

Connecting HSPA via MacOS X – Huwaei E160

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Introduction

This documentation is written to provide a procedure for installing an HSPA service onto an Apple Macintosh computer running MacOS. Please note it does not apply to a MacOS machine running a version of Microsoft Windows, nor has it been tested on “Hackintosh” machines – ie. a PC running MacOS – however it is extremely unlikely you’ll ever come across the latter as this setup is not common.

The reason for this documentation is to provide clarity for Level 1 staff in the installation and support of HSPA on Apple Macintosh machines, and to extend on the documentation provided by Optus.

Please note that the documentation is based around a Huawei E160 modem on a machine running MacOS X 10.4. The basic principles should be the same for an E160 modem running on any version of MacOS X from 10.3 upwards. We have not been able to document the installation of an E169 at this time.

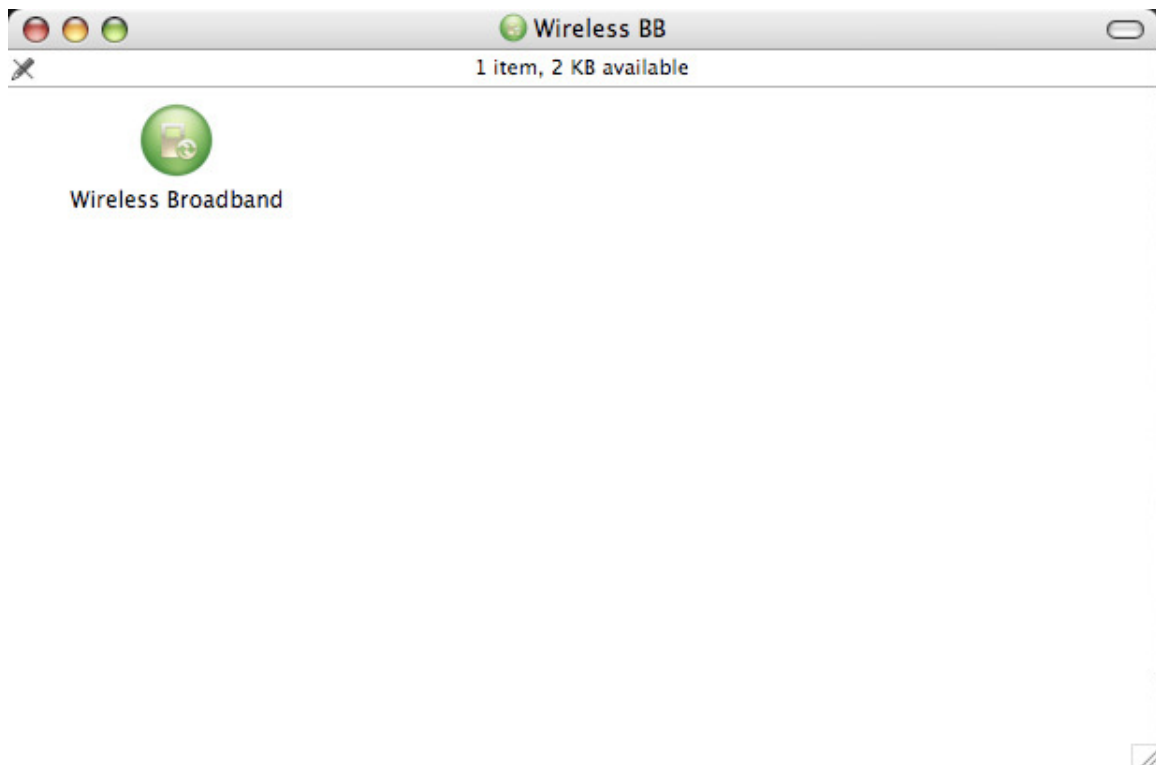
Preinstallation

It is recommended that any previous HSPA software be removed from the machine before installation, as well as any references to the Huawei software found in the “Applications” folder on the hard drive, as it has been found that some of this software can cause conflicts that may prevent our HSPA service from working correctly. Please recommend to the End User that this be done, however be *extremely* careful about talking them through this. There is a risk that the wrong thing will be deleted, which ends up causing problems for us. To avoid problems, either establish whether they are smart enough to do it themselves without your assistance, or refer it onto a tech that can do this for them.

It is also important to remember that any “Internet Connect” or “Network Connect Utility” programs found in the “Applications” folder are *not to be deleted* – **these have nothing to do with the Optus software, these are part of the operating system.**

Installation

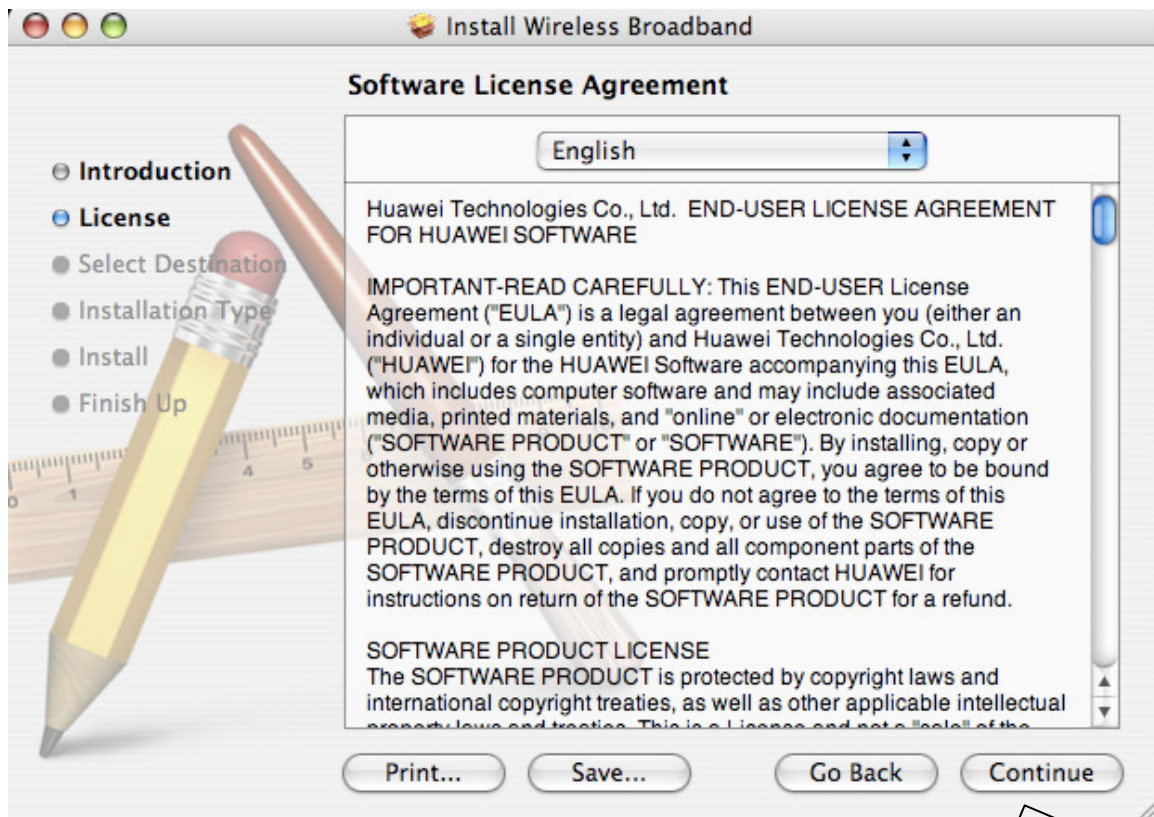
First step is to insert the E160 into a spare USB port on the computer. You will eventually get the following, however sometimes it does take a moment to display so be patient. If it hasn't appeared in around 30 seconds, remove and reinsert the E160 modem from the USB port.



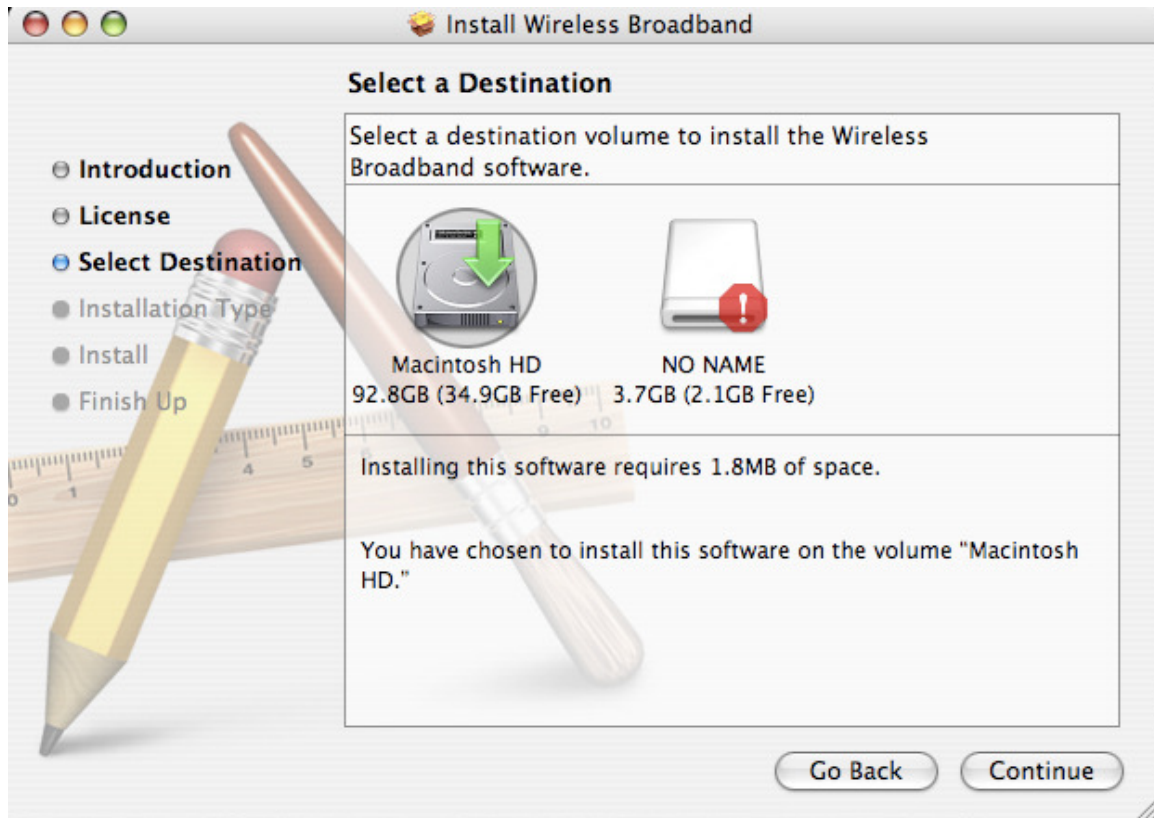
Double clicking in the “Wireless Broadband” icon displays the following, just click on continue.



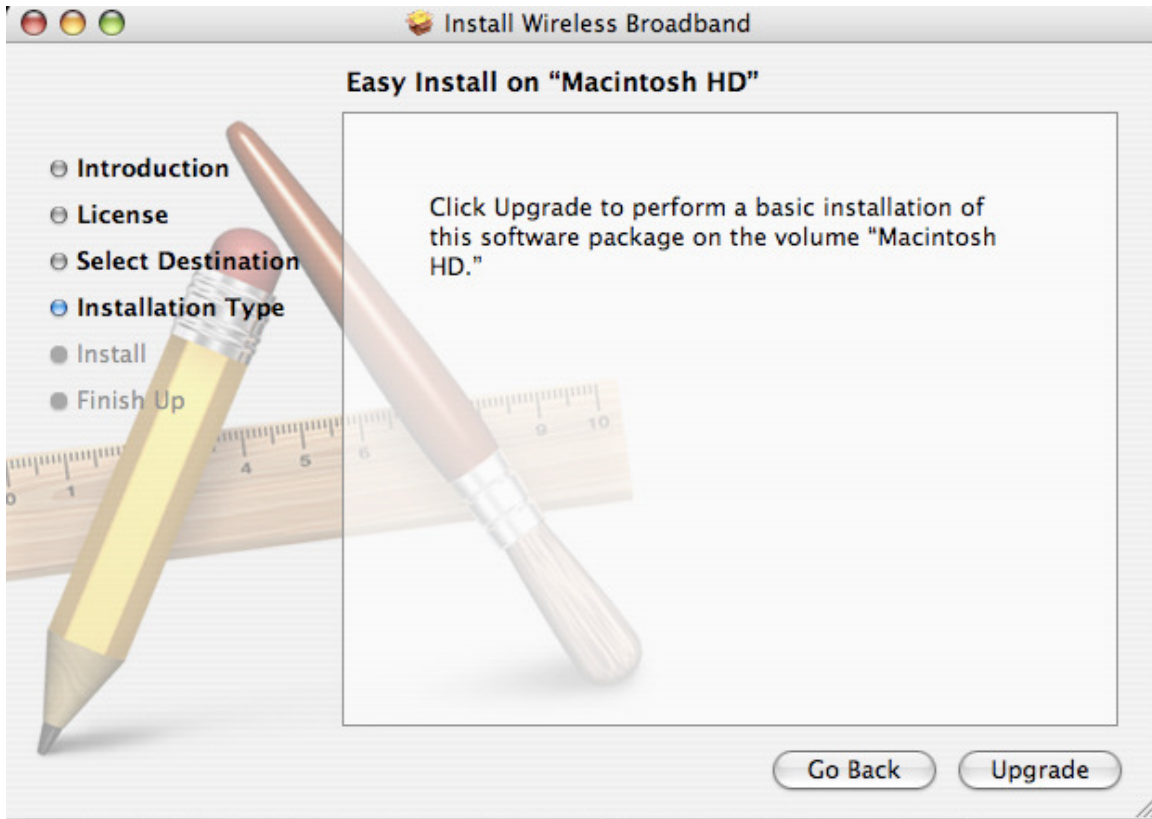
You will need to accept the License Agreement to continue. As with any agreement, it is sensible to read it first. With this software, you will need to click on “Continue” and then “Agree”, as shown below.



You will need to select the drive on which to install – in most cases you can just click on “Macintosh HD” and click on Continue.



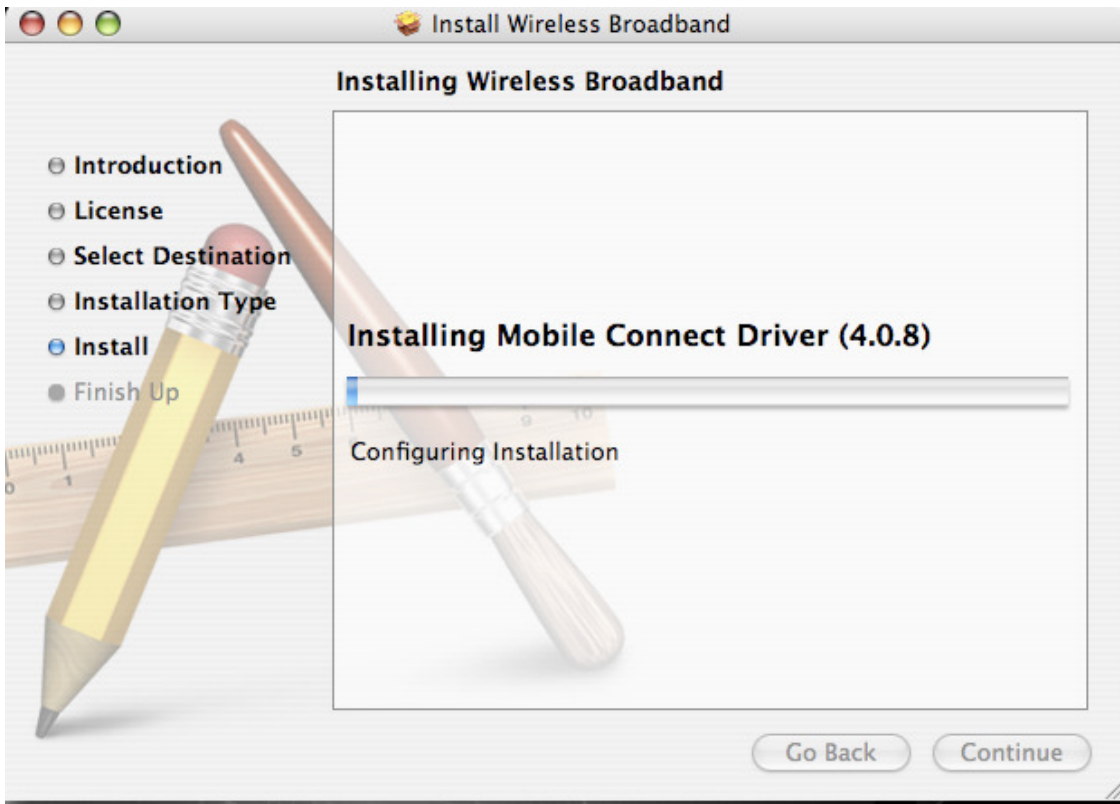
To confuse you, you will need to click on “Upgrade” here rather than “Install”.



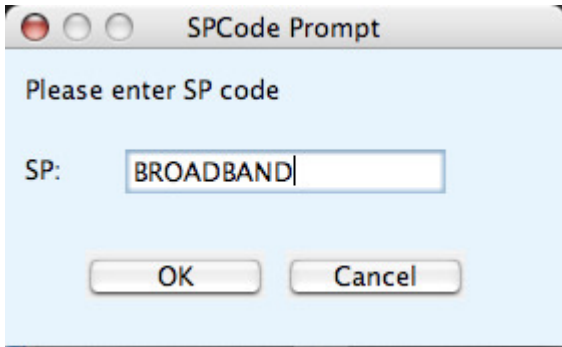
Once you click on “Upgrade”, you will be asked to enter the username and password of someone authorised to install software on the PC. This is a similar concept to UAC on Windows Vista/7. Simply get the End User to input their details for this and click on OK – if they don’t know what these details are, there’s no way for us to find out this information as it is specific to the End User’s PC.



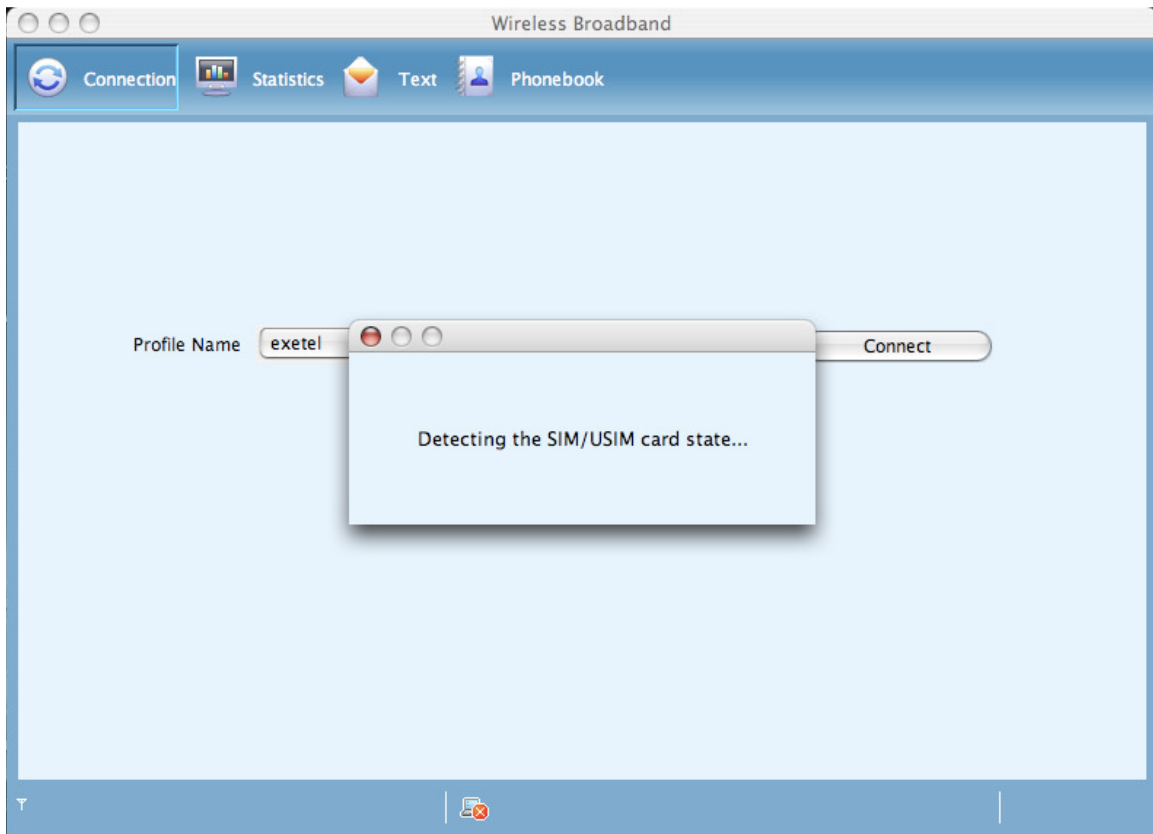
From here, wait patiently for the software to install. You should receive confirmation once it's done. Simply click on Close once you receive this confirmation. This will automatically launch the client.



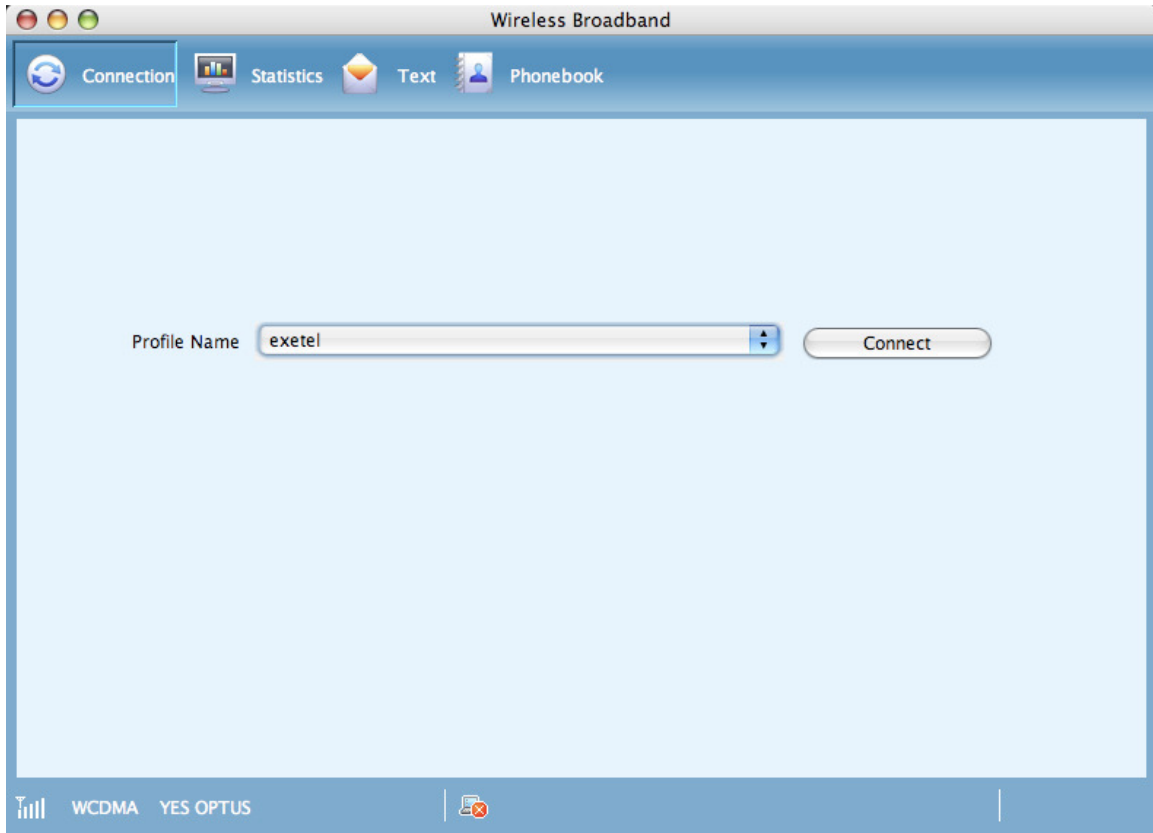
Once the client launches, you will be asked to type in the SP code. Type in **BROADBAND** (make sure it's in capitals) and click on OK.



The client then launches, and will detect the modem and SIM card.



Here, you can see that the software has detected the modem and SIM card. The bottom left shows that it has connected to the Optus WCDMA network – this indicates you are now ready to connect. Remember it may also connect to HSPA or a slower network, depending on what coverage is in the area. Simply click on Connect and wait a few seconds.



And you can now see that the connection is working.

The screenshot shows the Sydney Morning Herald website in a browser window. The browser's address bar displays 'http://www.smh.com.au/'. The website's header includes navigation links for 'NEWS', 'MYCAREER', 'DOMAIN', 'DRIVE', 'FINANCE', 'MOBILE', 'RSVP', 'TRAVEL', and 'WEATHER'. A weather widget shows 'Now: 30.1°C Max: 30°C Possible thunderstorm Full details | Warning'. The main navigation bar lists categories like 'National', 'World', 'Opinion', 'Business', 'Technology', 'Sport', 'Entertainment', 'Life & Style', 'Travel', 'Cars', 'Jobs', 'Real Estate', and 'Dating'. The date is '11:27AM Friday November 20, 2009'. A search bar is present with the text 'Search here...' and a 'GO' button. A red banner for 'VOTE NOW SPORTS PERFORMER AWARDS' is visible. The main content area features a large image of Oprah Winfrey with the headline 'OPRAH CALLS IT A DAY' and a sub-headline 'After 25 years, Winfrey to pull plug on talk show'. To the right, there are several news snippets: 'Chang killer to stay in jail' (Phillip Lim), ''Perfect neighbour' Nancy found dead' (Nancy Brayshaw), and 'Music teacher jailed for student sex' (Michelle Lynn Dennis). A 'Video news' section on the right lists 'Handball: Irish want rematch', 'Unfriend: word of the year?', 'Severe flood chaos in Britain', and 'Belgium: asylum seeker tent city'. At the bottom left, a 'Breaking News' section lists: '11:17AM Gay, Richards earn 2009 Owens awards', '11:15AM Ochoa takes first-round lead in US Tour', and '11:13AM Petrovsky overcomes favourite'. The browser's status bar at the bottom indicates 'Transferring data from images.smh.com.au...'.

Post Installation Notes

There are only two more points to make here.

- It is possible that you may receive an error about being unable to open the modem, even when the client software finds the modem and connects to the Optus network. As has been found previously, this may indicate that the End User previously had HSPA with another provider which will need to be uninstalled. However, if you get to this point, please make sure you refer to the notes under “**Preinstallation**”. If this is the case, both our software and the previous software will need to be uninstalled, and then just our software will need to be reinstalled.
- Aside from what is described in this documentation, the client is otherwise preconfigured, so you should not need to change any other settings under normal circumstances. The only scenario you are likely to come across is where you are troubleshooting a “dropout” issue and you want to use a lesser network to test for stability. From the main client screen, before you click on “Connect”, you can click on the “Phone Book” icon and use the options in here to force the connection to use a particular connection type. This section also allows you to set the Access Point to **exetell**, in an instance where users start playing with things they shouldn’t.