PROBLEMS AND SOLUTIONS OF PC/LAPTOP CONNECTIVITY WITH GPRS(west zone)

PI see that you should be in good coverage area and able to browse on mobile via profile having Access Point Name(APN): gprswest.cellone.in

(If you are able to browse on mobile than it may be the problem mostly of PC Suite(modem,modem driver or cable driver) and rarely of PC/LAPTOP).

Pl ensure that the USB cable you are using comes along with the handset. If not then use compatible USB cable according to the mobile producers specification. Nokia cables. i.e. CA53,CA42,DKU2 etc.

You have installed the latest compatible PC Suite of the phone model according to Windows 2000/XP/VISTA.If not then it has to get installed from internet sites (slide no.18).

Pl ensure that you are able to use the same PC/LAPTOP to browse internet via another network. If not then please consult the computer experts best known to you(In some cases it may be the problems of network adaptor/modems/com ports).

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First of all we will see the problems.

After finishing all settings (for Nokia) at the time of connecting it got Disconnected (Red arrow).

One Touch Access		
-		One Touch Access
Click Connect to es One Touch Access	tablish a network connection with the select will be minimised to the task bar.	led Nokia device. When the connection is made,
Connection will be a	established using: SB	
Disconnected		
Settings	Help Conr	nect Disconnect Cancel
	Please select the task you w application icon.	ish to perform by clicking the

For Nokia handsets, go to package data/GPRS modem setting (in most of the mobiles). Go to→Tools→Settings→Connection→Packet data →Access point→ gprswest.cellone.in (Write as it is)

It's a rare problem of PC Suite of old version.

Mahila	Nobuevlie a Ulia		
Mobile	Networking wiz	aro	
File View	Tools Help		
O Connect	S Web	B.S.N.L. GPRS (WEST)	Sony Ericsson
New	Connection	Mobile Networking Wizard	Attache
Manage	Connections	(734) The PPP link control protocol was terminated.	750 USB COM6
	Delete		
<u>R</u>	ename	OK	
<u> </u>	operties	Dial Cancel	
	Connected to GSM	network 00:00:00 T 0 V 0	0 bps
Ready		My Sony Ericsson K750 CellOne	COM12 🔲 📶

Same error problem but of either USB cable modem/Bluetooth DUN Modem/COM port or Bluetooth software.



Some of the explanations(pc related) of these errors are given on the site. support/microsoft.com

http://support.microsoft.com/kb/310431



Some of the explanations of these errors are given on the site support/microsoft.com (<u>http://support.microsoft.com/kb/314846</u>)

Please go to Start \rightarrow Settings \rightarrow Control Panel \rightarrow Phone and Modem Options Click on that



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Network and	ustomizes the appeara		- passe									
j Printers ⊻ Maskbar & Star	our computer											

FOR USB CABLE:

Click on the Modems. Your phone model USB modem may or may not shown at all. In this case it is showing but Not functional.Select the modem and click on Add.If it is showing Unable to detect modem.IT IS THE PROBLEM OF MOSTELY PC SUITE (MODEM/MODEM DRIVERS) AND REARLY OF THE PHONE MODEL ALSO.

none And Mode Options	<u>?</u>	Ľ
Dialing Rules Modems Advanced		_,
The following moderns are installed:		
Modem	Attached To	
Communications cable between two computers	COM2	
Nokia 14.4 PCMCIA	COM1	.
Nokia 6630 USB	Not functional	1
Add Remo	ve Properties] [
ОК С	ancel Apply	

This is a correct slide of modem attached to COM 3.Select Nokia Modem and click on Properties

Dialing Rules Modems Advanced	
Modem	Attached To
2. Communications cable between two comput	COM2
Nokia 6630 USB	COM3
Standard 9600 bps Modem	COM1
Add Re	Properties

This is the correct slide where the mobile model modem is attached to the COM port.Select that and click on Properties then click on Diagnostics and then click on Query Modem.Go to next slide.

hone And Modem Options	<u> 1</u> X	Nokia 6630 US Properties	<u>? ×</u>
Dialing Rules Modems Advanced		General Diagnostics Advanced	
The following modems are installed:		Modem Information Field Value	
Modem Attached To V ₃ Communications cable between two computers COM2 Nokia 6630 USB COM3		Haidware ID NMWCDWID_04218P10_	U41U6Pho(_U48iF_)*
Standard 9600 bps Modem COM1		Command Response	Query Modern
Add Remove Prope	rties	Logging Append to Log	View log
DK Cancel /	apoly		K. Cancel

If it is showing 'windows unable to detect any modem' pl get the latest pc suite installed (slide no.18). It will communicate with the modem and the result will be shown as per fig no.2.

i.e. ok or success. If it fails to communicate then click on Advanced and give Extra Initialization Commands +cgdcont=1,"gprswest.cellone.in" and click on Query modem again and it should give the response as shown in fig no 2.

Fig no.1

Fig no.2

and the second sec	<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>	<u> </u>	Nokia 6630 USB Properties	
ing Rules Modems Advanced	Nolsa 6600 USB Properties	<u> </u>	General Diagnostics Advanced	
The following moderns are installed	General Diagnostics Advanced		Modem Information Field Value	
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Communications cable between two computers COH2 Nokia 6530 USB COH3	Herdware ID NMWCDWID_04216PID_04108	Prot_046/F_h		
Standard 9500 tps Modern COM1				•
Communicating with Ma a few minutes.	odem. This may take		Command Response ATGOV1ED DK AT+GMM Nokia 6630 AT+FCLASS=? 0 AT#CLS=? COMMAND NOT SUPPORTE ATI1 354350008424336	D
	٥	Luery Modern		Query Mode
	Cogging		Logging	
Add Benove Properties	Logging ☐ Append to Log	View log	Append to Log	View log

Extra initialization commands: +cgdcont=1,"gprswest.cellone.in" and again click on Query Modem and see the result ok as shown in the earlier slide.

Nokia 6630 USB Properties
General Diagnostics Advanced
Extra Settings Extra initialization commands: AT+DEDCUNT="oprovest cellone in"Kcr>
Advanced Port Settings
Change Default Preferences
OK. Cancel

FOR BLUETOOTH: Bluetooth DUN Modem should be present and attached to COM port as per slide



- We believe that our future depends on our staff who provide services to our valued customers and stay in touch with them.
- To meet the technological challenges, employees are trained for technology up-



The procedure is same as in case of USB Cable shown earlier. Click on Properties then click on Diagnostics and click on Query Modem it should same as shown in the next slide



- To most the technological challenges, employees are trained for technology up

Should be OK

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valued customers and stay in touch with them.	THE CASE OF THE OWNER OF THE OWNE	
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In case of problem take cursor to Tools \rightarrow Configurations \rightarrow Quick connect \rightarrow (go to next slide)



Select the COM[DUN] and click on Assign. It will be get assign(next slide)



Click on Yes. The port will be get assign and try to connect the internet.

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Connect	X	
Automatic connection established. Do you want to connect to this device automatically when Windows applications open the serial port? Serial Port: CDM14	Yes No	
Remote Device: Nokia 6680 Always show this dialog.	a second and a second a	
Nokia 6680		
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For all of the problems discussed earlier please remove the earlier PC Suite (if any installed).

To Remove

Go to start \rightarrow Settings \rightarrow Control panel \rightarrow Add/Remove Programmes \rightarrow Nokia PC Suite/Sony Ericsson PC Suite/Motorola Phone Tools select it and remove it.

INSTALLED THE LATEST VERSION

For ready reference some of the sites/phone numbers given below

Sony Ericsson

For Sony Ericsson go to <u>www.sonyericsson.com</u> Go to Phone support→Select your model→Software downloads→P C SUITE 2.0.60(for Windows 2000 OR Sony Ericsson P C S 2.10.46 (for Windows Vista/XP By phone 1800 11 1800 (Toll free number) 39011111 (from mobile phone)

Nokia

Install latest version/updates (6.84)from internet site of Nokia: <u>www.nokia.com/pc suite</u> <u>www.nokia.com</u> <u>www.nokia.co.in</u> Nokia care line +91(80)30303838



FOR USING B.S.N.L.CELLULAR SERVICES

Still if you have the problem please contact our 24 hour 365 days help line no.9400024365 from landline and 24365 from mobile.