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1 What is MobileDoctorV2?

MobileDoctorV2 is a computer program developed to diagnose and solve potential issues that may arise with the use of Huawei mobile broadband devices. It supports the following operating systems:

Windows XP, Windows Vista, Windows 7, Windows 8 (32/64 bits)

Only users with administrator privileges are able to use MobileDoctorV2.

MobileDoctorV2 can be used to diagnose the following items:

| Item | Description |
|-----------------------------|---|
| Device status | Check whether the device ports and driver are functioning properly. |
| WLAN status | Check whether Wi-Fi is enabled, the working mode, blacklist, whitelist, and more. |
| SIM card status | Check the PIN, PUK, and SIM lock status of the SIM card. |
| Network registration status | Check the device's network registration status and signal strength. |
| Device profile | Check the device's dial-up parameters. |
| Network function status | Check the device's network connection. |

2 How do I use MobileDoctorV2?

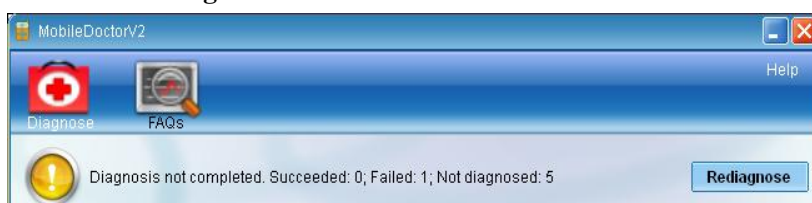
2.1 Installation and diagnosis



1. Decompress the software package to your computer.
2. Connect the device to your computer through a wired or wireless connection.
3. Power on the device, and run **MobileDoctorV2.exe**.

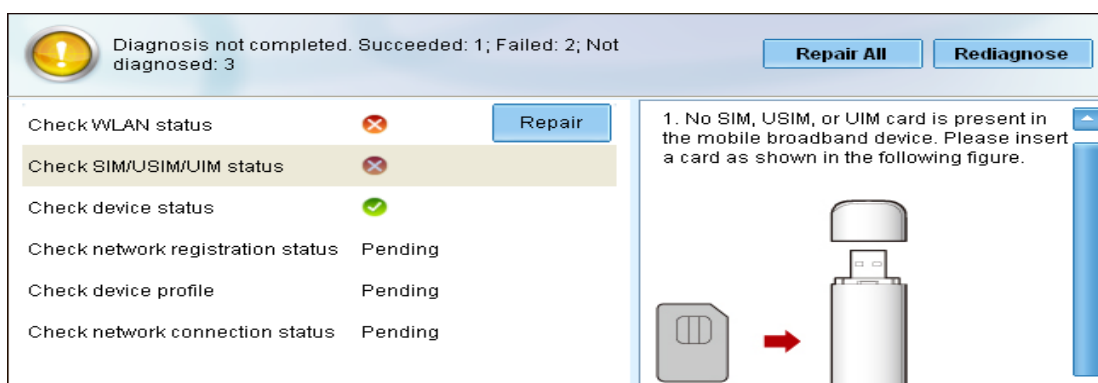
MobileDoctorV2 will then automatically diagnose the device.



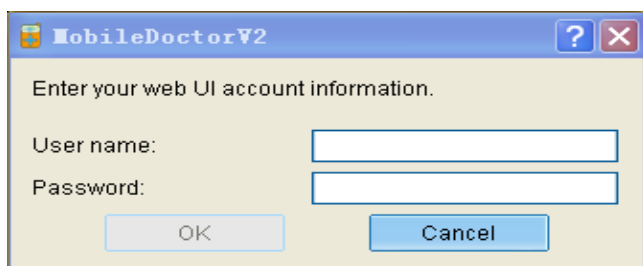
Note: If no device can be detected, check that the device is securely connected to your computer and powered on. Then click **Rediagnose**.



4. If the diagnosis for a function passes,  is displayed; if an issue is found,  is displayed; if the issue can be solved, **Repair** is displayed. **Pending** means the function cannot be diagnosed until the preceding functions have been repaired.




5. If prompted during the diagnosis, enter the user name and password you set on the device's web UI. The default user name and password can be found on the device package or rear label.







2.2 Repair

If multiple issues are found, click **Repair** to repair an individual item or click **Repair all** to repair all items. For items without the **Repair** button, refer to the troubleshooting suggestion on the right.

Note: Multiple issues may be found for the same item. If you click **Repair**, they will all be repaired.


Diagnosis completed. Succeeded: 3; Failed: 3
Repair All
Rediagnose

| | | | |
|-----------------------------------|---|---------------------|---|
| Check WLAN status |  | Repair | 1. The Wi-Fi mode is not set to b/g/n, because of which some devices will not be able to access your device. Click Repair to set Wi-Fi mode to b/g/n. |
| Check network registration status |  | Repair | |
| Check network connection status |  | | |
| Check device status |  | | |

3 What Huawei devices does MobileDoctorV2 support?

The following mobile broadband devices are supported:

E3256s, E3276s, E5220, E5776s, E5756, E8278, ET5321, E5372S-32, E5375, ET5321s, EC5321, E5170s-22, E5151, 102HW, E3131Cs, E3251, and E3331.