

## FAQ NETAC

- 1) Why A840/A840U cannot be connected with CDMA network after inserting UIM card and connecting and setting normally?

Answer: There might be several reasons:

First please check whether the direction of UIM card inserting in slot is correct. If it is still useless after the above procedures done, maybe the wireless network signal of the place where you stayed is not good.

- 2) Why my A840/A840U cannot connect with network after it is connected with computer normally?

Answer: Please confirm whether A840/A840U is connected with computer after installation. If you ever used the old edition driver, please confirm whether the old edition driver has been uninstalled completely (refer to section 2.2 Uninstalling MobileWave USB CDMA Wireless Modem to uninstall) when you want to use the new edition driver. Please confirm whether the driver has been installed successfully (please check whether there are yellow “? Other devices” or “! Unknown devices” in “Device Manager”). At last, please check whether the connection property in “Network and Dial-up Connections” is normal.

- 3) Why system cannot find A840/A840U sometimes?

Answer: Maybe because the A840/A840U is connecting with computer while system reboot. Please re-plug it once.

- 4) Why the system doesn't prompt me that it has found the new device when A840/A840U is connected with USB port of computer first time, and how to resolve?

Answer: First check whether the connection of A840/A840U and USB port is loose or not, if not maybe the USB port in the BOIS setting hasn't been enabled, please

restart the computer and enter the BOIS setting to enable it. Another possibility is that the USB system is installed incorrectly or although USB installed correctly, its driver is not enabled. Please refer to the correct user manual and set it properly.

- 5) It has been identified “Unknown devices” or “Other devices” when A840/A840U is connected with USB port of computer, the installation prompt doesn’t appear when it is plugged in computer again. Please tell me how to install driver correctly?

Answer: Enter “Device Manager”, delete “Unknown devices” or “Other devices”, then click “Refresh”, wait a moment, it can resume normal.

- 6) Why the system cannot find the A840/A840U in “Device Manager” after installing driver and connecting it with computer?

Answer: Maybe you installed the incorrect driver. If you saw others devices containing “USB Device” in the “Device Manager” of system, please delete it, then unplug A840/A840U, and re-plug it again after waiting for 10 seconds or more.

- 7) Why the data rate of A840/A840U in fact is lower than in Specifications?

Answer: The data rate in Specifications is the maximum theoretically. The actual data rate is relative with the state of local CDMA network, signal intensity, and computer configuration.

- 8) Whether the external power is needed while using A840/A840U?

Answer: No, USB supplies power for A840/A840U.

- 9) What precautions should be taken when plugging/unplugging A840/A840U?

Answer: Please avoid unplugging A840/A840U immediately after plugging it, or performing repetitive plugging/unplugging, since the Operating System needs some time to react.

10) Why the POWER/DATA LED is not bright after connecting A840/A840U with computer?

Answer: Please re-plug A840/A840U once, if the LED is still not bright, maybe your device has been damaged, please return it to repair.

11) Can I use the function of voice calls or receiving/sending SMS while the A840/A840U is connected with network?

Answer: No, but you can use the function of voice calls while using A840/A840U to receive/send SMS.

12) There are some noise in earphone sometimes during using A840/A840U to make phone calls, and the more greater volume tunes, the more greater noise are, how to improve?

Answer: It is suggested that you tune the volume into the groove before making voice calls. Because tuning volume during call maybe would influence call quality.

13) Can I enjoy the newest functions of A840/A840U? How to upgrade the new functions?

Answer: The users owning A840/A840U Modem can enjoy the newest functions, please access Netac website to download the newest driver and application of the modem.

14) What precautions should be taken when using the A840/A840U and other USB device (such as Netac OnlyDisk<sup>TM</sup> Flash Drive) at the same time?

Answer: Please plug A840/A840U first, and then plug other USB device. Because the modem needs relative larger current when it is electrified.

15) When A840/A840U is used on desktop computer while the USB port is on the back of the computer, is there any easier way to use it?

Answer: You can easily use A840/A840U on the desktop by connecting it and the computer with the freely supplied USB cable (A-Type Plug and A-Type Receptacle).

16) How to find local distributors and agents of A840/A840U?

Answer: Please call to 021-6618222 PT MLW TELECOM