

# NETGEAR®

## 3G USB Modem Model AC327U User Manual



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350 East Plumeria Drive  
San Jose, CA 95134  
USA

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# Getting Started

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# 1

The 3G USB modem allows you to connect your computer to the Internet using a high-speed 3G network.

This chapter includes the following sections:

- *LEDs*
- *Installation*

## LEDs



**Table 1. LED descriptions**

Indicator LED Activity	Description
LED lights solid red.	The 3G USB modem is successfully connected to a USB port.
LED lights red and green simultaneously.	The 3G USB modem is connected to a 2G network.
LED lights solid green.	The 3G USB modem is connected to a 3G network.
LED lights solid red after the 3G USB modem successfully connects to a USB port.	The 3G USB modem detects an error.

## Installation

Before you begin using your 3G USB modem, insert a SIM or USIM card into the 3G USB modem and set up the 3G USB modem using the setup wizard. If you want to save data on the 3G USB modem, you can also insert a microSD card into the 3G USB modem.

### Insert a SIM or USIM Card

Before you begin using your 3G USB modem, you must insert a SIM or USIM card into the 3G USB modem.

➤ **To insert a SIM or USIM card into the 3G USB modem:**

1. Remove the 3G USB modem's cap and slide the cover off.



2. Insert a SIM or USIM card into the corresponding card slot in the 3G USB modem.
3. Slide the cover back onto the 3G USB modem.

## Insert a MicroSD Card

If you want to save data on your 3G USB modem, you can insert a microSD into the 3G USB modem. The 3G USB modem supports a MicroSD card storage of up to 32 GB.

➤ **To insert a microSD card into the 3G USB modem:**

1. Remove the 3G USB modem's cap and slide the cover off.



2. Insert a microSD card into the corresponding card slot in the 3G USB modem.
3. Slide the cover back onto the 3G USB modem.

The microSD card's drive appears on your computer.

4. To remove the microSD card, push down on the microSD card to release the latch and remove the microSD card.

## Set Up the 3G USB Modem Using a Windows Computer

To set up the 3G USB modem using a Windows computer, install NETGEAR® AirCard® Mobile Broadband genie® on your computer using the Setup Wizard that is already installed in the 3G USB modem.

The 3G USB modem is also compatible with MAC computers. For more information, see [Set Up the 3G USB Modem Using a MAC Computer](#) on page 11.

➤ **To install Mobile Broadband genie on a Windows computer:**

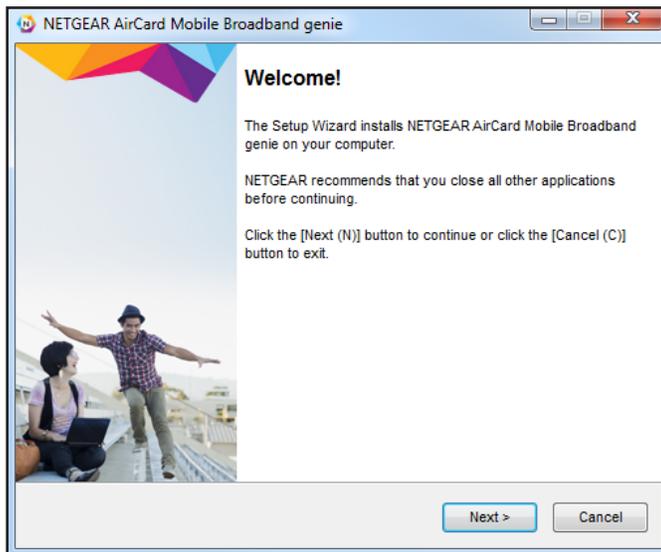
1. Insert the 3G USB modem into the USB port on a computer.

The setup wizard displays.

---

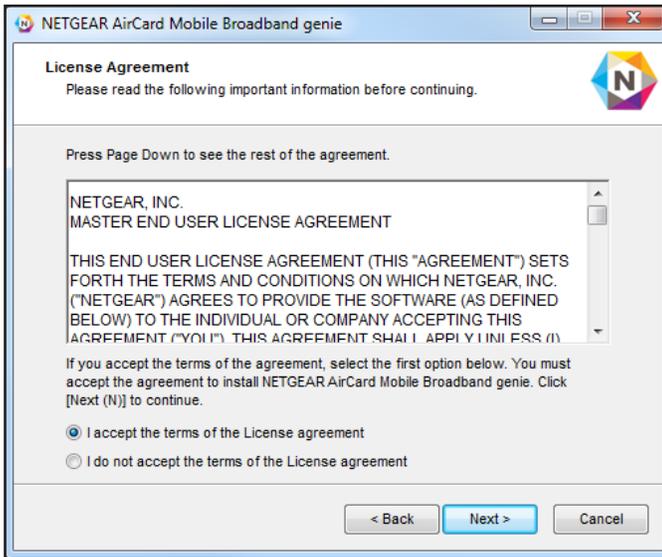
**Note:** If the Setup Wizard does not display, browse the files on the 3G USB modem and double-click **AutoRun.exe**.

---



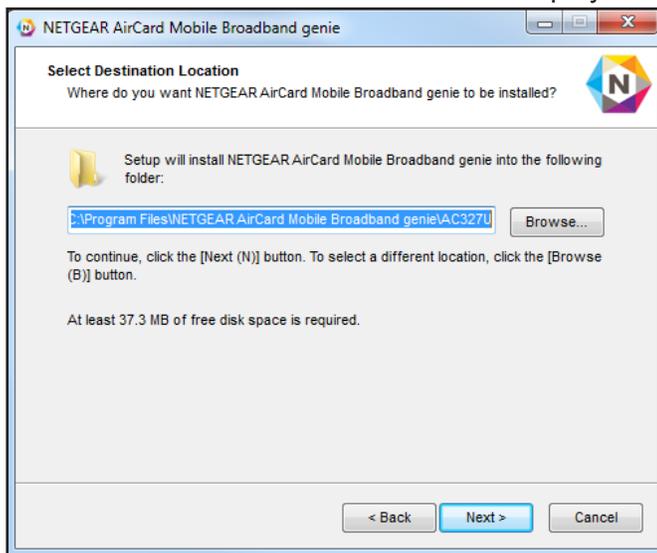
2. Click the **Next** button.

The License Agreement screen displays:



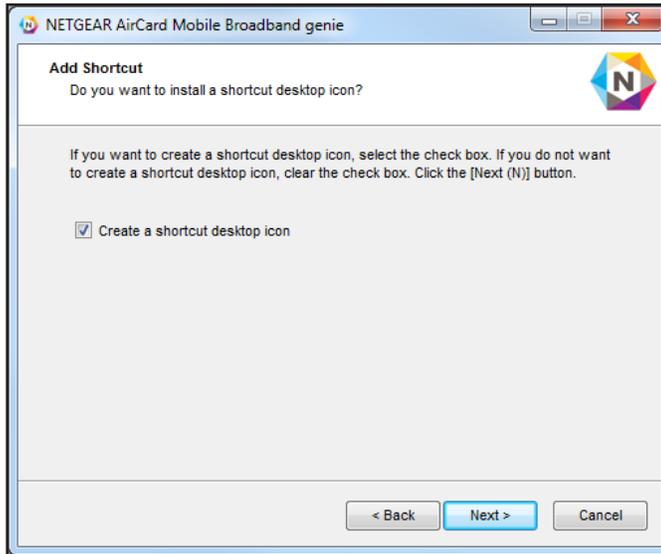
3. Select the **I accept the terms of the License agreement** radio button and click the **Next** button.

The Select Destination Location screen displays:



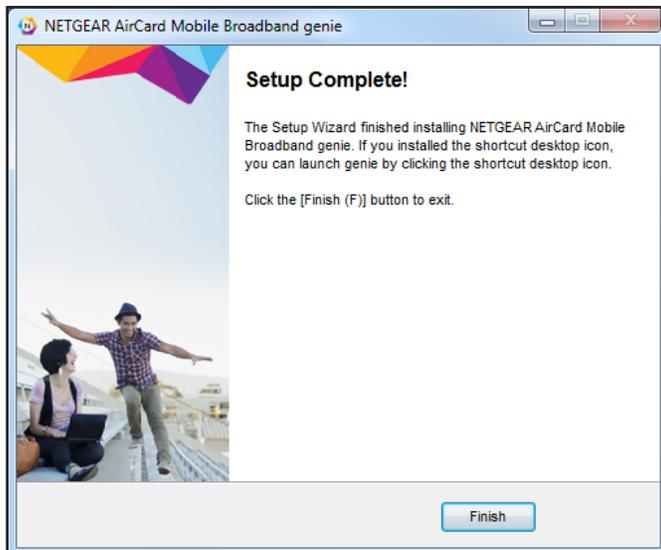
4. To select a different location, click the **Browse** button and select a location.
5. Click the **Next** button.

The Add Shortcut screen displays:



6. Do one of the following:
- To create a shortcut desktop icon, select the **Create a shortcut desktop icon** check box and click the **Next** button.
  - If you do not want to create a shortcut desktop icon, clear the **Create a shortcut desktop icon** check box and click the **Next** button.

The Setup Complete screen displays:



7. Click the **Finish** button.

The Mobile Broadband genie shortcut desktop icon displays on your desktop and an icon also displays in the Windows desktop tray.

---

**Note:** If you remove your 3G USB modem, Mobile Broadband genie is not available, and the icon is not displayed. When you insert the 3G USB modem again, the icon returns.

---

➤ **To launch Mobile Broadband genie on a Windows computer after installation:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Double-click the Mobile Broadband genie shortcut desktop icon.  
The home screen displays.
3. If you set a personal identification number (PIN) verification code, see [Launch Mobile Broadband genie if the PIN Code Verification is Enabled](#) on page 26.

## Set Up the 3G USB Modem Using a MAC Computer

To set up the Mobile Broadband genie using a MAC computer, install the Mobile Broadband genie on your computer using the Setup Wizard that is already installed in the 3G USB modem.

The 3G USB modem is also compatible with Windows computers. For more information, see [Set Up the 3G USB Modem Using a Windows Computer](#) on page 8.

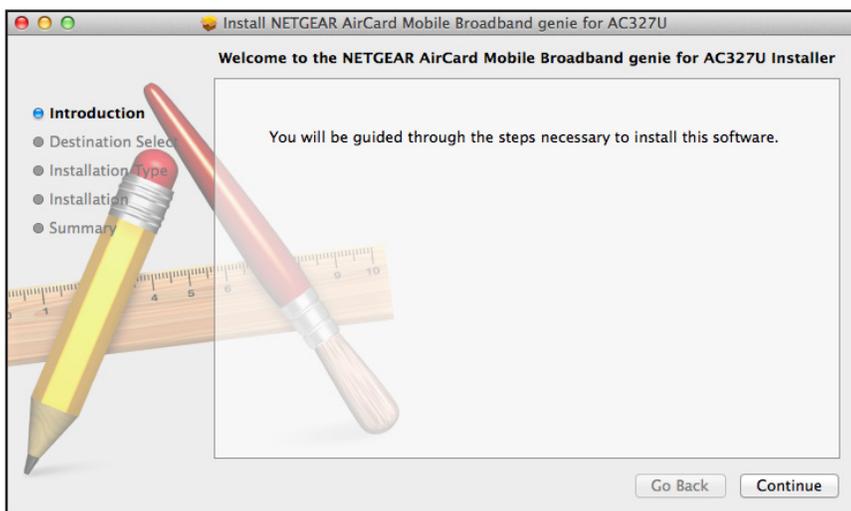
➤ **To install Mobile Broadband genie on a MAC computer:**

1. Insert the 3G USB modem into the USB port on a computer.  
The setup wizard displays.

---

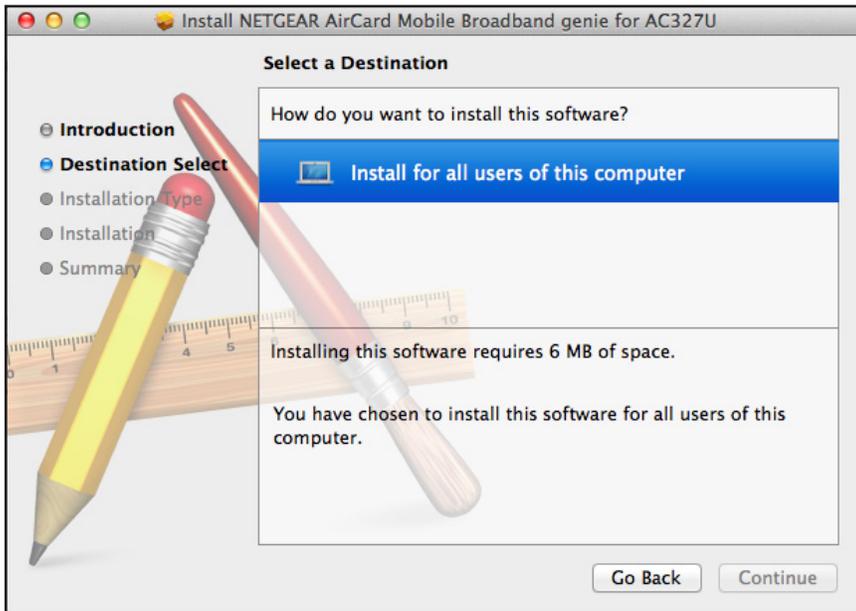
**Note:** If the setup wizard does not display, search for the 3G USB modem under Devices and double-click **NETGEAR AirCard Mobile Broadband genie for AC327U**.

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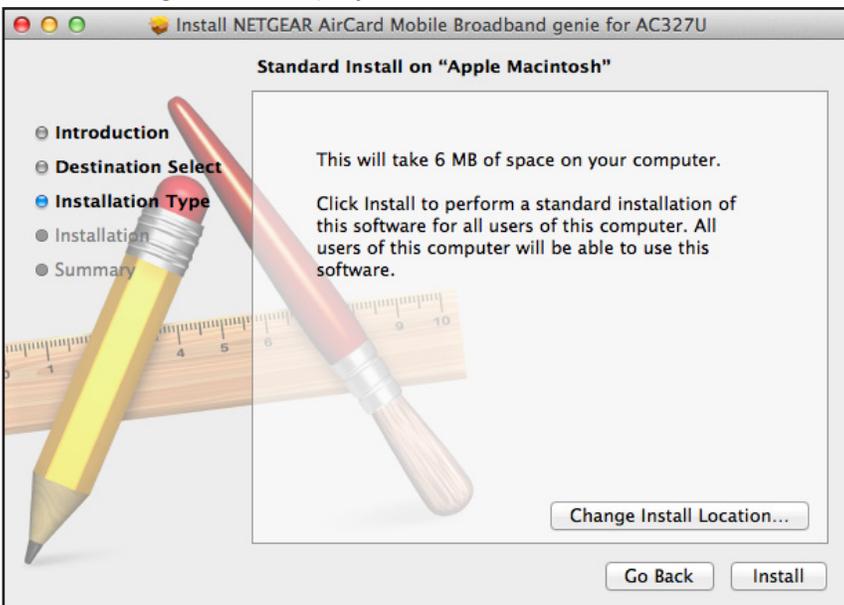
2. Click the **Continue** button.

The following screen displays:



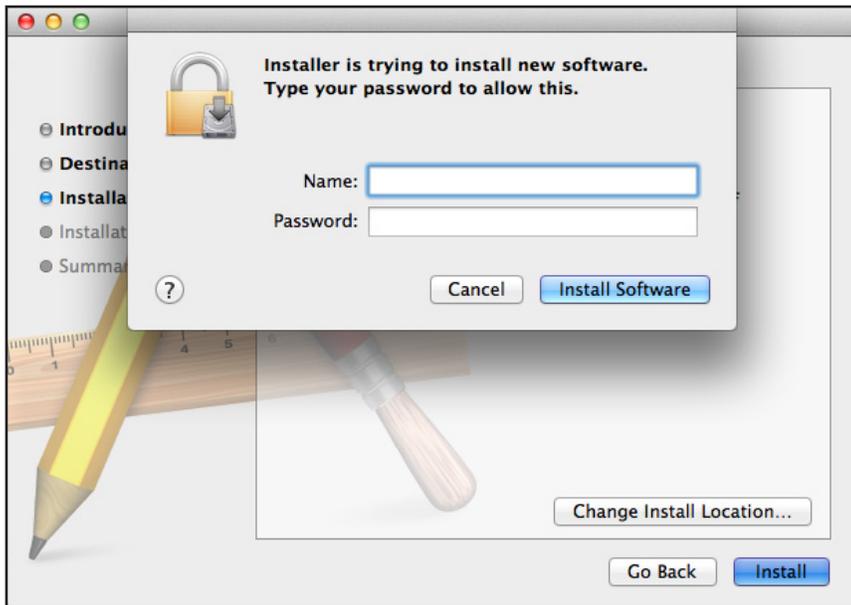
3. Select **Install for all users of this computer** and click the **Continue** button.

The following screen displays:



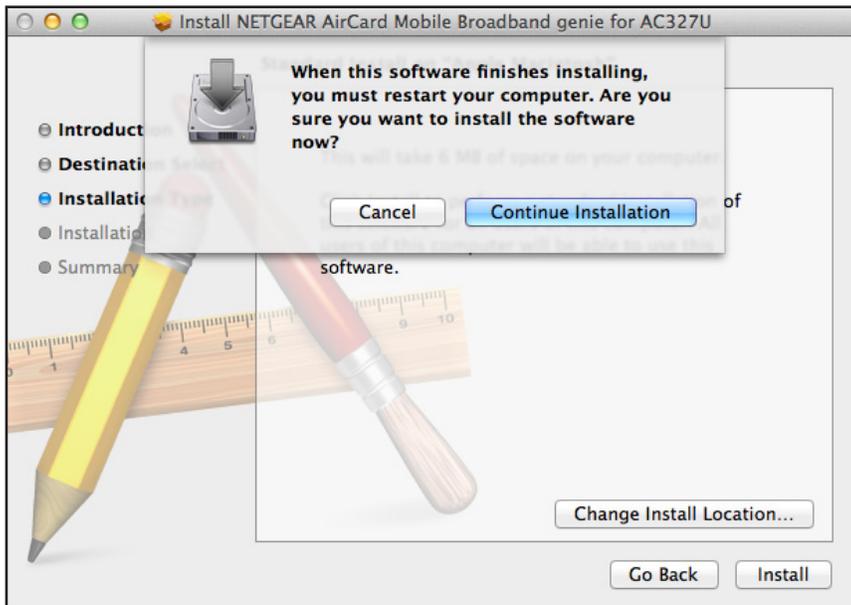
4. Click the **Install** button.

The following screen displays:



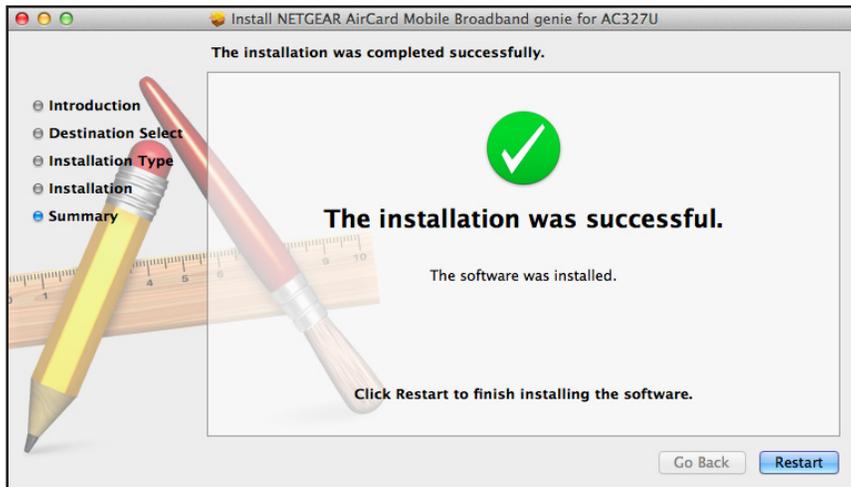
5. Enter your user account's user name in the **Name** field and user account's password in the **Password** field and click the **Install Software** button.

The following screen displays:



6. Click the **Continue Installation** button.  
Mobile Broadband genie installs.

The following screen displays:



7. Click the **Restart** button.

Your computer restarts and the Mobile Broadband genie is installed.

➤ **To launch Mobile Broadband genie on a MAC computer after installation:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Double-click the Mobile Broadband genie shortcut desktop icon.

If you do not see shortcut desktop icon on your desktop, go to **Applications** and double-click **NETGEAR AirCard Mobile Broadband genie for AC327U**.

The home screen displays.

3. If you set a PIN verification code, see *Launch Mobile Broadband genie if the PIN Code Verification is Enabled* on page 26.

## 2 Connecting to the Internet

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# 2

To connect your computer to the Internet, you need to set up your ISP's APN and network settings.

This chapter includes the following sections:

- *Set Up Your ISP's APN Profile*
- *Connect to a Network*

## Set Up Your ISP's APN Profile

Use the Mobile Broadband genie to set up your Internet service provider's (ISP) APN profile and connect your computer to the Internet. You can let the 3G USB modem automatically determine your ISP's APN profile or you can set it up manually.

You must set the correct access point name (APN) before connecting to the Internet. If you don't know the APN, contact your ISP.

### Automatically Set Up Your ISP's APN

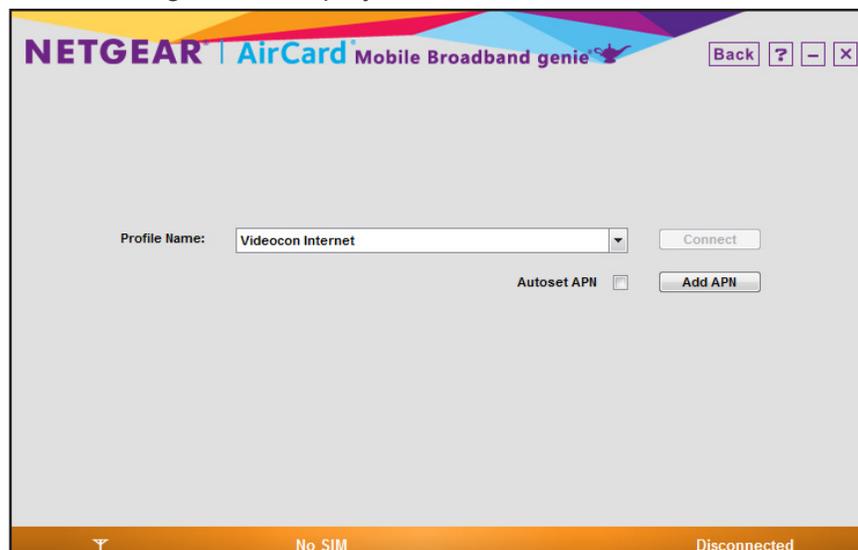
➤ **To automatically set up your ISP's APN and connect to the Internet:**

1. Insert the USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays.

3. Click the **Connect** icon.

The following screen displays:



4. Select the **Autoset APN** check box.

---

**Note:** If the Autoset APN check box is selected, the dialer checks for updates every time a user connects to the Internet.

---

5. Click the **Connect** button.

The 3G USB modem automatically determine what your ISP's APN profile is and connects your computer to the Internet.

## Manually Set Up Your ISP's APN Profile

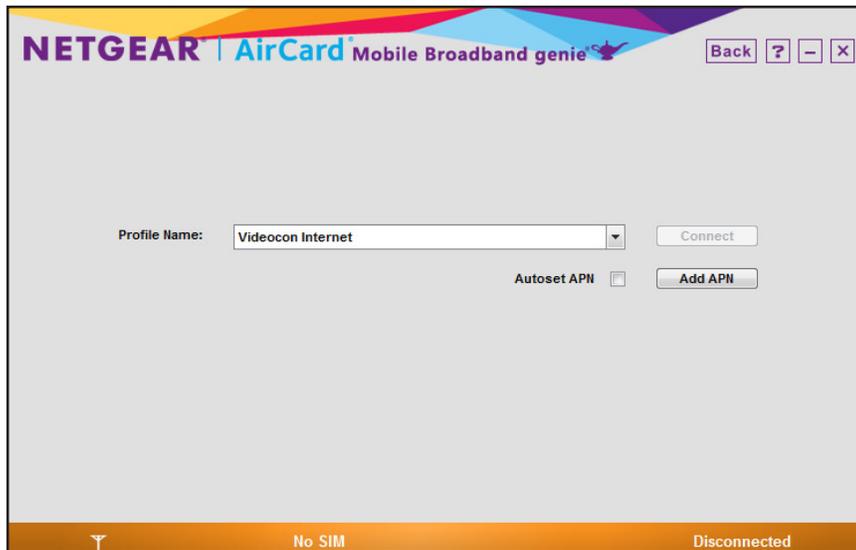
➤ **To manually set up your ISP's APN profile and connect to the Internet:**

1. Insert the USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays.

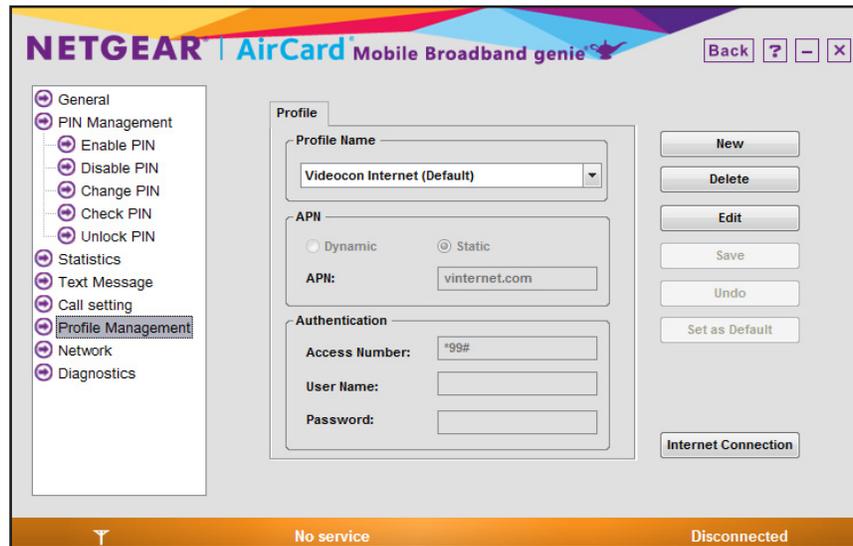
3. Click the **Connect** icon.

The following screen displays:



4. Clear the **Autoset APN** check box and do one of the following:
  - Select your ISP from the **Profile Name** drop-down list and click the **Connect** button.  
Your computer connects to the Internet.
  - If your ISP is not listed in the **Profile Name** drop-down list, create a APN profile.
    - a. Click the **Add APN** button.

The following screen displays:



- b. Click the **New** button.
- c. Type your ISP's name in the **Profile Name** field.
- d. Select the **Dynamic** or **Static** radio button.
- e. If you select the **Static** radio button, complete the **APN** field.
- f. Complete the fields in the Authentication section.
- g. Click the **Save** button.
- h. To set this profile as your default profile, click the **Set as Default** button.
- i. Click the **Internet Connection** button.

The connect screen displays.

- j. Select the profile you created from the **Profile name** drop-down list.
- k. Click the **Connect** button.

Your computer connects to the Internet.

## Disconnect from an ISP

If you want to disconnect the 3G USB modem from the Internet or change your ISP profile settings, you need to disconnect the 3G USB modem from the ISP that it is currently connected to.

### ➤ To disconnect from an ISP:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Connect** icon.

The following screen displays:



4. Click the **Disconnect** button.

The 3G USB modem disconnects from the ISP and the computer disconnects from the Internet.

## Connect to a Network

You can connect to a 3G or 2G network and register a network operator.

---

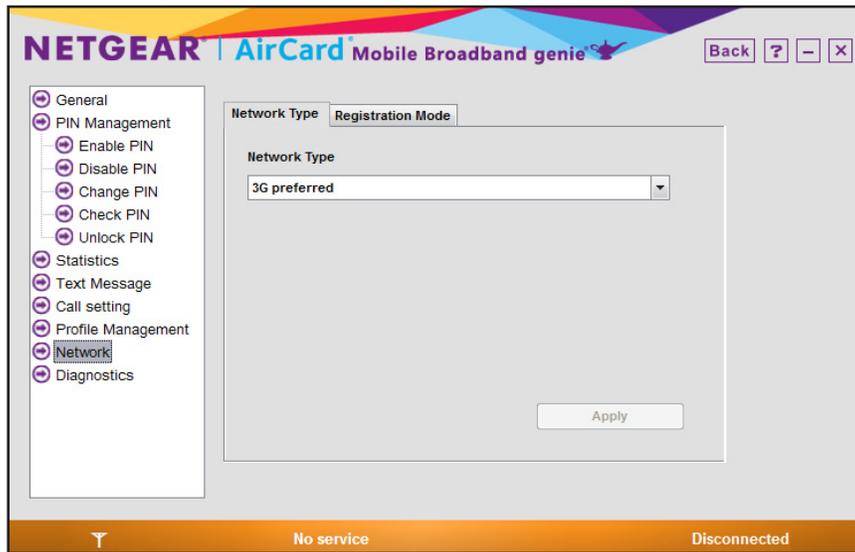
**Note:** By default, the network type is set to **3G preferred**. NETGEAR recommends that you do not change the default network type.

---

## Connect to a Network Type

- **To connect to a network type:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Settings** icon.  
The settings screen displays.
  4. Select **Network** from the navigation menu on the left.  
The network screen displays.
  5. Click the **Network Type** tab.

The following screen displays:



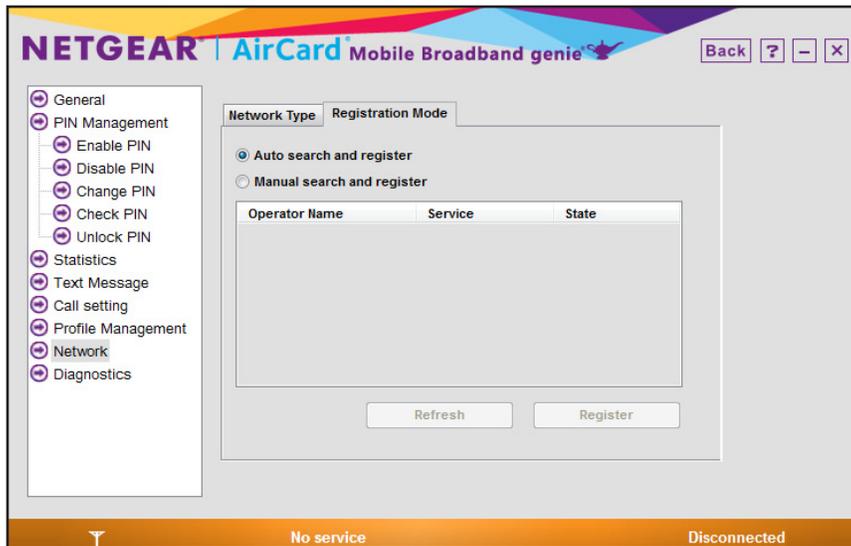
**Note:** If the network type screen is grayed-out, 3G USB modem does not detect a SIM or USIM card or the 3G USB modem is already connected to a network. To change the network settings, you need to disconnect the 3G USB modem from the ISP connection. For more information, see [Disconnect from an ISP](#) on page 18.

6. Select a network type from the **Network Type** drop-down list.
  7. Click the **Apply** button.
- Your changes are saved.

## Automatically Search for and Register a Network Operator

- **To automatically search for a network operator and register it:**
  1. Insert the USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Settings** icon.  
The settings screen displays.
  4. Select **Network** from the navigation menu on the left.  
The network screen displays.
  5. Click the **Registration Mode** tab.

The following screen displays:



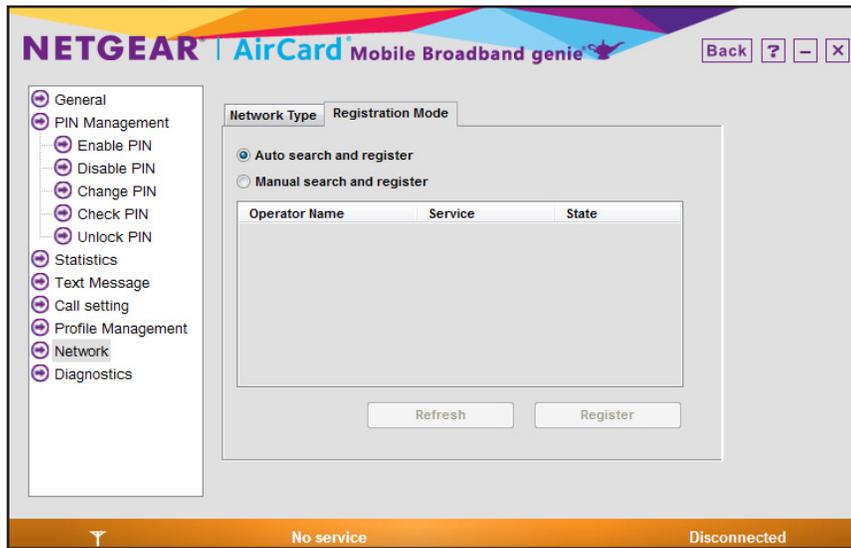
6. Select the **Auto search and register** radio button.
7. Click the **Register** button.

The network is registered.

## Manually Search for and Register a Network

- **To manually search for a network operator and register it:**
  1. Insert the USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Settings** icon.  
The settings screen displays.
  4. Click **Network** from the navigation menu on the left.  
The network screen displays.
  5. Click the **Registration Mode** tab.

The following screen displays:



6. Select the **Manual search and register** radio button.
7. Select a network.
8. Click the **Refresh** button.
9. Click the **Register** button.

The network is registered.

# Using Your 3G USB Modem's Features

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# 3

This chapter includes the following sections:

- *PIN Management*
- *Manage Your USSD*
- *Manage Your Phone Book*
- *Manage Text Messages*
- *Manage Phone Calls*

## PIN Management

A personal identification number (PIN) code protects your SIM or USIM card from unauthorized use. Your SIM or USIM card manufacturer provides a PIN code and PIN unblocking key (PUK).

You can require PIN code verification every time Mobile Broadband genie is launched.

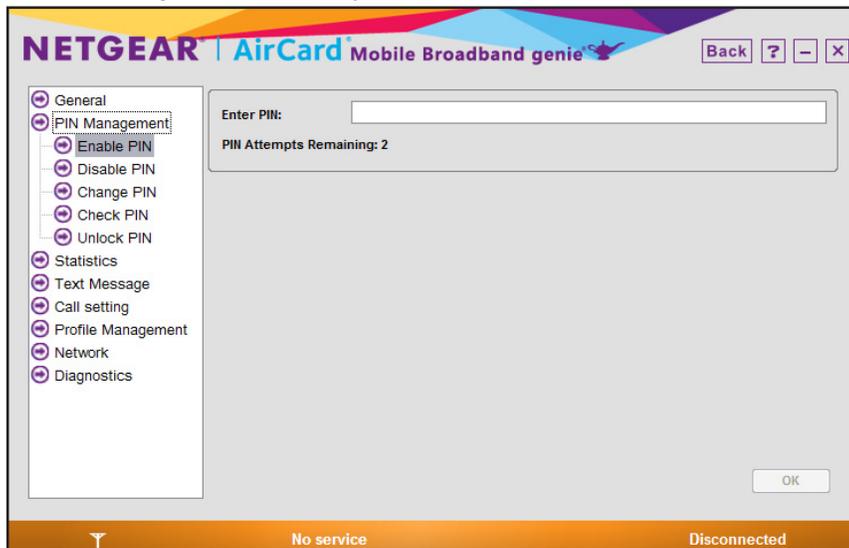
### Enable a PIN Code Verification

After the PIN code verification is enabled, you must enter the correct PIN code after you open Mobile Broadband genie to use the network-related functions.

➤ **To enable a PIN code verification:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.
4. Select **PIN Management > Enable PIN**.

The following screen displays:



5. Type the PIN code in the **Enter PIN** field and click the **OK** button.  
The PIN code verification is enabled.

---

**Note:** After three unsuccessful attempts at entering the PIN code, the SIM or USIM card is locked and the Unlock PIN screen displays. For more information, see [Unlock a PIN Code Verification](#) on page 27.

---

## Modify a PIN Code Verification

➤ **To modify a PIN code verification:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays.

3. Click the **Settings** icon.

The settings screen displays.

4. Select **PIN Management > Change PIN**.

The following screen displays:

The screenshot shows the 'Change PIN' screen in the NETGEAR AirCard Mobile Broadband genie interface. The interface has a header with the NETGEAR logo and 'AirCard Mobile Broadband genie' text, along with 'Back', '?', and window control icons. A left sidebar lists settings categories: General, PIN Management (selected), Enable PIN, Disable PIN, Change PIN (highlighted), Check PIN, Unlock PIN, Statistics, Text Message, Call setting, Profile Management, Network, and Diagnostics. The main content area contains three input fields: 'Current PIN:', 'New PIN:', and 'Confirm New PIN:'. Below these fields is a label 'PIN Attempts Remaining: 2'. An 'OK' button is located at the bottom right of the main content area. The bottom status bar shows 'No service' and 'Disconnected'.

5. Type the current PIN in the **Current PIN** field.
  6. Type the new PIN in the **New PIN** and **Confirm New PIN** fields.
- The PIN can be a numeric string of four to eight characters.

7. Click the **OK** button.

Your changes are saved.

## Disable a PIN Code Verification

➤ **To disable a PIN code verification:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

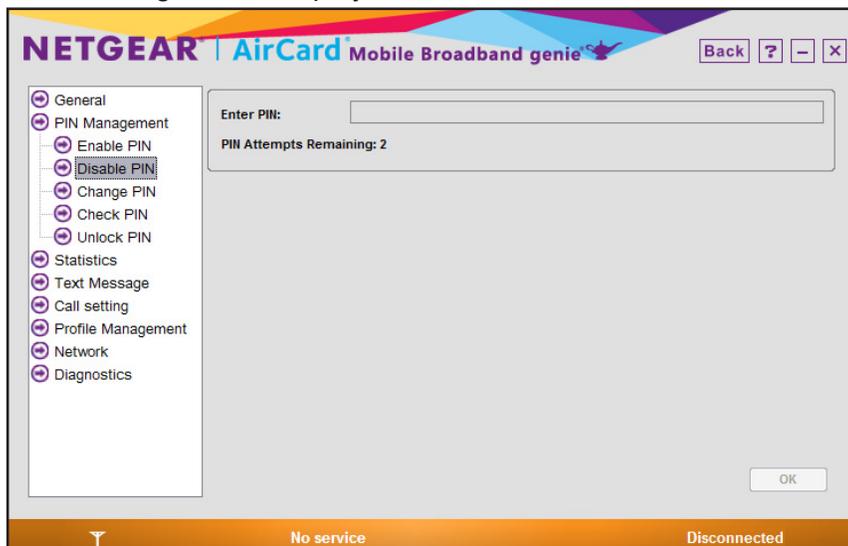
The home screen displays.

3. Click the **Settings** icon.

The settings screen displays.

4. Select **PIN Management > Disable PIN**.

The following screen displays:



5. Type the PIN code in the **Enter PIN** field.
  6. Click the **OK** button.
- The PIN code verification is disabled.

## Launch Mobile Broadband genie if the PIN Code Verification is Enabled

➤ **To launch Mobile Broadband genie if the PIN code verification is enabled.**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The Verify PIN screen displays.

3. Type the PIN code in the **Enter PIN** field.
4. Click the **OK** button.

You can now use the 3G USB modem.

---

**Note:** If you enter the wrong PIN code three times, the SIM/USIM card is locked and you cannot use it until you enter the PUK code. For information about how to unlock your SIM or USIM card, see [Unlock a PIN Code Verification](#) on page 27.

---

## Unlock a PIN Code Verification

If you enter the wrong PIN codes three times, the SIM/USIM card is locked and you cannot use it until you enter the PUK code. Contact your ISP for the PUK code.

If the SIM or USIM card is locked, the Unlock PIN screen displays:

➤ **To unlock a PIN code verification:**

1. Type the current PUK in the **Current PUK** field.
2. Type the new PIN in the **New PIN** and **Confirm New PIN** fields.

The PIN can be a numeric string of four to eight characters.

3. Click the **OK** button.

The PIN code is unlocked.

If you enter the wrong PUK code 10 times, the SIM/USIM card is locked permanently and you are no longer able to use the SIM or USIM card. To get a new SIM or USIM card, contact your ISP for assistance.

4. If you click the **Cancel** button, you can still use the Mobile Broadband genie to unlock the SIM or USIM card.
  - a. Click the **Settings** icon.
  - b. Select **PIN Management > Unlock PIN**.  
The unlock PIN screen displays.
  - c. Type the current PUK in the **Current PUK** field.

- d. Type the new PIN in the **New PIN** and **Confirm New PIN** fields.

The PIN can be a numeric string of four to eight characters.

- e. Click the **OK** button.

The PIN code is unlocked.

If you enter the wrong PUK code 10 times, the SIM/USIM card is locked permanently and you are no longer able to use the SIM or USIM card. To get a new SIM or USIM card, contact your ISP for assistance.

## Manage Your USSD

USSD refers to the Unstructured Supplementary Service Data protocol, which is used to communicate with your ISP's server to get information about your service. If you do not know the USSD service code, contact your ISP.

### Add a USSD Service Code

In order to send a USSD service code to your ISP's server, you need to add a USSD service code to the 3G USB modem.

- **To add a USSD service code:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **USSD** icon.

The following screen displays:



- Click the **Add** button.

The following screen displays:

The screenshot shows a dialog box titled "New" with a close button (X) in the top right corner. It contains three input fields: "Name" (a single-line text box), "Code" (a single-line text box), and "Description" (a multi-line text area with a vertical scrollbar). At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

- Complete the fields.  
If you do not know the code, contact your ISP.
- Click the **OK** button.  
The USSD service code is added.
- To send a USSD service code, select a USSD service code and click the **Send** button.

## Send a USSD Service Code

You can send a USSD code to your ISP's server.

- **To send a USSD service code:**
  - Insert the 3G USB modem into the USB port on a computer.
  - Launch Mobile Broadband genie.  
The home screen displays.
  - Click the **USSD** icon.  
The USSD screen displays.
  - Select a USSD service code.
  - Click the **Send** button.  
The USSD code is sent to the ISP's server.

## Edit a USSD Service Code

- **To edit a USSD service code:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Open Mobile Broadband genie.  
The home screen displays.
  3. Click the **USSD** icon.  
The USSD screen displays.
  4. Select a USSD.
  5. Click the **Edit** button.
  6. Edit the fields as needed.
  7. Click the **OK** button.  
Your changes are saved

## Delete a USSD Service Code

- **To delete a USSD service code:**
  1. Insert the USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **USSD** icon.  
The USSD screen displays.
  4. Select a USSD.
  5. Click the **Delete** button.  
You are asked to confirm the delete command.
  6. Click the **OK** button.  
The USSD service code is removed.

## Manage Your Phone Book

You can manage a phone book saved on your computer's local hard drive and SIM or USIM card using the Mobile Broadband genie.

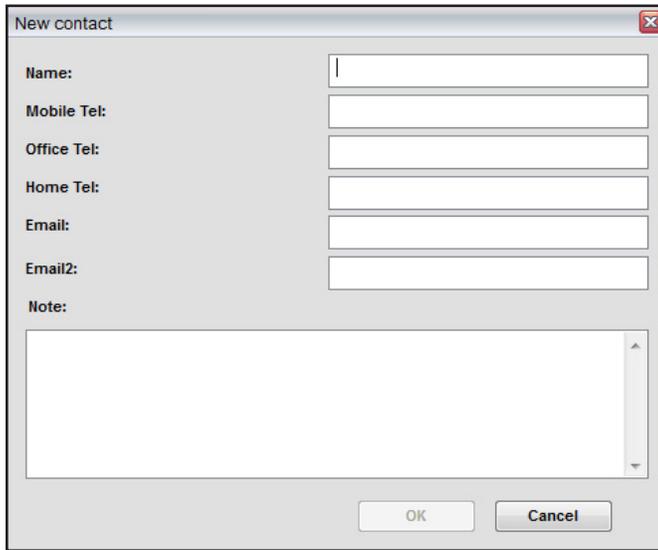
## Add a Contact to Your Phone Book

➤ **To add a contact to your phone book:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Phone Book** icon.  
The phone book screen displays.

4. Click the **New** icon .

The following screen displays:



5. Complete the fields.
6. Click the **OK** button.  
The contact is added to your phone book.

## Edit a Contact to Your Phone Book

➤ **To edit a contact to your phone book:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Phone Book** icon.  
The phone book screen displays.
4. Select a contact.

5. Click the **Edit** icon  .
6. Edit the fields as needed.
7. Click the **OK** button.  
Your changes are saved.

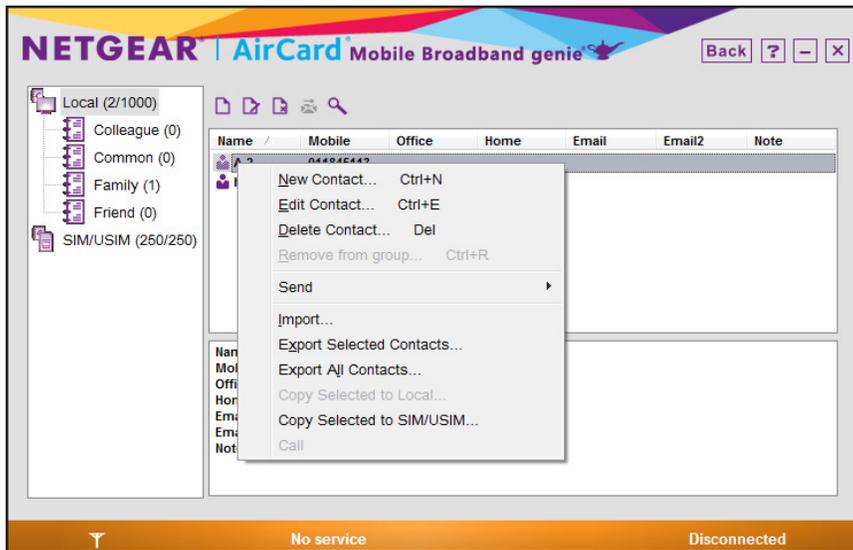
## Search for a Contact in Your Phone Book

- **To search for a contact in your phone book:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Phone Book** icon.  
The phone book screen displays.
  4. Click the **Search** icon  .  
A search field displays.
  5. Type an entry in the search field.  
The related contacts display.

## Import a Contact

- **To import a contact from your computer to your phone book:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Phone Book** icon.  
The phone book screen displays.
  4. Select a group.

- Right-click the contact list section of the screen.

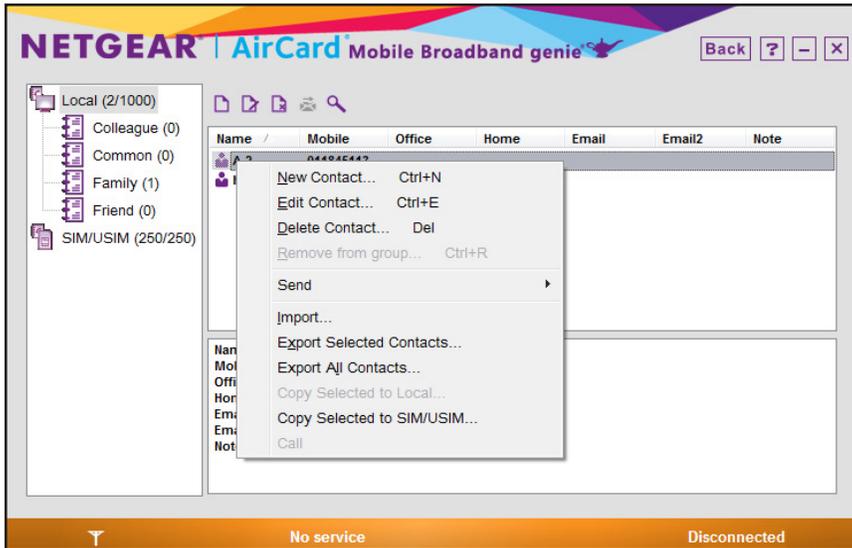


- Select **Import**.  
The Import screen displays.
- Select a contact and click the **Open** button.  
The contact is imported into your phone book.

## Export a Contact

- **To export a contact from your phone book to your computer:**
  - Insert the 3G USB modem into the USB port on a computer.
  - Launch Mobile Broadband genie.  
The home screen displays.
  - Click the **Phone Book** icon.  
The phone book screen displays.
  - Select a group.

- To export one contact, right-click the contact, and select **Export Selected Contacts**.



The Export screen displays.

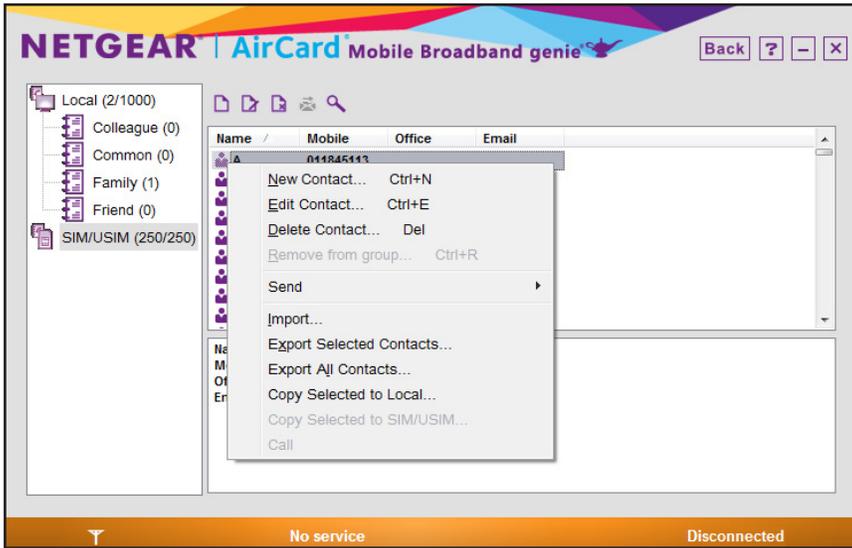
- To export all contacts in a group, right-click a contact, and select **Export All Contacts**. The Export screen displays.
- Select a location and click the **Save** button. The contact is exported.

## Copy Contacts to a Hard Drive or SIM or USIM Card

### ➤ To copy a contact:

- Insert the 3G USB modem into the USB port on a computer.
- Launch Mobile Broadband genie. The home screen displays.
- Click the **Phone Book** icon. The phone book screen displays.

- To copy a contact to your local hard drive, right-click a contact in your SIM or USIM group and select **Copy Selected to Local**.



The contact is copied to your local hard drive.

- To copy a contact to your SIM or USIM card, right-click a contact in a local group and select **Copy Selected to SIM/USIM**.

The contact is copied to your SIM or USIM card.

## Delete a Contact in Your Phone Book

### ➤ To delete a contact in your phone book:

- Insert the 3G USB modem into the USB port on a computer.
- Launch Mobile Broadband genie.

The home screen displays.

- Click the **Phone Book** icon.

The phone book screen displays.

- Select a contact.

- Click the **Delete** icon  .

You are asked to confirm the delete command.

- Click the **OK** button.

## Manage Groups in Your Phone Book

You can create groups for your contacts to easily manage your phone book.

## Create a Group in Your Phone Book

- **To create a group in your phone book:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Phone Book** icon.  
The phone book screen displays.
  4. Right-click the **Local** or **SIM/USIM** link.
  5. Select **New Group**.  
An entry for your new group displays.
  6. Type a name for your new group.

## To Rename a Group in Your Phone Book

- **To create a group in your phone book:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Phone Book** icon.  
The phone book screen displays.
  4. Right-click the group you want to rename.
  5. Select **Rename Group**.
  6. Type a new name.  
The group is renamed.

## Delete a Group in Your Phone Book

- **To delete a group in your phone book:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Phone Book** icon.  
The phone book screen displays.
  4. Right-click a group.
  5. Select **Delete Group**.

You are prompted to confirm the delete command.

6. Click the **OK** button.

## Manage Text Messages

The Short Message Service (SMS) screen allows you to manage your text messages.

### View Your Text Messages

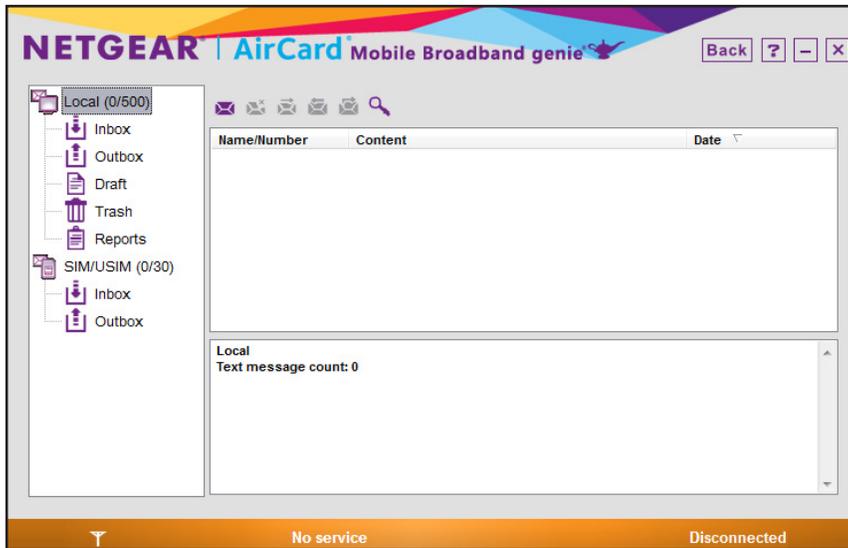
➤ **To view your text messages:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays.

3. Click the **SMS** icon.

The following screen displays:



4. Click a link on the left side of the screen to view your text messages.

### Create a Text Message

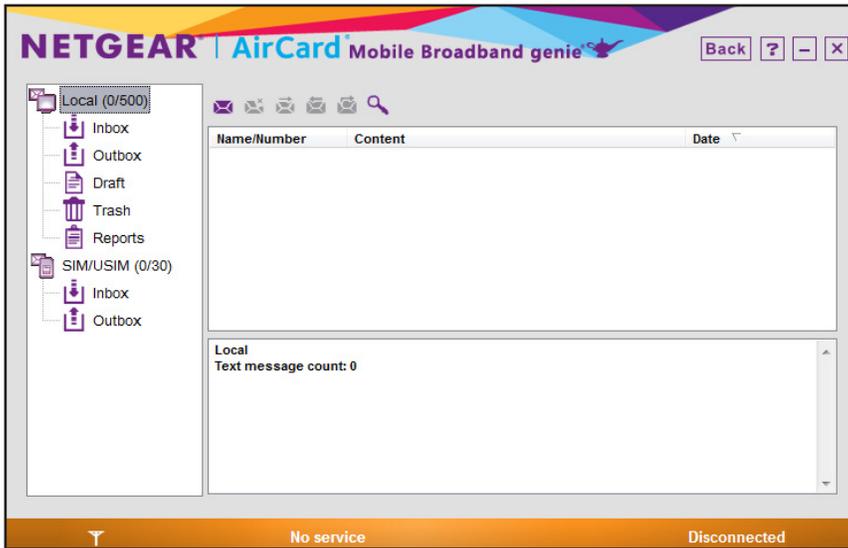
➤ **To create a text message:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays.

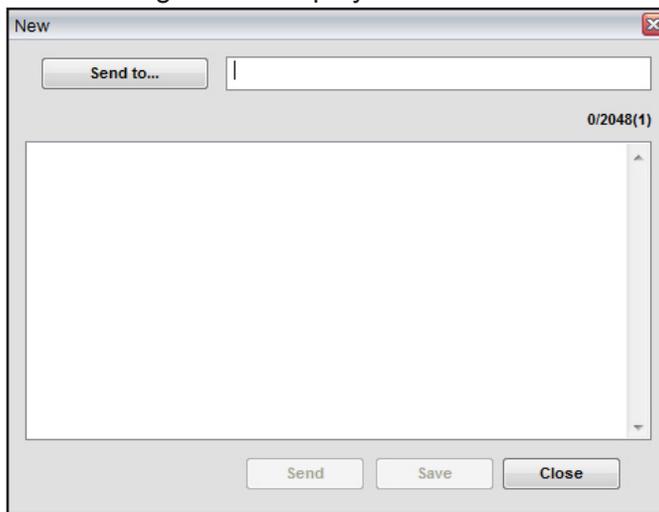
3. Click the **SMS** icon.

The following screen displays:



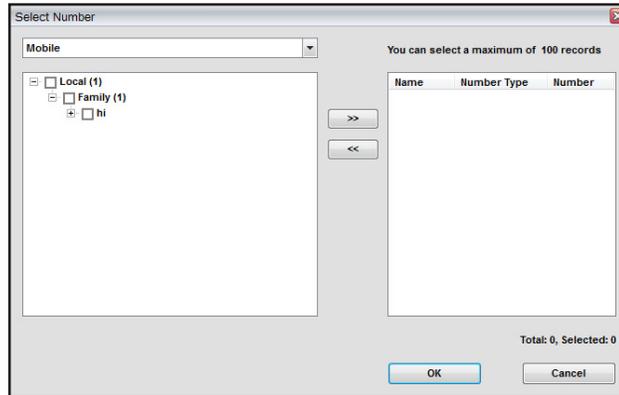
4. Click the **New** icon .

The following screen displays:



5. To enter a phone number, do one of the following:
  - Enter a phone number in the phone number field.

- Click the **Send to** button, select a phone number from the left side of the screen, click the arrow button , and click the **OK** button.



The phone number is added to your text message.

You can add up to 100 phone numbers.

6. Type your message.  
The message can be up to 2048 characters.
7. To save your message, click the **Save** button.
8. To send your message, click the **Send** button.
9. To close the screen, click the **Close** button.

## Edit a Text Message

You can return to a saved text message and edit your message.

- **To edit a saved text message:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **SMS** icon.  
The SMS screen displays.
  4. Select **Draft** from the menu on the left.
  5. Double-click on your saved text message.
  6. Edit your text message.
  7. To save your message, click the **Save** button.
  8. To send your message, click the **Send** button.
  9. To close the screen, click the **Close** button.

## Reply to or Forward a Text Message

➤ **To reply or forward a text message:**

10. Insert the 3G USB modem into the USB port on a computer.
11. Launch Mobile Broadband genie.  
The home screen displays.
12. Click the **SMS** icon.  
The SMS screen displays.
13. Select **Inbox** from the menu on the left.
14. Select a text message.
15. To reply to the message, click the **Reply** icon .
16. To forward the message, click the **Forward** icon .
17. Type your text message.
18. To save your message, click the **Save** button.
19. To send your message, click the **Send** button.
20. To close the screen, click the **Close** button.

## Delete a Text Message

➤ **To delete a text message:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **SMS** icon.  
The SMS screen displays.
4. Select **Inbox**, **Outbox**, or **Draft** from the menu on the left.
5. Select a text message.
6. Click the **Delete** icon .
- You are asked to confirm the delete command.
7. Click the **Ok** button.  
The message moves to the trash.
8. To empty your trash, select the **Trash** link.
9. Select the text messages you want to delete.  
You are asked to confirm the delete command.

- Click the **Ok** button.

The messages are deleted.

## Manage Text Message Notifications

You can enable your 3G USB modem to display a new text message icon on the status bar at the bottom of the screen or set your computer to play a sound when a new text message arrives.

### Display a Text Message Notification

- **To display a notification when a text message arrives:**

- Insert the 3G USB modem into the USB port on a computer.
- Launch Mobile Broadband genie.

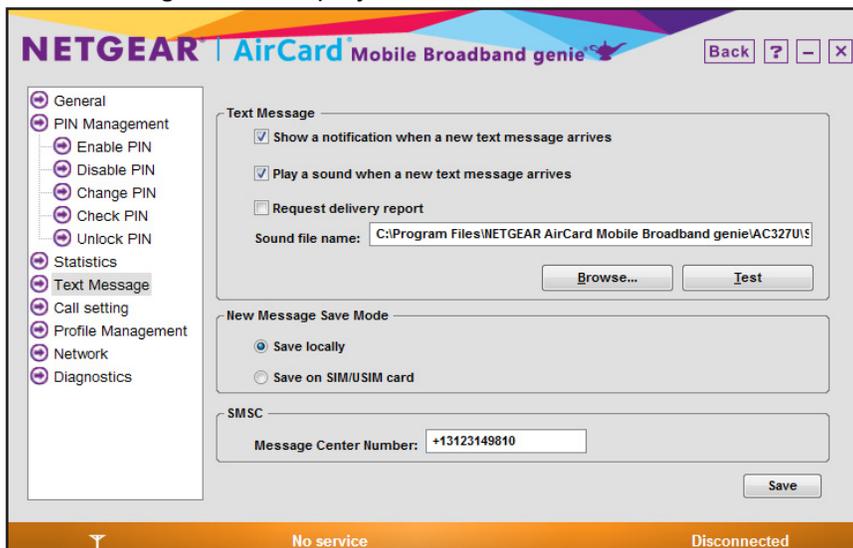
The home screen displays.

- Click the **Settings** icon.

The settings screen displays.

- Select **Text Message** from the navigation menu on the left.

The following screen displays:



- Select the **Show a notification when a new text message arrives** check box.
- Click the **Save** button.

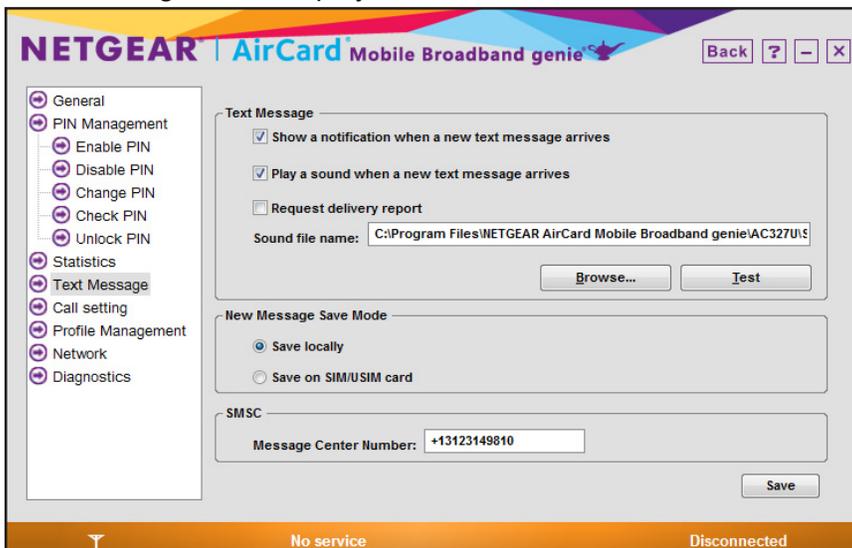
A text message icon  displays on status bar when a new message arrives.

## Play a Notification Sound for New Text Messages

### ➤ To play a sound when a new text message arrives:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.
4. Select **Text Message** from the navigation menu on the left.

The following screen displays:



5. Select the **Play a sound when a new text message arrives** check box.
6. Click the **Browse** button and select a sound file from your computer.
7. To test the sound that will play when a new text message arrives, click the **Test** button.
8. Click the **Save** button.

A sound is played every time you receive a new message.

## Set a Location for Saved Text Messages

You can specify saving your text messages on your computer's hard drive or SIM or USIM card.

### ➤ To save a text message on your hard drive or SIM or USIM card:

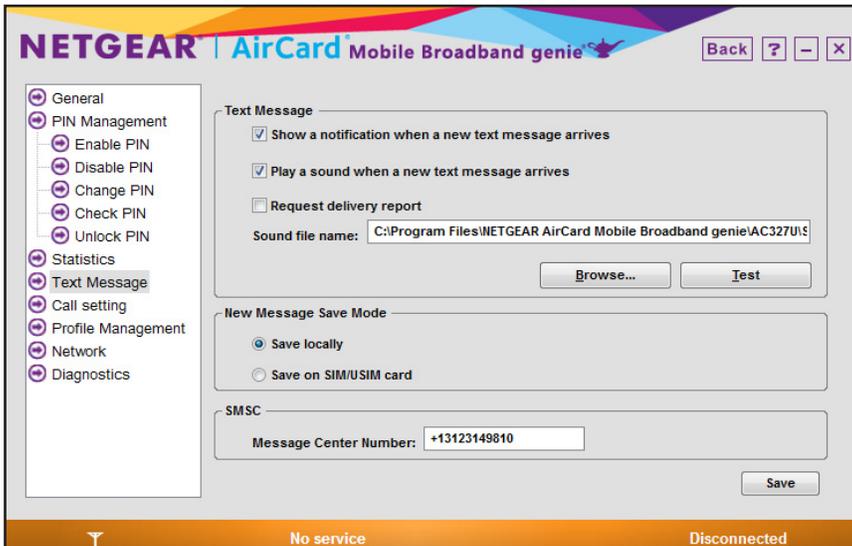
1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.

3. Click the **Settings** icon.

The settings screen displays.

4. Select **Text Message** from the navigation menu on the left.

The following screen displays:



5. Do one of the following:
  - To save text messages on your hard drive, select the **Save locally** radio button.
  - To save text messages on your SIM or USIM card, click the **Save on SIM/USIM card** radio button.
6. Click the **Save** button.  
Your changed are saved.

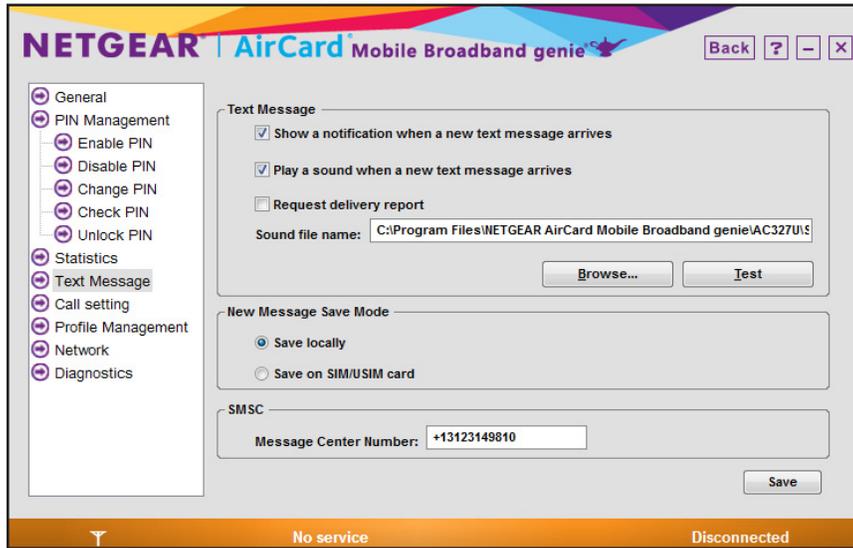
## Request Delivery Reports for Delivered Text Messages

You can request to receive delivery reports after you send text messages using the 3G USB modem.

### ➤ To request delivery reports:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.
4. Select **Text Message** from the navigation menu on the left.

The following screen displays:



5. Select the **Request a delivery report** check box.
6. Click the **Save** button.

You will receive delivery reports as text messages after you send a message.

## Set the Message Center Phone Number

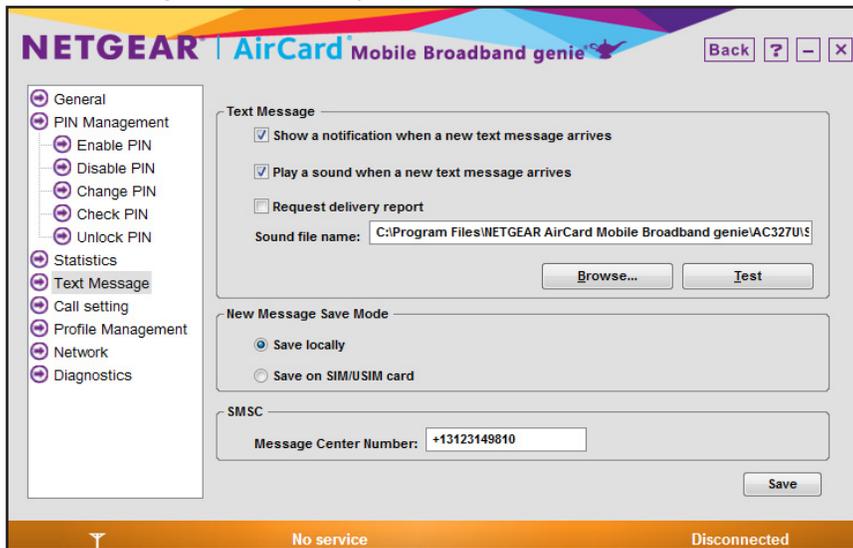
The 3G USB modem automatically saves your ISP's message center's phone number, but you can change the phone number.

- **To set the message center's phone number:**
  1. Insert the 3G USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.
 

The home screen displays.
  3. Click the **Settings** icon.
 

The settings screen displays.
  4. Select **Text Message** from the navigation menu on the left.

The following screen displays:



5. Type your message center's phone number in the **Message Center Number** field.
6. Click the **Save** button.

Your changes are saved.

## Manage Phone Calls

You can make or answer phone calls using Mobile Broadband genie.

### Make a Phone Call

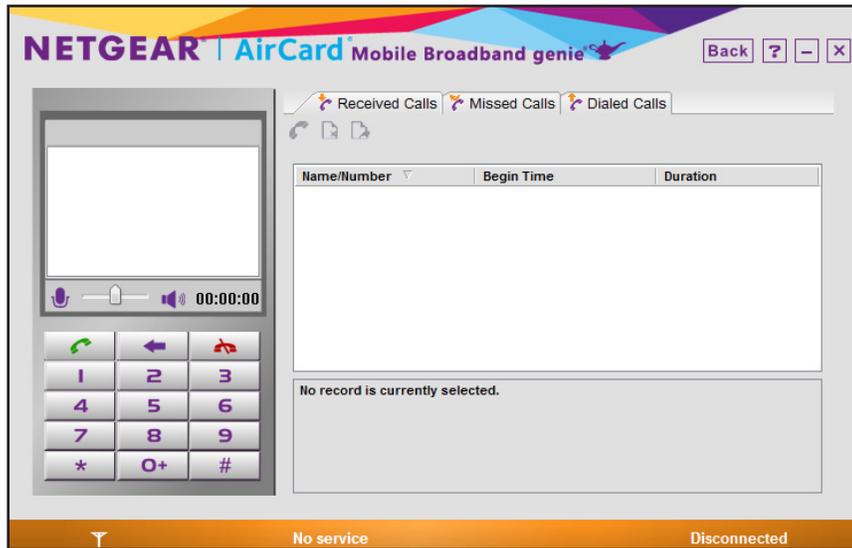
➤ **To make a phone call using the Mobile Broadband genie:**

1. Insert the USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays.

3. Click the **Call** icon.

The following screen displays:



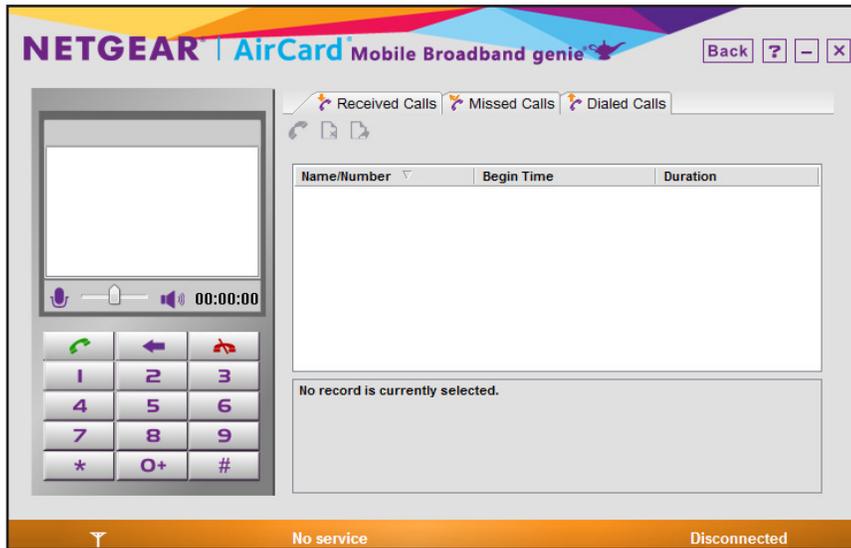
4. Click the buttons on the phone interface to type a phone number.
5. Click the **Call** button .

The call is made.

## Answer a Phone Call

- **To answer a phone call using the Mobile Broadband genie:**
  1. Insert the USB modem into the USB port on a computer.
  2. Launch Mobile Broadband genie.  
The home screen displays.
  3. Click the **Call** icon.

The following screen displays:



4. Click the **Call** button .

The call is answered.

5. To end a phone call, click the **End Call** button .

The call ends.

## View Phone Calls

You can view calls you have received, missed, or dialed.

### ➤ To view phone calls:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Call** icon.  
The call screen displays.
4. To view received phone calls, click the **Received Calls** tab.
5. To view missed phone calls, click the **Missed Calls** tab.
6. To view dialed phone calls, click the **Dialed Calls** tab.

## Delete Saved Phone Calls

➤ **To delete saved phone calls:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Call** icon.  
The call screen displays.
4. To delete a saved phone call, click the **Delete** button .
5. To clear all phone calls, click the **Received Calls**, **Missed Calls**, or **Dialed Calls** tab and click the **Clear** button .

# 4 Managing and Maintenance

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# 4

This chapter includes the following sections:

- *View Connection Details*
- *Return to the Home Screen*
- *Display Settings*
- *Change Location for Saved Data*
- *View Statistics*
- *View Diagnostics*
- *Uninstall Mobile Broadband genie*

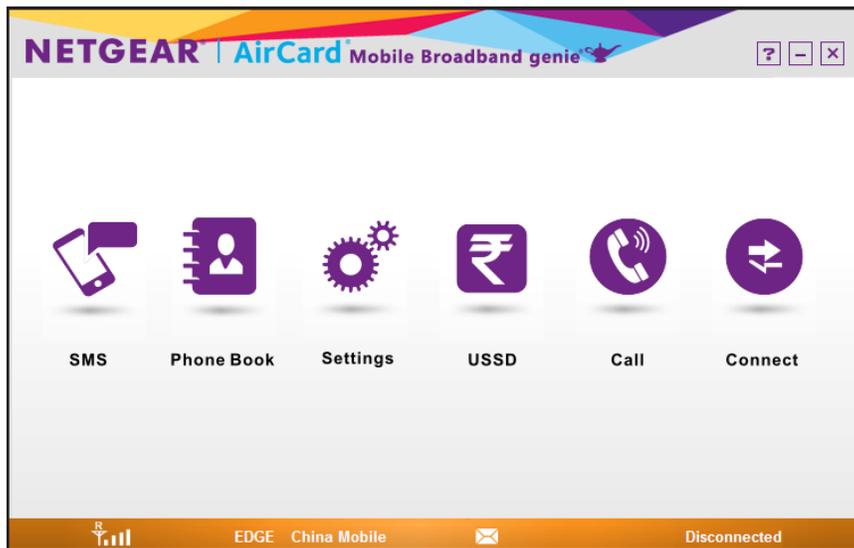
## View Connection Details

You can view the 3G USB modem's connection details in the Mobile Broadband genie status bar.

➤ **To view the connection details:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

The home screen displays:



Network  
signal

Network  
type

Operator

Text Message  
icon

Network connection status

You can view the following connection details:

- **Network signal.** Indicates the signal strength of the current network.
- **Network type.** Indicates the network type such as GPRS or UMTS.
- **Operator.** Indicates the operator of the current network.
- **Text Message icon.** Displays when your inbox has a new text message or an unread message.
- **Network connection status.** Indicates whether the network is connected or disconnected.

## Return to the Home Screen

To return to the home screen, click the **Back** button at the top of the screen.

## Display Settings

The Mobile Broadband genie allows you to set the following display settings:

- Display Mobile Broadband genie upon startup for your Window's computer
- Minimize Mobile Broadband genie to your Window's desktop tray

## Launch Mobile Broadband genie After Startup

➤ **To launch Mobile Broadband genie after you start up your Windows computer:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

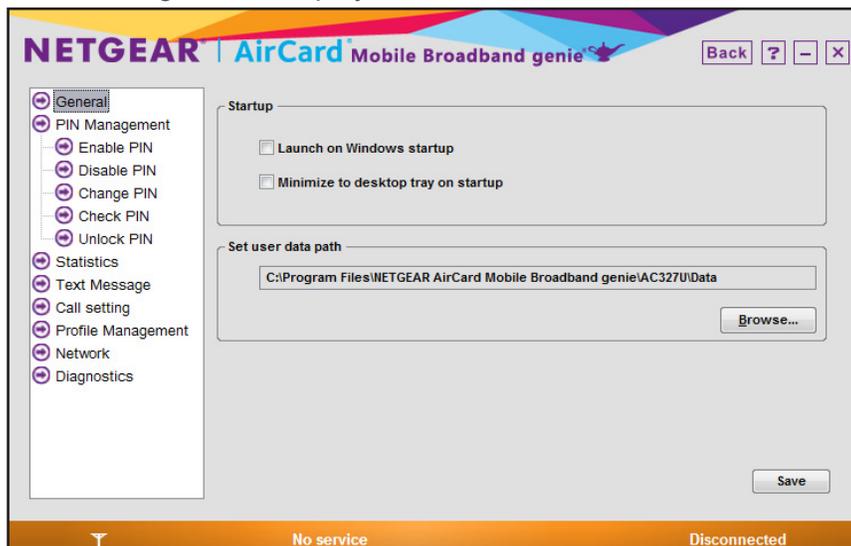
The home screen displays.

3. Click the **Settings** icon.

The settings screen displays.

4. Select **General** from the navigation menu on the left.

The following screen displays:



5. Select the **Launch on Windows startup** check box.
6. Click the **Save** button.

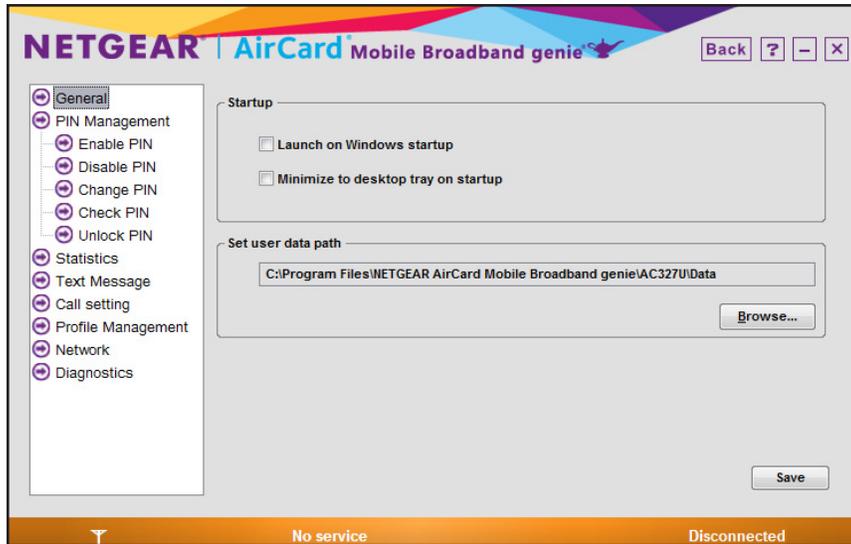
Mobile Broadband genie launches after you start up your Windows computer.

## Minimize Mobile Broadband genie to the Desktop Tray

➤ **To minimize the desktop tray icon when you start up Mobile Broadband genie:**

1. Insert the 3G USB modem into the USB port on a computer.

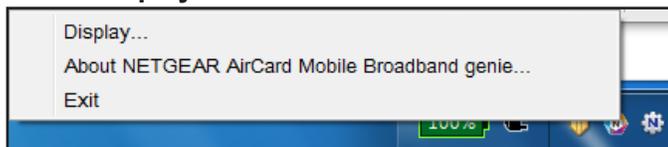
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.
4. Select **General** from the navigation menu on the left.  
The following screen displays:



5. Select the **Minimize to desktop tray on startup** check box.
6. Click the **Save** button.  
The Mobile Broadband genie minimizes.

➤ **To launch the Mobile Broadband genie from your Windows desktop tray:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Right-click the Mobile Broadband genie icon in the desktop tray.  
A pop-up menu displays.
3. Select **Display**.



The home screen displays.

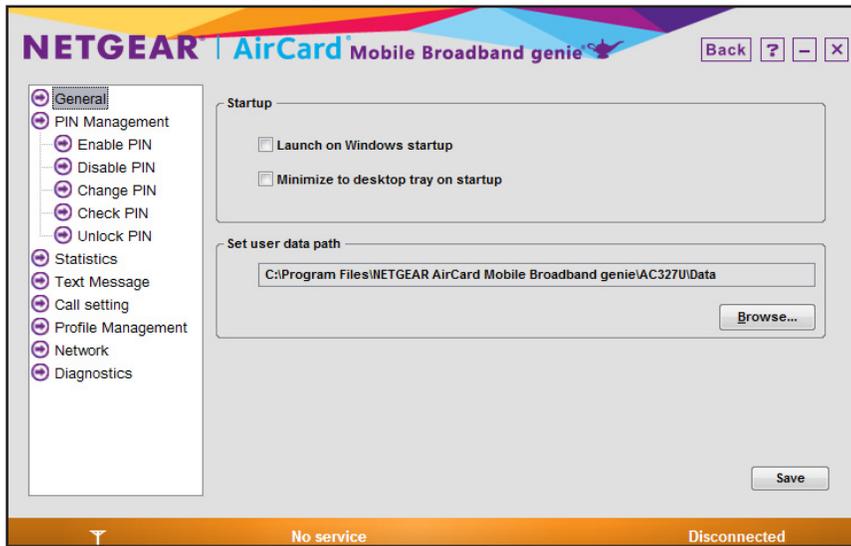
## Change Location for Saved Data

You can change the location where your 3G USB modem's data is stored on your computer.

➤ **To change the location where data is stored on your computer's hard drive:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.
4. Select **General** from the navigation menu on the left.

The following screen displays:



5. Click the **Browse** button.
6. Select a new location.
7. Click the **Save** button.  
Your changes are saved.

## View Statistics

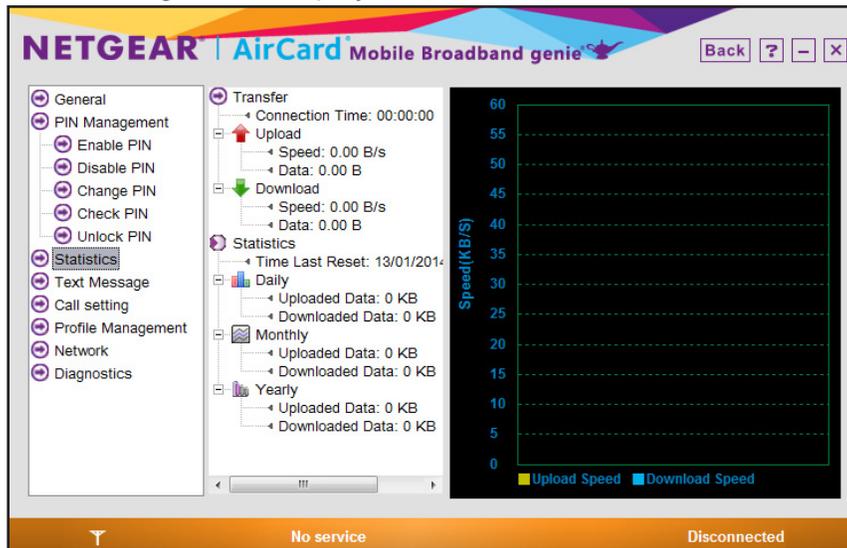
You can view network traffic information using Mobile Broadband genie. The statistical data of the traffic is only for your reference.

➤ **To view network traffic information:**

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.

4. Select the **Statistics** link.

The following screen displays:



## View Diagnostics

You can view diagnostic information for the following:

- Device
- SIM or USIM card
- Network status
- Network settings

## View Device Diagnostics

### ➤ To view device diagnostics:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.

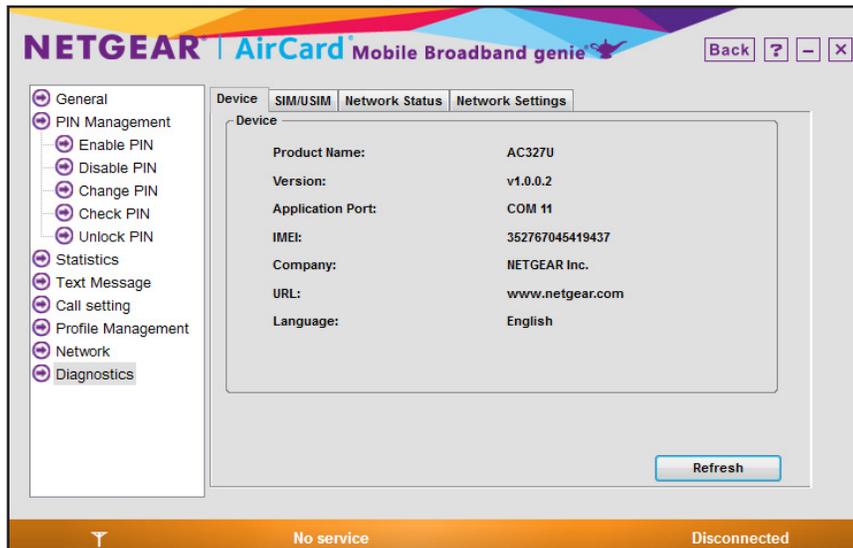
The home screen displays.

3. Click the **Settings** icon.
4. The settings screen displays.
5. Select **Diagnostics** from the navigation menu on the left.

The diagnostics screen displays.

6. Click the **Device** tab.

The device diagnostics display:

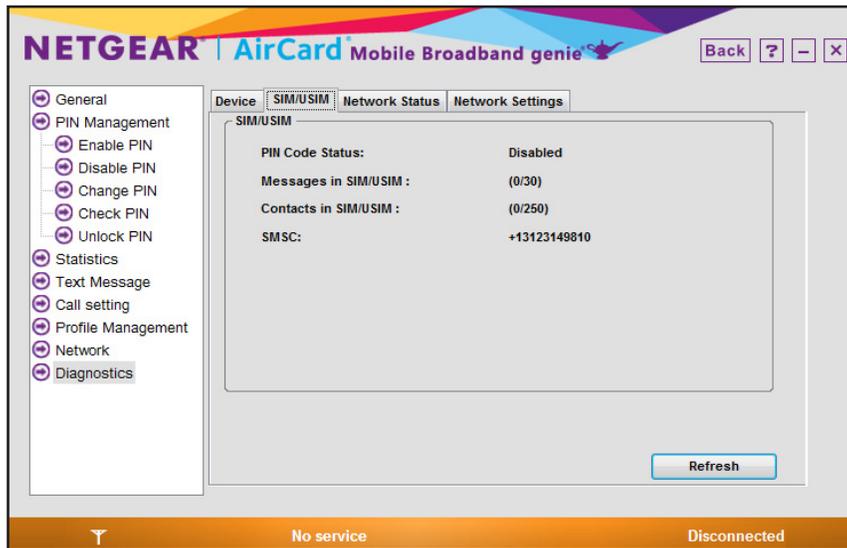


## View SIM or USIM Card Diagnostics

### ➤ To view SIM or USIM card diagnostics:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.
4. The settings screen displays.
5. Select the **Diagnostics** link.  
The diagnostics screen displays.
6. Click the **SIM/USIM** tab.

The SIM or USIM card diagnostics display:

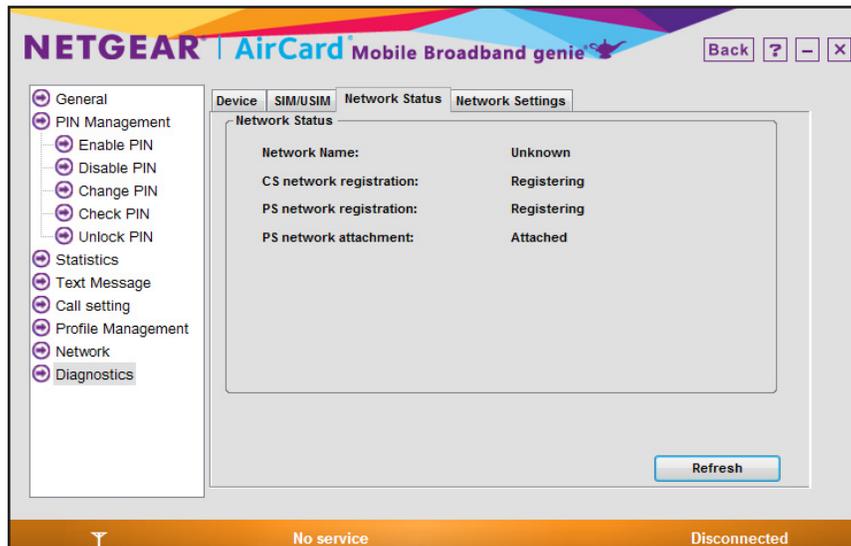


## View the Network Status

### ➤ To view the network status:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.  
The settings screen displays.
4. Select **Diagnostics** from the navigation menu on the left.  
The diagnostics screen displays.
5. Click the **Network Status** tab.

The network status displays:

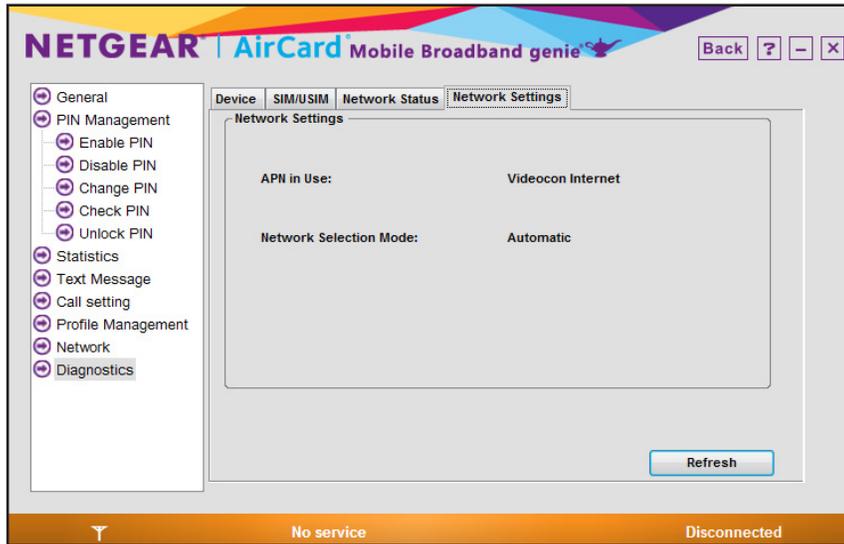


## View Network Settings

### ➤ To view network settings:

1. Insert the 3G USB modem into the USB port on a computer.
2. Launch Mobile Broadband genie.  
The home screen displays.
3. Click the **Settings** icon.
4. The settings screen displays.
5. Select the **Diagnostics** link.  
The diagnostics screen displays.
6. Click the **Network Status** tab.

The network settings displays:



## Uninstall Mobile Broadband genie

You can uninstall Mobile Broadband genie on a Windows and MAC computers.

### Uninstall Mobile Broadband genie on a Windows Computers

- To uninstall Mobile Broadband genie on a Windows computer:

Select **Start > All programs > NETGEAR AirCard Mobile Broadband genie > NETGEAR AirCard Mobile Broadband genie for AC327U Uninstall**.

### Uninstall Mobile Broadband genie on a MAC Computers

- To uninstall Mobile Broadband genie on a MAC computer:

Go to **Applications** and select **NETGEAR AirCard Mobile Broadband genie Uninstaller**.

# Frequently Asked Questions

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# 5

This chapter covers the following topics:

- *Frequently Asked Questions*

## Frequently Asked Questions

### **What should I do if I cannot access the Internet?**

Try these troubleshooting tips:

- Check the network signal strength.
- Check whether you have activated the wireless online service. You can ask the local network operator how to activate it.
- If the wireless online service is activated, check the network settings. For more information, see [Chapter 2, Connecting to the Internet](#).

### **Why is only part of the pasted content displayed when I create a text message?**

When you create a text message, you can enter a maximum of 2048 English characters. If the number of characters of the pasted information exceeds the limit, the number of characters that are in excess are deleted automatically.

### **Why doesn't a notification display when a message is received?**

The message notification is not set. For more information, see [Manage Text Messages](#) on page 37.

# A Technical Specifications

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This appendix covers the following technical specifications for the 3G USB modem:

- *Platform and Chipset*
- *Hardware Specifications*
- *Software Specifications*
- *Interface Specifications*
- *Physical Features*
- *Operation Environmental Requirements*
- *Approvals and Certifications*

## Platform and Chipset

**Table 2. Platform and chipset**

Item	Description
Baseband chipset	Qualcomm MSM6290
NAND+SDRAM	512 NAND Flash+256 Mb SDRAM

## Hardware Specifications

**Table 3. Hardware specifications**

Item	Description
Operating frequency	<ul style="list-style-type: none"> <li>• <b>HSPA/UMTS 2100 MHz:</b> 1920 MHz–1980 MHz (uplink) 2100 MHz–2170 MHz (downlink)</li> <li>• <b>GSM/GPRS 900 MHz:</b> 880 MHz–915 MHz (uplink) 925 MHz–960 MHz (downlink)</li> <li>• <b>GSM/GPRS 1800 MHz:</b> 1710 MHz–1785 MHz (uplink) 1850 MHz–1880 MHz (downlink)</li> </ul>
Network supported	HSPA/UMTS 2100 (900 optional) GSM/GPRS 900/1800 MHz
Rx diversity	HSPA/UMTS 2100
Power class	UMTS/HSPA 2100 MHz/900 MHz: +24 dBm +/-3 dB (power class 3) GSM/GPRS 900 MHz: +33 dBm +/-2 dB (power class 4) GSM/GPRS 1800MHz: +30 dBm +/-2 dB (power class 1)
Maximum power consumption	<=2.5W
Modulation method	HSPA 2100 MHz: QPSK (uplink), 64 QAM (downlink) GSM/GPRS: GMSK EGPRS: 8 PSK
Antenna	Built-in monopole antenna

## Software Specifications

**Table 4. Software specifications**

Item	Description
Data service	HSPA: 7.2 Mbps HSPA/5.76 Mbps HSUPA UMTS: DL/UL 384 Kbps GPRS: DL 85.6 Kbps/UL 42.8 Kbps
Software installation	Auto-installation of NETGEAR AirCard Mobile Broadband genie and driver

## Interface Specifications

**Table 5. Interface specifications**

Item	Description
USB	USB 2.0 high speed
Antenna	Built-in UMTS main antenna Built-in UMTS diversity antenna
SIM/USIM card slot	Standard SIM card interface, in line with the 3GPP31.101 and 31.102
Power supply	+5V power supply through USB interface
AT interface	Support 3GPP TS27.005/3GPP TS27.007
T-Flash card slot	Maximum capacity: 32 GB

## Physical Features

**Table 6. Physical features**

Item	Description
Dimensions	83.4 x 25.4 x 12 mm (3.3 x 1 x 0.5 in.)
Weight	22 g (0.8 lb)

## Operation Environmental Requirements

**Table 7. Operation environmental requirements**

Item	Description
Temperature	Operating temperature: –10°C–55°C Storage temperature: –20°C–70°C
Humidity	Operation humidity: 10%–90% Storage humidity: 5%–93%
System requirements	Supporting: <ul style="list-style-type: none"> <li>• Windows XP/Vista/Windows 7/Windows 8</li> <li>• Mac OS X (10.5,10.6,10.7, 10.8)</li> </ul> CPU: Pentium 500 MHz or above Memory: 128 MB RAM or more Hard disk: 50 MB free space Standard USB interface

## Approvals and Certifications

**Table 8. Approvals and certifications**

Item	Description
Environmental standards	RoHS
Microsoft WHQL certified drivers	Certified