E8372h FAQ

Q1: The AutoPlay dialog box does not appear when connect E8372hto PC with USB cable.

A:

1. Please check if the computer OS meets one of the following:

    (1) Windows XP / Windows Vista / Windows 7

    (2) MAC OS X 10.5, MAC OS X 10.6，MAC OS X 10.7

2. Find the drive path **Web Partner**. It should appear as one virtual CD-ROM drive in **My computer.** Double click **Web Partner** to open the folder of "E8372h", double click "AutoRun.exe" to install E8372Hand drivers manually.

4. If the drive path **Web Partner** not showing up, make sure there is no damage on USB cable and no contamination at PC USB connectors. Try to re-plug in USB connectors (both end of USB cable) to E8372h and computer again.

## Q2: Check whether E8372hhas been successfully installed？

A:

1. Click **Start** and find "**My Computer**". Right click "**My Computer"** select "**Manage**" to open the "**Computer Management**". If E8372h has been installed successfully, You would see:

    New items 3G PC UI Interface and 3G application interface to **Ports (COM&LPT).**

New items USB Mass Storage Device & USB Composite Device to **Universal Serial Bus Controller**

New items HUAWEI Mobil Connect – 3G Network Card to **Network Adapters.**

Ad New items HUAWEI MassStorage USB Device to **DVD/CD-ROM Drivers**.
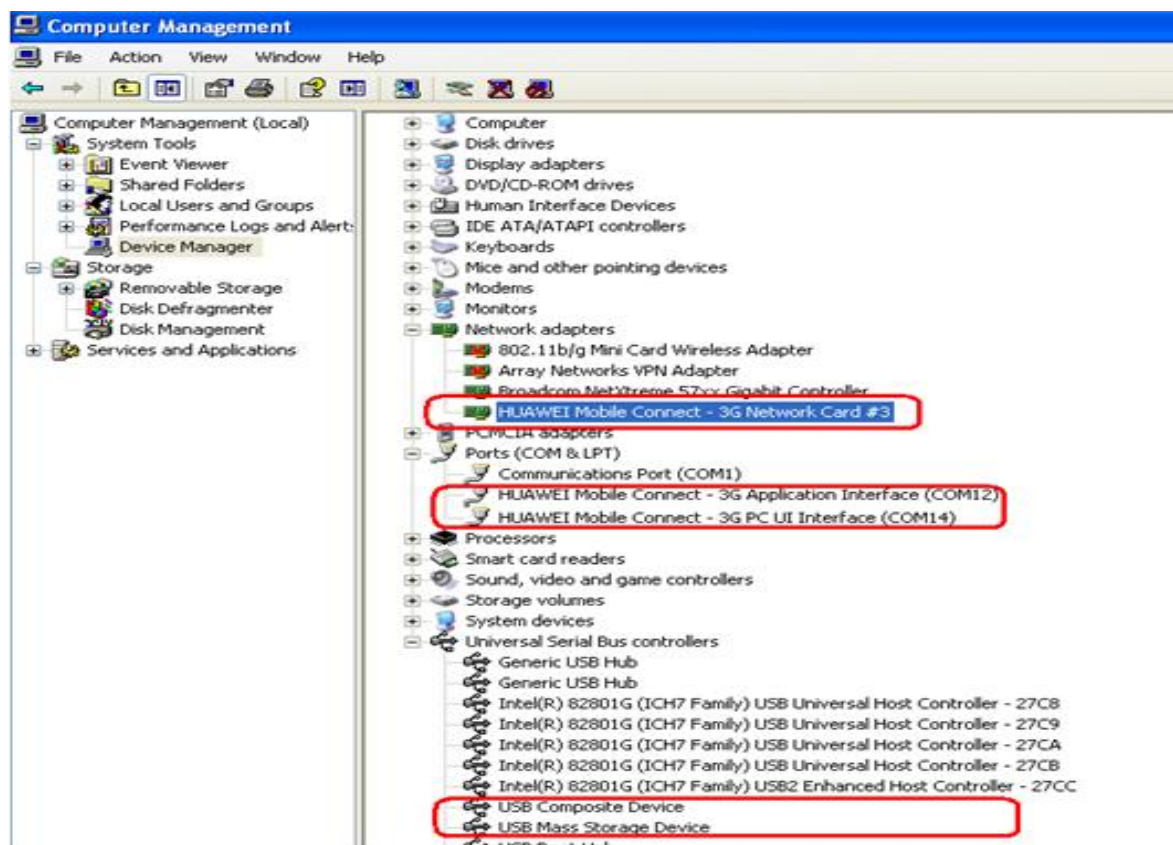
2. If "HUAWEI Mobil Connect – 3G Network Card" shows![icon], right click it then select "Uninstall". Re-load the

network driver for E8372hby right click![Network adapters], then select "Scan for hardware changes".

Q3:   Establish WiFi connection between PC and E8372h？

A: Please follow these steps to set up your WLAN：

1. Enable your wireless network card and double click ![icon] icon displayed on windows start bar to open

"Choose a wireless network" dialog

2. Select SSID of E8372h in the local wireless device list (The WiFi Key and the SSID can be found on a label

stick inside the back cover),
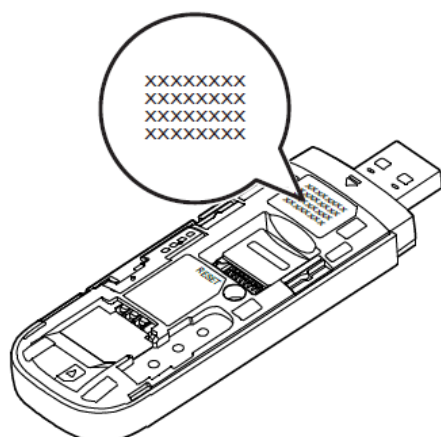
click [Connect] to connect.

3. Input WiFi Key in the dialog of password input then click [Connect] to establish connection(The WiFi Key and the SSID can be found on a label stick inside the back cover)
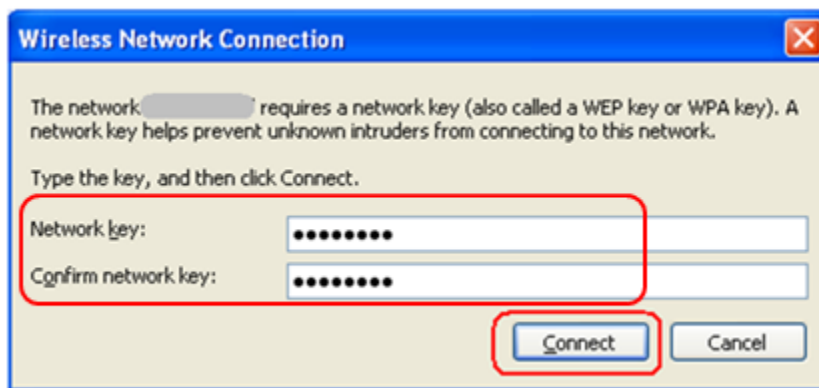
4. After the icon of wireless network card turned from (status of acquiring IP address) into ,your PC has established WiFi connection with E8372h successfully, enter http://192.168.1.1 in web browser (ex. IE) to visit Web UI

Q4:   My device connected to E8372h's wireless network, but cannot open Web UI

A:

1. Double click to check your wireless network connection status on right of taskbar. Make sure your device is connected with your E8372h but not other Wi-Fi device.

2. Open Web Browser from your device (ex. Microsoft Internet Explorer). Go *http://192.168.8.1* to open E8372h's Web UI.

Help

HUAWEI

SIM Y₁₁3G R 🌐 💻

Mobile
WiFi   Let's Simply Share

| User name: | admin | Password: | | Language: | ENGLISH ▼ | Log In |

Current connection

Network: ChinaUnicom

Received/ Sent: 3.73 KB/5.63 KB

Duration: 0 minutes

Connection status: Connected

WLAN status

WLAN status: On

Current WiFi user: 0/5

3. If Web Browser failed to bring you to Web UI, click "Tool" from Browser then select "Internet Options".

File   Edit   View   Favorites   Tools   Help

⭐ Favorites   🟦 Internet Ex   Delete Browsing History…   Ctrl+Shift+Del   »
                                        InPrivate Browsing   Ctrl+Shift+P
                                        Reopen Last Browsing Session

          Internet Ex   InPrivate Filtering   Ctrl+Shift+F
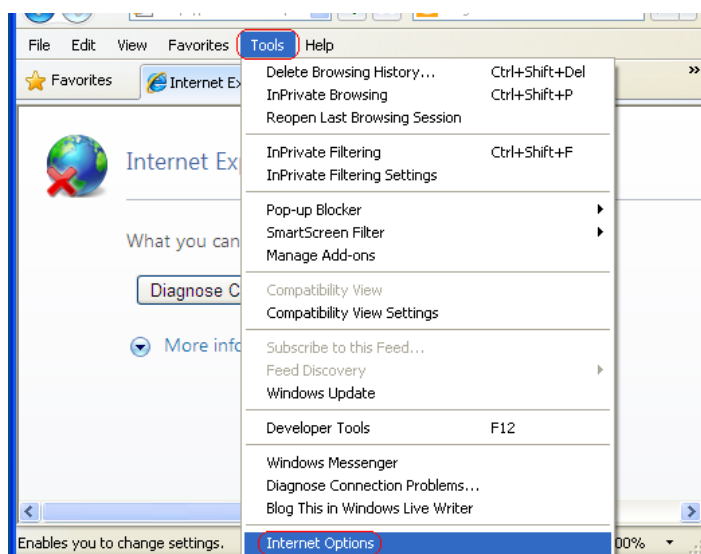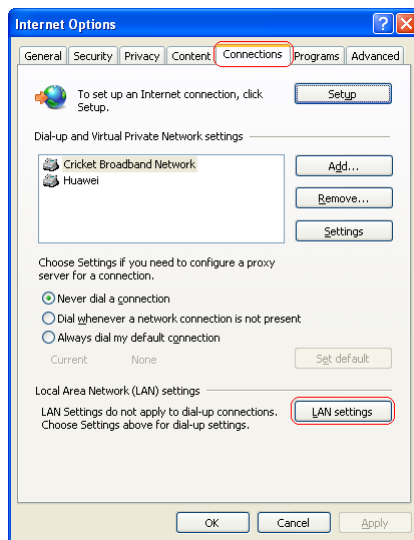   InPrivate Filtering Settings

What you can   Pop-up Blocker   ▶
                                        SmartScreen Filter   ▶
   Diagnose C   Manage Add-ons

                                        Compatibility View
   ⊙ More info   Compatibility View Settings

                                        Subscribe to this Feed…
                                        Feed Discovery   ▶
                                        Windows Update

                                        Developer Tools   F12

                                        Windows Messenger
                                        Diagnose Connection Problems…
◀   ▶   Blog This in Windows Live Writer

Enables you to change settings.   Internet Options   00% ▼

Select "Connections" tab, then click "LAN settings".

For the "Local Area Network (LAN) Settings" pop-up, deselect the top three check-boxes. Then click "OK" to

apply changes, then refresh the Web Browser to show E8372hmanagement console page.
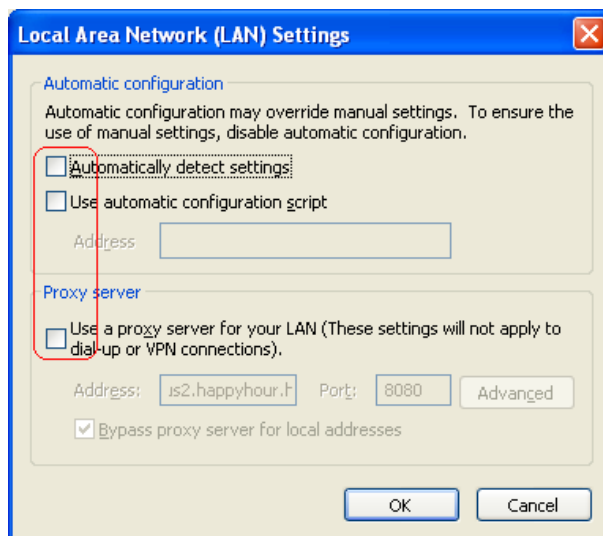
Q5:   E8372h's signal is weak and cannot register to 3G network

A:

1. Please check local network condition, check whether there is 3G network which provided by telecom
    operator at the moment. Ensure you are not in some close environment. (You may check the signal

    strengthen by the icon   displayed on Web UI main page)

2. Please move E8372htoward to window to get better signal

3. If the network condition is good but still cannot register, please try to reset E8372hand try again

4. Sometimes355s will be rejected by the operator for some reasons. Please reset E8372hand check. If 355s still cannot camp on the network, please contact with your device provider.

5. Login Web UI to check whether E8372hhas been set to GPRS only mode or GPRS preferred mode. If one of them , please select the WCDMA Prefer option in the drop down menu.

Q6: E8372h's Wi-Fi signal is always weak, what is the cover area of E8372h'signal.

A:

1. Keep your device away from facility which may create RF signal and cause interference, like Micro-wave oven, Television, and wireless phone etc. You can turn off the idle facility of them when you are using

E8372h.

2. In ideal environment the signal of E355 can cover for 100 meters.

3. In actual use Wi-Fi covered range maybe different from idea square area, it decided by the environment you use. The closer to E8372h, the stronger Wi-Fi signal you get. And every obstacle (walls, ceilings, furniture) between your device and E8372hmay decrease Wi-Fi signal strength. Move your device closer to E8372hcan avoid obstacles and improve Wi-Fi signal.

4. Change the Wi-Fi channel to fix one other than auto (you can try the available channel one by one and select the channel with best signal strength)

Q7:   Default encryption method of E8372H

A:

E8372hsupport following encryption method
1. SHARE authentication mode: WEP /NONE
2. WPA-PSK authentication mode: ASE/TKIP/AES+TKIP
3. WPA2-PSK authentication mode: ASE/TKIP/AES+TKIP
4. WPA/WPA-PSK authentication mode: ASE/TKIP/AES+TKIP

The default encryption method of E8372his WPA-PSK authentication mode: TKIP

If you changed encryption method of E8372hthe Wi-Fi connection between PC and E8372hwill be disconnected, please enter the new Wi-Fi key(Wi-Fi key of the encryption you selected) when you want to establish Wi-Fi connection.

Q8:   I forget my Wi-Fi key and Web login password I can't login my E8372H

A:

If you forget your Web login password, you needn't to worry. Try to restore your E8372has following step

1. Open the back cover of E8372h

2. Press and hold the RESET button until OLED screen is off then E8372hwill restart, after E8372hhas boot up all the password will be restored to default.
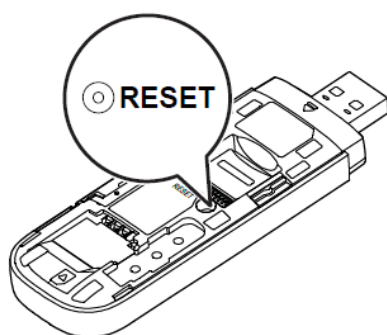
Notice: After restored E8372hall the user settings will be restored to default settings.

If you only forget your WiFi Key, try to set the new WiFi key in the "WLAN Basic Setting" page, input new WIFI

key directly in WPA Pre Shared Key bar or select show password option the view the password

Q9:   I feel my E8372h getting hot after long hours usage. Is there safety concern?

A:

Like most other electronic devices, E8372hget hotter during charge or big data transfer. It is a quite normal

phenomenon if working in regular office environment. Even if it work in hot environment, E8372hwill automatically power off if its temperature reach 85 ℃ for safety protection.

Q10: How can I get version information of my E8372h？

A:

Click Settings ➔ System ➔ " → Device Information ", then you can see software & hardware version of your E8372h.

Q11: Duration statistics of the Internet connection are not accurate.

A: This is a bug in earlier versions. You can click Clear History to delete all current wrong statistics.

Q12: Will the Mobile WiFi connect to the Internet automatically if I roam to a different network?

A:

Please check the connection mode of your Mobile WiFi firstly.

- **Manual** mode: You can launch the web management page and follow the prompts to connect to or disconnect from the network. The network connection is irrespective of roaming state of the network.
- **Auto** mode:
  - Select **Automatically connect even when roaming**: E355 will automatically connect to internet network even your are roaming.
  - If **Automatically connect even when roaming** is unselected, it will automatically disconnect the established network connection If you are roaming you must re-establish a network connection If you need.

Q13: Clients connected to the Mobile WiFi cannot communicate with each other.

A: If access point (AP) isolation is enabled, clients connected to the Mobile WiFi cannot communicate with each other. If AP isolation is disabled, clients connected to the Mobile WiFi can communicate with each other.