

TECHNICAL SERVICE BULLETIN

Number: TSBUMTS-001B(EC10)

Description Summary: Installation Problem -- Error Code 10

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PRODUCT AFFECTED:

- Merlin U530 MULTIFUNCTION PC CARD
- Merlin U520 MULTIFUNCTION PC CARD
- Merlin U630 MULTIFUNCTION PC CARD

OPERATING SYSTEMS INVOLVED: WINDOWS 2000 AND WINDOWS XP**KNOWN LAPTOPS MODELS AFFECTED:**

- Fujitsu Siemens --- Amilo L. 6825, Amilo D. 7830,
- HP Compaq --- NX9105
- iQon --- 1.8 Notebook 8170
- Toshiba --- Satellite 3000

PROBLEM DESCRIPTION:

The Merlin is installed as a multifunction device. It occupies one device location on its bus, but has more than one function. Each function is associated with a driver that will service that operation. Installation of the Merlin will fail if one of the functions is not properly initialized. Windows Device Manager will display an error with either the Modem or Port device. Error code 10 appears in the properties of the problem device, indicated by an exclamation mark.

To view this, follow steps below.

1. Insert the Merlin into the PC card slot.
2. Go to Device Manager. Start > Control Panel > System > Hardware > Device Manager.
3. Expand the Modems, the Multifunction adapters and the Ports category.

CAUSE:



This problem occurs because Windows resource allocation is not properly achieved.

SOLUTION:

The solution is to use the NwtDriverInst_V1.2.1.1 utility available from this document that will upgrade your existing serial driver to serial driver version 1.3.5.2

Instructions: Do not uninstall the connection manager software



IMPORTANT: If you are unable to save the files and receive an error message from Acrobat similar to, "Acrobat cannot open (save) the file attachment "NwtDriverInst_V1.2.1.1.zip" because your security settings do not allow this file type to be opened (saved)". Proceed to Appendix A to get the files. Once you have saved the files to your PC, rename the file extension to zip, and continue at step 3.

1. For Windows XP; Right click on this icon  and select "Save Embedded File to Disk" if using Acrobat 6 or "Extract file" if using Acrobat 4 (Make a note of where you saved the zip file e.g. on your desktop)
2. For Windows 2000; Right click on this icon  and select "Save Embedded File to Disk" if using Acrobat 6 or "Extract file" if using Acrobat 4. (Make a note of where you saved the zip file e.g. on your desktop)
3. Create a folder at location of choice. (e.g. desktop)
4. Double click the NwtDriverInst_V1.2.1.1 zip file to open it, and extract all files to folder created in step 3.
5. The folder will contain the following:
 - a. Folder with U630_U530_U520 Drivers
 - b. NwtDriverInst.exe
 - c. NwtSetup.dll
6. Double click on the NwtDriverInst.exe file to launch the utility.
7. Unplug the card, and then check the box as mentioned in the utility.
8. Click the Install button, the utility will properly install the new driver (Note: To uninstall drivers click the uninstall button)
9. The utility will then prompt you to insert the data card so Windows can detect it.

Note: If you are not successful, please contact your Service Provider for further assistance. You may also contact your laptop manufacturer to **Update the BIOS of the PC.**

IMPORTANT: Please take the necessary precautions when updating your BIOS, Novatel or your 3G Service Provider will not be responsible for any damage to your PC following an improper BIOS change.

APPENDIX A:

1. For Windows XP; Right click on this icon  and select "Save Embedded File to Disk" if using Acrobat 6 or "Extract file" if using Acrobat 4 (Make a note of where you saved the piz file e.g. on your desktop, and rename file extension to ZIP)
NwtDriverInst_V1.2.1.1
2. For Windows 2000; Right click on this icon  and select "Save Embedded File to Disk" if using Acrobat 6 or "Extract file" if using Acrobat 4. (Make a note of where you saved the piz file e.g. on your desktop, and rename file extension to ZIP)
NwtDriverInst_V1.2.1.1