

FAQ for Huawei data card in Mac OS

V2.1



Huawei Technologies Co., Ltd.

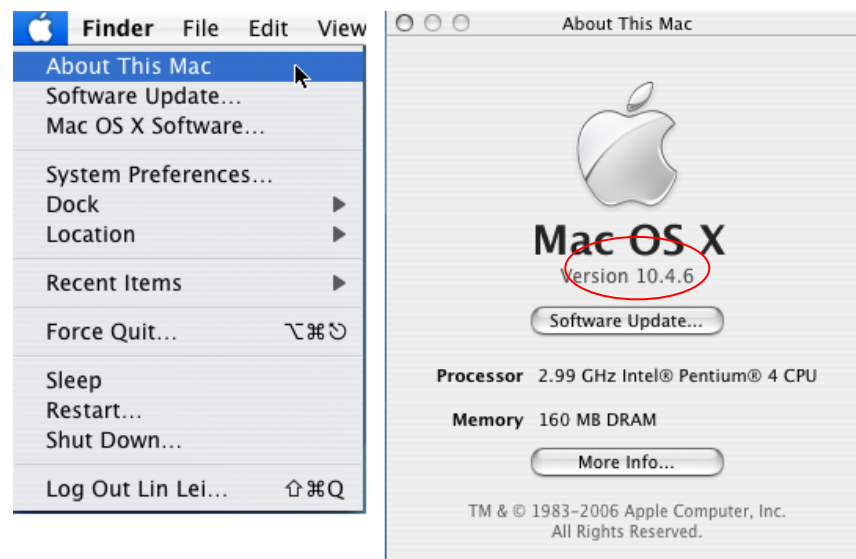
1. Which versions of operating system do we support for MAC?
2. How to read the version of MAC system?
3. How to make sure whether the port of the datacard has been detected?
4. How to read the version of the client software?
5. How to install driver of the datacard?
6. How to deal with the internet connection failure?
7. How to configure the dialup connection?
8. What's the difference between the Power CPU and Intel CPU?
9. Can we install the Windows operating system on mac PC? Are there some limitations?
10. Can we install the MAC operating system on a normal PC? Are there some limitations?
11. Are there some issue to be paid attention under the above situations?
12. Why does the network disconnect after some time of idle for network?
13. How to deal with the no responsible event (the client software don't start automatically) when the datacard is plugged in.
14. How to deal with the event "Please input PIN code" or "Input Unlock code"?
15. If there's no data stream or there's automatic network disconnection after download for a while, and fail for redialing. How to deal with it?
16. How to deal with the error notice in the MAC system?_
17. MAC OS Leopard/Snow Leopard using HuaWei modem

1. Which versions of operating system do we support for MAC?

The dashboard we release now support the version later than 10.4.5

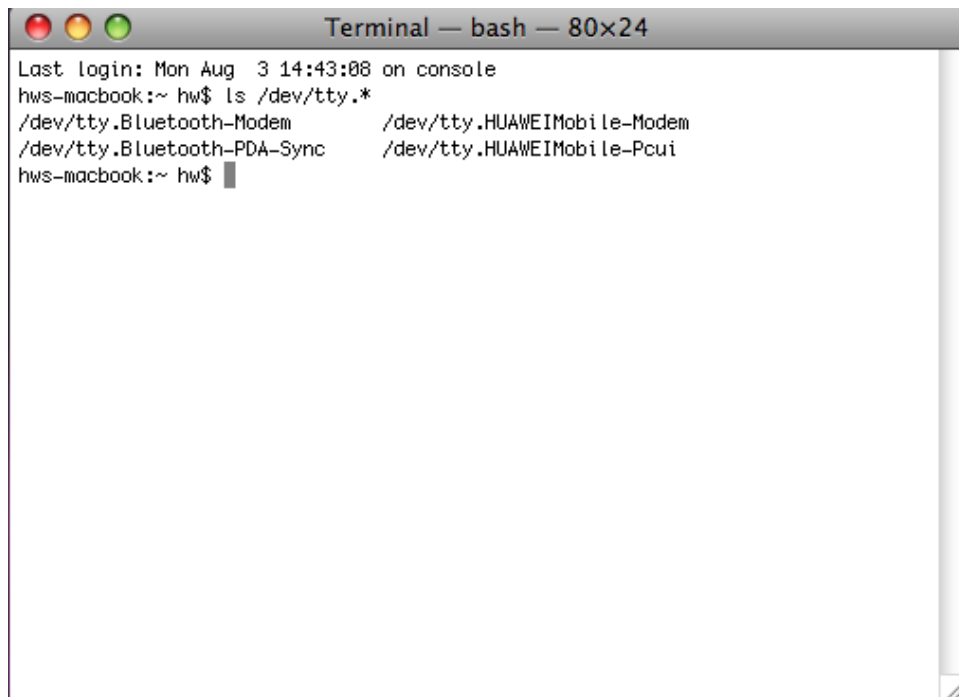
2. How to read the version of MAC system?

Click the apple icon on the top left corner of the screen, open the menu and choose "About this Mac" to check the version of the system.



3. How to make sure whether the port of the datacard has been detected?

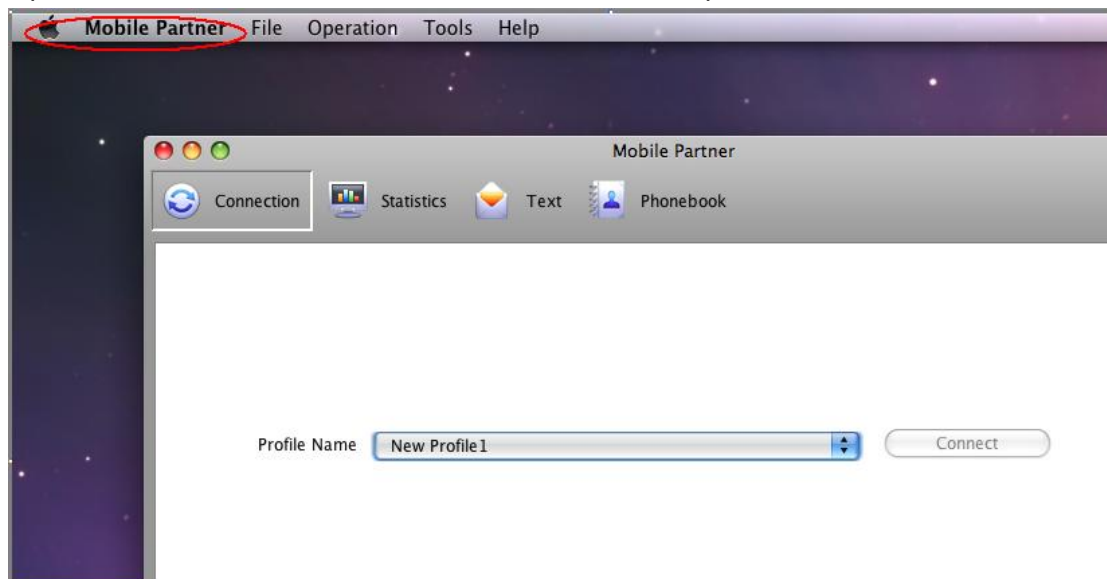
Open "terminal" procedure, input "ls /dev/tty.*" (Notice, the command is LS not IS, and there's an space character after the ls.) Then we can see the Huawei device like the following picture, it means the port has been detected.



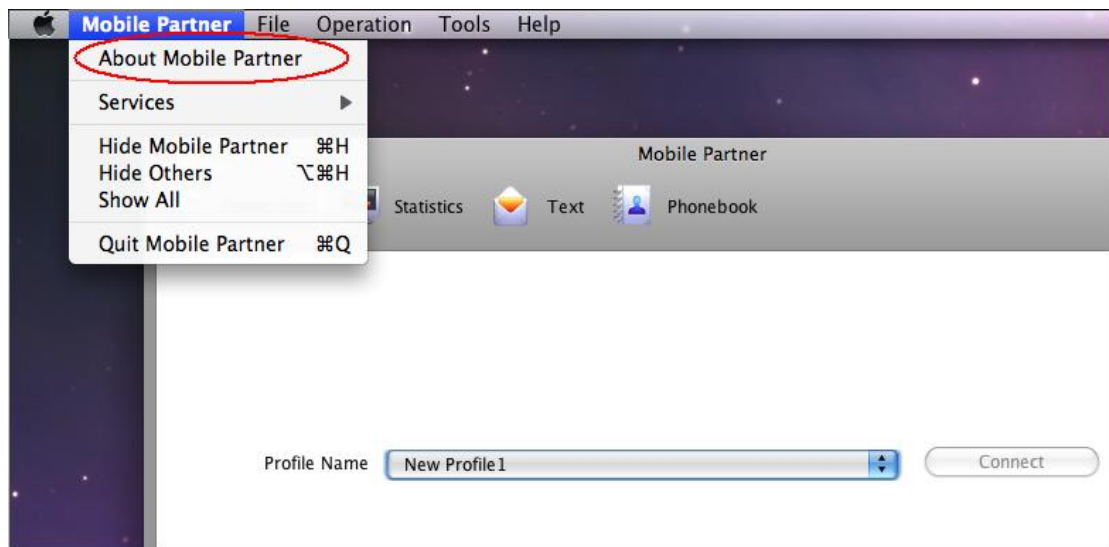
```
Terminal — bash — 80x24
Last login: Mon Aug  3 14:43:08 on console
hws-macbook:~ hw$ ls /dev/tty.*
/dev/tty.Bluetooth-Modem      /dev/tty.HUAWEIMobile-Modem
/dev/tty.Bluetooth-PDA-Sync  /dev/tty.HUAWEIMobile-Pcui
hws-macbook:~ hw$
```

4. How to read the version of the client software?

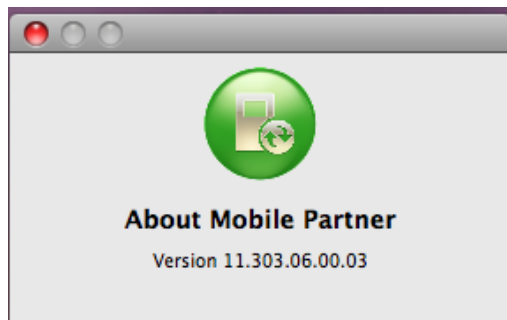
Open the client software, click “Mobile Partner” on the top left corner.



Click “About Mobile Partner” in the pop-up menu.

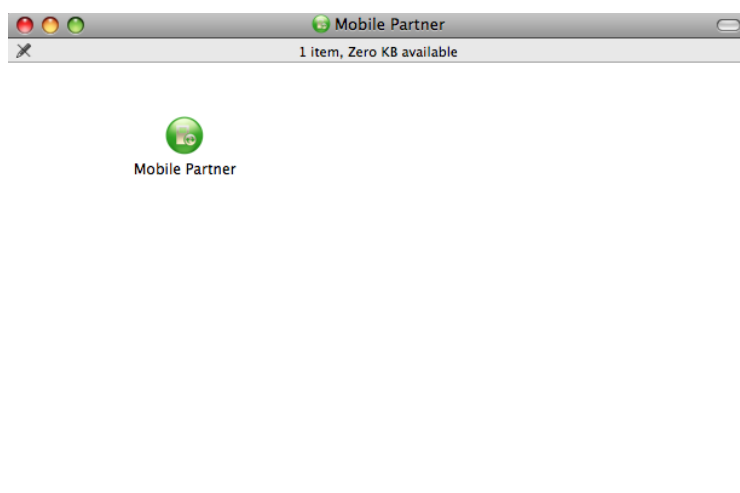


Then we can see the version of the client software.

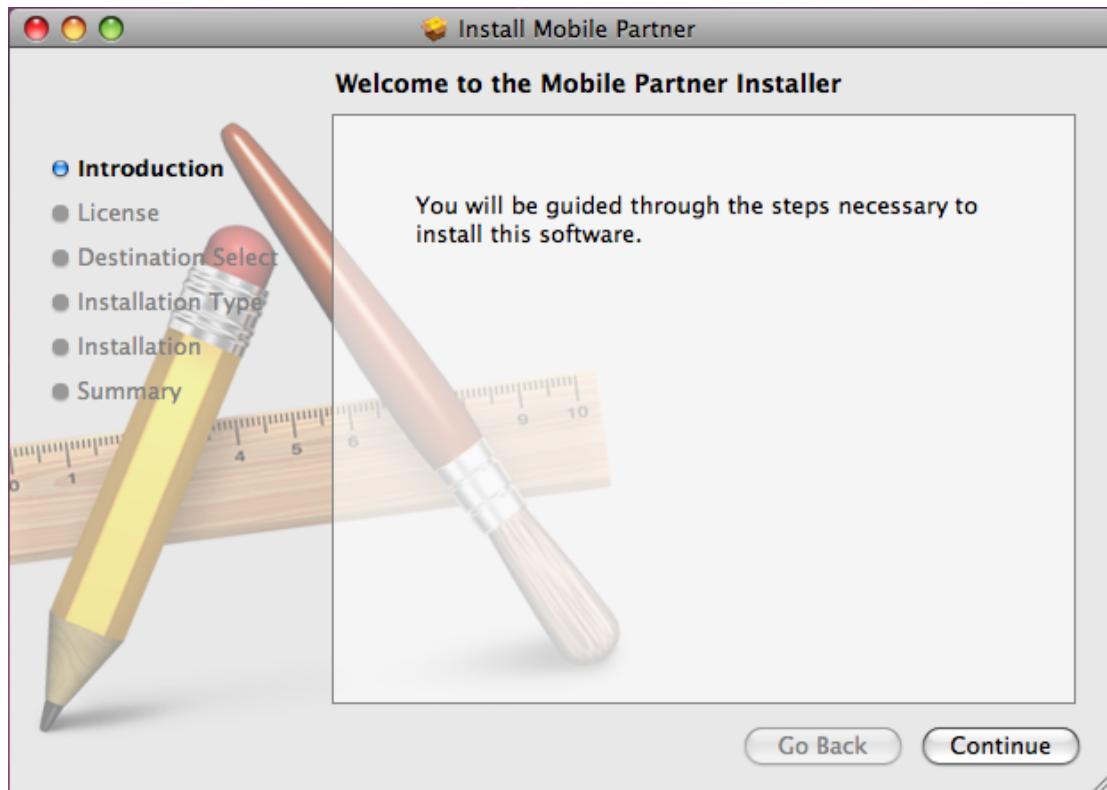


5. How to install driver of the datacard?

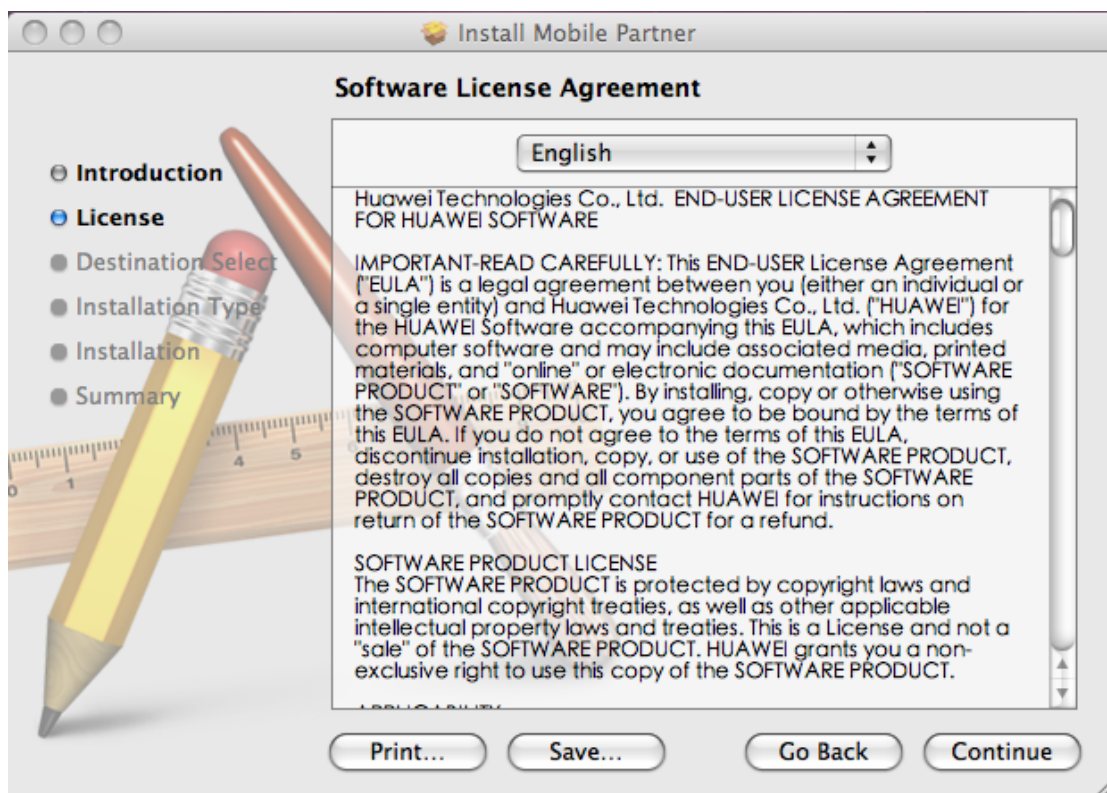
After we plug the datacard into the PC, the CD icon will appear and a window will pop-up. There is the driver in the CD.



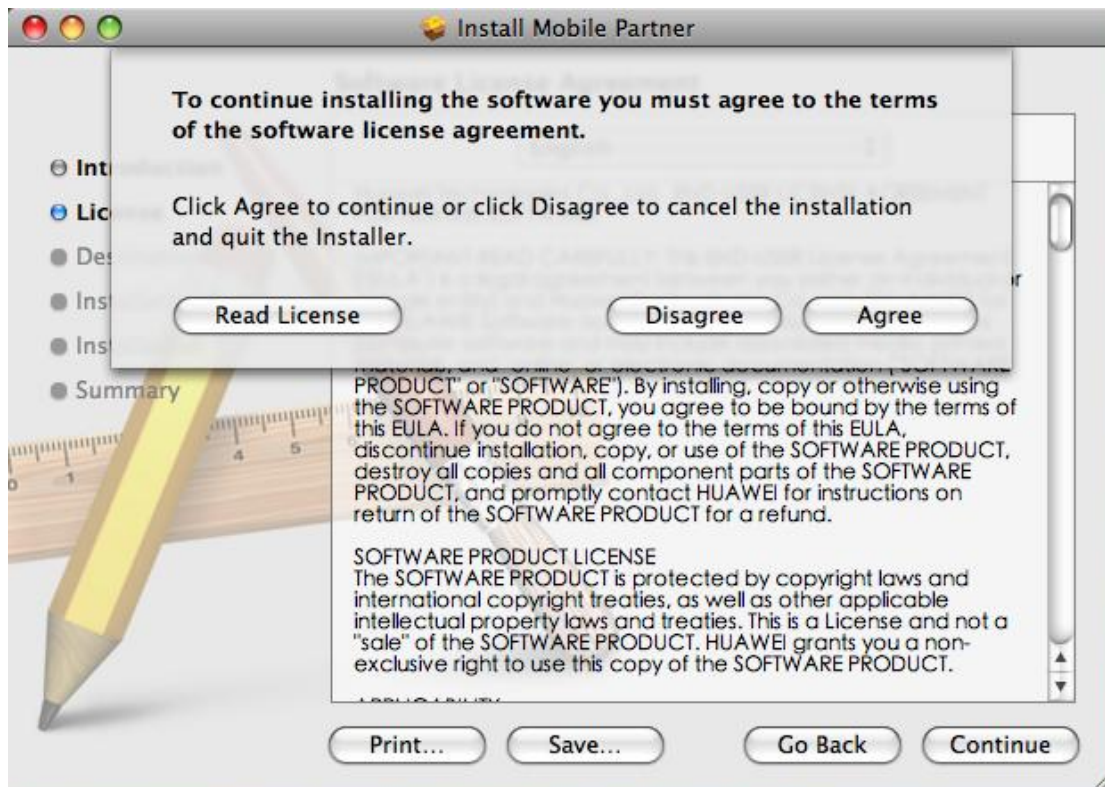
The old apple computer have 2 kinds of CPU, Intel and Power, we are used to provide 2 drivers to support different CPU, however, the driver now can support both CPUs now. The install process is as the following pictures.



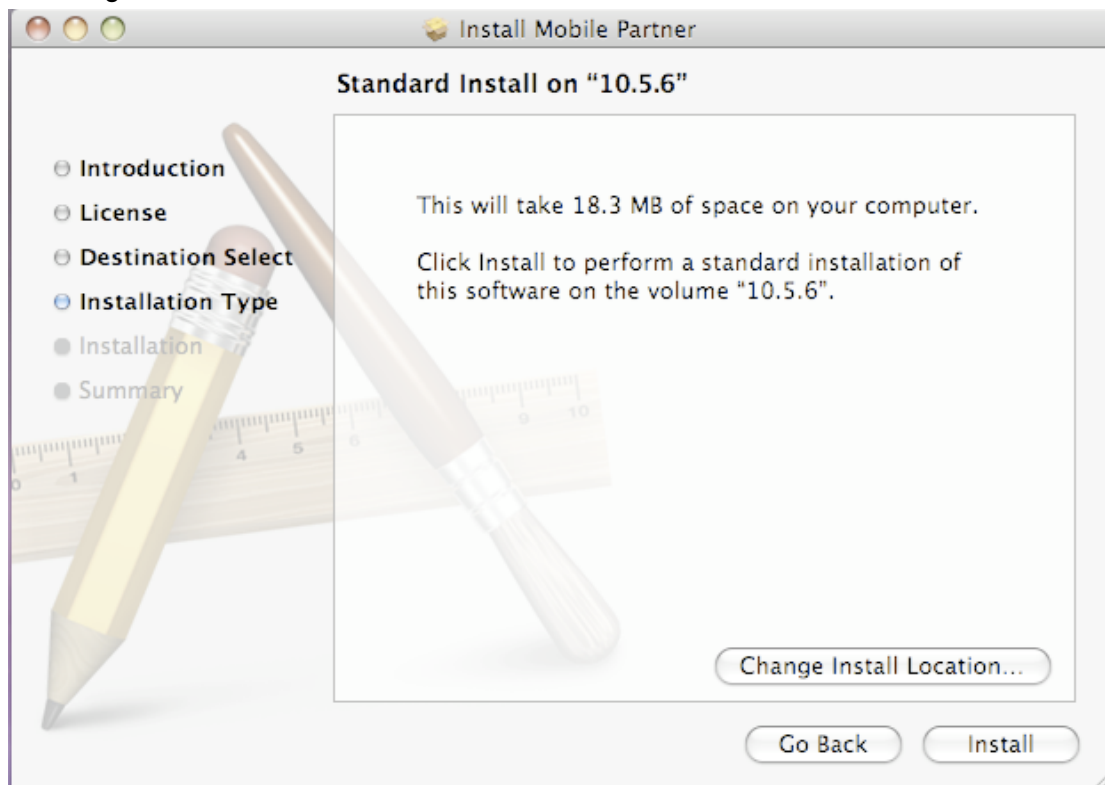
Click "Continue"



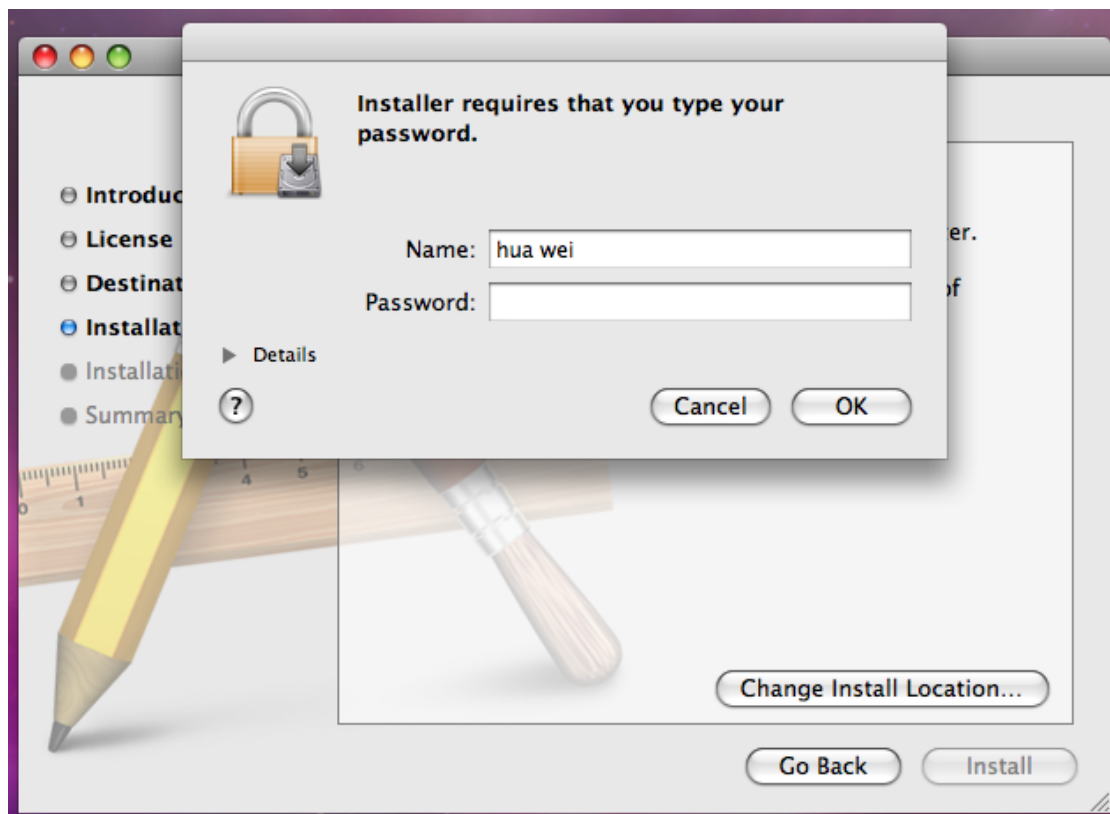
Click "Continue"



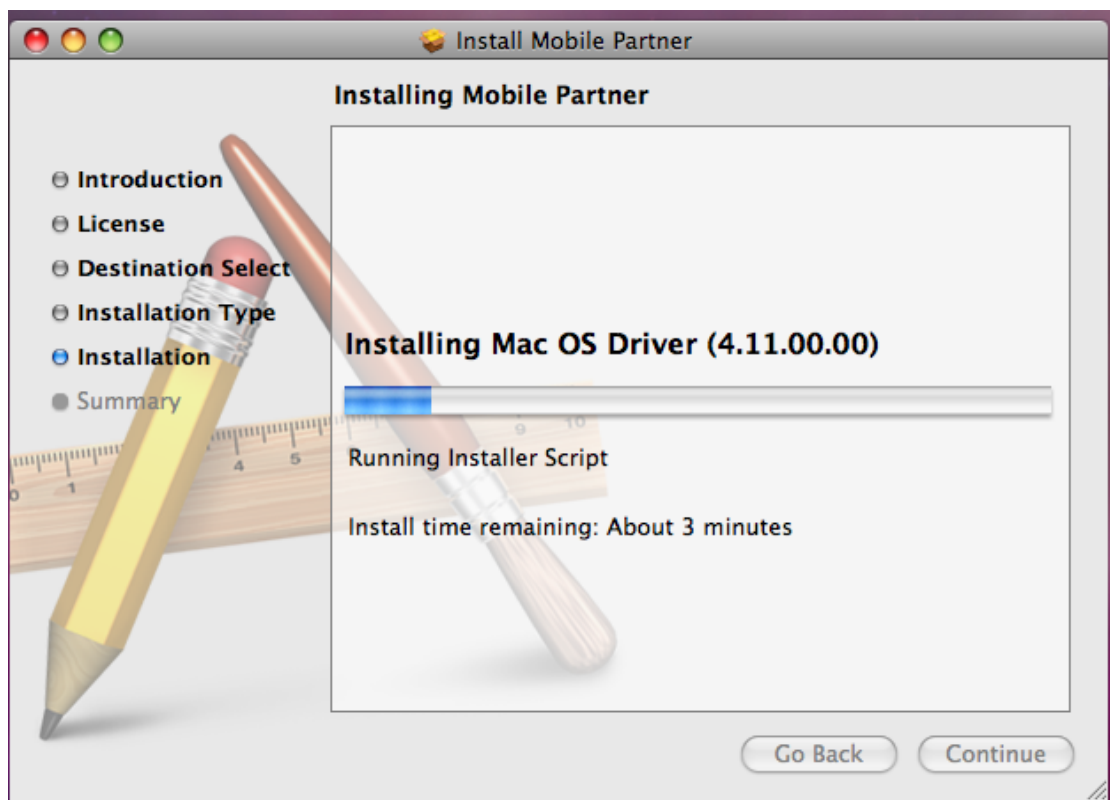
Click "Agree":



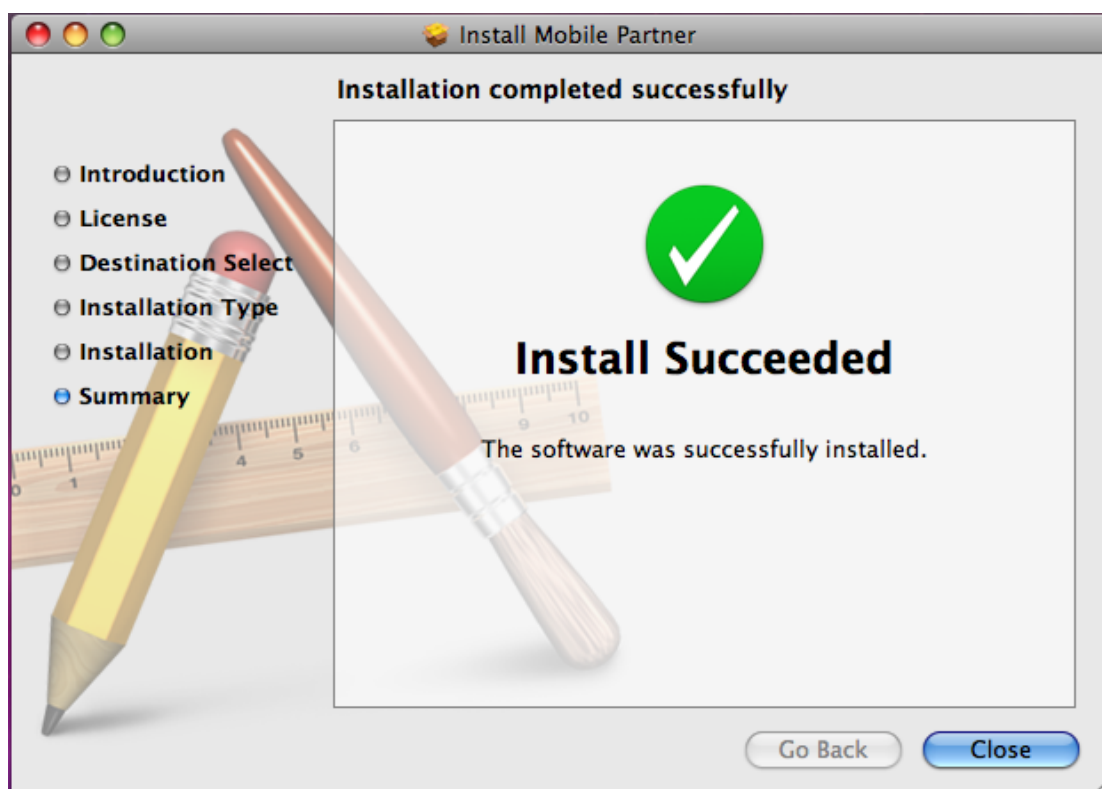
Click "Install":



Input username and password of the Mac system, then click “OK”:



The installation is complete if you see the picture like below.



6. How to deal with the internet connection failure?

Confirm if the SIM card is valid, if the data service operation is supplied, if the PIN code is unlocked.

Confirm if the network signal is OK.

Confirm if the APN is correctly configured.

Check the connection between the datacard and PC, make sure the datacard is power on.

Confirm the port of datacard has been detected by the PC.

Confirm if the datacard is compatible with the current mac operating system.

Upgrade the datacard firmware and try again.

7. How to configure the dialup connection?

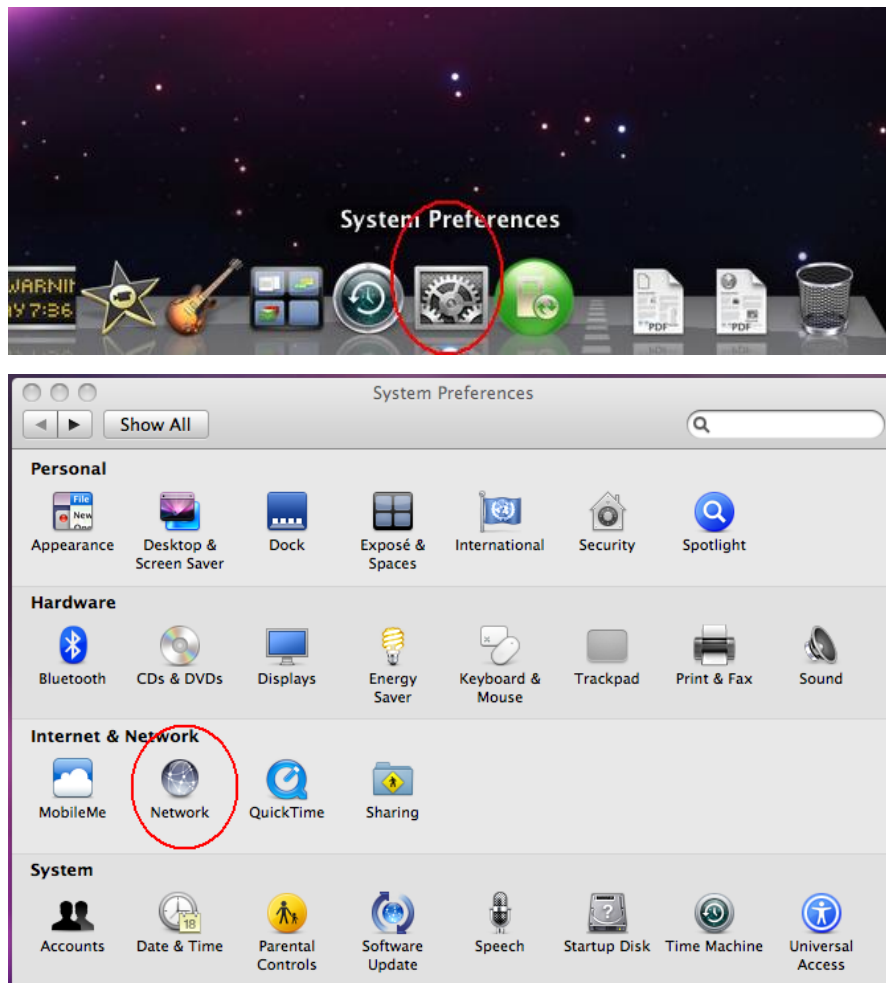
1) It is more convenient to use the client software to access the network than to use the dialup connection of mac system. It is recommended to use the client software except that we want to check the problem of the client software.

2) APN setting in dialup connection:

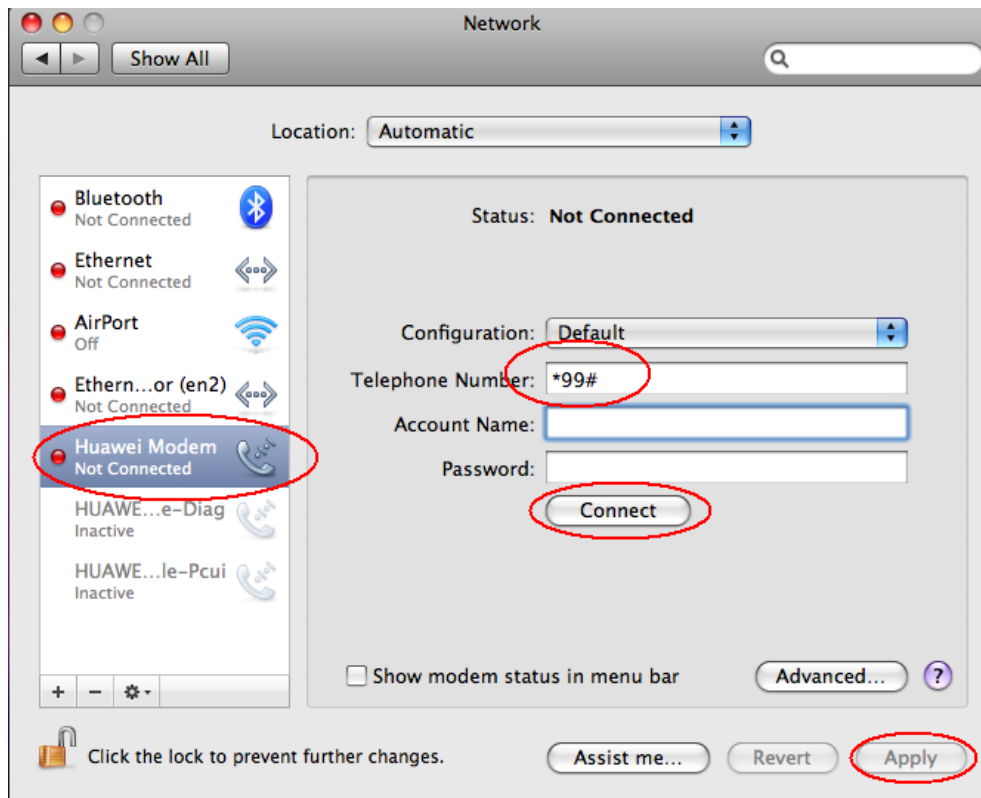
There's no APN configuration in the mac system, generally, after correctly setting the APN and dial one time, the APN information will be record in the memory of the datacard, and the APN should not be set again when using the dialup connection of the mac operating system.

3) The operation process shows in the following pictures:

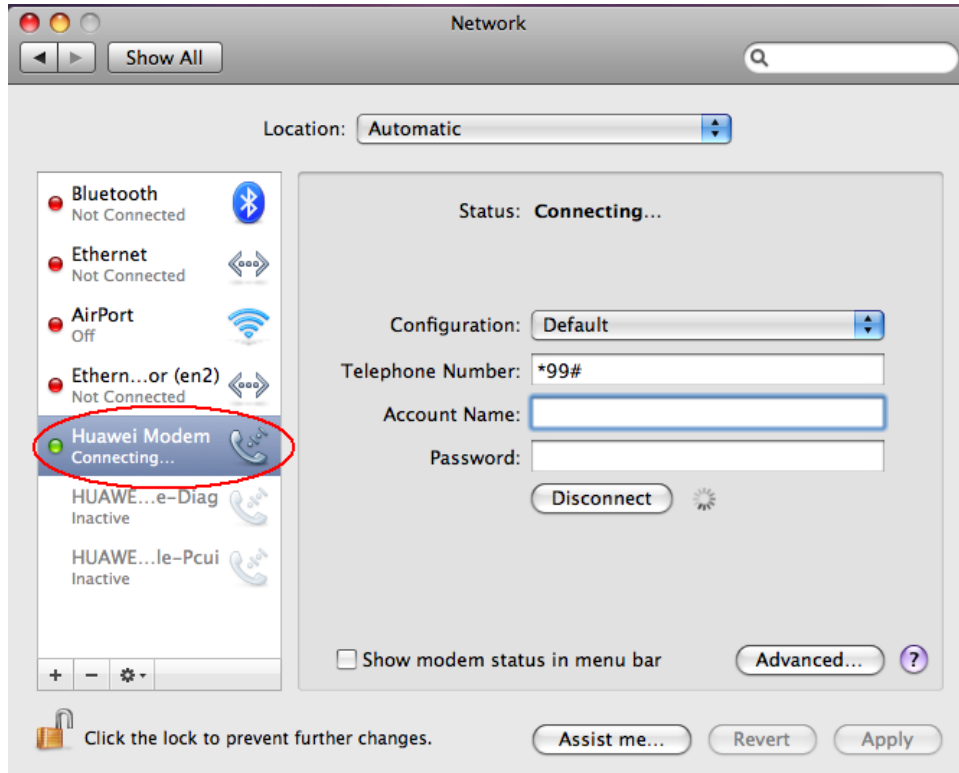
Choose "System Preferences" —— "Network"



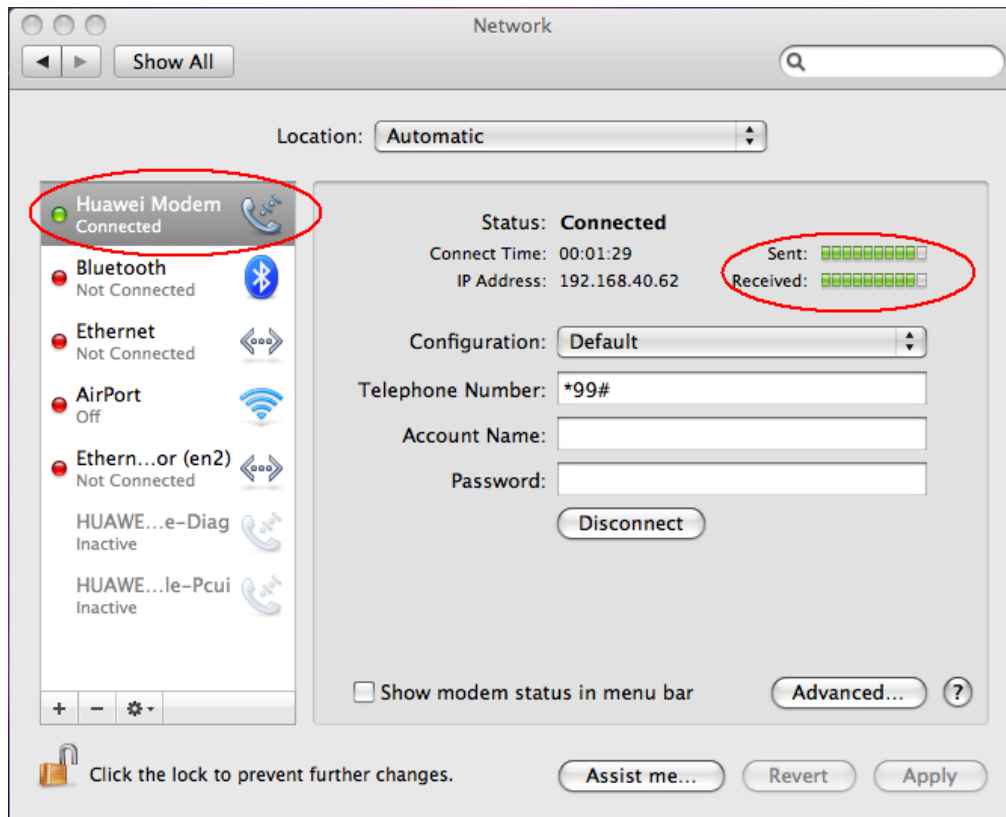
a) Commonly, there's no Account name and password for end user
Choose the "Huawei Modem" in the menu bar on the left side, then in put the access number in "Telephone Number", then click "Apply", then click "connect".



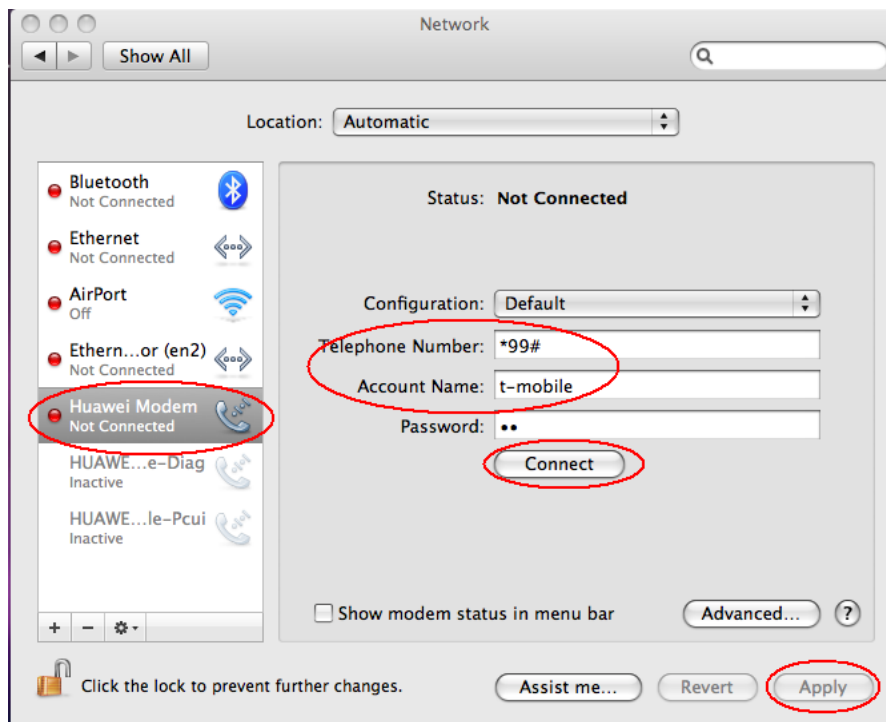
The device icon you choose will change color to green when the status is “connecting”



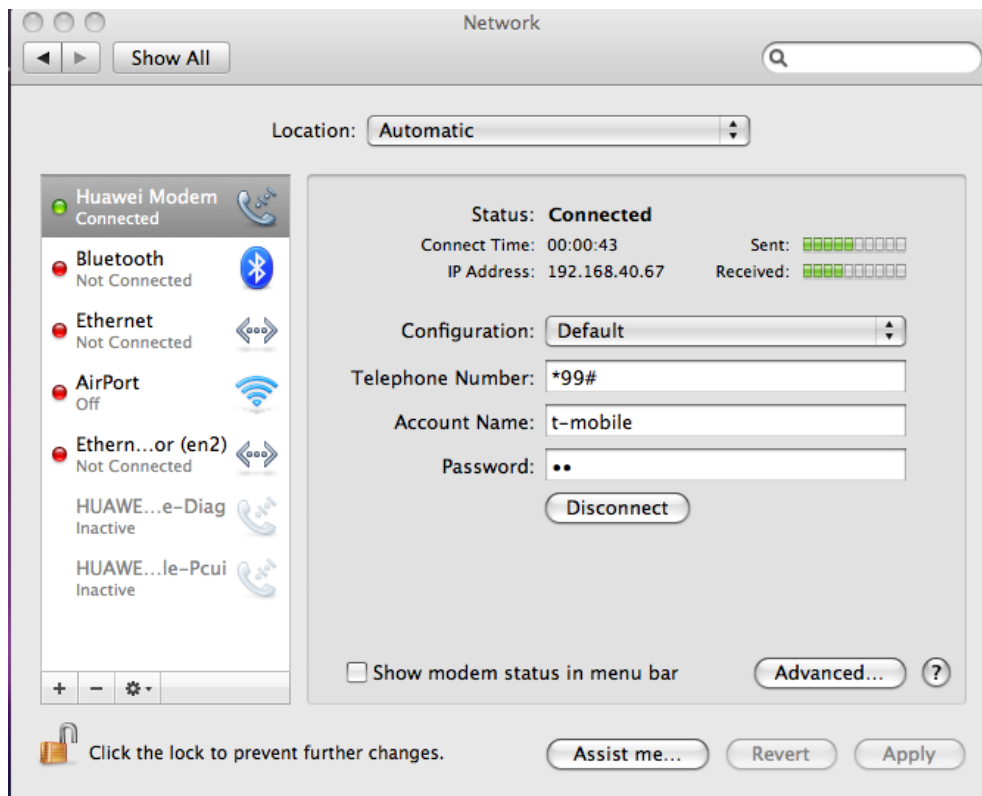
The “Huawei Modem” will go up to the top after successful connecting, the “sent” and “receive” will show change in the “Status”



b) Sometimes the operator will set “Account name” and “password”
Choose “Huawei Modem” in the left side of the menu bar, configure the “Account name” and “password” according to the operator’s information.



The following picture shows the successful connection.



8. What's the difference between the Power CPU and Intel CPU?

Power CPU is RISC(reduced instruction set computer) and Intel CPU is CISC(complex instruction set computer), which has different thinking of design and different manufacturer.

Now because of the strategy of Apple, the power CPU PC has been stopped producing, and what we see in the market now are the Intel CPU PC.

9. Can we install the Windows operating system on mac PC? Are there some limitations?

Yes, as long as the PC has a Intel CPU, and the software tool " Boot Camp" is needed.

10. Can we install the MAC operating system on a normal PC? Are there some limitations?

Yes, 10.4 Tiger and 10.5 Leopard can be install on a normal PC, however, the PC needs to support SSE2 or SSE3.

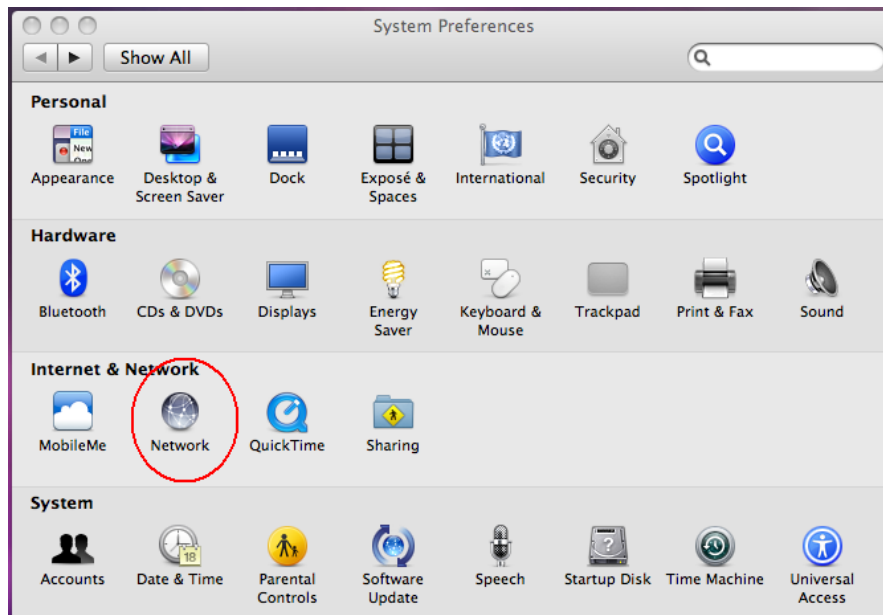
11. Are there some issue to be paid attention under the above situations?

It is lawless to install the MAC operating system on a normal computer, we cannot claim our datacard support this.

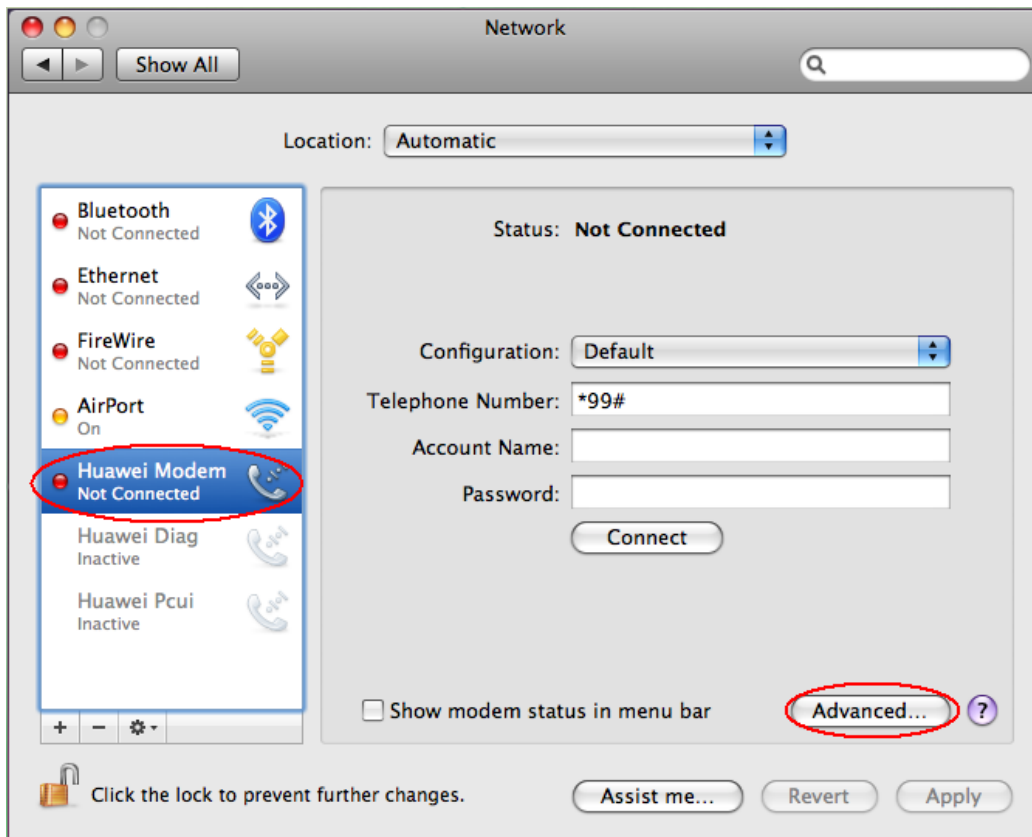
12. Why does the network disconnect after some time of idle for network?

Because the option “Disconnect if idle for xx minutes” is selected in the dialup setting. Cancel this option then restart the PC, then the problem will be solved. Steps like the following:

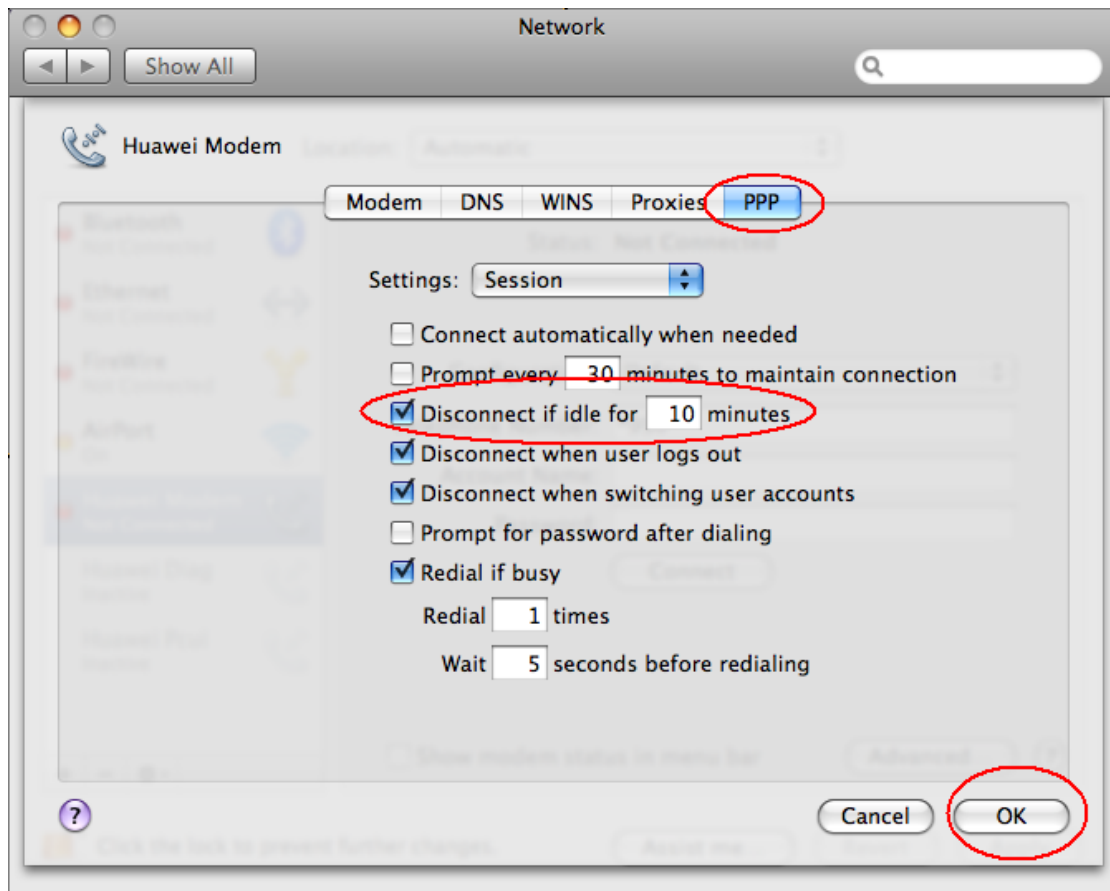
- 1) Picture 1, Open System Preference→Network,
- 2) Picture 2, select “Huawei Modem” in the popup window, then click“Advanced...”,
- 3) Picture 3, select “PPP” cancel “Disconnect if idle for xx minutes” option , click “OK”, then restart the computer.



Picture 1



Picture 2

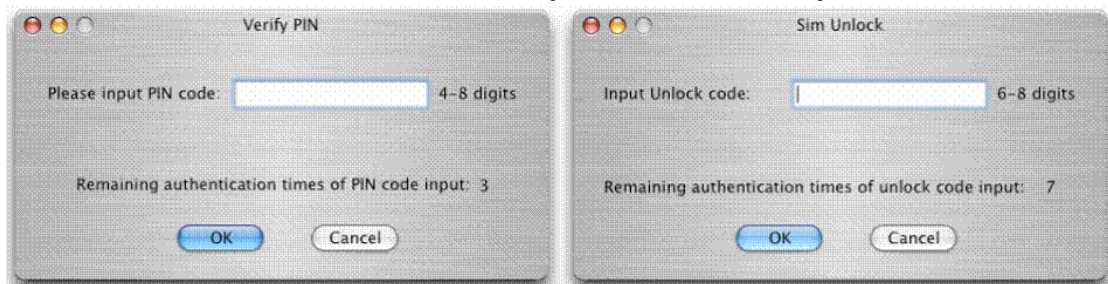


Picture 3

13. How to deal with the no responsible event (the client software don't start automatically) when the datacard is plugged in.

Maybe the original MAC dashboard doesn't support PNP and the original driver hasn't been uninstalled. Please try to uninstall the old software and install the new software which support PNP.

14. How to deal with the event "Please input PIN code" or "Input Unlock code"?



It means the PIN protection or then SIMLOCK is enable. Input the correct PIN code and correct SIMLOCK code.

15. If there's no data stream or there's automatic network disconnection after download for a while, and fail for redialing. How to deal with it?

Please replug the datacard and dial again.

16. How to deal with the error notice in the MAC system?

(1) Notice: Cannot negotiate connection with remote PPP server

This notice may happen when the end user using the wrong dialup parameter, like wrong APN, wrong username or password. Otherwise, if the authentication times out when the network signal is weak, this may also happen.

Please confirm the parameter and try to dial in the good signal resign.

(2) Notice: A modem error occurred, please verify your settings and try again.

Generally speaking, this may happen when the modem port is using by other device or the port is blocked. It is suggest to replug the datacard or restart the PC.

If there's no use to do the operation above, please catch the log and feedback to HQ.

17. MAC OS Leopard/Snow Leopard using HuaWei modem

1. Install the driver from the CD provided, before connecting the USB modem.

2. Edit network preference in "System Preference" > "Network"

a. You should see the HUAWEI Mobile at the left sidebar.

Click on it and edit setting as follow:

Location: Automatic

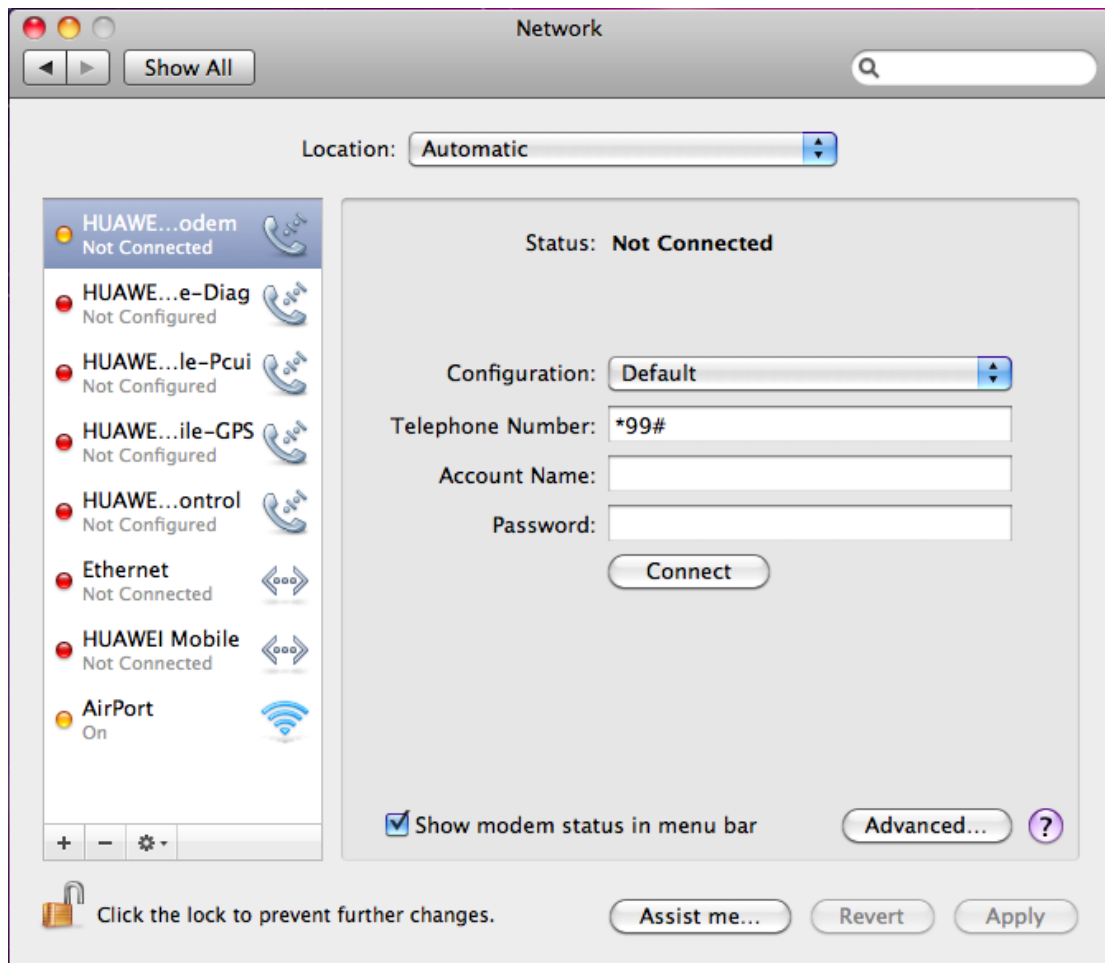
Configuration: Default

Telephone Number: *99#

Account Name: (Leave it blank)

Password: (Leave it blank)

Enable Show modem status in menu bar



b. Edit the "Advanced..." button as follow:

Modem Vendor: Other

Model: HUAWEI Mobile Connect - 3G Modem, /System/Library/Modem Scripts/HUAWEI
Mobile Connect - 3G

Enable error correction and compression in modem

Dial Mode: Wait for dial tone before dialing

Dialing: Tone

Sound: Off

PPP Setting: Session

Check the following only:

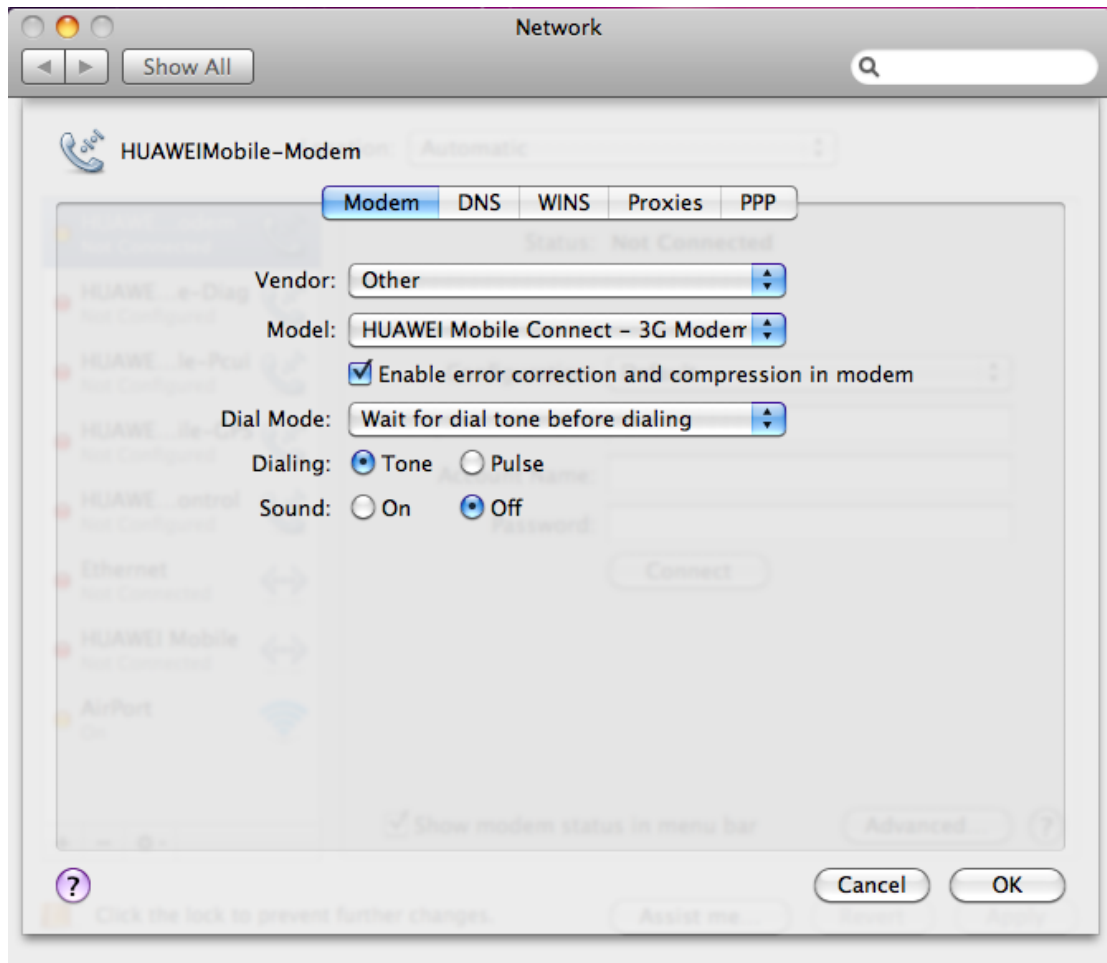
Enable Disconnect when user logs out

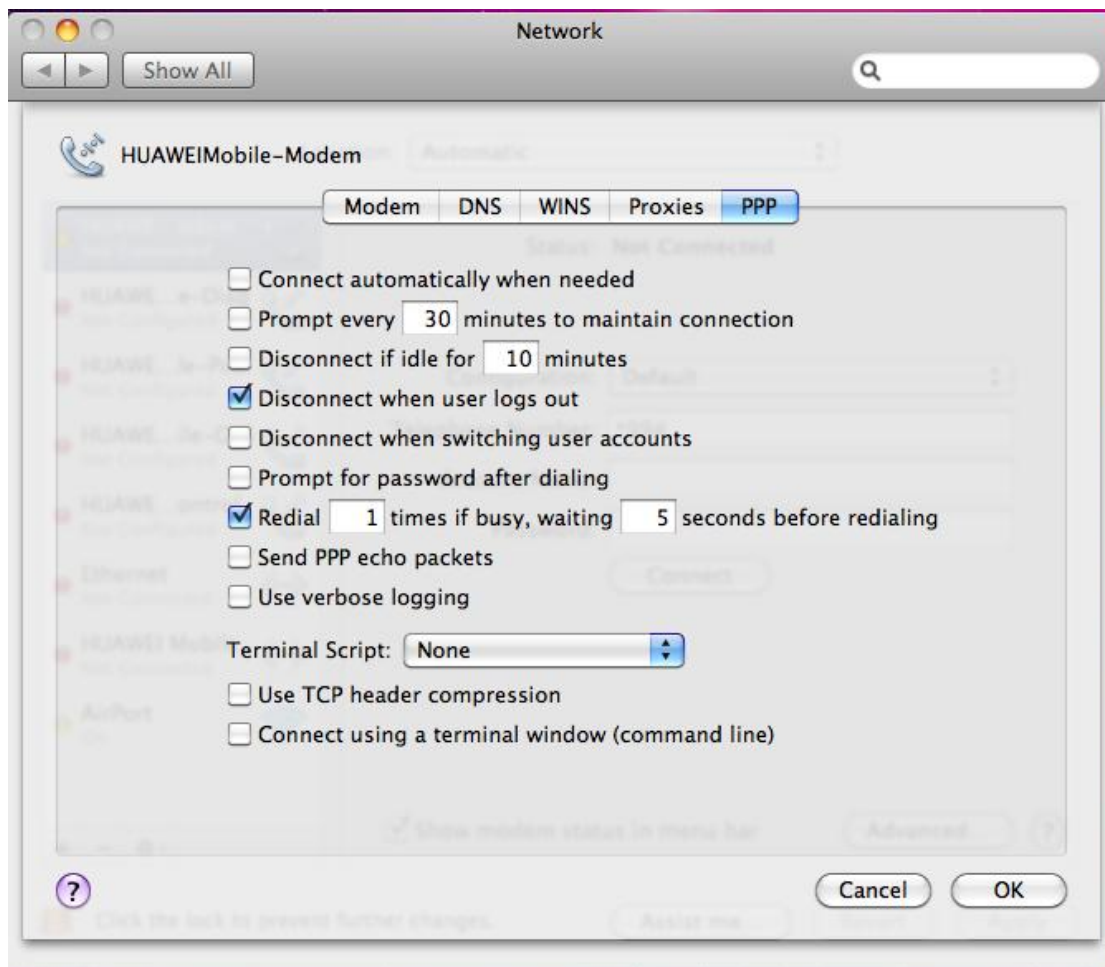
Enable Redial if busy

Redial 1 times

Wait 5 seconds before redialing

Click Apply and exit system preference

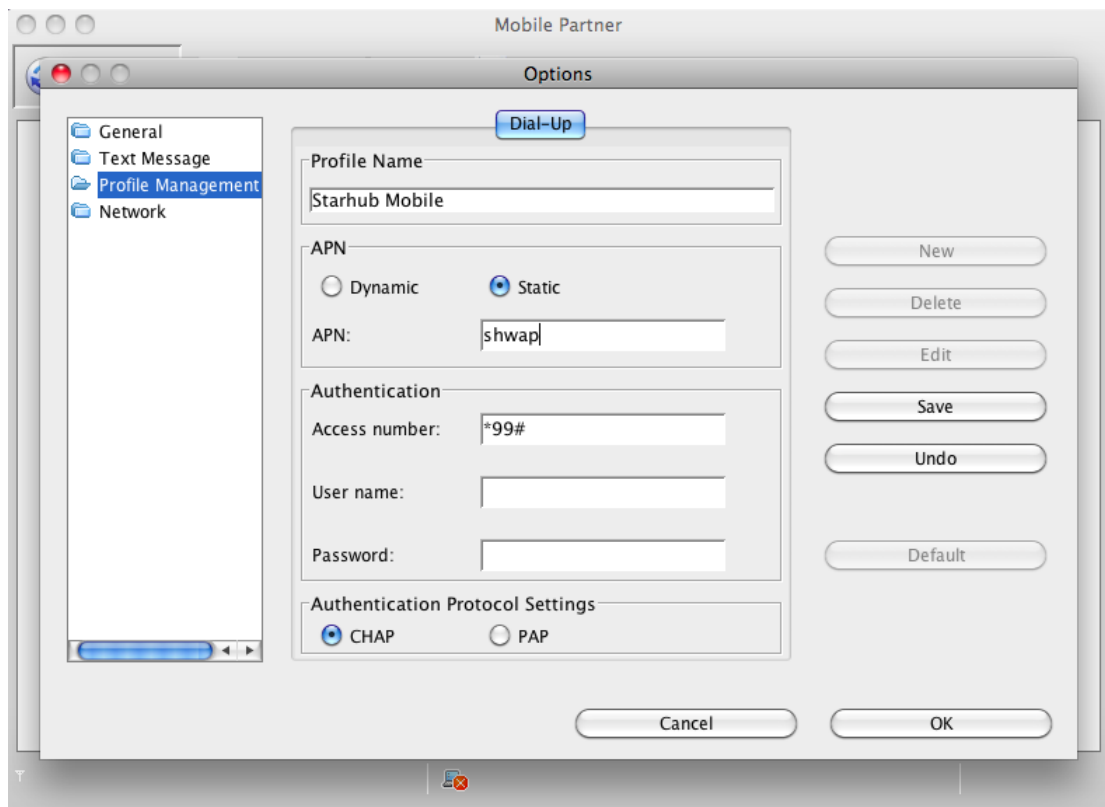




3. Connect the USB modem until the blue light is blinking.

4. Edit the configuration as follow:

- a. Open "Application" > "MobileConnect"
- b. Under the "Dial up" tab, click on the Setting button.
- c. Create a new profile as follow:
Profile Name: "StarHub Mobile"
Access Point Name: "shwap"
Telephone Number: *99#
Account Name: (Leave it blank)
Password: (Leave it blank)
Authentication: CHAP
Click "Save", and use this profile.



d. Click on the connect button and the connection should start.

Tips: Once the Modem is shown on the menu bar, you can click on "Connect HUAWEI Mobile" to connection in future.