

Important Note:

- If the device is suspected to be faulty, an easy test is to insert the device in to a computer with the management software already loaded.
- Experience has shown that most issues with the MF626 & MF636 installation are computer related and **not** modem failures.
- It is **not** possible for the software on the modem to become corrupted.

Warning: The installation & performance of the modem may be reduced if the recommendations below are not met.

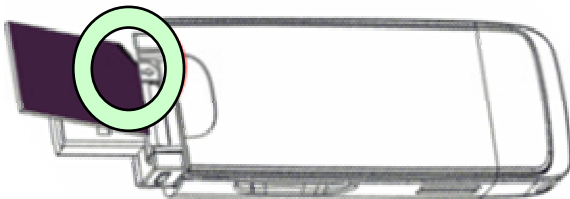
Recommendations:

- a) Ensure that your computers exceeds the minimum requirements outlined in the user guide (page 6). It is important to remember that these minimum requirements assume that there are no other applications running on your computer.
- b) Ensure that all antivirus, anti-malware, anti-spyware and registry monitoring tools are all disabled before attempting to install. These security applications may prevent installation.
- c) Be familiar with the USB configuration of your computer as there may be a mixture of high-speed and standard USB ports (ie. USB 1.0 and USB 2.0).
- d) If you **are not experienced** with computers, obtain assistance from someone who is.

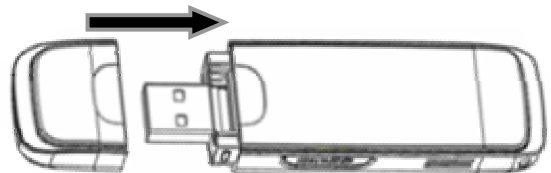
Note: A colour version of the User Manual is available to view online or download at:

1. (U)SIM Insertion

- a) **CHECK** that the USIM has been inserted with the gold contacts facing down and the bevelled edge/slanted corner on the left hand side (*as shown*)



- b) **CHECK** that the USIM has been inserted "*as far as it will go*". Placing the "end cap" on the USB modem will push the USIM in to the correct position.



Note: This device is designed to work only when inserted in to a computer.

2. Power Test

- a) Turn ON the computer and make sure it has completed booting up. **INSERT**, the USB Modem.

The USB modem has a multi-colour LED indicator that shows the status of the modem.

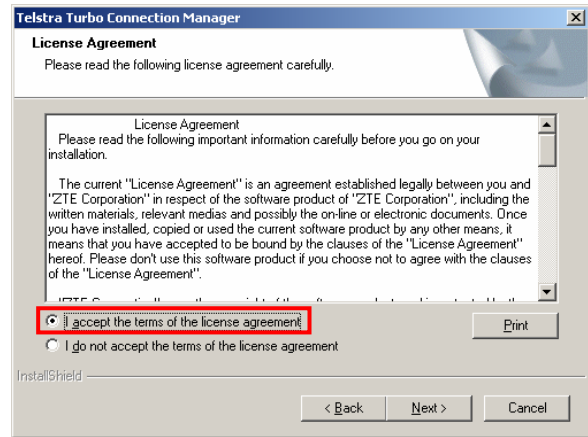
What colour is the LED indicator?

Please consult the user manual for a full description of the LED indicators.

Hint: A light of any colour on the device indicates that the device **has not** failed.

3. Management Software

- Are you having trouble installing the management software?
- Have you followed the steps outlined in the user manual?
- Have you accepted the licence agreement?
- Have you followed the recommendations outlined above?
- Have you attempted the installation in Windows "Safe Mode"?
- Have you attempted to install on an alternate computer?



4. Connection Conditions after Installation

The 'Connection Manager', 'system information bar' shown below indicates the USB modem is ready to connect to the internet.



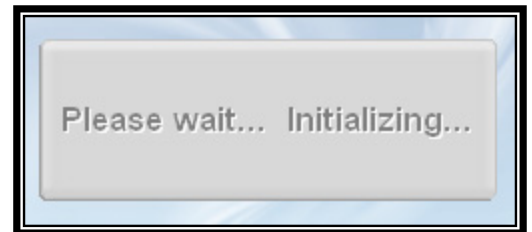
Reading from left to right it shows signal strength, network type, data connection status, device online status, USIM status, service type and operator.

For a full colour explanation of each icon and how to establish a connection view on-line or download the colour User Manual at:

www.zte.com.au/main/zte-downloads.htm

If a message is received stating "Please Wait... Initializing..." and "Connect" is not displayed after a period of time. Please:

- a) Verify their computer system settings exceed the minimum requirements.
- b) Close all applications not in use, and test the device in an alternate USB port (Note: USB ports can be of different standards on the same PC).
- c) Test the device in an alternate computer.



5. Extra Checks

- a) **Coverage:** Check the coverage in the area where the customer is experiencing difficulty.
- b) **Account Status:** Confirm that the customers' account is active & has credit.

Please Note: This information is subject to change.