

Trouble Shooting Guide

Problems	Causes	Solutions
System can not detect the USB -Modem / PCMCi Edge Card	USB Modem or PCMCi Edge Card is not inserted properly	Please insert the card properly
	The respective driver for USB Modem or PCMCi Edge card is not installed	Uninstall first & reinstall the drivers as per the instructions given in manual
	Either USB port or PCMCi Port is not working.	Fix or replace with right hardware.
	Might be other applications are using the PCMCi / USB port of your system	Please close all other applications
	USB Modem or PCMCi Edge Card is damaged	Please report to Nawras Shop where you have purchased for warranty claim if it's within 1 year warranty. Kindly produce your bill for replacement.
Could not connect to Internet	SIM card or Antenna is not fixed properly	Please fix it correctly as mentioned in manual
	May be outside Nawras Coverage Area	Please contact Nawras for more information on coverage.
	Expired SIM card	Contact Nawras Call Centre on 95011500
	SIM Card is damaged	Contact Nawras Call Centre on 95011500
	SIM card contact issue	Please clean the contacts
	Poor Signal	Please move to a place with better coverage
	Incorrect APN (Access Point Number) or Phone no.	Please verify from Manual if its entered correctly
Connection is Successful, but unable to browse	Incorrect System Settings	Win-98, Re-install the dial-up connection. Windows 2000/XP: check DNS settings and don't select "Register the Address of this connection"

		in DNS", Win 2000 Home edition: Add new hardware device
Poor connection quality	Poor Signal	Either disconnect and re connect or move to a place with better coverage
SIM Card locked	Multiple wrong entries of PIN	Use PUK to unlock the SIM or contact Nawras for assistance.
Unable to use SMS service	SMS Service Centre number is wrong	Please check and enter +95001016
Unable to send SMS	Country Code is missing	Enter proper Country code before called party no.
Unable to receive SMS	SIM Card memory is full	Delete some of the messages
PCMCIA ERROR	Connection failed. GPRS modem is busy.	Go to>Start→Setting→Control panel→Network connections→Local area connection(which will be for the Sony Ericsson adapter)→right click and you will find many options with first option disabled Please enable it.
Connect button for PCMCIA program is hiding.	Either line is barred or the GPRS service is barred.	Please call customer care to know the status.
Could not connect to the Internet while using USB Modem	Either line is barred or the GPRS service is barred.	Please call customer care to know the status.