a) Ensure that at least 50mb of free space is available on your hard drive

b) Ensure that no other applications are running prior to installation.

2. The LED indicator light is on, but not flashing.

a) Check that the SIM card is inserted into the SIM card slot fully and in the correct orientation.

b) If the LED indicator is still not flashing, disconnect from the USB port, remove and reinsert the sim card and reconnect

3. The software application will not start.

a) Once the HSUPA modem has been connected to the USB port, please wait approx 5 seconds then run the application. The application will automatically detect and test the modem connected and also if a sim card has been inserted correctly or not.

b) Follow these steps to check the modem driver - Right click on My computer, Manage, Device Manager, Modem/ Ports

i) Make sure tha modem is called Mobile connector, the ports called Device Diagnostic Interface and Device Application Interface are displayed and do not display warning signs (exclamation mark)

ii) If warning sighs are displayed, disconnect the modem from the usb port, reconnect, the driver should then install

4. HSUPA USB Modem connection failure

Check that the wireless internet service used is in the local region. Check that the sim card supports a HSUPA service. If not then contact your local network operator.

a) If the sim card is a pay as you go (PAYG), make sure that it has been topped up and you have sufficient funds

b) Check the dial up connection, click on its "Properties" to verify the connection uses "HSUPA USB Modem"

5. HSUPA modem connects OK, but immediately disconnected

a) There may be a problem with the sim card. Try another HSUPA supported sim card

6. Driver did not complete the un-installation.

Do not remove the modem until the un-installation has completed fully.

LM003
Quick Start Guide.

Introduction

Thank you for purchasing our HSUPA 3G USB Modem. Before use, please read this manual carefully. This manual will help you to complete the installation and help you to in using it. Then you can enjoy the fun of surfing wirelessly anytime and anywhere on any network.

Product Overview

The LM003 HSUPA USB modem is a multi-mode, 3G USB modem, working in HSUPA / UMTS /EDGE /GPRS / GSM networks.

With a USB interface connecting to a laptop or a desktop PC, it integrates the functionality of a modem and a mobile phone (SMS), and combines mobile communication with Internet perfectly. It supports data and SMS services through the mobile phone network, enabling you to communicate anytime and anywhere.

Note:

The LM003 HSUPA USB Modem can also be used as a mass storage device but this depends on the capacity of the memory card that is fitted on the device. The device can support a maximum 8GB T-Flash memory card.

The Connection Manger firmware can be upgraded via the LM Technologies Web site

Product Specification

Interface Type:	USB	
Frequency:	EDGE/GPRS/GSM 1900/1800/900/850 Mhz	
	UMTS 2100 Mhz	
Transfer speed:	download	- up to 7.20 Mbps
	upload	- up to 5.76 Mbps
Antenna:	Built in	
SIM Card:	SIM/USIM	
SMS:	supports SMS sending and receiving	
Operating System:	Windows 2000, XP, Vista, Win 7 32 bit and 64bit	
	Mac OS X 10.4+, Ubuntu	
Storage:	Micro-SD memory card slot (Max 8Gb)	

Product usage guidelines

1. Do not use in hot or humid environments
2. Please handle the product with care. Look after the product and take care not to damage or drop the product.

3. Do not modify or destroy the product. Any such action will invalidate the warranty on this item.

4. Avoid vibration and shock. When not in use, please store in an appropriate place.

5. Do not use near flammable or explosive items

6. Do not insert the sim card whilst plugged in to a usb port.

Software and driver installation
The LM003 is a plug and play device and has the driver installed in memory. It will automatically install when plugged into the USB port for the first time.

The procedure for installation may differ dependant on your operating system. Please follow the instructions on your PC.

1. Start your PC and connect the modem to your USB port

2. Please note that the signal strength is dependant on local network and environmental conditions

3. Your operating system will detect the installation of new hardware and install drivers for a storage device.

4. Once the storage device driver has been installed the software on the modem will automatically install.

If Step 4 does not start automatically, follow Step 5, otherwise go to Step 6

5. Click on My computer, then right click "HSUPA USB Modem" CD-ROM and select Autoplay.

6. After installation is complete, click Finish

7. Please wait for the PC as the operating system will continue to detect new hardware and install the appropriate drivers.

Once the installation has completed fully, a message will popup to tell you the new hardware in installed and ready for use.

Troubleshooting Guide / FAQ's
1. The driver / application software installation fails