



**Vodafone K3565-Z PnP issue  
troubleshooting guide**

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# Vodafone K3565-Z PnP issue troubleshooting guide

## Introduction

This guide provides troubleshooting steps to solve plug and play (PnP) issues with the Vodafone K3565-Z device and VMC version 9.3.6. The customer has installed VMC successfully but the device was not detected by VMC. When the customer insert the Vodafone K3565-Z device, the AutoPlay feature or the AutoRun feature may not work or may not be available. However, the device may work correctly in every other way.

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## Troubleshooting

### Symptoms

When you insert our device, the AutoPlay feature or the AutoRun feature may not work or may not be available. However, your device may work correctly in every other way.

### Cause

This may be caused by your antivirus software or other applications. This issue may occur if one or more of the following conditions are true:

1. A version of Roxio Easy CD Creator that is earlier than version 5.02d is installed in your computer.
2. The AutoPlay feature is turned off in the registry.
3. Your CD-ROM drive is using an outdated driver.
4. The **Restrict CD-ROM access to locally logged on user** security option is turned on.
5. The CD drive is using an outdated driver.
6. The CD-ROM driver is not incompatible with Windows XP.

### Resolution steps

To resolve this issue, follow the methods that are described in this section in the order in which they are presented until the issue is resolved.

You may find it easier to follow the steps if you print this article first.

#### 1. Determine which version of Easy CD Creator is installed on your computer, and then uninstall it

Easy CD Creator version 5.02d and earlier versions can cause conflicts with the AutoRun or AutoPlay feature. To determine which version of Easy CD Creator is installed on your computer and uninstall it, follow these steps:

1. Determine which version of Easy CD creator is installed on the computer. To do this, follow these steps:
  - a) Start Easy CD Creator.
  - b) On the **Help** menu, select **About Easy CD Creator** to see which version is installed on the computer.

If the version installed is 5.02d or earlier, go to step 2 to uninstall it. If the version installed is later than version 5.02d, go to method 2.

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c) Uninstall Easy CD Creator using the Add or Remove Programs feature. To do this, follow these steps:

d)

Click **Start**, and then click **Run**.

a) Type **control appwiz.cpl** in the **Open** box, and then press ENTER. The Add or Remove Programs window is displayed.

b) Select **Roxio Easy CD Creator** from the list of currently installed programs, and then click **Remove**.

c) Follow the instructions that appear on the screen to uninstall the program.

2. Test to determine whether the issue is resolved.

If this method resolves the issue, you are finished.

If this method did not resolve the issue, go to method 2.

## 2. Make sure that AutoPlay is turned on

**Important** This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#) How to back up and restore the registry in Windows

The AutoPlay feature may not be turned on. To turn on AutoPlay, follow these steps:

1. Click **Start**, and then click **Run**.

2. Type **regedit**, and then click **OK**.

3. Locate and then click the following registry subkey:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\CDRom

4. Double-click **Autorun** and see whether a zero or a one is displayed in the **Value data** box.

a) If the value for **Autorun** is **1**, go to step 5.

b) If the value for **Autorun** is **0**, right-click **Autorun**, and then click **Modify**. In the Value data box, type **1**, and then click **OK**.

5. Locate and then click the following subkey:

HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Policies\Explorer

6. Double-click **NoDriveTypeAutoRun** to see its value. If the value is **0xb5**, the AutoRun feature for CD-ROMs is turned off. To turn on the AutoRun feature, follow these steps:

a) Right-click **NoDriveTypeAutoRun**.

b) Click **Modify**.

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- c) In the **Value data** box, type **91**.
- d) Select **Hexadecimal**, and then click **OK**.
- e) Exit Registry Editor.

Test to determine whether the issue is resolved. If the issue is resolved, you are finished. If the issue is not resolved, go to method 3.

## 3. Make sure that the CD-ROM is available only to users who are logged on locally Important

This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

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The **Restrict CD-ROM access to locally logged on user only** option might be turned off. To turn this option on, follow these steps:

1. Click **Start**, and then click **Run**.
2. In the **Open** box, type **regedit**, and then click **OK**.
3. Locate and then click the following registry subkey:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon
4. In the navigation pane, under **Data**, if the value for **allocatecdroms** is **0**, go to step 5.
5. In the navigation pane, under **Data**, if the value for **allocatecdroms** is **1**, right-click **allocatecdroms**, and then click **Modify**.
6. In the **Value data** box, type **0**, and then click **OK**.
7. Exit Registry Editor.
8. Test to determine whether the issue is resolved.

If this method resolves the issue, you are finished. If this method did not resolve the issue, go to method 4.

## 4. Make sure that the CD-ROM driver is current

If the driver for the CD drive is not current, the AutoPlay feature may not work. To resolve this issue, follow these steps:

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1. Click **Start**, right-click **My Computer**, and then click **Properties**.
2. On the **Hardware** tab, click **Device Manager**.
3. In Device Manager, expand **DVD/CD-ROM drives**, and then right-click the CD drive that you want to update.
4. Click **Update Driver** to start the Hardware Update Wizard, and then follow the instructions that appear on the screen to install the latest driver for the CD drive.
5. Test to determine whether the issue is resolved.

If this method resolves the issue, you are finished. If this method does not resolve the issue, go to method 5.

## 5. Make sure that the CD drive is compatible with Windows XP

Check the Microsoft Hardware Compatibility List to determine whether the CD drive is compatible with Windows XP. To do this, visit the following Microsoft Web site:

<http://winqual.microsoft.com/HCL/Default.aspx?m=x>

If the CD drive is incompatible with Windows XP, replace the CD drive with a compatible model. If the drive is compatible and the methods in this article did not help you, go to the "Next Steps" section.

Comments from the Global Product Support:

Currently the ZTE team is analysing the issue and mechanism of the DVD burning software. Additional recommended troubleshooting step by us: Please update the device to the latest approved firmware version.

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