

**E960 FAQ V1.01****I、Supplementary****Q1: How can I do call waiting, call hold, call forwarding and three-way calling?**

A: You can do it through the keypad command.

Corresponding keypad code is as the following:

Note:		"R" representing pressing 'R' key or press the hook down and release it quickly in conversation.
Function	Key combination	Description
Volume Setting	##1x*	“x” is in range of 1-4, representing 1-4 class volume
Call Hold	R	Hold or re-activate call
Call Waiting	*43#	Activate Call Waiting Service
	#43#	De-Activate Call Waiting Service
	R0	Reject a Call Waiting
	R2	Accept a Call Waiting
	R2	Alternate between held and active call
Call Forwarding	R1	End Active Call
	*21*Number#	Call Forwarding Unconditional
	*67*Number#	Call Forwarding on Busy
	*61*Number#	Call Forwarding on No Reply
Three-party Call	#22#	De-Activate all Call Forwarding
	R3	Add call hold to current conversation to begin Three-way Calling
	R1	End Active Call

**Q2: Why setting Call-forwarding on no reply or Call-forwarding on busy fails?**

A: Maybe you have set call-forwarding unconditional, which has higher priority than the other two call-forwarding service type. In such case, you should cancel all call-forwarding service and try again.

**Q3: I have set call-forwarding unconditional, can I still a call?**

A: All call to this number will be forwarded, no call will be received again.

**Q4: Why cannot I make a three-way calling?**

A: Make sure your SIM card support this service.

**Q5: How to talk with the other two people together?**

A: When you are talking to A, you can dial B's number, and press “R” key to dial. After B is connected (you can hear from B), press R key, then press “3” and check if you can hear from both A and B.

Note: If no “R” key in your phone, you can press the hook down and release it quickly in conversation instead of “R”.

**Q6: When I am talking with A, I receive a call from B. How can I add B to our conversation between me and A?**

A: You can press “R” and then press “2” to talk to B ( you cannot hear from A in this case), and then you can press “R” and the “3” to add A. Then the third party can hear from the other parties.

**Q7: When a new call is incoming in conversation, no call-waiting tone is heard. Why?**

A: Make sure you have applied you SP for call-waiting service.

## II、CD-ROM Service

**Q8: Why does the PC on which E960 host software is not installed not respond after connect E960 by USB port on it?**

A: 1) Check the USB cable and port. If the port is not the main port but the auxiliary port, the E960 cannot start automatic setup.

2) Check the autorun setting. Open “My computer”, if the “MOBILE\_CONNECT” virtual CD Driver does exist (Fig. 1), please enter the CD and double click the “autorun.exe” file.



Figure1

3) Check whether the driver is installed correctly. Enter “My Computer”—> “Manage”—> “Device manager” , if a yellow “!” is showed beside the equipment, please right click the equipment and choose “uninstall”. After the uninstall is finished, it can be setup again normally.

4) Check the device status. The abnormal device status is showed as Fig. 2: The “USB Composite Device” exists while “USB Mass Storage Device” also exists. It denotes that the driver hasn’t been installed. Please remove the E960 from the computer, restart the PC and E960 then plug the USB port again.

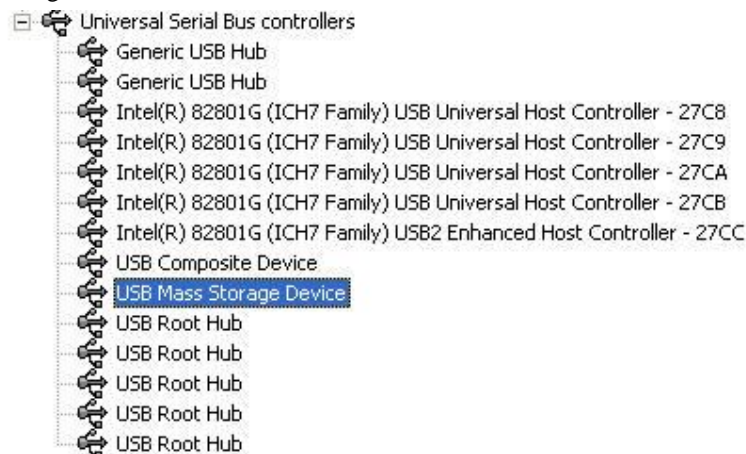


Figure2

**Q9: Why are the automatic installation and autorun so slow?**

A: If host software has already been installed on the computer, it takes about 60s to recognize the CD-ROM image, then the host software runs automatically. We have already developed a new high speed solution to improve the speed of automatic installation.

**Q10: After automatic installation, why does it prompt that the PC needs restarting? Need I restart the computer?**

A: This phenomenon appears in only a few computers with windows 2000 OS which is earlier than SP4 version or the SP4 patch has been damaged. Reinstalling the SP4 patch can solve this problem.

**Q11: The host software has already been installed, but why does the E960 still start so slowly, sometimes reset?**

A: It is because that the E960 was connected through another USB port on this computer. When the USB port is changed, the mainboard will reset and install the driver in the new USB port. The port needs to be configured for only once, next time the E960 is inserted in it, the driver doesn't need to be installed again.

**Q12: E960 uses the COM port whose number is greater than 50. How to change a smaller one?**

A: 1) The COM port is allocated by the computer system automatically. If some ports are in use when the computer system starts, new devices can only be assigned to the greater COM port number, no matter the smaller COM port number is released. It can be changed as follows:

a) Right click "My Computer", Enter "My Computer"—> "Manage"—> "Device Manager". Choose the device needs to be changed (E960) in the hardware device list as in fig. 3:

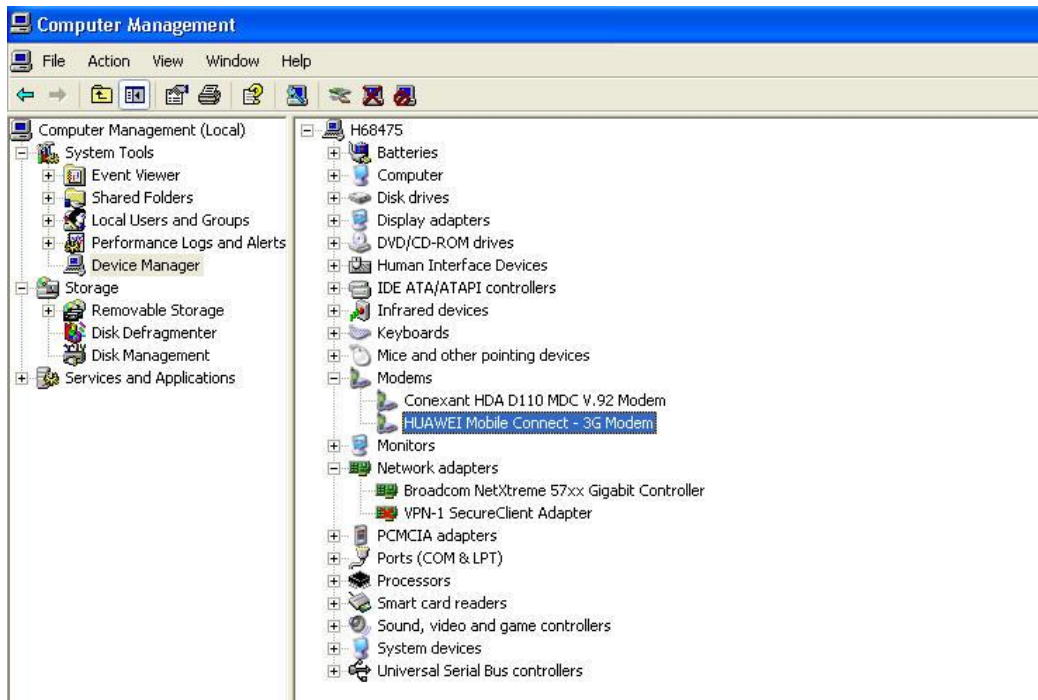


Figure 3

b) Double click “Modem” to open the “Properties” window, change the COM port in the “Advanced Port Setting” page as follows.

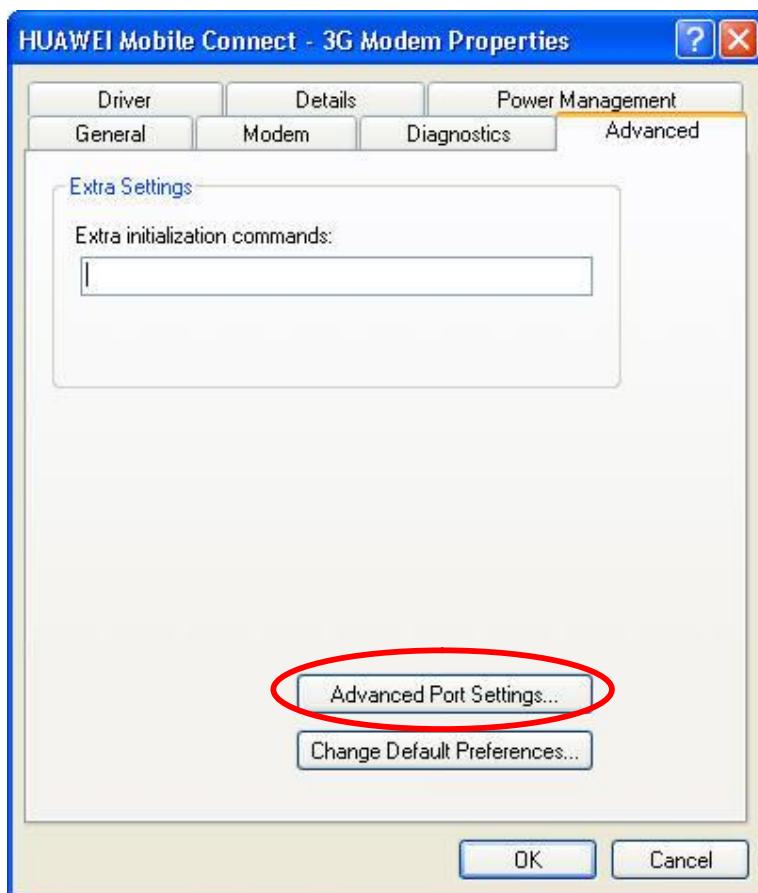


Figure 4

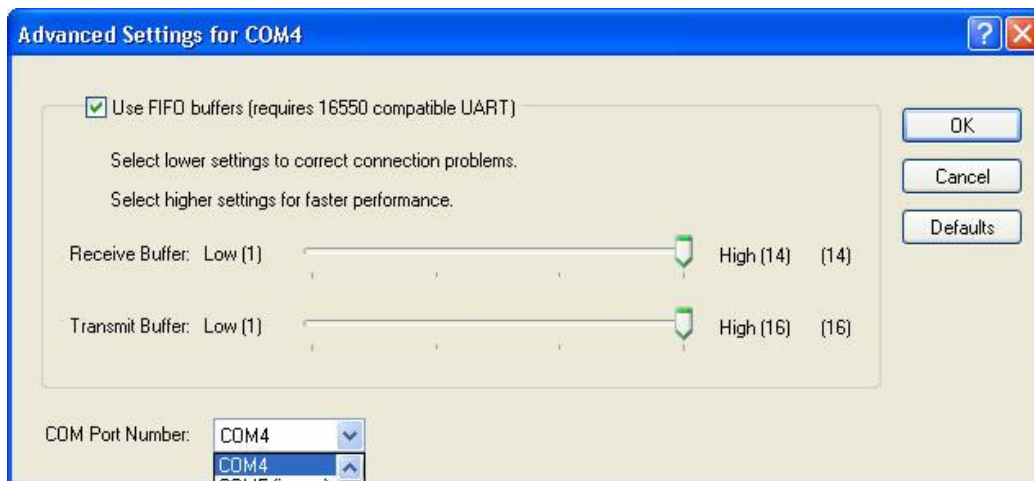


Figure 5

NOTICE: Please don't choose those COM ports which are in use. Others are all available.

c) The new port cannot become effective immediately. Please turn off the E960 host software, disable the device then enable it again as following fig. 6 and fig. 7.

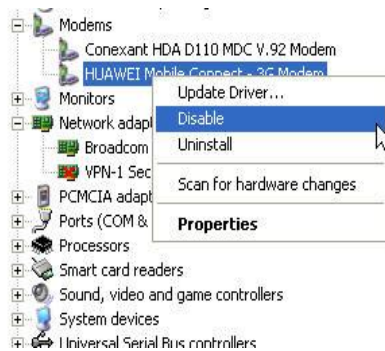


Figure 6

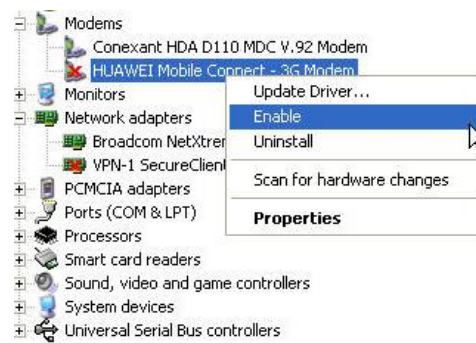


Figure 7

**Q13: Why do three Virtual CD appear on Windows 2000's "My Computer" after insert E960?**

A: This problem rarely appears, if encounter it, please reinstall the Service Packet 4 of Windows2000.

### III、 Data service and phonebook

**Q14: How to access internet if prompting "modem interface doesn't exist or is taken up" when using data service?**

A: Judging from the phenomenon appeared, Modem interface doesn't work. Turning off the tools and shutting down/starting up the modem, or restarting the computer can solve this problem, Operation steps of shutting down/starting up a modem are as following:

1). Right click the icon of "My Computer", choose "Manage", select "Device manager" and then choose the hardware needed modification in the list. The interface is as following:

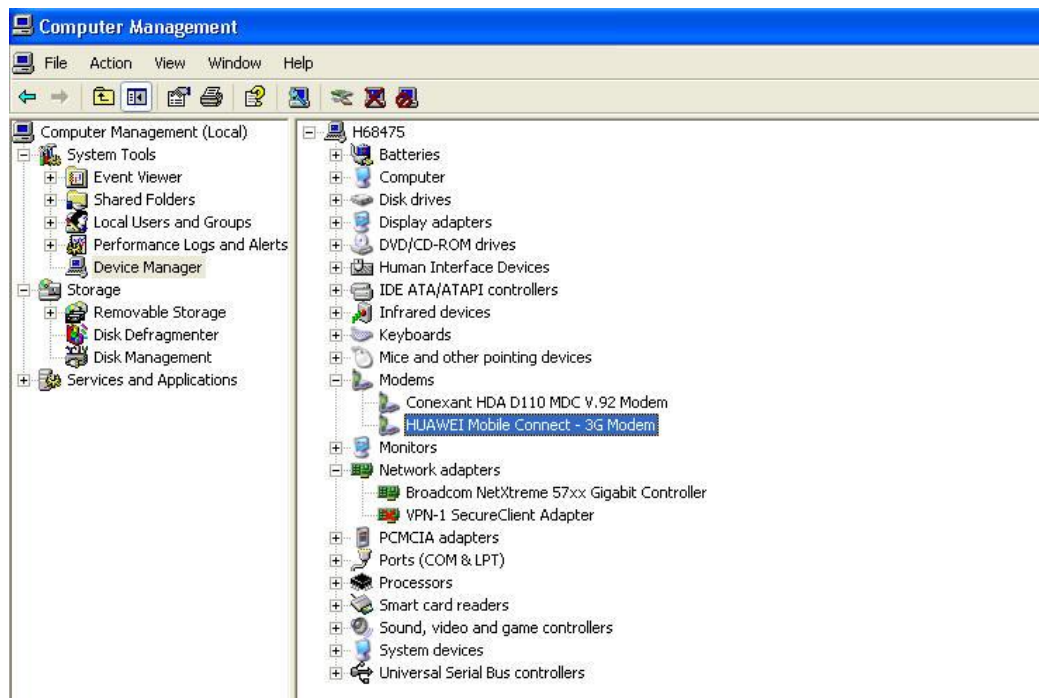


Figure 8

- 2) First, shut down Mobile Partner of E960, then disable/enable the device.



Figure 9

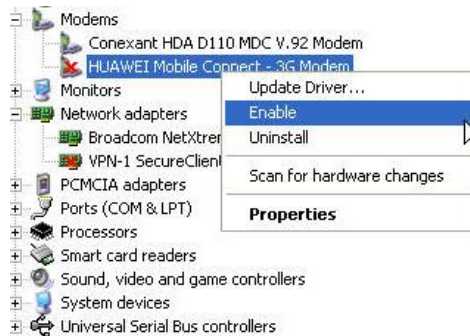


Figure 10

**Q15: Why does E960 switch frequently between the HSDPA mode and WCDMA mode after dialing up successfully?**

A: The strength of a signal will fluctuate between the thresholds of 2D case set in the network side if the local signal is not very well.

**Q16: Why does it need to wait a period of time to display the phonebook stored in the SIM card after starting up E960?**

A: Due to large capacity of SIM card, completion of initialization will take up some time but generally less than 60s, for instance, the time of initialization is about 35s when the capacity of SIM card is up to 500 phone records and 250 SMS records.

#### IV、SIM card and Dial up

**Q17: How to dial up the numbers which begin with “\*” or “#”?**

A: Usually, we use “#” as sending key to dial up the phone, if the numbers being with “\*” or “#” the “#” is one bit of the number, so we should press “#” then wait for some seconds until the device time-out and auto dial up.

**Q18: Why the E960's signal indicator blink redly and can't make any phone call or data service after I insert the sim card and start it?**

A: 1) Run Mobile Partner, check the SIM card locked by the PIN code or not, if the following picture bump out that means the SIM card has been locked by its PIN code, so enter the correct PIN code and press "OK".

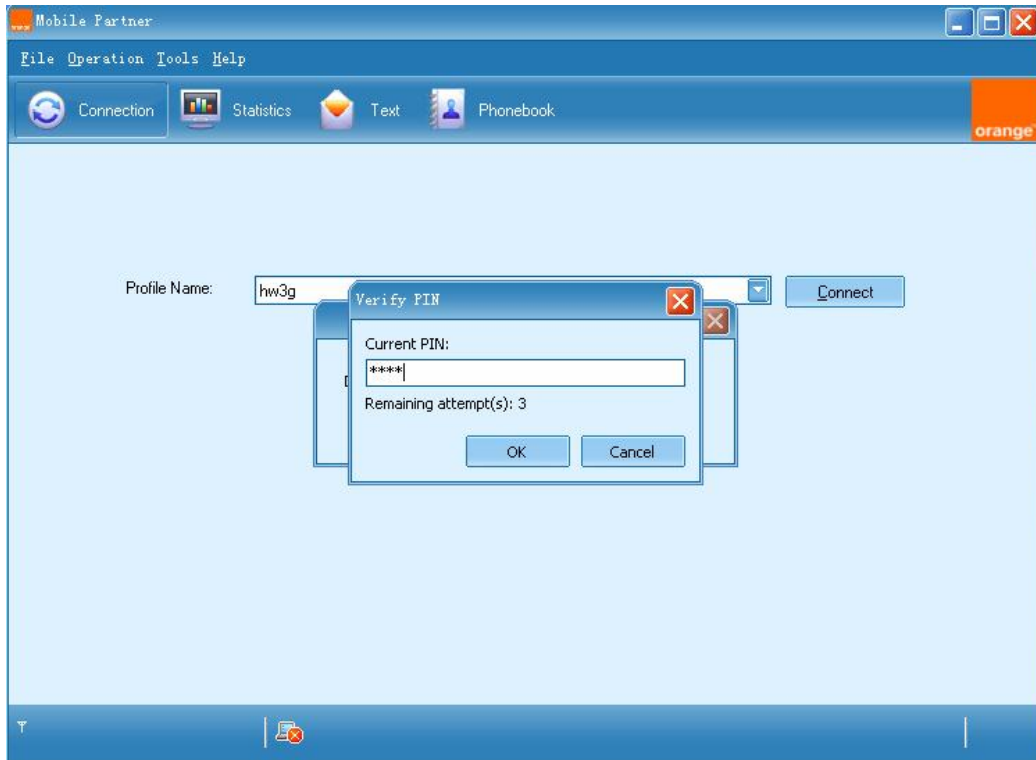


Figure 1

2) This machine is customized by the special operator and locked the operator's SIM, so it can use the special operator's SIM card to access network only.

## V、WEB

**Q19: Why the data service is not very steady and the connection often interrupts when I use the WIFI to access the E960.**

A: The WIFI card 's driver maybe have some problems, the older WIFI card drivers support the 802.11b/g mixed mode not very well, please update the WIFI card's driver to the last version.

**Q20: Why the connection interrupts immediately when we using the data service if the WIFI chooses the encryption mode.**

A: The WIFI card's drive maybe have some problems, some card's current driver version don't support the encryption mode we set, please update the WIFI card's driver to the last version.

**Q21: Why the E960's download rate is very slow though the signal intensity is very good?**

A: Please find out registry item as following, change Value data becomes 65535.

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\TCPWindowSize

**Q22: How to upgrade customized software much more reasonable?**

A: If you upgrade the software from one customized version to the other one, please download app files first, then boot files\ res files, last restore the default settings.

**Q23: What can I do if the E960 loses power supply or the network is interrupted unconventionally during upgrading software?**

A: Now the main board enters the forcibly download status, please operate following the software upgrading guidance.

**Q24: How to resolve the other undefined abnormality problems?**

A: Please get into management website, Advanced Settings->Restore Defaults, restore the default settings.