

Huawei(EC-325) VData Modem

TATA
photon Whiz



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DESCRIPTION([INDEX](#))

- Tata Indicom is launching Tata Indicom Huawei (EC-325) Vdata USB Modem; it is a wireless network card which fits into a USB slot, available on most Desktops and notebook PCs, functioning as a wireless network card, a modem, and a mobile phone.
- Using the Vdata USB Modem, a user wirelessly connects a Desktop or 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.
- **Features:**
 - Supports standard Mini USB interface
 - Internal antenna
 - Max Data speed up to 153.6kbps
 - Phone book -1000 entries.
 - T-SIM card based
 - Supports Windows 2000/Windows XP/Windows Vista

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

Installation and Configuration:

Step 1: Install EC325 Manager

Step 2: Insert the Vdata Card in the laptop

Step 3: Installs the driver automatically

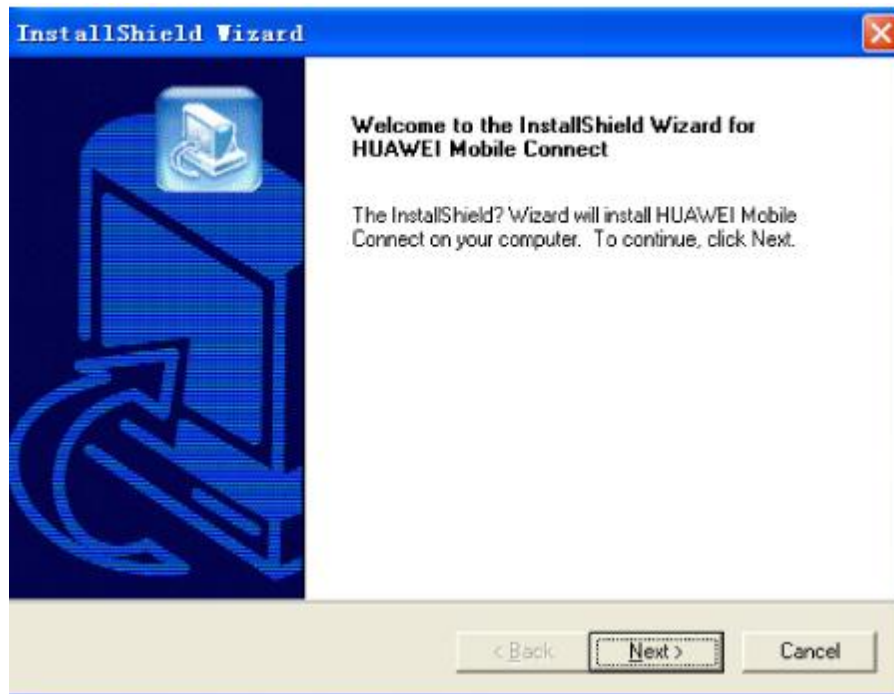
Step 4: Start EC325 Manager

Attention! : Do not insert the Vdata card before installing the EC325 Manager.

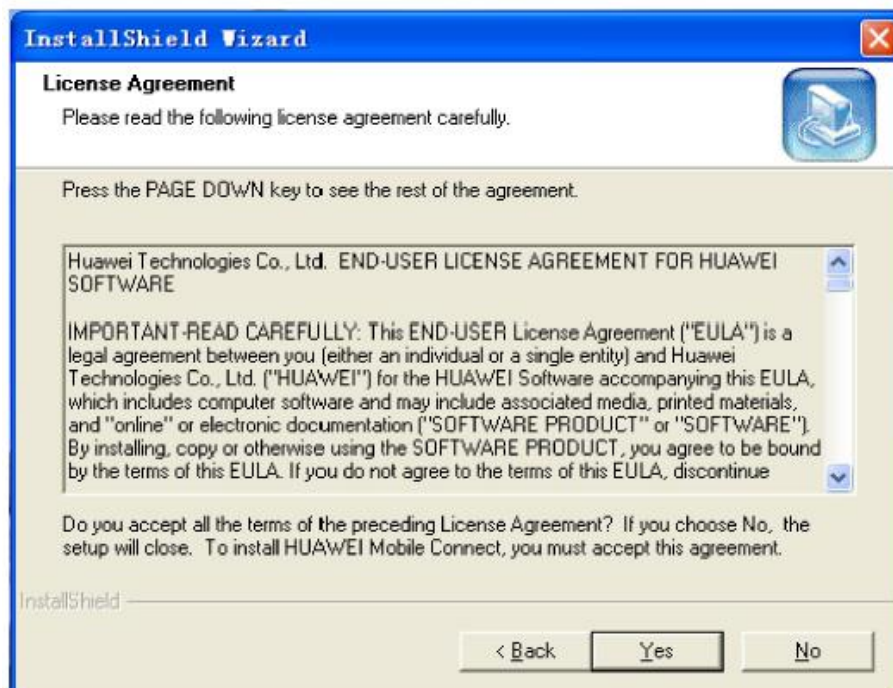
STEP 1:

- Insert the CD in to the CD ROM Drive

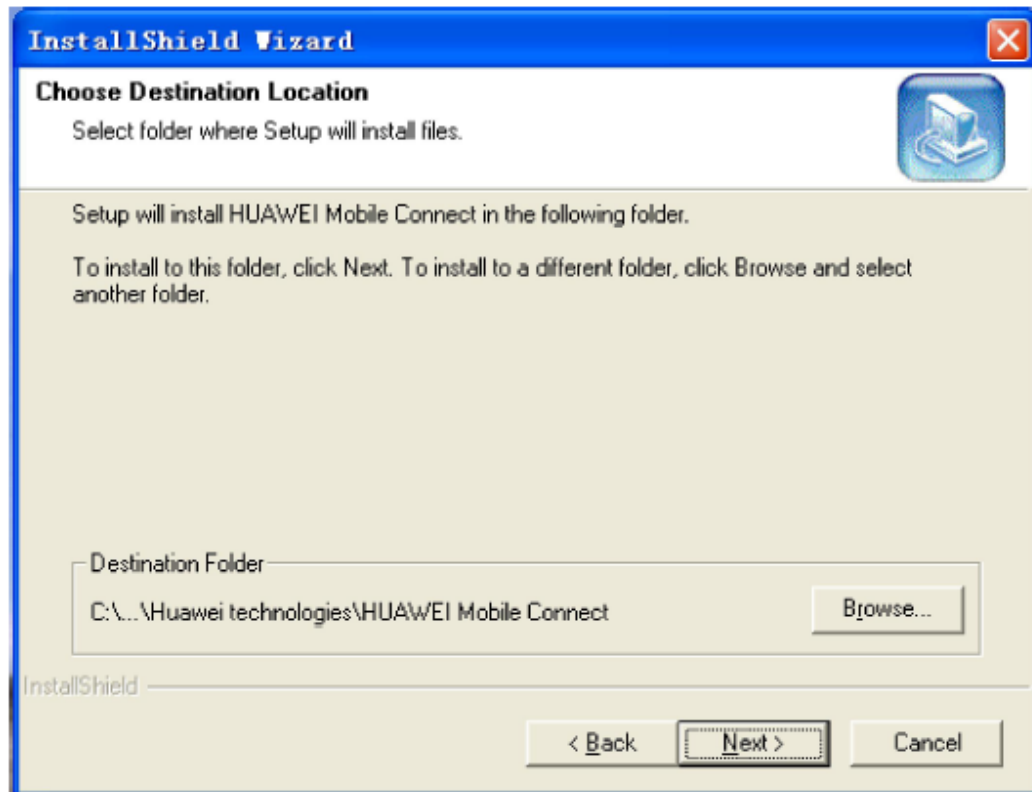
- Installation will start automatically. (If not, execute the setup.exe file in the CD)



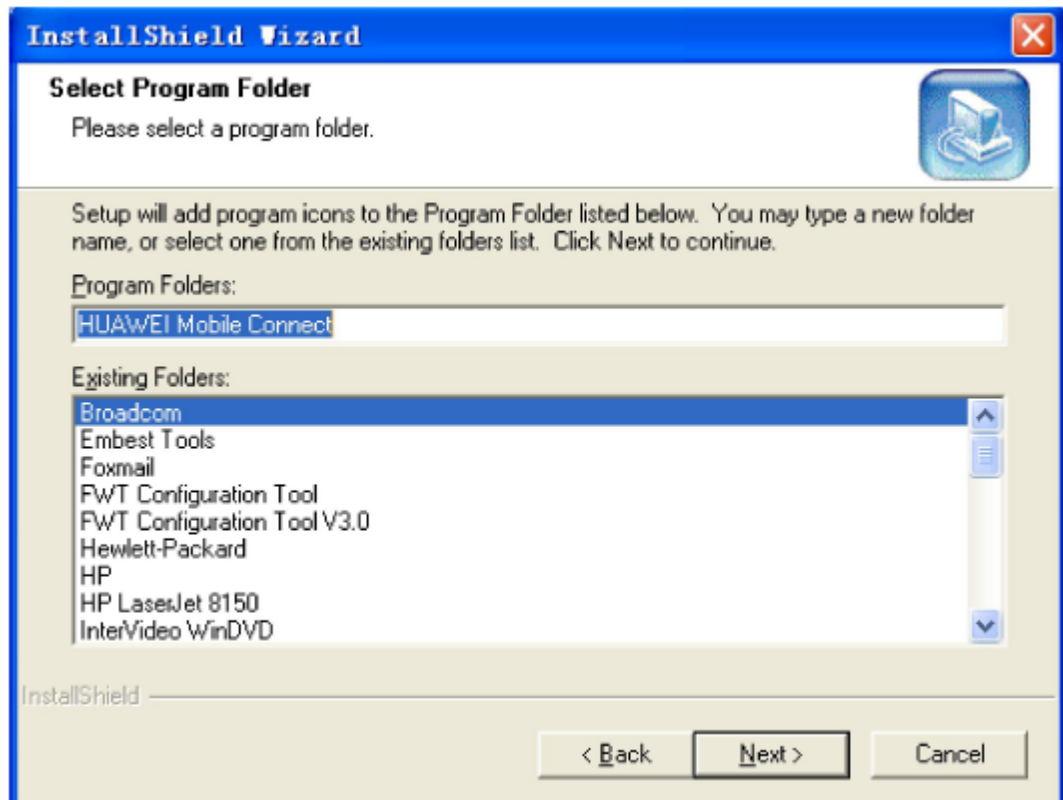
- Click "Next" as shown in the following screen



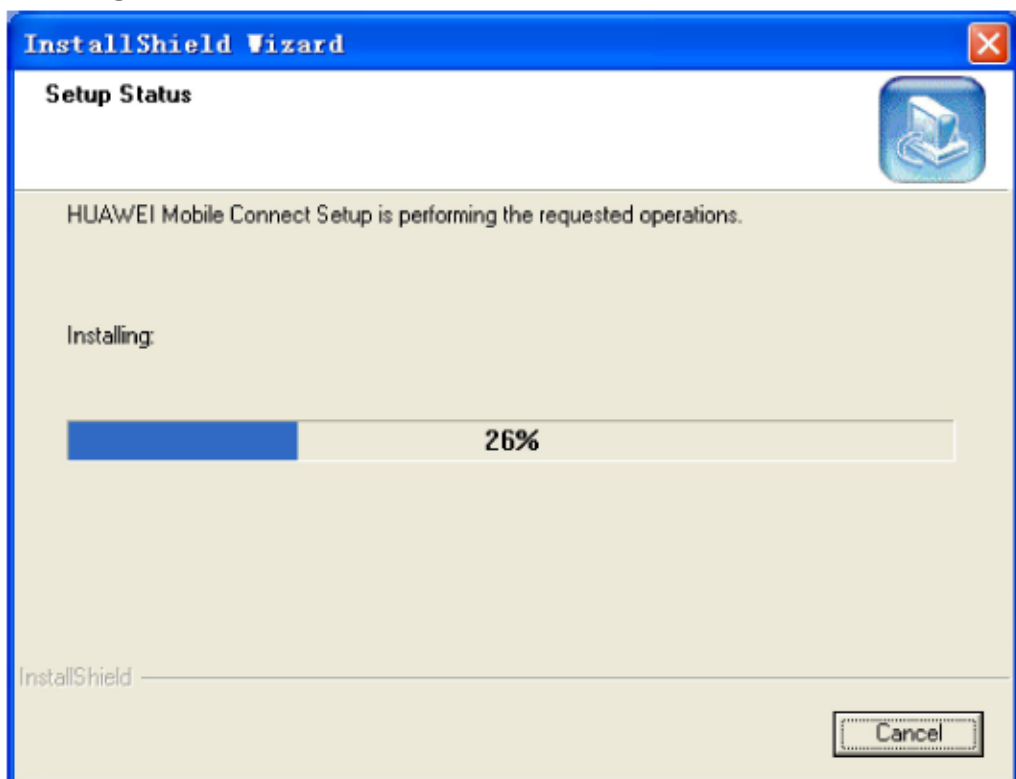
- Choose your installation destination location



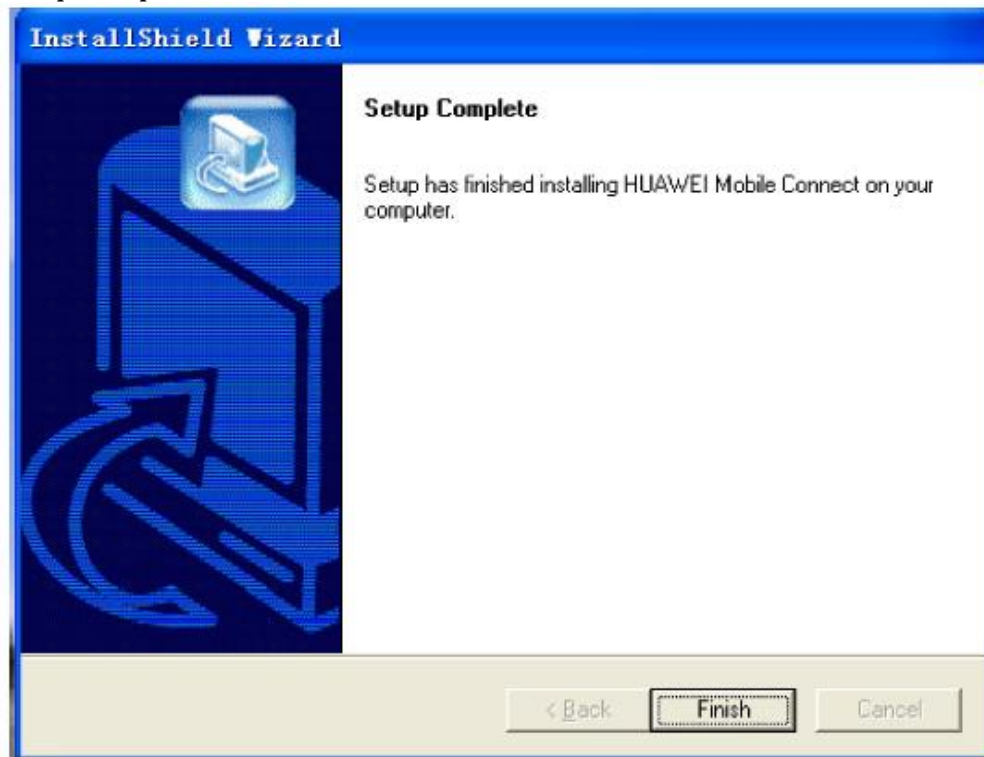
- Select program folder



- Installing



- Setup complete!



- The shortcut icon will appear on the desktop

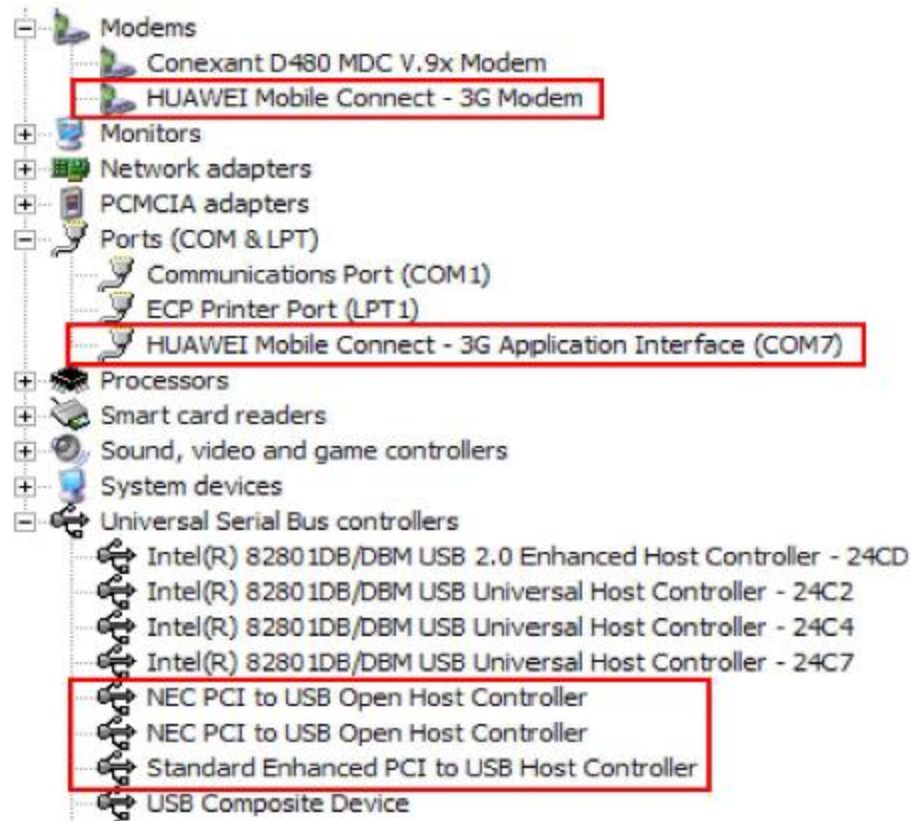


STEP 2:

- 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



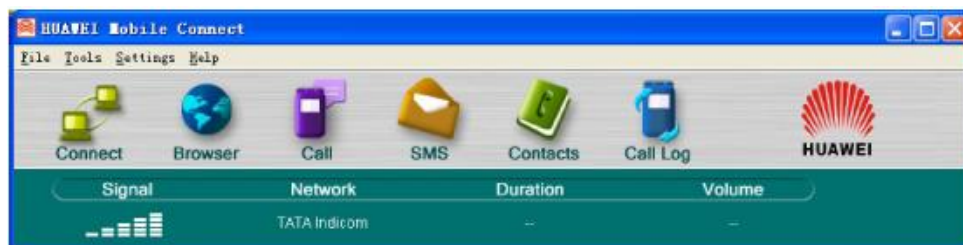
Main Screen:

STEP 4:

- To start the program EC325 Manager, double click the Huawei Mobile
- Connect icon on the desktop



- The initial minimized screen



- The maximized screen



Dialer Screen Statistics



INSTALLATION GUIDE FOR MAC OS([INDEX](#))

Software Requirement

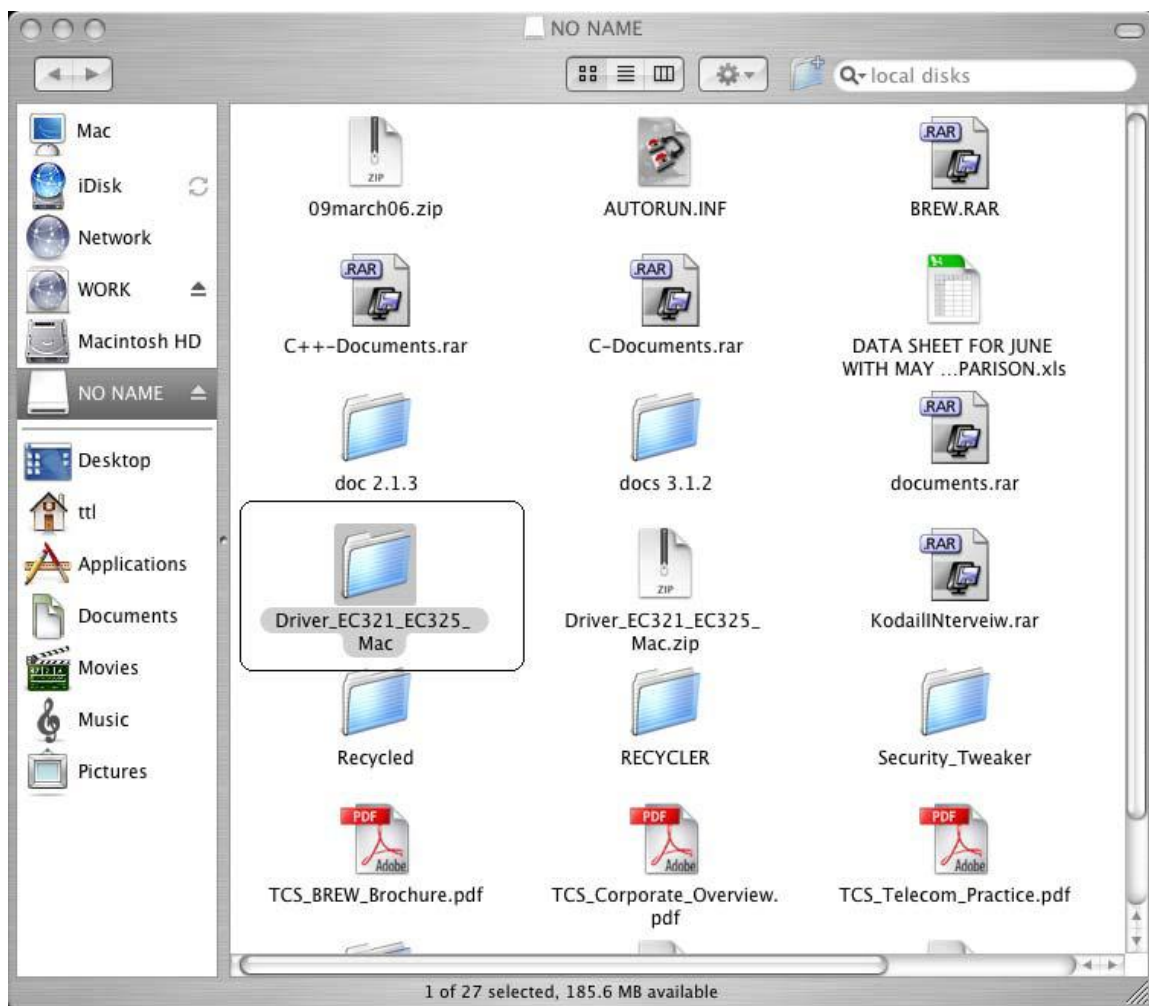
- Mac OS X Version 10.2.8 or later

Hardware Requirement

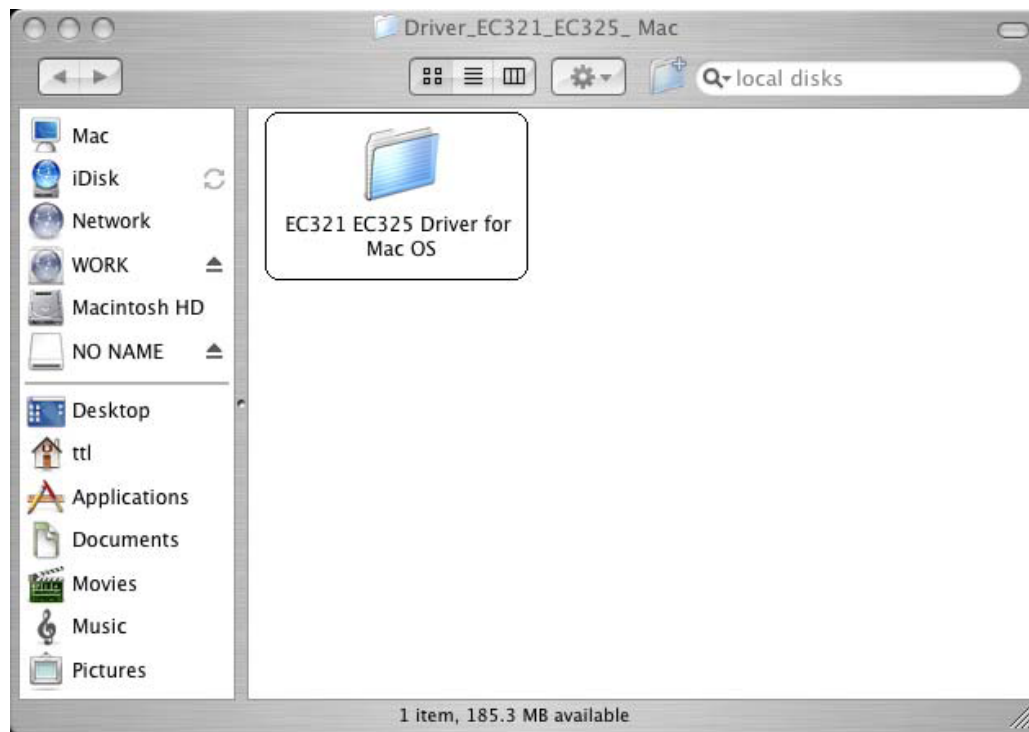
- Huawei EC325 VData card or Huawei EC325 USB Modem
- RUIM Card
- Drivers for Huawei device on Mac

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

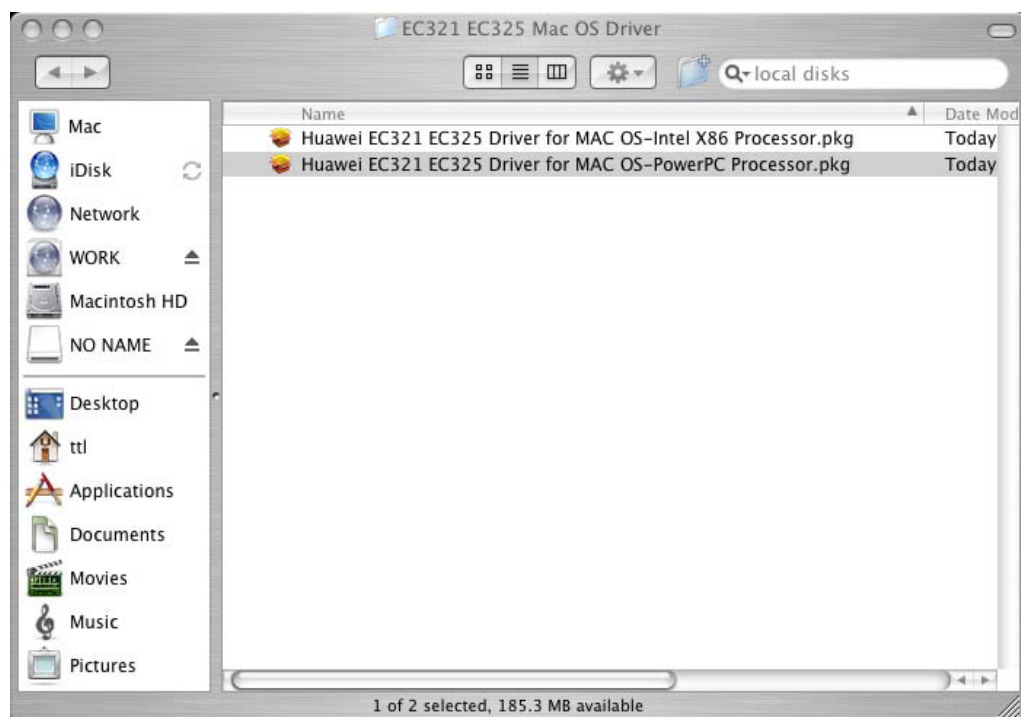
1. Extract the driver Zip file, the below shown folder is created. Double click the folder.



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

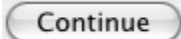


5. To accept the License Agreement click on



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.



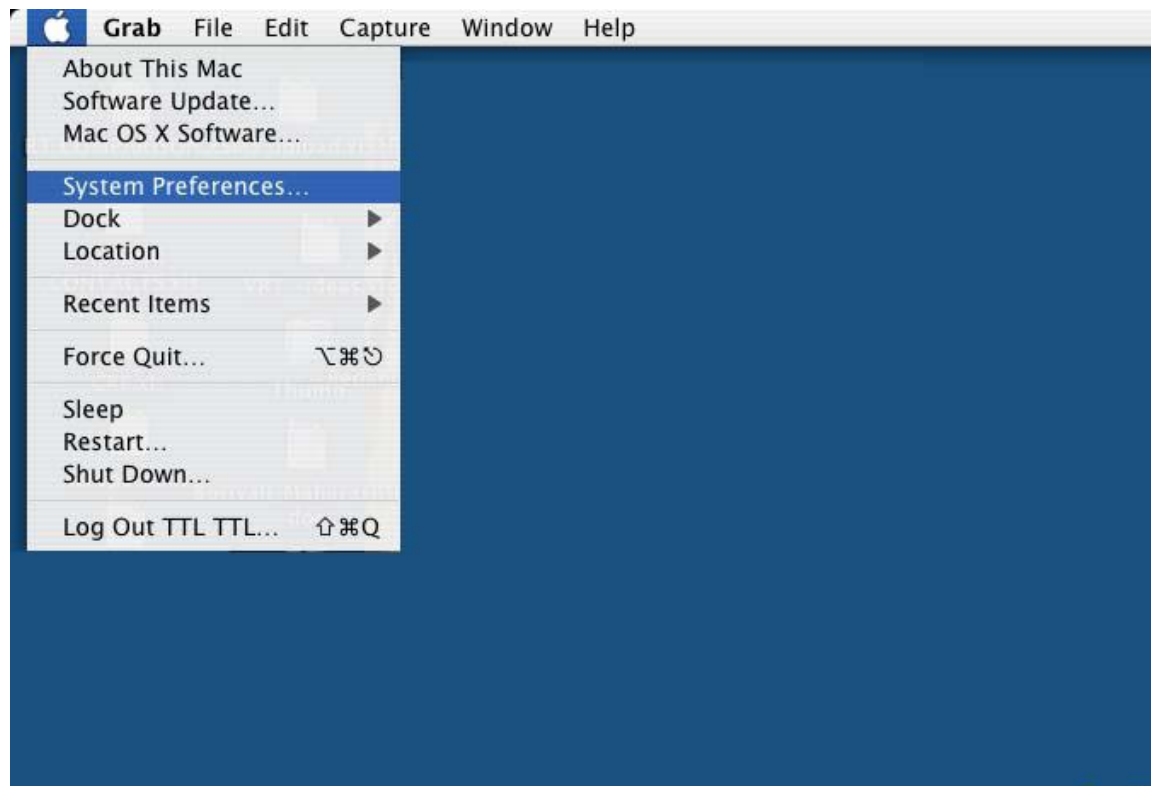
9. The Software installation is successfully completed. Click on

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.

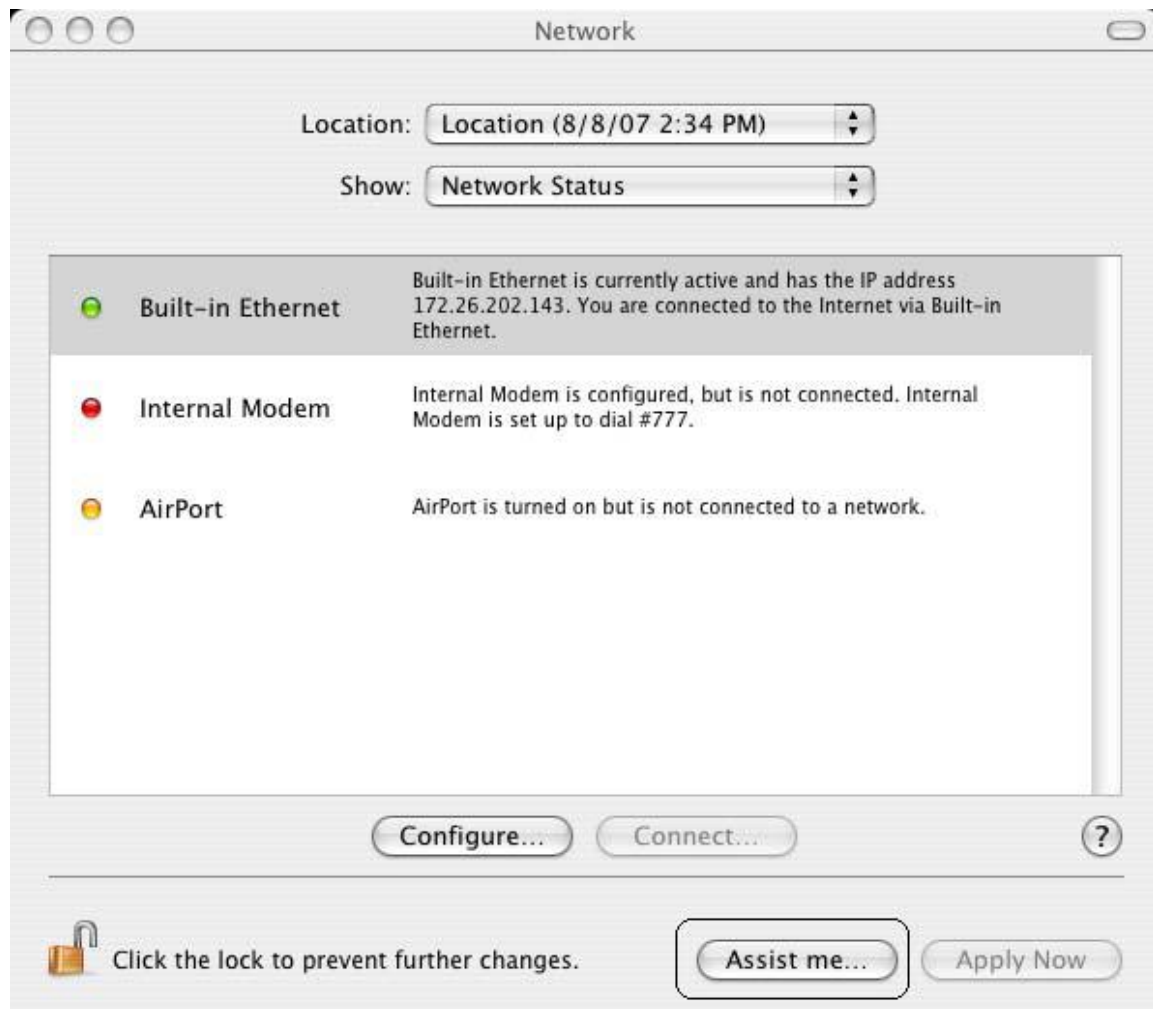
Go to System Preferences



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



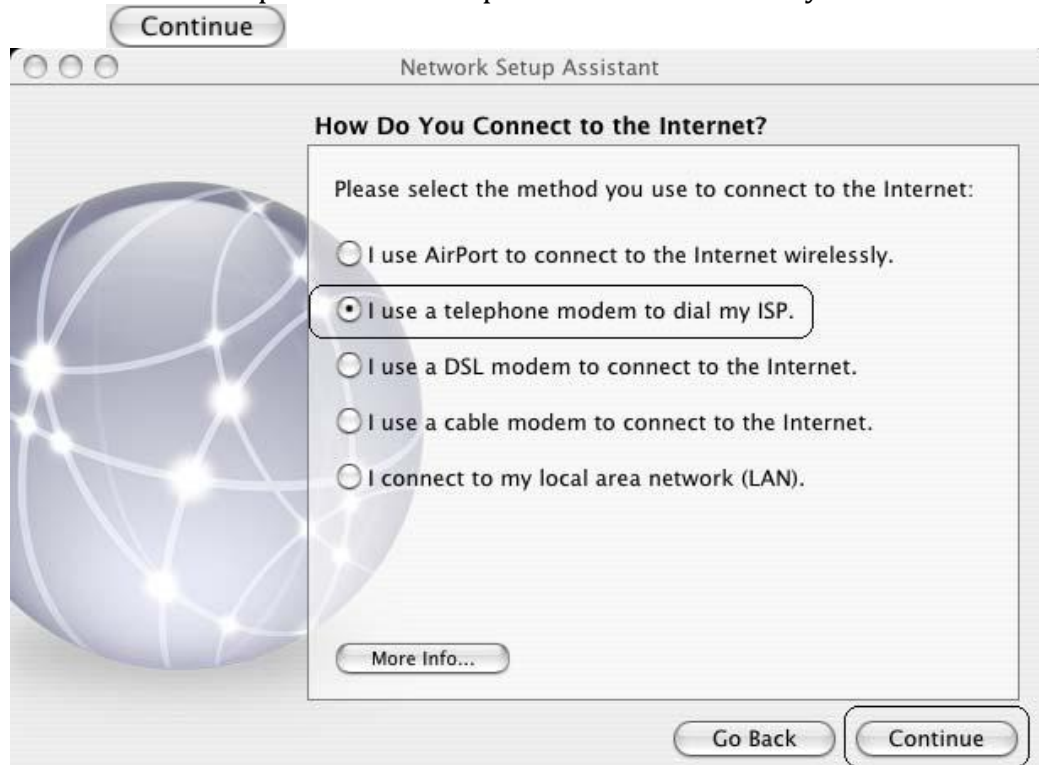
12. The Network Status is shown. Click on **Assist me...**



13. Click on **Continue**



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

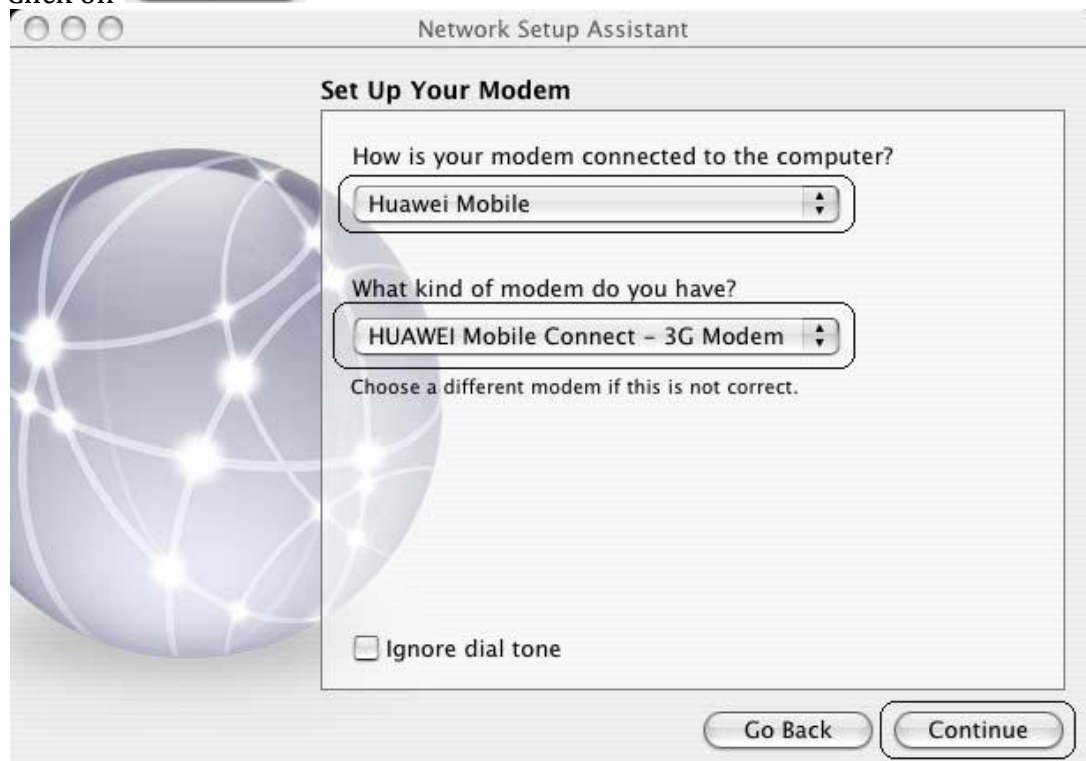


17. Provide the Account Name: **internet** Password: **internet** ISP Phone Number: **#777**

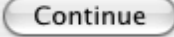


The screenshot shows a window titled "Network Setup Assistant" with a globe icon on the left. The main heading is "Setting Up a Telephone Modem Connection". Below this, there is instructional text: "You need to enter information before you can connect. If you don't have this information, contact your ISP. If you use AOL, please quit Network Setup Assistant. Use the Network preference to set up your connection." The form contains the following fields: "Account Name:" with the value "internet"; "Password:" with masked characters "....."; "Password:" (Verify) with masked characters "....."; "ISP Phone Number:" with the value "#777" and a red error icon to its right; "Number to get an outside line:" which is empty; and "Do you have call waiting?" with radio buttons for "Yes" and "No", where "No" is selected. At the bottom are "Go Back" and "Continue" buttons, and a "More Info..." button.

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

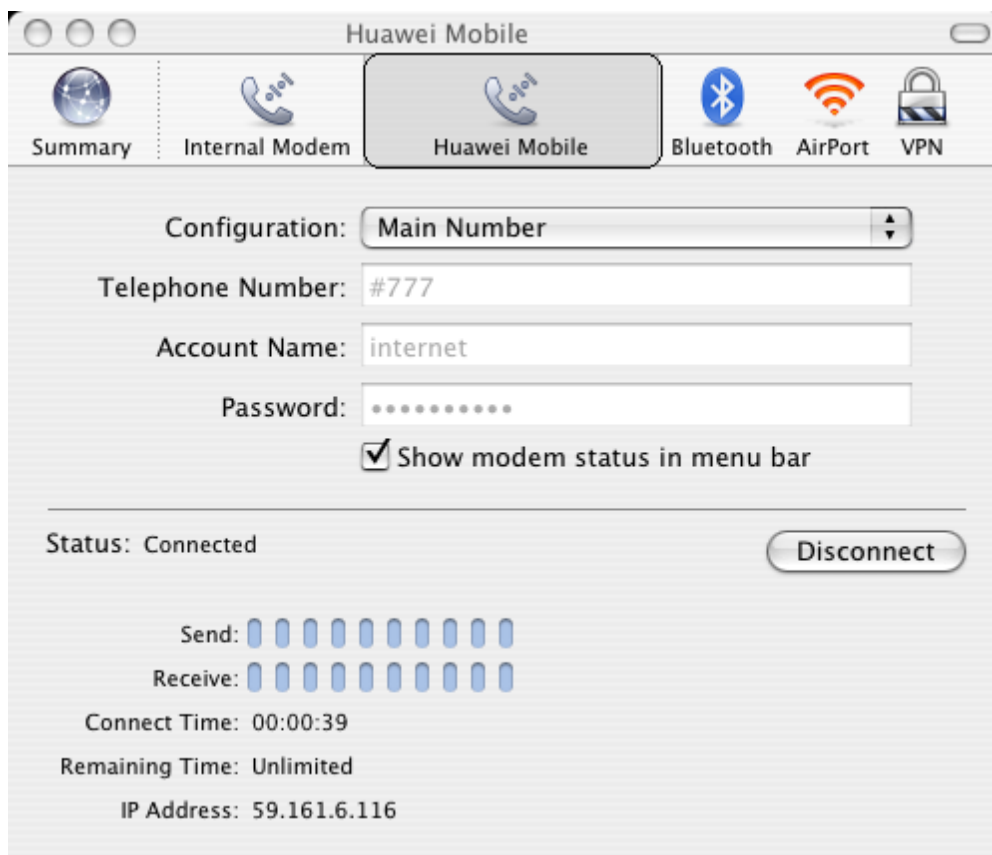


The screenshot shows the same "Network Setup Assistant" window, now at the "Set Up Your Modem" step. It asks "How is your modem connected to the computer?" with a dropdown menu showing "Huawei Mobile". Below that, it asks "What kind of modem do you have?" with a dropdown menu showing "HUAWEI Mobile Connect - 3G Modem". A note says "Choose a different modem if this is not correct." There is an unchecked checkbox for "Ignore dial tone". At the bottom are "Go Back" and "Continue" buttons.

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.

1. We can access internet only using USB cable / USB Devices on Linux OS.
2. Driver's installation for USB data cable is not required in Linux OS.
3. The device can only be accessed from root login which is admin login in Linux OS
4. 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 ~]#
```

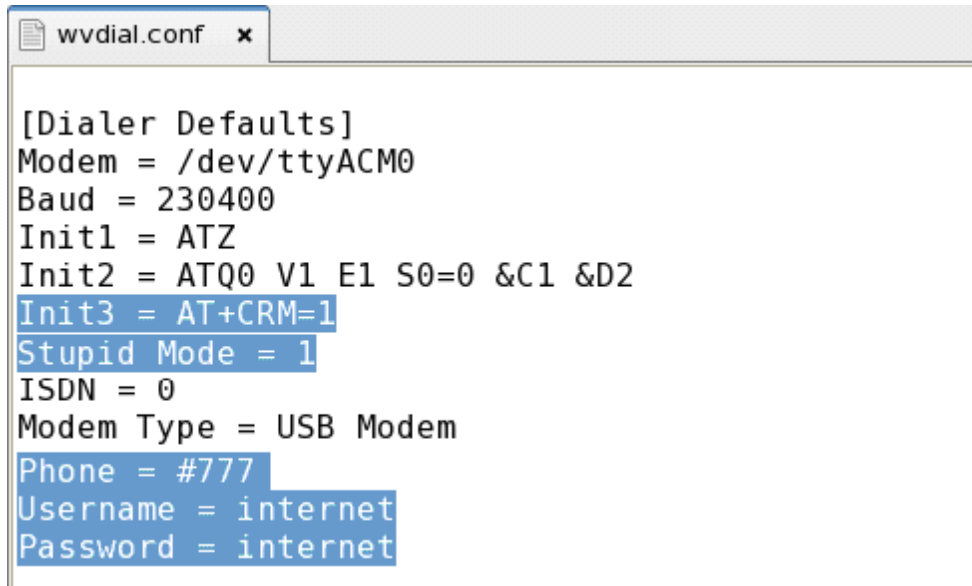
5. Run the following command from terminal window **gedit** **/etc/wvdial.conf** which will open the configuration file as shown below.

```
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.
- Delete the semi colon before last three lines phone, username, password
 - 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.

A screenshot of a text editor window titled 'wvdial.conf'. The window contains the following configuration text:

```
[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
```

The last four lines of the configuration file are highlighted in blue.

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}%}%}&0[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 USB EC-325	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	es	
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 Modem?](#)
3. [What are the applications that I can use with Tata Indicom Vdata Modem?](#)

4. [What are the benefits Tata Indicom Vdata Modem over phone and cable?](#)
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17. [Which is the latest dialer version?](#)

[What is Tata Indicom Vdata Modem? \(Back\)](#)

Sir/Madam, the Vdata Modem fits into a USB slot available on most Desktop or Laptop Computers. It 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 network, and make voice calls, without the need for a network cable or phone line.

[What are the benefits of Tata Indicom Vdata Modem? \(Back\)](#)

Sir/Madam, the Vdata Modem allows you to wirelessly connect using a Desktop or 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 Modem 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 Modem? \(Back\)](#)

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 Modem over phone and cable?

[\(Back\)](#)

Sir/Madam, the Vdata Modem 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 Modem 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 Modem fits inside laptops (in the USB slot), making it easy to use when working outside of the office.

What are the data rates achieved by using Tata Indicom Vdata Modem? [\(Back\)](#)

Sir/Madam, Vdata Modem 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 153.6kbps, 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 Modem? [\(Back\)](#)

Sir/Madam, the Vdata Modem includes a software application called GUI (Graphical user Interface) Manager that manages the Vdata Modem and monitors your connections. An application called the Network Adapter Manager allows you to switch between the Vdata Modem 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 Modem for the first time. Anytime you use the Vdata Modem you must run GUI (Graphical user Interface) Manager.

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

Sir/Madam, The Vdata Modem 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 Modem? ([Back](#))

Sir/Madam, Tata Indicom Vdata Modem needs to be configured & installed using the installation CD provided to you.

What is Tata Indicom Vdata Modem Kit? ([Back](#))

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

- Vdata Modem (Huawei EC-325) (pre-configured for Tata Indicom CDMA 1x network)
- 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 Modem 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 Modem operates? ([Back](#))

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

On which frequency bands does the Vdata Modem work? ([Back](#))

Sir/Madam, the Vdata Modem operates on both the 800 MHz (Cellular) bands.

What is the warranty period for Vdata Modem? ([Back](#))

Sir/Madam, the Vdata Modem 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 Modem? ([Back](#))

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

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"

USAGE QUERIES([INDEX](#))

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How can I access Internet, using the Vdata Modem? ([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.

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.

Technical - Information Provided → Vdata Modem → System related

How do I make voice calls using Vdata Modem? ([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.

Can the Tata Indicom Huawei (EC-325) Vdata modem work on any operating system? ([Back](#))

Sir/Madam, Tata Indicom Huawei (EC-325) VData modem will work on these operating system only:

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 Modem 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 Modem? ([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 Modem User Guide for additional detail.

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 Modem 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.”

Can I use Vdata Modem 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.

How do I program the telephone number settings for my Vdata Modem?

[\(Back\)](#)

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

Once connected to Internet using Vdata Modem, 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 Modem, 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 Modem affect battery life on laptop? [\(Back\)](#)

Sir/Madam, the Vdata Modem 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 Modem? [\(Back\)](#)

Sir/Madam, you will not be able to use the speaker and microphone on your laptop to make a voice call with the Vdata Modem, 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 Modem? ([Back](#))

Sir/Madam, a variety of headsets with a Universal 2.5mm Audio Plug will work with the Vdata Modem.

The special Ear kit is provided in the Vdata Modem 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 Modem.

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

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

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

Sir/Madam, the Vdata Modem is a multi-function PC card using USB port.

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

Sir/Madam, Tata Indicom Vdata Modem has the capability to transfer data up to 153.6 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 Modem? ([Back](#))

Sir/Madam, Username and password for Vdata Modem is by default ‘internet’.

Is FTP/ VPN/VoIP access possible through Vdata Modem? ([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 Modem 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 Modem 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 Modem becomes very hot to touch when I remove it from my laptop. Will this damage my Wireless Vdata Modem? ([Back](#))

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

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

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

SMS RELATED([INDEX](#))

48. [What are the features available for SMS in the Vdata Modem?](#)
49. [How do I send a SMS using Vdata Modem?](#)
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[What are the features available for SMS in the Vdata Modem? \(Back\)](#)

Sir/Madam, SMS feature availability in Vdata Modem.

- 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 Modem? \(Back\)](#)

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 Modem? \(Back\)](#)

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 Modem? ([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 Modem? ([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 Modem 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 Modem support 2-way and broadcast SMS? ([Back](#))

Sir/Madam, the Vdata Modem 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."

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.”

I am not able to make internet connection. ([Back](#))

Sir/Madam, Please check the following for the confirmation of the internet connection.

- Please check you can make/receive voice call from the dialer.
- Please check USB connection in the **My Computers_right click_properties_hardware_Device Manager**, whether USB cable is detected. Otherwise please install the dialer again.
- If data call is not successful, please check the username and password, it should be “internet” in small letters as it is case sensitive.
- Please check if the dialer detects the VData modem. If dialer is not detecting the VData modem, remove the VData modem and reinsert it again properly.

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

Sir/Madam, you could face this problem 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.

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

Sir/Madam, you could face this problem if the dialer software is corrupt, we would request you to follow these steps to reinstall and try again:

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

How to judge whether the EC325 Vdata Modem has been installed correctly? ([Back](#))

Sir/Madam After installing the software and then inserting the EC325 Vdata Modem, 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 modem has not been installed correctly and you need to uninstall and then reinstall.”

To View Device manager please follow these steps: **My Computers_right click_properties_hardware_Device Manager**

Laptop hangs after installing EC325 Manager. Why? ([Back](#))

Sir/Madam, this could be because of following reasons:

- Cause:
EC325 modem might be in conflict with the Modem already existing in the laptop
- Answer:
 - Remove EC325 VData Modem
 - Uninstall EC325 Manager
 - Install laptop Modem driver
 - Install EC325 Manager
 - Insert EC325 VData Modem

Why does the Vdata Modem 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.

I am unable to use the USB modem on my PC? ([Back](#))

Sir/Madam, you may try using the modem on some other PC.

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

- The URL for downloading the dialer and drivers for USB Modem EC-325 is as follows:

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