

Huawei EC-321 VData Modem



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DESCRIPTION([INDEX](#))

- Tata Indicom proudly presents Huawei EC-321. It is a wireless network card which fits into a standard Type II PCMCIA card slot, available on most notebook PCs and functions as a wireless network card, a modem, and a mobile phone.
- Huawei (EC-321) Vdata card is a T-SIM based card.
- Using the VData card, a user wirelessly connects a laptop directly to the Internet, Intranet, corporate e-mail or a host of other corporate applications - without the need for a wireless phone or landline connection.
- STD and National Roaming will be Pre-activated in the Vdata Card.
- Supports Windows 2000/Windows XP/Windows Vista
- **Note : Vdata cards may not fit in all laptop slots. Please check with customer if his Laptop has a PCMCIA card slot or a Express Card Slot.
For Express Card Slot sell USB modem to customers. ([click here for Details on Cards](#))**

INSTALLATION GUIDE FOR WINDOWS([INDEX](#))

Installation and Configuration:

Step 1: Install EC321 Manager

Step 2: Insert the Vdata Card in the laptop

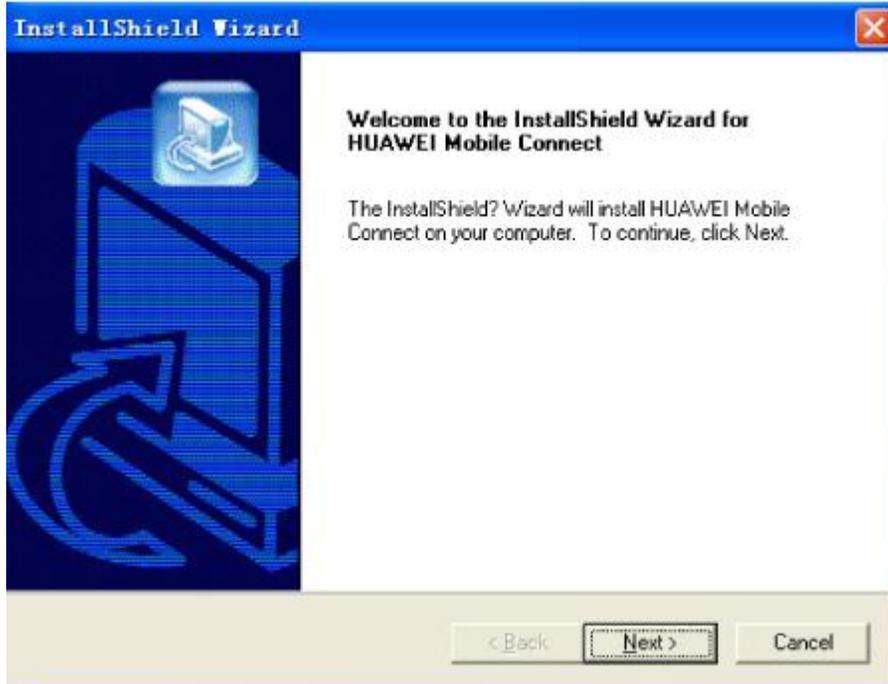
Step 3: Installs the driver automatically

Step 4: Start EC321 Manager

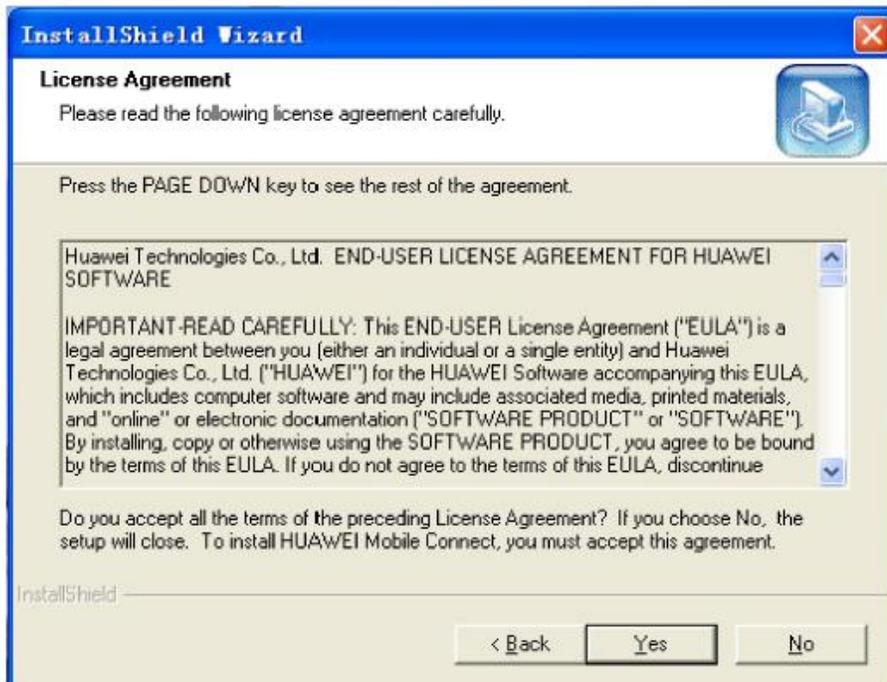
Attention! : Do not insert the Vdata card before installing the EC321 Manager.

STEP 1:

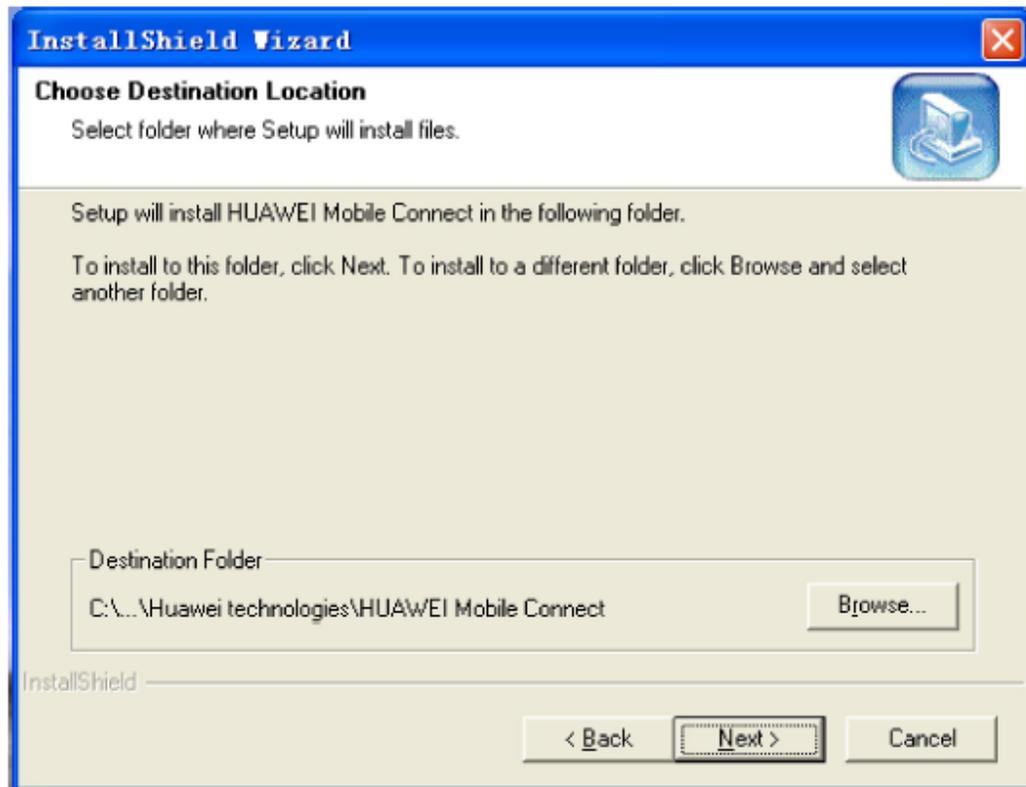
- Insert the CD in to the CD ROM Drive
- Installation will start automatically. (If not, execute the setup.exe file in the CD)



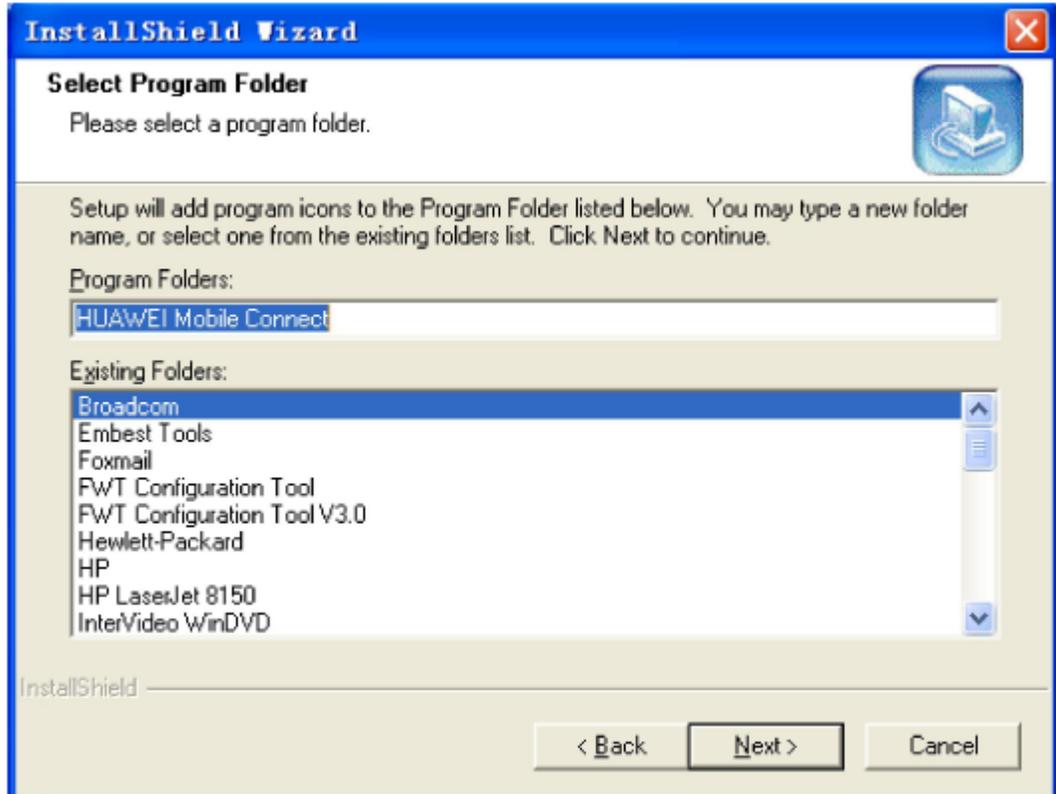
- Click “Next” as shown in the following screen



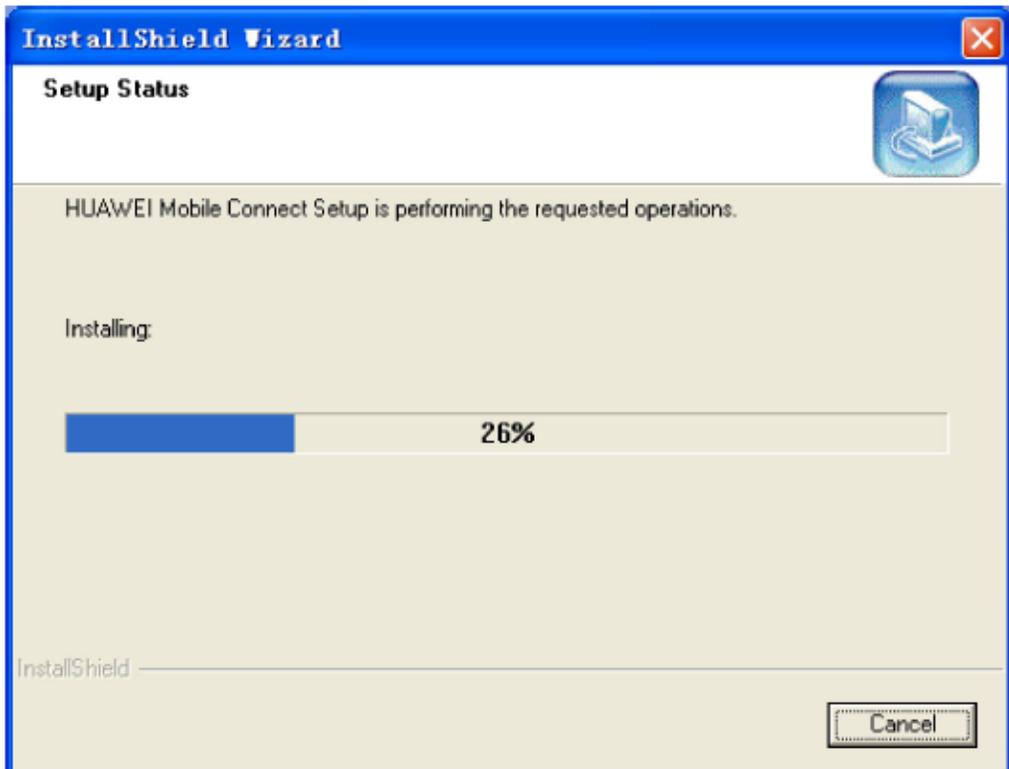
- Choose your installation destination location



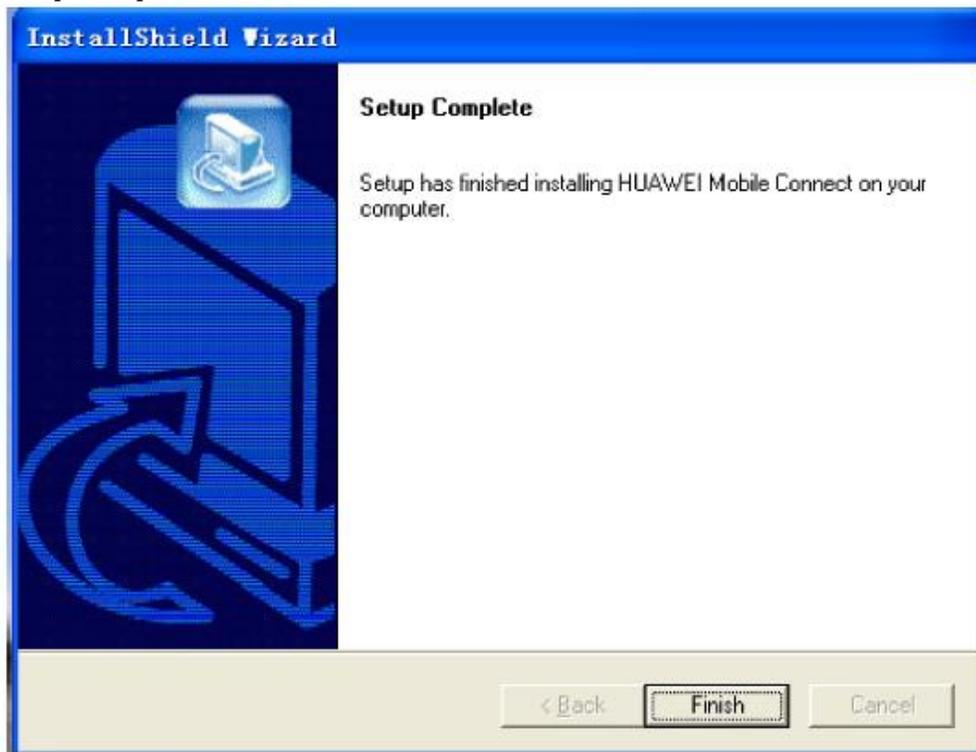
- Select program folder



- Installing



- Setup complete!



- The shortcut icon will appear on the desktop

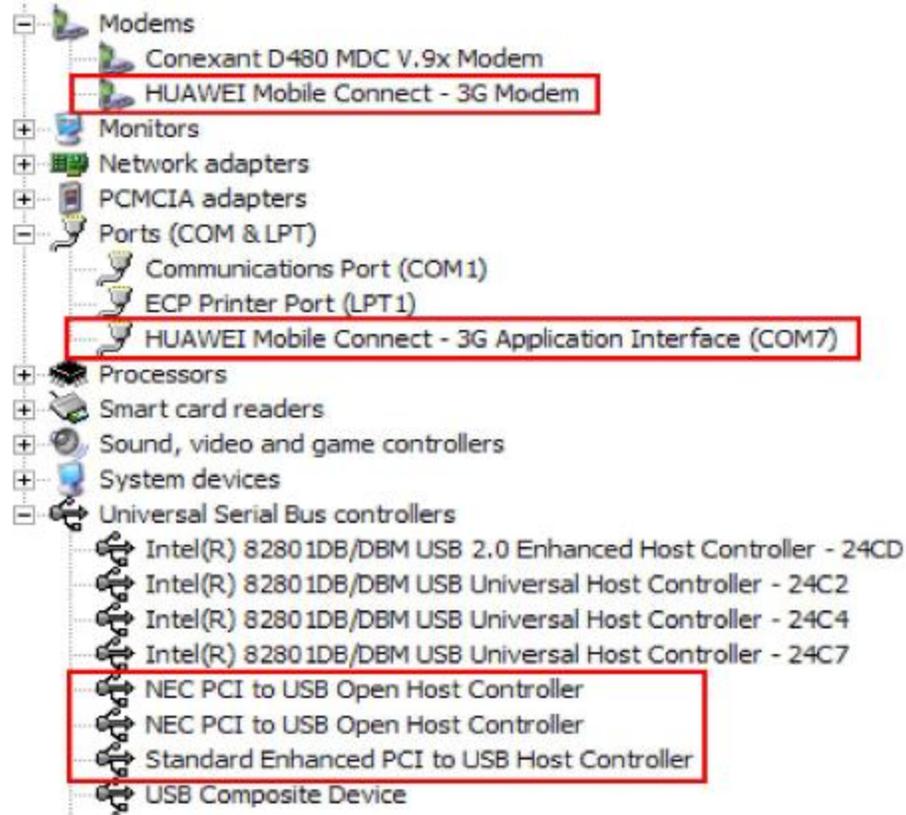


STEP 2:

- Insert the Vdata Card in the laptop as Explained Earlier

STEP 3: Hardware Driver Installation

- Windows will find new hardware and install the Modem driver automatically.
- After installing the Vdata card driver, several devices would be added to the Operation System.
 - Huawei Mobile Connect – 3G Modem
 - Huawei Mobile Connect – 3G Application Interface
 - NEC PCI to USB Open Host Controller (two)
 - Standard Enhanced PCI to USB Host Controller
- Go to device manager: My Computer-> right click -> properties -> hardware -> device manager



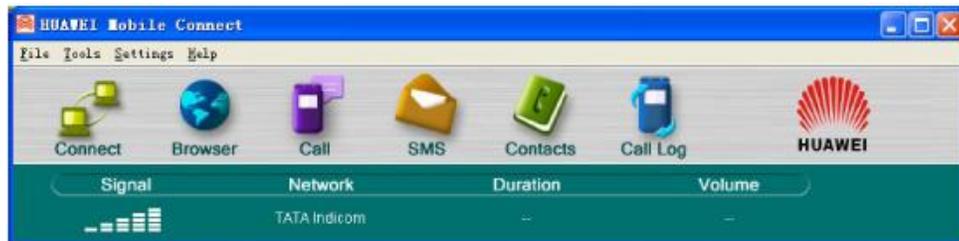
Main Screen:

STEP 4:

- To start the program EC321 Manager, double click the Huawei Mobile
- Connect icon on the desktop



- The initial minimized screen



- The maximized screen



Dialer Screen Statistics



Software Requirement

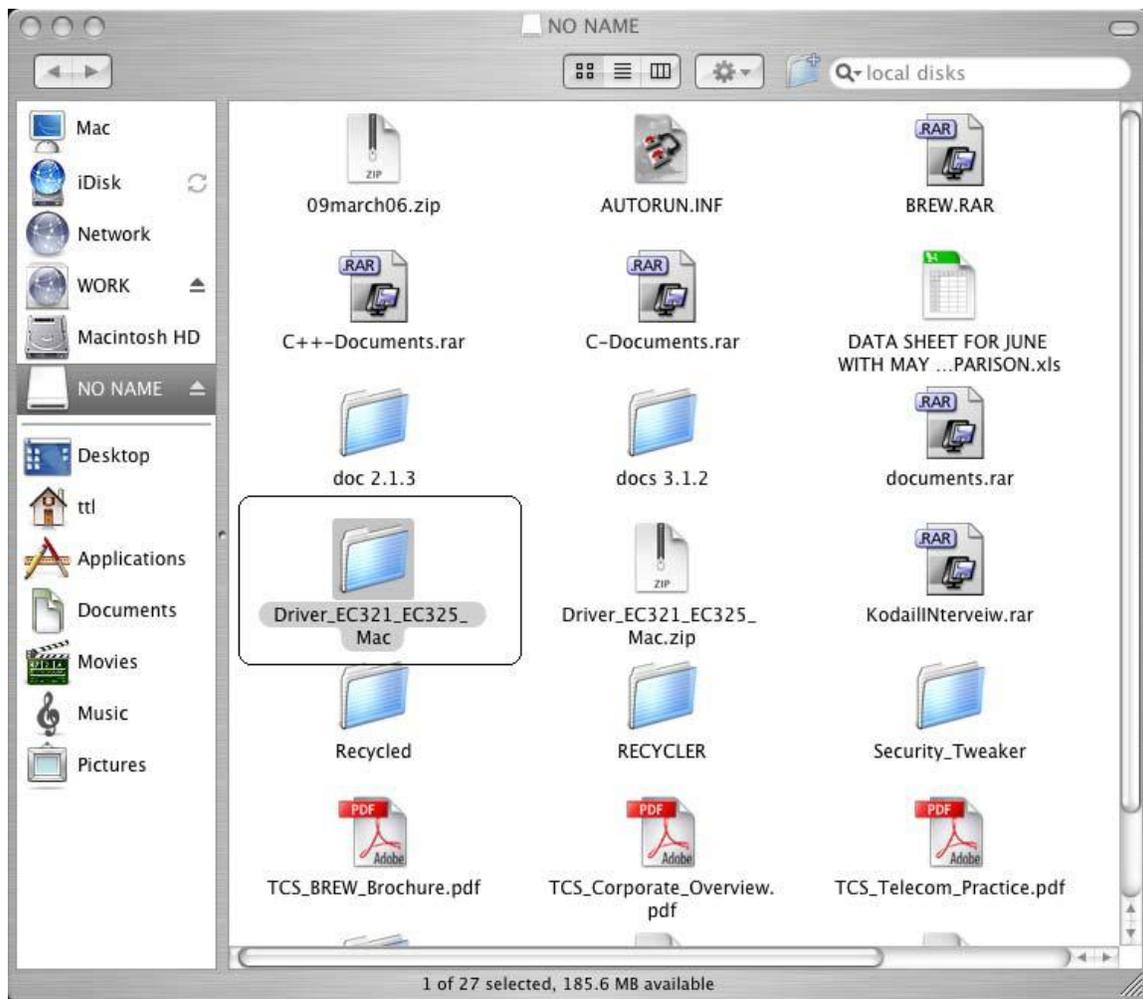
- Mac OS X Version 10.2.8 or later

Hardware Requirement

- Huawei EC321 VData card or Huawei EC325 USB Modem
- RUIM Card
- Drivers for Huawei device on Mac

Note: Disconnect the Data card or modem before installing the drivers.

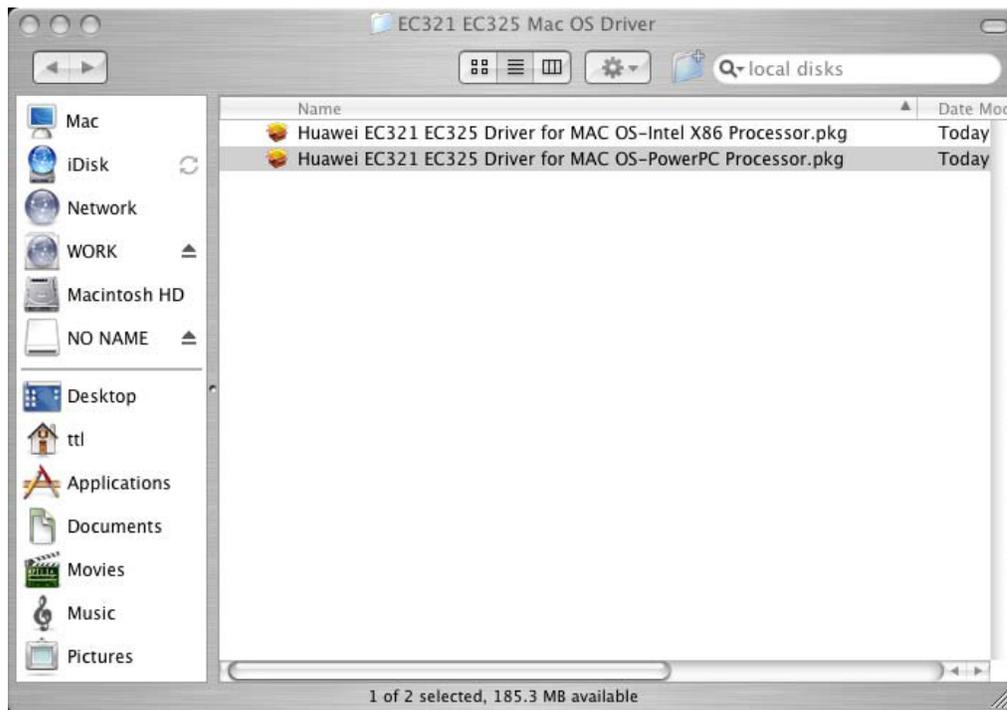
1. Extract the driver Zip file, the below shown folder is created. Double click the folder.



2. Open the folder.

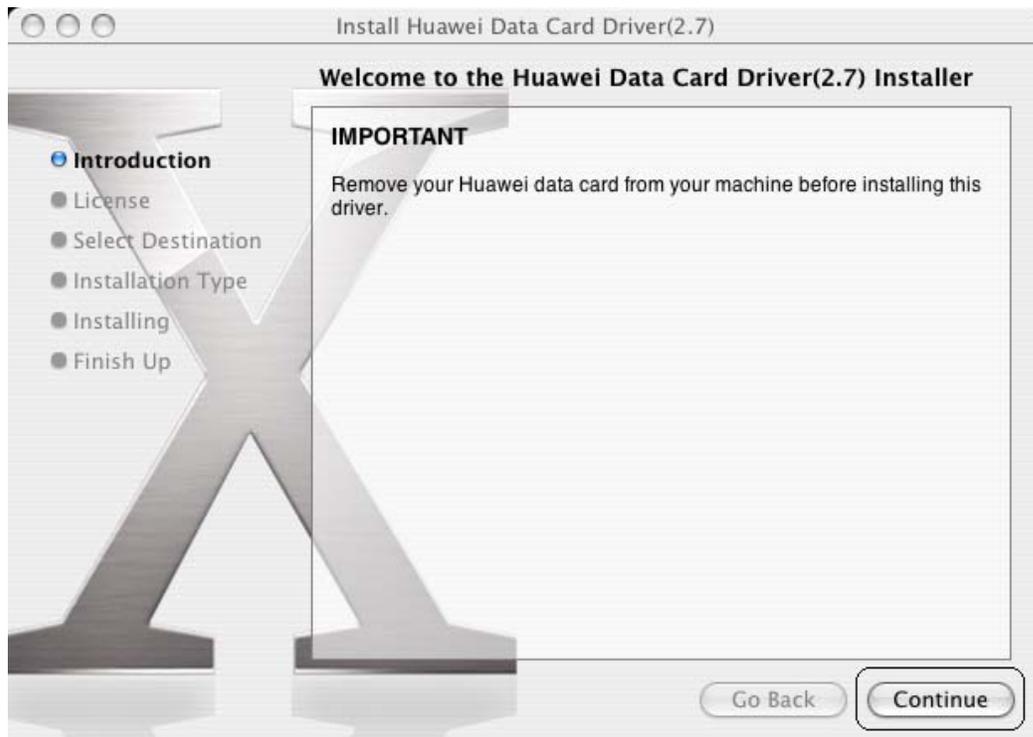


3. Click on the Package file depending on the processor. Select PowerPC package if the installation is done on PowerPC. If the installation is done in Intel PC select Intel X86 package.



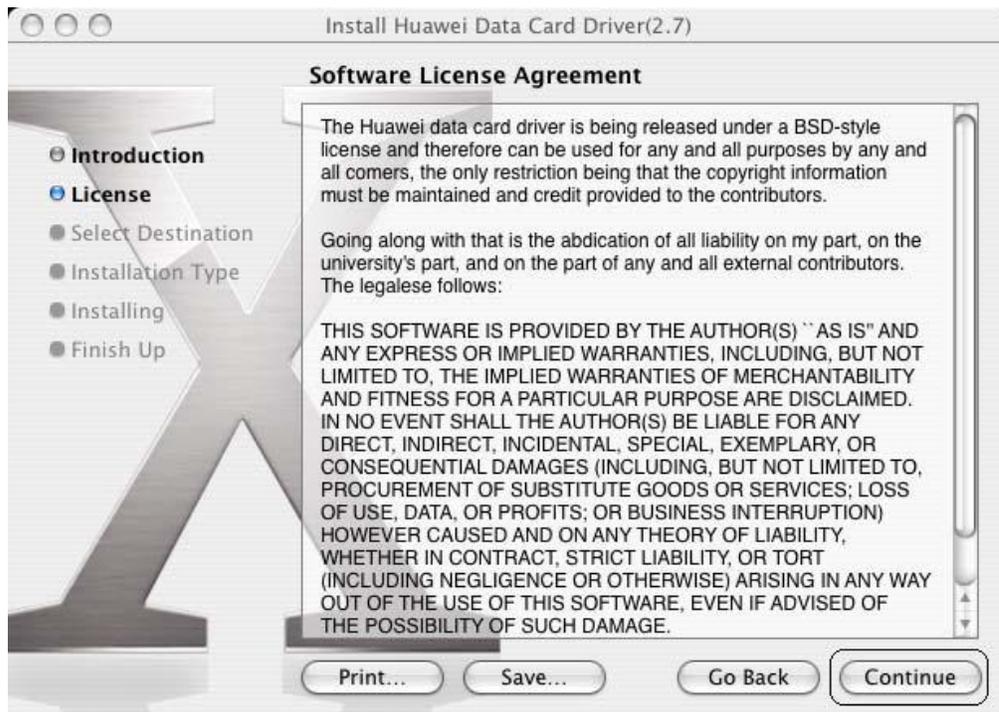
4. Once we double click on Package the following wizard appears. Click on

Continue



5. To accept the License Agreement click on

Continue



6. The following wizard appears Click on  to continue with installation.



7. Select a location to install the driver. Select the **Hard disk** and click on .



8. The following wizard will appear provide Username & Password of admin user or current user.



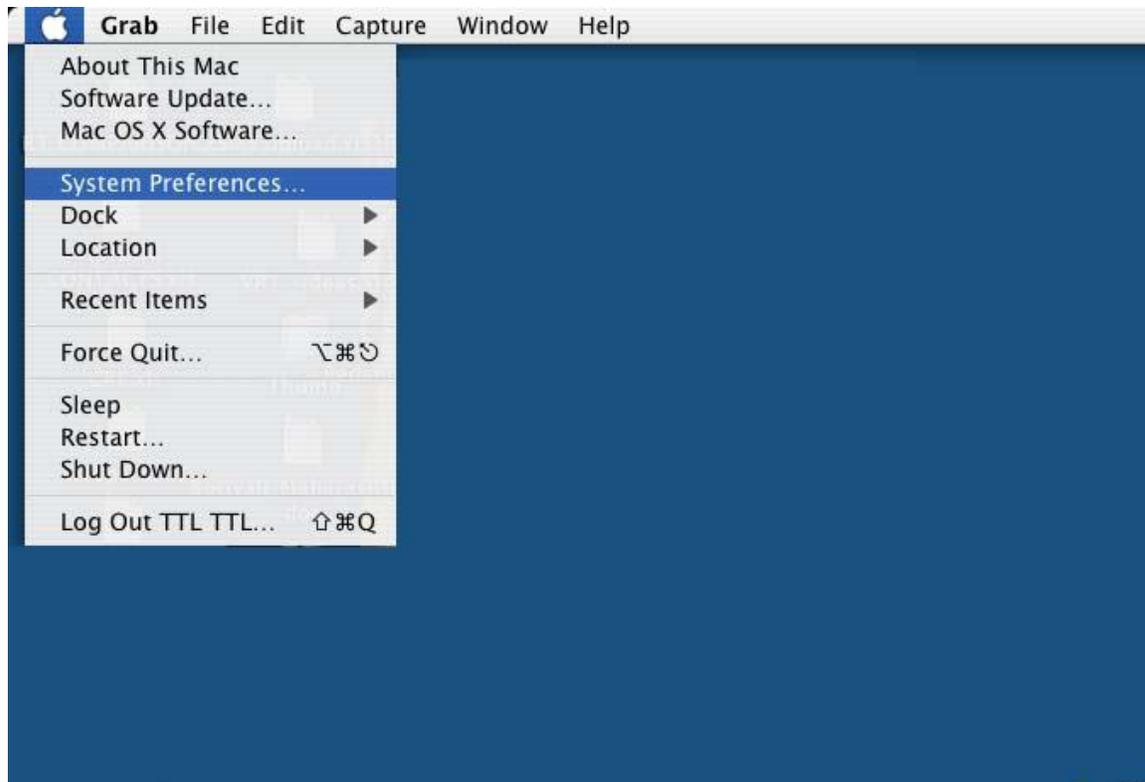
9. The Software installation is successfully completed. Click on

Close

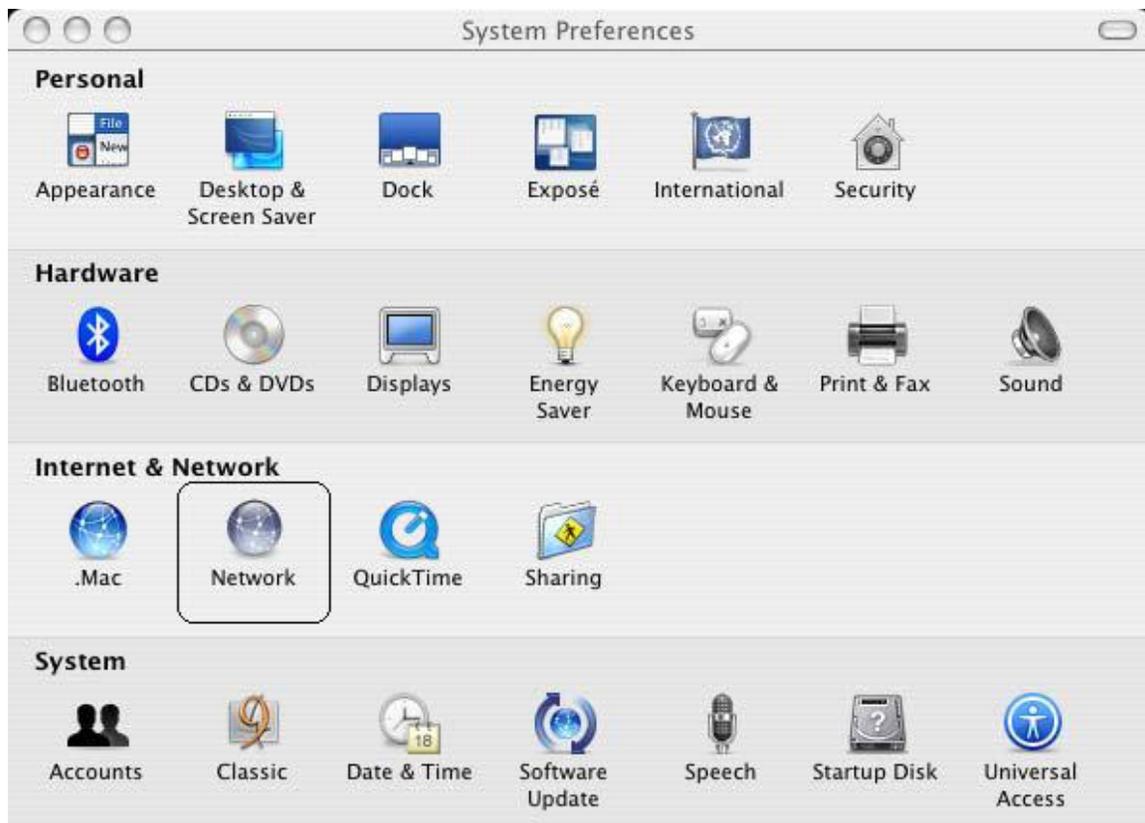


10. The driver installation is successfully completed. Now the dialup connection for the same has to be created. Follow the below steps to create dialup connection.

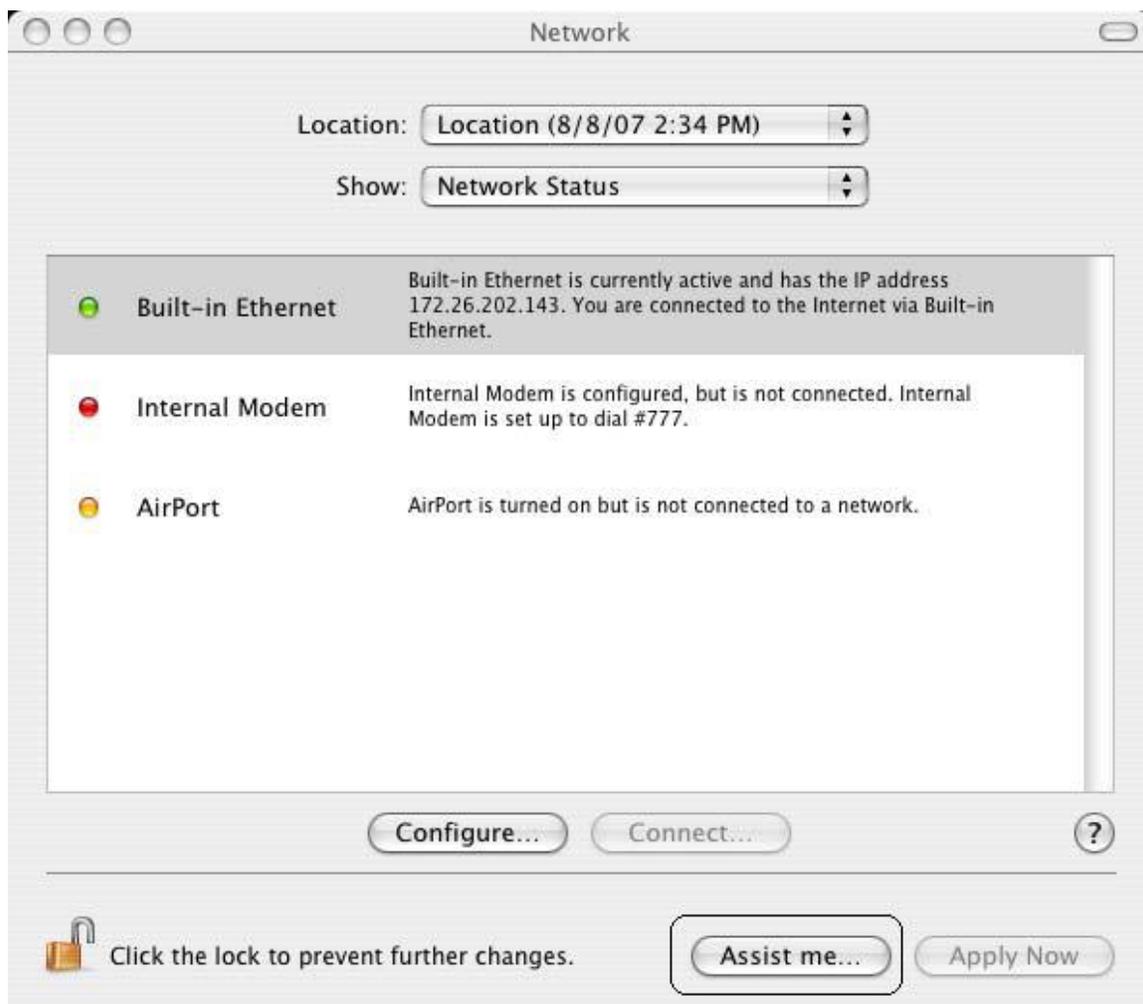
Go to System Preferences



11. Select the **Network** from Internet & Network.



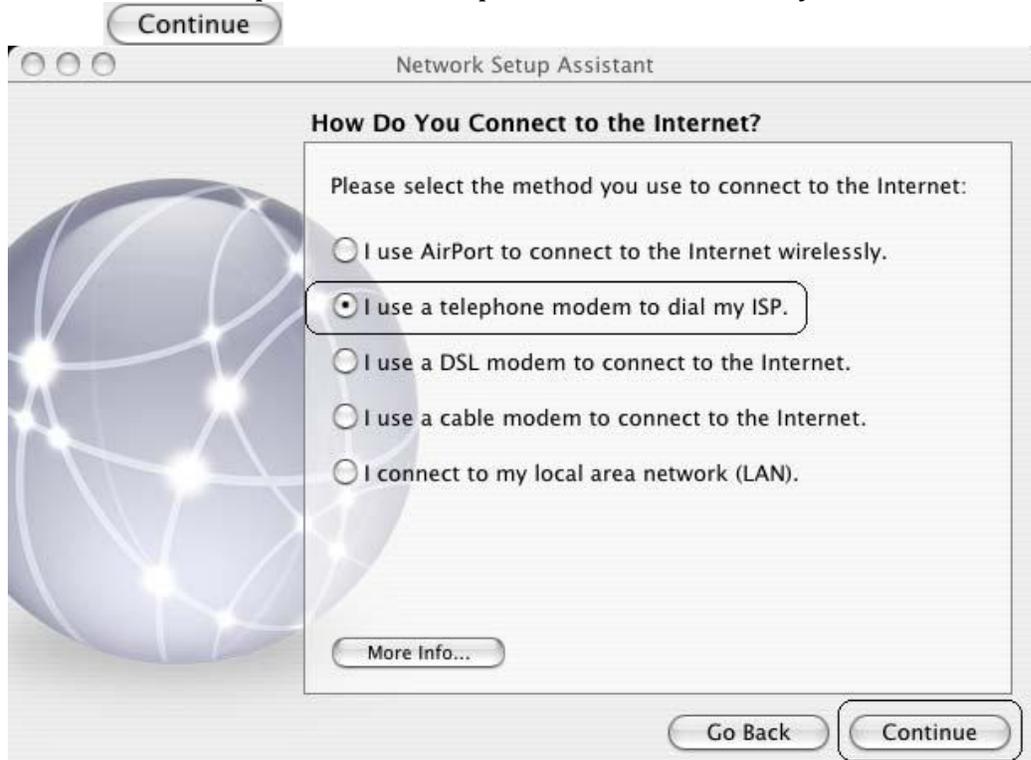
12. The Network Status is shown. Click on **Assist me...**



13. Click on **Continue**



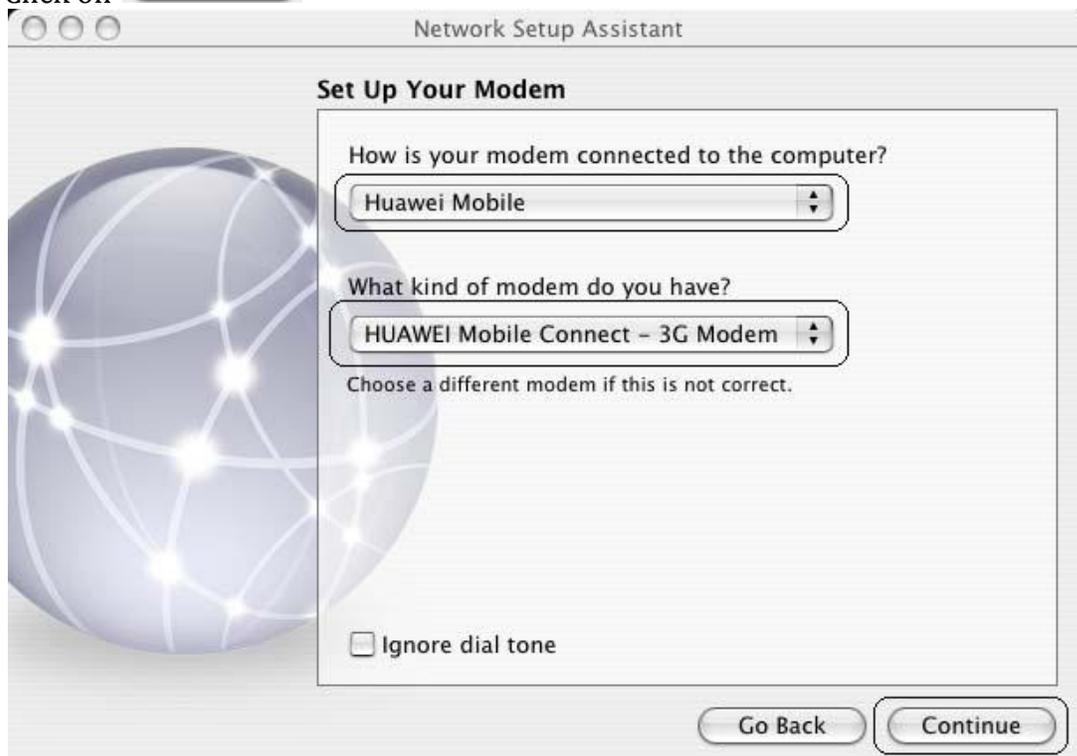
14. Select the option I use a telephone modem to dial my ISP and click on



17. Provide the Account Name: **internet** Password: **internet** ISP Phone Number: **#777**



18. Select **Huawei Mobile** and **Huawei Mobile Connect - 3G Modem** as shown and Click on **Continue**



19. The dialup connection is created. Click on 



20. The device is connected and the status is shown in the Network window.



Follow the below steps to configure your Tata Indicom Mobile / Walky / USB Modem using USB data cable.

We can access internet only using USB cable / USB Devices on Linux OS. Driver's installation for USB data cable is not required in Linux OS. The device can only be accessed from root login which is admin login in Linux OS. Linux OS has 2 types of desktop environments Gnome and KDE. We can configure using any of the desktop environments, either Gnome or KDE.

The following versions of Linux are supported.

Redhat Enterprise Linux 3 & above

Fedora Core 5,6 & above

SUSE Desktop Linux 9,10 & above

Debian Linux 5,6 & above

Ubuntu Linux 5,6 & above

Steps to configure Modem in Linux OS

1. Connect the Mobile / Modem with data cable and the USB port of Desktop / Laptop
2. Please ensure that the device is connected properly.
3. Now login to the Graphical Interface and open the terminal from the Applications.

Terminal can be found at this location

Applications -> Accessories -> Terminal

Applications -> System Tools -> Terminal

4. In the terminal type the following command **wvdialconf /etc/wvdial.conf** which will detect the modem and installs it for internet connection.

```
File Edit View Terminal Tabs Help
[root@localhost ~]# wvdialconf /etc/wvdial.conf
Scanning your serial ports for a modem.

WvModem<*1>: Cannot get information for serial port.
ttyACM0<*1>: ATQ0 V1 E1 -- OK
ttyACM0<*1>: ATQ0 V1 E1 Z -- OK
ttyACM0<*1>: ATQ0 V1 E1 S0=0 -- OK
ttyACM0<*1>: ATQ0 V1 E1 S0=0 &C1 -- OK
ttyACM0<*1>: ATQ0 V1 E1 S0=0 &C1 &D2 -- OK
ttyACM0<*1>: ATQ0 V1 E1 S0=0 &C1 &D2 +FCLASS=0 -- ERROR
ttyACM0<*1>: Modem Identifier: ATI -- ERROR
ttyACM0<*1>: Speed 4800: AT -- OK
ttyACM0<*1>: Speed 9600: AT -- OK
ttyACM0<*1>: Speed 19200: AT -- OK
ttyACM0<*1>: Speed 38400: AT -- OK
ttyACM0<*1>: Speed 57600: AT -- OK
ttyACM0<*1>: Speed 115200: AT -- OK
ttyACM0<*1>: Speed 230400: AT -- OK
ttyACM0<*1>: Speed 460800: AT -- 00
ttyACM0<*1>: Speed 460800: AT -- 00
ttyACM0<*1>: Speed 460800: AT -- 00
ttyACM0<*1>: Max speed is 230400; that should be safe.
ttyACM0<*1>: ATQ0 V1 E1 S0=0 &C1 &D2 -- OK

Found an USB modem on /dev/ttyACM0.
Modem configuration written to /etc/wvdial.conf.
ttyACM0<Info>: Speed 230400; init "ATQ0 V1 E1 S0=0 &C1 &D2"
[root@localhost ~]#
```

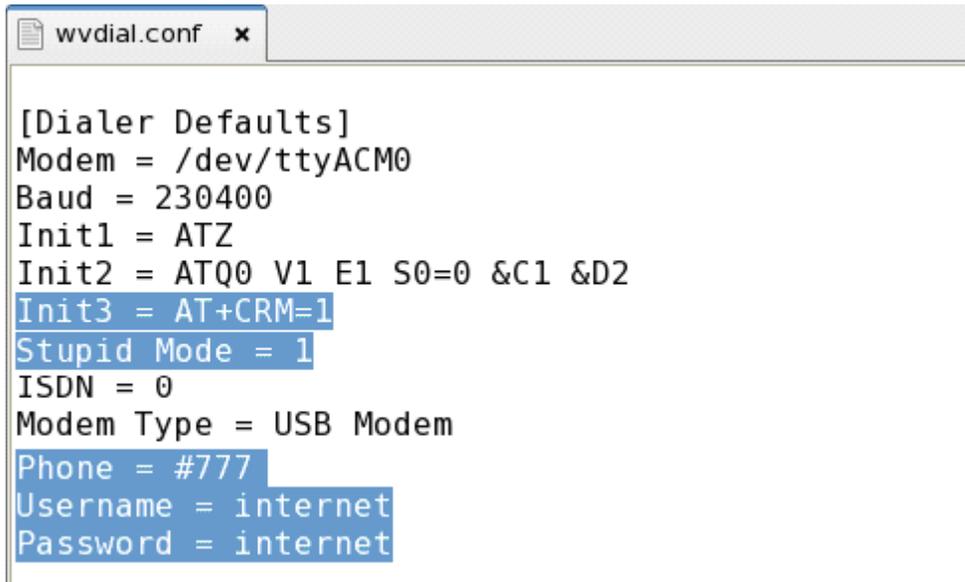
5. Run the following command from terminal window **gedit** **/etc/wvdial.conf** which will open the configuration file as shown below.

```
wvdial.conf x
[Dialer Defaults]
Modem = /dev/ttyACM0
Baud = 230400
Init1 = ATZ
Init2 = ATQ0 V1 E1 S0=0 &C1 &D2
ISDN = 0
Modem Type = USB Modem
; Phone = <Target Phone Number>
; Username = <Your Login Name>
; Password = <Your Password>
```

6. Make the following changes in the configuration file.
 - o Delete the semi colon before last three lines phone, username, password
 - o Enter phone no **#777** username and password **internet**.

- add this 2 extra lines in the configuration file at the last
Init3 = AT+CRM=1
Stupid Mode = 1

7. Please find the screenshot of configuration file after all the changes are done. Save the file and exit from the gedit application.



```
wvdial.conf x
[Dialer Defaults]
Modem = /dev/ttyACM0
Baud = 230400
Init1 = ATZ
Init2 = ATQ0 V1 E1 S0=0 &C1 &D2
Init3 = AT+CRM=1
Stupid Mode = 1
ISDN = 0
Modem Type = USB Modem
Phone = #777
Username = internet
Password = internet
```

8. Now run the command **wvdial** from terminal which will connect to the internet.

```
File Edit View Terminal Tabs Help
[root@localhost ~]# wvdial
--> WvDial: Internet dialer version 1.54.0
--> Cannot open /dev/ttyACM0: Input/output error
--> Cannot get information for serial port.
--> Initializing modem.
--> Sending: ATZ
ATZ
OK
--> Sending: ATQ0 V1 E1 S0=0 &C1 &D2
ATQ0 V1 E1 S0=0 &C1 &D2
OK
--> Sending: AT+CRM=1
AT+CRM=1
OK
--> Modem initialized.
--> Sending: ATDT#777
--> Waiting for carrier.
ATDT#777
CONNECT
~[7f]}#@!}!!} }5}"&} } } } }#}%B#}%}%}&O[le]Y0'z~
--> Carrier detected. Starting PPP immediately.
--> Starting pppd at Mon Mar 12 17:22:31 2007
--> pid of pppd: 3498
--> Using interface ppp0
--> local IP address 59.161.1.248
--> remote IP address 172.23.118.80
--> primary DNS address 202.54.29.5
--> secondary DNS address 202.54.10.2
█
```

9. Open browser and start browsing.

10. If not able to browse run this command in the terminal once and the system is ready for browsing. cp /etc/ppp/resolv.conf /etc/ this copy the file, it will ask for conformation to overwrite say Y to overwrite.

```
File Edit View Terminal Tabs Help
[root@localhost ~]# cp -f /etc/ppp/resolv.conf /etc/
cp: overwrite `/etc/resolv.conf'? y
[root@localhost ~]# █
```

11. To end the data call close the terminal or press **Ctrl + C**

```
Caught signal #2! Attempting to exit gracefully...
--> Terminating on signal 15
--> Connect time 0.3 minutes.
--> Disconnecting at Mon Mar 12 17:22:52 2007
[root@localhost ~]# █
```

COMPATIBILITY FOR OS([INDEX](#))

Operating System	OS Version	Huawei Vdata EC-321	Remarks
Windows	Windows 98 SE	No	No USB or PCMCIA slot
	Windows ME	No	
	Windows 2000	Yes	
	Windows 2003 Server	Yes	
	Windows XP 32 Bit SP2	Yes	
	Windows XP 64 Bit SP2	Yes	
	Windows Vista 32 Bit	Yes	
	Windows Vista 64 Bit	Yes	
	Windows Vista All Versions	Yes	
Linux	Rehat Enterprise Linux 3 & above	Yes	
	Fedora Core 5 & above	Yes	
	Ubuntu Linux 6 & above	Yes	
	Debian Linux 3.1 & above	Yes	
	Linux 2.8 Kernel & above	Yes	
	Suse Linux 10 & above	Yes	
MAC OS	Mac OS X v10.0 (Cheetah)	Yes	Licensing issue
	Mac OS X v10.1 (Puma)	Yes	Licensing issue
	Mac OS X v10.2 (Jaguar)	Yes	Licensing issue
	Mac OS X v10.3 (Panther)	Yes	Licensing issue
	Mac OS X v10.4 (Tiger)	Yes	Licensing issue
	Mac OS X v10.5 (Leopard)	Yes	Licensing issue

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2. [What are the benefits of Tata Indicom VData Card Service?](#)

3. [What are the applications that I can use with Tata Indicom VData Card Service?](#)
4. [What are the benefits Tata Indicom VData Card Service over phone and cable?](#)
5. [What are the data rates achieved by using Tata Indicom VData Card Service ?](#)
6. [What is the software required for using Tata Indicom VData Card Service?](#)
7. [What does the watcher do?](#)
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What is Tata Indicom VData Card Service? ([Back](#))

Sir/Madam, the VData Card wireless network card fits into a standard Type II PCMCIA card slot available on most notebook PCs and functions as a wireless network card, a modem, and a mobile phone. This card allows you to connect to the Internet, send and receive e-mails, connect to a corporate network, and make voice calls, without the need for a network cable or phone line.

What are the benefits of Tata Indicom VData Card Service? ([Back](#))

Sir/Madam, the VData Card allows you to wirelessly connect using a laptop directly to the Internet, Intranet, corporate e-mail or a host of other corporate applications, without the need for a wireless phone or landline connection.

VData Card can be used to wirelessly access key corporate applications

while on the road, allowing you to increase the productivity, efficiency, and effectiveness while away from the office.

What are the applications that I can use with Tata Indicom VData Card Service? ([Back](#))

Sir/Madam Email, Internet, intranet/extranet, and corporate LAN access, as well as enterprise applications such as VPNs, Field Service, and Sales Force Automation/Customer Relationship Management applications.

What are the benefits Tata Indicom VData Card Service over phone and cable? ([Back](#))

Sir/Madam, the VData Card offers an easier, more convenient method of getting connected rather than using a tethered solution with a standard mobile phone. Unlike CDMA2000 1X mobile phones, the VData Card can also alert you to incoming voice call while in a data session, increasing the users productivity when mobile. Users also like that the VData Card fits inside laptops (in the PCMCIA type II slot), making it easy to use when working outside of the office.

What are the data rates achieved by using Tata Indicom VData Card Service? ([Back](#))

Sir/Madam, VData Card Service is a 3G service; the speed will depend on a variety of factors, including the number of voice and data users in your area, and signal strength available at the time of connection and the site you are visiting. The actual connection speed can be as high as 115.2kbps, but in most real-world situations, you can expect average speeds of 20-40kbps.

Our services are based on “ Best Effort Basis” (Please note: Speed 20-40 kbps means Kilo Bits Per Second.).

What is the software required for using Tata Indicom VData Card Service? ([Back](#))

Sir/Madam, the VData Card includes a software application called GUI (Graphical user Interface) Manager that manages the VData card and monitors your connections. An application called the Network Adapter Manager allows you to switch between the VData Card and other network cards (for notebook PCs only). The driver software that forms the interface between the network card and the Windows operating system.

The GUI (Graphical user Interface) Manager (and on notebook PCs, the Network Adapter Manager) must be installed before you insert VData Card for the first time. Anytime you use the VData Card you must run GUI (Graphical user Interface) Manager.

What does the GUI (Graphical user Interface) Manager do? ([Back](#))

Sir/Madam, The VData Card is supported by application software, GUI (Graphical user Interface) Manager, which allows the user to easily

configure, control, and monitor the wireless modem.

You use GUI (Graphical user Interface) Manager to:

- Determine your signal strength, roaming status, CDMA2000 1X availability, and other network connection parameters.
- Initiate voice and data calls
- View call statistics and SMS messages
- Enable and disable features (SMS alert onscreen etc.)

Set options related to SMS messages, sounds played, voice calls, and the lock code security feature.

What do I do to use Tata Indicom VData Card Service? ([Back](#))

Sir/Madam, Tata Indicom VData Card Service needs to be configured & installed using the installation CD provided to you.

What is Tata Indicom VData Card Kit? ([Back](#))

Sir/Madam, the kit would comprise of the following:

- VData Card (Huawei EC-321) (pre-configured for Tata Indicom CDMA 1x network)
 - VData Card antenna.
 - User manual.
 - Installation CD (along with drivers).
 - Earphone kit.
-

What is the system/PC requirement for using this service? ([Back](#))

Sir/Madam, Tata Indicom VData Card service is supported on laptops with following Operating systems:

- Windows 2000 with Service Pack 4
 - Windows XP (Home and Professional versions) with Service Pack 2
 - Windows Vista
-

Which is the network on which the VData Card operates? ([Back](#))

Sir/Madam, the VData Card is designed primarily to be used on the Tata Indicom network only.

On which frequency bands does the VData Card work? ([Back](#))

Sir/Madam, the VData Card operates on both the 800 MHz (Cellular) bands.”

What is the warranty period for VData Card? ([Back](#))

Sir/Madam, the VData Card comes with a 1-year warranty, effective from the date of purchase.

Can I get customer support for this service 24x7? ([Back](#))

Sir/Madam, Customer care centre shall be available on 24X7 basis for providing faster resolution of your queries and complaint.

How to adjust the ringing volume? ([Back](#))

Sir/Madam, the ringing volume depends upon the Laptop volume. You can only mute the ringer from the GUI (Graphical user Interface) Manager window by pressing the mute button which is at the center (between Cancel & Book button) of the window.

What do I need to do for activating STD or National Roaming on my Vdata Card? ([Back](#))

Sir/Madam, Std and National Roaming will be preactivated on your Vdata Card.

Which is the latest dialer version? ([Back](#))

Sir/Madam, you can check this in Huawei Mobile Connect-->Help -->About, Check the version number. Latest dialer version is HOST07.25.05.104.D01"

Do I have to insert the V data card and install the software? ([Back](#))

Sir/Madam, No First you have to install the software and then insert the V data card to the PCMCIA slot.

How do I know my PCMCIA drive is Active? ([Back](#))

Sir/Madam, To check the slot is Active Right click on My computer→Properties→System properties→Hardware→Device Manager→ PCMCIA Adaptors and PCMCIA Flash Memory Devices→ Right click Properties

What does the different types of lights in the V Data card indicates? ([Back](#))

Sir/Madam,

One flash every two seconds: Searching for network

Double flash every two seconds: The network is normal

Quick Flash: Call is coming or data transmission is happening

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[How can I access Internet, using the VData card? \(Back\)](#)

: You cannot establish a data connection if a voice call is active. You must first end the voice call.

Sir/Madam, follow this Procedure for establishing an Internet Connection
Connections are made using profiles defined using the Network Connection Settings.

- Using the default connection:
 - In the GUI (Graphical user Interface) Manager, Click Connect.
- Using a connection profile that is not the default:
 - Select the Settings → Network Connection Settings you want to use, from the drop-down list.
- This takes the default connection profile when you try to connect the next time.
- The connection progress is displayed in the GUI (Graphical user Interface) Manager.

Wrap the call under **Technical - Information Provided → VData Card → System related**

[How do I create/ edit a new profile for data connection? \(Back\)](#)

Sir/Madam, To create a new profile for Data connection follow this procedure:

- Go to settings tab on the GUI (Graphical user Interface) Manager.
- Select the Network connection settings. A separate window named “network connection settings” appears.
- Click NEW to create new profile. or
- Click on “modify” to modify the details in the profile.
- Enter the required relevant information for the settings.
- Click Save to finish creating New Profile or modify/editing the profile.

Wrap the call under **Technical - Information Provided → VData Card → System related**

[How to remove a profile? \(Back\)](#)

Sir/Madam, Select Settings --> Network Connection Settings:

- From the "Choose Profile Name" field, select a profile you want to delete.
- Click Remove.

How do I make voice calls using VData Card? ([Back](#))

Sir/Madam, you can make a voice call in several ways:

- Dial the number directly.
 - Click on the Call tab in the GUI (Graphical user Interface) Manager.
 - Enter the number or click the numbers on the dialing pad.
 - Click the Green button (Call initiator).
 - Use your Phone Book.
 - Click on the Contacts icon on the GUI (Graphical user Interface) Manager.
 - A screen with all contacts will be shown.
 - Double click the contact you want to call.
 - Call will be dialed.
 - Redial the last number called or unanswered.
 - Click the Green button (Call initiator).
 - Select a number from the Call Log.
 - Click on the Call icon on the GUI (Graphical user Interface) Manager.
 - The list of calls will be shown.
 - Select the number you want to dial.
 - Then click on the file menu and press dial option. OR
 - Double click the contact you want to dial.
 - Call back the sender of a text message.
 - Click on SMS icon on the GUI (Graphical user Interface) Manager.
 - Select the SMS and press the Call Tab.
 - The call will be dialed.
- Wrap the call under **Technical - General Education → VData Card → Call making/receiving procedure**

Can the Tata Indicom Huawei (EC-321) Vdata service work on any operating system? ([Back](#))

Sir/Madam, Tata Indicom Huawei (EC-321) VData service will work on these operating system:

Windows 2000 with Service Pack 4, Windows XP (Home and Professional versions) with Service Pack 2 and Windows Vista.

How do I connect to the network? ([Back](#))

Sir/Madam, for connecting to the CDMA network, you need to start the GUI (Graphical user Interface) Manager.

Your VData card is pre-configured to connect to the Tata Indicom network using GUI (Graphical user Interface) Manager.

How do I know that I am in coverage on the wireless network? ([Back](#))

Sir/Madam, Watcher includes a number of network indicators that will help the user determine whether or not they are within network coverage. The Signal Strength indicator graphically illustrates the intensity of the radio signal where the device is being used.

Watcher also has a 1X indicator to show whether CDMA2000 1X coverage is available in that area.

How do I configure/add/modify Dial-Up Networking (DUN) session to work with the Wireless VData Card? ([Back](#))

Sir/Madam, there are two ways to create DUN sessions.

- You can use the Settings → Network connection settings in GUI (Graphical user Interface) Manager. OR
- You can also manually create DUN sessions using the Windows Dial-up Networking Wizard.

Please refer to the VData Card User Guide for additional detail.”

Wrap the call under **Technical - General Education → VData Card → Dialup Settings**

Why does the dial up networking icon in the system tray indicate that I am connected at 230.4 kbps when network speeds are usually slower? ([Back](#))

Sir/Madam, the 230.4 kbps data rate that you see in the system tray is actually the speed at which the VData Card is communicating with the operating system. This number is reported by the Windows operating system and not by VData GUI (Graphical user Interface) Manager. Throughput speeds on the network itself will change according to location and other factors.”

Wrap the call under **Technical - General Education → VData Card → Speed related**

Can I use VData card for both voice & data services at a same time? ([Back](#))

Sir/Madam, voice and data connections cannot be done at the same time.

Example: You cannot establish a data connection if a voice call is active.

You must first end the voice call.

Wrap the call under

How do I program the telephone number settings for my VData Card? ([Back](#))

Sir/Madam, Since this is the T-SIM based Vdata card you don't require the Number settings to be done on the Vdata card while installtion.

Once connected to Internet using VData Card, can I browse any website, use applications like chat etc, do stock trading, Internet banking etc? ([Back](#))

Sir/Madam, once you are connected to Internet using VData card, you can browse any website and also can use applications like chat or can do stock trading, Internet banking etc.

How much will the VData Card affect battery life on laptop? ([Back](#))

Sir/Madam, the VData Card is built to minimize battery impact on a laptop. The VData uses approximately 10% or less of the battery of your laptop.”

Can I use the speaker and microphone on my laptop or PDA to make a voice call with the VData Card? ([Back](#))

Sir/Madam, you will not be able to use the speaker and microphone on your laptop to make a voice call with the VData Card, However you can use the Laptops speaker for receiving the call. You will be able to hear the call ring through you laptop speaker.

Which headsets work with the VData Card? ([Back](#))

Sir/Madam, a variety of headsets with a Universal 2.5mm Audio Plug will work with the VData Card.
The special Ear kit is provided in the Vdata card kit.

Is there a 3-watt booster that will work with this unit? ([Back](#))

Sir/Madam, there is no booster designed to work with the VData Card.

Will the VData Card work while I have my Network Interface Card (NIC) installed? ([Back](#))

Sir/Madam, the Network Adaptor Manager allows the VData Card and Network Interface Card to co-exist.”

Which I/O ports exist on the VData Card and what are they used for? ([Back](#))

Sir/Madam, the VData Card is a multi-function PC card using one COM port and an NDIS Interface.”

What is the service level assurance that I will get high speed? ([Back](#))

Sir/Madam, Tata Indicom VData Card has the capability to transfer data up to 115.2 kbps speed, which is twice the speed of normal dial-up connection. However no particular data transfer rate is assured. Our services are available on “Best Effort” basis.”

What is the username and password for VData card? ([Back](#))

Sir/Madam, Username and password for VData Card is by default ‘internet’.”

Is FTP/ VPN/VoIP access possible through VData Card? ([Back](#))

Sir/Madam, access to FTP/VPN/VoIP is Possible. While using the VPN, to improve the throughput of your VPN, you should consult your IT manager for optimizing the configuration of your corporate VPN setup to reduce the amount of VPN overhead that is sent with the data.”

If I lose coverage or remove the VData Card in the middle of downloading a web page will the download continue on from where I left off when the card is inserted and within CDMA coverage again? ([Back](#))

Sir/Madam, VData Card works like a mobile phone, if you lose coverage or the call is dropped or even if the card is ejected, then you will have to re-dial to reconnect to the server.”

The VData Card becomes very hot to touch when I remove it from my laptop. Will this damage my Wireless VData Card? ([Back](#))

“Sir/ Madam due to the combined heat generated between the radio technology inside the VData Card and the computer, the VData Card will heat up. The maximum heat of the card is controlled and will not damage your VData Card.”

How can I prevent others from using my VData Card in the event that it is lost or stolen? ([Back](#))

Sir/Madam, since this is a T-SIM based Vdata card you can activate the PIN lock feature for security purpose. The Lock PIN feature prevents others from using your VData card and your account.

When the PIN lock feature is enabled, you are prompted to enter a 4 digit PIN to access the T-SIM any time GUI (Graphical user Interface) Manager is launched, and if the wrong code is entered, GUI (Graphical user Interface) Manager doesn't allow an unidentified person to access the Vdata card. You will get the three-time option to feed in the PIN. If you are not able to get the Wright PIN with these three attempts you will have to get the PUK number to unlock it. This makes it impossible to use the VData without knowing the PIN code.”

What is the default PIN code for the SIM? ([Back](#))

Sir/Madam, the default PIN to unlock the T-SIM is 1234.

Can I change the T-SIM PIN code? ([Back](#))

Sir/Madam, Yes you can change the default PIN code of the T-SIM from 1234 to any of your desired 4 digit PIN code. The Procedure are as follows:

To Enable the PIN code option:

Settings→PIN code Protection→enable

To change the PIN code:

Settings→Modify PIN code Type the current PIN code followed by the New PIN code and confirm it and then press OK.

What do I do if my SIM card gets locked? ([Back](#))

- Sir/Madam, If your SIM card gets locked after the three attempts you will have to get the PUK to unlock the SIM.
- Sir/Madam how many times have you attempted to unlock with the wrong PIN?
- If more than 3

You can try maximum three times to enter your PIN code. If you failed to do so within three times, your T-SIM card would

be locked. If this happens, use the PUK (PIN Unblocking Key) code to unlock it.

Help the customer with the PUK details for that particular MDN.

- If less than 3

Ask the customer to try with the default PIN ie. 1234

What is call log? ([Back](#))

Sir/Madam, Call Log is the list of call Details. It has all entries of the following items:

- Call made from (Number)
 - Call made to (Number)
 - Date & Time when the call is initiated
- Contact Details (Name)

How to add a contact to the phone book? ([Back](#))

Sir/Madam, for adding a new contact:

- Click on the Contacts icon.
- Select NEW to add a new contact.
- Fill the details as required.
- Click on Save. The contact will be created.”

How to enable key guard? ([Back](#))

Sir/Madam, for enabling the key guard click the tools menu and select KeyGuard. This will activate the key guard.”

How to dial the telephone numbers with “+” sign? ([Back](#))

Sir/Madam, there are two ways to input “+” sign before dialing a telephone number:.”

- Double click the “*/+” key on the telephone service interface
- Input “+” through the laptop keyboard.

Do I have any shortcut keys while making calls? ([Back](#))

Sir/Madam, You can use the control key on the earphone to answer or reject a coming call conveniently:

- When the ring for a coming call sounds, you can press the control key to answer the call;
- When the ring for a coming call sounds, you can press and hold the control key to reject it;
- During a call, you can press and hold the control key to end the call.

Apart from this we do also have some short cut keys like

Shortcut keys	Description
Enter	<ul style="list-style-type: none">• After entering a call number,

	<p>press this key to make the call directly.</p> <ul style="list-style-type: none"> • Press this key to answer an incoming call.
Ctrl+M	The shortcut key for mute, by which you can switch between the mute and normal modes.
Ctrl++/-	The shortcut key for volume adjustment.

How do I import or export contacts? ([Back](#))

Sir/Madam, The HUAWEI Mobile Connect allows you to import a file in a specific format to the Contacts of the HUAWEI Mobile Connect.

Import

- Select File --> Import Contacts From File.
- From the Open window, select a file you want to import.
- Click Open, and the items in the file are imported to the HUAWEI Mobile Connect Contacts automatically.

Export

- Select File --> Export Contacts To File.
- Select whether to be compatible with the Outlook from the pop-up window according to the actual conditions, and then select OK.
- In the Save as window, input a file name with *.csv as its suffix.
- Click Save, and the items in your HUAWEI Mobile Connect Contacts are exported to the file you specified.

What is meant by MIN management in V data card? ([Back](#))

Sir/Madam, The mobile identification number (MIN) is used to verify the validity of the T-SIM card. If you use the T-SIM for the first time, you need to dial *228 from the EC321 Manager to activate it.

If you insert an invalid T-SIM card, the EC321 will be only available for emergency call. If you insert invalid T-SIM for five times, the EC321 will be locked and it only can be unlocked by the service provider. Within the five times' attempts, if you insert a valid T-SIM card, the count of the invalid attempts will be reset to zero.

Note: When inserting the T-SIM card in to the EC321, make sure that you disconnect the EC321 from your laptop first.

SMS RELATED([INDEX](#))

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56. [How do I send a SMS using VData Card?](#)
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What are the features available for SMS in the VData card? ([Back](#))

Sir/Madam, SMS feature availability in VData Card.

- Create, save, and send messages.
- Determine the status of sent messages.
- Review your sent messages and drafts.
- Edit and send saved drafts
- Delete messages”

How do I send a SMS using VData Card? ([Back](#))

Sir/Madam, follow these steps for sending SMS:

- Click on the SMS icon on the GUI (Graphical user Interface) Manager.
- Click on Write Tab.
- Enter a telephone number and message contents

Click <Send> to send the message

You may also click <Contacts> to search for a telephone number in the Contacts book

How do I check the received SMS using VData Card? ([Back](#))

Sir/Madam, follow the steps for checking the received messages:

An incoming message can be prompted by sound or pop-up window as is preset on the menu bar Settings→ Options

You will hear sound prompt on a new incoming message if you have enabled "Alert tone".

Click SMS icon to enter the SMS window

Click <Inbox> to enter the inbox to view received messages OR

You will see a pop-up window on a new incoming message if you have enabled "Alert Window".

Click <View> on the pop-up window to enter the Inbox to read messages, or click <Close> to overlook messages.

How to enable SMS Alert Window? ([Back](#))

Sir/Madam, To enable the SMS alert window please follow the procedure below:

- Settings → Options→Prompts→Enable the Message alert settings Alert Window check box and also enable the Alert tone check box.

How do I reply to or forward the SMS using VData Card? ([Back](#))

Sir/Madam, follow the steps for replying to or forwarding the messages:

-
- Click SMS icon to enter the SMS window
- Click <Inbox> to enter the inbox to view received messages.
- Select the message of that contact.
 - Click on the Reply Tab to reply OR
 - Click on the Forward tab to forward the message.
 - Click on Send.
-

How can a person send SMS to my VData card? ([Back](#))

Sir/Madam, the person can use a standard web browser and use the 10-digit phone number and the carrier's domain name.

How large can an SMS message be? ([Back](#))

Sir/Madam, the VData Card can handle SMS messages up to 1000 characters, however these SMS are truncated into 160 characters and sent in a batch of 160 characters.

Can the VData Card support 2-way and broadcast SMS? ([Back](#))

Sir/Madam, the VData Card supports 2-way SMS, but does not support broadcast SMS.

COMPLAINT HANDLING([INDEX](#))

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Web Site is taking more time to download? (Back)

- Sir/Madam, this problem is faced if there is congestion in the network due to more number of users accessing the service at the same time. However we would request you to press the "Stop" button and then "Refresh" button to download again.
 - If the customer informs that he/she has been facing this problem for quite few days.
Sir/Madam, may I know the time and location, when you faced the issue?

May I also know the site you were trying to access?

Create a TT under **VData Card Internet Miscellaneous Issue**.

Mention the DEL number and the details provided

I have noted down the details provided and will forward your complaint.

Our representative will get back to you with the solution within the next 24 hours.

Create a TT under Enterprise Solution Products

Earlier I was able to browse the Internet but now I am getting error message 'Page cannot be displayed'? (Back)

- Sir/Madam, May I know if you get this message while accessing all the sites or on any specific site?
 - If specific site:
Sir/Madam, the site that you are trying to access may be down or under maintenance.
I would request you to try accessing the site after some time."
 - If all site:
Sir/Madam, this problem is faced if there is congestion in the network due to more number of users accessing the service at the same time. However we would request you to press the "Stop" button and then "Refresh" button to download again."
 - If the customer informs that he/she has been facing this problem for quite few days
Sir/Madam, may I know the time and location, when you faced the issue?
May I also know the site you were trying to access?
Create a TT under **VData Card Internet Miscellaneous Issue**.
Mention the DEL number and the details provided
I have noted down the details provided and will forward your complaint.
Our representative will get back to you with the solution within the next 24 hours."

Create a TT under Enterprise Solution Products

I am not able to connect to Internet? (Back)

- Sir/Madam, may I know the process you are using to get connected to Internet?
 - If Process correct
May I know if this is the first time you trying to get connected to the Internet using the VData Card.

- If YES
Sir/Madam, may I know whether you are able to make voice calls.”
- If NO
Please check if the VData Card is inserted properly in to the PCMCIA Slot.
The problem faced by you could be due to incomplete installation of the dialer software.
we would request you to do the following steps:
 - Uninstall the dialer software. (→ Procedure for Un-Installation)
 - Restart your computer.
 - Install the software again.
For details on the [Installation Process for VData Card.](#)
 - If the Problem still persists
Follow the steps under not able to make calls (→ [Unable to make voice calls](#))
- If YES
Can you please confirm if you have entered the word ‘internet’ in lower case as your username and password?
 - If not entered correctly:
Sir/Madam, you need to enter the the word ‘internet’ in lower case as this is the default username and password.
you will be able to access internet using VData card.
 - If entered correctly:
Go to Step 2.
- If NO
Go to Step 2.
- **STEP 2:**
Sir/Madam, may I know the time and location, when you faced the issue?
May I also know the site you were trying to access?
Create a TT under **VData Card Internet Miscellaneous Issue.**
Mention the DEL number and the details provided
I have noted down the details provided and will forward your complaint.
Our representative will get back to you with the solution within the next 24 hours.
Create a TT under Enterprise Solution Products

My connection disconnects frequently? ([Back](#))

- Sir/Madam, may I know the time and location, when you faced the issue?

Create a TT under **VData Card Internet Miscellaneous Issue**.
Mention the DEL number and the details provided

I have noted down the details provided and will forward your complaint.

Our representative will get back to you with the solution within the next 24 hours.

Create a TT under Enterprise Solution Products

I am not able to launch the GUI software? ([Back](#))

- Sir/Madam, this problem could be faced by you if the software is corrupt,
we would request you to follow these steps and try again:

- Uninstall the dialer software.
- Restart your computer.
- Install the software again.

For details on the [Installation Process for VData Card](#).

Create a TT under Enterprise Solution Products

I am not able to see VData Card connection in system tray? ([Back](#))

- Sir/Madam, this problem could be faced by you if the software is corrupt,
we would request you to follow these steps and try again:

- Uninstall the dialer software.
- Restart your computer.
- Install the software again.

For details on the [Installation Process for VData Card](#).

Create a TT under Enterprise Solution Products

I am not able to add any contact to the phone book? ([Back](#))

- Sir/Madam, can you confirm if you have followed these steps:

- Click on the phone book icon.
- Select add a new contact menu.
- Fill the details as required.
- Click on Save. The contact will be created.

- If steps not followed
Please follow the steps and try again you will be able to add a contact.

- If steps correctly followed
we would request you to uninstall and reinstall the GUI software.
You will then be able to add a new contact.

For details on the [Installation Process for VData Card](#).

Create a TT under Enterprise Solution Products

I am not able to enable key guard feature? ([Back](#))

- Sir/Madam, this feature is not available with Huawei (EC-321) Vdata card.

Create a TT under Enterprise Solution Products

I am not able to see Call Log option or the Log in the Call Log option? ([Back](#))

- Sir/Madam, may I know if you clicked on the tools menu on the GUI window and then clicked on Call log menu.
 - If steps not followed
Please follow the steps and try again you will be able to view call log.
 - If steps correctly followed
we would request you to uninstall and reinstall the GUI software.

For details on the [Installation Process for VData Card](#).

Create a TT under Enterprise Solution Products

I am not able to make call form the “Call Log” option? ([Back](#))

- Sir/Madam, this problem could be faced by you if the software is corrupt, we would request you to follow these steps and try again:
 - Uninstall the dialer software.
 - Restart your computer.
 - Install the software again.

For details on the [Installation Process for VData Card](#).

Create a TT under Enterprise Solution Products

I am not able to dial from call back numbers in SMS? ([Back](#))

- Sir/Madam, this problem could be faced by you if the software is corrupt, we would request you to follow these steps and try again:
 - Uninstall the dialer software.
 - Restart your computer.
 - Install the software again.

For details on the [Installation Process for VData Card](#).

Create a TT under Enterprise Solution Products

I am not able to adjust the earplug volume? ([Back](#))

- Sir/Madam, please check if the earphone is inserted properly in the VData card. You will be able to adjust the earplug volume.

Create a TT under Enterprise Solution Products

I am not able to adjust the ringing volume? ([Back](#))

- Sir/Madam, please check if the hands free is inserted properly in the VData card.
If still you are not able to adjust the ringing volume please follow these steps:

- Uninstall the dialer software.
- Restart your computer.
- Install the software again.

For details on the [Installation Process for VData Card](#).

After doing this you will be able to adjust the volume.

Create a TT under Enterprise Solution Products

My connection is on, but I am unable to come out of dormancy? ([Back](#))

- Sir/Madam, we would request you to refresh the page
 - If the customer informs that he/she has been facing this problem for quite few days.
Sir/Madam, may I know the time and location, when you faced the issue?
May I also know the site you were trying to access?
Create a TT under **VData Card Internet Miscellaneous Issue**.
Mention the DEL number and the details provided
I have noted down the details provided and will forward your complaint.
Our representative will get back to you with the solution within the next 24 hours.
Create a TT under Enterprise Solution Products
-

I am unable to make voice calls using the VData card. ([Back](#))

- Check if the outgoing service has been barred due to non-bill payment or any specific reason.
 - **If YES**
Sir/Madam, your outgoing service have been barred due to
≤Communicate the reason mentioned as to why the services have been barred≥.
You can visit our nearest outlets for making payment via cash/cheque/CC.
Wrap the call under **NON Tech SR Raised → Billing → Payment Query**
 - **If NO**
May I know if you are facing issue with a particular call or all calls?
 - **If Particular call:**
Sir/Madam, may I know if you are facing issue in making Local or STD or ISD?
 - If Issue making Local calls:
Sir/Madam, may I know where are you currently located, also the time and date since you have been facing this problem?
May I also have the number you were trying to call?
Note down the number, which the customer is unable to reach along with his/her location & date and time.

Raise SR under **LM/WS/WL-CP-OGLOCAL**

Thank you for the information provided. We shall get back to you with the resolution within the next XX hours.

Wrap call under **Technical SR Raised → Call Processing → CP**

- If issue making STD calls/ISD calls: (→ **Unable to make STD/ISD calls.**)
- If **All calls:**
Check for any Network or Coverage fault update in his/her location OR the location where the customer is trying to make a call
 - **If YES:**
Communicate the update mentioned against the fault to the customer along with the information as to when it will get resolved.
Wrap call under **Technical Info Provided → Call Processing → TC**
 - **If NO:**
I would request you to check if the card is inserted properly and try making call.
 - If the card is inserted properly:
Sir/Madam, may I know the area/location where you faced the problem, along with the time and date since you have been facing the problem?
Raise SR under **LM/WS/WL-CP-OGLOCAL**
Thank you for the information provided. We shall get back to you with the resolution within the next XX hours.
Create a TT under Enterprise Solution Products

How to Judge whether the EC321 Vdata card has been installed correctly?

(Back)

- Sir/Madam, After installing the software and then inserting the EC321 Vdata card, Check whether “HUAWEI Mobile Connect-3G Modem, “HUAWEI Mobile Connect-3G Application Interface” & 3 devices in Universal Serial Bus controllers are displayed in the device manager. If a yellow exclamatory mark or other signs appear in front of the devices, it means that the data card has not been installed correctly and you need to uninstall and then reinstall.

To View Device manager please follow these steps: My Computers→right clicks→properties→hardware→Device Manager
Create a TT under Enterprise Solution Products

After installing the EC321 Management Software, the system always prompts “Vdata Card Does Not Exist Or Unavailable”. Why? ([Back](#))

- Sir/Madam, Probably you have inserted the Vdata card before the completion of installing the EC321 management software. Pull out the data card and insert it after the installation of EC321 management software is completed. Then, install the EC321 hardware driver by following the guide for hardware installation.

Create a TT under Enterprise Solution Products

What shall I do if I cannot access the Internet? ([Back](#))

- Sir/Madam, Check whether the T-SIM Card is a post-paid card and is activated for data access. (Please check for the Data active on the respective DEL if the T-SIM card has been Data activated, and still the problem exists) please ask the customer to refer to the user guide to implement relevant settings.

Wrap call under **Inquiry → Data Services → Vdata card**

Only part of the message is displayed after I use the “Paste” function to edit it. Why? ([Back](#))

- Sir/Madam, while editing the message, at most 1000 characters are supported in the text. If the quantity of the pasted information exceeds the limit, the excess text will be deleted automatically.

Create a TT under Enterprise Solution Products

When a message is received, no prompt window appears. Why? ([Back](#))

- Sir/Madam, because you have not set the function of “Display alerts when a message is received”. To set this alert Select [Settings→Options], and then check the “Display alerts when a message is received” from the “Message alerts settings”.

Create a TT under Enterprise Solution Products

Why cannot I paste the telephone number? ([Back](#))

- Sir/Madam, Only telephone numbers containing “0123456789#*+” are legal. Confirm no other character is contained in the cut or pasted texts.

Wrap call under **Inquiry → Data Services → Vdata card**

When connecting to Internet, Windows pops up a message: Connection setting busy why? ([Back](#))

- Sir/Madam, This could be because of the reason that Modem Driver has not been installed correctly
 - Uninstall and reinstall the EC321 Manager; Insert Vdata card thereafter.
 - Confirm the Modem driver is installed correctly in device manager. To View Device manager please follow these steps: My Computers→right clicks→properties→hardware→Device Manager

Wrap call under **Inquiry → Data Services → Vdata card**

If Windows Hot fix is installed, and the Windows pop's up a message: PPP Connection Control Protocol Terminated and the Vdata card cannot connect to network. ([Back](#))

- Sir/Madam, this might be because of the reason that Windows hot fix has changed some system settings. Uninstall the EC-321 Manager and reinstall it again
Wrap call under **Inquiry→ Data Services → Vdata card**

While connecting to Internet, windows pop's up a message: Cannot connect to remote computer. ([Back](#))

- Sir/Madam, this could be because of following reasons.
 - Cause I:
T-SIM card data service is not enabled or data service is terminated.
Answer: Check the Data service is enabled for that particular T-SIM DEL.
 - Cause II:
Network setting is incorrect in EC321 Manager.
Answer: Setting networks parameter as mentioned – Settings → Network connection settings in GUI (Graphical user Interface) Manager
 - Phone number: #777
 - Username: internet
 - Password: internet
 - Cause III:
CDMA signal is too weak
Answer: Ensure good coverage area
 - Cause IV:
Antenna is not pulled out
Answer: Pull out antenna

Wrap call under **Inquiry→ Data Services → Vdata card**

I can make a call and send SMS, but I cannot connect to Internet, and the 'Connect' icon is grey. Why? ([Back](#))

- Sir/Madam, this could be because of following reasons
 - Cause:
The Modem Driver is not installed properly.
Answer: Please reinstall the Huawei EC-321 Manager and insert your Vdata card.
- Create a TT under Enterprise Solution Products**

EC321 Manager cannot be used with Users/Power Users group in Windows 2000 and Windows XP. ([Back](#))

- Sir/Madam, this could be because of following reasons.

- Cause:

It's the limitation of Users/Power Users group

Answer: Users group cannot use EC321 Manager, but can dial to network through "network connection" offered by Windows. You will be able to use the Manager fully only when the administrator gives the full write to the user group. It is recommended that you log in the administrator mode in the Windows start up.

Wrap call under **Inquiry → Data Services → Vdata card**

Laptop hangs after installing EC321 Manager. Why? ([Back](#))

- Sir/Madam, this could be because of following reasons.

- Cause:

EC321 modem might be in conflict with the Modem already existing in the laptop

Answer:

- Remove EC321 Vdata card
- Uninstall EC321 Manager
- Install laptop Modem driver
- Install EC321 Manager
- Insert EC321 Vdata card

Create a TT under Enterprise Solution Products

Why does the Vdata card disconnect automatically after connecting to network for 3 to 5 minutes? ([Back](#))

- Sir/Madam, this could be because of following reasons.

- Cause:

The operating system has not been updated with the required service pack

Answer: Please install

- Windows 2000 OS requires Service Pack 4 or latest version.
- Windows XP OS requires Service Pack 2 or latest version.

Create a TT under Enterprise Solution Products

Will I be able to install/uninstall the Huawei Vdata card software without Administrative rights? ([Back](#))

- Sir/Madam, you will not be able to install/uninstall the Huawei Vdata card software without Administrative rights.

Create a TT under Enterprise Solution Products

I am not able to use the Huawei software with the limited/Restricted administrative rights in the user profile? ([Back](#))

- Sir/Madam, if you face this problem probably you are using the old software, request you to use the enhanced software for the use of Huawei software under user profile with limited / Restricted administrative rights.

(Take the complaint and raise an I&R visit to the customer)
Create a TT under Enterprise Solution Products

Is the V-Data Huawei (EC-321) card compatible with Microsoft Windows Vista? ([Back](#))

- **Sir/Madam, the V-Data card is compatible with Microsoft Windows Vista.**

URL for Downloading Dialer and Drivers for USB Modem ([Back](#))

- The URL for downloading the dialer and drivers for USB Modem EC-321 is as follows:

<http://www.tataphoton.com/tata-photon-whiz-service.aspx#tab05>

VDATA CARD SPECS ([INDEX](#))

V Data Cards Provided Tata Indicom as below.



Huawei (EC321) - PCMCIA Card



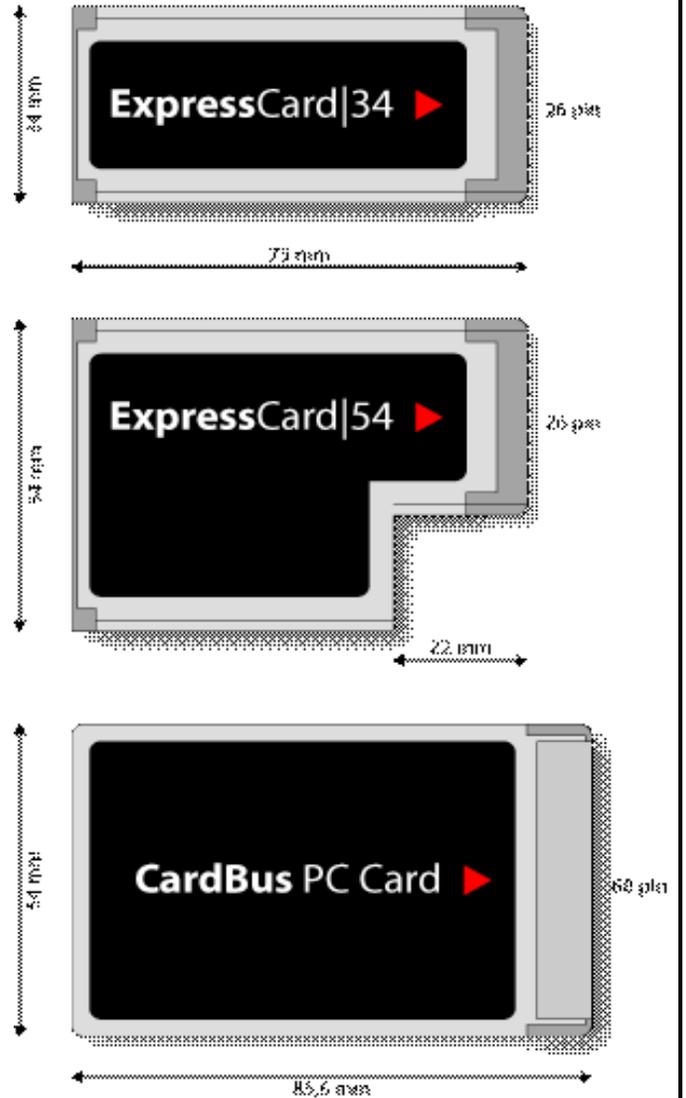
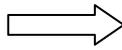
Sierra - PCMCIA Card

DIFFERENCE BETWEEN PCI EXPRESS AND PCMCIA CARD

In the picture below, PC Card refers to the PCMCIA card.
All latest laptops come with Express Card slot in which PCMCIA card will not fit.

Before selling V-data card to any customer its better to know their laptop make and model and check for the card slot available in it, which supports our PCMCIA data card.
If not we have to sell then USB modem.

V-Data Cards Provided by Tata Indicom



ExpressCard Technology vs. CardBus

