



 **XCOM** GLOBAL

**Unlimited aXcess Plan**

USB Modem

Connection & Configuration



**ADMINISTRATIVE RIGHTS TO YOUR  
COMPUTER ARE REQUIRED. This product  
requires a software installation. Please set up  
your device before you leave for your trip.**

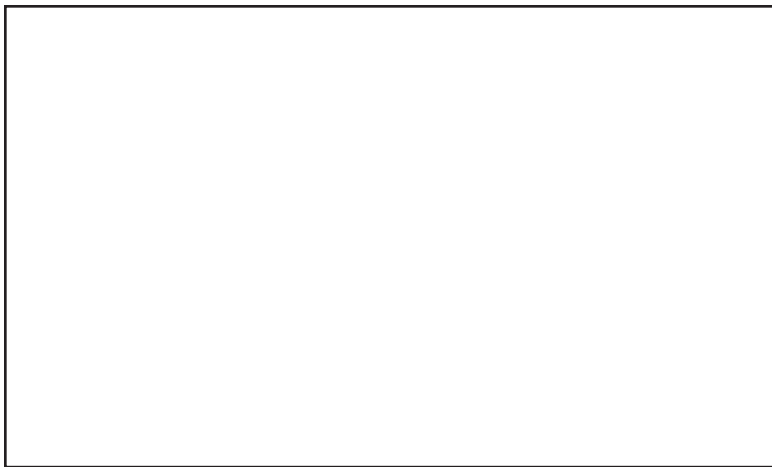
For technical support call:  
Toll free in the US +1 877-520-8242  
Internationally 01 858-22-8242

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The USB modem is pre-configured for your travel destination. If you encounter a problem when trying to connect for the first time, follow these instructions to check the profile settings and make sure the modem is properly configured.

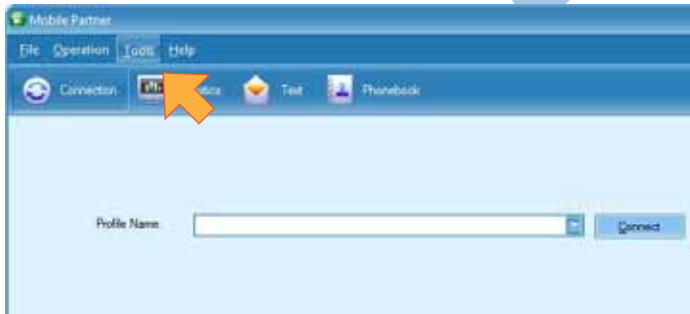


PC

1 Plug the USB Modem in to your computer. If the computer does not automatically do it, install and run the *Mobile Partner* software installation.



Open the newly installed *Mobile Partner* software application and from the **Tools** menu select **Options**



In **Options** go to **Profile Management** and click **New**

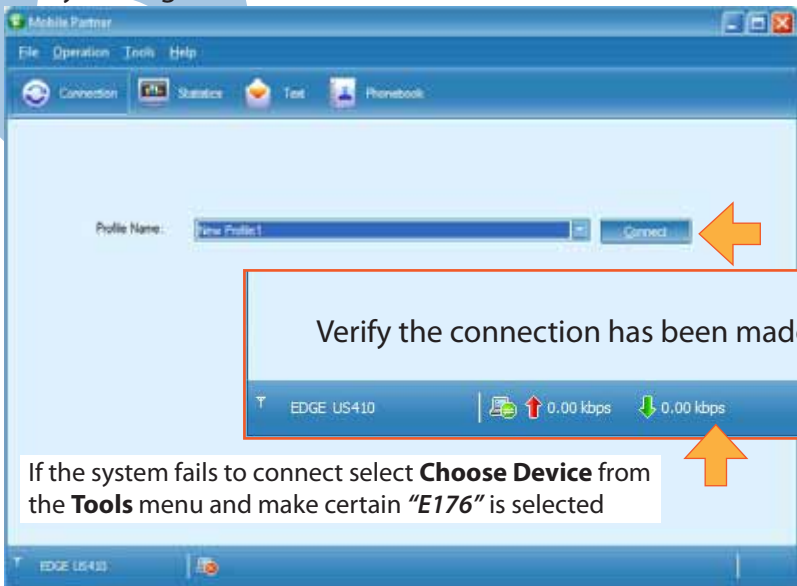
The screenshot shows the 'Options' dialog box with the following components:

- Left Sidebar:** A tree view with four items: 'General', 'Text Message', 'Profile Management' (highlighted with a blue selection bar and a circled '1' next to it), and 'Network'.
- Main Content Area:** Titled 'Dial-Up', it contains several sections:
  - Profile Name:** A text input field with a dropdown arrow on the right.
  - APN:** A section with two radio buttons: 'Dynamic' (selected) and 'Static'. Below them is an 'APN:' label and a text input field.
  - Authentication:** A section with three labels and text input fields: 'Access number:', 'User name:', and 'Password:'.
  - Advanced...:** A button at the bottom of the main content area.
- Right Sidebar:** A vertical stack of buttons: 'New' (highlighted with a blue border and a circled '2' next to it), 'Delete', 'Edit', 'Save', 'Undo', and 'Default'.
- Bottom:** 'OK' and 'Cancel' buttons.

Edit the APN information by following these five steps, entering the appropriate APN\*



Click the **Connect** button and give the system time to verify settings and establish a connection



The screenshot shows the 'Mobile Partner' application window. The title bar reads 'Mobile Partner'. The menu bar includes 'File', 'Operation', 'Tools', and 'Help'. Below the menu bar are icons for 'Connection', 'Statistics', 'Test', and 'Phonebook'. The main area contains a 'Profile Name' dropdown menu set to 'New Profile 1' and a 'Connect' button. An orange arrow points to the 'Connect' button. Below this, a text box with an orange border contains the text 'Verify the connection has been made'. At the bottom of the window, the status bar shows 'EDGE US410' and data transfer rates: '0.00 kbps' for upload and '0.00 kbps' for download. An orange arrow points to the status bar area.

Profile Name:

Verify the connection has been made

T EDGE US410 | 0.00 kbps 0.00 kbps

T EDGE US410

If the system fails to connect select **Choose Device** from the **Tools** menu and make certain "**E176**" is selected

Open a web browser to confirm internet access



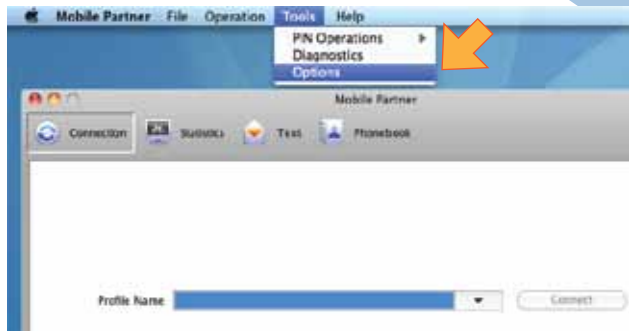
**Mac**

1 Plug the USB Modem in to your computer. If the computer does not automatically do so, install and run the *Mobile Partner* software installation.

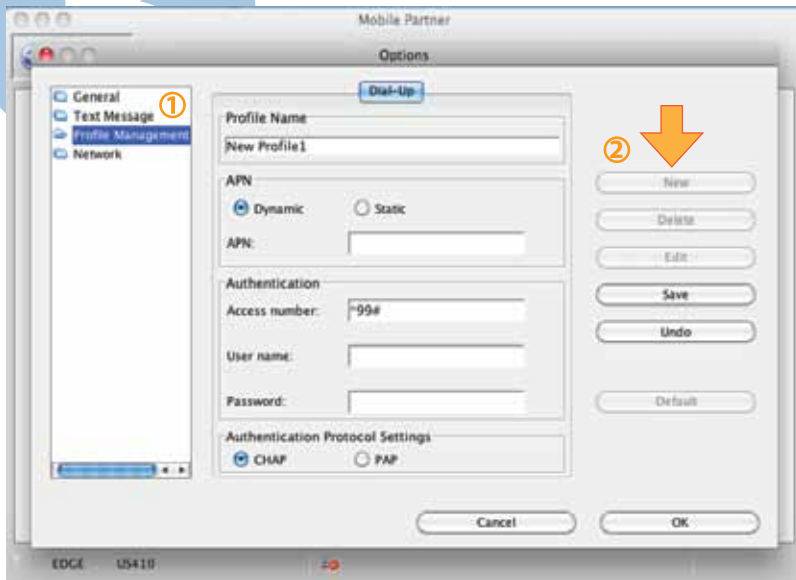


Open the newly installed *Mobile Partner* software application and from the **Tools** menu select **Options**

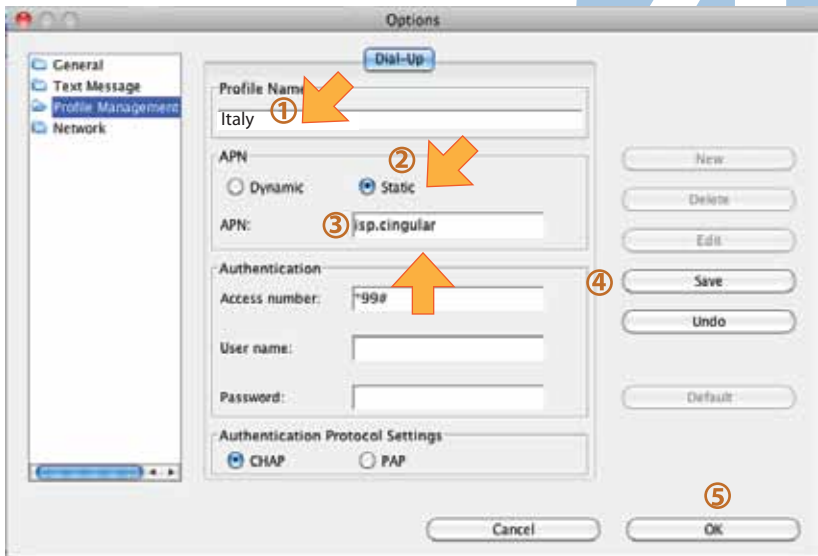
2



In **Options** go to **Profile Management** and click **New**



Edit the APN information by following these five steps, entering the appropriate APN\*



*\*The APN list can be found at the beginning of this booklet*

Click the **Connect** button and give the system time to verify settings and establish a connection

Verify the connection has been made

If the system fails to connect select **Choose Device** from the **Tools** menu and make certain **"E176"** is selected

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# Troubleshooting

## **After attempting to connect, you receive the error message:**

*"You cannot connect before registered"*

- Choose Tools > Options > Network > Registration Mode
- Select 'Manual search and register' then click 'Refresh'.
- From the 'Operator Name' name, select the proper network
- Click Register > OK

## **Cannot establish a connection:**

- Ensure that you are in the network coverage area.
- Ensure that you input the APN collectly following the list.
- Wait a few minutes and try to connect again. This is most often a temporary problem, especially if an 'Error 631' or 'Error 619' is referenced.
- Uninstall the software, restart computer, the re-install software.

## **Removing the USB Modem after closing a connection**

### **Windows**

- Click 'File' > 'Exit' then the prompt will appear and click 'OK'
- Right Click the Safely remove hardware Icon and click "Safely remove hardware"
- When the prompt "It is safe to remove the device" is displayed, remove the USB Modem

### **Mac**

- Click on the 'Mobile Partner' icon.
- From the menu, click Quit Mobile Partner
- Remove USB modem

## **Uninstalling the software**

*(Uninstall/Re-Install is also a common problem solver.)*

### **Windows**

- Start Menu > Control Panel > Add/Remove Programs
- Click 'Mobile Partner' then click Uninstall

### **Mac OS**

- From Macintosh HD > Applications
- Drag the 'Mobile Partner' icon to the Trash.

*After the un-installation is complete it is recommended that you restart your machine to ensure the it is completely removed from your system*

### **Can receive email but cannot send email:**

Many Internet Service Providers (ISPs) have implemented "Port 25 Blocking" (OP25B), and you may be required to send OUTBOUND email thru their servers. If you are using an Email application such as Microsoft Outlook or Outlook Express, the most common solution is to change the outbound (or SMTP) port setting to 587 or 465

#### **In Outlook or Outlook Express:**

- Click on the Tools menu > Accounts
- From the Mail tab, double click your email account > More settings > Advanced
- Change the Outgoing Server (SMTP) from 25 to 587 or 465.
- Click 'OK' to save the changes

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Further support may be found online at

**[www.xcomglobal.com/support/](http://www.xcomglobal.com/support/)**