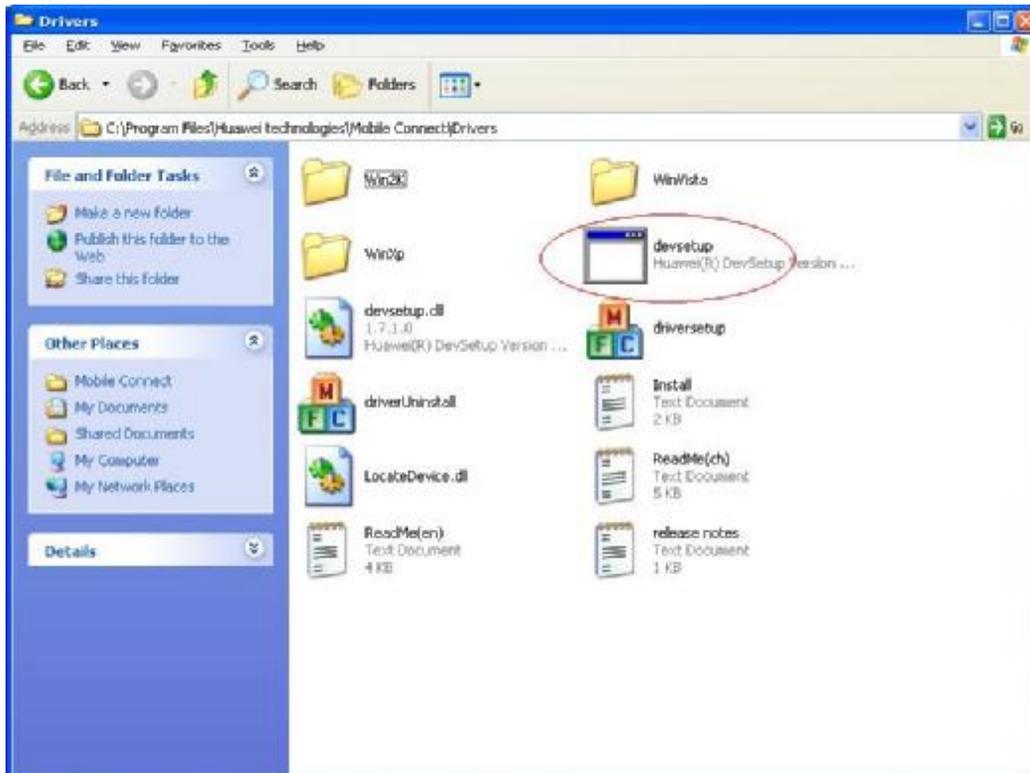
**Q: When E1550 connected to PC, the system identified the virtual CD-ROM and installed the dashboard. But the computer cannot find any new hardware. What should I do?**

**A:**

1. First check whether the device-manager has identified USB Mass Storage without any other Modem device.



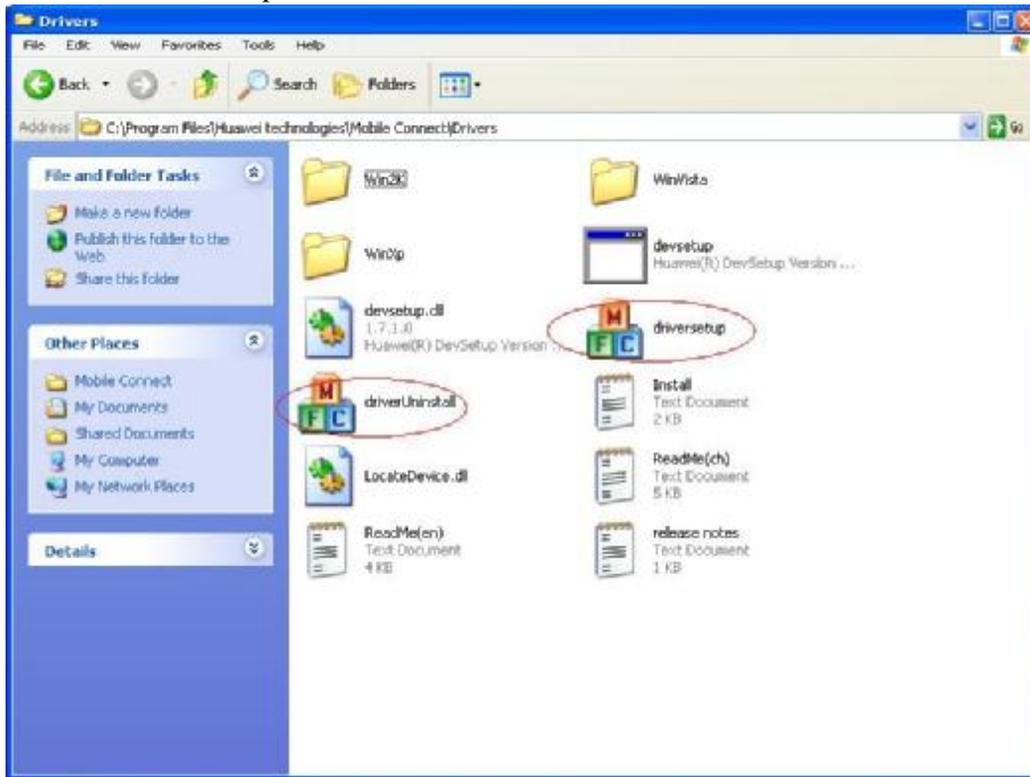
2. Use the devsetup.exe file which you can find in the Drivers folder to install the driver of data card.



**Q: When E1550 connected to PC, the system identified the virtual CD-ROM and installed the dashboard, then PC find the new hardware. But when you choose 'auto search drivers', PC cannot install the drivers. What should I do?**

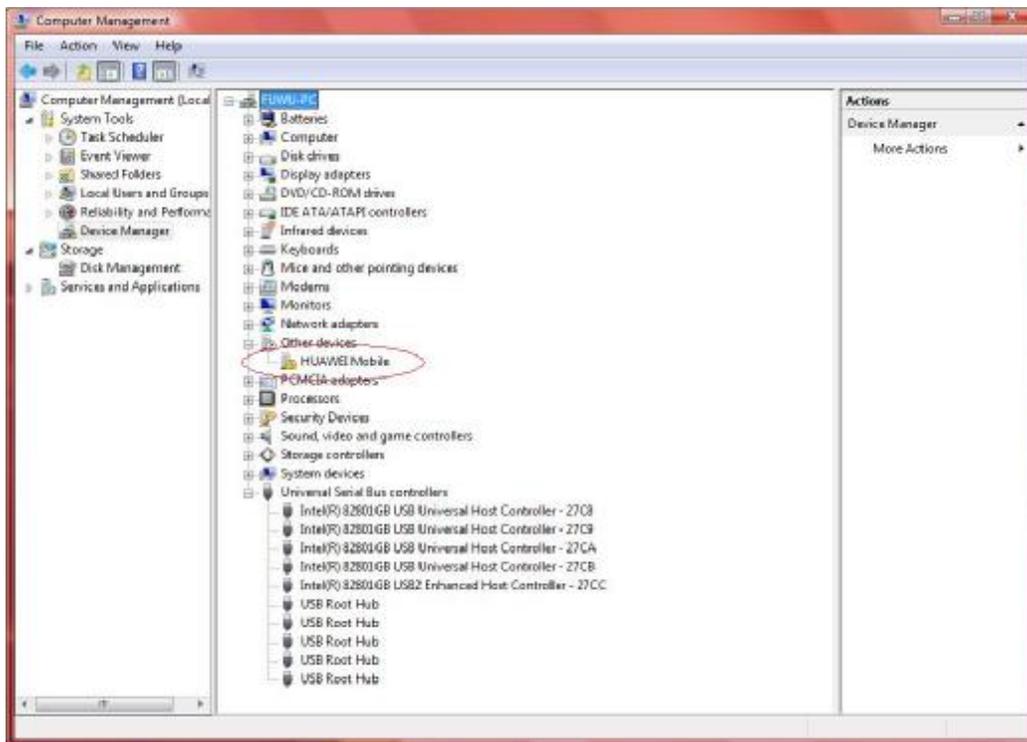
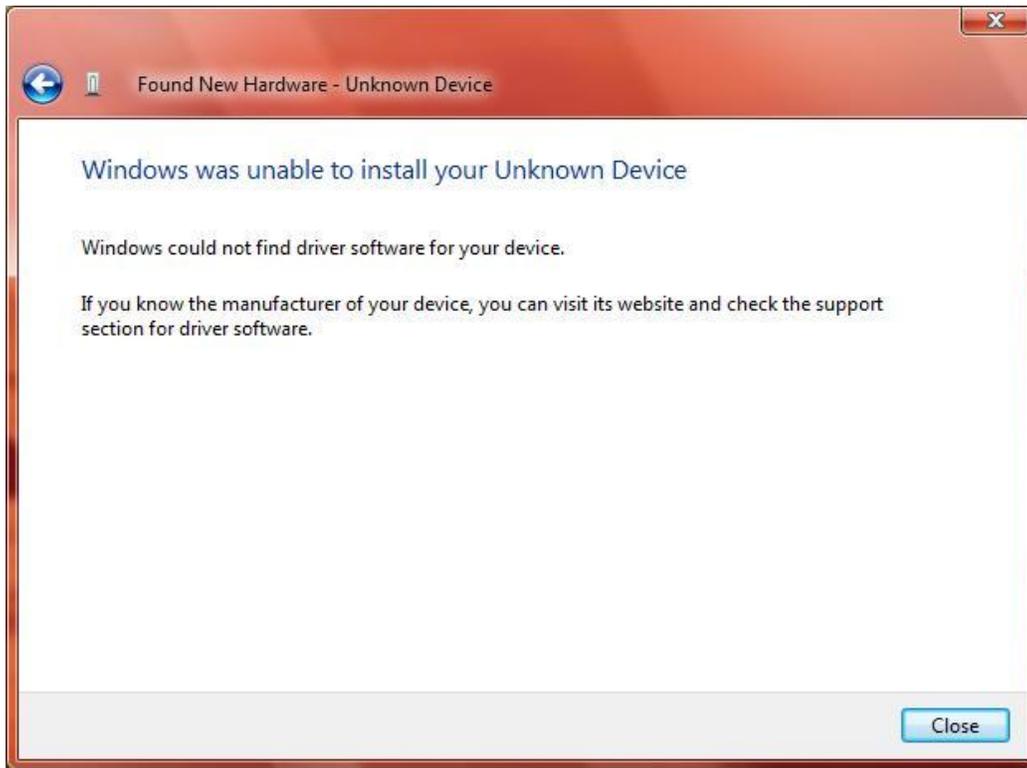
**A:**

1. Re-plug E1550, when PC find the new hardware, selects the right path manually to install the driver. The Drivers folder, you can get it in the dashboard folder.
2. And you can use also the driverUninstall.exe to uninstall the drivers and then use driversetup.exe to install the drivers.



**Q: After uninstalling the dashboard in Windows Vista, I re-plugged E1550, then the system find the new hardware. But I cannot install the drivers. What should I do?**

**A:** The system can identify Huawei Mobile device, but cannot install drives. First you should go to the path system dir to find the INF CACHE.1 file. And if the INF CACHE.1 file is less than 6K, that means the INF CACHE.1 file of Vista has been destroyed when uninstalled E1550 dashboard. To solve this problem, Microsoft will release a patch. You can get help from the Local Service of Microsoft.



**Q: When E1550 was plugged into PC, the system would be dead or run slowly or cannot open the virtual CD-ROM. What should I do?**

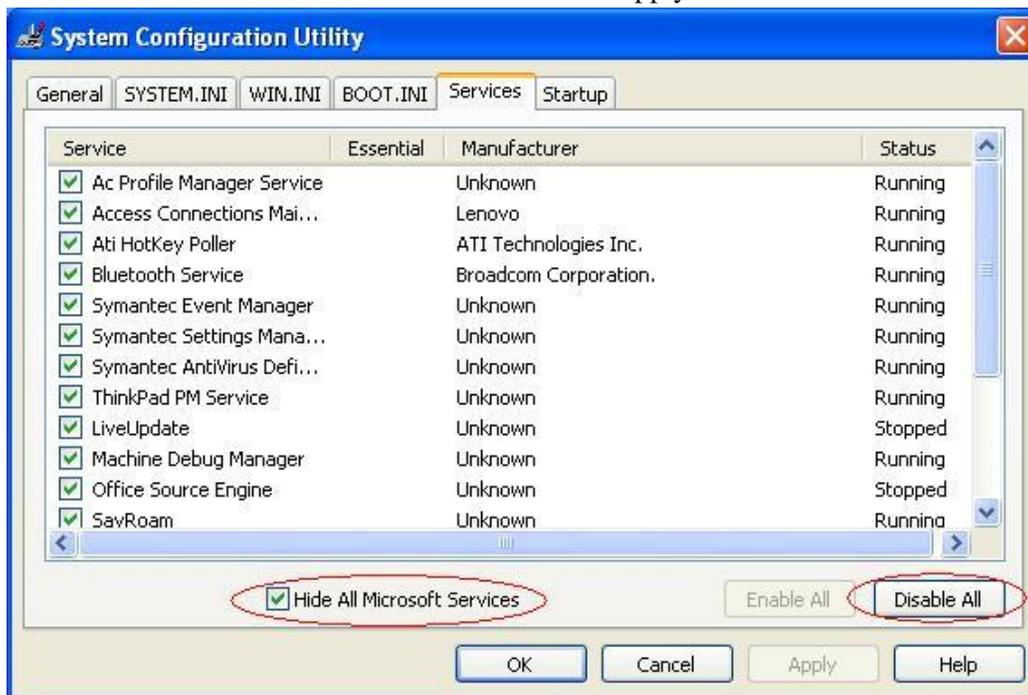
**A:** For these problems, maybe some other software or services conflicted with E156.

To get the cause:

1. Run 'msconfig' in the start-menu to open System configuration Utility.



2. Choose Services in System configuration Utility, and then select Hide All Microsoft Services and Disable All. At last choose apply and reboot.

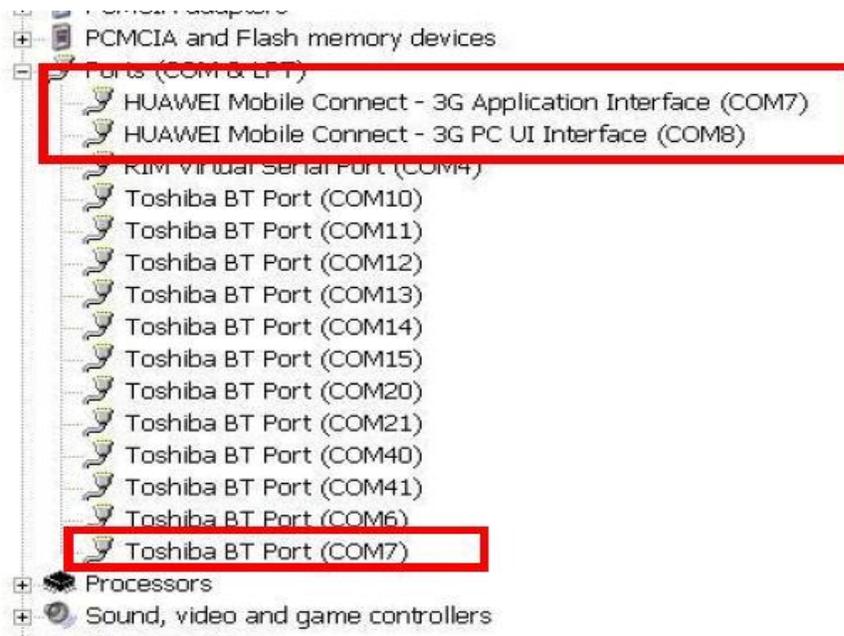


3. Re-plug E1550, if the system run ok, that means some software or services conflicted with E1550. You can enable the service one by one to find out which one conflict with E1550. And then you can solve the problem by uninstalling this software.

4. If you disable all services and the problem still exists, please contact the local Operator or agent for help.

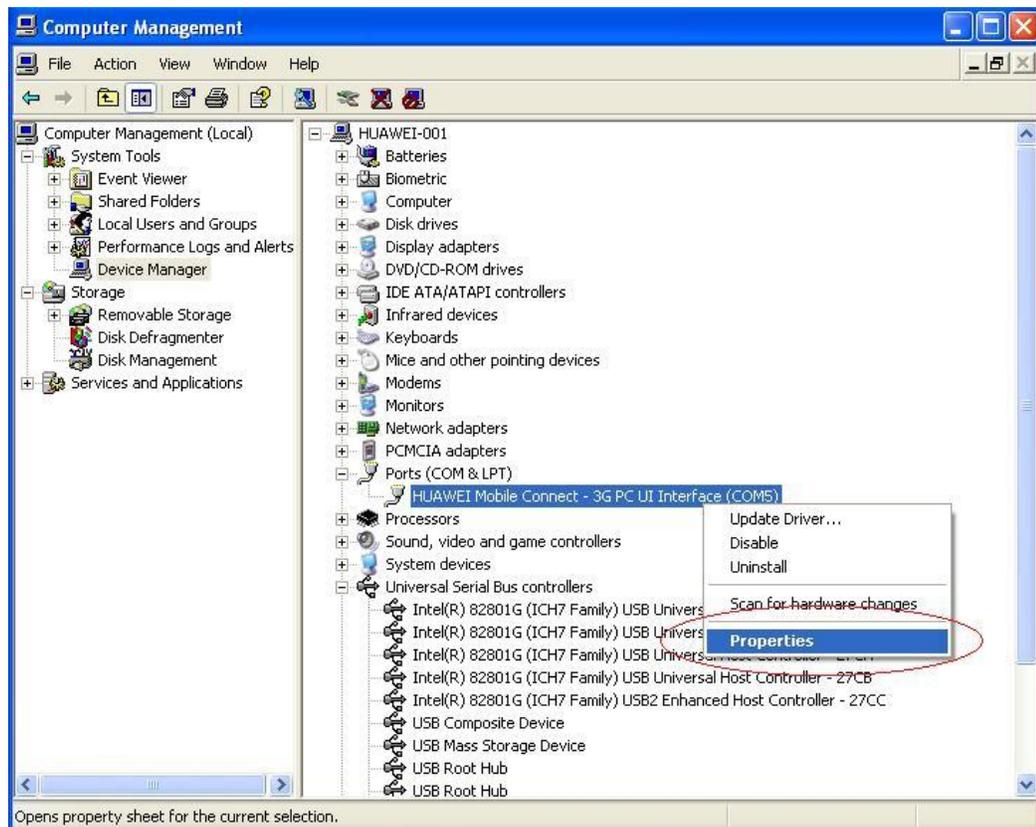
**Q:** When E1550 connected to PC, the system will install the dashboard, but there are some ports conflicted. What should I do?

**A:** Check the ports in the device-manager, and find out the conflicted ports;

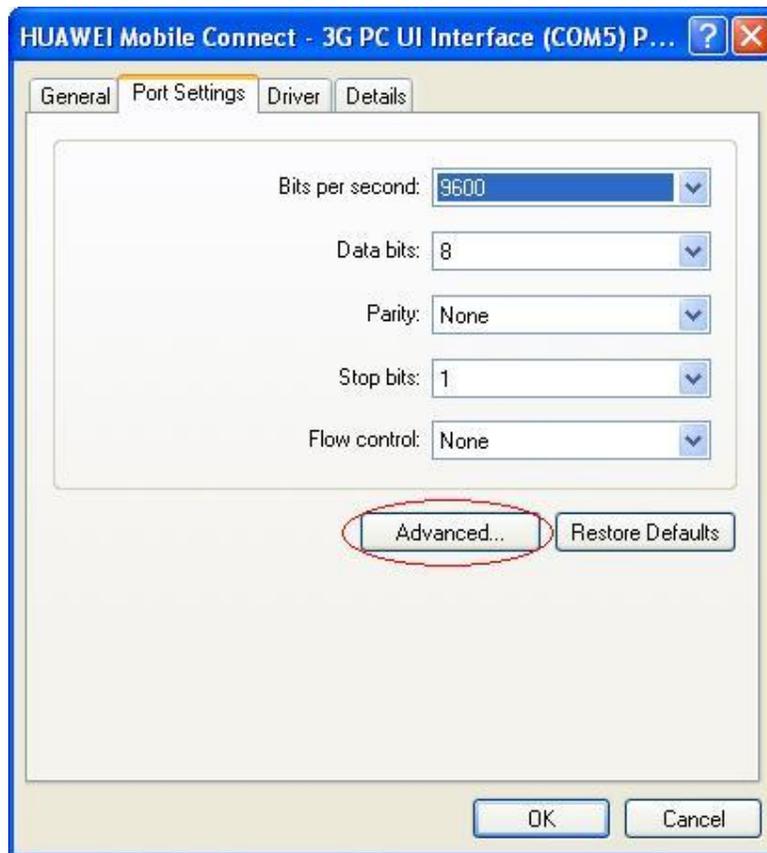


For this problem, you can solve it by changing the ports as follows:

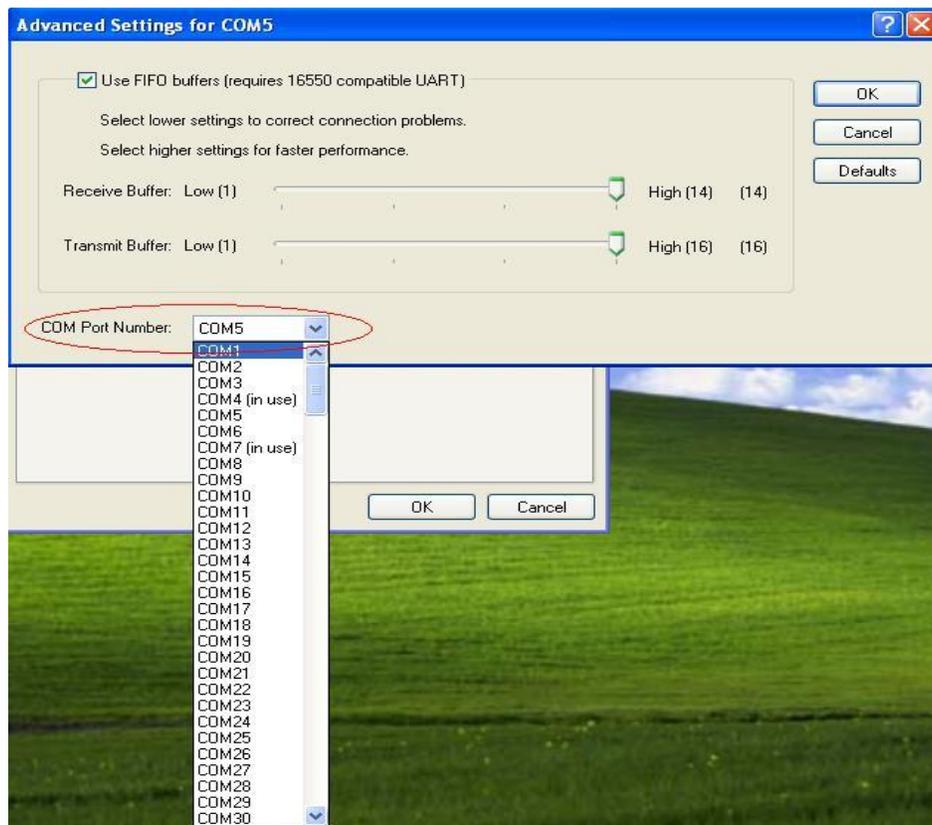
1. Open the device-manager, right-click the conflicted device, choose the properties.



2. Choose the port-settings in the property dialog-box, select advanced.



3. Then select in the pull-down list another unused port. And click OK.



**Q: What's the meaning of E1550 LED flashed at every mode?**

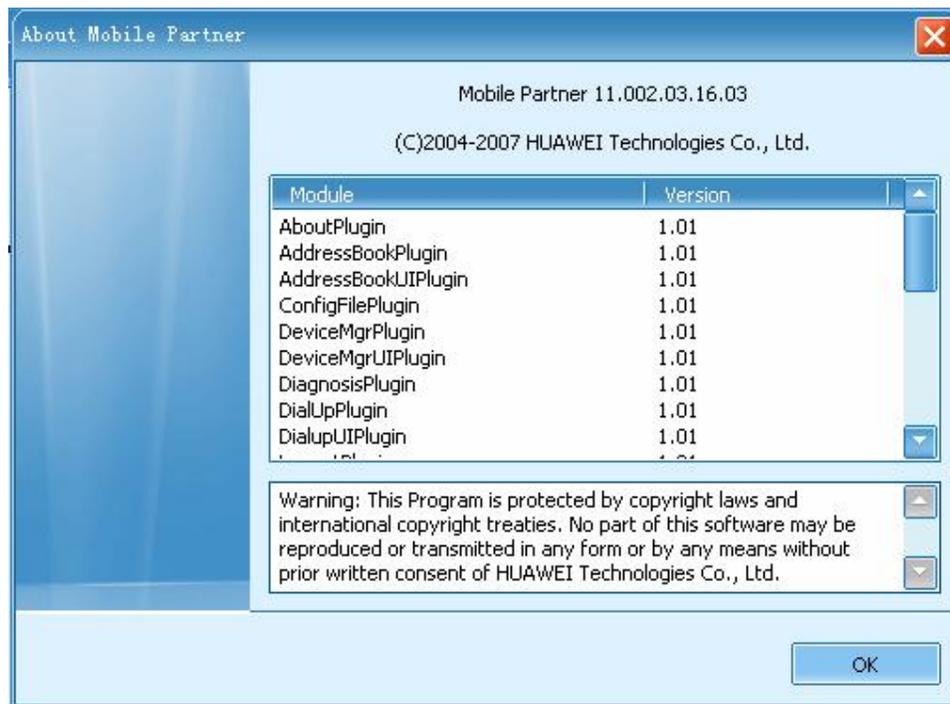
**A:**

1. Power On---Green light double flash
2. GPRS (GSM/GPRS/EDGE) Registered---Green light flash
3. UMTS (WCDMA/HSDPA) Registered---Blue light flash
4. GPRS Connected---Green light steady
5. WCDMA Connected---Blue light steady
6. HSDPA Connected---Cyan light steady
7. USB hardware removed---LED off

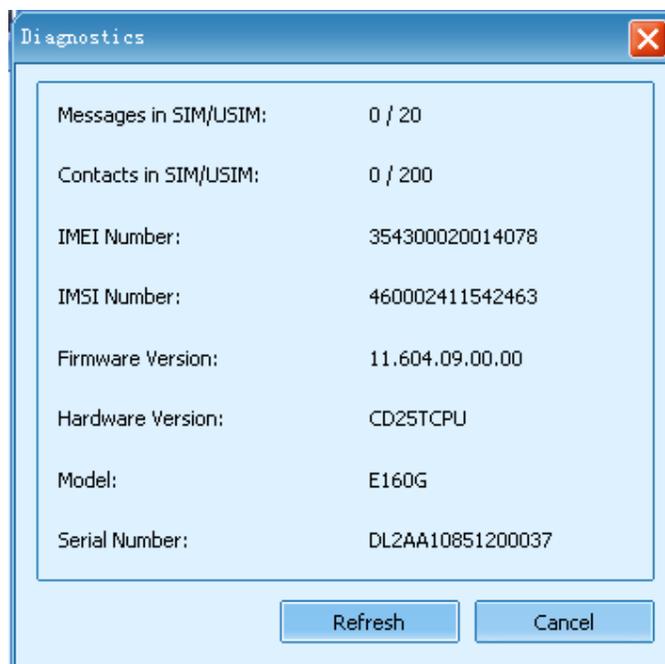
**Q: How could I inquire the version of the dashboard and the firmware?**

**A:**

1. Open the dashboard, select Help → About, then you can get the version of the dashboard



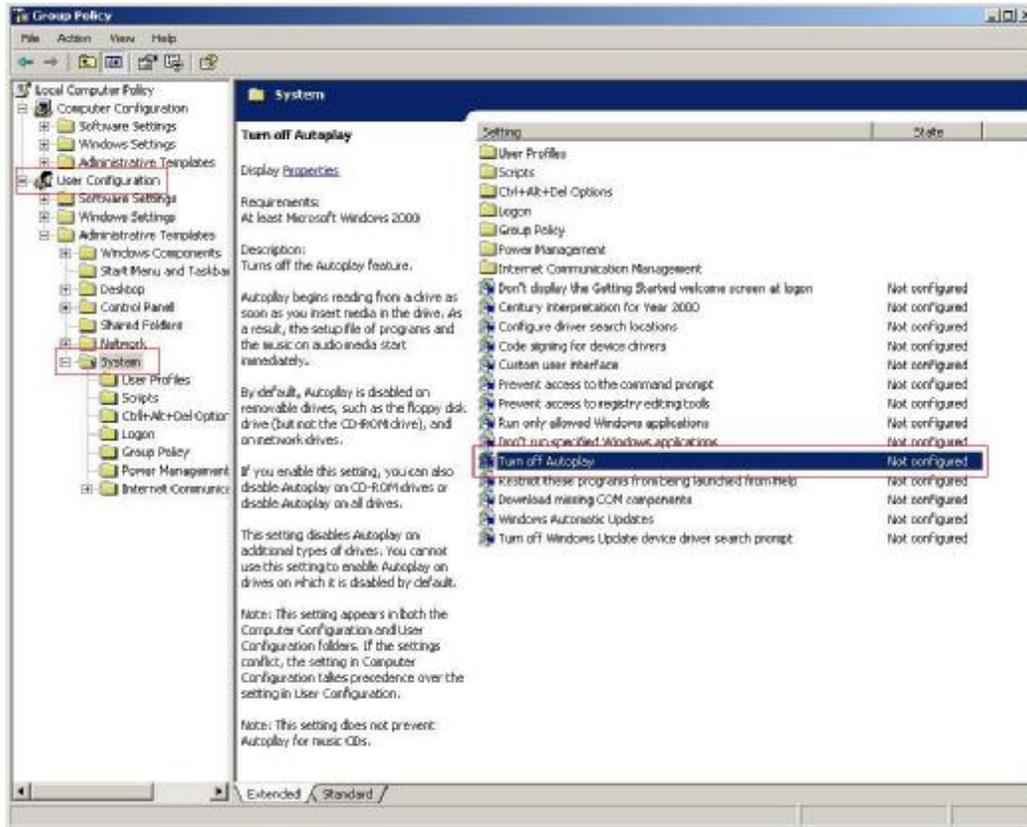
2. Select Tools → Diagnostics, you can get the version of the firmware

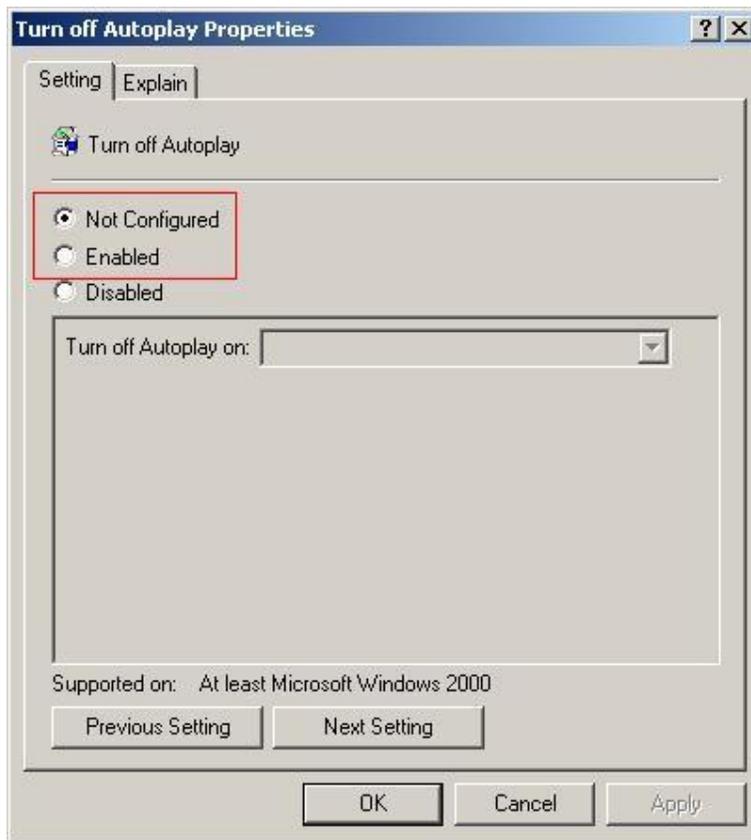


**Q: When I connected E1550 to PC, why the dashboard cannot start automatically?**

**A:**

For the Windows XP and Windows 2000, Click the Start  $\Rightarrow$  Run, and input gpedit.msc to open the Group policy. Please check whether the Turn off Autoplay was disabled. You can set the Turn off Autoplay enabled or not configured in the properties.





**Q: When the dashboard started automatically after E1550 connected to PC, then PC shows the blue screen, What should I do?**

**A:**

The Microsoft have issued a patch to fix this problem, you can download the hot fix KB921337 from Microsoft website.

**Q: E1550 installs OK and customer's SIM Card has signal however connection button is grey. What should I do?**

**A:**

This issue has been seen on a number of laptops running Norton internet security. Exact versions of this are not yet known and the only known solution is to disable Norton however this does not work in 100% of cases.

**Q: E1550 Swill not create the CD-drive correctly or will continually pickup and drop the modem hardware on a HP Pavilion laptop?**

**A:**

On XP, Disable qpservice from the services list (Start - control panel - Admin tools - services)

On Vista, Disable HP Quick play service from the services list



Disabling this service stops these keys from functioning however it does allow E1550 to function perfectly.

This has resolved 100% of cases seen on HP Pavilion laptops! (Vista & XP)

**Q: E1550 will not create the CD-drive correctly or will continually pickup and drop the modem hardware on a computer running Windows XP Media Centre Edition?**

**A:**

Disable the Media Centre Extender Service.

We are currently investigating the functions of this service and it is very similar to the HP service mentioned in the previous issue

Disable this service has resolved the large majority of issues with XP Media Centre Edition.

**Q: E1550 will not create the CD-drive correctly or will continually pickup and drop the modem hardware on a Windows XP & Vista laptop**

**A:**

Option 1 (Vista only)

Disable all of the Microsoft® Windows® Operating System startup Entries and reboot, without these running we have seen an increased success rate installing the Modem on windows Vista however it does not work in all cases

We believe these startup entries are again linked to the 2 issues above. They appear to relate to media control buttons on the laptop however we have not been able to replicate this fault to confirm their exact purpose

Option 2 (XP & Vista)

Stop all Non Microsoft services and all startup items using MS config, then reboot the laptop

After reboot the Device is then found correctly and the modem then installs.

This fix only works in about 5% of the cases.

Option 3 (Vista Only)

Download a copy of E1550 software from our Web server ([www.wdsync.co.uk/3ie](http://www.wdsync.co.uk/3ie))

Unzip and install on the customers laptop

Plug in the modem

In Device manager: Manually update the Mass storage device to a USB Composite device

**Q: E1550 cannot be recognized by Vista and cannot run automatically.**

**A:**

Option 1(vista only)

Check the size of the file `\\** \windows\inf\infcache.1`,if the size is only a few KB.



Please install the patches of Windows Vista:  
Windows6.0-KB937187-x86.msu  
Windows6.0-KB937187-x64.msu.  
Reboot your PC.

And you can get the patches from us

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**Option 2(vista only)**

Check if the file `\\*\windows\inf\usbstor.inf` existes, if NOT, find the unrecognized device mostly showed as Huawei mobile and manually update the driver:

Select the device in device manager and

Click the right button of your mouse-update driver and then manually select the driver in folder `\mass storage` you get from us.

Reboot you computer.

If the modem still cannot auto running, then manually install the driver in the folder `\CDROM` then reboot. You can get the driver from us.

**Q: Click the connection, there appears a blank website which can not be shutdown.**

**A:**

It's caused by the operator's network.

Use the same data card to login the website via different networks.

Use different data cards to login the website via the same network.

**Q: When users connect to the internet via the data card, the speed is slow.**

It's caused by the background software.

Use the original dialup software from Windows, and make a speedrate comparison with the data card,

Modify the background software.

**Q: The data card of Hong Kong has no signal in Macao, but the SIM card can search network in handset.**

**A:**

The SIM card set the network which forbids it configuring into the list of forbidden automatically.

When the SIM card can be configured after renovating the network, we must get the network out of the list of forbidden manually

**Q: When I dial-up, what is the meaning of fail code 619?**

1) Weak Signal

Make a comparison test at the Strong Signal section.

2) Configuration failure of the APN

Check the configuration of the APN in the Dashboard, make sure that there is no add-configuration which has been set.

Set the APN correctly, disable the add-configuration.

**Q: How about the temperature limit during E1550 operates?**

**A:**

The E1550 Data Card can be used between  $-10^{\circ}\text{C}$  and  $+55^{\circ}\text{C}$ .

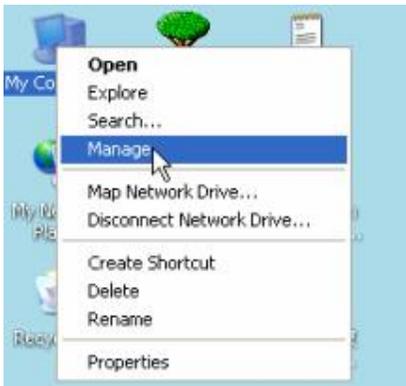
**Q: When E160 series data card (including E160 , E160G, E160E, K3565, E156, E1550 ) is plugged into PC, sometimes the USB ports are not recognized?**

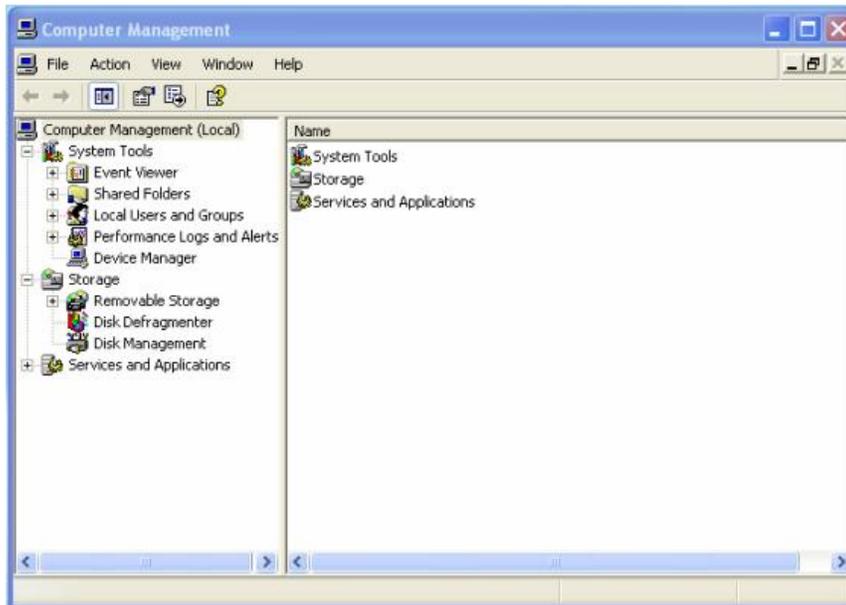
**A:**

This issue appears in the USB2.0 port, and will disappear when switch to USB1.1 port. We can judge whether it's USB port issue by this means.

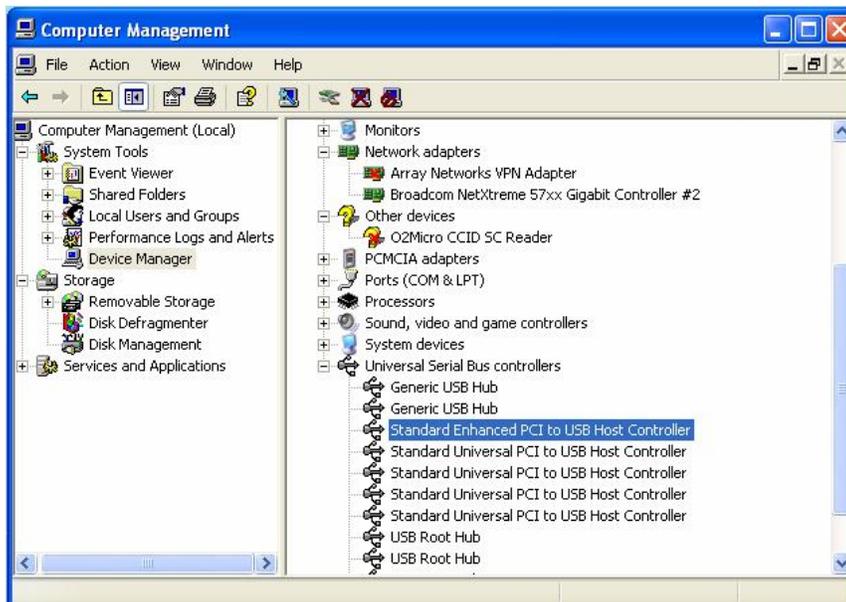
Judging Process:

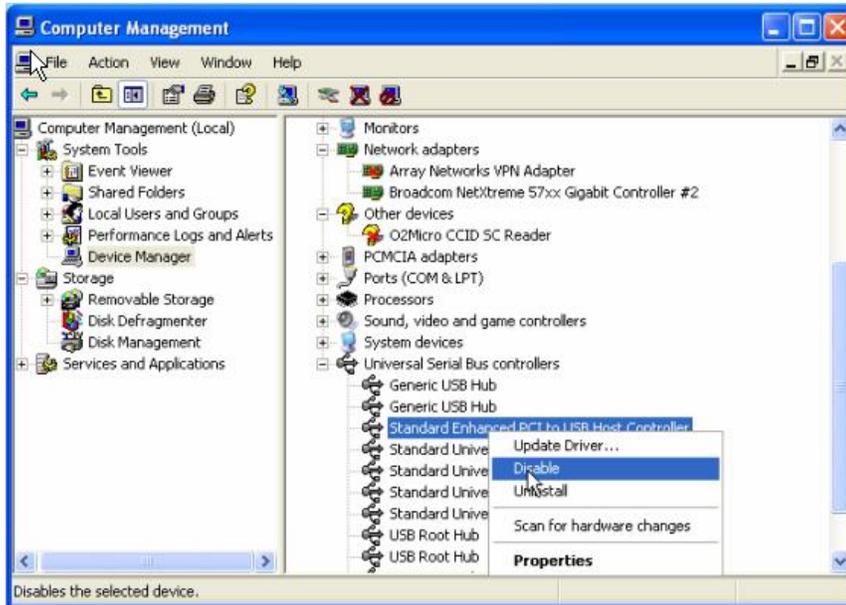
1、Right click "My Computer", select "Manage" to open Computer Management .



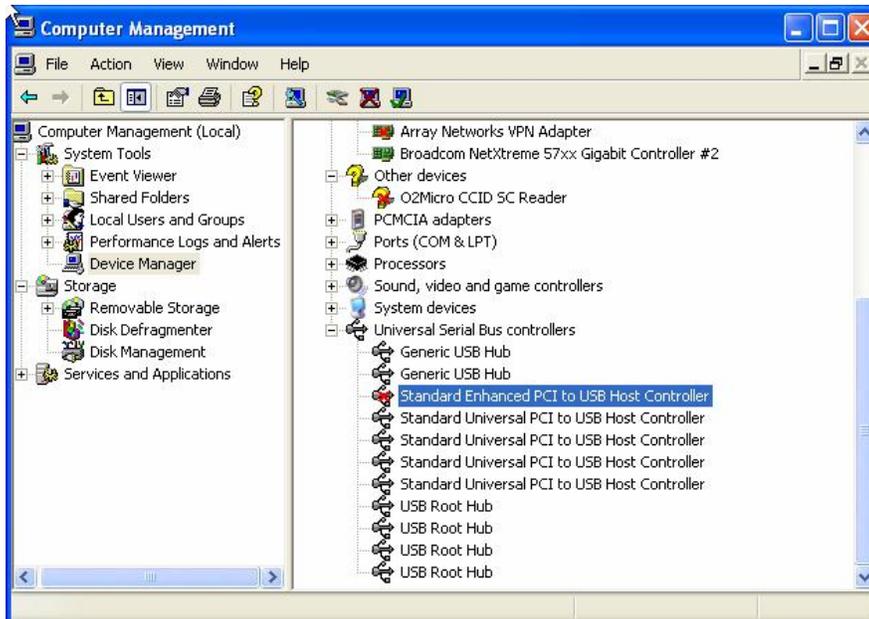


2、Click “Device Manager”, and find ”Intel(R) 82801FB/FBM USB2 Enhanced Host Controller-265C”. Then right click and select “disable”. (Because the PC is different, you only need to find the Universal Serial Bus Controllers including “USB2” or “Enhanced” )





3、When it's disabled, the Device Management will show as follows:



4、Re-plug the data card into the computer and check whether the issue still appears .If the data card can be recognized, we can determine the data card has some compatibility problems with USB2.0. Contact agent to change another data card with USB 1.0.