

# **LW272 GSM/WCDMA USB Modem**

## **MANUAL**

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# **1. MODEM Device Introduction**

## **1.1 Introduction**

Thank you for choosing the MODEM device.

To guarantee the device always in its best condition, please read this manual carefully and refer to it for general operational information.

The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical with your device. We operates a policy of continuous development and reserves the right to update and modify the technical specifications in this document at any time without prior notice.

The MODEM device is a type of multi-mode, 3G modem or card, applicable to 2G/3G networks. The interface connects most PCs to the internet, integrating functions of the MODEM device and mobile phone, into a mobile communication device. Via 2G/3G mobile networks, it supports data services and SMS services, helping you break away from the limitations of time and zone, and communicate wirelessly anytime and anywhere.

## **1.2 Precautions**

### **To the owner**

- When we use the product ,a safe distance away from the human body should be greater than or equal to 0.5cm.
- Some electronic devices are susceptible to electromagnetic interference sent by the MODEM device if inadequately shielded, such as electronic systems of vehicles. Please consult the device manufacturer before using MODEM device if necessary.
- Operation of your PC and MODEM device may interfere with medical devices like hearing aids and pacemakers. Please always keep MODEM device more than 20 centimeters away from such medical devices when they are in use. Pull out the MODEM device if necessary. Consult a physician or the manufacturer of the medical device before using MODEM device.
- Be aware of the usage limitation when using a MODEM device at places such as petrol stations or chemical factories, where there may be explosive gases or explosive products being processed. Do not use MODEM device if unsure.
- Store the MODEM device out of the reach of small children, it may cause injury if used as a toy.

### **Device**

- Please use original accessories only or those that are authorized by the manufacturer. Using any unauthorized accessories may affect your device's performance, and violate related national regulations regarding telecom terminals.

- Avoid using the MODEM device near metallic structures, devices or establishments that can emit electromagnetic waves. This may adversely affect signal reception.
- The MODEM device is not waterproof. Please keep it dry and store in shady and cool place.
- Do not use the MODEM device immediately after sudden temperature change. In such case, condensation may form inside the device, potentially causing irreversible damage to it. Please allow adequate time to dry.
- Treat the MODEM device carefully and avoid destructive damage. Do not drop, twist, strike or otherwise harshly treat it.
- Only a qualified maintenance agent should be permitted to undertake repair work. Please refer to your operator user guide to find the relevant contact information.
- Close GUI software before you remove the device from PC/laptop.

## **In Aircraft**

- Please power off the MODEM device before take-off. In order to protect in-flight communication systems from interference, do not use the MODEM device in flight. Use before take off is subject to the usual aviation laws and the particular airline's policy. If in doubt seek advice from the cabin crew.

## **1.3 Functions**

Functional support includes: Data service, Device Setting, SMS, Phonebook, etc.

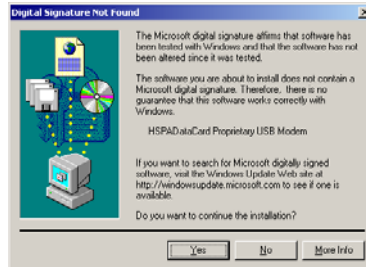
## **2. Installation Procedure**

### **2.1 LW272 Installation Procedure for Windows 2000**

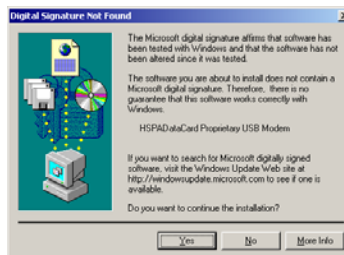
1. Insert SIM card into LW272 USB Modem, then insert USB Modem into computer through USB port, the computer can find the hardware automatically and will display "Installation" window as below picture.



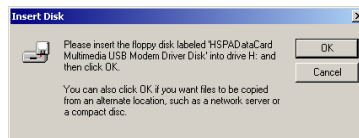
2. After finishing installing the ISO of LW272 USB Modem , the computer will display the below dialogue to confirm if continue to install this software, please click “YES’ button to continue.



3. After finishing installing GUI, the computer will show “HSPAata Card Proprietary USB Modem” dialogue as below, then click “YES’ button to enter the USB Modem software installation.



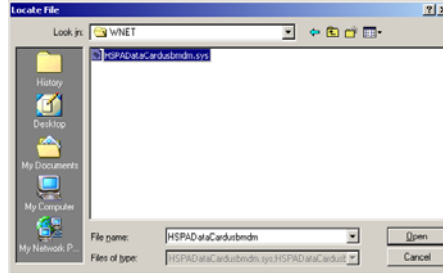
4. After finishing installing USB Modem software, the computer will display “HSPAataCard Multimedia USB Modem Driver Disk” dialogue as below, then click “Confirm” button to continue.



5. The computer will display the below dialogue as below, please click “Browse” to select the Device file.



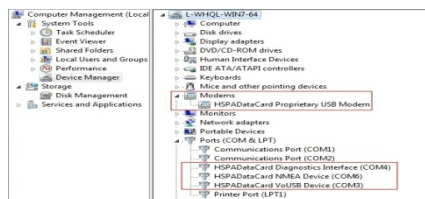
6. There are 4 Device files in the default route, file name “HSPA Data Card usbmdm.sys”, “HSPA Data Card usbvoice.sys”, “HSPA Data Card usbhmea.sys” and “HSPA Data Card usbser.sys”, the default route is “C:\Program Files\MTNL 3G Data Card\MTNL 3G\Resource\drivers\32bit\WNET”, please select the above 4 Device file one by one to install. The below picture to show install the “HSPA Data Card usbmdm.sys”



7. After finishing installing the above 3 Device file, it will display the “GUI” window as below. Remarks: If you don’t insert the SIM card into USB modem or insert incorrectly, the “Network” button, “Connection” button, “Message” button and “Call’ button in “Setting” user interface will be in grey color (means unavailable) and the left top side will show “NO SIM”



8. If necessary, please check the installation result from Device Management. After you enter Device Management, it will display as below.



- After finishing installation, the user can change the APN to suitable for 3G Network.  
Please click “Setting” button from “GUI window”, then click “Connection”, it will display “APN” window, then you can change, delete or add APN from here. After modifying, please select correct APN to Set Default, as below picture.



## 2.2 LW272 Installation Procedure for Windows Vista, Windows 7 and Windows XP

- Insert SIM card into LW272 USB Modem, then insert USB Modem into computer through USB port, the computer can find the hardware automatically and will display “AutoPlay” window as below picture.  
(Remark: It only displays this window under Windows Vista and Windows 7, and doesn't display under Windows XP.)



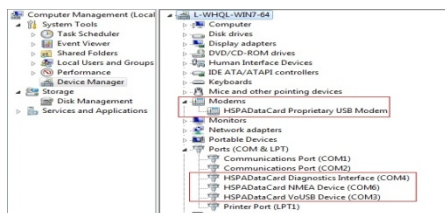
- After clicking “Run Setup.exe”, computer will display the “Warning” windows to confirm to install software, please click “YES”, then it will display the “Installation” window as below:



- After finishing installation automatically, it will display the “GUI” window as below.  
Remarks: If you don’t insert the SIM card into USB modem or insert incorrectly, the “Network” button, “Connection” button, “Message” button and “Call’ button in “Setting” user interface will be in grey color (means unavailable) and the left top side will show “NO SIM”



- If necessary, please check the installation result from Device Management.  
After you enter Device Management, it will display as below.



- After finishing installation, the user can change the APN to suitable for 3G Network.  
Please click “Setting” button from “GUI window”, then click “Connection”, it will display “APN” window, then you can change, delete or add APN from here. After modifying, please select correct APN to Set Default, as below picture.



## 2.3 LW272 Installation Procedure for Linux (Ubuntu)

The software is application software for Linux and it is a manager for the mobile device. It will allow you to establish a connection to the Internet using 2G/3G cards, and it will also allow sending and receiving short messages from your computer.

In order to use your 2G/3G device, you should run a fairly recent version of the Linux kernel. The application has been tested on Linux 2.6.20 and newer. If you have an older version installed, we would recommend updating it before going on.

The software currently runs under uBuntu8.04, uBuntu8.10, uBuntu9.04. And we can not guarantee for other Linux version.

### Installation:

Make sure you are in root privilege.

Copy "PCL\_COMNLG" to Desktop or other path and extract it;

Double install.sh in the directory to install the software;

### Uninstall

Make sure you are in root privilege.

The ways of uninstallation are as following:

Way 1: Double uninstall.sh in the directory "/opt" to uninstall the software.

Way 2: Open a shell-terminal as root and run a shell-command "/opt/uninstall.sh" in the shell-terminal.

### Relative tools:

The related libs with qt3: libqt3-mt\_3.3.8,libaudio2. the installation order of the qt3 related software is as following:

- a. libaudio2;
- b. libqt3-mt;

The related software with wvdial: ppp2.4.4 or newer, pppd2.4.4 or newer, wvdial or newer. The installation order of the wvdial related software is as following:

- a. libxplc;
- b. libwvstreams;
- c. libwvstreams;
- d. libunicofn;
- e. wvdial

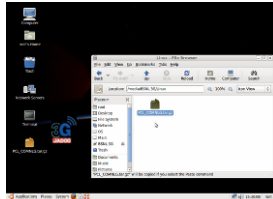
### Installation guide:

The below guide is based on version uBuntu9.04. Please see the next steps.

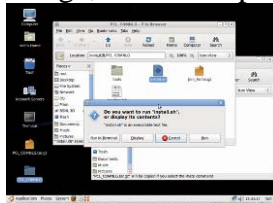




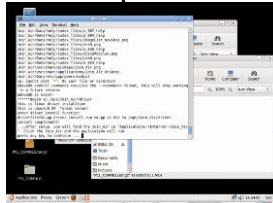
1. Insert LW272 modem to any usb port. After a while, you can see one icon(Such as MTNL 3G or others) on desktop.



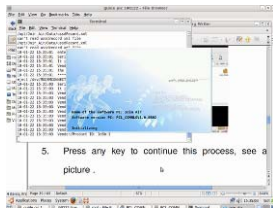
2. Copy and extract PCL\_COMNLG.tar.gz, see above picture.



3. Double click install.sh to setup, see above picture.

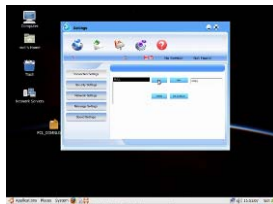


4. Select continue. See above picture.

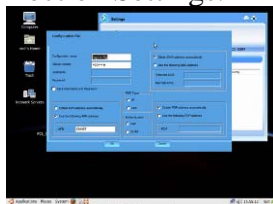


5. Press any key to continue this process, see above picture .

6. Wait a moment, see above picture.



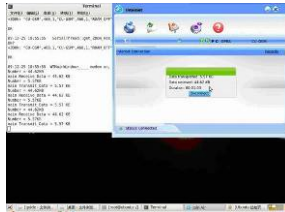
7. See above picture, start to set Connection Settings.



8. See above picture, according your network, set parameters.(what the pictureI setting is for china Unicom.)



9. See above picture, set myconfig as a default one.



10. Until now, installation finished, Congratulation to you !

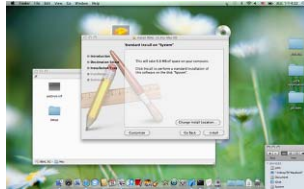
## 2.4 LW272 Installation Procedure for Mac

The below guide is based on MAC OS version 10.6. Please see the next steps.

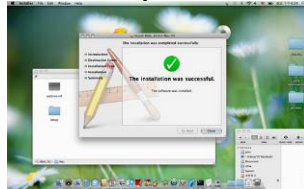
1. Insert LW272 modem to any usb port. After a minute, you can see one icon (Such as MTNL 3G) on desktop.



2. Double click this icon, copy you mac installation files to desktop, see above picture.



3. Double click MTNL 3G to setup, see above picture.



4. Select continue. See above picture.



5. See above picture, select cancel.



6. See above picture, you can new configuration, and select new option.



7. See above picture, according you UIM card, please fill the necessary information. The above screen is based on china Unicom network.



8. See above picture, select connect. After a while, Status will be updated.



9. See above picture, you can open explore to start visit website now.

### 3. Detailed Features Description of the GUI

#### 3.1 GUI in Windows (2000, XP, Vista&7)



1. Signal: This icon shows the strength of the signal.
2. Network: When you click this icon, you can see a “connect” button and connect status. Click “Connect” button to access the internet.
3. Message: You can read SMS, reply SMS or write new SMS when you click this icon.
4. Call: You can make a call and see call history when you click this icon.
5. Phone Book: When you click this icon, you can look up your address book, add new contacts, etc.
6. Settings: You can modify network setting, connection setting, message setting, call setting, security setting, alert setting and look up help file in this icon.

### 3.2 GUI in Linux (Ubuntu)



1. Internet: When you click this icon, you can see a “connect” button and connect status. Click “Connect” button to access the internet.
2. SMS: You can read SMS, reply SMS or write new SMS when you click this icon.
3. Contacts: When you click this icon, you can look up your address book, add new contacts, etc.
4. Settings: You can modify network setting, connection setting, message setting, security setting and alert setting in this icon.
5. Help: When you click this icon, you can find help file by IE explorer.

### 3.2 GUI in Mac



1. Internet: When you click this icon, you can set Internet Connection Setting here.
2. SMS: You can read SMS, reply SMS or write new SMS when you click this icon.
3. Contacts: When you click this icon, you can look up your address book, add new contacts, etc.
4. Dial Record: You can see the connection history in this icon.
5. Settings: You can modify network setting, message setting, security setting and alert setting in this icon.
6. Help: When you click this icon, you can find help file by IE explorer.

#### **4. FAQ and Troubleshooting**

If you meet problems in service, please refer to the following answers for guidance. If the problems persist, please contact your supplier via the contact detail in your operator user guide.

<b>Problem Description</b>	<b>Possible Causes</b>	<b>Problem Solving</b>
After restarting the computer, there is no signal indicated.	1. You are in the place where there is no GSM/ GPRS /EDGE /WCDMA /HSDPA(HSUPA) network coverage. Such places include underground parking garages, tunnels, and some remote rural areas.	1. Change location to find a good where having signal.
	2. The device is not properly connected.	2. Close the device safely as usual, pull out the device and reinsert the device again.
	3. The SIM/USIM card isn't inserted properly.	3. Remove and reinsert the SIM/USIM card correctly.
	4. The MODEM device is positioned in such a way as that adversely affects the devices signal reception.	4. Adjust the angle / position of the MODEM device or its proximity to other electronic devices.
When the Device is being installed, the computer cannot find it.	1. The installation programs of the MODEM device have not been installed properly.	1. Run the installation program first then connect the device. Now install the drivers as normal in Windows.
	2. The device is not connected properly.	2. Restart the computer, or reconnect the device.
	3. The SIM/USIM card is not inserted properly.	3. Reinsert the SIM/USIM card correctly.
Data connection failed.	1. You are in the place where there is no GSM/ GPRS/ EDGE/ WCDMA/ HSDPA(HSUPA) network coverage.	1. Move to an area with good signal.
	2. The network is busy.	2. Try later.
	3. The APN in the user configuration file is incorrect.	3. Check the APN in the user configuration file in the "Network settings".
	4. The device data is corrupted.	4. Local network access or the target server maybe experiencing problems. Retry data request.
	5. The network type has been selected manually, but is incorrect.	5. Reselect the network type according to the type of the SIM/USIM card.

<p>Connected to the Internet, but it cannot open any website page.</p>	<p>1. After connection, you are unable to open web pages.</p>	<p>1. Check that the APN in the configuration files is correct.</p>
	<p>2. Internet browser is causing problems.</p>	<p>2. Upgrade to the new version or reinstall the Internet browser.</p>
	<p>3. Your operating system maybe infected by a virus. Worm Blaster for example can affect upload and downloaded data flow, resulting in an inability to access a website.</p>	<p>3. Use the professional anti-virus software to check and remove the virus.</p>
	<p>4. You have connected to an APN which cannot connect to the Internet.</p>	<p>4. This happens when you are changing any preset operator value in the setting section. Check the entry and enter the correct APN from your operator.</p>