

SPARK MF730M

3G USB MODEM

USER MANUAL

CHECK YOUR SYSTEM REQUIREMENTS

Your USB modem will connect your PC or MAC to the Spark Network for mobile broadband.

A web browser is required to log in to your USB modem if you wish to make any configuration changes.

USB driverless connection is supported for Windows and MAC operating systems:

- Windows XP (SP3 and above), Windows Vista, Windows 7, Windows 8/8.1/10
- Mac OS X (up to 10.12)

Using the USB connection requires administrator rights to install and run the software.

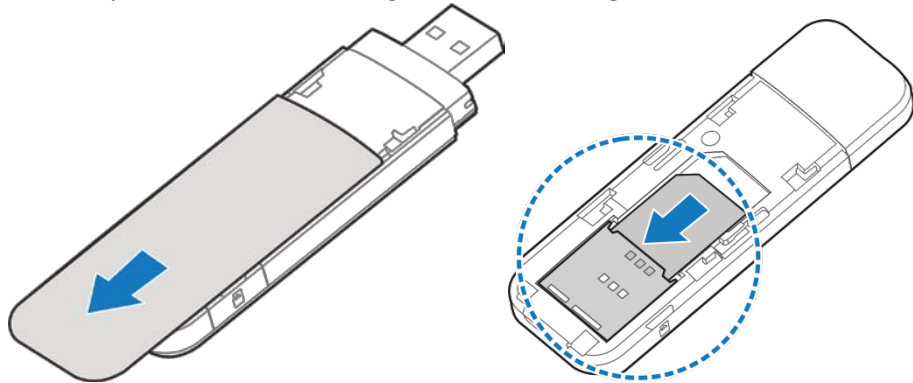
We suggest you switch off your anti-virus software before connecting the modem. In some cases protection software can prevent automatic installation.

It is possible to start the installation process manually by clicking the Autorun icon when it appears.

GET TO KNOW YOUR USB MODEM

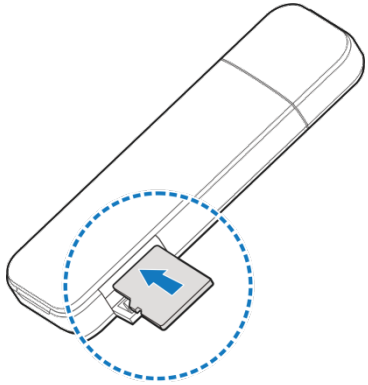
INSERT YOUR STANDARD SIZED SIM CARD

1. Slide the back cover down to access the SIM and memory card slots.
2. Insert your SIM card with the gold contacts facing down and the cut corner exposed as shown:



IMPORTANT NOTES: This device supports a standard SIM card size only (2FF). Do not use a SIM adaptor which might get stuck and damage your device. Physical damage to the SIM tray will make your device unusable and is not covered by warranty.

3. If you want to add a memory card you can do it now. Your USB device supports up to 32GB microSDHC™ memory.



4. Replace the cover.

5. You are now ready to connect your device and you'll be on-line in no time.

Notes

- Adding a memory card is optional
- To access SD card on your PC go to My Computer and view Removable Disk
- To access SD card on your Mac go to the desktop and click on 'No Name'

microSD™ cards supported to 2GB are FAT 16 format

microSDHC™ cards supported to 32GB are FAT 32 format

If using a memory card use the Safe Removal of Hardware process or Eject the device. Consult your operating system guidelines.

Handy hint

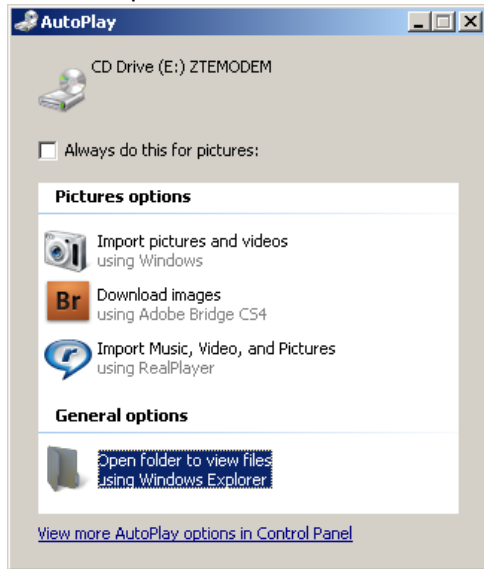
Remember to keep your plastic SIM card holder. It has a record of your PUK Code which you should keep handy.

PLUG IN YOUR USB MODEM

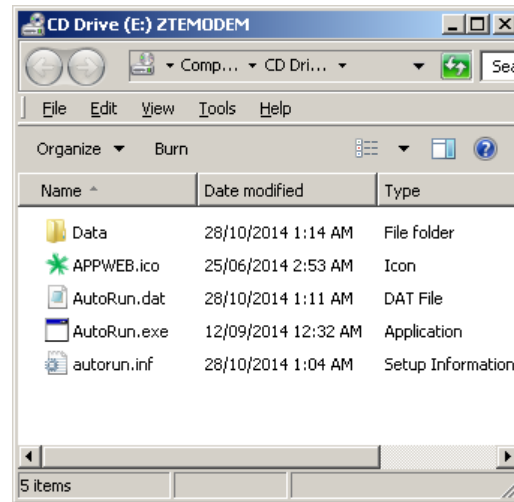
Plug the modem into a spare USB port on your computer.

The USB Modem will start up in a few seconds. The LED light will change from red to flashing green when the device is connected to the network.

1. Click on 'Open folder...'



2. Double click the Autorun application:



3. The installation will create a short-cut on your desktop and open your browser at the device homepage.


USB INSTALLATION NOTES

- The installation will create a new shortcut on your desktop and a new program listing under Start-Programs
- If you have problems with the installation please contact your supplier or see our website, ztemobiles.com.au for more assistance and FAQ's or call our hotline on (+61) 1300 789 475 available between 9am and 5pm AEST (International Calling Charges will apply)
- If you can't connect to the internet check your SIM card is inserted correctly, contact your service provider and check your account is active
- To uninstall the application:
Windows users: Programs > Spark 3G Dashboard > Uninstall

MAC Users:

- Double click the Spark Modem CDROM on the desktop to install the device
- To uninstall, go to Applications and run Uninstall Spark 3G Dashboard

HELP

- Click Help button to access this full user guide
- Click the Help icon  to see in context help
- Go to ztemobiles.com.au for FAQ's, product and warranty support

QUICK REFERENCES

Browser home page	http://192.168.0.1
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DEVICE HOMEPAGE AND ICONS

Spark[™] Spark 3G Dashboard

HSPA+ Spark NZ 1

Network Type	Carrier Name	Signal Strength	Data Connect	SMS	SIM Status
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Home Information SMS Phonebook Settings

Current Data 1.2MB

Duration 01:00:03

Upload 136b/s

Download 0b/s

Disconnect

Open a browser and go to 192.168.0.1 to access the device homepage.

NOTE: A red SIM card icon can mean any of the following states:

- SIM card is missing or incorrectly inserted. Check the SIM card is inserted correctly.
- SIM card is PIN or PUK locked (Enter the PIN number, or contact your carrier for the PUK code).
- SIM card is faulty.

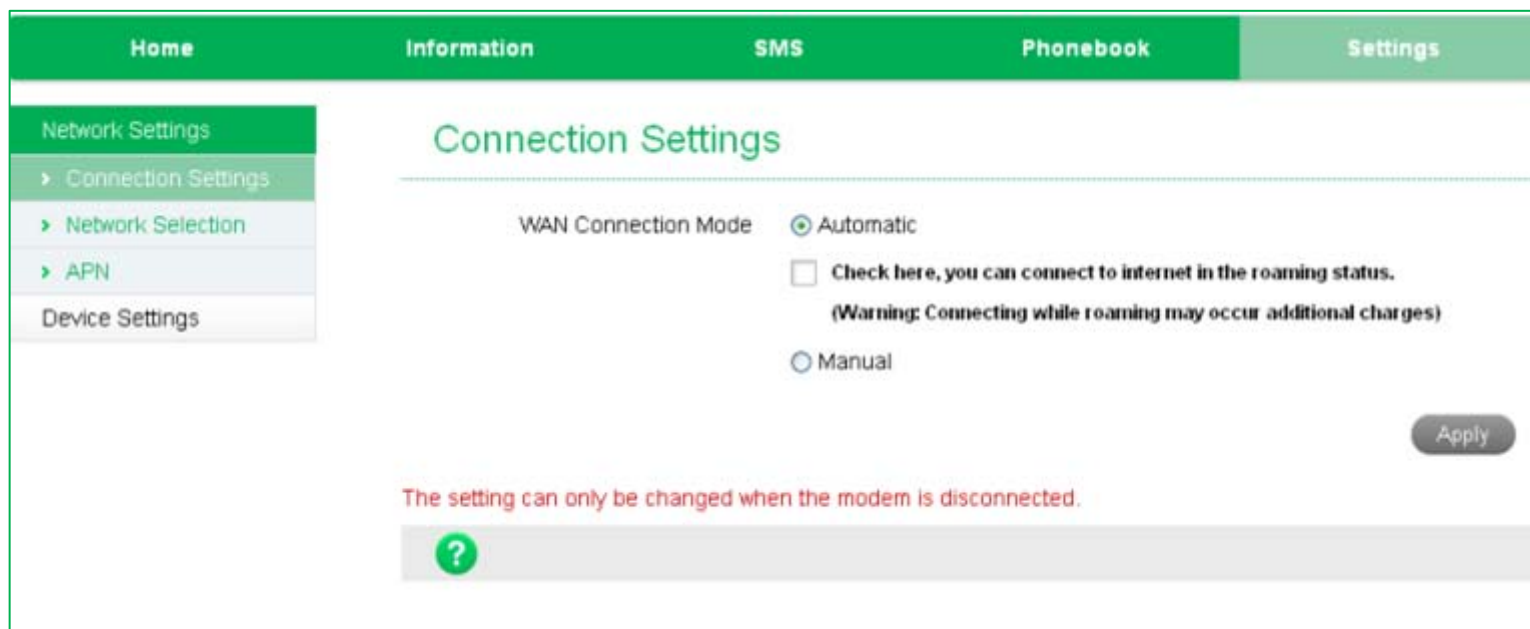
THE INFORMATION TAB

Home	Information	SMS	Phonebook	Settings
Device Information	Device Information			
Statistics				
Data Limit Settings				
	SIM Card Number	— —		
	IMEI	358532035210566		
	IMSI	530052192153188		
	Signal Strength	-62 dBm		
	IP Address	192.168.0.1		
	WAN IP Address	100.98.38.243		
	Software Version	T01		
	Hardware Version	MF730M-1.0.0		


The Information tab shows the summary device status and whether you are connected to the mobile broadband network

- The device will automatically connect to the network
- To change this behaviour press Disconnect on the Home tab, then go to Settings > Network Settings > Dial-up Settings, and select Manual

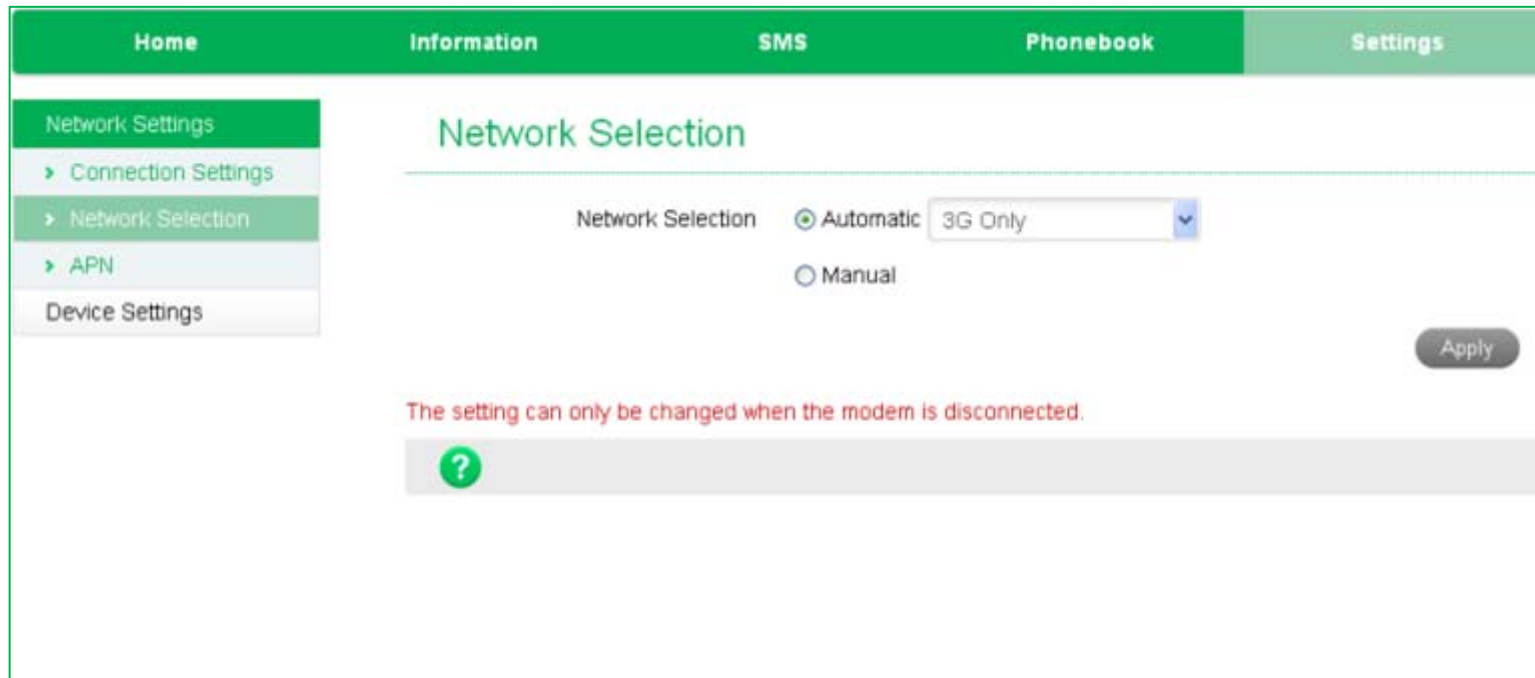
SETTINGS > NETWORK SETTINGS:




NETWORK SETTINGS > CONNECTION SETTINGS (AUTOMATIC CONNECTION):

- The default connection setting will automatically connect to the network. The setting is greyed out if you are connected.
- Press the Disconnect button on the Home tab to change this setting and to enable International Roaming if required.
- If you make any changes, press Apply to save the changes.
- Press the Help icon  to get in context tips.

SETTINGS > NETWORK SELECTION:



- Network Selection is set to Automatic. You can change to 3G or 2G only.
- Press the 'Disconnect' button on the Home tab to change these settings if required.
- If you make any changes, press 'Apply' to save the changes.
- Press the Help icon  to get in context tips.
- Normally there is no need to change these settings unless you change service provider.

SETTINGS > APN:

Home Information SMS Phonebook Settings

Network Settings

- > Connection Settings
- > Network Selection
- > APN

Device Settings

APN

Current APN Data

Mode Auto Manual

Profile Data

PDP Type IPv4

Profile Name * Data

APN * internet


Authentication NONE

User Name

Password

The setting can only be changed when the modem is disconnected.

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- Press the 'Disconnect' button on the device home page to add or change these settings if required
- Check Mode: 'Manual' and press 'Add New' to create a new APN
- Add the Profile Name, eg Data
- Enter the correct APN details eg internet
- Press Save to save your new APN
- Press the Profile drop down box
- Select the new APN profile
- Click on 'Set as default' to set the new APN as your preferred setting
- Press the Help icon  to get in context tips
- Normally there is no need to change these settings unless you change service provider
- The device is configured for Spark, i.e. if you use a SIM card from another provider you may not be able to connect to their network
- Consult your new carrier to obtain alternate APN details for your device

SETTINGS > DEVICE SETTINGS > PIN MANAGEMENT

- Press the Disconnect button on the device home page to add or change the PIN settings if required
- Navigate to PIN Management again and enter your current PIN code to change or disable the PIN
- If you make any changes, press Apply to save the change
- If you enter the incorrect PIN code three times in succession you will lock your SIM card
- Contact your service provider to obtain your PUK code

SETTINGS > DEVICE SETTINGS > UPDATE MANAGEMENT

- To auto check the latest version of your device automatically, check the 'Enable' option and choose which cycle frequency you require
- Press Apply to confirm choice

TROUBLESHOOTING

If you have any problems with your connection or device please consult the manual and check this section. If the problem still exists contact your service provider or check our website for more details at ztemobiles.com.au

Problem	Possible Causes	Suggested Solution
The user interface doesn't start after the device is plugged in.	PC configuration is not correct. (No autorun)	Start the program manually by going Start > Program Files or use the shortcut on the desktop.
The device has no signal.	You have no network coverage.	Try moving location until you get good reception.
	SIM card requires a PIN or PUK number.	Contact your service provider to obtain the PIN or PUK key.
SIM Card is locked		
	You have no network coverage.	Try moving location until you get good reception.
Data connection failed.		
	You don't have international roaming enabled on your plan.	Consult your service provider before you go overseas to enable roaming.

PRECAUTIONS AND SAFETY INFORMATION

- Some electronic devices are susceptible to electromagnetic interference. The USB Modem is a transmitting device and may cause interference to sensitive electronic equipment such as audio systems, vehicle systems and medical equipment. Please consult the manufacturer of the other device before using the device.
- Operating of laptop or desktop PCs with the device may interfere with medical devices like hearing aids and pacemakers. Please keep the device more than 20 centimetres away from such medical devices. Turn the device off if necessary. Consult a physician or the manufacturer of the medical device before using near such devices.
- Be aware of regulations when using the device at places such as oil refineries or chemical factories, where there are explosive gases or explosive products being processed. Turn off your device as instructed.
- Don't touch the antenna area unnecessarily whilst connected. This can affect your device performance and reduce the signal quality.
- Store the device out of the reach of children. The device may cause injury or get damaged.
- The device contains sensitive electronic circuitry. Do not expose the device to any liquids, high temperatures or shock.
- Only use original accessories or accessories that are authorised by the manufacturer. Using unauthorised accessories may affect your device's performance or damage your device.
- Avoid using the device in areas that emit electromagnetic waves or in enclosed metallic structures eg lifts.
- The device is not waterproof. Please keep it dry and store it in a cool, dry place.
- Don't use the device immediately after a sudden temperature change eg from an air conditioned environment to high temperature and humidity outside. In such cases there could be condensing moisture inside the device which can cause internal damage. Unplug the device and leave it for 30 minutes before use.
- Always handle the device with care. Be careful not to drop or bend the device.
- There are no user serviceable parts inside the device. Unauthorised dismantling or repair will void the warranty.

RF SAFETY INFORMATION

The wireless device has an internal antenna. For optimum performance with minimum power consumption do not shield the device or cover with any object. Covering the antenna affects signal quality and may cause the device to operate at a higher power level than needed.

RADIO FREQUENCY ENERGY

The wireless device is a low-power radio transmitter and receiver.

When switched on it intermittently transmits radio frequency (RF) energy (radio waves).

The transmit power level is optimized for best performance and automatically reduces when there is good quality reception.

Maximum power is only used at the edge of network coverage so under most circumstances the power output is very low.

Under poor network conditions the device transmits at a higher power level and may get hot.

SPECIFIC ABSORPTION RATE (SAR)

The wireless device is designed to be used in close proximity to the body. We declare that the product detailed in this manual, and in combination with our accessories, conforms with the essential requirements of The Radiofrequency Fields – Maximum Exposure Levels Standard when used at a distance of not less than 5mm from the body. The worst case SAR result is published on <http://ztemobiles.com.au>

TECHNICAL SPECIFICATIONS

Network compatibility	UMTS 850, 2100 MHz GSM 900, 1800 MHz
SIM Card	Standard size SIM, 2FF
Dimensions	86 x 27.5 x 10.5mm. Approx 21g
Data Rates*	HSPA+ Mode up to 42Mb/s Download
Voltage	5V
Current	Resting: 100mA rms. Nominal 500mA rms Max: 700mA rms
Operating systems	Windows 8, 8.1, 10, 7, XP SP3, Vista MAC OS X up to 10.12
Operating Temperature	-5°C to +45°C

* Download/upload speeds will vary due to distance from the cell, local conditions, user numbers, file source, hardware, software and other factors.

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