

3G Wireless Troubleshooting – Connection Issues

1. Have you correctly inserted the SIM card into the USB Modem?

Please ensure the SIM card is correctly inserted. The “gold plate” on the SIM card must be making contact with the pins on the modem.

2. Have you correctly attached the USB modem to the USB 2.0 ports on the PC?

Although in most cases only one of the USB plugs will need to be plugged in, in some cases both will need to be put in. Please ensure your system meets the minimum system requirements (you may check by clicking on ‘System Requirements’ on our 3G Wireless Broadband page). If you are still experiencing a problem, please follow the Installation Guide which can be found in our ‘Downloads’ section on our website.

3. Once the USB Modem is correctly attached to the PC, are there any lights flashing?

Please ensure the SIM card is correctly inserted and USB connectors are plugged into a USB 2.0 port (USB 1.0 will not work), also make sure the USB cables are plugged into the same ports that installation took place on (you may need to swap ports). If you are still experiencing a problem, please try the modem on another PC to ensure it is working OK.

4. Confirm there are no USB / PC resource Port conflicts.

Please check the modem / PC port status as follows:

Windows XP:

Start -> Control Panel -> System (may need to switch to classic view) -> Hardware Tab -> Device Manager

Windows Vista:

Start -> Control Panel -> System (may need to switch to classic view)-> Device Manager (in the left menu)

• Expand The "Modems" Section:

Ensure "HUAWEI Mobile Connect - 3G Modem" is listed.

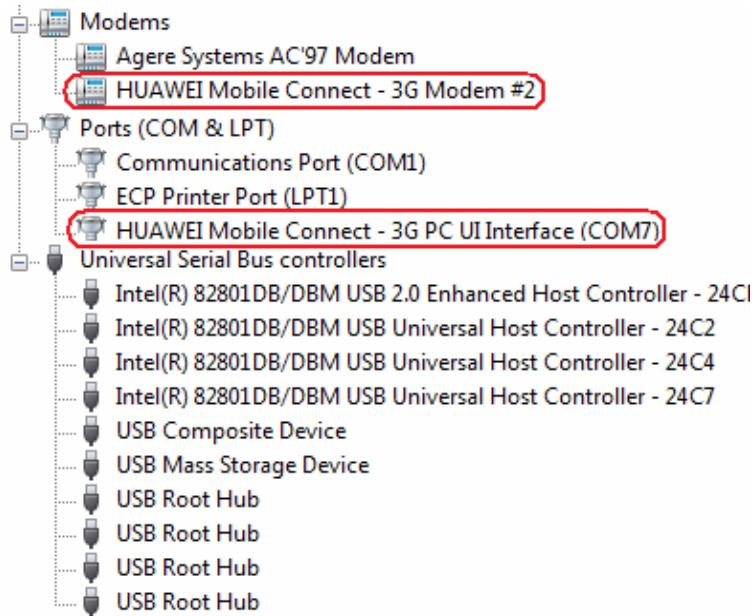
• Expand the "Ports (COM & LPT)" section:

Ensure "HUAWEI Mobile Connect - 3G PC UI Interface (COM [port#]) is listed.

• Expand the "Universal Serial Bus Controllers" section:

Ensure all the valid USB ports are listed.

e.g.



Make sure none of the above sections have either a '!' or '?' symbol in front or else there may be port conflicts. You may need to uninstall the modem and other devices on your machine and reinstall. If there is still a problem, please try the modem on another PC or Laptop.

5. Is the USB Modem / Wireless Application showing coverage?

Observe what lights are flashing on the USB modem. Perform a network select by going to **Settings -> Choose Network -> Manual**. Please double check coverage in your area on our website. It is possible there may be a coverage outage; please check our Network Status page on our website.

6. Try to switch between 3G, HSPA and GPRS. Is connection still not possible?

Please select an alternative network bearer:
Settings -> Choose Connection Type -> GPRS/3G

Ensure the wireless application is set to correct network band:
Settings -> Network Band -> GSM900/1800/WCDMA2100

It is possible there is a network issue; please check our Network Status page on our website.

7. Is there any Planned & Unplanned GSM / HSPDA Outage Notifications in the area?

Please check our network status page on our website.

8. Has the Mobile Connect software been uninstalled / reinstalled?

Uninstall and reinstall the 3G Wireless software.