

## How do I Insert or remove the SIM Card?

1. Slide the back cover to remove it from the Mobile Internet Key.
2. Insert / remove the SIM card into the corresponding card slot, as shown in the following figure.
3. Replace the back cover and slide it into place.



### Note:

- Ensure that the beveled edge of the SIM card is properly aligned with that of the SIM card slot is inserted according to the direction as labeled on the card slot.
- Do not remove the SIM card when the Mobile Internet Key is in use. Otherwise, the SIM card as well as your Mobile Internet Key may get damaged and the data stored on the card may be corrupted.

## Why did I get an Error Code 3 during the firmware upgrade process?



- A. Check if the E182E Mobile Internet Key is firmly inserted into the computer. If it is, and you still see this error, remove the E182E Mobile Internet Key and insert it into another available USB port. If you have tried all available USB ports and you still see this error, use the USB data extension cable.
- B. The Mobile Internet Key Connection Manager application is open on the computer. Close this application and retry the software upgrade.
- C. It is possible due to security limitations that you do not have Administrative Rights to the computer you are using. Please contact your IT Department for assistance.

## I downloaded the wrong OS file for my computer.

If you have downloaded the wrong OS file, you will not be able to complete the firmware upgrade.

- If you downloaded the Mac OS file on a Windows OS computer, you can only open the file and view the contents, but can't run it. The Mac OS file can't run on a Windows OS computer.
- If you downloaded the Windows OS file on a MAC OS computer, you will see an unknown file and can't run it. Mac OS cannot recognize executable files.

Please delete the OS file from your computer and follow the Firmware Upgrade Guide to download the correct file.

## My E182E Mobile Internet Key has latest firmware version and I downloaded the upgrade file.

Upgrading the firmware version on the E182E Mobile Internet Key which already has the current firmware will not damage the device. The upgrade file is not able to check which firmware version is currently on the E182E Mobile Internet Key and will perform the firmware upgrade replacing your current software with the same version.

## My computer did not have enough power to complete the upgrade.

The firmware update will fail if your computer powers off during the upgrade. There is a risk that the E182E Mobile Internet Key may be damaged when this happens. Please charge the laptop fully before performing the firmware update again.

### **My E182E Mobile Internet Key was removed during the upgrade.**

The update will fail if the E182E Mobile Internet Key is removed from the computer during the upgrade process. There is a risk that the E182E Mobile Internet Key may be damaged when this happens. Please cancel the upgrade, close the installation wizard application and perform the upgrade from the beginning.