

# **MF652 High Speed USB Data Modem**

## **MAC Help File**

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# 1 USB Modem Introduction

## 1.1 Introduction

Thank you for choosing the MF652 USB modem. Please read this manual carefully and keep it for future reference.

The pictures, symbols and contents in this manual are for reference only. They are correct at the time of publication but might not be completely identical with your modem. We operate a policy of continuous development. We reserve the right to update the technical specifications in this document at any time without prior notice.

The USB modem is a multi-mode 3G high speed modem suitable for GSM, GPRS, WCDMA, EDGE and HSDPA networks. It uses the USB 2.0 standard interface for easy connection to any laptop or desktop PC or MAC. Compatible with 2G and 3G mobile networks it connects to wireless data and SMS services to give you high speed data access wherever you are.

## 1.2 Safety Warning and Notices

### To the owner

- Some electronic devices are susceptible to electromagnetic interference. The modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the modem.
- Operating of computers with the modem may interfere with medical devices like hearing aids and pacemakers. Please keep the modem more than 20 centimetres away from such medical devices. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem near such devices.
- Be aware of the regulations when using the modem at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Turn off your modem as instructed.
- Don't touch the antenna area unnecessarily whilst connected. This can affect your modem performance and reduce the signal quality.
- Store the modem out of the reach of children. The modem may cause injury or get damaged.
- The modem contains sensitive electronic circuitry. Do not expose the modem to any liquids, high temperatures or shock.
- Only use original accessories or accessories that are authorized by the manufacturer. Using unauthorized accessories may affect your modem's performance, damage your modem and violate related national regulations.
- Avoid using the modem in areas that emit electromagnetic waves, or in enclosed metallic structures eg lifts.
- The modem is not waterproof. Please keep it dry and store it in a cool, dry place.
- Don't use the modem immediately after a sudden temperature change eg from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the modem which can cause internal damage. Unplug the modem and leave it for 30 minutes before use.
- Always handle the modem with care. Be careful not to drop or bend the modem.
- There are no user serviceable parts inside the modem. Unauthorised dismantling or repair of the modem will void the warranty.
- The USB Wireless modem is a transmitting device with similar output power to a mobile phone. It uses an internal antenna to connect to the mobile network. To get the best performance from your device do not cover or shield the device in any way as this will lead to increased output power. Always leave a clear space around the device to allow the transmit and receive signals to propagate. SAR tests have been completed and comply with the Australian regulatory requirements.

## 1.3 System Requirements

Operating System: Version 10.4.11 or above

Configuration:	CPU	PowerPC or Intel
	Processor	500MB or above
	Memory	512M or above

The performance of the modem may be reduced if the configuration is below the recommended requirement.

## 2 Installation

### 2.1 Unpacking

Check the following articles are in the package: 1 x USB Modem, 1xUSB Extension cable, Quick Start Guide, and warranty card.

### 2.2 Hardware Installation

#### 1. Inserting the USIM Card into the Modem:

The USIM card is the UMTS Subscriber Interface Module provided by your Service Provider. Before using the modem make sure the USIM card supports data services.

Insert the USIM card with the metal contacts facing downwards and the beveled corner on the outside edge . There is a diagram showing the correct orientation printed onto the SIM slot label.

### 2.3 Install the Software

Insert the modem into a USB port and wait for the CD-ROM Join Air to be detected. Go Computer > Modem and double click Join Air.

Complete the following steps:

- a) Press **Continue** on the welcome page.
- b) Select the destination volume then click **Install**.
- c) Enter your user name and password and click **OK** to install.
- d) Click **Close** to complete the software installation.

If you have problems with installation please contact your service provider for help or see our website for more info at [zte.com.au/optus](http://zte.com.au/optus)

### 2.4 Running the Application Software

Select **Finder > Applications > Join Air** to run the software.

### 2.5 Disconnect the Modem Card Safely

Please close the application first then remove the modem.






### 2.6 Software Removal

Close the application program before the software uninstalling.

Select **Finder > Applications >Uninstall Join Air** to uninstall the software.

## 3 Using the Software Interface

### 3.0 LED Indications







LED indicator	Modem Status
 Red	Offline. Not registered on the network
 Green solid	Registered on the 2G network
 Green blinking	Active data transfer on the 2G network
 Blue solid	Registered on the 3G network
 Blue blinking	Active data transfer on the 3G network

### 3.1 Main Interface

The software interface comprises three parts: Function Buttons, System Information Bar, and User Information areas.









#### 1. Function Buttons

Use the Function buttons to carry out the corresponding operations:

 Connect to the Internet	 Dial Records
 SMS Interface	 Settings Interface
 Contacts	 Help

#### 2. System Information Bar

Use the System Information Bar to monitor your network and modem status

 Shows network signal strength	 USIM card is roaming
 P - Packet-switch connection C - Circuit Switched connection	 Current network service type: UMTS or GSM
 Modem Connected	 Modem disconnected
 USIM card inserted	 USIM card not inserted

#### 3. User Area

Shows user records such as connected time and data usage.

## 3.2 Connecting to the Internet

Once you are connected you can browse web pages and access the Internet through the modem. You can also receive SMS while surfing on the Internet.

### Connect to the Internet

Click the **Internet button**, then click **Connect** to proceed.

- The card takes a few seconds to verify your connection and then shows 'Status: Connected ...', .
- The data amount, connected time etc are displayed in the main window
- You can access the Internet and receive email etc by launching your usual applications eg Browser or Mail software.
- When you are connected the **Connect** button changes to **Disconnect**. Click **Disconnect** to end your session.

### Disconnect from the Internet

Click **Disconnect** to disconnect from the Internet.

### Internet Connection Records

Click **Logs** to show the internet connection records interface.

## 3.3 Settings

Click the **Settings** icon to switch to the settings interface.

### Note:

Normally there is no need to change any of these settings as they are pre-configured for your network. If you change networks or are roaming you may need to modify some settings. Consult your service provider for more information.

### 3.3.1 Security Settings

#### Enable the PIN Code:

You can enable a PIN code using the **PIN enable** feature. When enabled you need to enter your PIN to start the modem. The PIN code is stored on the USIM card. Consult your service provider for more information or if you forget your PIN. Click **Revise PIN** to modify the number.

### 3.3.2 Network Settings

#### 1. Operator Selection:

**Automatic:** The system selects the preferred network automatically depending on the user's selected rules and the network status.

**Manual:** The network can be manually selected by the user.

When **Manual** is selected click **Apply** to search for available networks.

## 2. Preferred Mode:

**Automatic:** The system chooses the best network connection with priority for 3G Networks

**3G Only:** The system only connects to 3G Networks

**2G Only:** The system only connects to 2G (GSM) Networks

### 3.3.3 SMS Settings

The Message Center number is preset for your operator. You may need to update this if you are roaming on an overseas network. Contact your network supplier for assistance.

### 3.3.4 Alert Settings

Use the alert settings to modify the system sounds if required

### 3.3.5 System Settings


You can configure your modem to auto start and auto connect if required.

## 3.4 Contacts

Click "**Contacts**" icon to switch to the Contacts interface. The Contacts information can be saved on the computer or (U)SIM card.

### 3.4.1 New Group

You can add new groups on the computer. But you cannot add new groups on the (U)SIM card.

- Click  and name the new group in the group folder tree. Select the folder group you want to add or edit information, and input all the information according to the prompt.




### 3.4.2 Searching Records

You can enter any part of the record characters or phone number you are searching for. The corresponding records or names are listed, scroll to the record you want to view in detail.


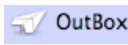
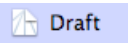
Click  to edit the information.

### 3.4.3 Buttons Description

If any records are selected, you can carry out the following steps:

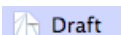
-  Delete selected records.
-  Edit the information of the selected record.
- **CopyTo** Copy the records information between computer and the (U)SIM card.
-  Send message to the mobile phone numbers in the records.

### 3.5 SMS

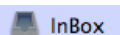
Click “**SMS**” icon to switch to the SMS interface and it shows the number of the SMS in the InBox, OutBox and Draft. Click the button ,  or  to enter relative interface.

 Save received SMS.


 Save sent SMS.

 Save SMS edited as a draft before sending or after failure.

#### 3.5.1 Reading SMS Messages

Click  button or SMS icon in system information area to read the SMS saved in the InBox. Use the corresponding buttons to Delete, Reply, Edit, SaveTo, or create New message(s).

#### 3.5.2 Creating a new message

Click  button to input the recipient’s number and content.

Input the recipient’s number directly or select it from the phonebook, and then press “**SMS**” button.

The recipient’s number(s) can be one or more, using “;” to separate.

SMS text can not exceed 800 individual English characters (including English symbols) or 350 Chinese and English mixed characters.

Click “**Send**” button to send the message. After sending successfully, the SMS will be saved into OutBox automatically. If sending fails, failure notification will appear, and the message will be saved in Drafts.

##### **Please note:**

The maximum number of characters per SMS is 160. If you send more than 1 SMS you will get charged for multiple messages.

##### **Sending SMS while browsing the web**

If network supports, you can send short messages when surf on the Internet. Click “**SMS**” icon button, enter the short message interface and send SMS in normal way.

#### 3.5.3 SMS Interface Operating Guide

Enter any of the InBox / OutBox / Drafts to execute the following functions:

- **Delete:** Delete selected short message(s).
- **Reply:** Reply short message to the sender. (OutBox / Drafts do not include this item)
- **Edit:** Edit short message to the other recipients.
- **SaveTo:** Save the selected SMS from the computer to the (U)SIM or from (U)SIM to the computer.

The system indicates when the USIM/SIM card is full (USIM/SIM cards differs in capacity). New messages can only be received after the user deletes message(s) on the USIM/SIM card.



## 4 Help

Click the **Help** icon to see the help information.

### 4.1 Troubleshooting Guide

If you have any problems with your modem please check this section. If the problem still exists test on an alternate PC and contact your service provider. Check for more details and FAQ's at [zte.com.au/optus](http://zte.com.au/optus)

Problem	Possible Causes	Suggested Solution
When the device is plugged in the CDRom drive does not appear	Previous traces of installed programs are preventing the CDRom detection	If you have previously installed the Connection Manager make sure it is fully uninstalled. TIP: You can download the install pack from our website at <a href="http://zte.com.au/optus">zte.com.au/optus</a>
The user interface doesn't start or stays 'Initializing' after the modem is plugged in.	PC configuration is not correct. (No Autorun)	Start the program manually by going Start > Program Files or use the shortcut on the desktop. Check the drivers, try Safe Mode.
The modem has no signal.	The antenna is at the wrong angle or position.	Use the extension cable and adjust the angle and position of the USB modem.
	You have no network coverage.	Try moving location until you get good reception. Try the extension cable.
	Is your SIM card active and inserted correctly.	Check your SIM insertion, account and PIN number if applied.
Message sent failed.	The SMS centre number isn't correct.	Contact your Service Provider. Enter the correct number in the Message settings.
Data connection failed.	You have no network coverage.	Try moving location until you get good reception. Try the extender cable
	The APN configuration is wrong	Check with your service provider and set the APN in the configuration settings.
	The manual network selection is wrong.	Select the correct network for your service provider. Restore <b>Automatic</b> mode.
	You are using the wrong APN.	Consult your service provider.
The modem cannot connect to the internet abroad.	You don't have roaming enabled on your plan.	Contact your service provider to enable roaming.
The MicroSD™ card cannot be read or is not found.	Re-insert the MicroSD™ card. The maximum capacity is 32GB. The card is not formatted correctly.	Try another MicroSD™ card and make sure the capacity and format is correct. 2GB is FAT16 format 32GB is FAT32 format

### Quick Tips

1. Install and test the modem in another computer
2. Check your SIM is working in another device – eg mobile phone
3. Insert a known working SIM card into your modem
4. Confirm your account is active – contact your service provider
5. If the software installation fails download the current version from [zte.com.au/optus](http://zte.com.au/optus)