

## DataJack USB Modem

# Troubleshooting Guide


The following guides and resources can help solve many common problems encountered while using the DataJack USB.

If you are unable to resolve your issue using the Troubleshooting steps below, then please contact DataJack Customer Service at **1-888-693-4522** or [support@datajack.com](mailto:support@datajack.com) for assistance.


<i>Problem</i>	<i>Solution</i>
<p><b>The USB modem has no power.</b> <i>(The Power LED indicator is off.)</i></p>	<p>Ensure the following:</p> <ul style="list-style-type: none"> <li>• The USB modem is properly inserted.</li> <li>• The computer is turned on and not in suspend mode (Windows) or sleep mode (Mac).</li> </ul>
<p><b>No service is available.</b> <i>(The Service LED indicator is off.)</i></p>	<p>Try the following:</p> <ul style="list-style-type: none"> <li>• Reorient your computer.</li> <li>• If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.</li> <li>• Check with DataJack Customer Service — a network or account problem may be preventing the USB modem from obtaining service.</li> </ul>

## LED Status Indicators

Your USB modem has two LED indicators. They operate as follows:

<i>LED</i>	<i>LED Status</i>	<i>Indicates</i>
	Off	The USB modem has no power. The USB modem may not be completely inserted into the computer, the computer may be turned off or in the suspend mode (Windows) or sleep mode (Mac), which powers down the USB modem, or you have disabled the USB modem (through the SmartView software).
	Blue, solid	The USB modem has power and is working properly.

	Blue, blinking	Updating the USB modem's firmware. <b>Do not remove the USB modem.</b>
	Amber, blinking	The USB modem is searching for service. If this state persists, try the following: <ul style="list-style-type: none"> <li>• Reorient your computer.</li> <li>• If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.</li> <li>• Check with DataJack Customer Service — a network or account problem may be preventing the USB modem from obtaining service.</li> </ul>
	Amber, solid	An error has occurred. Remove the USB modem and reinsert it. If that does not resolve the issue, please contact DataJack customer service for assistance.

<i>LED</i>	<i>LED Status</i>	<i>Indicates</i>
	Off	No service is available. If this state persists, try the following: <ul style="list-style-type: none"> <li>• Try reorienting your computer.</li> <li>• If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.</li> <li>• Check with DataJack Customer Service — a network or account problem may be preventing the USB modem from obtaining service.</li> </ul>
	Amber, blinking	DataJack 1xRTT coverage is detected. Ready to connect to the network.
	Amber, solid	The USB modem is connected to the DataJack 1xRTT network and can send or receive data.
	Blue, blinking	DataJack 3G coverage is detected. Ready to connect to the network.
	Blue, solid	The USB modem is connected to the DataJack 3G network and can send or receive data.

## Reinstalling the SmartView Software

---

To properly reinstall the SmartView software and drivers:

1. Remove the USB modem from the USB port on the computer.
2. Uninstall the SmartView software. If you're running Windows:
  - Click **Start > Settings > Control Panel**.
  - Double-click the **Add/Remove Programs** icon.

- Click to select **Sprint SmartView** from the list of installed programs.
  - Click **Remove**.
  - Insert the USB modem into the computer's USB port and wait for the installation process to complete.
  - The drivers and software should now be installed. In Windows, you can validate this by checking the **Device Manager** to make sure there are no exclamation marks (!) showing up. If this icon appears, there is a problem with the driver.
3. Open the **SmartView** software and, on the **Mobile Broadband** tab, click the **Connect** button to verify that you can connect.

## Locating the ESN Number

To further assist you in troubleshooting your USB Modem, your DataJack Customer Service representative may ask you to supply the ESN (Electronic Serial Number) of your device. This can be found on the outside of the box your device came in. The ESN DEC will be an 11-digit number.



## Updating the PRL

---

You may need to update the PRL of your device if:

- The SmartView software goes from “Ready” to “Connecting”, and back to “Ready” when you click **Connect**.

To update the PRL of your USB device:

1. Insert the USB modem into your computer's USB port.
2. Open **SmartView**.
3. Click the **Tools** button. A menu should appear.
4. Click **Settings** from the Tools menu. This will bring up a new window with multiple tab options.
5. Click on the **Mobile** tab.
6. Locate the **Device Configuration** section.
7. Click the **Update PRL** button under the **Device Configuration** section.

If the Update PRL button is grayed out, or if the steps above did not resolve your issue, please contact DataJack Customer Service for further assistance.

## Updating the Profile

---

You may need to update the Profile of your device if:

- The USB device says that the username and password are incorrect.

To update the Profile of your USB device:

1. Insert the USB modem into your computer's USB port.
2. Open **SmartView**.
3. Click the **Tools** button. A menu should appear.
4. Click **Settings** from the Tools menu. This will bring up a new window with multiple tab options.
5. Click on the **Mobile** tab.
6. Locate the **Device Configuration** section.

7. Click the **Update Profile** button under the **Device Configuration** section.

## Contacting DataJack Customer Service

---

Available M-F 8AM – 9PM and Weekends 9AM – 2PM (Central Time)

- Call us at **1-888-693-4522**
- Email us at [support@datajack.com](mailto:support@datajack.com)
- Visit our Online Support Center at <http://www.datajack.com/support>