



MF100 USB Modem

After-sales Service Manual (Level 1)

Version 1.0

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Product Summary

Product Overview



Standard Configuration

SN	Name	QTY
1	USB Modem	1
2	USB data cable	1

Specifications



- Frequency range: GSM850/900/1800/1900; WCDMA900/2100
- Dimensions: about 85mm *26mm *11mm
- Weight: about 23g
- USB2.0 High Speed
- Internal antenna

Main Functions

- Transmission speed: UMTS 384Kbps UL; HSDPA 3.6 Mbps DL
- Support SMS
- Phonebook
- System required: Window2000/XP/VISTA Mac OS

Function Test

NFF Test

NFF Flow Chart	Items	Steps and Requirements	Tools
<pre> graph TD Customer[Customer] -- P --> BasicReq{Basic requirements} BasicReq -- F --> Customer BasicReq -- P --> FaultReplay{Fault replay} FaultReplay -- F --> Fault([Fault]) FaultReplay -- P --> BasicFuncTest{Basic function test} BasicFuncTest -- F --> Fault BasicFuncTest -- P --> CallTest{Call test} CallTest -- F --> Fault CallTest -- P --> NFF([NFF]) </pre>	(1) Basic requirements	1. Check whether the accessories in sales package are complete. 2. Make sure that the anti-disassembly label is torn or removed. 3. Make sure the data card has no physical damage. 4. The data card should be still under warranty.	/
	(2) Fault replay	1. Insert the SIM card provided by local operator, and connect the data card to computer. 2. Test the reported faults and make sure that the faults do not replay.	Card
	(3) Basic function test	1. Open PC software ®  click to make internet connection test	Card
		2. Open PC software ®  click to test SMS function	
		Test the data card from step (1) to (3). Stop test if you find faults at one step. And the data card is faulty. If there is no fault after you finish test, the data card is an NFF USB Modem. Note: refer to User Manual for the items that the above five steps can not test.	
	Conclusion		

Install PC Software

Prerequisite

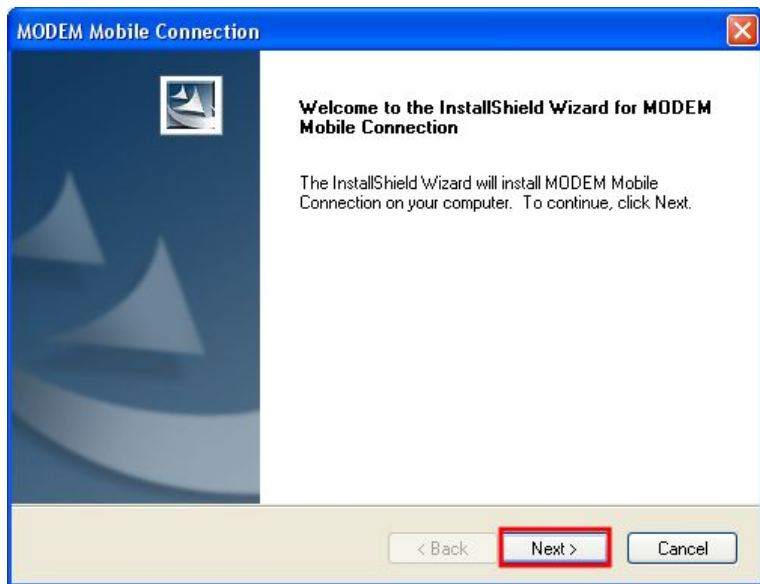
If the autorun function opened, the installation prompt of PC software will appear automatically when insert the USB modem into the PC.

Steps

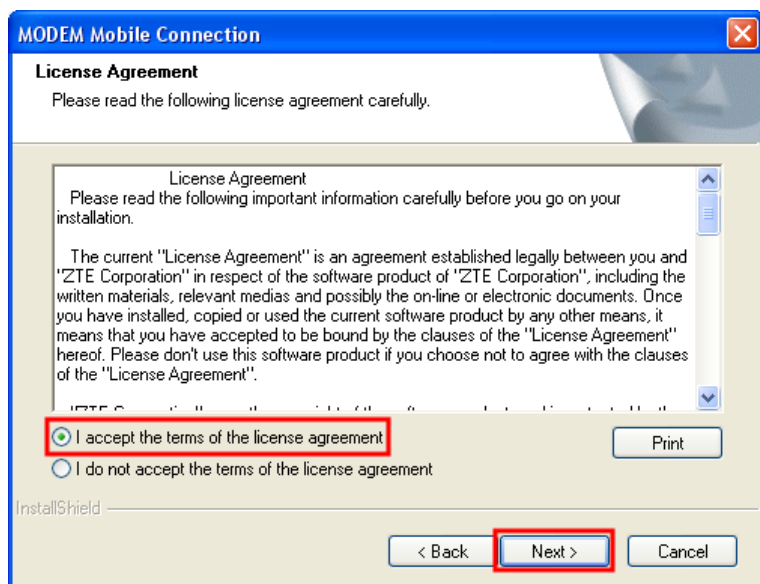
1. Double-click the shortcut icon.



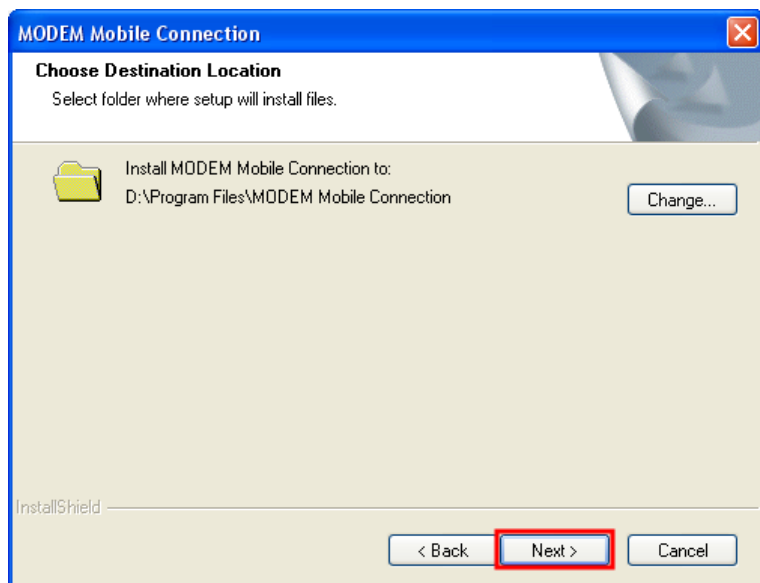
2. Click **Next**.



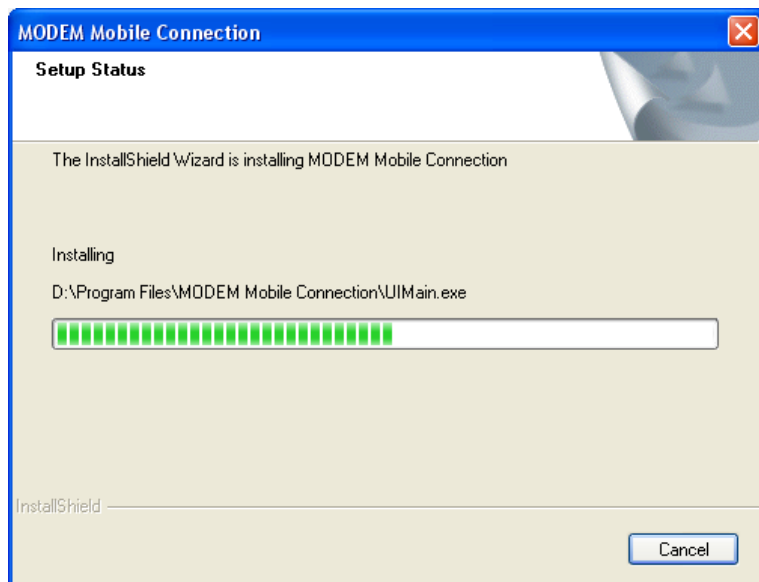
3. Select the first option and click **Next**.



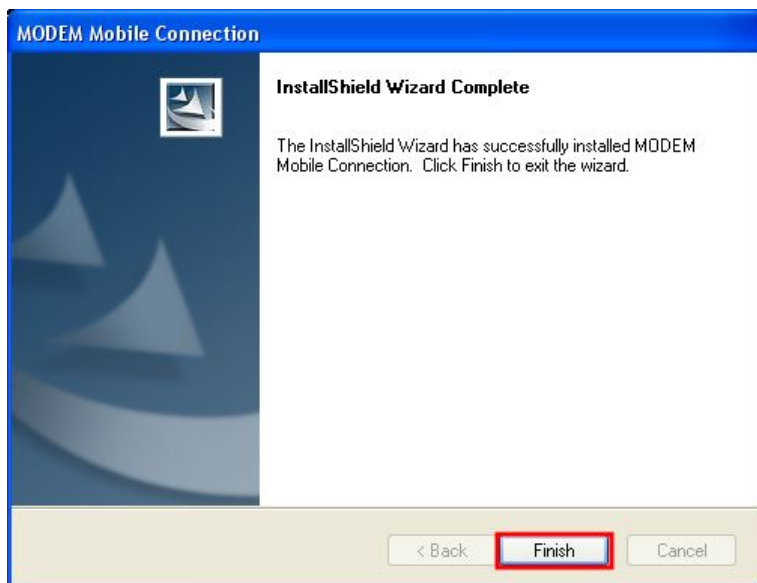
4. Click **Next**.



5. Installing.



6. Install successfully, click **Finish**.



--End of steps.--

PC Software Test

.1 Main Interface

Prerequisite

We use local USIM card of China to do the test.

Steps

1. Shortcut icon of PC software will appear on the desktop after installation.



2. Double-click the shortcut icon.
3. The login interface.



MODEM Mobile Connection

PC Software Version: PCMANAGERV1.0.1B13

Initializing...

4. Main interface of the PC software.




--End of steps.--

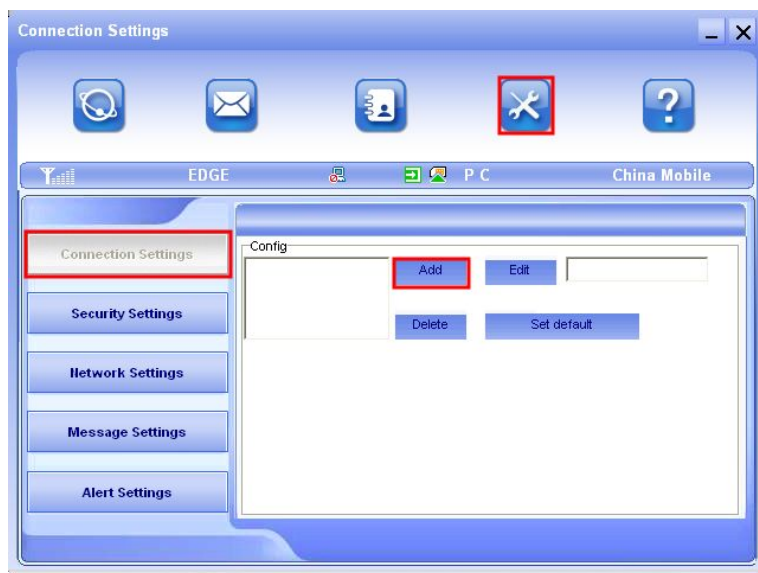
.2 Connect the Internet

Prerequisite

Network settings vary from country to country, please consult with local operators for details. This document takes China as an example for reference only.

Steps

1. Click  to make connection settings.
2. Click **Connection Settings** and then click **Add**.



3. Make the settings as follows and then click **OK**.

Config File

Config Filename	China
Dial Number	*99#
User Name	
Password	
<input type="checkbox"/> Save User Name and Password	
<input type="checkbox"/> Ask for User Name and Password	
<input type="radio"/> Obtain APN address automatically	
<input checked="" type="radio"/> Use the following APN name	
Config	cmnet
PDP Type	<input checked="" type="radio"/> IP <input type="radio"/> PPP
Authentication Mode	<input checked="" type="radio"/> PAP <input type="radio"/> CHAP
<input checked="" type="radio"/> Obtain DNS server address automatically	
<input type="radio"/> Use the following DNS server address	
Preferred DNS	
Alternate DNS	
<input checked="" type="radio"/> Obtain PDP address automatically	
<input type="radio"/> Use the following PDP address	
Address	
OK	Cancel

4. Select **China** and click **Set default**.

Connection Settings

EDGE P C China Mobile

Connection Settings

Security Settings

Network Settings

Message Settings

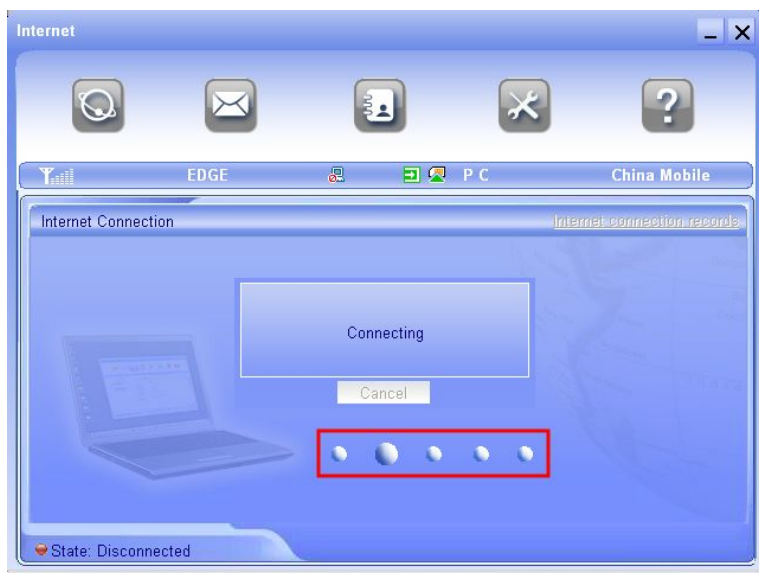
Alert Settings

Config	Add	Edit	Delete	Set default
China				

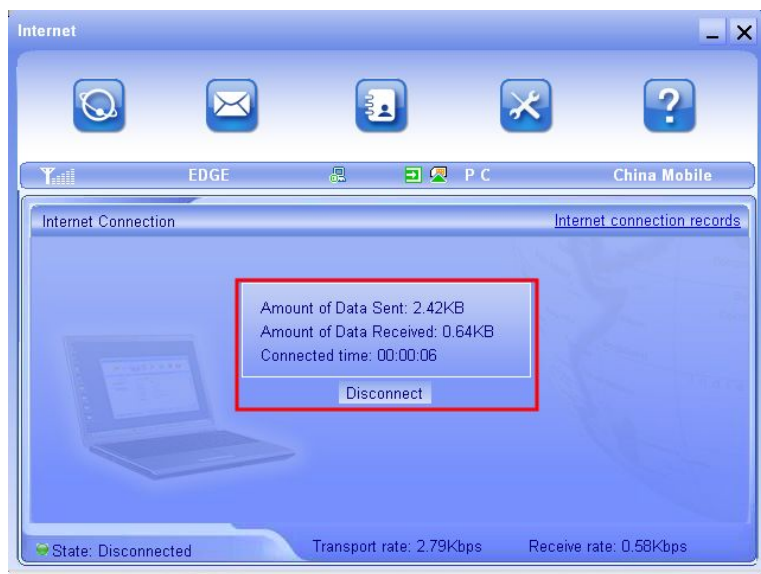
5. Click  and then click **Connect** to connect the internet.



6. Connecting.




7. After connect successfully, the connected time will appear.

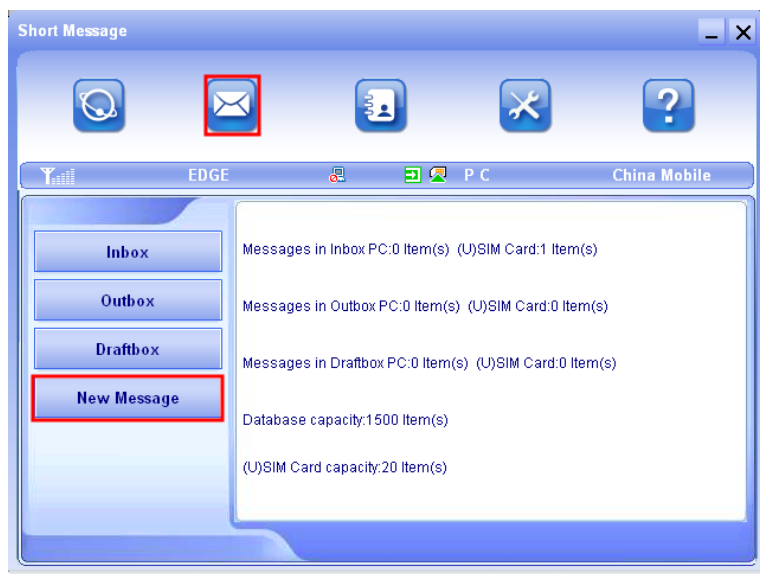


--End of steps.--

.3 Message

Steps

1. Click  to enter message interface.
2. Click **New Message** to create a new message.

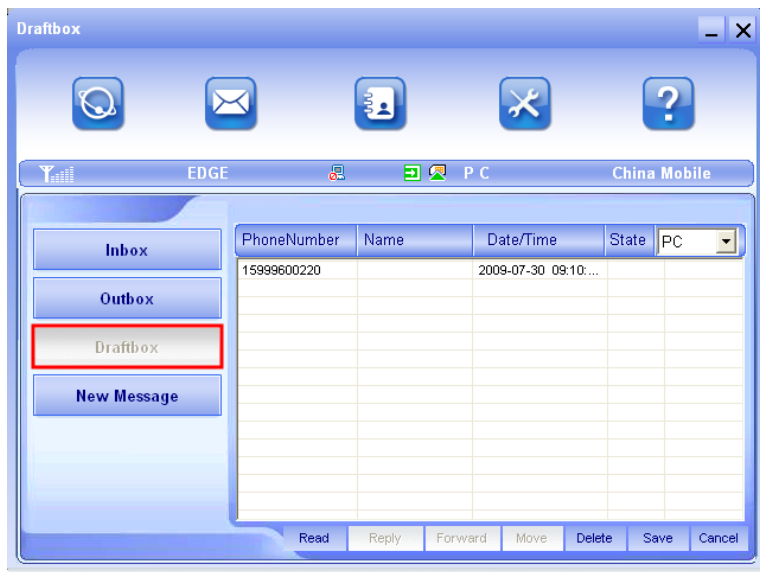


3. The new message interface, you can edit and send message here.



4. Click **Draftbox**, you can check the messages which you saved.


5. The **Inbox** and **Sentbox** are for the messages which you received or sent.

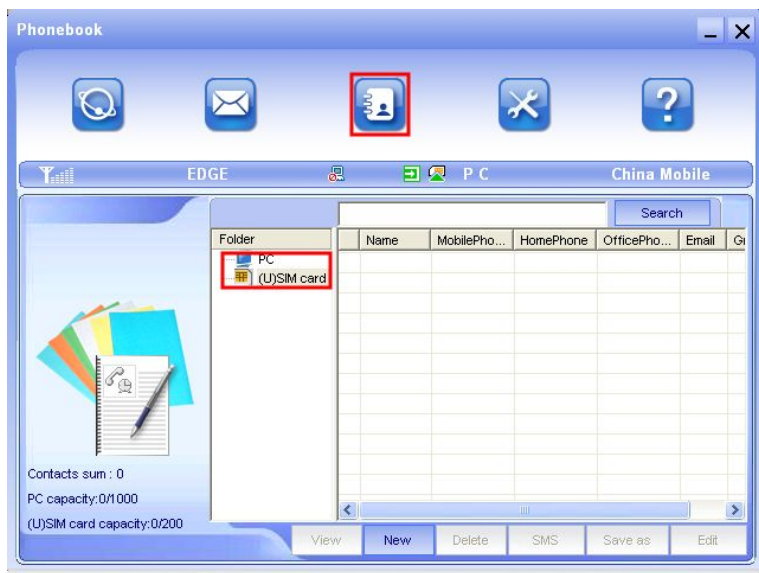


--End of steps.--

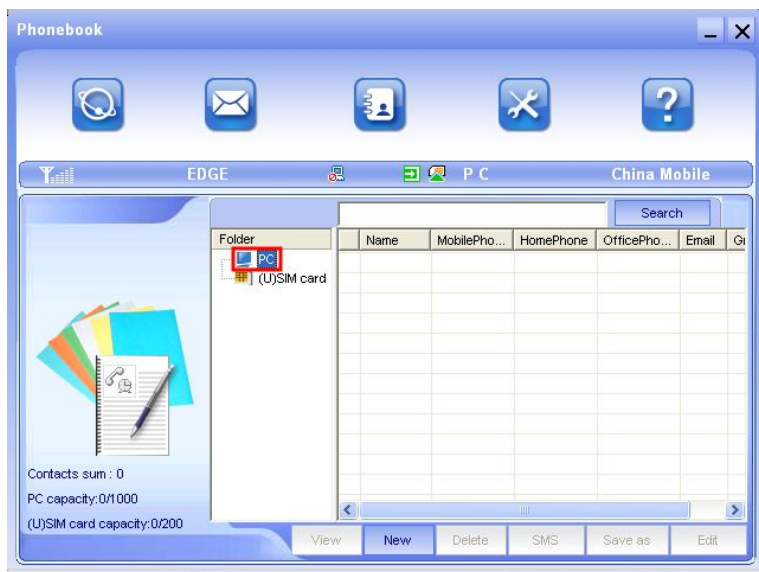
.4 Phonebook

Steps

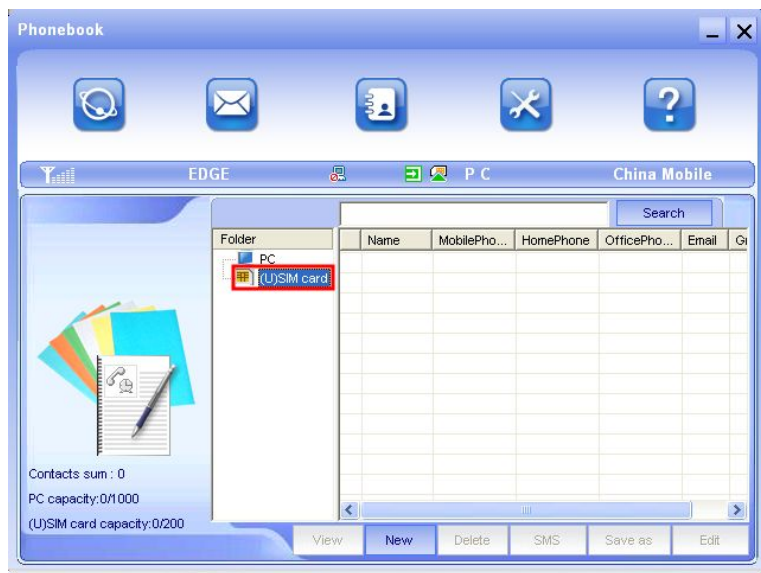
1. Click  to enter phone book interface.



2. Click **PC**, you can check or edit the phone book in PC.




3. Click **(U)SIM card**, you can check or edit the phone book in SIM card.

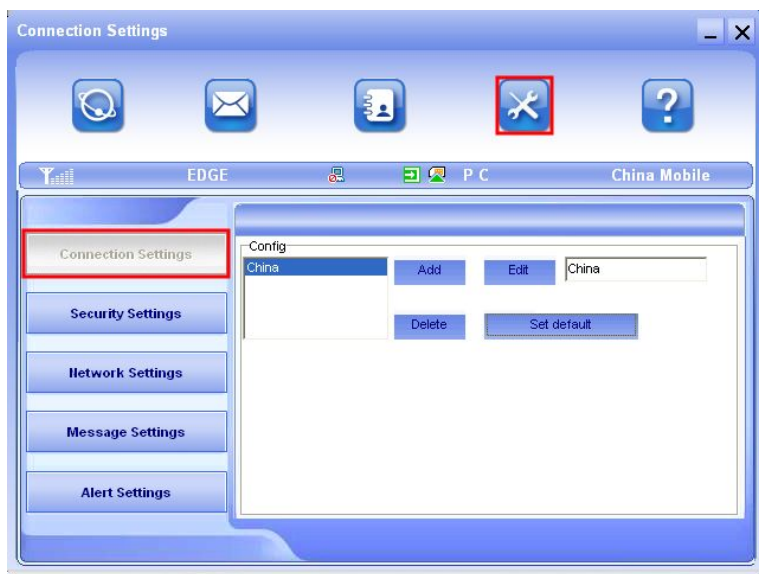


--End of steps.--

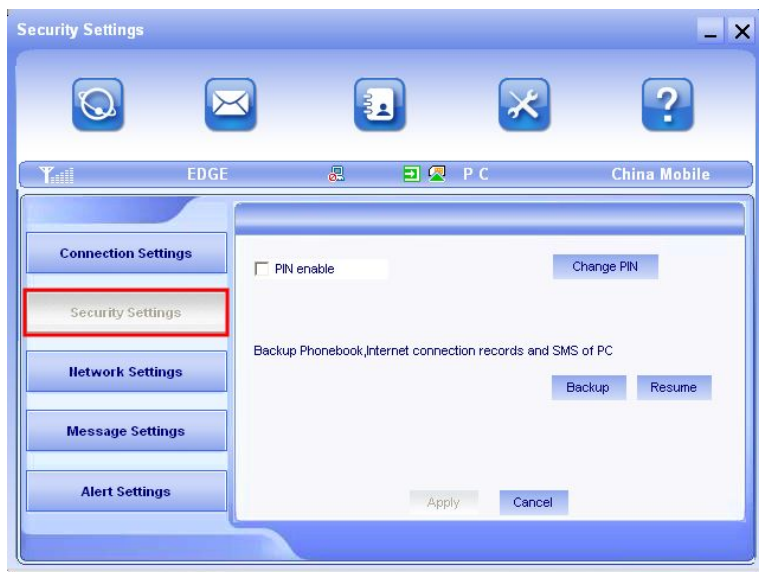
.5 Settings

Steps

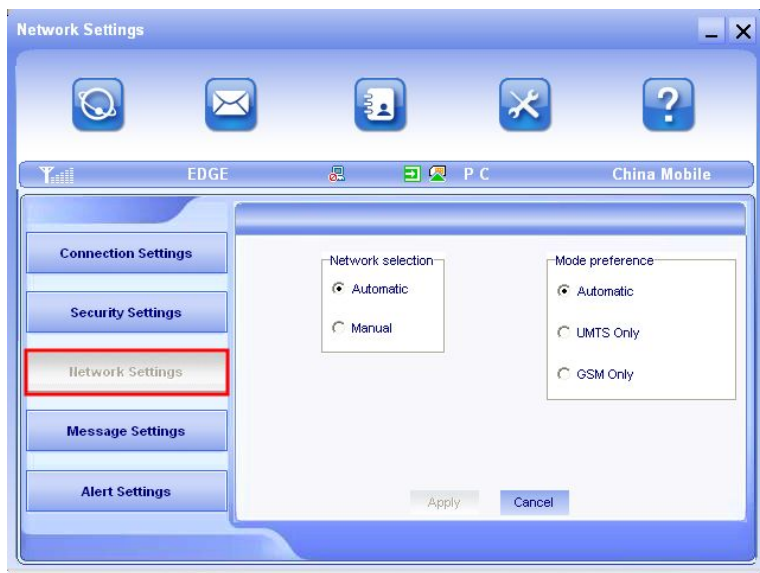
1. Click  to enter settings interface.
2. Click Connection Settings to edit settings.



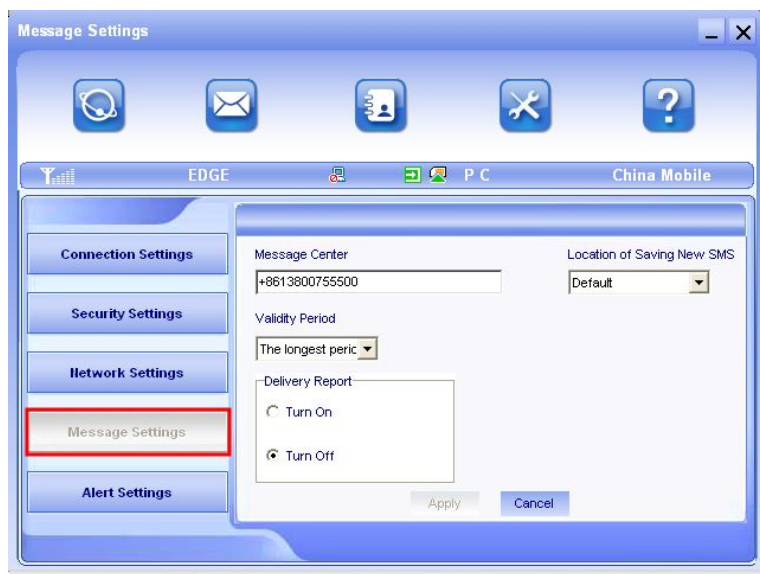
3. Click **Security Settings**, you can change PIN, and backup or resume the phonebooks which in the pc or in the card.



4. Click **Network Settings**, you can make the settings about network selection and mode preference.





5. Click **Messages Settings**, you can make corresponding settings here.
6. Click the list box, and you can select the location to save your SMS (default location, SIM or PC).

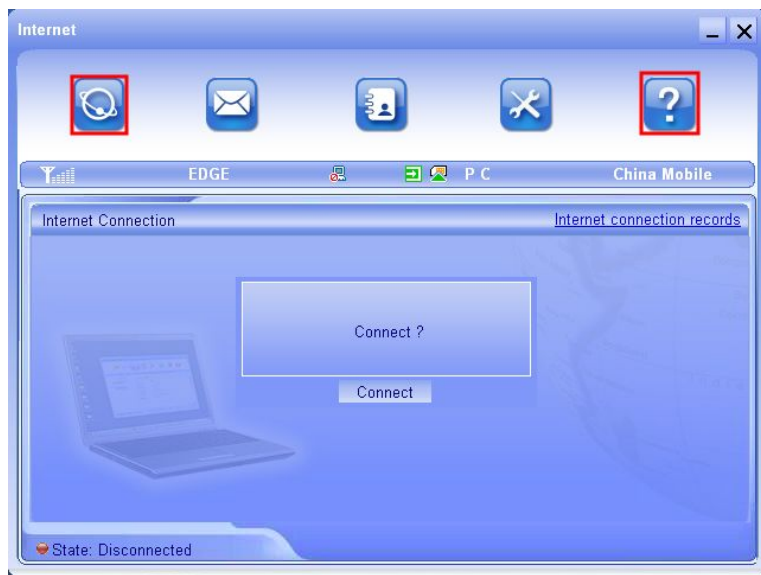


--End of steps.--

.6 Others

Steps

1. Click  to enter main interface and click  to read the help file



--End of steps.--

Download and Unlocking

Before You Begin

.1 Computer and System Requirements

- Computer processor: Pentium 500 MHz or higher
- RAM: 128 MB or more
- Disk space: 50 MB or more
- Supported operating system: Windows 2000/ XP, Vista

.2 Data Cable

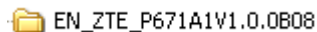
You can use the USB modem with or without the data cable.

.3 Service Software

- Platform software.



- Software version. (Use the latest software version when you do the download operation)



- Microsoft Office Excel.
- PC software. (The message box of PC software installation will appear when you insert the Modem into PC)

Install Cable Driver

It is not necessary to install cable driver after you installed the PC software (The driver has been integrated with PC software)

Check COM Port

The COM port will identify automatically after you insert the USB modem into PC.

Install Download Platform

Steps

1. Install platform software.



2. The shortcut icon of the software.



--End of steps.--

Software Download


Prerequisite

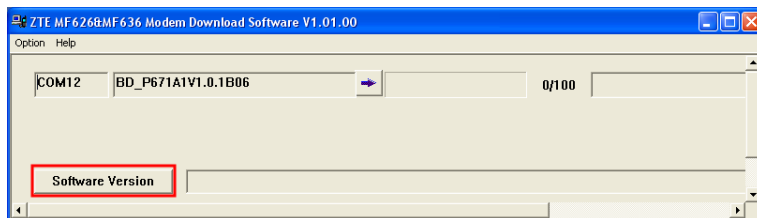
NOTE

Note:

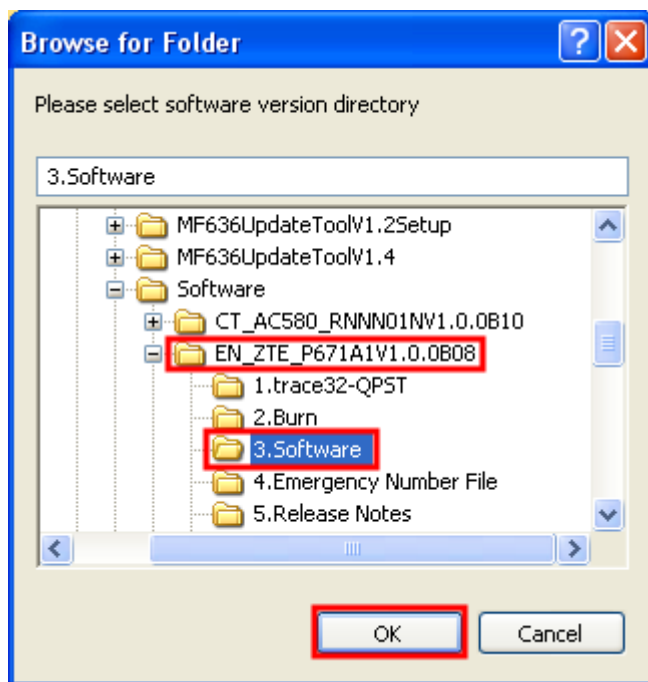
- The software version of each USB modem to be repaired should be upgraded to the latest one
- The USB modem must be able to be switch on and connect with PC successfully before download. Otherwise it can not download
- Do not take out the USB modem before the download operation is over

Steps

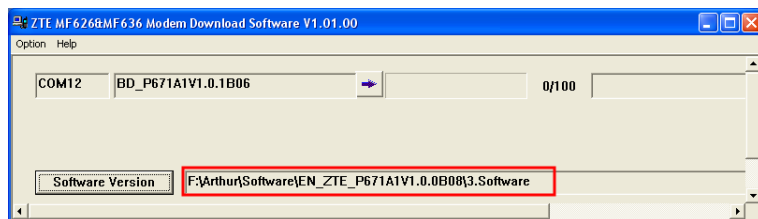
1. Double-click the shortcut icon.
 SalesDL_MF636V1.01.00.exe
2. Main interface (the port will identify automatically).
3. Click **Software Version**.



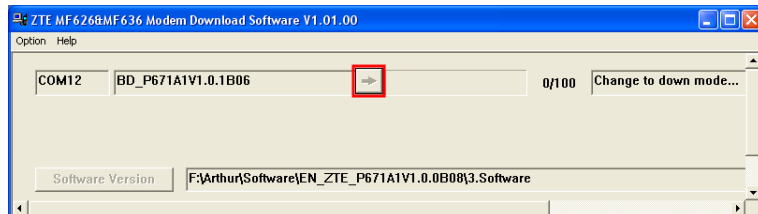
4. Select the correct software version and click **OK**.



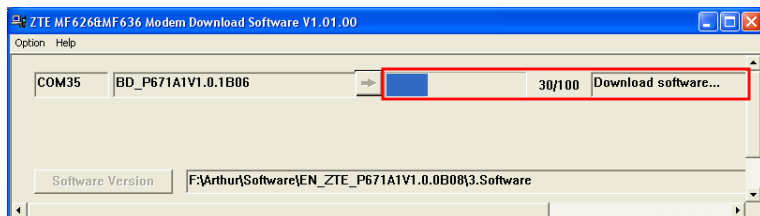
5. Select software version successfully.



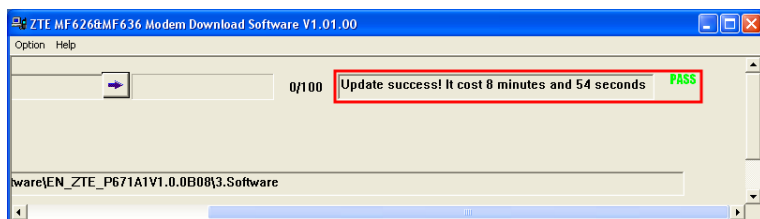
6. Click the button to start download.



7. Downloading.



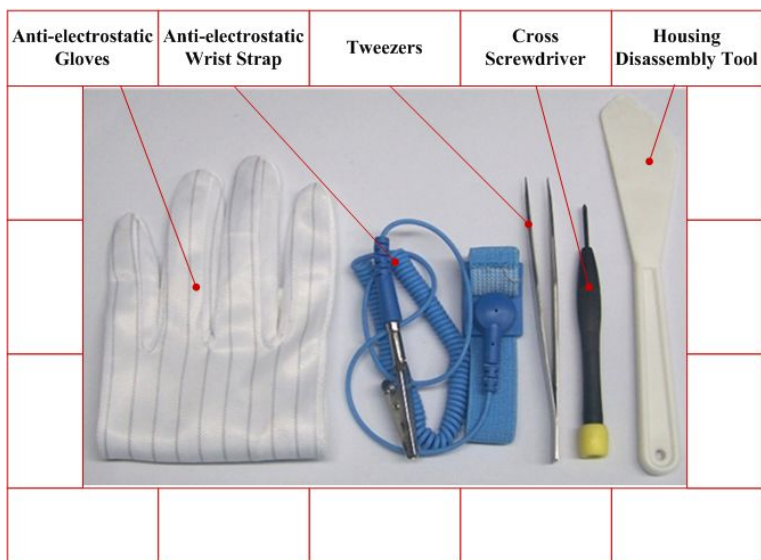
8. Download successfully.



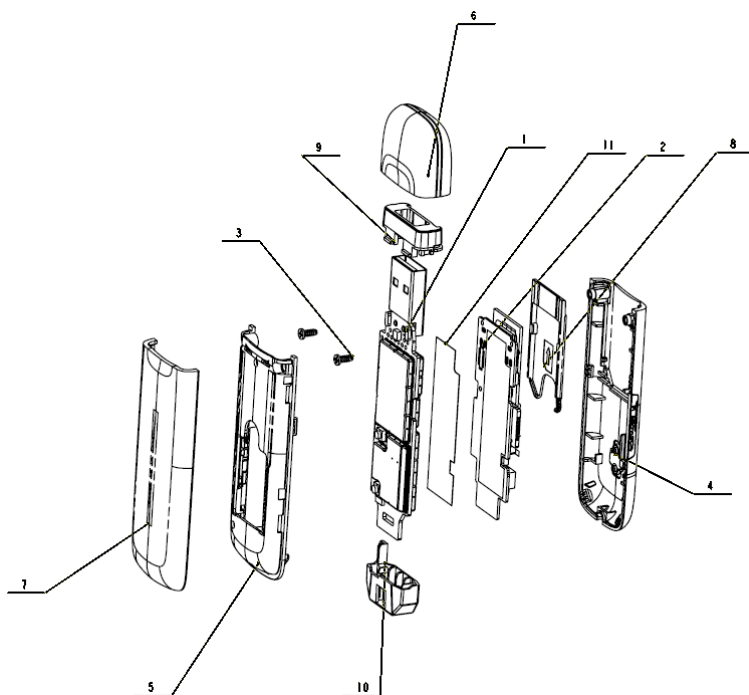
--End of steps.--

Disassembly

Disassembly Tools

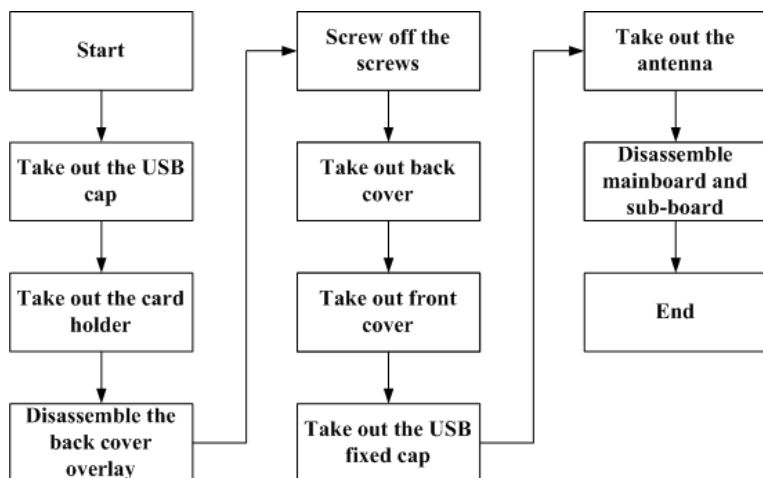


Exploded View



SN	Name	SN	Name
1	Mainboard	7	Back cover overlay
2	Sub board	8	SIM card holder
3	Screw	9	USB Fixed cap
4	Front cover	10	Antenna
5	Back cover	11	Conductive fabric
6	USB cap	12	Anti-disassembly label

Disassembly Flow Chart



Disassembly Steps

Prerequisite

The USB modem logos vary from country to country. We take a USB modem with ZTE logo as an example in this document (for reference only).

Steps

1. Overview.



2. Take out the USB cap.



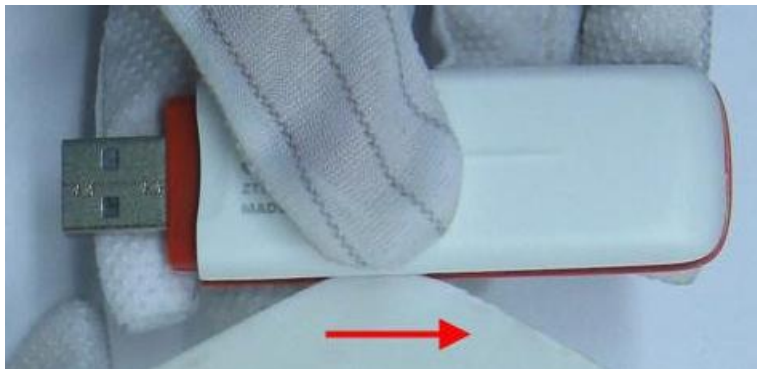
3. Take out the card holder.



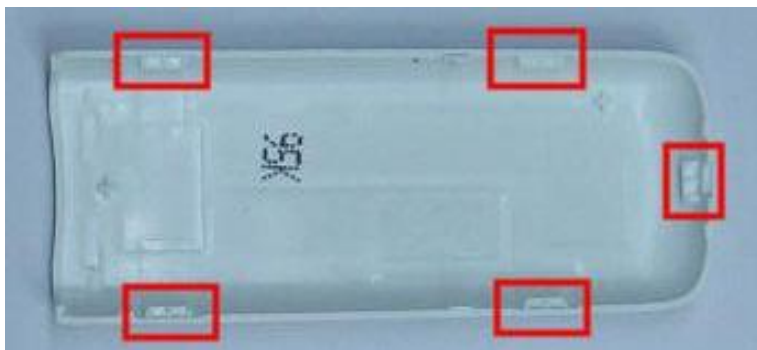
4. The SIM card holder.



5. Disassemble the back cover overlay.



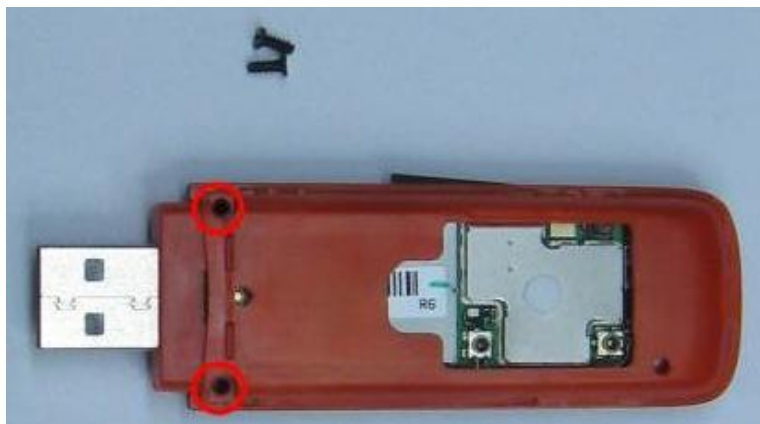
6. Pay attention to the locks during disassemble the back cover overlay.



7. Back cover overlay.



8. Screw off the two screws.



9. Disassemble the back cover.



10. Pay attention to the locks during disassemble the back cover.



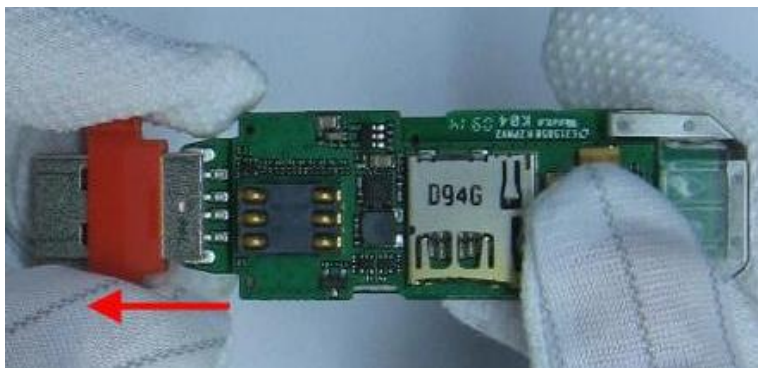
11. Back cover.



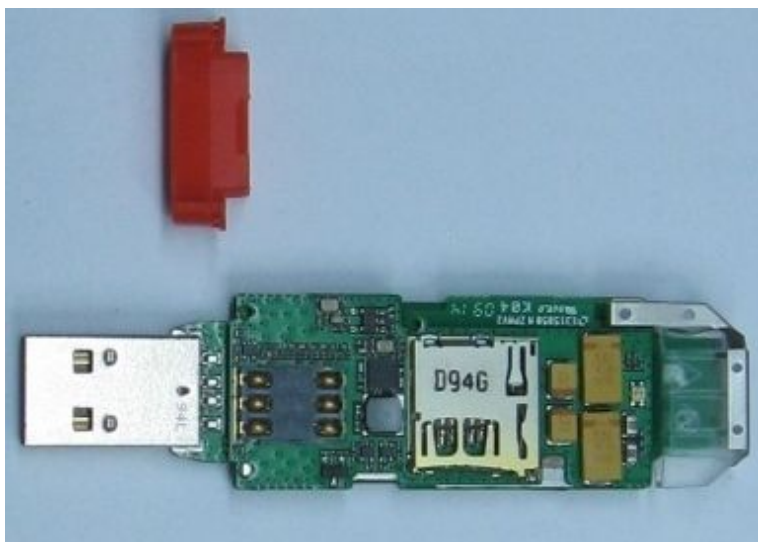
12. Take out the front cover.



13. Take out the USB fixed cap.



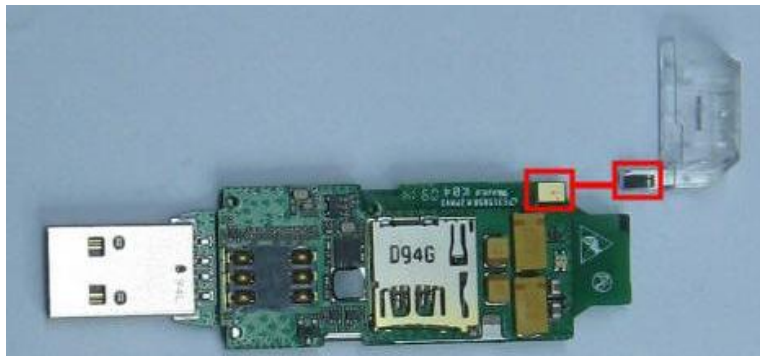
14. The USB fixed cap.



15. Disassemble antenna.

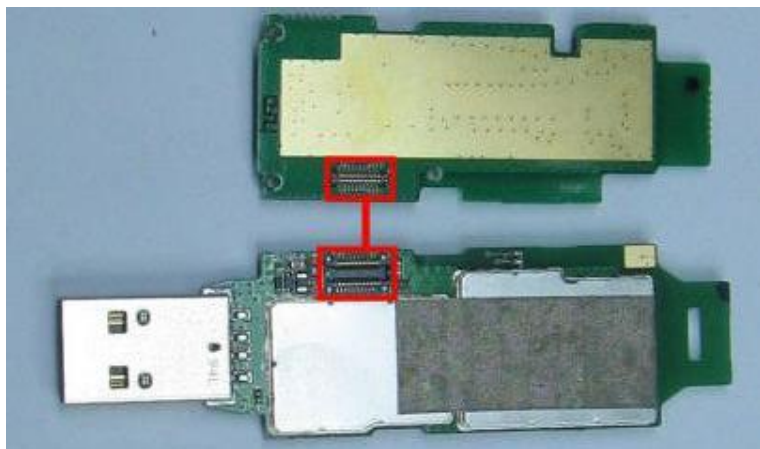


16. Pay attention to the contact during disassemble the antenna.



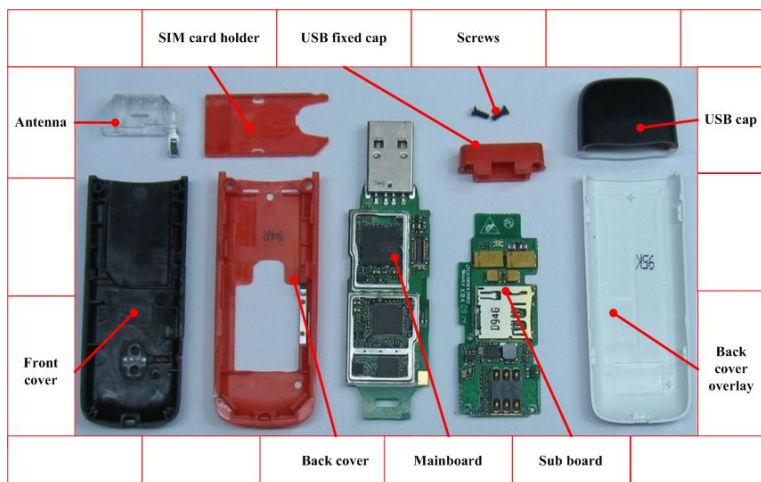
17. Disassemble the sub board from the mainboard.

18. Pay attention to the board to board connector.



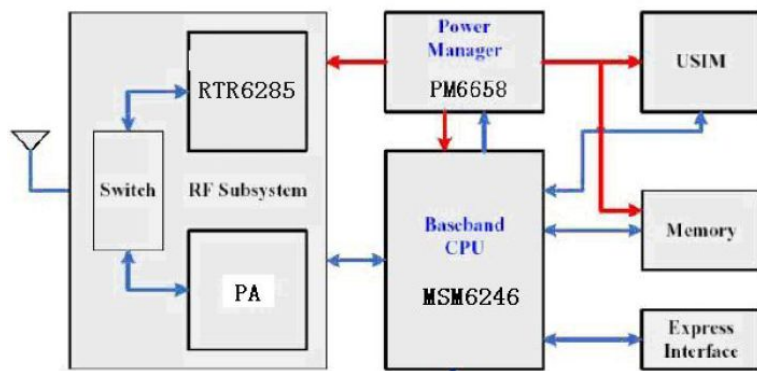
--End of steps.--

Composing



Principle and Mainboard

Principle Block Diagram



Basic Component Distribution

Figure 1 Top distribution

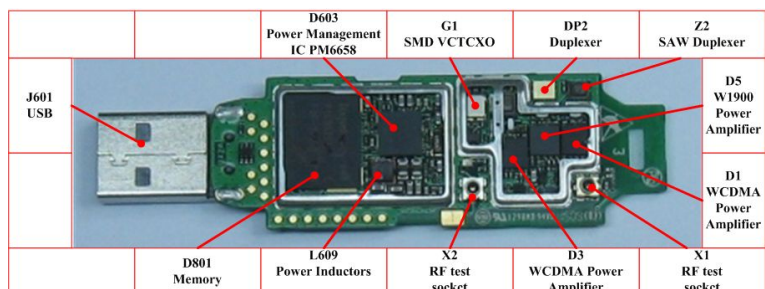


Figure 2 Bottom distribution

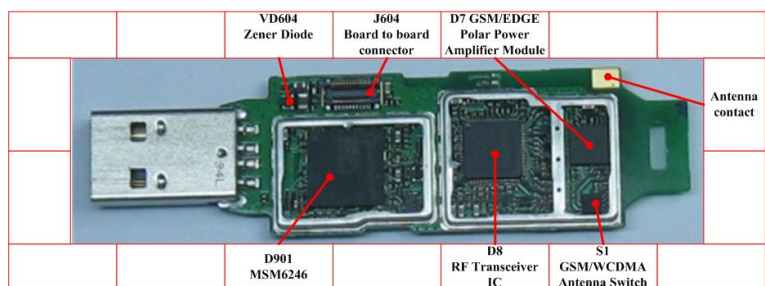
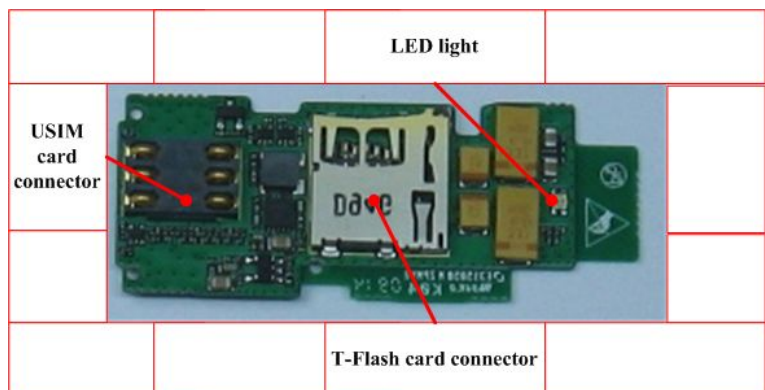


Figure 3 Sub board distribution



PCB Layout

Figure 4 Mainboard (top)

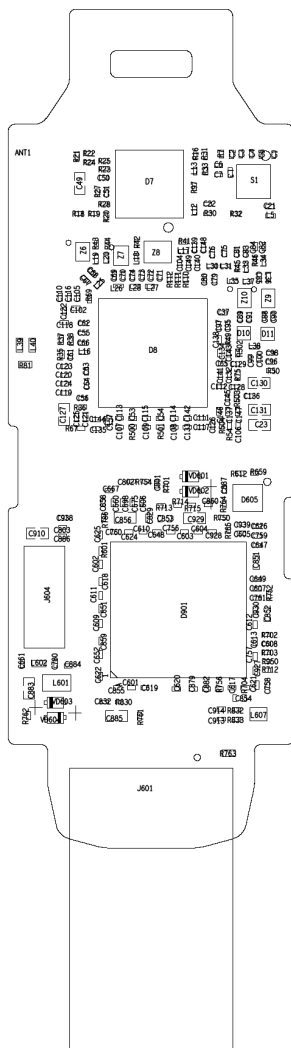


Figure 5 Mainboard (bottom)

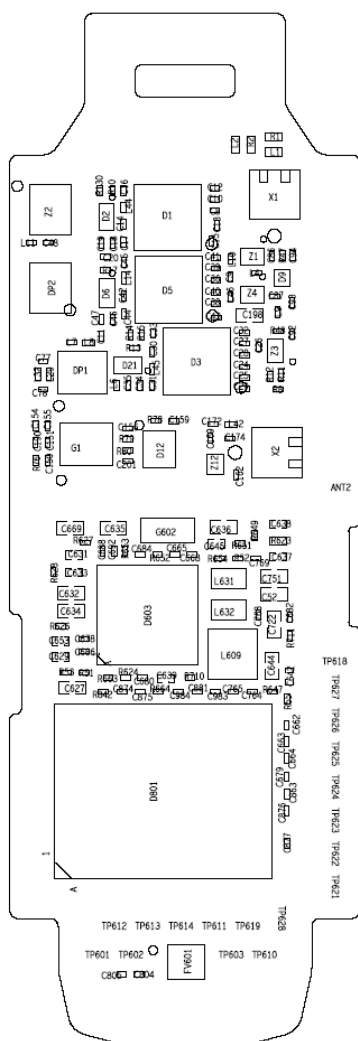
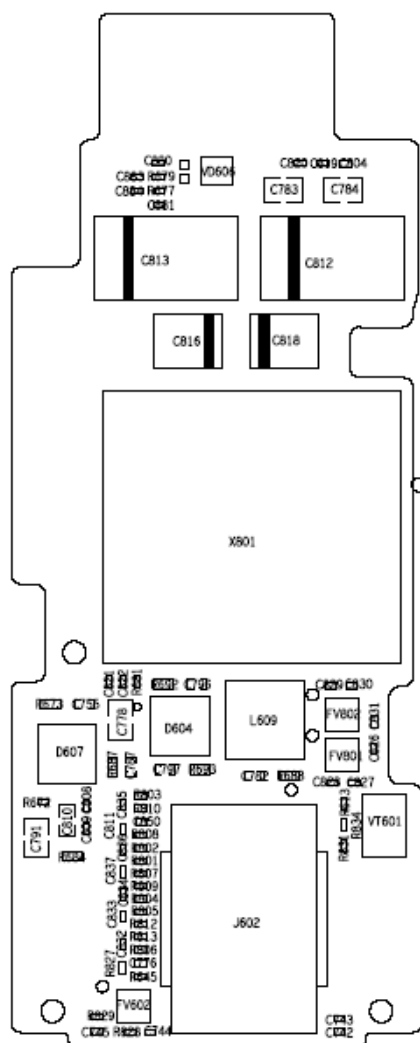


Figure 6 Sub board

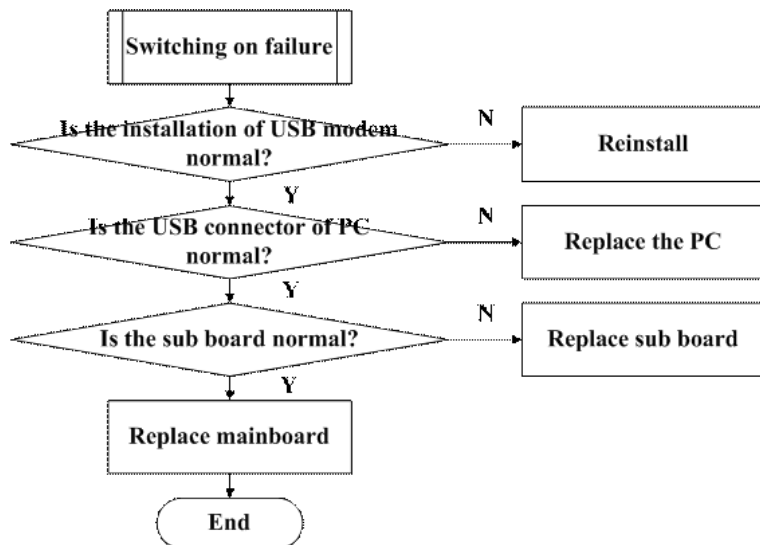


FAQ

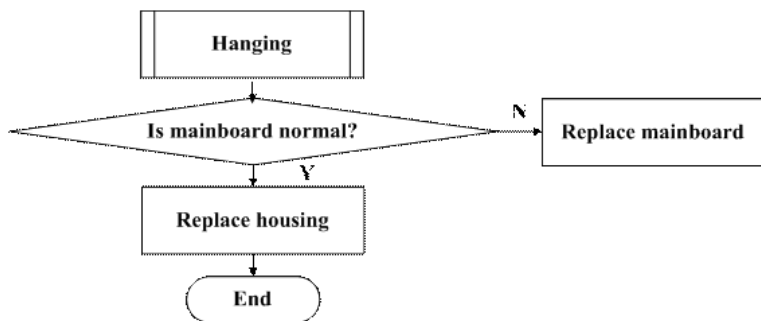
Housing Failure

For the housing failure, make the corresponding replacement according to Disassembly (see Chapter 4).

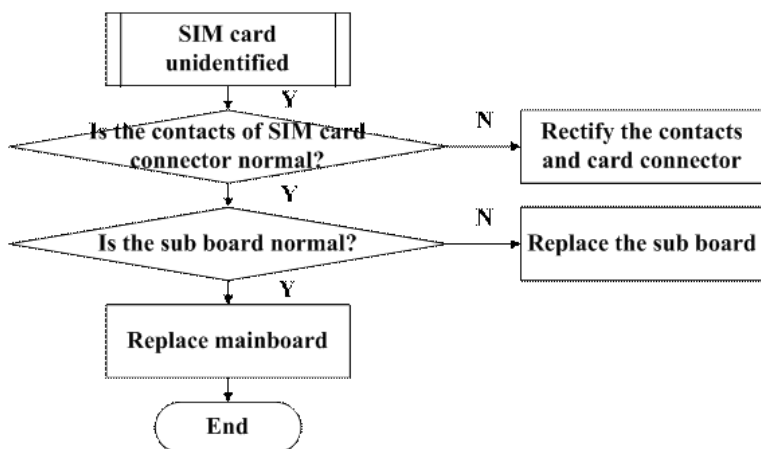
Switching On Failure



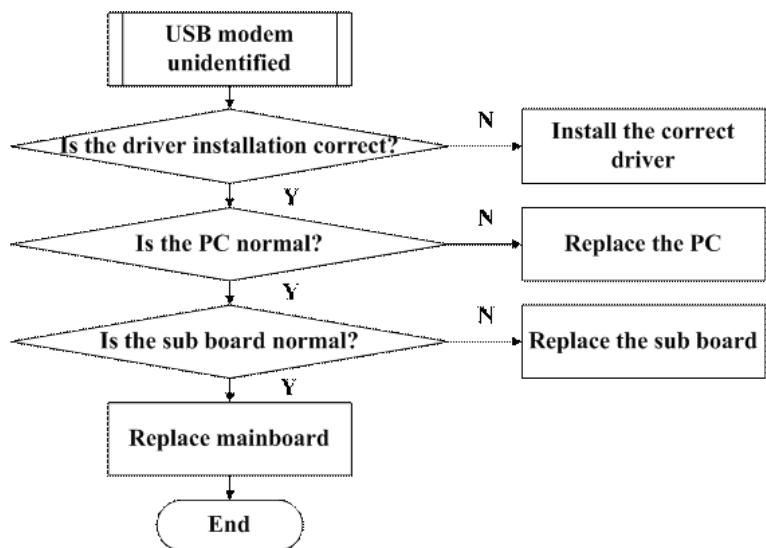
Hanging



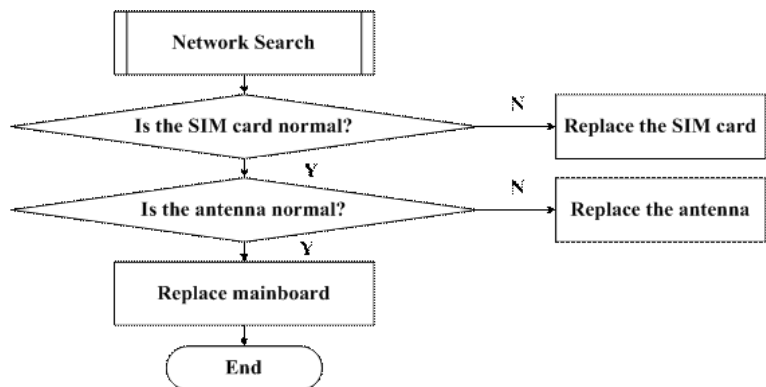
SIM Card Unidentified



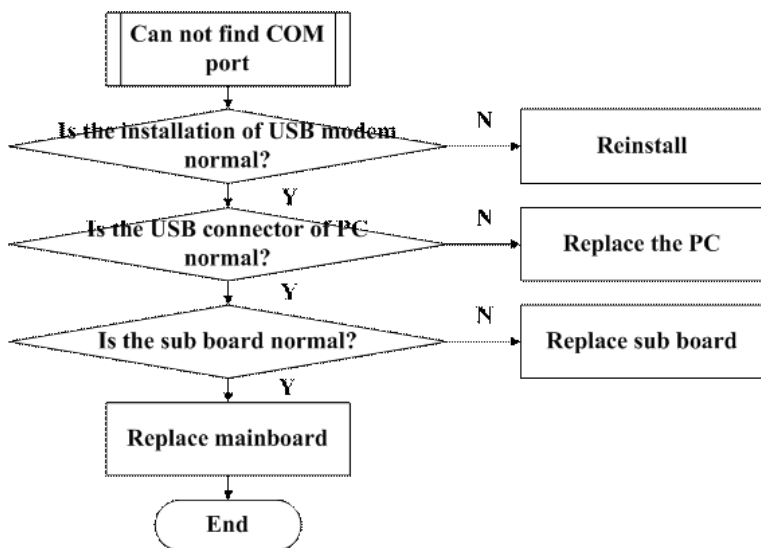
USB Modem Unidentified



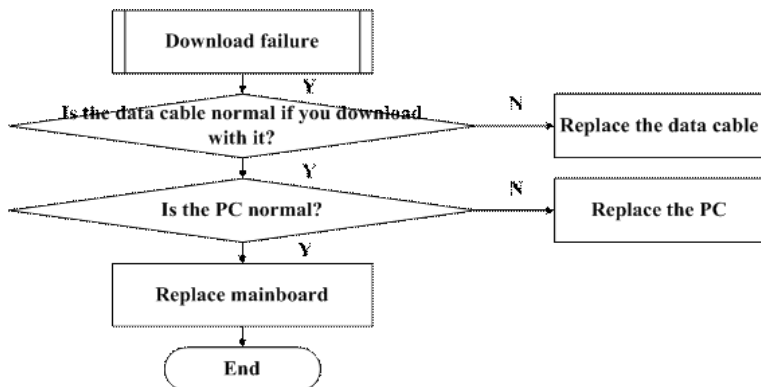
Network Search



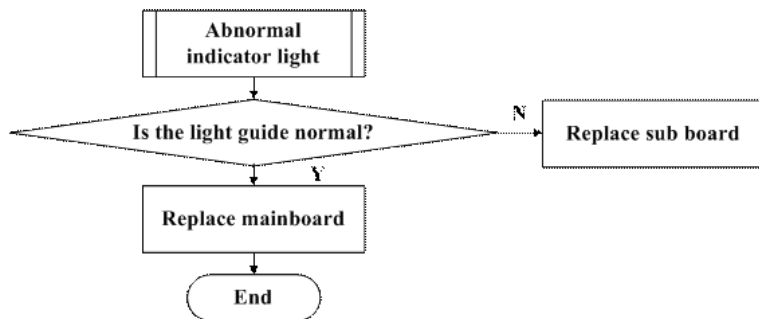
Can not Find COM Port



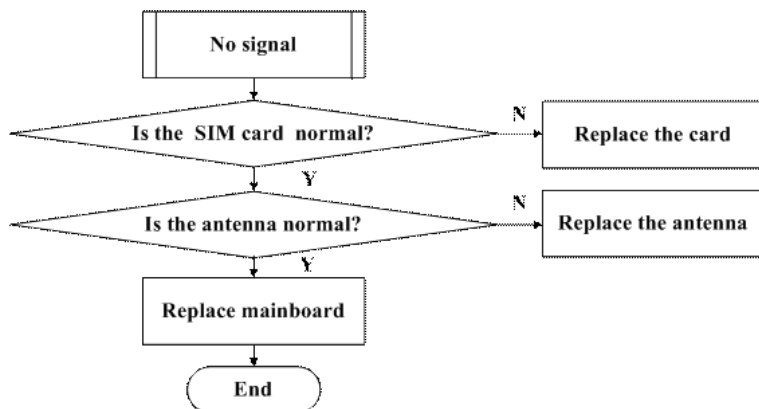
Download Failure



Abnormal Indicating Light



No Signal



Troubleshooting

For Windows Operating System

.1 Basic Requirements for Computer

What is the basic requirements for computer ?

- OS: Windows 2000 / XP, Vista

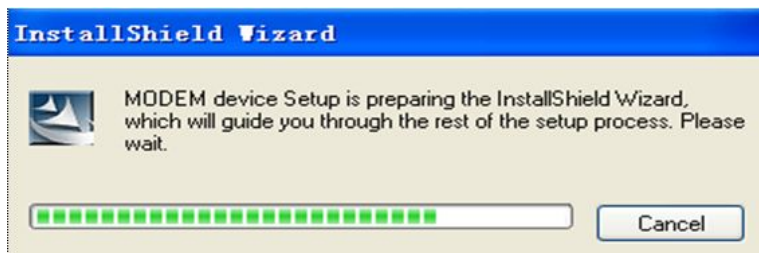
- CPU: above 500MHz Pentium
- Hard disk: above 50M
- Memory: above 128M

.2 Install The Application Software

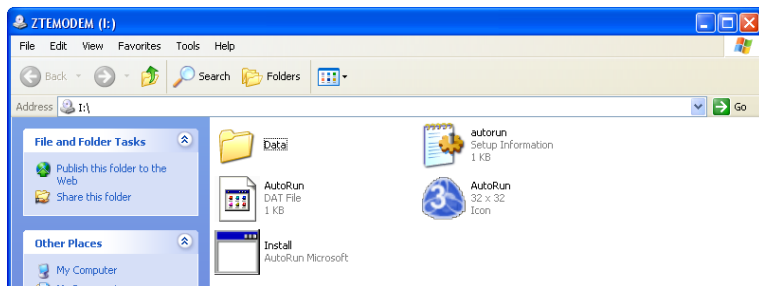
How to install the application software of modem in the Windows XP system?

The installation steps are as follows:

1. Insert the modem to the computer and the installation will start automatically (as shown in Figure)

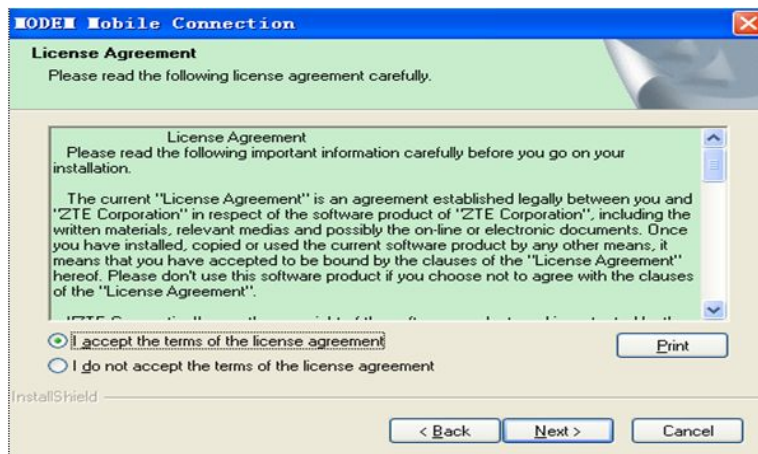


. If the installation can not start automatically, the disk interface will appear as Figure

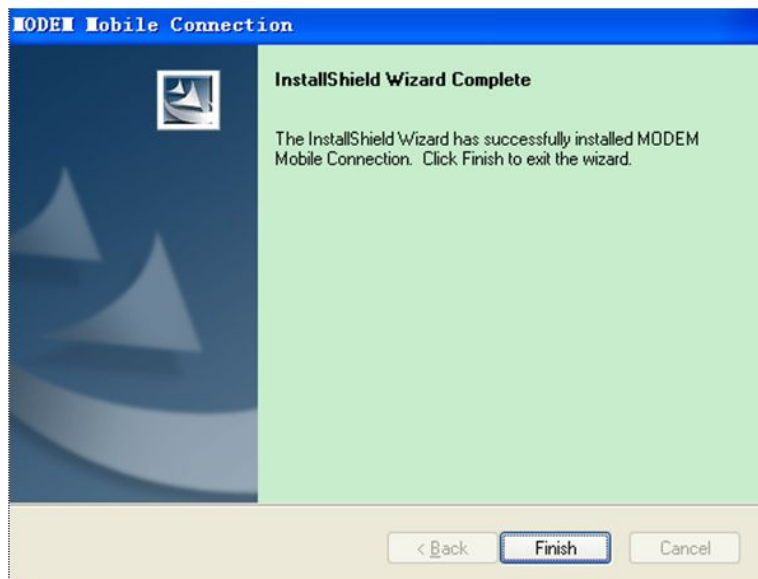


. Click Install to start installation.

- Click **Next** and the following interface will appear. Select the first option and click **Next**.



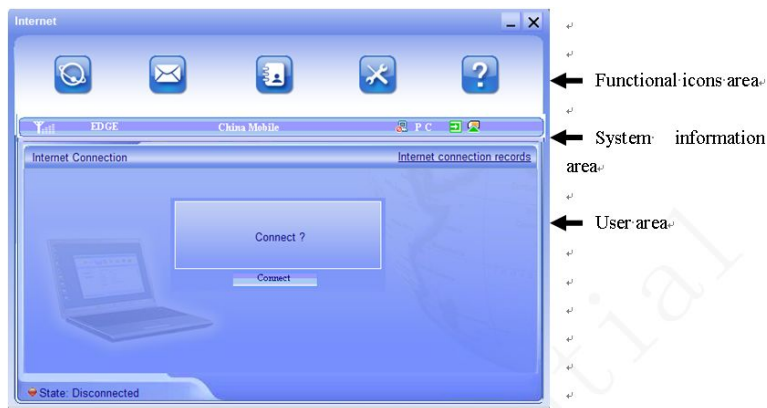
- Install according to the prompts. Click **Finish** to complete installation.



- The UI program will run automatically after installation.

3 The Icons

What do the icons mean?



- **Functional icons area:** there are five functional icons. You can click an icon to make corresponding operations.



- Internet: connect to the internet.



- Message: edit and send messages.



- Phonebook: contacts' information.












- Settings: make settings to the modem .



- Note: help information.

System information area: display system state and prompts.

- Signal strength indicator, covering 6 levels from (no signal) to (strongest signal).
- Unread short message.
- The inbox is full of short messages. You should delete some messages.
- Not connect to the internet.

-  Connect to the internet successfully.
-  P stands for packet switched domain and C stands for circuit switched domain.
-  Modem has been inserted into computer.
-  Modem has not been inserted into computer.
-  Modem is off line.
-  (U)SIM card has been inserted into modem.
-  (U)SIM card has not been inserted into modem, or the (U)SIM card can not be identified.
-  Current network business type.
-  Operator

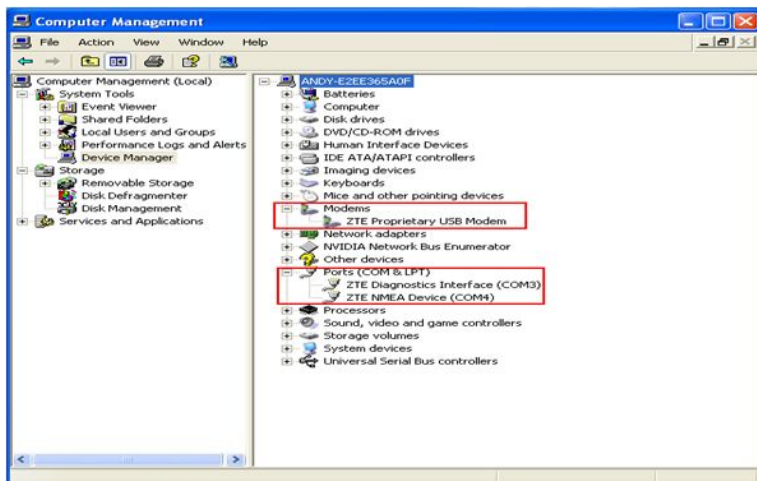
.4 Check the Modem Installed Successfully

How can I know the modem is installed successfully?

You can open Device Manager to check whether the modem is installed successfully.

- Open **Control Panel**
- Double-click **System**
- Click **Hardware**
- Click **Device Manager**

- Click **Modem** and **Ports**, the interface will display similarly as follows if the modem is installed successfully.



.5 The modem unidentified

What should we do if the computer can not identify the modem after successful connection?

1. Check whether the antivirus program disables the autorun service. If it does, enable the autorun service.
2. Check whether the computer is set as Close autorun. If it is, set it as Open autorun.

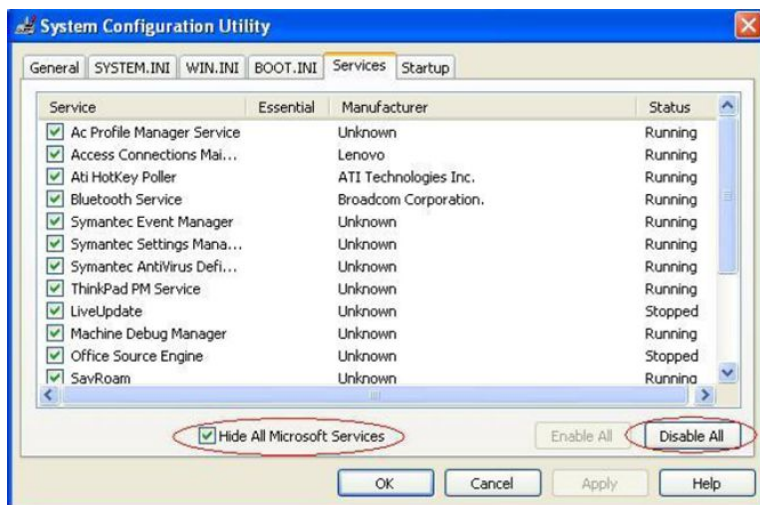
.6 The Computer Hanging /Runing Slowly

What should we do if the computer hangs or runs slowly after it connects with the modem?

Maybe there is a conflict between computer and driver or software. You can look for the reason with the following methods.

1. Click **Start® Run**, input **msconfig**.

2. Select **Hide All Microsoft Services** and **Disable All**. Then restart the computer.



3. Insert the modem again. If the computer runs normally, there must be a conflict between computer and driver or software.

You can enable all services one by one to look for the conflict. Contact with supplier if the failure still exists.

.7 Input Unlock Code/Services Restricted

What should we do if the computer displays Input unlock code or Services are restricted after we run UI?

Contact with supplier to get unlock code

.8 USIM Card Unidentified

- Pull out the modem and insert the USIM card again or replace with a new card.

.9 Can Not Be Used In Linux System

What should we do if the modem can not be used in Linux system?

- First read the user manual to check whether the modem supports Linux system. If it supports, contact with supplier for details.

.10 No Network Service

1. Check whether the PIN code is input at first.
2. Move to a place covered with good network.

.11 Roaming Failure

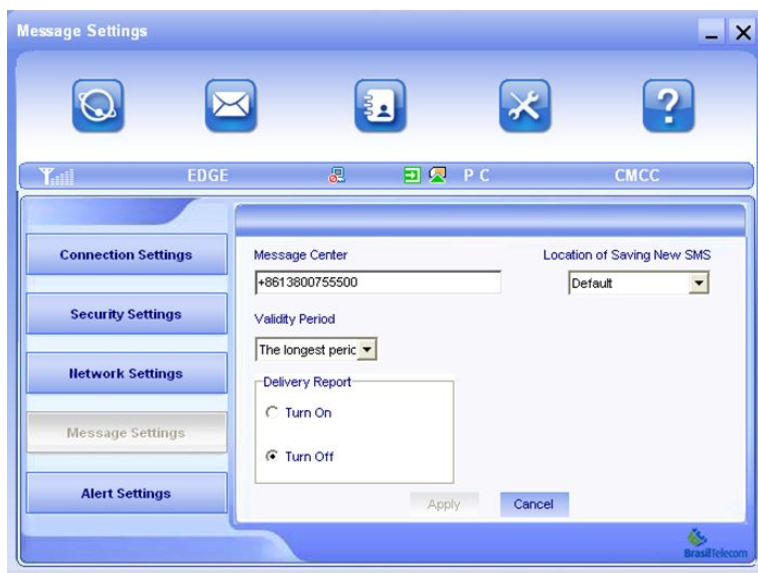
What should we do if the modem can not connect to internet when roaming?

1. Check whether the network of modem is locked. If it is, the modem can not be used internationally.
2. Check whether the roaming service of USIM card is enabled. If not, contact with network service provider.
3. Contact with supplier to check the APN settings.

.12 SMS Send Failure

Fail to send short messages

- Open Message Settings to check whether the message centre number is set correctly. Contact with network service provider to get correct message centre number.



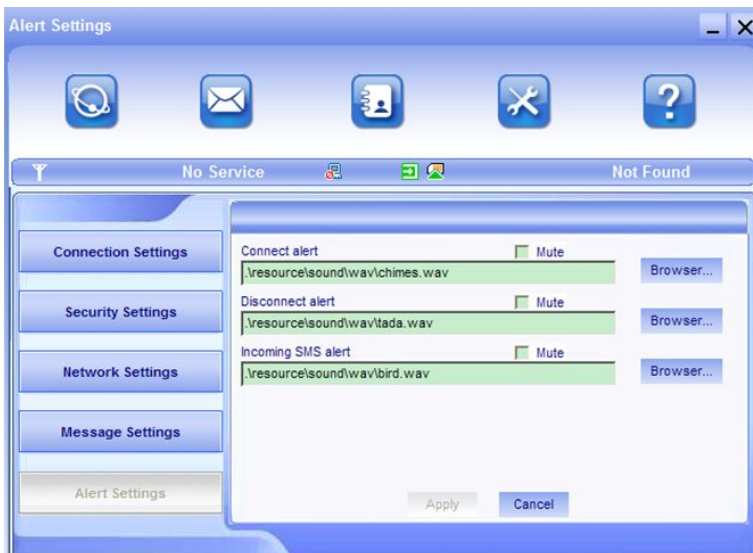
.13 No alert

No alert when internet connection disconnects or there is an incoming short message

1. Check whether the computer volume is set as mute. Adjust the volume setting.



2. Click **Alert Settings** to check whether the alert is set correctly.



.14 Hot Modem

- It is normal that the modem will become hot when it works. Refer to Safety Precautions for more details.

.15 Micro-SD card unidentified

- Check whether the card is inserted normally or damaged. Insert the card again or replace with a new card.

.16 Install PC Software Without CD-ROM

Can we install PC software if our computer does not have CD-ROM?

- Yes, the modem is functioned with autorun service. The installation interface will appear automatically after you insert the modem to the computer. Just operate according to the installation instruction.

.17 Log In Website

How to log in website via the modem?

- After the modem is connected with computer successfully, open Internet Explorer and input the website address.

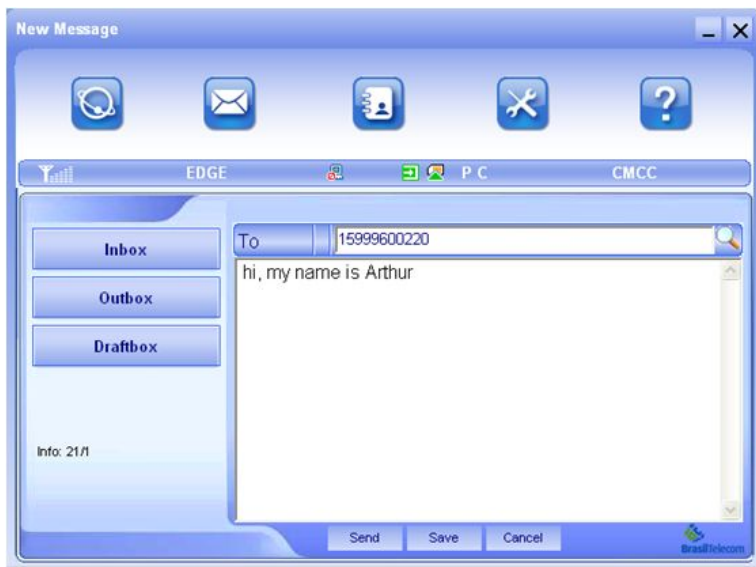
.18 Send Short Messages

Can we send short messages via the modem?

- Yes. Open the UI software, and click



- Click New Message to edit a new message and send it.



.19 Run UI slowly

Why the UI runs more and more slowly

- The UI needs to read the record of phonebook and short message content when it starts to run. With the increase of the record and content, it will spend much and much more time to read the information. Therefore, cancel the short messages and phonebook record which you do not use in time.

.20 Maximum Capacity of Micro-SD

How much is the maximum capacity of Micro-SD card with which the modem can be expandable?

- The maximum Micro-SD card capacity is 4G.

.21 Current Connection Speed

The computer shows that the current connection speed is 3.6M (or other number) after the modem connects to the internet. Is it the actual connection speed?

- No, it is the maximum speed. The actual speed depends on several factors, such as signal strength, network situation, and so on. Download the speed measuring software from internet if you want to know the actual speed.

.22 Log In Any Websites Failed

What should we do if we can not log in any websites after the modem connects to the internet?

1. Check whether the computer receives data. If not, check whether the APN setting of modem is set correctly.
2. Check whether the IE is normal. Upgrade the IE or install it again.
3. Check whether the computer is infected. Use professional antivirus program to remove the virus.
4. Check whether you connect to other APN. Make connection again.

.23 Remove Some Hardware

What should we do if the modem can not be used after we remove some hardware?

- Pull out the modem and insert it again.

.24 Failed network connection

1. Check whether the modem is under the network of GSM/GPRS/EDGE/WCDMA/HSDPA
2. Try to connect later
3. Remove the driver program and install again

4. Contact the operator to check whether the APN setting is correct.

Config File

Config Filename

Dial Number

User Name

Password

☐ Save User Name and Password

☐ Ask for User Name and Password

☒ Obtain APN address automatically

☐ Use the following APN name

Config

PDP Type

☒ IP

☐ PPP

Authentication Mode

☒ PAP

☐ CHAP

☒ Obtain DNS server address automatically

☐ Use the following DNS server address

Preferred DNS

Alternate DNS

☒ Obtain PDP address automatically

☐ Use the following PDP address

Address

OK Cancel

.25 Setting methods for auto-play

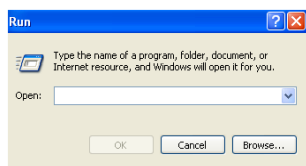
Setting methods for computer auto-play function

For some Modem with self start function, if it can't be auto-start in certain computer, please firstly check that the computer's auto-play function is in work ("close auto-play" function must be in disabled state), the specific methods are as follows:

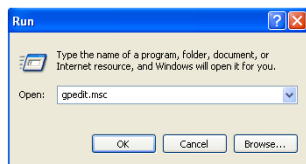
1. Click **Start** and then select **Run**.



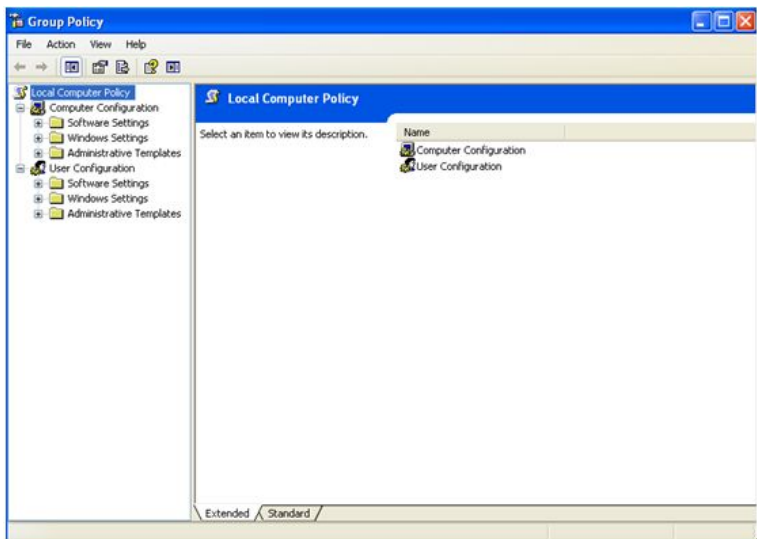
2. After clicking, the following interface is appeared:



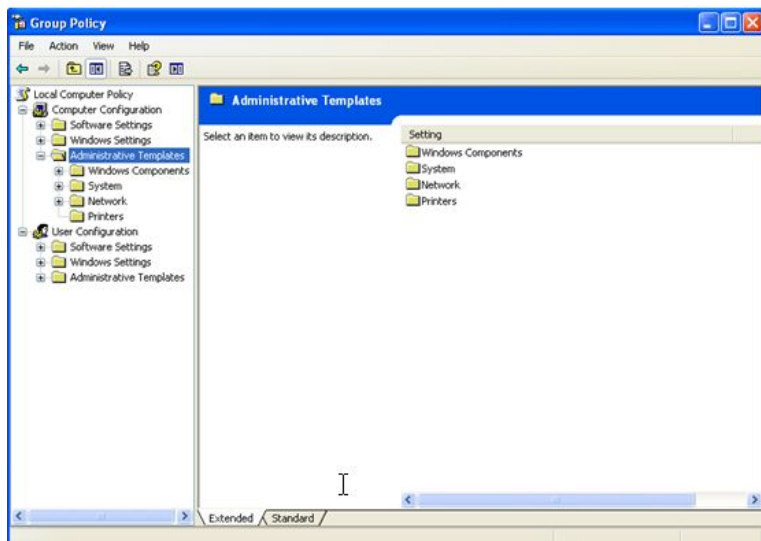
3. Input **gpedit.msc**, and then click **OK**.



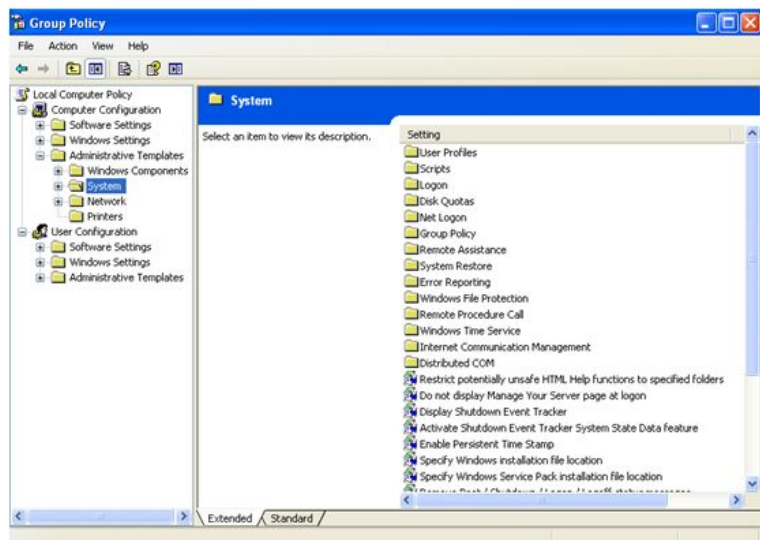
4. **Group Policy** interface is appeared as follows:



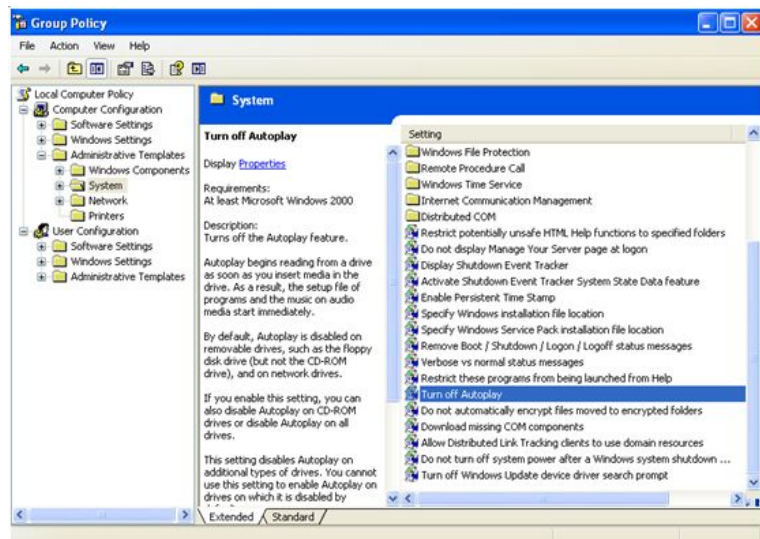
5. Select **Computer Configuration** and then **Administrative templates** as follows:



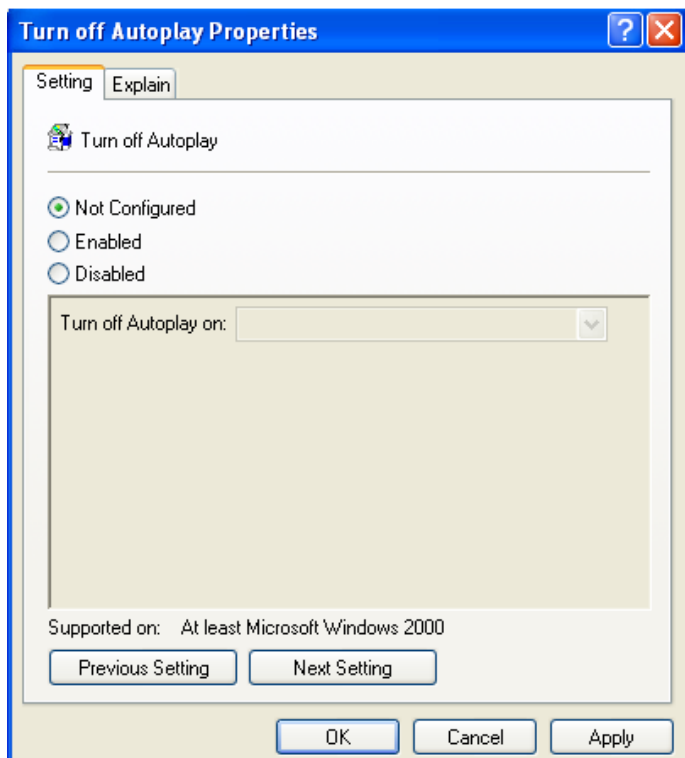
6. Click **System** as follows:



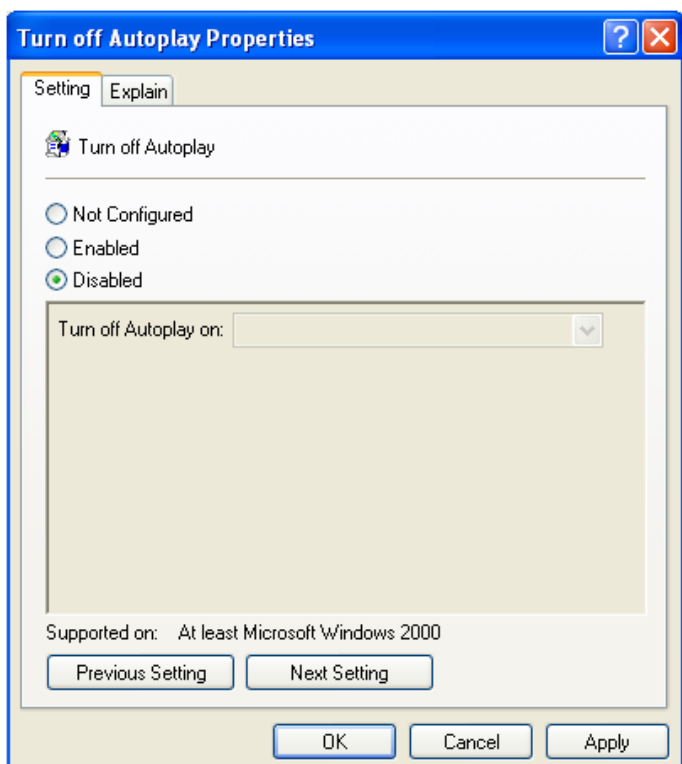
7. Find **Turn off Autoplay** as follows:



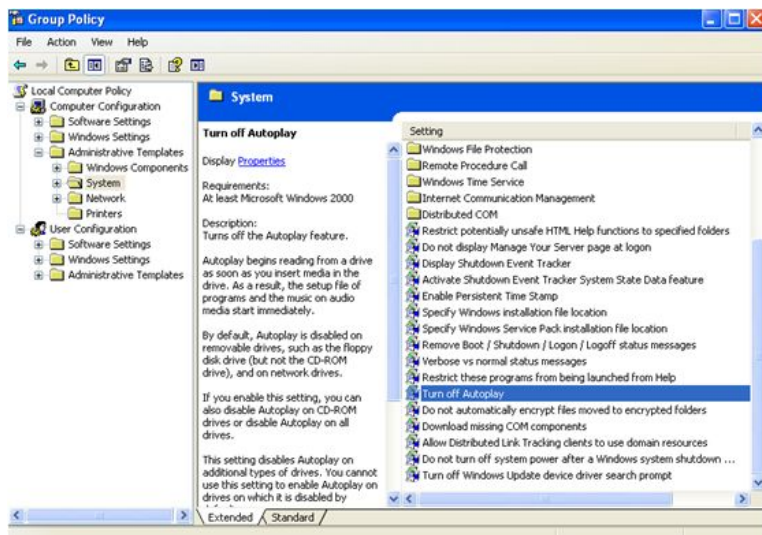
8. Double click **Turn off Autoplay** as follows:



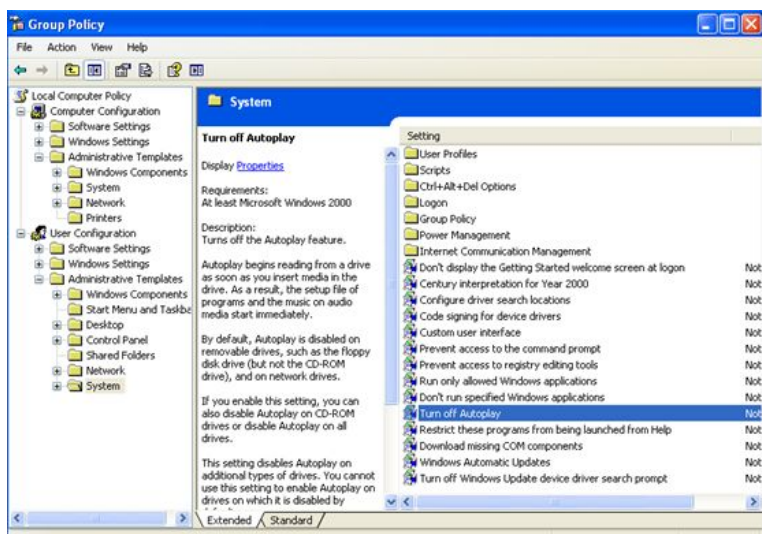
- i. Select **disabled** and then click **Apply** , then select **OK** :



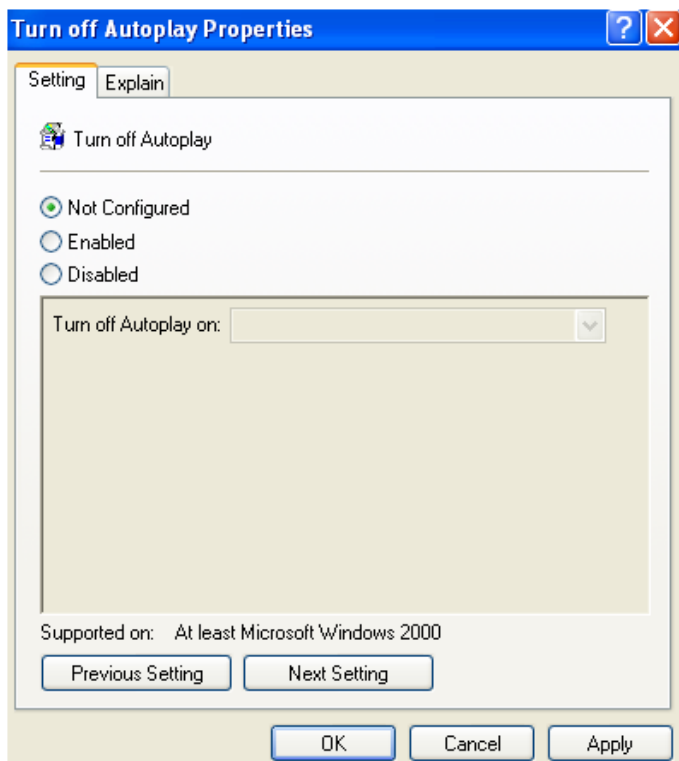
9. Select **User configuration** and then **Administrative Templates** as follows:



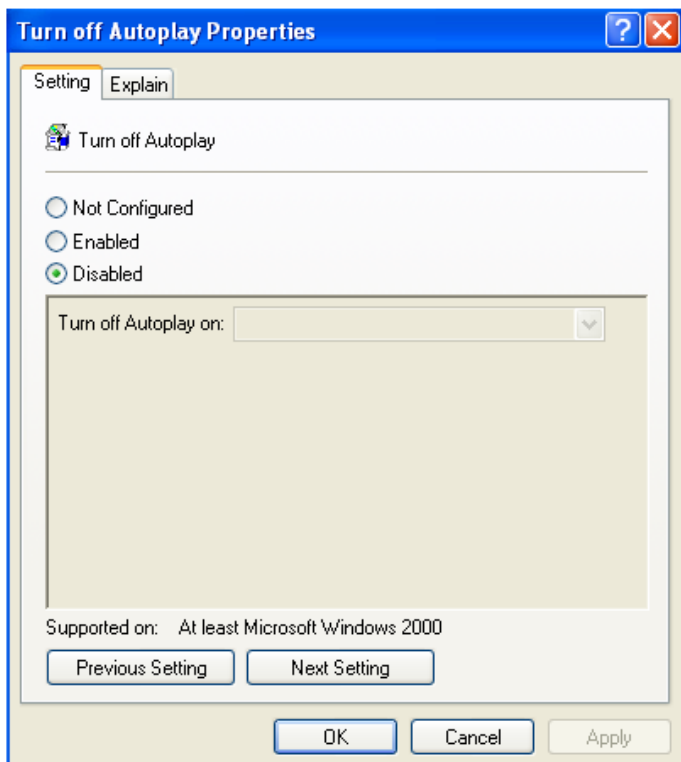
10. Double click **System** as follows:

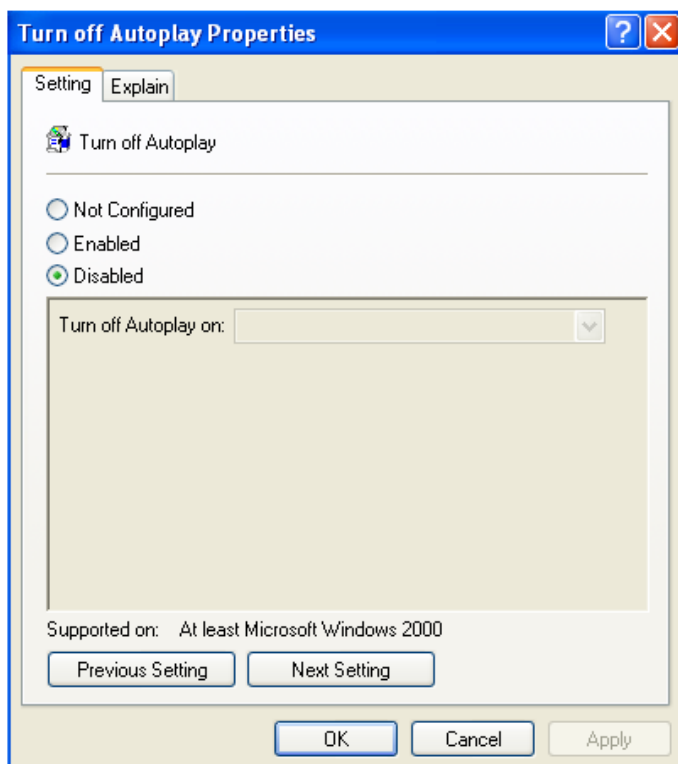


11. Double click **Turn off Autoplay** as follows:



12. Select **disabled** and then click **Apply** , and select **OK** :





For Windows Vista 32/64 bit

.1 Acquire the Software

Where can we download the software matching with Windows Vista?

- The modem is compatible with Windows Vista system. Just operate according to the prompt after connect the modem to computer.

.1.1 Type pound sign via the keyboard

How to type '#' via the keyboard?

- Press **Alt** and **3** at the same time.

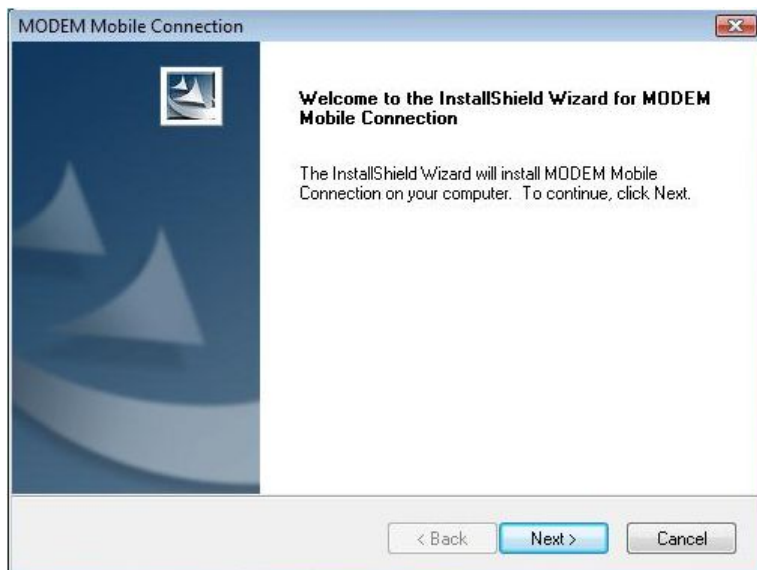
.2 Install the Modem

How to install the modem in the Vista operating system?

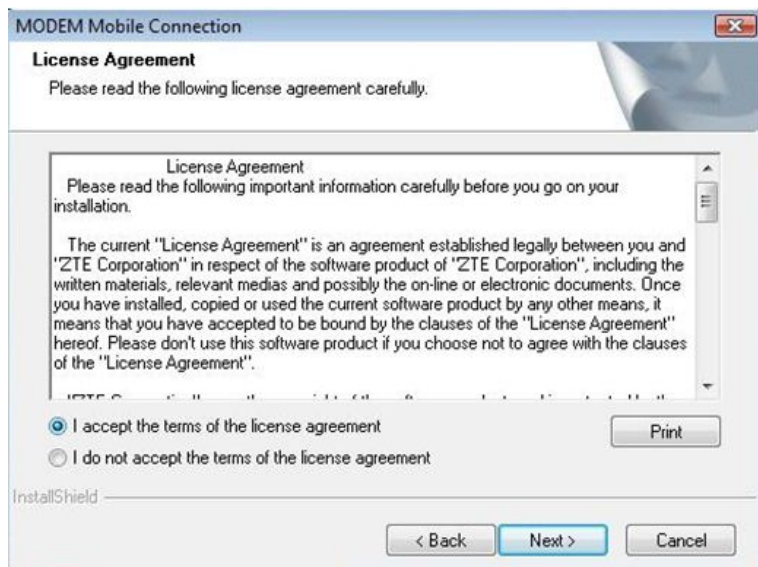
1. Insert the modem into the computer and the following interface will appear automatically. Double-click **Run Install**.



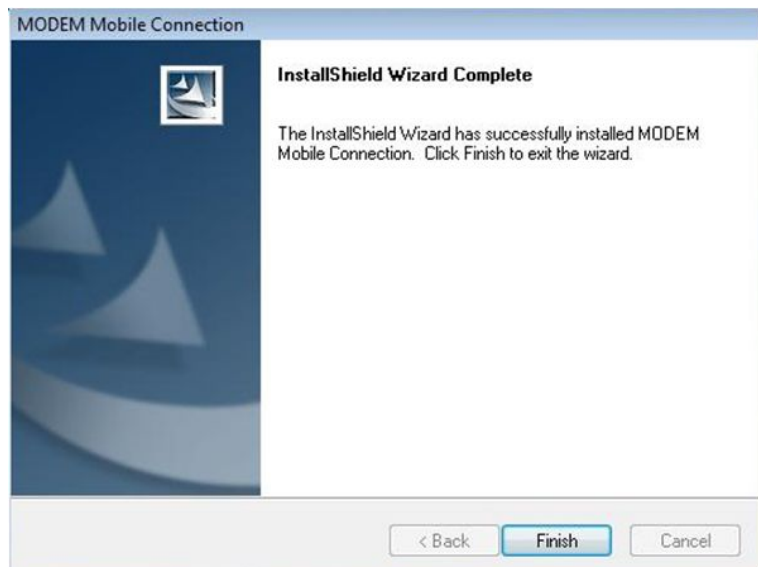
2. Click **Permit installation**The following interface will appear and click **Next**.



3. Select **I accept the terms of license agreement** and click **Next**.



4. The installation will start. Click Finish after successful installation.

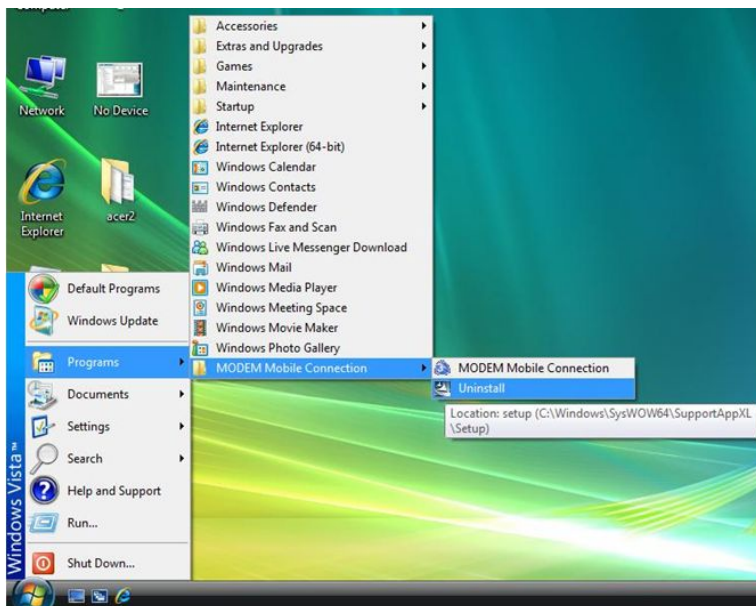


5. The UI program will run automatically after installation.

.3 Uninstall the Modem Software

How to uninstall the modem software in the Vista operating system?

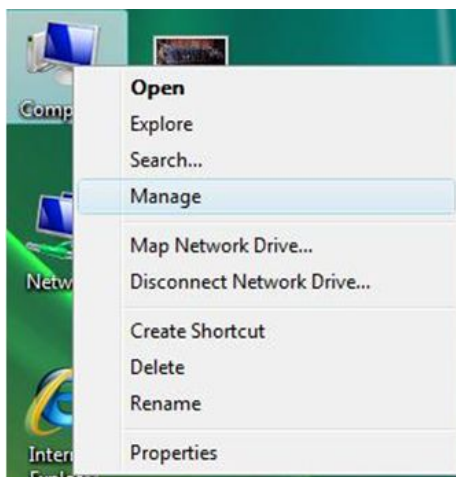
- Click **Start > Programs > Modem Mobile Connection > Uninstall** to uninstall the software.



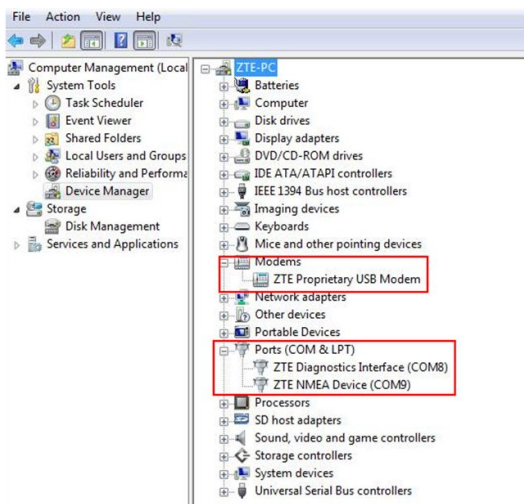
.4 Check the Modem Installed Successfully

How can I know the modem is installed successfully after it is inserted into computer?

- Right-click **Computer** > click **Manage** .



- Click **Device Manager**> click **Modems** and **Ports**. The interface will display similarly as follows if the modem is installed successfully.



For MAC Operating System

.1 Basic requirements of system version

The version should be above 10.3.0.

.2 Check the Mac OS Version

How can I know the version?

- Click the icon in the top left corner @ click **About This Mac**



.3 Install the Modem Driver And UI

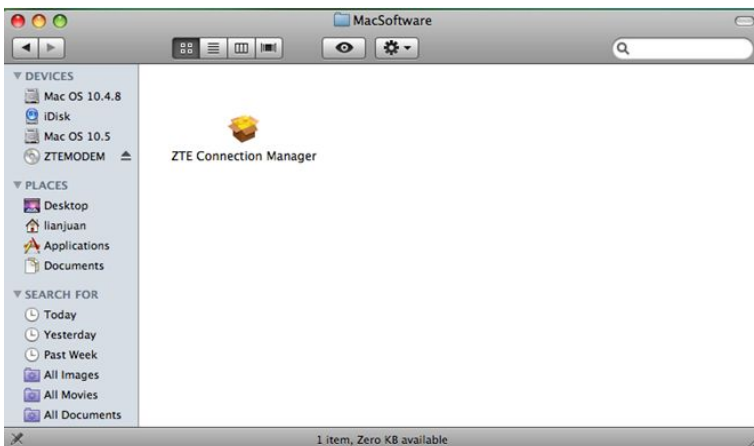
How to install the modem driver and UI in the Mac OS?

- If you do not install UI in the computer, the disk icon will appear automatically after you insert the modem to the computer. Double-click the disk icon to install UI. Restart the computer after installation and the UI will appear automatically. If you have installed UI in the computer, the UI will appear automatically each time when you insert the modem to computer.
- The installation process is as follows:

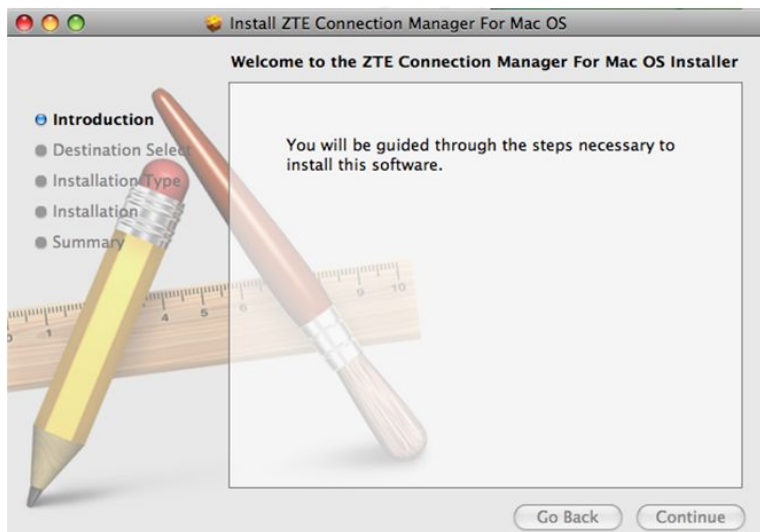
1. Insert the modem into the computer and the disk icon will appear automatically:



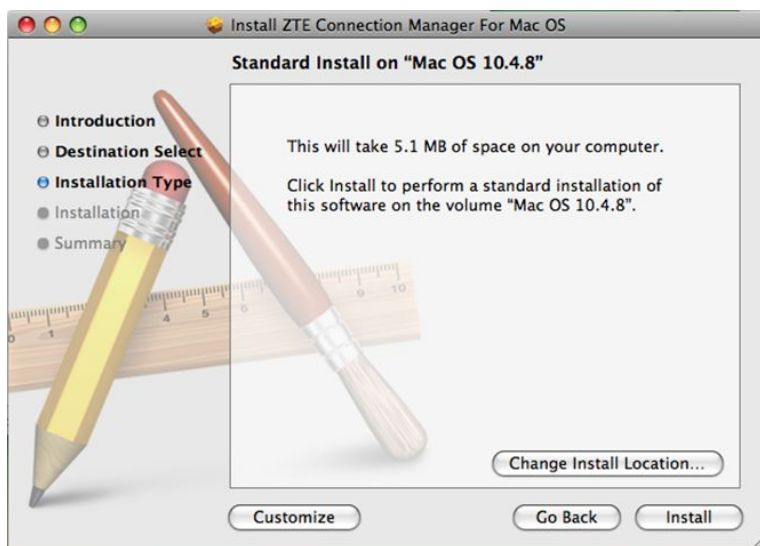
2. Double-click the disk icon and the following interface will appear.
3. Double-click the package.



4. Click **Continue**.



5. The interfaces will appear as follows after you click **Continue**. If you do not want to change the installation path, click **Install**.



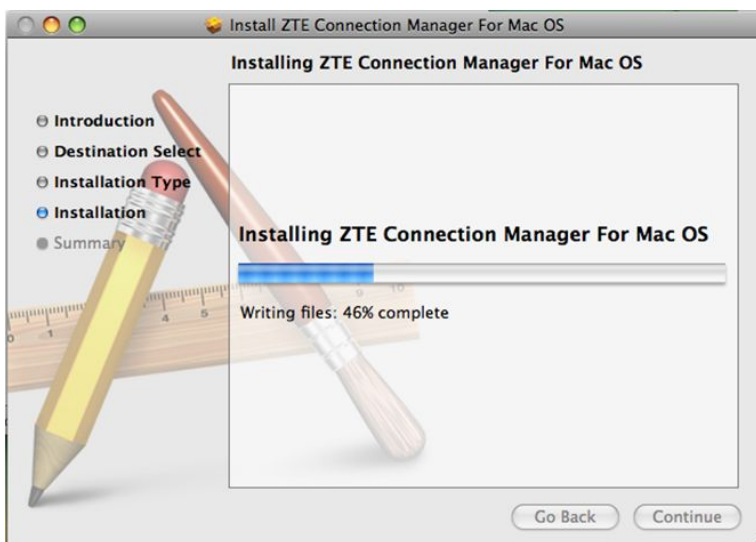
6. Type your name and password, and click **OK**.



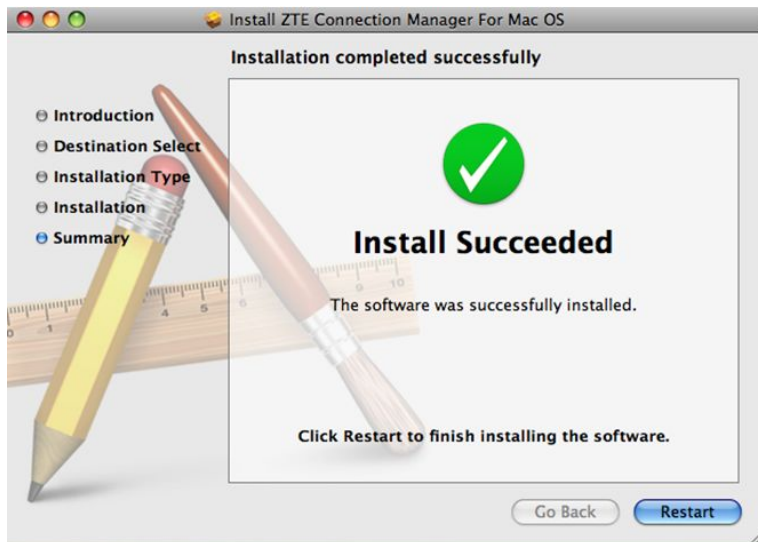
7. Click **Continue Installation**.



8. Installing



9. Installation completes and click **Restart** to restart the computer.



10. The UI interface will appear automatically if it is on line after restarting.

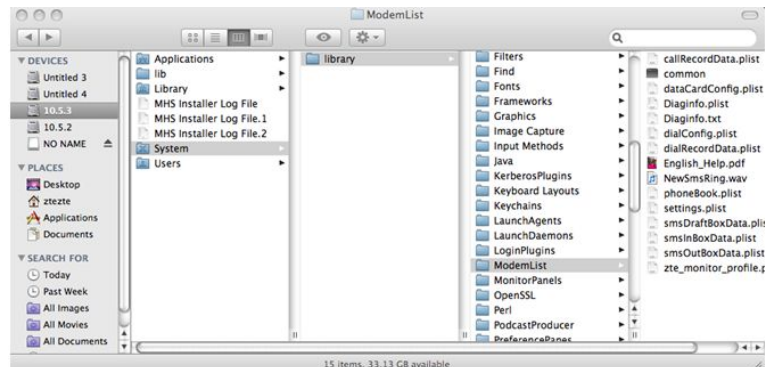
.4 Remove the Modem Driver and UI

How to remove the modem driver and UI in the Mac OS MAC?

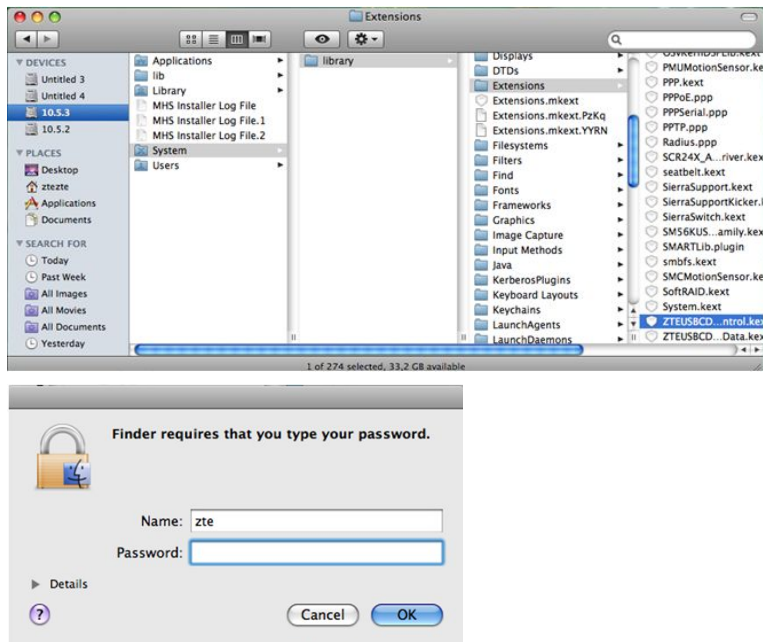
1. Remove the application program in the directory of Application.



2. Delete the ModemList directory. (Path: System/Library/ModemList).



3. Delete file **ZTEUSBCDCACMControl.kext** and **ZTEUSBCDCACM-Data.kext** in the directory of System/Library/Extensions. Type the name and password, and click **OK**.



4. Restart the computer after removing.

.5 Type pound sign via the keyboard

How to type '#' via the keyboard?

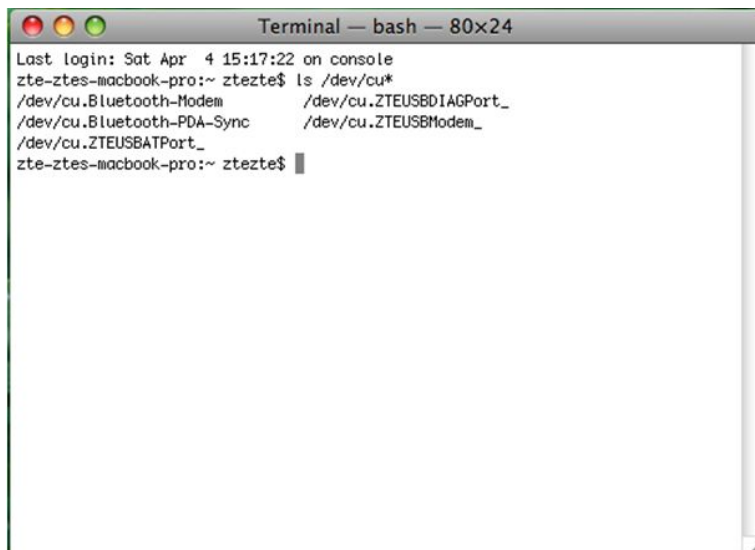
- Press **Alt** and **3** at the same time.

.6 Connect to the Internet Failure

What should we do if the modem fails to connect to the internet?

1. Check whether the SIM card is inserted well
2. Check whether the network service is enabled.
3. Use PIN code to unlock.
4. Check whether the modem is in the place covered with network.
5. Check whether the APN is set correctly

The following interface shows that the modem is installed correctly and runs well. (Input **System Preference** section or open **Terminal** and type in **ls /dev/cu.*** . If the modem is normal, you will see Modem port, AT and DIAG ports



```
Terminal — bash — 80x24
Last login: Sat Apr  4 15:17:22 on console
zte-ztes-macbook-pro:~ ztezte$ ls /dev/cu*
/dev/cu.Bluetooth-Modem      /dev/cu.ZTEUSBDIAGPort_
/dev/cu.Bluetooth-PDA-Sync  /dev/cu.ZTEUSBModem_
/dev/cu.ZTEUSBATPort_
zte-ztes-macbook-pro:~ ztezte$
```

If the failure still exists, remove the UI and driver, and then install them again.

.7 CD-ROM or UI auto run failed

What should we do if the CD-ROM or UI does not appear automatically after we insert the modem to the computer?

Check whether there is other modem program in the computer. If there is, remove the program. Install the UI and driver again.

Appendix

After-sales Technical Support Website

1. If you have any questions about ZTE handset repairing, you can ask for help by technical forum, our technical supporting engineers will give you reply in 24 hours.

2. For the technical document, such as training document, repair manual etc, you can download from this website too.
3. If you have any suggestion or advice, please tell us by technical forum, we will do our best to improve it.
4. Home page: <http://ensupport.zte.com.cn/>
5. Input **Account**, **Password** and **Verify code** ® click **Log in**.

The screenshot displays the ZTE technical support website. At the top, there is a navigation bar with links: Home, Knowledge Base, Service Center, Forum, Documentation, and Bulletin. Below this, a 'User Center' section is visible, featuring a login form with fields for Account (denglei123), Password (*****), and a CAPTCHA (Z58J z68j). A 'Log In' button is highlighted with a red box. To the right of the login form, there are three main service areas: Documentation (Access product manuals, maintenance experience periodicals (electronic) and custom documents), Service Center (Provide express channels for online problem reporting and various online customer support service applications), and Forum (Provide the technical forum and maintenance experience library for troubleshooting technical problems). Below these, there is a 'Bulletin' section with a list of recent updates and a 'Customer Service Channel' section with links for User Express, Query Maintenance Experience, ZTE GCSC, Download Terminal Software, and Customer Service Organizations.

6. Click **Mobile Terminal After-sales**.

Your current location: Home > Member Center

User Center [Log Out]

Welcome! [denglei](#)

Registration Type: [ZTE handsets' after-sales repairing User](#)

Account state: [Normal](#)

[Personal Information](#)

My Favorite (0)

Service Request (0)

Subjects (0)

Suggestions (0)

Contribute Maintenance Experience (0)

Member Center

Welcome to the Member Center and use our personal worktable to operate the interface. Here you can use various online service functions provided by ZTE technical support website. Your suggestions or comments would be greatly appreciated.

Modify Personal Information

Modify relevant personal information and document subscription information.

My Favorite

Browse or edit your favorite.

Subjects Participated

The subjects you award or participate in the Technical Forum.

Suggestions

Online complaints, suggestions or comments on our services or products.

Contribute Maintenance Experience

Share your valuable

My Service Request

Provide online problem reporting or the query of

User Express

- [GCSC](#)
- [RRC](#)
- [Training Center](#)
- [Documentation](#)
- [Mobile Terminal After-sales](#)**
- [Maintenance Experience](#)
- [Contribute Experience](#)

7. Main interface.

Mobile Terminal After-sales Technical Support Center

Mobile Terminal After-sales Technical Support Center

- About Us
- Technical Support Process
- Bulletin
- Software Download
- Technical Material
- Training Document
- Technical Forum
- Contact Us
- FAQ

About Us

Found in June, 2004, the After-sales System provides completely guarantee for ZTE mobile terminal. The After-sales Management Department which is affiliated with After-sales System is with responsibility for masterminding solution for after-sales technical problem, researching and developing repair technology, rebuilding valuable spare parts and managing constructor etc.

There are 112 employees in the After-sales Management Department. More than 50 of them are technical engineers who are the strong supporters for worldwide agent and operator by their professional technology, pure-hearted service, fast action. Through technology innovating, improvement and repair technology training in both English and Chinese, the After-sales Management Department is committed to provide speediness and high-quality technology support for customer.

After-sales system

- domestic customer service department
- international customer service department
- After-sales Logistic department
- After-sales Management department

Contact means

- Hotline:**
 - +86-755-26779999
 - +86-400-880-9999
- Technical Support Email:**
tech.sp@zte.com.cn

ZTE Website for Handsets



中兴通讯股份有限公司
ZTE CORPORATION