

Troubleshooting – Throughput & Speed Issues

1. Connection polls between bearers at a static location

- Ensure that the **signal strength is good** for the selected bearer (GPRS / 3G / HSPA).
- Check preferred connection is set in Connection Type.
- Check coverage maps for location for desired bearer.

2. You are connected, but there is no data flow (throughput)

- Check to make sure the web browser does not have any **proxy settings** configured.

• **Internet Explorer:** Tools -> Internet Options -> Connections Tab -

- LAN Settings -> Either on Automatic or not set to use proxy server.

• **Mozilla Firefox 2:** Tools -> Options -> Advanced -> Network Tab -> Connection Settings -> Either on Automatic or not set to use proxy server.

- Please make sure you do not have **DNS values** set manually on the connection and that its server assigned. You can run **ipconfig** in command prompt to check if a valid IP address has been assigned.
- Check to ensure you do not have a **firewall or anti-virus program** that may be affecting the applications ability to access the Internet. (Note – Our technical support team are not obliged to provide assistance on disabling Personal Firewall or Antivirus programs due to the multitude of products available).
- Check to ensure there are no USB/Modem Port conflicts. Check under the following:

Start -> Control Panel -> System -> Hardware Tab -> Device Manager

• **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.

Make sure none of the above sections have either a **!' or '?'** symbol in front else likely port conflicts. You may need to uninstall the modem and other devices on your machine and reinstall.

- Choose the other network type, check for connection and throughput. If throughput is possible, switch back to desired connection type and attempt connection / throughput again.

- Shutdown the application, safely remove the modem and reboot the PC. Once you are back into the Operating System, attempt connection / throughput again.

3. You are connected but you are experiencing slow throughput

- Verify coverage / signal strength at your location.
- Check the settings in the Wireless Connect application; ensure the correct APN is being used i.e. 'Connect'.
- Determine whether the connection to the network has been established.
- Which application are you using which is experiencing difficulty connecting?
- Perform ping tests:
 - Click **Start -> Run**.
 - Type command in the Run dialog box.
 - This will initiate a terminal session. At the prompt, type **ping comcen.com.au**
 - Note down results and any loss. The ping results should be within **100-400ms** (normal).
- Perform a bandwidth test via our website.
 - **GPRS:** 20 - 50Kbps
 - **3G:** 50 - 384Kbps
 - **HSPA:** 384Kbps - 3.6Mbps
- Disconnect and reconnect and retest.
- A re-boot of the Operating system may be required, re-connect and test again after the re-boot.
- Retest in another location.