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**1. How do I verify if my Modem is correctly connected to my computer?**

*Windows XP:*
1. Right-click on the Computer icon on your desktop, select properties.
2. Click on the Hardware tab, then on the Device Manager Button.
3. In the Device Manager, expand the 'Modems' by clicking the + sign and make sure there is a 3G/HSDPA/HSPA Modem listed there.
4. Provided there isn't a red cross or question mark next to the adapter, you should be able to use the Modem.

*Windows VISTA and Windows 7:*
1. Go to Start and then Right-click on the My Computer, select properties.
2. Click on the Device Manager from the left menu.
3. In the Device Manager, click the arrow next to Network Adapters and make sure there is a wireless card listed there.
4. Provided there isn't a red cross or question mark next to the adapter, you should be able to use the Modem.

When your Modem is detected, then:
If you are using the software Mobile Partner,
Go to Tools tab → click Choose Device item
If your modem is displayed (for example E156G), your modem is connected properly. If it is blank, the Modem is not connected properly to the computer. Try re-installing the modem software.

If it is not successful, it might be an issue with your computer hardware.
◎ Make sure that Mobile partner is not blocked by your

◎ antivirus/antispyware/firewall

◎ Right click on your anti-virus software on the task bar

◎ Disable anti-virus

◎ Try installing Mobile partner again

Try with another computer

**2. What are the system requirements for a PC to support HSDPA/HSUPA/HSPA devices?**

System requirements vary depending on the make and type of the device. Most of the modern Laptops and Personal Computers are capable of supporting such modems. Generally, a personal computer (Laptop or Desktop) with following configuration would meet the requirements,

**Processor :** 1 GHz or advanced
**RAM :** 512 MB or advanced
**Free Space :** 100MB

However, the above configuration should only be used as a guideline and it is advised to ascertain the compatibility of the system requirements of the device with the computer one intends to use before purchasing. If the subscriber is using a Laptop/PC running on a different OS (Apple Mac etc.,) please check with the modem manufacturer's specifications for compatibility.

**3. Nothing appears (Signal bars or word) on bottom left hand corner of my Mobile Partner software**



1. Check whether your modem is connected properly to your computer (Follow the steps in FAQ 01)
2. Insert the SIM card which is in the modem to your mobile phone. Then check whether signals appear or not. If yes try to send a SMS. If it succeeds, then there is no issue with the SIM card; proceed to 3. If signals are not displayed even in the mobile phone, contact Mobitel Customer Care.
3. Select the network manually. If you are using Mobile Partner Software,
   Go to Tools◻Options ◻Network◻ Network Type (Network Type=WCDMA Preferred, Band= All Bands) ◻ Registration Mode.
4. (Select "Manual Search and Register" and click "Refresh" button below)It will display all the available networks. If you can see MOBITEL (2G)(3G), it means you have Mobitel GSM and 3G coverage. If you can see MOBITEL (2G) that means you have only Mobitel GSM signals but no 3G signals.
   Then select either MOBITEL (2G)(3G) or MOBITEL (2G), depending on availability and click register button below.
5. If you have another Modem available, try to insert your SIM in to that modem and check.
6. If registration failed contact Mobitel Customer Care.

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**4. Signal bars are displayed but I can't browse the internet.**

You need to click the "connect" button and after few seconds, it should appear as "disconnect"
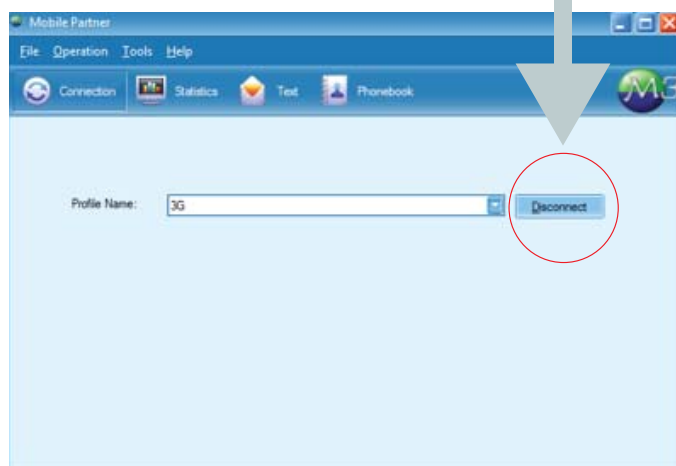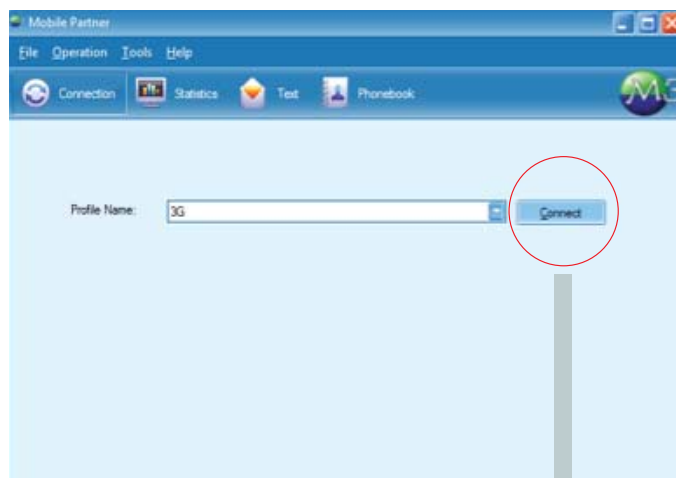


**5. Why can't I browse the internet even though I have connected through the software?**

Your operating system may not be configured for automatic network configuration. The network cards should be configured to accept Automatic settings for both the IP and DNS. Below process shows how you can do it.

*Windows VISTA:*
1. Please make sure that you are logged in as Administrator of your computer
2. Go to Control Panel
3. Click in Classic View from the left, if it's not selected
4. Then click Network and Sharing Center
5. Click Manage Network Connections from left Menu
6. Then right click on 'Local Area Connection' or 'Wireless Network Connection' (depending on which one you want to use) and click Properties.
7. Select Internet Protocol Version 4(TCP/IP) and click on Properties which will enable after selecting Internet Protocol (TCP/IP)
8. A new window will appear. Make sure that 'Obtain an IP Address automatically' and 'Obtain DNS Server address automatically' are selected.
9. Click OK.

*Windows XP:*
1. Please make sure that you are logged in as Administrator of your computer
2. Go to Control Panel
3. Click in Classic View from the left, if it's not selected
4. Then click Network Connections
5. Right click on 'Local Area Connection' or 'Wireless Network Connection' (depending on which one you want to use) and click Properties

6. Select Internet Protocol (TCP/IP) and click on Properties, which will enable after selecting Internet Protocol (TCP/IP)
7. A new window will appear. Please make sure thaOb tainan IP Address automatically' and 'Obtain DNS Server address automatically' are selected.
8. Click OK.

**6. What does HSPA/HSDPA/WCDMA/EDGE/GPRS displayed in my modem software means?**

*This is the network type you are connected to.*
1. HSPA/HSDPA = The preferred and intended speed you should connect at for 3G. This is the network mode which offers you the fastest browsing experience.

2. WCDMA/ UMTS = Usually, this is the standby/fallback connection type when no data transfers are in progress. When data transfer happens again, it should change back to HSPA/ HSDPA.

3. EDGE = Your download/upload speeds will be less than HSDPA and WCDMA modes, still you would be able to browse at a lower speed.

4. GPRS = You might experience difficulties in browsing and experience slow download/upload speeds.

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**7. I don't have signal bars in my Mobile Partner software but it displays GPRS or WCDMA**

That means your signal strength is very low. Still you might be able to work at an acceptable level.

If your modem software (e.g. Mobile Partner) displays "WCDMA Mobitel", you are able to access the 3G network. Please make sure to change the network mode to "WCDMA Only" by going to the network type and selecting the WCDMA Only mode. This can be only done when you are not connected.

Tools ➔ Options ➔ Network ➔ Network Type (Network Type=WCDMA Only, Band= All Bands) If "GPRS Mobitel" is displayed, try to put modem in to WCDMA Only Mode.

**Note:** If you do not get any signals after you change to "WCDMA Only" mode, you do not receive 3G signals. You can only use GPRS. Please revert back to WCDMA preferred mode

**8. How can I increase my signal strength?**

1. Try moving your computer to a different place (preferably to an open area), may be nearer to a window
2. Provided that your modem supports an external antenna, using of an external antenna might slightly increase your signal strengths and quality.

**9. Why do I get an error message "Error 619" when I try to connect, even when I have good signals?**

This may happen due to following reasons

## Billing Issue

### Pre Paid:
1. Try to send a SMS using your modem; if it is delivered successfully, there is no issue with billing.
2. If it was not sent, check the account balance of your SIM card by inserting it in to a mobile phone and dialing *100#.
3. If you do not have enough balance or the connection was expired, re-charge your account.
4. If you have enough balance and connection was not expired, the error is due to other reasons.

### Post Paid:
1. Try to send a SMS using your modem; if it is delivered successfully, there is no issue with billing.
2. If not, check whether your connection is not suspended due to a billing issue by sending 'usage' to 4567 in an SMS

## APN Not Configured Properly
If you are using Mobile Partner Software, check the APN by going to Tools ➔ Options ➔ Profile Management. Correct configuration is as follow.
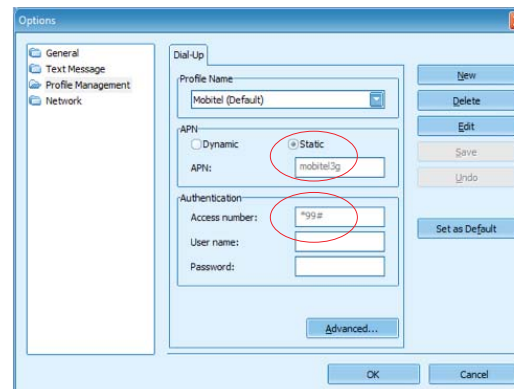


## Network Issue
If above "1" and "2" are ok, issue may be with the network. Please call Mobitel Customer Care.

**10. How can I check my current usage?**
Usage can be checked through your online account on the Mobitel corporate website at www.mobitel.lk. If you have not already set up your account, you may do so by clicking on Account Login and signing up. You can view your usage statistics and pay bills online by simply logging onto My Account.
Please note that the usage statistics of My Account would be updated after completion of each active session in a while. As such, the figures appearing in My Account may not be the most recent.

**11. What are the other Error Codes displayed frequently and what do they mean?**

| Error Code | Description |
|---|---|
| Error 31 | Please try again. This is a temporary failure. |
| Error 629 | No SIM card in the USB Modem. |
| | The APN length is over 100 words. Need import PIN code. |
| Error 633 | Please try again. This is a temporary failure. If not restart the PC |
| Error 651 | The SIM card in the USB Modem needs decoding of PUK. |
| Error 777 | The SIM card in the USB Modem needs decoding of PUK. |
| Error 678 | The current network is CS only. |
| Error 680 | The pocket computer may have several modems installed on it. For example, if you try connecting via an E220 but your computer automatically tries to install a different device Option, the fail code 680 might occur. You need to re-install it. |
| Error 720 | The protocol of TCP/IP run is wrong. You need to re-install it. |
| Error 656 | Re-start the PC. |
| Error 797 | You are dialing-up with a background network connection. You need to connect the modem to the PC again. |

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**12. My modem is changing to WCDMA Mobitel to GPRS Mobitel when I am browsing**

Go to the network type and select the WCDMA Only mode. This can be only done when you are not connected.

Tools ⟶ Options ⟶ Network ⟶ Network Type
(Network Type=WCDMA Only, Band= All Bands)

***Note:*** If the signals disappear frequently after changing to "WCDMA Only" mode and connection is disturbed, please revert back to WCDMA preferred mode so you keep the connection alive.

**13. My modem is changing to HSPA/ HSDPA Mobitel to WCDMA Mobitel when I am browsing**

It is not an issue and is normal in any HSPA/HSDPA network. Depending on the data rates required by the application, the connection mode may switch between HSPA/ HSDPA and WCDMA
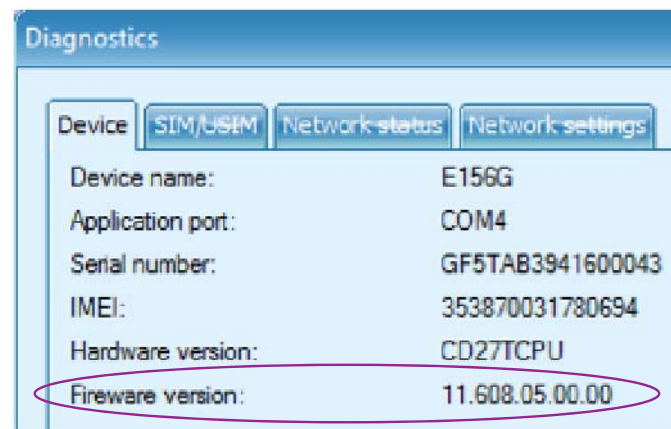
**14. It appears 3.6 Mbps (or 7.2 Mbps) at bottom right hand corner of my computer when I am connecting to the network, but actual speed I get is different from this value.**

This is the maximum speed supported by your modem, but the maximum speed you are allowed to download data depends on your package. Actual speeds depend on your applications and the signal quality.

**15. My download speeds are not consistent and goes to 0 kbps sometimes. Then, I need to reconnect in order to browse or download again.**

This might be an issue with the firmware version of your modem. If your firmware version is not up to date, try upgrading the firmware version. If you purchased the modem from Mobitel, you can get this done through our customer care executives. Check with Mobitel customer care whether this is the latest firmware version.

***You can check your firmware version from;***
Tools ⟶ Diagnostics ⟶ Device



Diagnostics

| Device | SIM/USIM | Network status | Network settings |
| Device name: | E156G |
| Application port: | COM4 |
| Serial number: | GF5TAB3941600043 |
| IMEI: | 353870031780694 |
| Hardware version: | CD27TCPU |
| Fireware version: | 11.608.05.00.00 |

**16. My modem behaves abruptly and sometimes remains unresponsive. I face difficulties in getting connected to the internet as well.**

◎ Try using a different modem if possible. If there is no issue, the problem might be with your modem

◎ Try Re-installing your modem software (e.g. Mobile Partner)

◎ If your firmware version is not the latest, try upgrading the firmware version. If you purchased the modem from Mobitel, you can get this done through our customer care executives. (Please refer FAQ 12 on how to check your firmware version)

**17. My browsing speeds and download speeds are acceptable but my upload speeds are low and it takes a long time for me to attach a file to an email.**

To upload data at a high speed, you need to be connected with HSUPA or HSPA.

◎ Check if your modem supports HSUPA or HSPA with either the product manual or through the manufacturer's website.
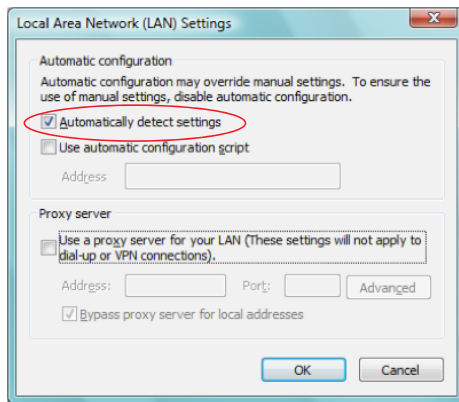
Check with customer care whether the base station which serves you is HSUPA enabled.

**18. I am connected to the network with good signal levels, but my browser does not load any web page.**

If you were authenticated and connected to the network and no web page can be opened, check your browser settings.

1. There should be no proxy configured; To check this,

Open Internet explorer ⟶ Tool ⟶ Internet Options
Connections ⟶ LAN Settings

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**Note:** The method of configuring depends on the browser used. Please check with the browser help if you use another type of browser.

2. Offline mode should not be selected
   Open Internet explorer ➞ Tool
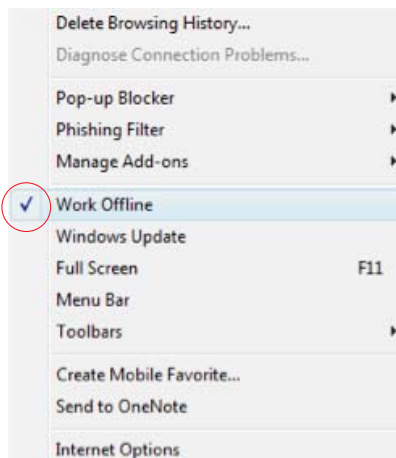


*This tick should not be there. If it appears, click on "Work Offline"*

3. Try deleting temporary internet files, cookies and history. Having such data collected for a long period, also makes browsers not to work properly.

   Open Internet explorer ➞ Tool ➞ Delete Browsing History…



*Click on each of the 3 buttons
When it prompts the question for
"yes" or "no", please select "yes"*

19. **My PC loses connectivity with the Mobile Broad band Modem.**

    This might be related to a hardware issue of your PC or a bug in the operating system you use.

    This is an issue which affects some Microsoft Windows Vista users (pre-service pack 1) which is related to the way in which Windows Vista handles the power management of USB devices. To resolve this,

    1. Click "Start",
    2. In "Start Search" appearing in the bottom of the start menu, type in "Power Options".
    3. Open the Program once it is found.
    4. Choose a "Power Plan" that suits your needs from the three available, e.g., "High Performance".
    5. Click on "Change Plan Settings" which highlighted underneath the plan you have chosen in the above step,
    6. Click on "Change advanced power settings",
    7. In the new dialogue box find the entry called "USB Settings",
    8. Expand the "USB Settings" option by clicking on the "+" sign,
    9. Expand the "USB selective suspend setting" option by clicking on the "+" sign,
    10. Change setting to "Enabled" for both "On battery" and "Plugged in".

    If you still experience issues after this please refer to the following Microsoft patch:
    http://support.microsoft.com/kb/941600/en-us

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**20. I have to disconnect and reconnect after I leave my connection idle for a long time.**
If you leave your connection idle for a long time, the network may disconnect you from the network end so you will have to disconnect and reconnect.

**21. Although I am connected to the network with good signal levels, my browser does not display some contents and services.**
This can be an issue with the web browser used. Some browsers/browser versions do not support particular web pages/services. All browsers require flash and Java plug-ins that needs to be installed to display the full content of most of the websites/ services.

1. Check whether additional plug-ins is required. Try using Microsoft Internet Explorer and verify whether the problem is in the web browser you are using.
2. Try deleting temporary internet files, cookies and history. Having such data collected for a long period, also makes browsers not to work properly.

**22. Although I am connected to the network with good signal levels, my browser takes a long time to load a web page or log in to web mails.**
There are many reasons which can result in a slow browsing experience.
1. Try deleting temporary internet files, cookies and history. Having such data collected for a long period, makes browsers not to work properly and may result in slowing down or preventing you from downloading or viewing attachments. (please refer FAQ 15)
2. Viruses/Spyware/Malware/ Worms infections also results in a slow browsing experience and might prevent web pages from loading, file downloading, etc…Therefore, it is highly recommended that you use

an up-to-date Anti-Virus and Anti-Spyware software and a network firewall, to reduce the probability of being infected with a malicious infection.
3. If you use a USB hub or an USB extension cable, try connecting your modem directly to your PC.
Please note that the hardware resources (Processor, RAM and Storage) available with your computer directly relates to your total browsing experience.

**23. I am not able to access a particular website or its services as it does not get loaded or it is extremely slow, but I can access any other website as usual.**
1. This might be due to issues with the remote servers belonging to the website you are trying to connect. Servers belonging to popular web services may get congested resulting in a slow browsing experience. Try accessing the website later.
2. Try using another browser, like the internet explorer. Some browsers/ browser versions are not compatible with particular websites/ services.

**24. My Chat client, Peer-to-peer software, download accelerator software does not connect to the internet though I can get connected and browse the internet through my browser.**
This might occur due to an antivirus/antispyware/firewall installed in your system.

1. Try to connect after disabling any antivirus/antispyware/firewall software
2. If you are able to connect, add the particular software you use to the allowed list of your antivirus/antispyware/firewall.

**25. My modem gets heated when I use it continuously for some time**

This is usual for most types of Modems. The time taken for heating depends on the type of Modem. Usually if the signal strength is low, the Modem needs to generate higher power and gets heated quickly.

**26. Should a subscriber plug out the USB Modem without removing via the operating system?**
USB Modems support hot plug in/plug out, still, we recommend to remove the modem safely via the operating system.

**27. Will I have to pay for the time I was logged in to the network or only for the actual data usage?**
You will only have to pay for the actual data usage, irrespective of the time logged on. However, background services like software updates, chat clients and active downloading or file sharing clients will consume bandwidth while you are connected.

**28. Is the Free Bundled Data only for Downloading or Uploading or for both?**
The volume of Free Bundled Data offered is both for uploading and downloading.

**29. Can I use a 3rd party USB modem with a Mobitel connection?**
Yes, if the device is not locked. You can check this with the device manufacturer.

**30. Can I make calls through my data connection?**
You may make calls using applications such as Skype, Fring, Nimbuzz or other VoIP applications but not through the modem interface. You will be charged according to the amount of data transmitted and received.