

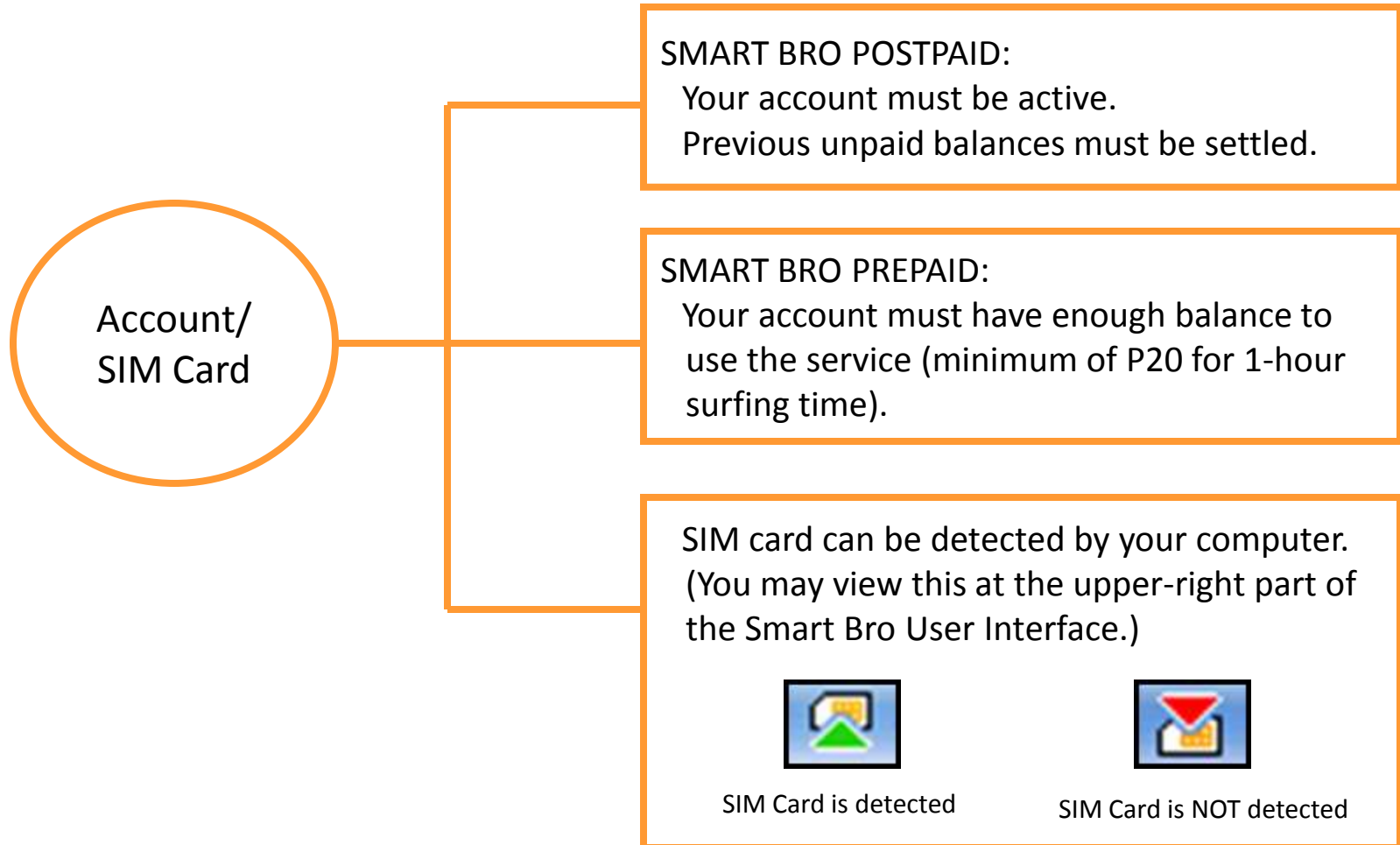


SMART BRO PLUG IT

TROUBLESHOOTING FOR USERS



PLUG IT TROUBLESHOOTING BASIC SET-UP





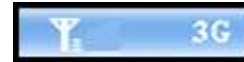
PLUG IT TROUBLESHOOTING BASIC SET-UP

Account/
SIM Card

Check signal strength:
(You may view this at the upper-left part
of the Smart Bro User Interface)



NO Signal



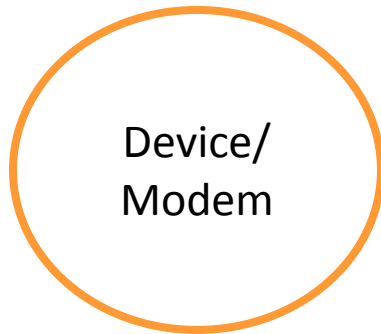
POOR Signal



GOOD Signal



PLUG IT TROUBLESHOOTING BASIC SET-UP



Check if modem is detected by your computer.
(You may view this at the upper-right part of the Smart Bro User Interface (UI).)



Modem is detected



Modem is NOT detected

Check device light (LED) Indicator.
(You may view this on the left of the device)

RED - device not ready

BLUE - registering on network

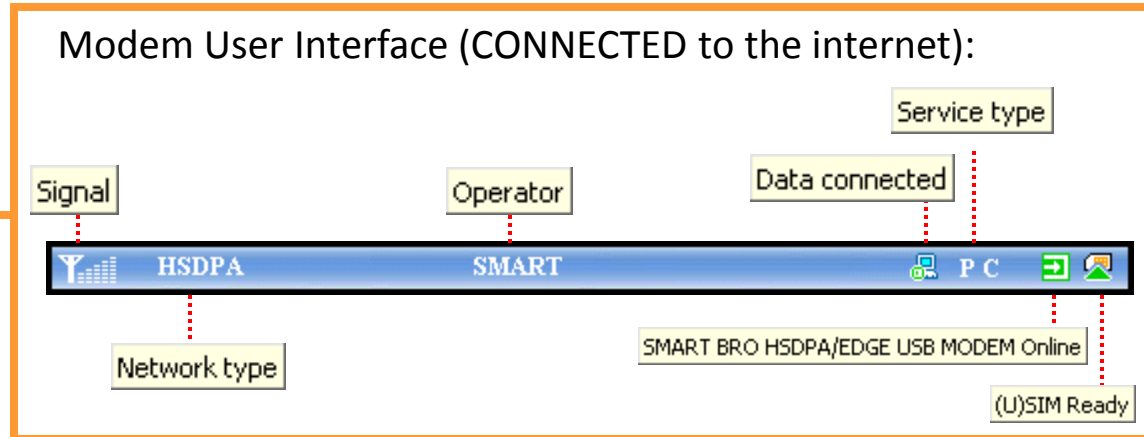
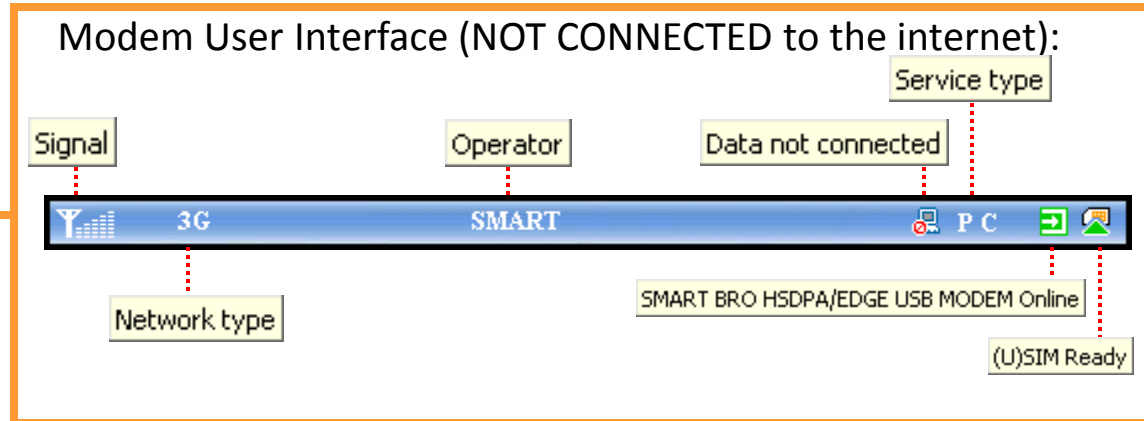
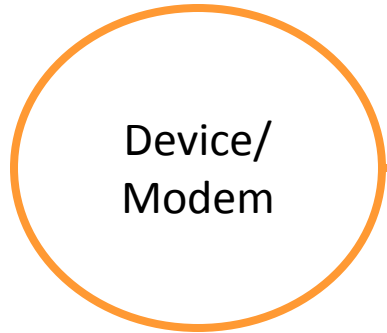
GREEN - device ready

GREEN (blinking) - connected to the internet





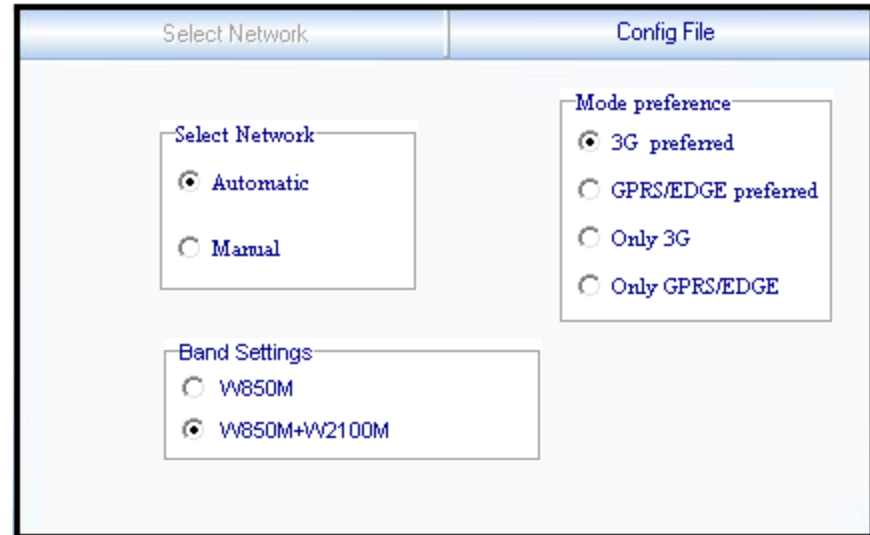
PLUG IT TROUBLESHOOTING BASIC SET-UP





PLUG IT TROUBLESHOOTING BASIC SET-UP

Check network set-up:
(Settings > Network Settings)



DEFAULT set-up above is suggested

Device/
Modem



PLUG IT TROUBLESHOOTING BASIC SET-UP

Device/
Modem

Check user config file:
(Settings > Network Settings > Config File)

A screenshot of the "Config File" settings page in the SMART Bro interface. The page has two tabs: "Select Network" and "Config File". Under the "Config File" tab, there is a section titled "User config file". On the left, there is a table with a header "Filename" and one row containing "SmartBro". To the right of the table are buttons for "Add", "View", "Delete", and "Set default". To the right of the table is a text input field labeled "Default config file" containing "SmartBro".

Filename	Default config file
SmartBro	SmartBro

Always use Filename *SmartBro* as Default config file



PLUG IT TROUBLESHOOTING BASIC SET-UP

Check user config file Access Point Name (APN):
(Settings > Network Settings > Config File > View)

Device/
Modem

The screenshot shows a configuration window with the following fields and options:

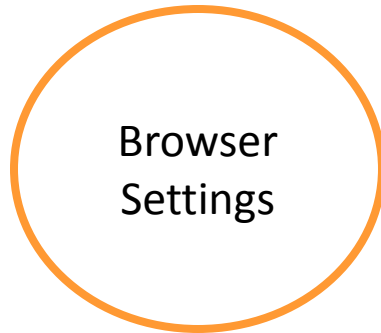
- Config Filename: SmartBro
- Dial Number: *99#
- User Name: [Empty]
- Password: [Empty]
- Save Username and Password
- Ask for Username and Password
- Obtain APN address automatically
- Use the following APN name
- APN: SMARTBRO
- Authentication Mode:
 - PAP
 - CHAP
- Obtain DNS server address automatically
- Use the following DNS server address
- Preferred DNS: [Empty]
- Alternate DNS: [Empty]
- Obtain PDP address automatically
- Use the following PDP address
- Address: [Empty]

APN is set as default as *SMARTBRO*



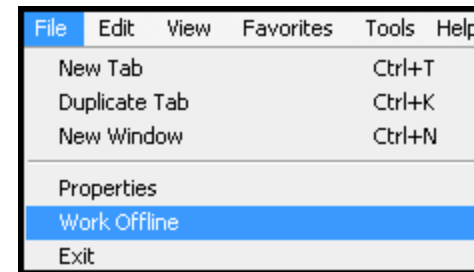
PLUG IT TROUBLESHOOTING

BASIC SET-UP

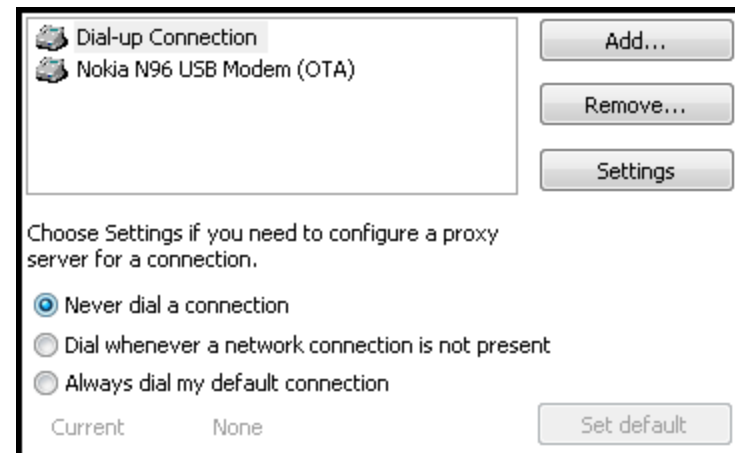


Browser
Settings

Work Offline must disabled (unchecked):
(File > Work Offline)



Never dial a connection must be selected:
(Tools > Internet Options > Connections)





PLUG IT TROUBLESHOOTING BASIC SET-UP

Browser
Settings

Internet proxy must be disabled (unchecked):
(Tools > Internet Options > Connections > LAN Settings
> Proxy Server)

Local Area Network (LAN) settings

LAN Settings do not apply to dial-up connections.
Choose Settings above for dial-up settings.

LAN settings

Proxy server

Use a proxy server for your LAN (These settings will not apply to
dial-up or VPN connections).

Address:

Port:

Advanced

Bypass proxy server for local addresses



PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION

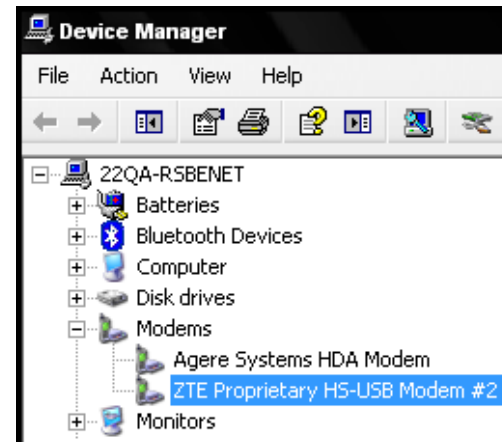
Modem cannot be detected
By computer

Check if modem is properly plugged. If not, do soft reset (unplug/re-plug modem).

Try to directly connect Modem to computer if you are using a USB cable.

Try other USB ports or PC/laptop.

Check device manager if modem/USB is detected.





PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION

Modem cannot be detected
By computer

If device manager cannot detect the modem, do hard reset (un-install and re-install device).

If computer cannot detect the device User Interface software, do hard reset (un-install and re-install the modem).

If all troubleshooting has been applied, modem is considered defective for repair/replacement.



PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION

SIM Card cannot be detected by computer/
No Signal

Remove then re-insert SIM Card in the modem.

If No Signal, Change Network Settings:
> from *3G Preferred* to *Only 3G*,
> from *Only 3G* to *GSM Preferred*
> from *GSM Preferred* to *Only GSM*

If Poor Signal, reposition device and/or change location of modem to another area and try connecting again.

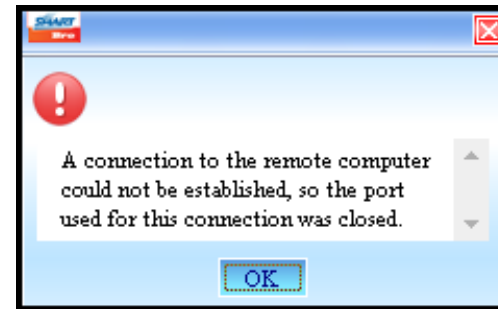


PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION

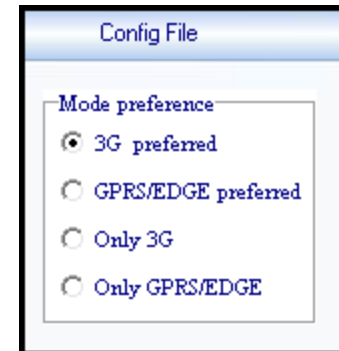
Error Message:

"A connection to the remote computer could not be established, so the port used for this connection was closed."

Ensure that correct Access Point Name (APN) *SMARTBRO* is being used.

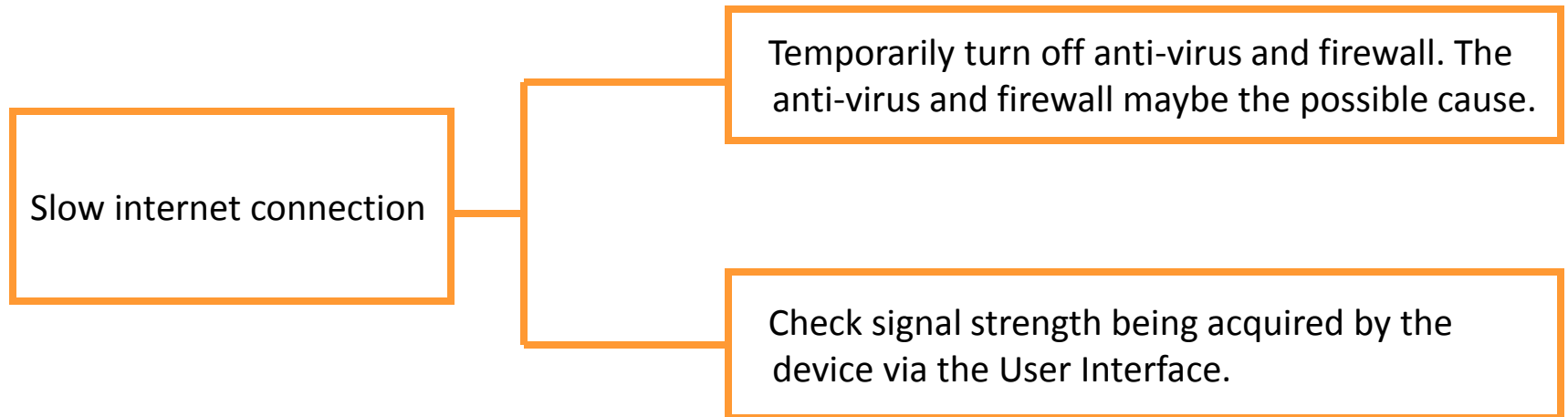


Make sure that your signal is stable and try to re-connect to the internet.





PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION





PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION

Slow internet connection

Configure the Plug It modem settings based on your internet activity:

If audio/video streaming or file downloading:

Network: ONLY 3G

Frequency: W850M or
850M+W2100M

To acquire immediate available 3G signal:

Network: 3G PREFERRED

Frequency: W850M+W2100M

To acquire immediate available GSM signal:

Network: GSM PREFERRED

Frequency: W850M+W2100M

If weak/no 3G,HSPA signal:

Network: ONLY GSM

Frequency: W850M+W2100M



PLUG IT TROUBLESHOOTING NO INTERNET CONNECTION

Slow internet connection

Check computer specifications:

Recommended specifications:

Pentium III or higher

512 MB of RAM or higher

USB 2.0 port

50 MB free disk space



END

**TRAINING AND COMMUNICATIONS
SMART COMMUNICATIONS, INC.**