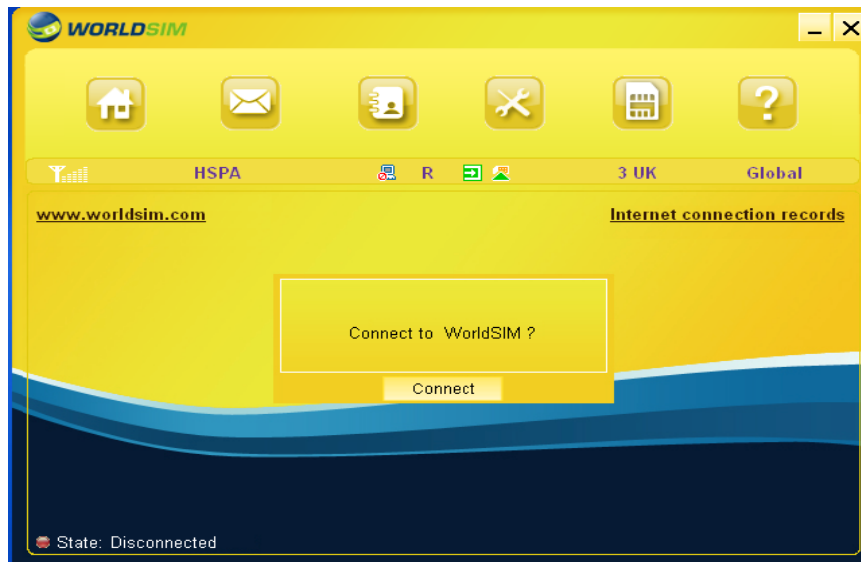


USB Modem “Connect Failed” Procedure

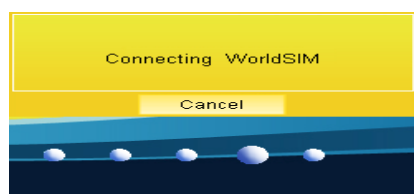
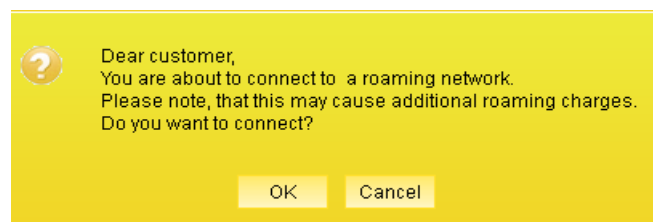
Please only use the below procedure if you are experiencing a “connect failed” message.

The “connect failed” message would only appear when a user wants to start using their data and they click on the connect button as shown in the screen shot below.

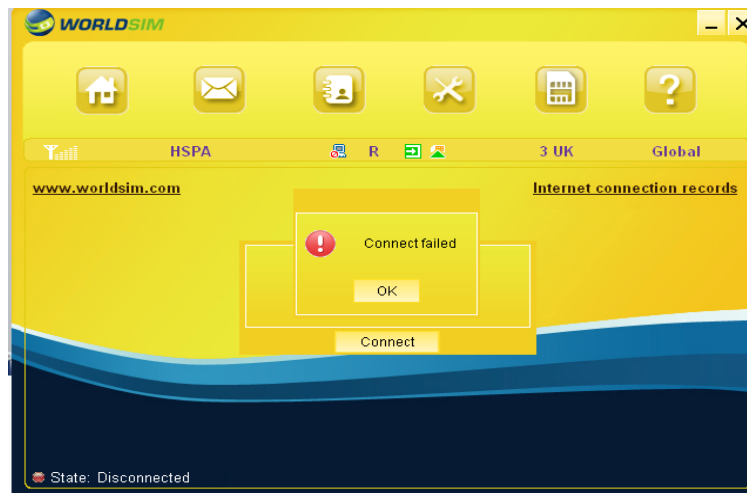


Please be advised that in instances like these the USB has already registered to a network (in this scenario the 3 network)

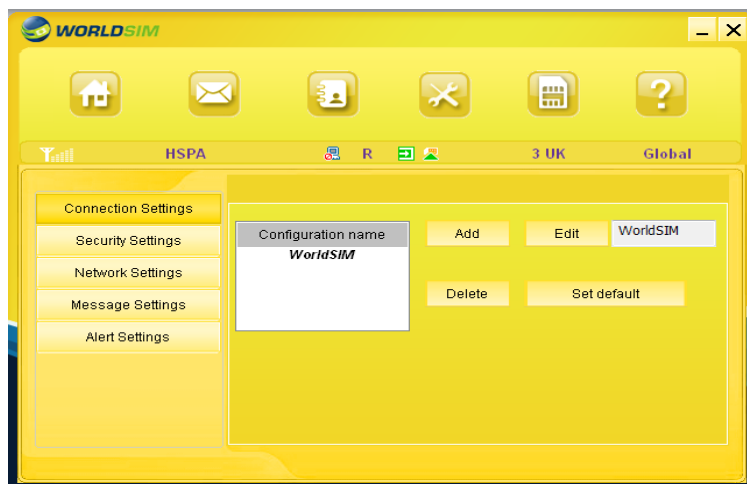
When you click on the connect button a message would appear, click on OK, and a pop up message will appear thereafter saying connecting



You then get the below "Connect Failed" message, click on OK

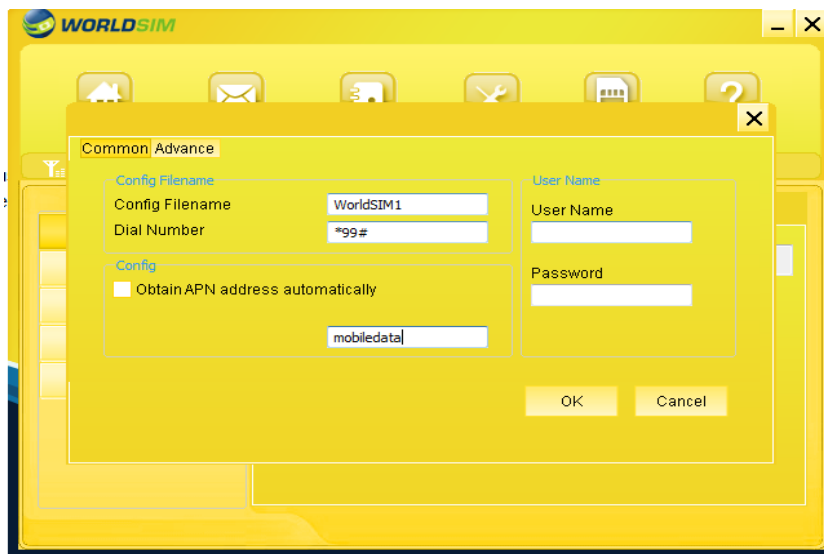


Please create a New APN by clicking on the Settings button (4th button on the Top Hand Navigation) > Connection Settings > Add

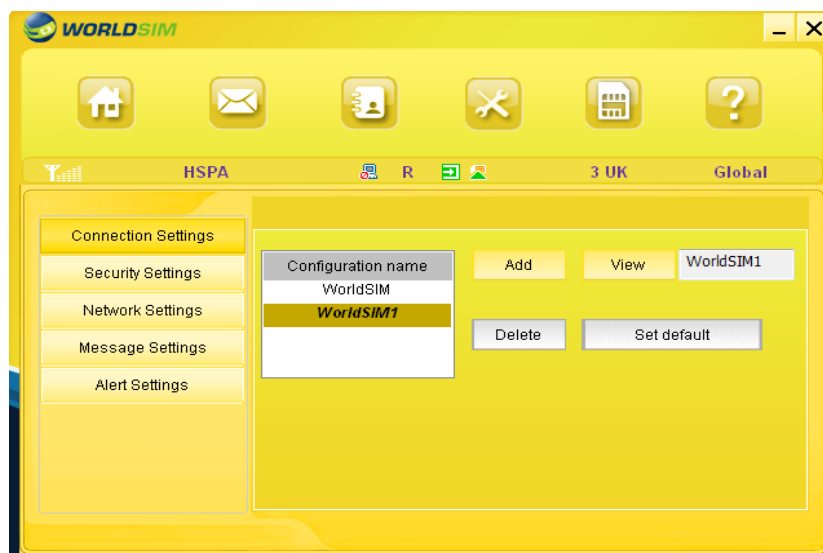


User should then fill in the below

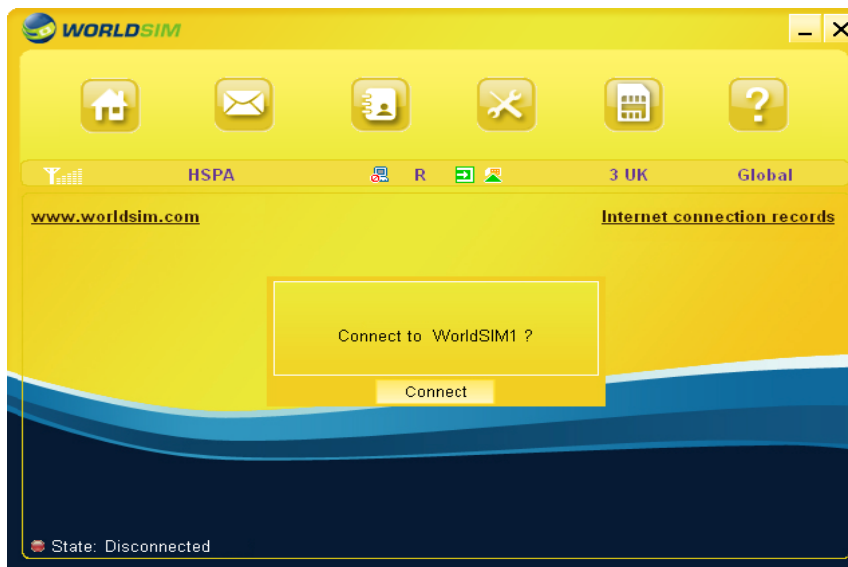
- Config. Filename = WorldSIM1
- Dial Number = *99#
- Ask customer to then uncheck the Obtain APN address automatically box and type in mobiledata into the field below
- Leave the Username and Password fields blank
- Click on OK



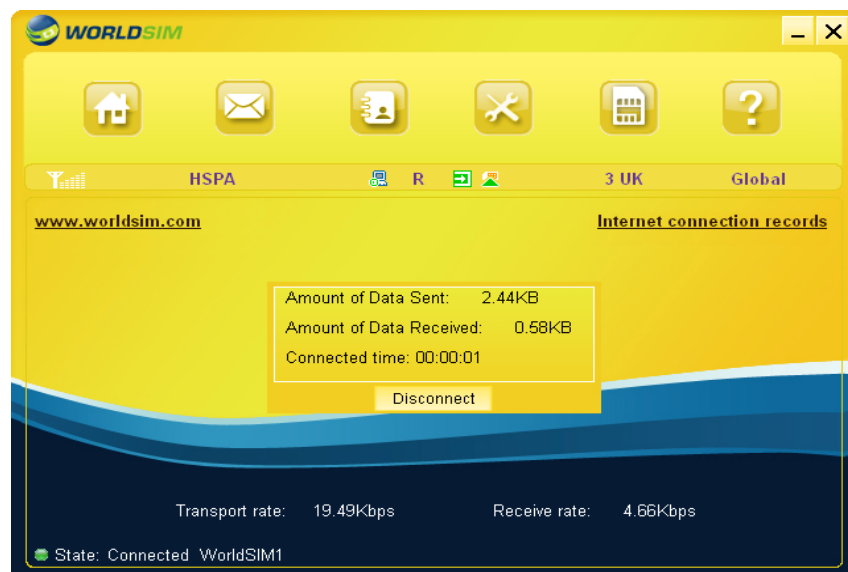
You will then notice the new APN setup with the previous default. Select the new APN and click on Set default



You can now go back to the home screen by clicking on the Home button (1st button on the Top Hand Navigation) and on the connect box you will see the new APN set on the Connect to box. Click on Connect.



Click on OK for any messages that appear



The USB is now connected and a new session has started. Data is now ready for use.