



E5331 FAQs 2

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E5331 FAQ

Q1: Main Features of E5331:

A:

The E5331 mainly supports the following features:

- HSPA+ (DL) data service of up to 21 Mbit/s
- HSPA+ (UL) data service of up to 5.76 Mbit/s
- HSDPA (DL) data service of up to 14.4 Mbit/s
- HSUPA (UL) data service of up to 5.76 Mbit/s
- UMTS data service of up to 384 kbit/s
- EDGE data service of up to 236.8 kbit/s
- GPRS data service of up to 85.6 kbit/s
- PS domain data service based on UMTS and GSM
- SMS based on CS/PS domain of GSM and UMTS
- Wi-Fi
- Built-in DHCP Server, DNS RELAY and NAT
- Plug and Play (PnP)
- USB Extension Cable, easy to connect
- Standard Micro USB interface
- LED indicators
- Built-in UMTS and WLAN high gain antenna
- Windows XP, Windows Vista, Windows 7, MAC OS X 10.5, 10.6 and 10.7

Q2: Hardware specifications of E5331:

A:

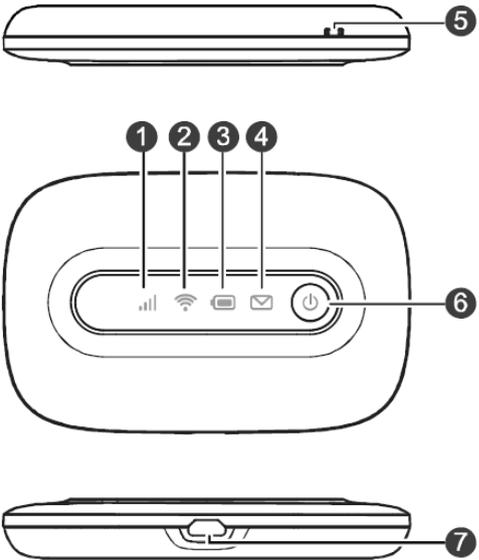
Item	Specifications
Technical standard	<ul style="list-style-type: none">• WAN: HSPA+/HSPA/UMTS/EDGE/GPRS/GSM• WLAN: IEEE 802.11b/g/n

Item	Specifications	
Operating frequency	HSPA+/HSPA/UMTS	2100/900 MHz
	EDGE/GPRS/GSM	1900/1800/900/850 MHz
	WLAN: 2400–2483.5 MHz	
Internal memory	128 MB Flash, 64 MB Memory	
Maximum transmitter power	UMTS: 24 (+1/-3) dBm	
	WLAN	802.11b: 14 (+/-3) dBm
		802.11g: 12 (+/-3) dBm
	802.11n: 7 (+/-3) dBm	
Receiver sensitivity	UMTS: -106 dBm	
	WLAN 802.11b	-76 dBm@11 Mbit/s
		-82 dBm@1 Mbit/s
	WLAN 802.11g: -65 dBm@54 Mbit/s	
WLAN 802.11n: -64 dBm@65 Mbit/s		
WLAN speed	802.11b: Up to 11 Mbit/s	
	802.11g: Up to 54 Mbit/s	
	802.11n: Support MCS0–MCS7; Up to 72.2 Mbit/s.	
Maximum power consumption	3.5 W	
Power supply	<ul style="list-style-type: none"> • AC: 100–240 V • DC: 5 V, 1 A 	
Battery	<ul style="list-style-type: none"> • Type: Li (Rechargeable) • Capacity: 3.7 V, 1500 mAh • Maximum working time: 5 hours • Maximum standby time: 280 hours while Wi-Fi is off; 30 hours while Wi-Fi is often on. 	
External interfaces	USB interface: Micro USB	
	SIM card: standard 6-pin SIM card interface	
Indicators	LED indicators: Signal, Wi-Fi, Battery, SMS	
key-press	Power switch, Reset switch	
Antenna	<ul style="list-style-type: none"> • Built-in GSM/UMTS main diversity antenna • Built-in UMTS diversity antenna • Built-in WLAN antenna 	

Item	Specifications
Dimensions (D × W × H)	92.8 mm×60.0 mm×13.8 mm
Weight	about 82 g (including the battery)
Temperature	<ul style="list-style-type: none">• Operating: 0°C to +35°C• Storage: -40°C to +70°C
Humidity	5% to 95%(non-condensing)

Q3: Keys, Interface of E5331

A:

Appearance																	
<p>Appearance</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">No.</th> <th>Item</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Signal indicator</td> </tr> <tr> <td>2</td> <td>Wi-Fi indicator</td> </tr> <tr> <td>3</td> <td>Battery indicator</td> </tr> <tr> <td>4</td> <td>SMS indicator</td> </tr> <tr> <td>5</td> <td>Strap hole</td> </tr> <tr> <td>6</td> <td>Power button</td> </tr> <tr> <td>7</td> <td>USB port(Micro USB Type B)</td> </tr> </tbody> </table> <p>Note: Wi-Fi: Wireless Fidelity</p>	No.	Item	1	Signal indicator	2	Wi-Fi indicator	3	Battery indicator	4	SMS indicator	5	Strap hole	6	Power button	7	USB port(Micro USB Type B)	
No.	Item																
1	Signal indicator																
2	Wi-Fi indicator																
3	Battery indicator																
4	SMS indicator																
5	Strap hole																
6	Power button																
7	USB port(Micro USB Type B)																
Key Function																	
Power Button	<ul style="list-style-type: none"> • Press and hold to turn on/off E5331. • When the Indicators is off, press to display information. 																
Reset Button	<ul style="list-style-type: none"> • Press and hold the RESET button until the indicators is coruscated then E5331 will restart, after E5331 has boot up all the password will be restored to default. 																

Q4: What information displayed of E5331's LED indicator?

A: Information you can read from the LED indicator of E5331 showed below

Icon	Indicator	Status
 Signal	Green	Strong signal
	Orange	Weak signal
	Red	No signal
 Wi-Fi	Green	Wi-Fi turned on
 Battery	Green	Sufficient battery
	Blinking green	Charging
	Red	Low battery
 SMS	Green	New message
	Blinking green	Inbox full

If no operation is performed on the Mobile WiFi within a preset period, the Mobile WiFi enters the standby mode, in which the battery indicator () blinks slowly and the other indicators are off. To turn on the other indicators, press any key.

Q5: The AutoPlay dialog box does not appear when connect E5331 to PC with USB cable

A:

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

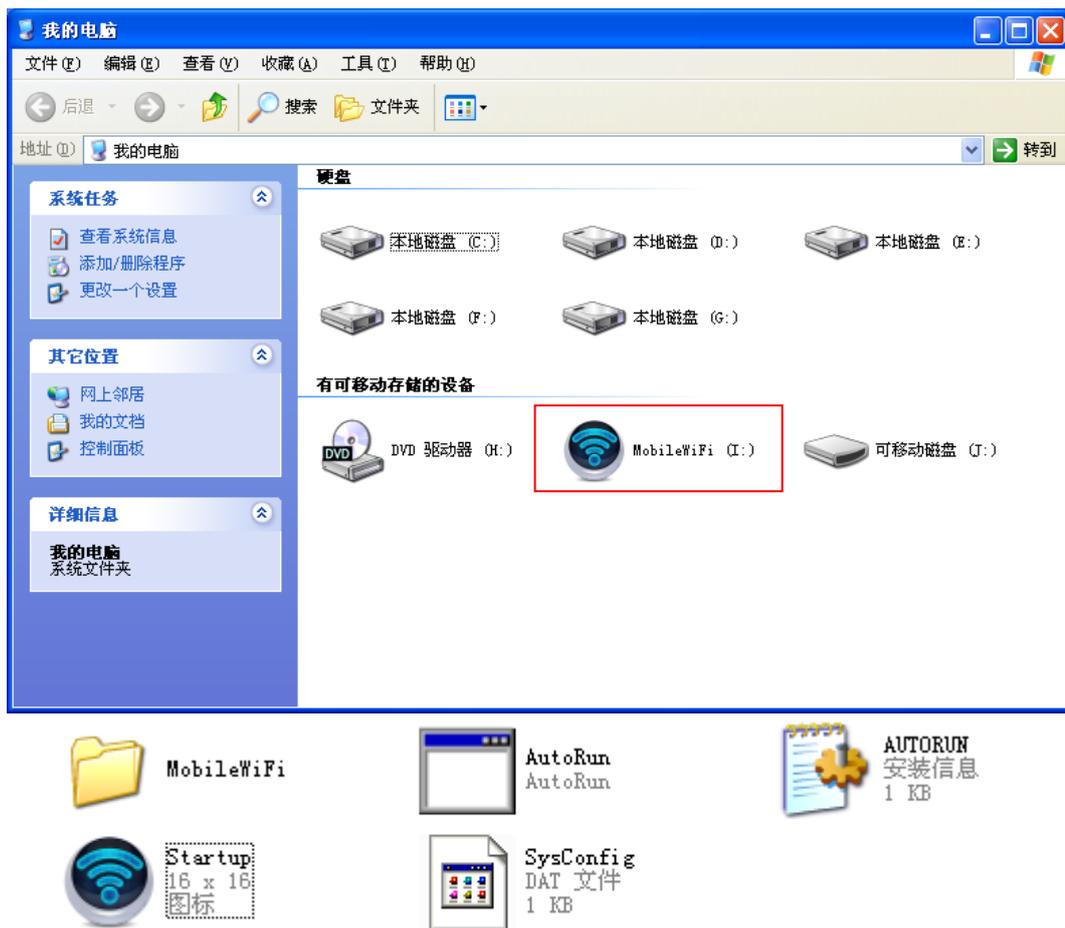
- (1) Windows XP / Windows Vista / Windows 7
- (2) MAC OS X 10.5, MAC OS X 10.6, MAC OS X 10.7

2. Make sure E5331 is turned on (LED indicator has lightened up and WiFi icon has been green). To turn

on E5331, hold and press “

3. Find the drive path  **MobileWiFi**. It should appear as one virtual CD-ROM drive in

 **My Computer**. Double click  **MobileWiFi** to open the folder of “E5331”, double click “ AutoRun.exe” to install E5331 and drivers manually.

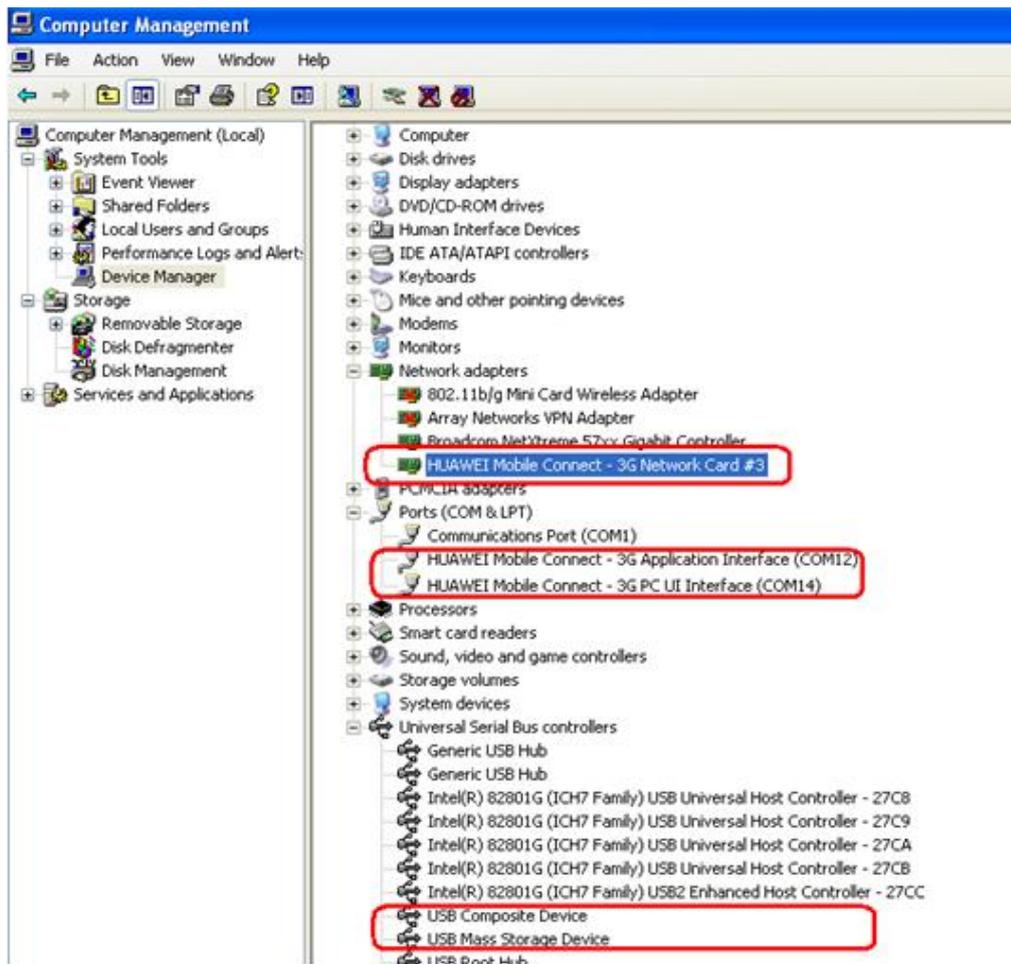


4. If the drive path  **MobileWiFi** not showing up, make sure there is no damage on USB cable and no contamination at PC USB connectors. Try to re-plug in USB connectors (both end of USB cable) to E5331 and computer again.

Q6: Check whether E5331 has been successfully installed

A:

1. Click  and find “My Computer” as . Right click “My Computer” select “Manage” to open the “Computer Management” Click “ Device Manager”. If E5331 has been installed successfully, You would see two new “com port”, “USB Mass Storage Device”, “USB Composite Device” and “HUAWEI Mobil Connect– 3G Network Card” displayed in .



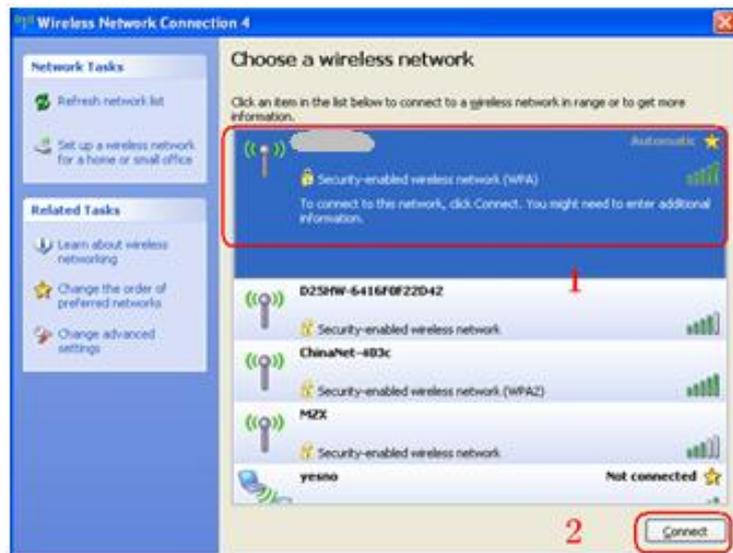
If “HUAWEI Mobil Connect – 3G Network Card” shows , right click it then select “Uninstall”. Re-load the network driver for E5331 by right click  Network adapters , then select “Scan for hardware changes”.

Q7: Establish WiFi connection between PC and E5331

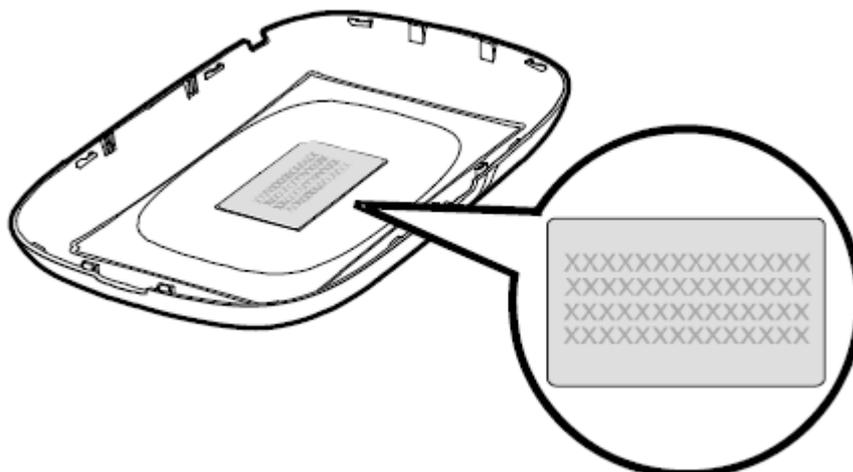
A:

Please follow these steps to set up your WLAN

1. Enable your wireless network card and double click  icon displayed on windows start bar to open “Choose a wireless network” dialog
2. Select SSID of E5331 in the local wireless device list (The WiFi Key and the SSID can be found on a label stick inside the back cover), click  to connect.



3. Input WiFi Key in the dialog of password input then click  to establish connection **please pay attention to the case sensitive of WiFi passwords.**

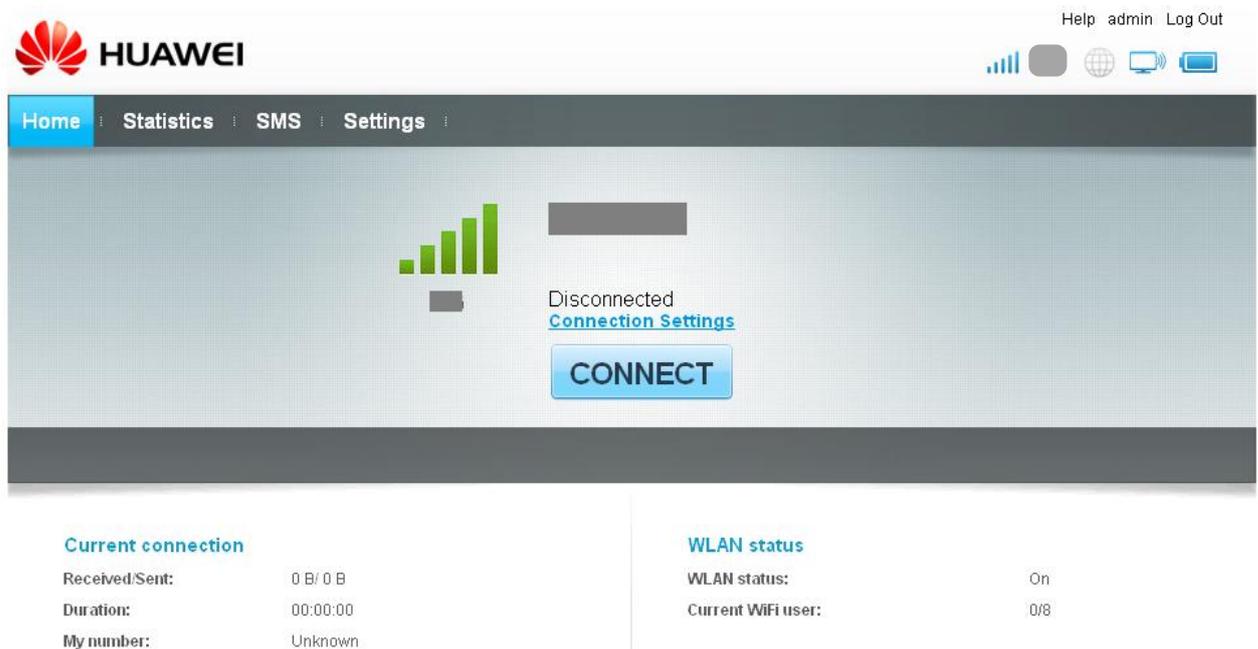


4. After the icon of wireless network card turned from  (status of acquiring IP address) into , your PC has established WiFi connection with E5331 successfully, enter <http://192.168.1.1> in web browser (ex. IE) to visit Web UI (Double click the web browser and the Web UI will open too).

Q8: My device connected to E5331's wireless network, but cannot open Web UI

A:

1. Double  to check your wireless network connection on windows start bar. Make sure your device is connected with your E5331 not other Wi-Fi device.
2. Open Web Browser from your device (ex. Microsoft Internet Explorer). Go <http://192.168.1.1> to open E5331's Web UI.

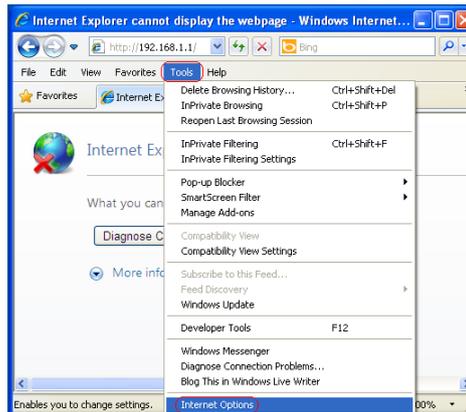


The screenshot displays the Huawei E5331 Web UI interface. At the top left is the Huawei logo and the text "HUAWEI". In the top right corner, there are links for "Help", "admin", and "Log Out", along with icons for signal strength, Wi-Fi, and battery. Below this is a navigation bar with "Home", "Statistics", "SMS", and "Settings". The main content area shows a green bar chart on the left and a "Disconnected" status on the right, with a "CONNECT" button and a link to "Connection Settings". At the bottom, there are two sections: "Current connection" and "WLAN status".

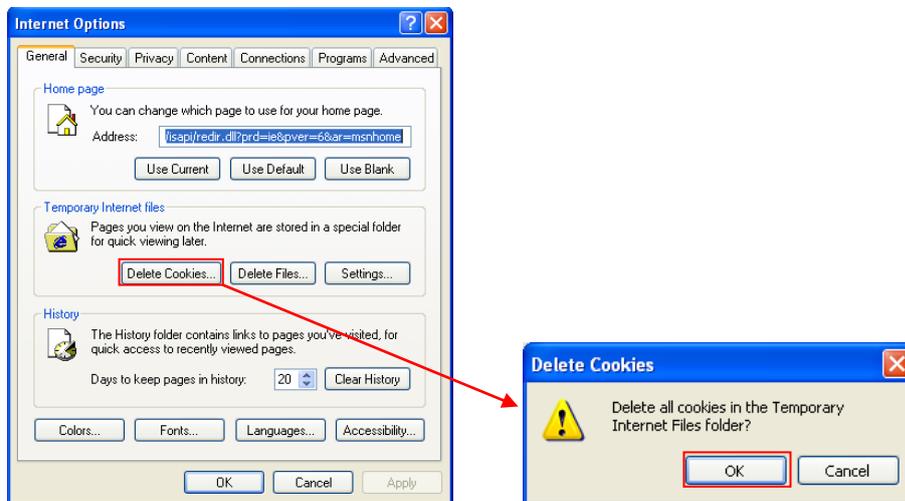
Current connection	
Received/Sent:	0 B/ 0 B
Duration:	00:00:00
My number:	Unknown

WLAN status	
WLAN status:	On
Current WiFi user:	0/8

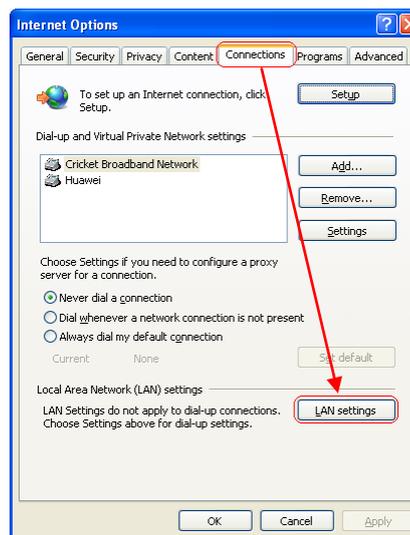
3. If Web Browser failed to bring you to Web UI, click "Tool" from Browser then select "Internet Options".



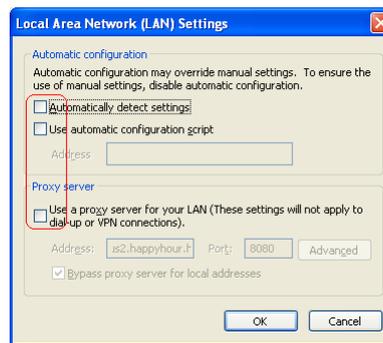
Select “General” tab, then click “Delete Cookies”.



Select “Connections” tab, then click “LAN settings”.



For the “Local Area Network (LAN) Settings” pop-up, uncheck the top three check-boxes. Then click “OK” to apply changes.



Refresh the Web Browser to show E5331 management console page.

Q9: My device connected to E5331 with USB cable, but cannot open Web UI

A:

1. Check whether E5331 has been successfully installed as Q6
2. Check your Web Browser settings as Q8

Q10: E5331's signal is weak and cannot register to 3G network

A:

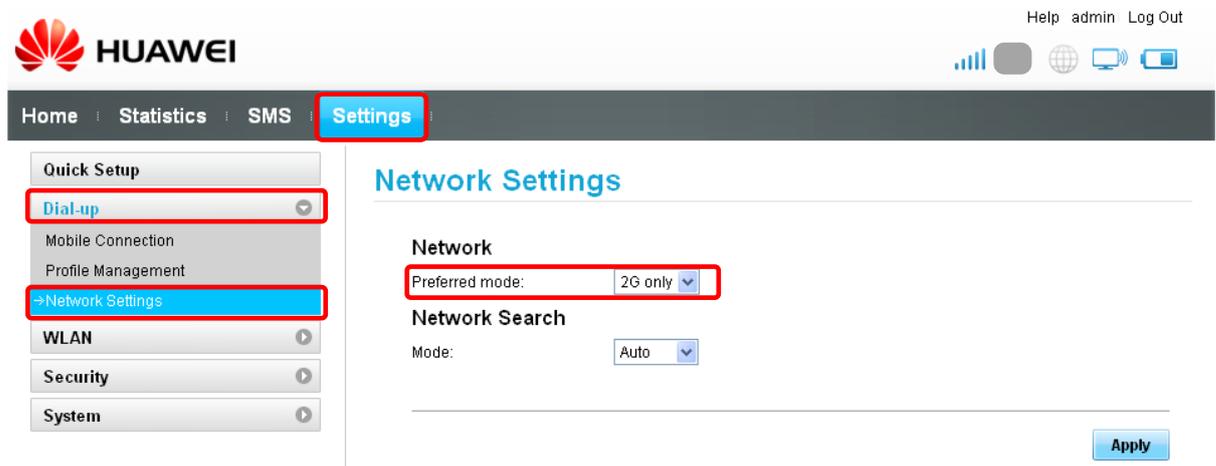
1. Please check local network condition, check whether there is 3G network which provided by telecom operator at the moment. Ensure you are not in some close environment. (You may check the signal strength by the icon  displayed on Web UI main page)



2. Please move E5331 toward to window to get better signal
3. If the network condition is good but still cannot register, please try to reset E5331 and try again
4. Sometimes E5331 will be rejected by the operator for some reasons. Please reset E5331 and

check. If E5331 still cannot camp on the network, please contact with your device provider.

5. Login Web UI to check whether E5331 has been set to 2G only mode. If your E5331 has been set to 2G only, please select the 3G only option in the drop down menu.



Q11: E5331's Wi-Fi signal is always weak

A:

1. When E5331 using it's battery power, in order to save energy for longer run-time E5331 will lower down its transmit power ,so Wi-Fi signal is weaker compare with powered by USB or power adapter. Connect E5331 to power adapter or with USB cable to a running computer's USB port will enhance E5331's Wi-Fi signal strength.
2. Keep E5331 at least 3 to 6 feet away from other electrical devices which may create RF signal and cause interference (for example, microwave oven, TVs, cordless/cellular phones, baby monitors or wireless speakers). If you needn't using any of those devices when you want to connect Internet, please turn it off.
3. Wi-Fi covered range of E5331 is according to its power supply mode and its using environment. In idea clear square area the Wi-Fi covered range of E5331 showed below:
 - Use power adapter: 100m (328ft)
 - Use USB cable connect: 20m (66ft)
 - Use battery supply: 10m (33ft)
4. In actual use Wi-Fi covered range maybe different from idea square area, it decided by the environment you use. The closer to E5331, the stronger Wi-Fi signal you get. And every obstacle

(walls, ceilings, furniture) between your device and E5331 may decrease Wi-Fi signal strength. Move your device closer to E5331 can avoid obstacles and improve Wi-Fi signal.

5. 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)

Q12: Default encryption method of E5331

A:

E5331 support 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/WPA2-PSK authentication mode: ASE/TKIP/AES+TKIP

The default encryption method of E5331 is WPA/WPA2-PSK authentication mode: TKIP

If you changed encryption method of E5331 the Wi-Fi connection between PC and E5331 will 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.

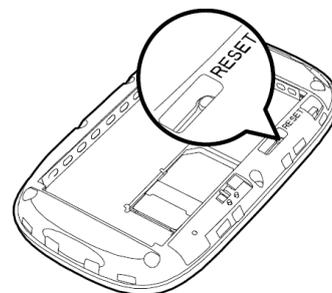
Q13: I forget my Wi-Fi key and Web login password I can't login my E5331

A:

If you forget your Web login password, you needn't to worry. Try to restore your E5331 as following step

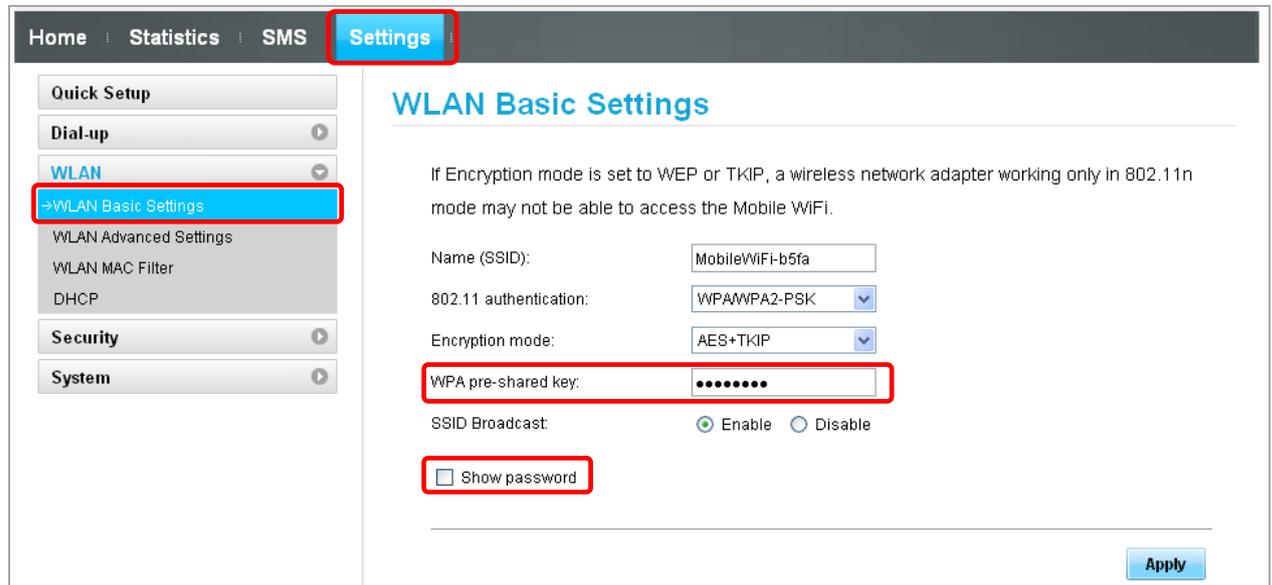
1. Open the back cover of E5331
2. Press and hold the RESET button until LED indicators are coruscated, and E5331 will restart. After E5331 has boot up all the passwords will be restored to default.

Notice: After restored E5331 all 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



Q14: How long it may take to fully charge E5331 and how long E5331 can work by using the fully charged battery?

A:

1. Maximum time to full charge E5331 battery

Device off charged by AC charger: 3h

Device on charged by AC charger: 3.5h— 4h.

Device off and charged by USB cable: 4h— 4.5h.

Device on and charged by USB cable: 4.5h— 5h.

2. Maximum working time:

Using battery and WI-FI enabled (with data transmission):5hours.

Using battery and WI-FI disabled (standby mode): 280h

Some improper uses will influent the life of battery, for example: used under high/low temperature and humid environment, leaving battery unused for long time, the battery be charged and discharged for too many times

The environment temperature required by the battery is -20°C-60°C (the ideal value is 35°C), the relative humidity is 5°C-95°C (the ideal value is 55°C) , the battery life can reach 18 months.

Q15: I feel my E5331 getting hot after long hours usage. Is there safety concern?

A:

Like most other electronic devices, E5331 get hotter during charge or big data transfer. It is a quite normal phenomenon if working in regular office environment. Even if it worked in hot environment, E5331 will automatically power off if its temperature reach 157 °F (69 °C) for safety protection. (Please don't use E5331 in close environment; it will cause poor signal and high heat of your E5331).

Q16: How can I enter into forced downloading mode?

A:

When your computer can't recognize E5331, that means you can't see new ports or new network card come out in Device Manager, in this case, you can use forced download to upgrade.

In the power off mode, press and hold "Power" and "Reset" at least 5 seconds (hold "Reset" first) then you can see all LED indicators are coruscated, now release press "Reset" key again. After all the LED indicators has coruscated run one key update again to update firmware.

Q17: How can I get version information of my E5331 ?

A:

Click  →  → ,

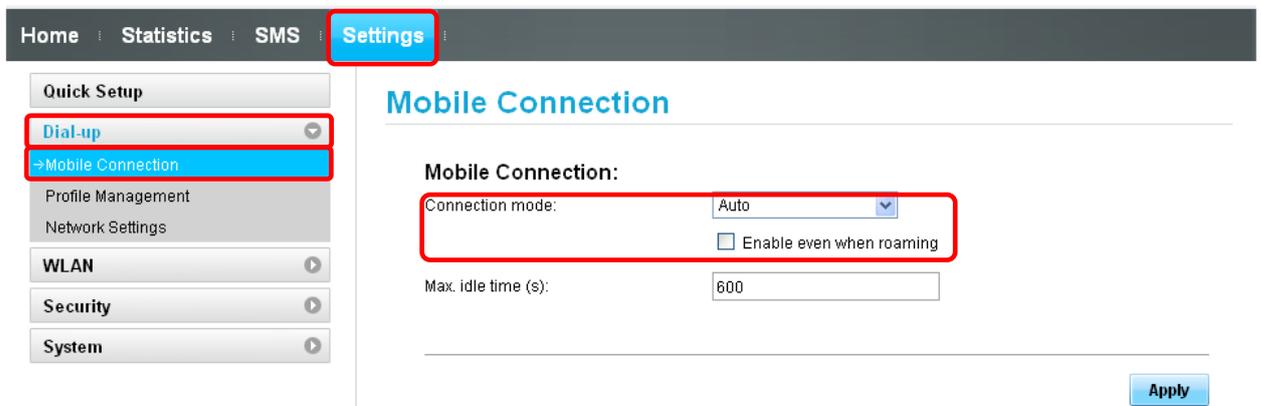
then you can see software & hardware version of your E5331.



Q18: Will the Mobile WiFi connect to the Internet automatically if I roam to a different network?

A:

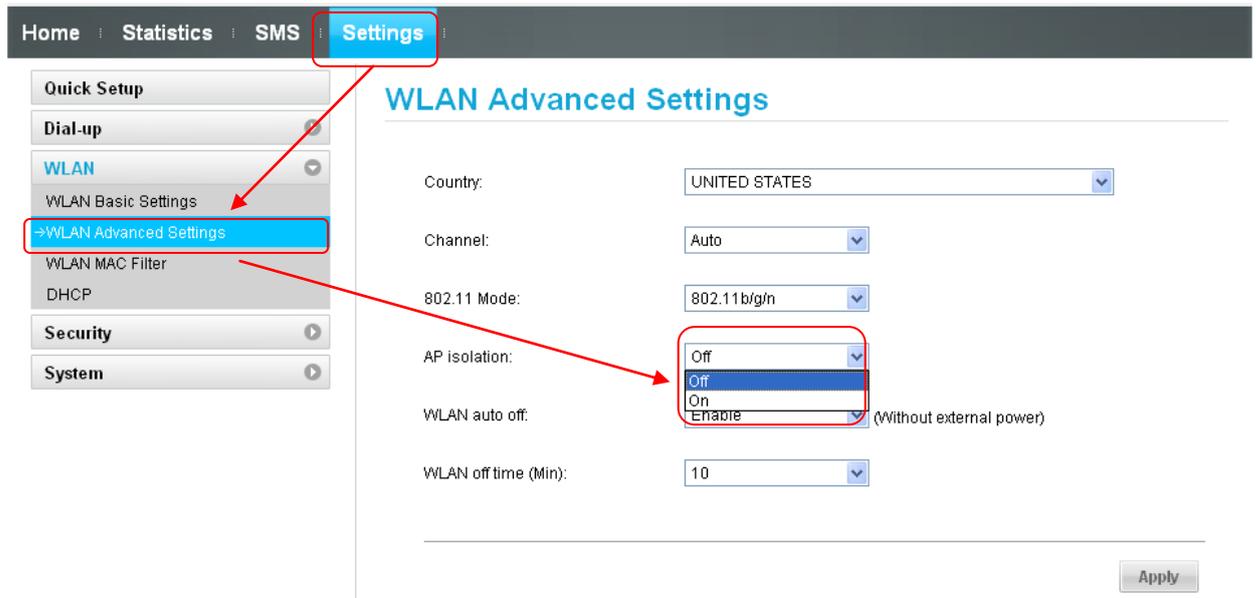
Please check the connection mode of your Mobile WiFi firstly.



- **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:
 - **Enable even when roaming** is selected by default. If you roam to a different network with the Mobile WiFi, it will automatically disconnect an established network connection. If you need to access the Internet from the new network, you must re-establish a network connection.
 - If **Enable even when roaming** is not selected, the established network connection will not be effected by roaming state of the network

Q19: 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.



The screenshot displays the 'Settings' menu of a Huawei Mobile WiFi device. The 'WLAN' section is expanded, and 'WLAN Advanced Settings' is selected. The 'AP isolation' dropdown menu is open, showing 'Off' as the selected option. Other settings visible include 'Country' (UNITED STATES), 'Channel' (Auto), '802.11 Mode' (802.11 b/g/n), 'WLAN auto off' (Enable), and 'WLAN off time (Min)' (10). An 'Apply' button is located at the bottom right.

Setting	Value
Country	UNITED STATES
Channel	Auto
802.11 Mode	802.11 b/g/n
AP isolation	Off
WLAN auto off	Enable (Without external power)
WLAN off time (Min)	10