PROBLEMS AND SOLUTIONS OF PC/LAPTOP CONNECTIVITY WITH GPRS(west zone)
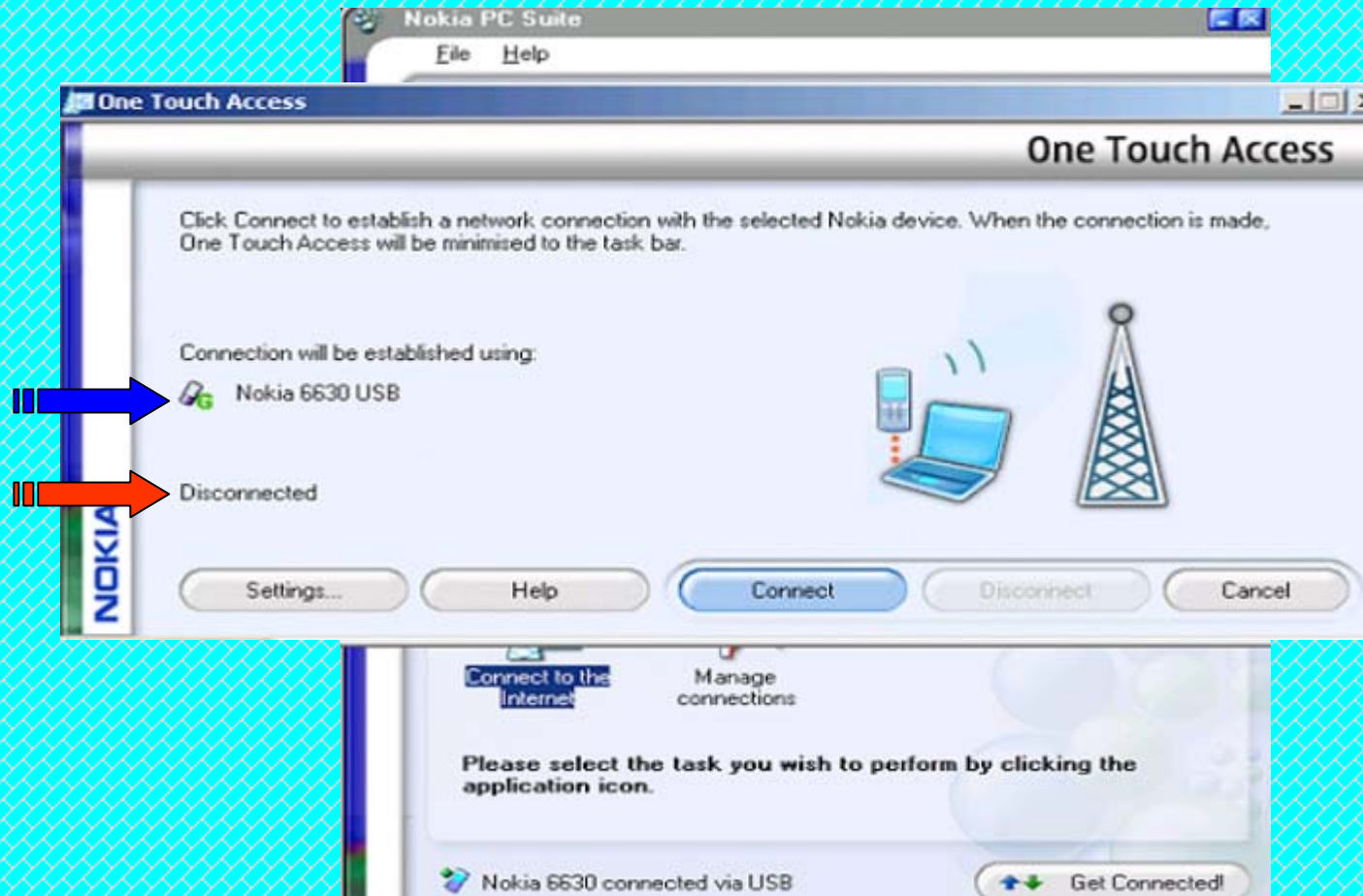
➡ Pl see that you should be in good coverage area and able to browse on mobile via profile having Access Point Name(APN):
gprswest.cellone.in
(If you are able to browse on mobile than it may be the problem mostly of PC Suite(modem,modem driver or cable driver)and rarely of PC/LAPTOP).

➡ 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).

1

First of all we will see the problems.

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


Nokia PC Suite

File   Help

One Touch Access

One Touch Access

Click Connect to establish a network connection with the selected Nokia device. When the connection is made, One Touch Access will be minimised to the task bar.

Connection will be established using:

Nokia 6630 USB

Disconnected

Settings...   Help   Connect   Disconnect   Cancel

Connect to the Internet   Manage connections

Please select the task you wish to perform by clicking the application icon.

Nokia 6630 connected via USB   Get Connected!

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)

2

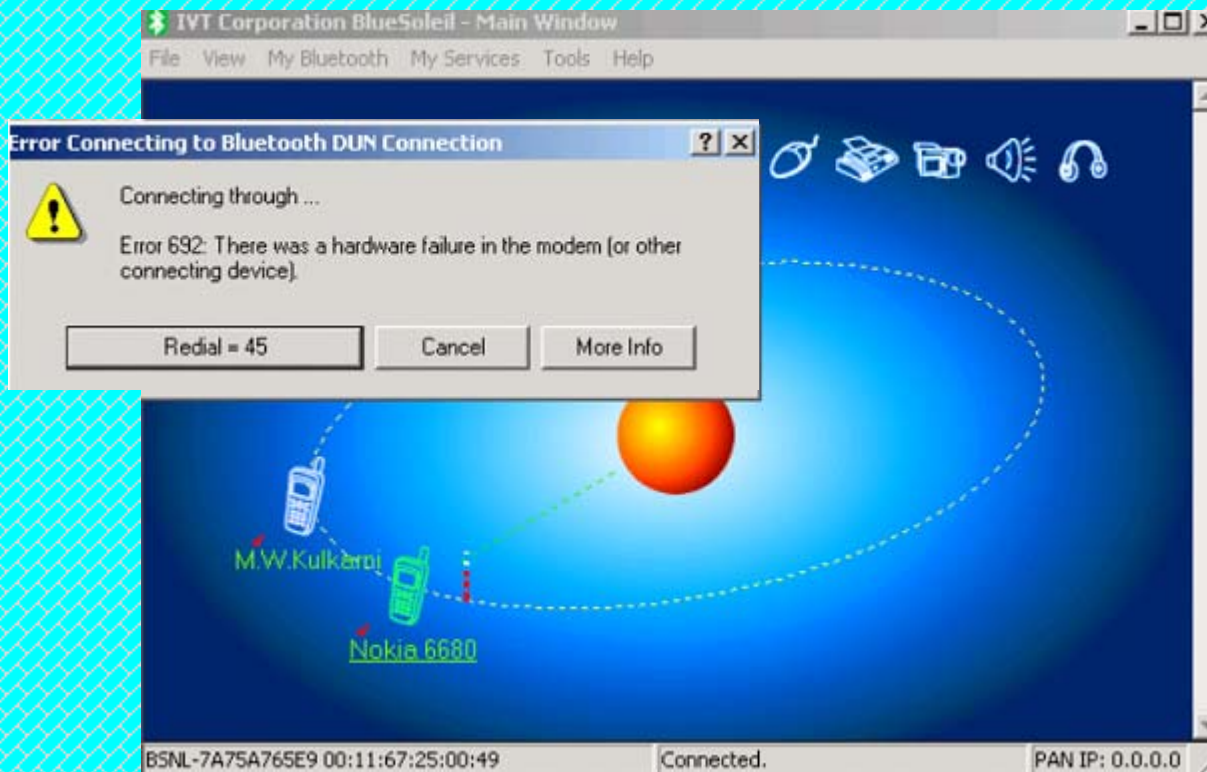It's a rare problem of PC Suite of old version.
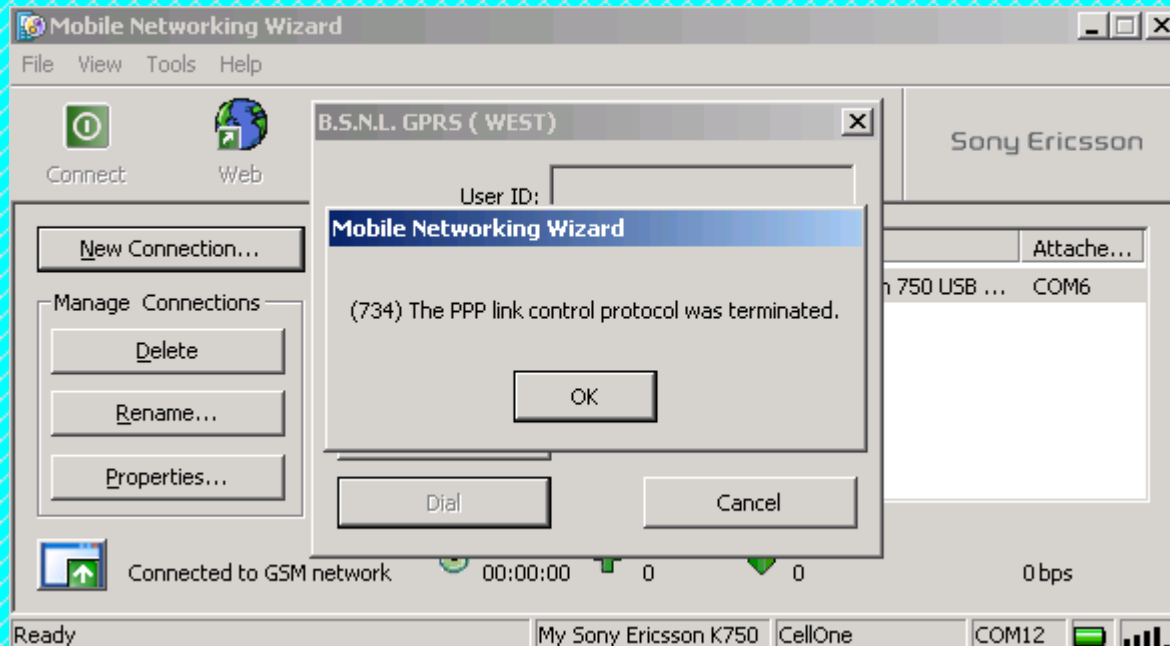
Same error problem but of either USB cable modem/Bluetooth DUN Modem/COM port or Bluetooth software.
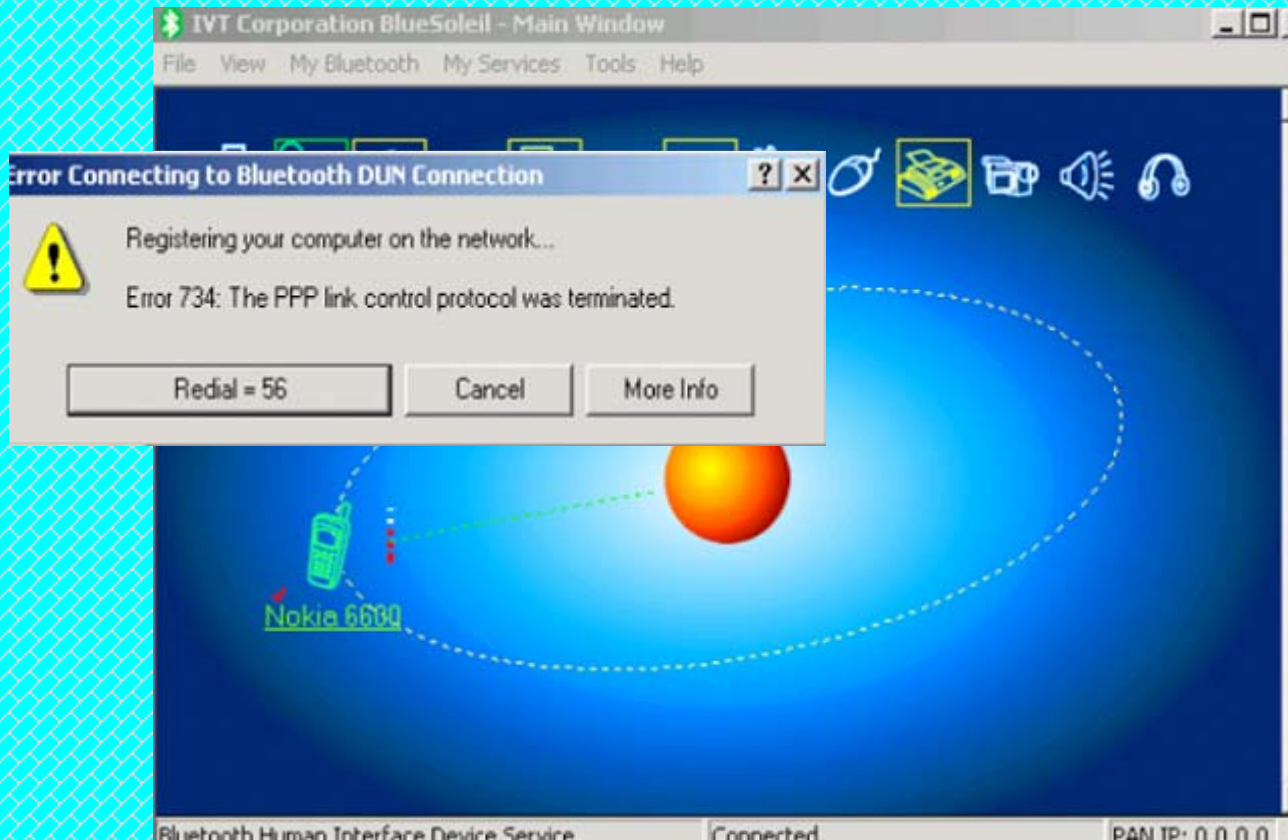
Some of the explanations(pc related) of these errors are given on the site. support/microsoft.com

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

IVT Corporation BlueSoleil – Main Window

File   View   My Bluetooth   My Services   Tools   Help

Error Connecting to Bluetooth DUN Connection

Connecting through ...

Error 692: There was a hardware failure in the modem (or other connecting device).

| Redial = 45 | Cancel | More Info |

M.W.Kulkarni

Nokia 6680

BSNL-7A75A765E9 00:11:67:25:00:49 | Connected. | PAN IP: 0.0.0.0

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

5

**Please go to Start→Settings→Control Panel→Phone and Modem Options Click on that**
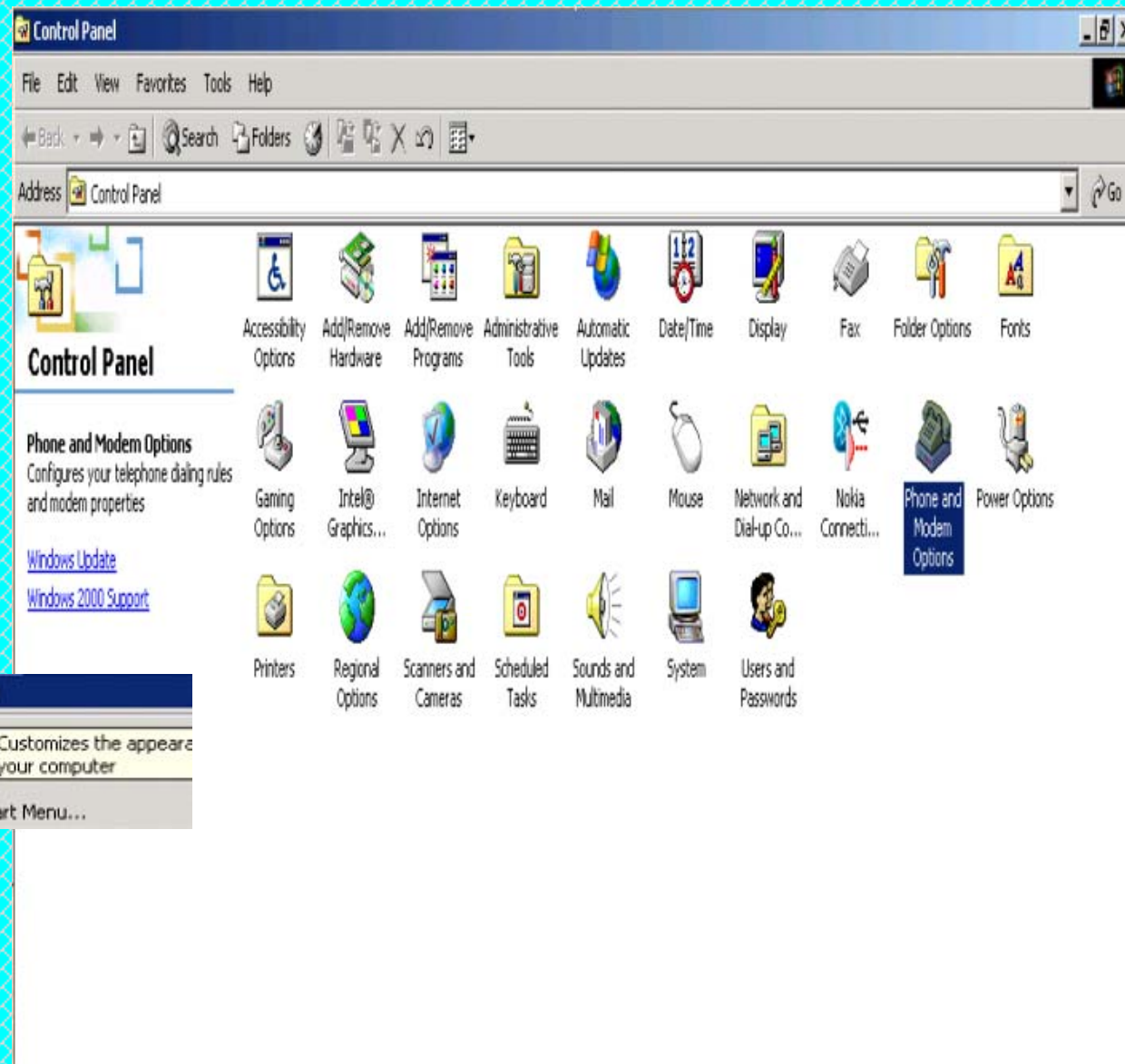
FOR USB CABLE:

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.

7
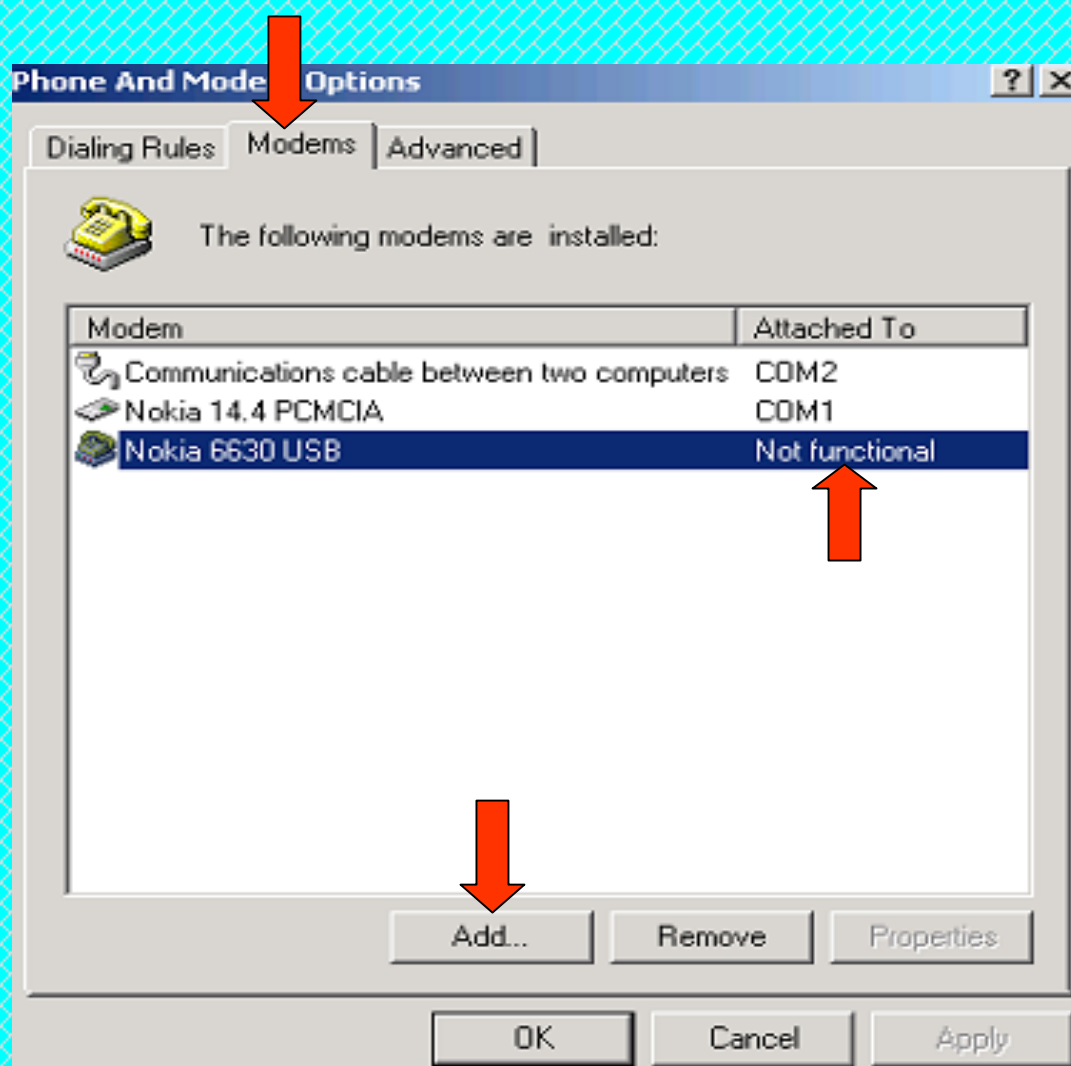
This is a correct slide of modem attached to COM 3.Select Nokia Modem and click on Properties
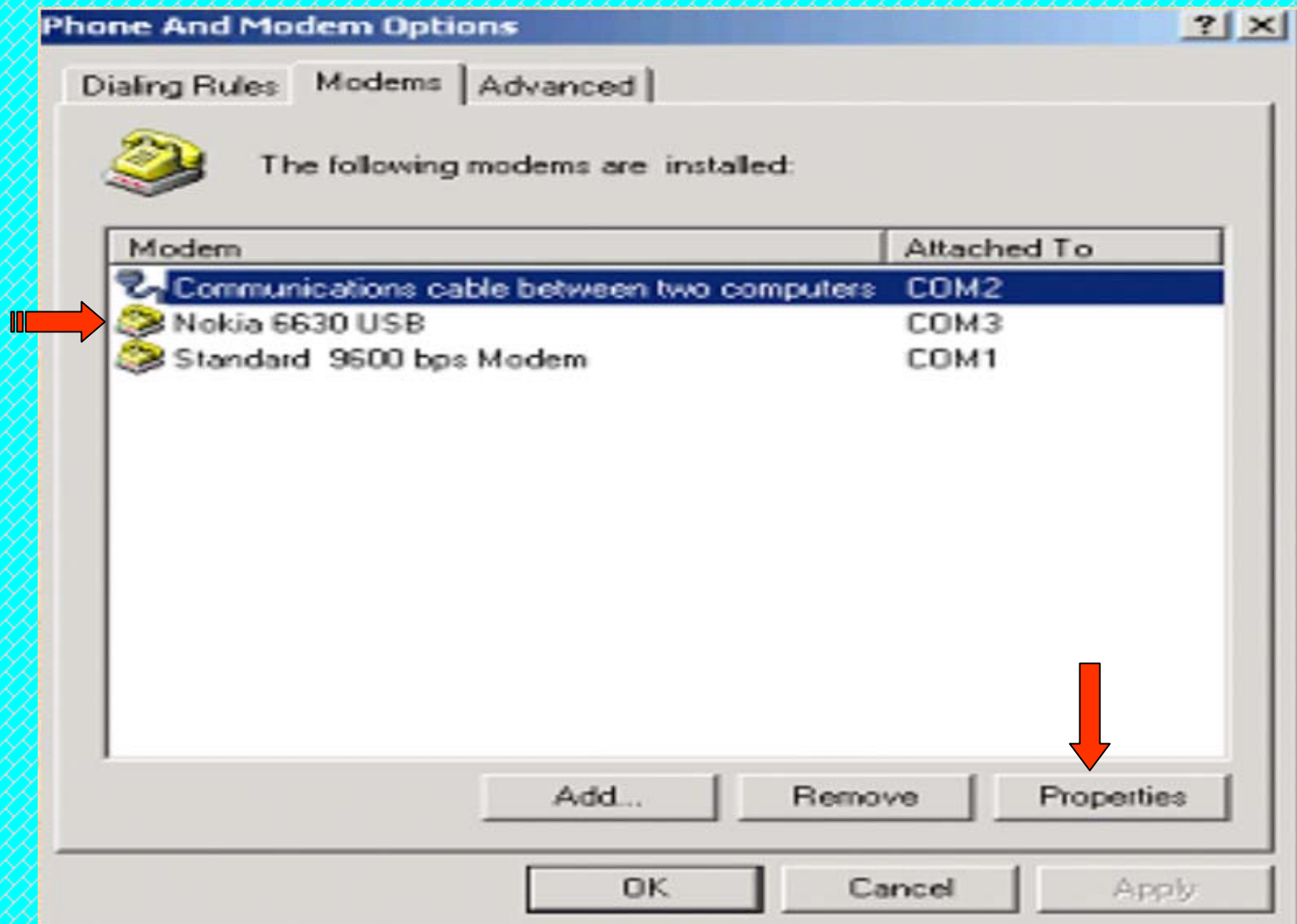
This is the correct slide where the mobile model modem is attached to the COM port.Select that and click on Properties then click on Diagnostics and then click on Query Modem.Go to next slide.
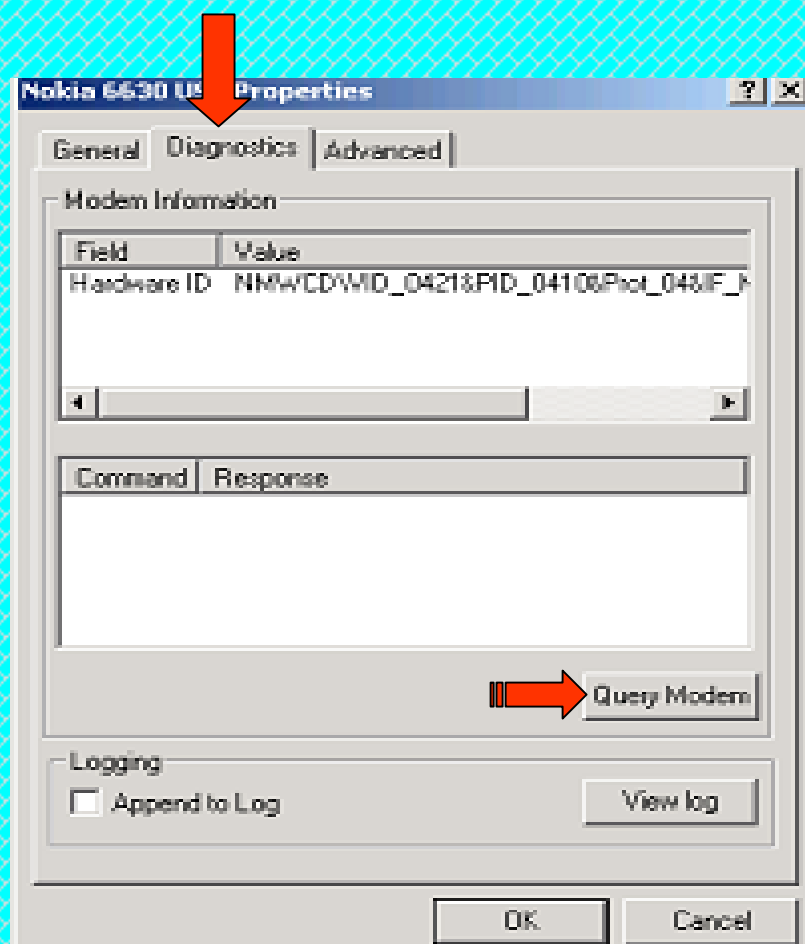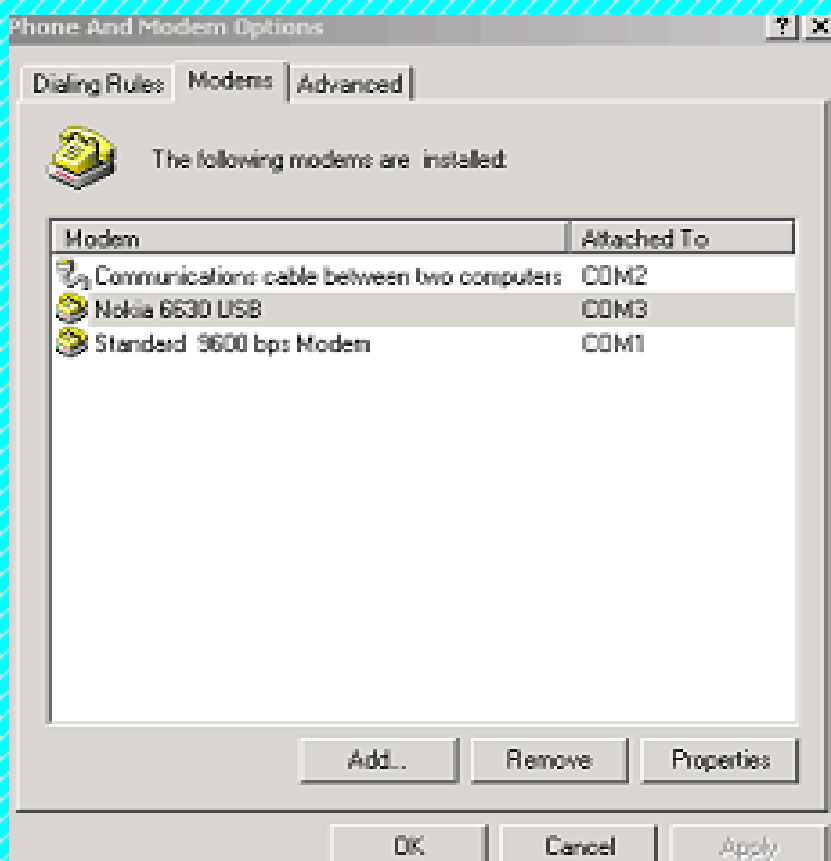
If it is showing 'windows unable to detect any modem' pl get the latest pc suite installed (slide no.18).It will communicate with the modem and the result will be shown as per fig no.2.
i.e. ok or success.If it fails to communicate then click on Advanced and give Extra Initialization Commands **+cgdcont=1,"gprswest.cellone.in"** and click on Query modem again and it should give the response as shown in fig no 2.
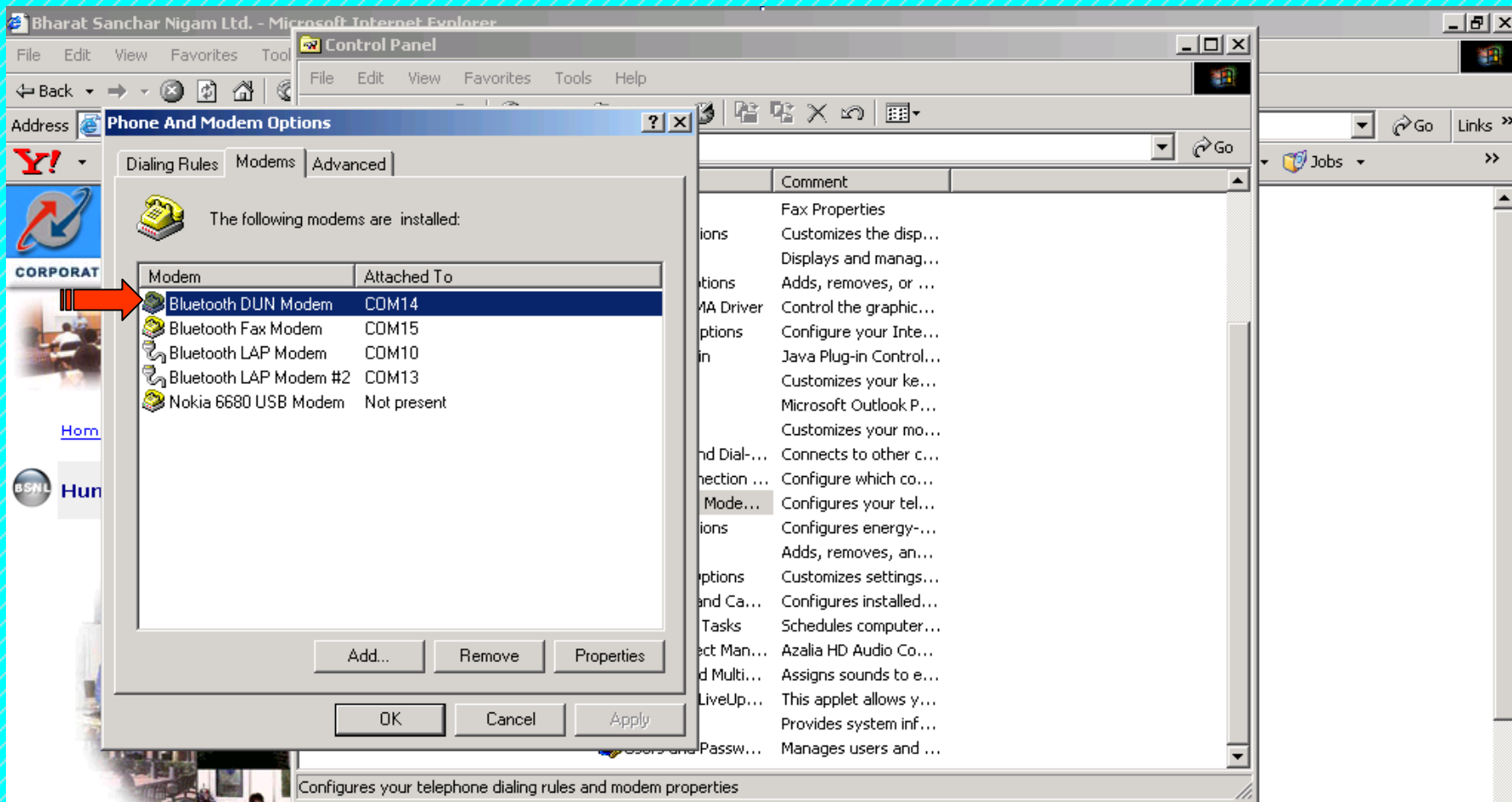
Fig no.1

Fig no.2
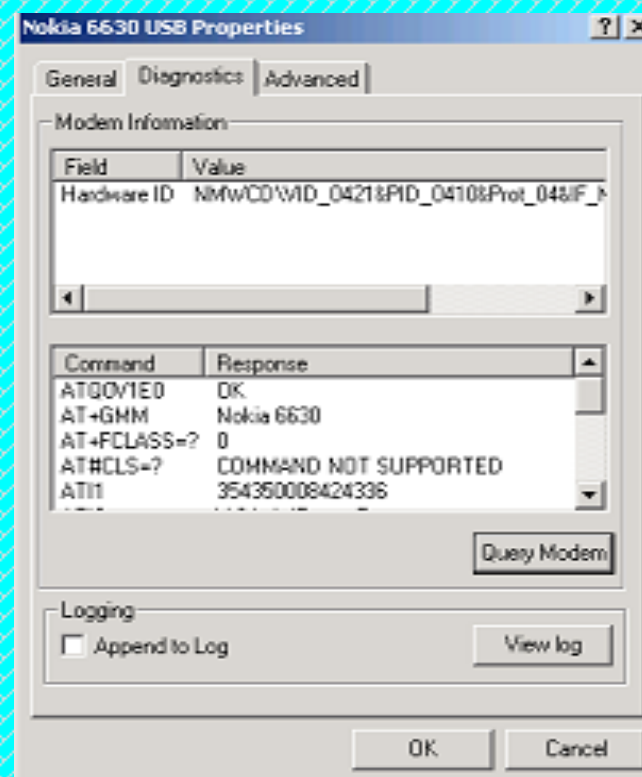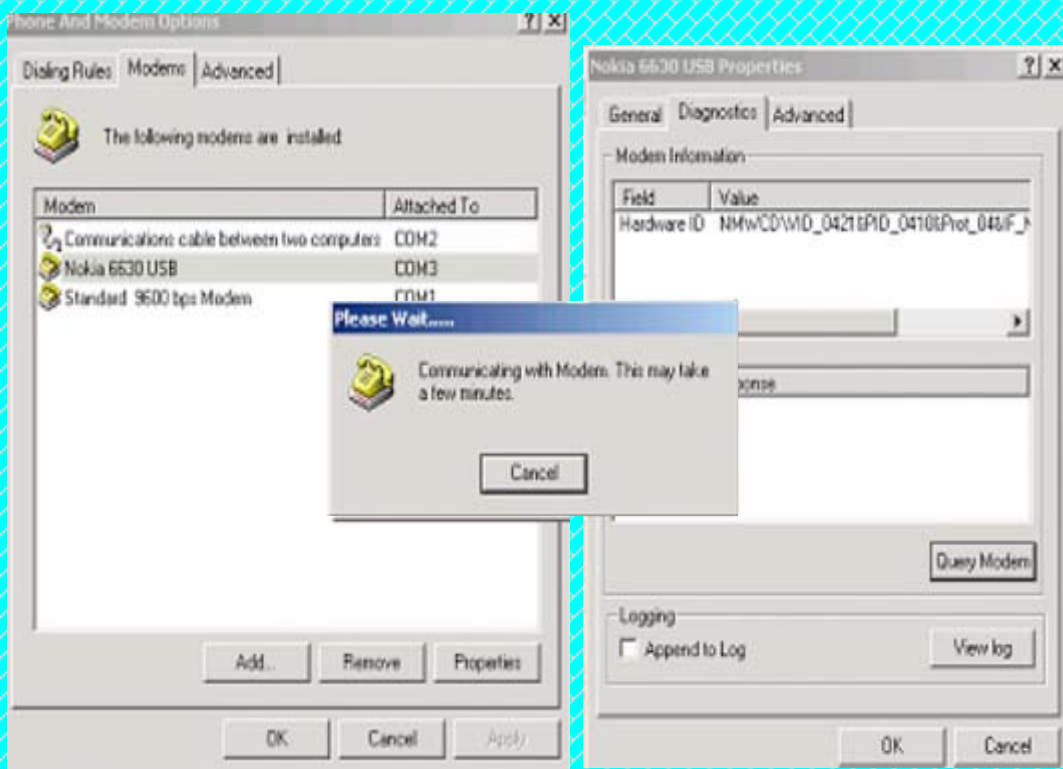
Extra initialization commands:
+cgdcont=1,"gprswest.cellone.in" and again click on Query
Modem and see the result ok as shown in the earlier slide.
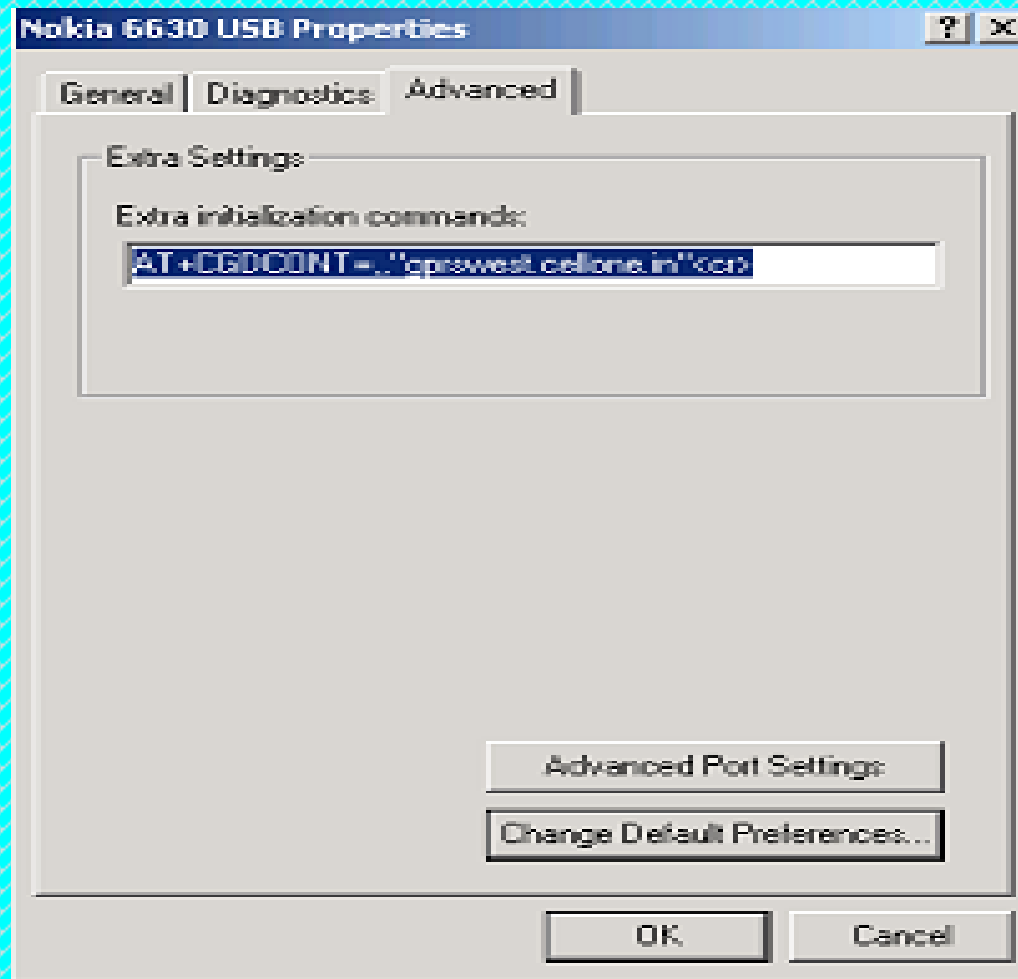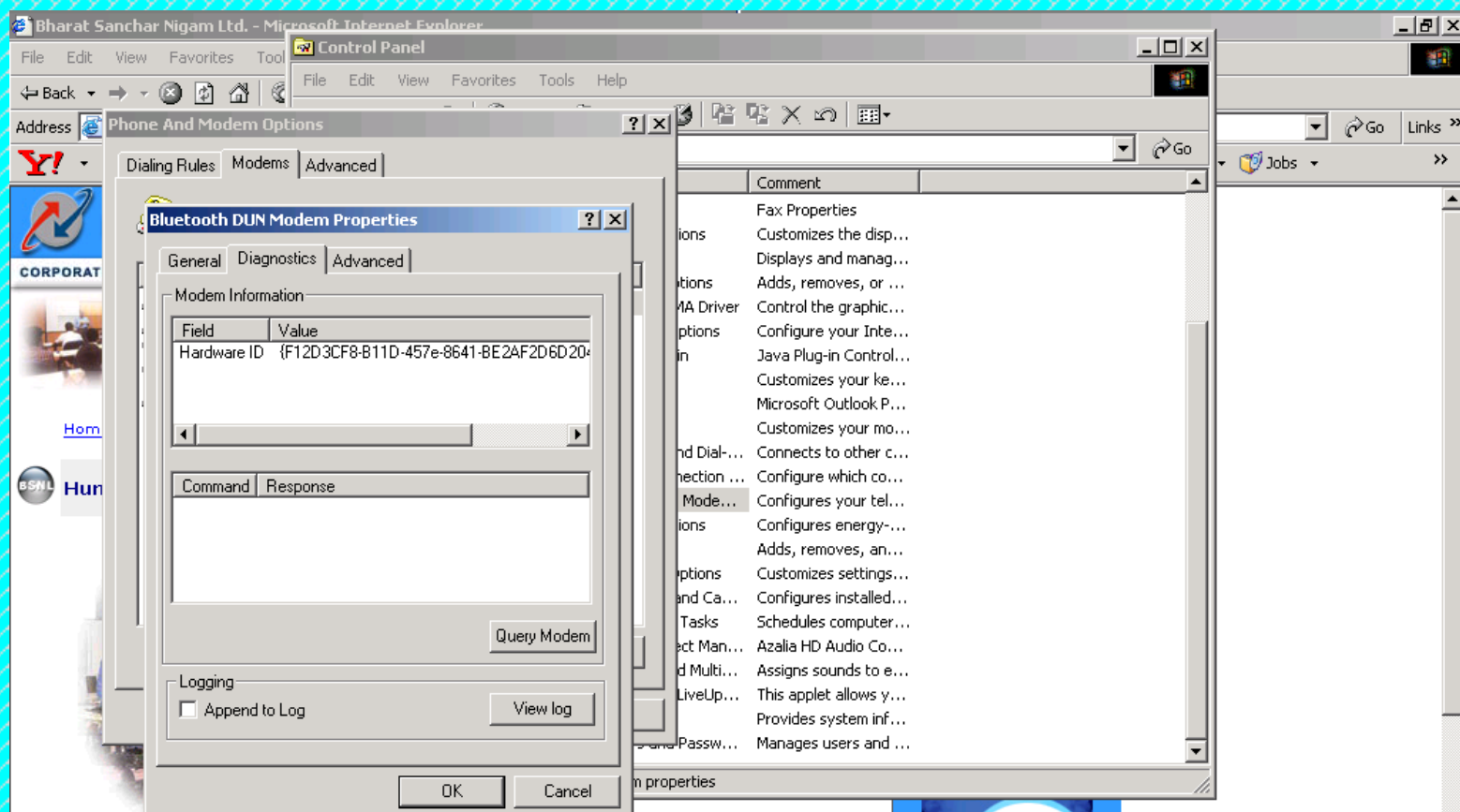
FOR BLUETOOTH:
Bluetooth DUN Modem should be present and attached to COM port as per slide

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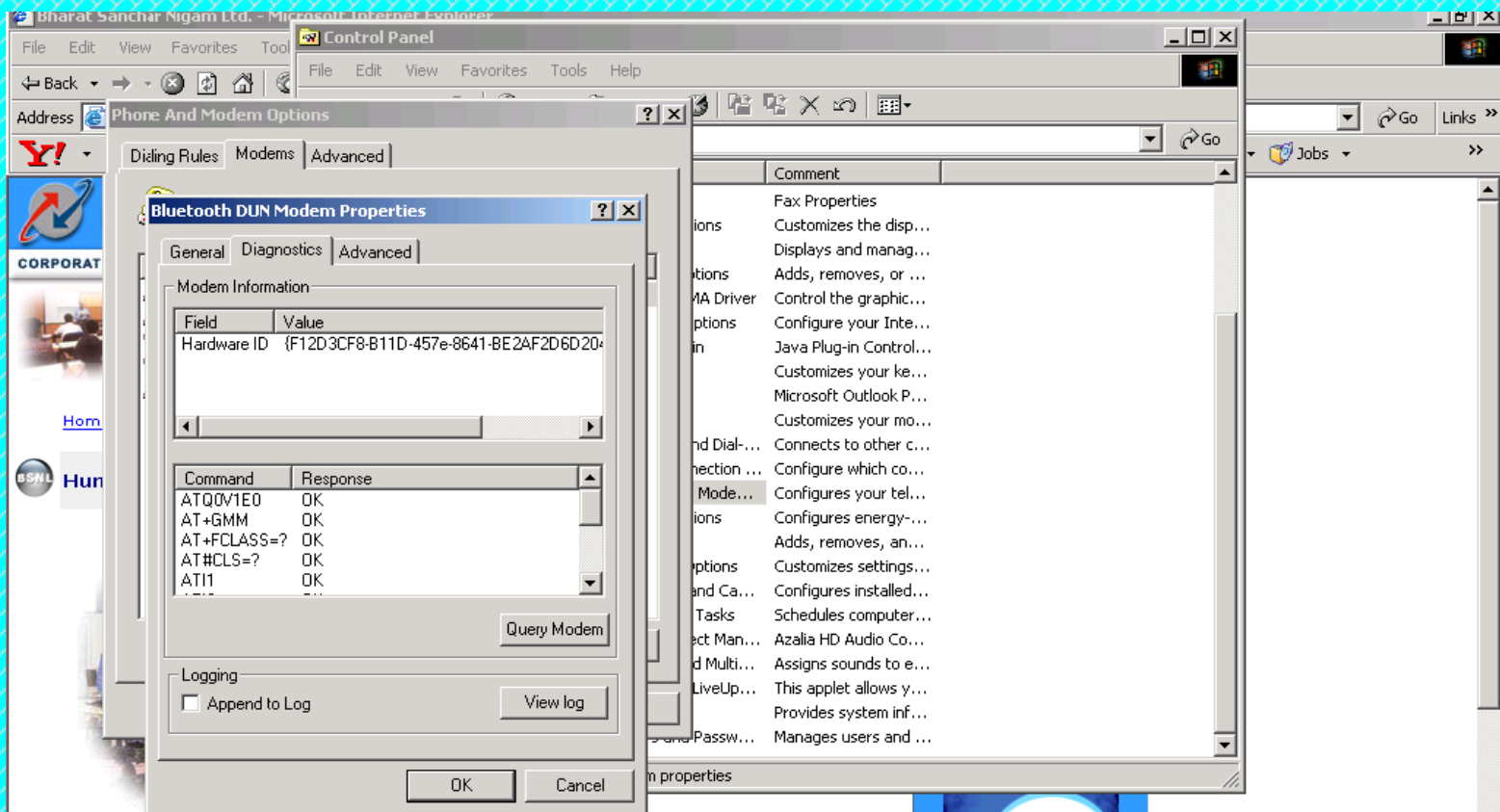Query Modem it should same as shown in the next slide

Should be OK

- Bharat Sanchar Nigam Limited has a vast reservoir of highly skilled and experienced work force of about 3,57,000 personnel.
- We believe that our staff, which is one of the best trained manpower in the telecom sector, is our biggest asset.
- 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-

In case of problem take cursor to Tools→Configurations→
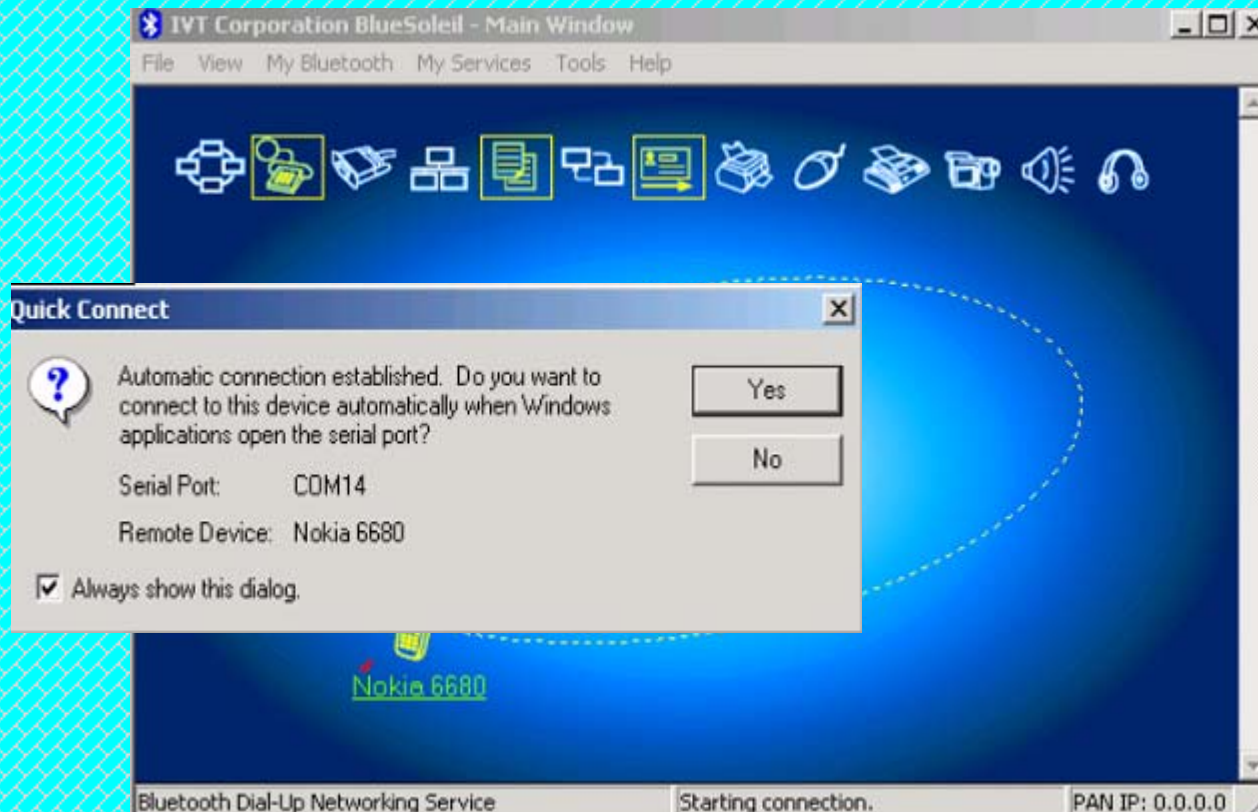Quick connect→(go to next slide)
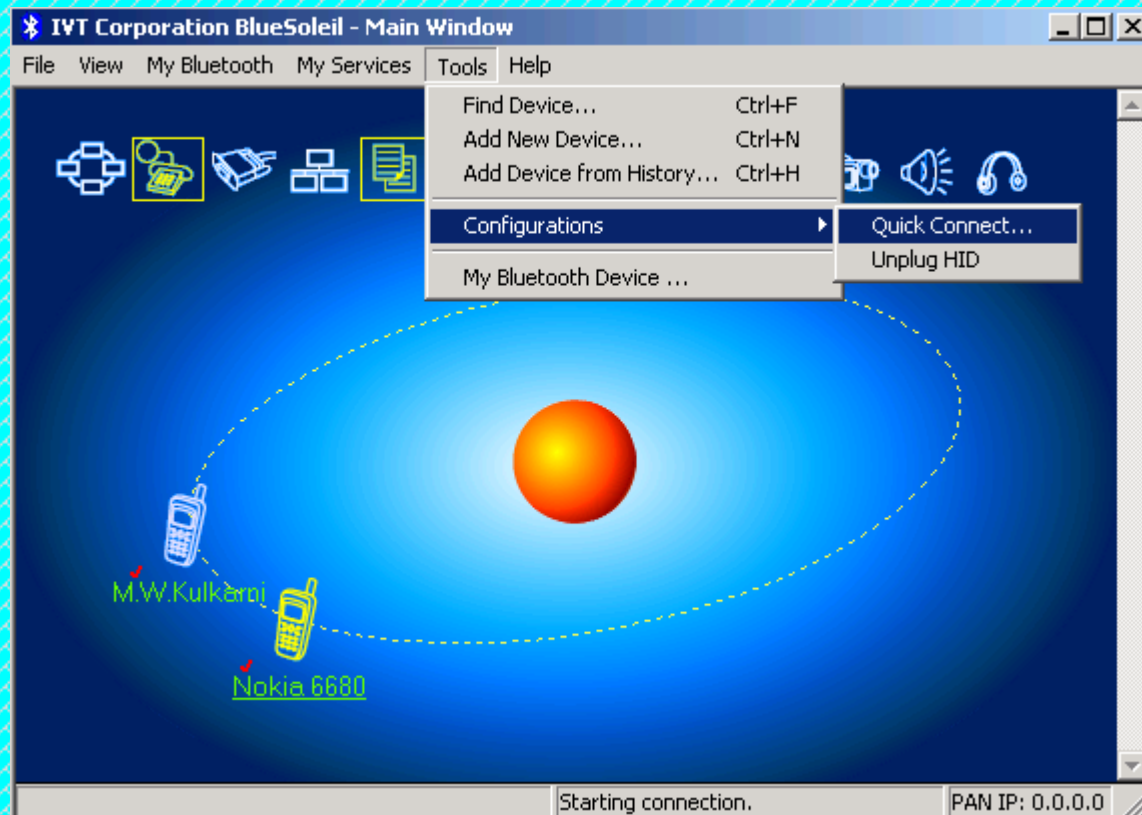
Select the COM[DUN] and click on Assign.
It will be get assign(next slide)
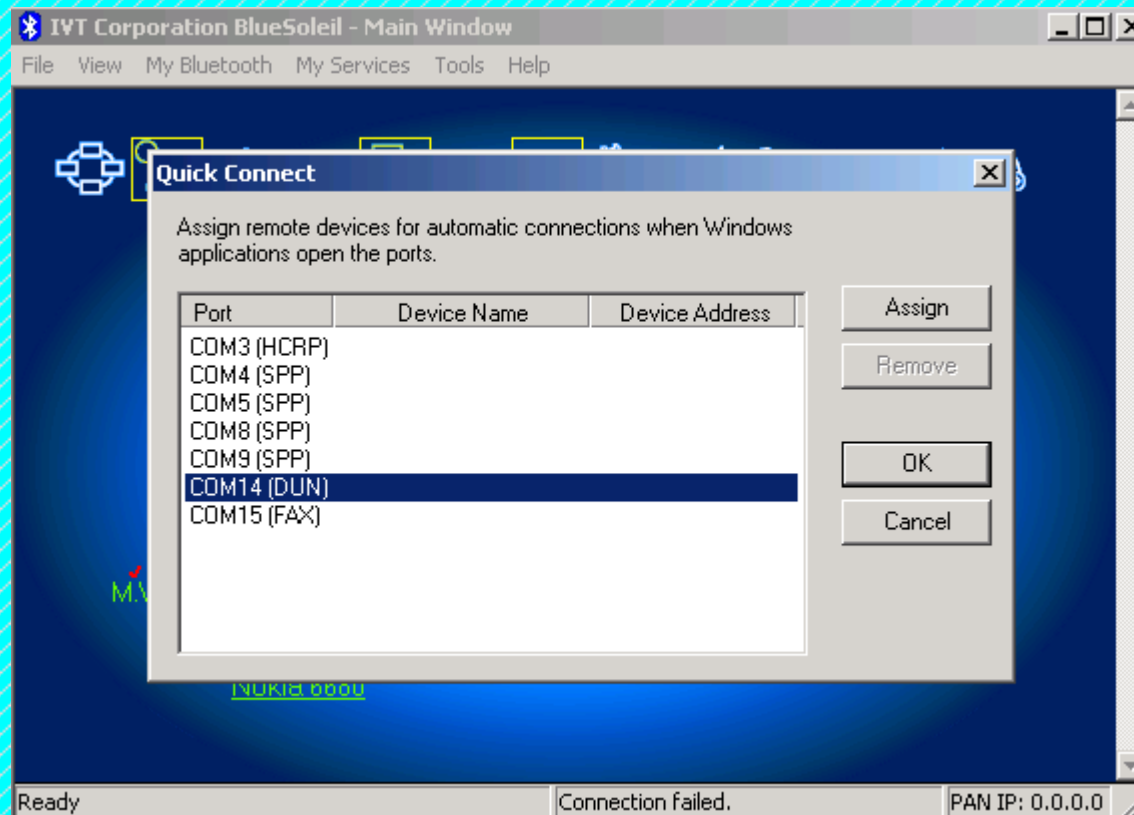
Click on Yes.
The port will be get assign and try to connect the internet.

For all of the problems discussed earlier please remove the earlier PC Suite (if any installed).

To Remove
Go to start→Settings→Control panel→Add/Remove Programmes→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
www.sonyericsson.com
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:

www.nokia.com/pc suite

www.nokia.com

www.nokia.co.in

Nokia care line +91(80)30303838

THANK YOU

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.