

## Mobile Broadband Software Updates

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## Where do I download the latest USB modem software for Windows?

**Where do I download the latest USB modem software for Windows?**  
Software and firmware updates are available for the E220 USB modem. These updates provide the following improvements:

- Reduces instances of data sessions freezing or dropping out
- Windows Vista 64-bit compatibility
- Pop up notification that tells you when you are moving from 3G to 2G coverage

There are three parts to this upgrade:

1. Upgrading the firmware on your USB modem.
2. Upgrading the 3 Mobile Manager on your USB modem.
3. Upgrading the 3 Mobile Manager on your computer.

Throughout all upgrade steps, please ensure that the USIM is inserted into the USB modem.

### Upgrading the firmware

To upgrade the firmware, please follow these steps:

1. Connect the USB modem to your computer using the long USB cable
  - Insert the small plug of the cable into the USB modem
  - Insert both plugs into the USB sockets of your PC or laptop.
2. The USB modem will be recognised by the system and the 3 Modem Manager will automatically launch.
3. Close the 3 Modem Manager so that it is not running.
4. Download and run the [Firmware update](#) (version E220Update\_11.117.06.00.100.B268) (exe, 13.5MB)
5. A window screen will pop up. Select "Yes" to proceed.
6. Upgrading will commence. This may take several minutes.
7. Select "Finish" to complete the firmware upgrade.

### Upgrading the 3 Mobile Manager on the USB modem

To upgrade the 3 Modem Manager that is stored on the USB modem, please observe the following steps:

1. Attach both cables to the PC, as described in step 1 of upgrading the firmware.
2. Wait for the USB modem to be recognised by your system and for the 3 Modem Manager to automatically launch.
3. Close the 3 Modem Manager so that it is not running.
4. Download and run the [Mobile Manager software update](#) (version 11.107.01.02.100.B266) (exe, 10.8MB)
5. A window screen will pop up. Select "Yes" to proceed.
6. Select "I accept the agreement" and then select "Next".
7. Select "Start" and a warning message will appear. Select "Yes" to continue.
8. Upgrading will commence. This may take several minutes.
9. Select "Finish" to complete the 3 Modem Manager upgrade.

### Upgrading the 3 Mobile Manager on your computer

1. Please disconnect the USB modem from your computer.
2. Un-install your 3 Modem Manager on your computer by going to:

Start > Control Panel > Add or Remove Programs > 3  
MobileBroadband > remove

3. Connect the USB modem and follow the prompts to re-install the updated 3 Modem Manager onto your computer.

### **Troubleshooting**

For further assistance with upgrading the USB modem or re-installing the 3 Modem Manager, please contact us on 133 320.