

3G Wireless Troubleshooting - Known Installation Fault

It is a **known fault** that if a customer attempts to start the Wireless Connect/Broadband client before the installation is allowed to complete all the required steps, the client will fail with the error: ***'The device has been disconnected or is unavailable'***.

To resolve this issue the customer must:

- Remove the USB modem from the PC.
- Uninstall the client (via control panel -> Add / Remove Programs -> Wireless Connect/Broadband Remove).
- Reboot the PC.
- Re-install the USB modem and follow the installation steps (in the Installation Guide).