

## ETS6630 Fixed Wireless Terminal FAQ

### 1 Why can not turn on FWT?

- 1) Make sure time of pressing power on button enough.
- 2) Make sure the battery has been installed properly?
- 3) If the electrical voltage of battery is low, please charge it.

### 2 Why can not read information in SIM?

- 1) Contact SIM tightly with socket.
- 2) Clean the dust on SIM or socket.
- 3) Make sure the SIM is not a failed SIM.

### 3 Why can not call out?

- 1) Make sure network signal is good enough.
- 2) Make sure the destination number is correct.
- 3) Check if the balance of the SIM account is enough.
- 4) Whether you have set a Call Limiter? If you have set it on, make sure the number you dialed is not limited.
- 5) Make sure the network switching is correct.

### 4 Why can not charge battery?

- 1) Make sure the AC adapter is plugged properly in the FWT.
- 2) Make sure the AC adapter is plugged properly in the electrical outlet.
- 3) Make sure the battery not a failed battery.

### 5 What is the objective of software updating?

- 1) To enhance the stability of software;
- 2) To solve the problem of software;
- 3) It is the responsibility of technical support staff to decide whether the software need to be upgraded.

### 6 The terminal is not connected with an external power adapter. The switch of the FWT is turned on, but the battery LED is still off.

Open the battery room to check whether the battery has been installed. If the battery has been installed, the battery's energy is not enough. It needs to connect the terminal with the external power adapter and charge the battery.

### 7 The LCD screen does not display after FWT is powered on (an external power adapter has been connected with FWT).

- 1) Maybe the voltage output of the power adapter can not reach the requirement of FWT. In this case, it needs to check whether the AC input is normal, and whether the power adapter is proper for the FWT.

2) It is also possible that the external voltage of the power adapter is low or unstable, thus it causes the FWT can not be operated normally. In this case, it needs to check whether the external voltage of the power adapter is normal, or use the battery as the power supply.

### **8 There is no signal strength indication or time display on the display screen of FWT.**

- 1) Make sure that there is signal in the installation field.
- 2) Check whether the antenna has been installed properly. Adjust the antenna of the FWT or move the FWT to the location where the better signal can be received. If there is still no time indication, then contact with the carrier to check whether the signal covers the area of the FWT.
- 3) Check the settings of FWT network format. If it is set **umts only**, and it is not covered with 3G net, the FWT could not search the network.
- 4) Check that whether the terminal supports the SIM input.

### **9 The use of spare battery**

- 1) The FWT spare battery be able to support 210-min talking time or 200 hours stand-by time (reference value, the actual time is according to the condition of GSM network) in case of no external power supply.
- 2) The battery is in packing box, and before using the FWT, the user needs to install the battery correctly. During the installation of battery, you need to take care of the direction of the socket, and try to avoid the reverse installation.
- 3) FWT will charge the battery automatically when using the external power supply adapter. And it will stop automatically when the charging process is completed (the battery will still be charged, when the power switch is off.).

### **10 Pick up the handset or press the hand-free, and then hear ringing tone when ready to dial the FWT**

The ringing tone shows that you have an incoming call. For the convenience of using, if the user is not in the communication state, the phone call is still able to come in.

### **11 when use FWT to make a phone call, the time start to account on the screen is not the time another side pick up the phone call.**

GSM system does not support the receiving terminal time accounting; the time displayed on the screen is the time FWT starts to occupy the wireless signal channel.

### **12 After installing the SIM card, the FWT notices “please insert card” or “invalid card”**

- 1) Check whether the FWT has been in the locking terminal & card mode
- 2) Check whether SIM card has been locked
- 3) Check whether the PIN code of the SIM card has been opened.
- 4) Check whether the SIM card has been damaged (use mobile phone to check the

SIM card)

5) Check whether the direction of SIM is right.

**13 After the FWT is powered off, sometimes no information is displayed while sometimes the power supply icon and the blinking battery icon are displayed.**

No information on the screen is normal when the FWT is powered off. The power supply icon and the blinking battery icon indicate that the battery is being charged.

**14 An incoming-call ring is heard after the busy tone.**

The ring indicates that there is an incoming call. If you are not in a call, you can answer the call.

**15 Only the battery icon appears on the screen.**

It indicates that the FWT is powered solely by the battery. If the FWT is powered solely by the battery and the battery icon is blinking without any bar inside, it indicates that the battery level is low. Use the power adapter to charge or replace the battery.

**16. Why can't I input National Language in customer firmware?**

- 1) Check whether the input is correct.
- 2) Check whether input language is set as national language.

**17. Why was the system time changed?**

- 1) If the FWT is in the status of None Power Supply for a long time, please reset the system time. Please choose, **Settings => Phone settings => Date and time.**
- 2) Whether the GMT National Time was changed. If it is changed, please choose **Tools => World Time => "Right" or "Left"** keys to choose the right time zone.

**18. Why can't I make a phone call while surfing the net ?**

Make sure that you are looking through the 3G net. And when it is in the 2G net environment, we can only have one of Voice Service and Data Service. You can choose **Settings => Network => Mode** to choose the right network.