

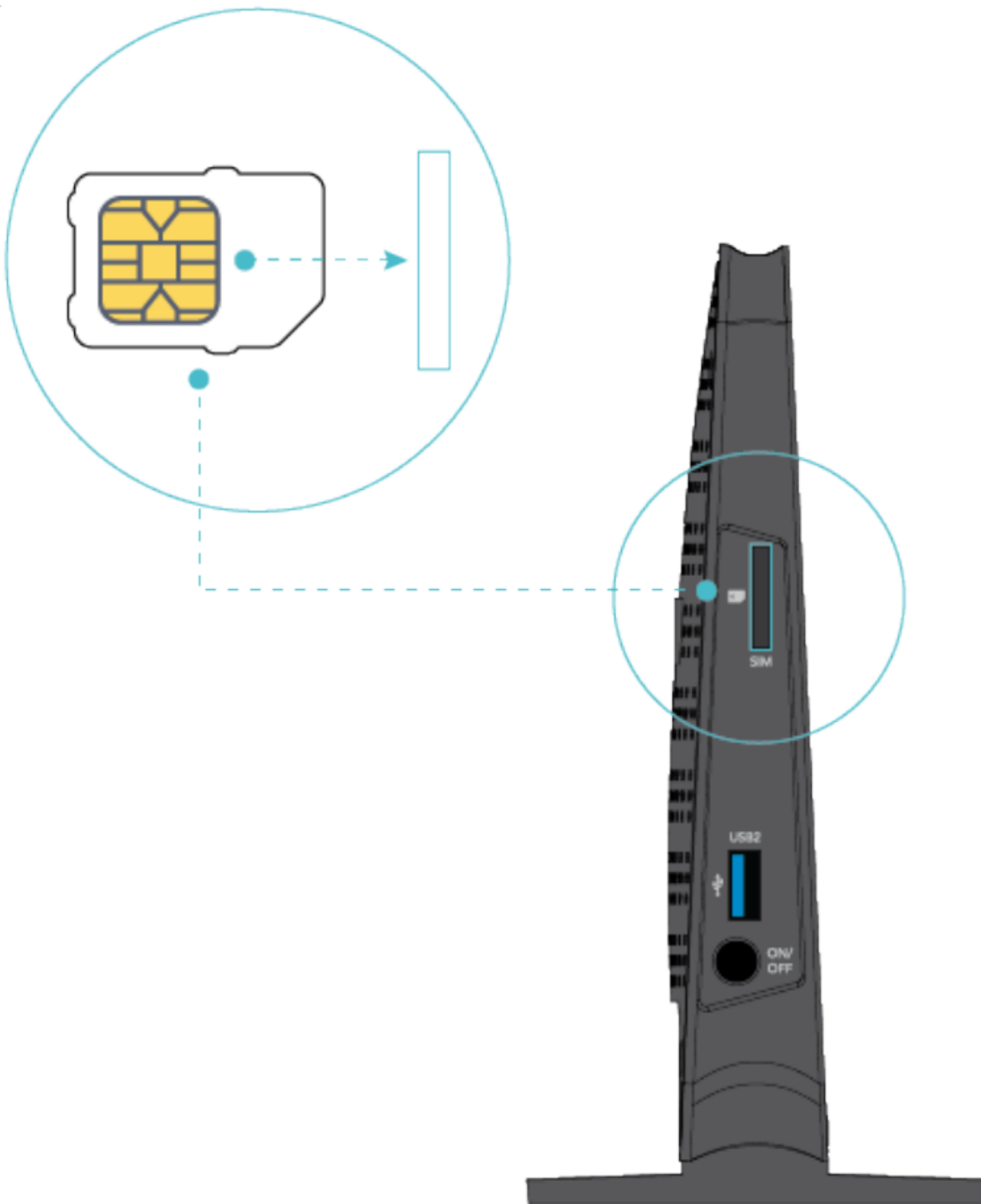
## Unable to Connect after Configuring Wireless Broadband service with Netcomm NL1901ACV

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Given that you have configured the modem manually, and you are still unable to connect, click on **Device Info** then **Summary**. Scroll down at the very bottom till **Device Info for Cellular Network** is seen.



source and check if the SIM card is inserted correctly as shown below.



- Check the signal strength and consider placing your modem where it can get better reception.

Once done, access the modem gateway and check if the settings has been retained when you configure it the first time.

## Understanding Action Type of a WBB Settings

1. **Connect**- this means the current setting is not used or not connected yet to the network. If this is the case you just need to hit Connect provided that the setting of it is correct.


Interface	Description	Type	Vlan8021p	VlanMuxId	Igmp	NAT	Firewall	IPv6	Mld	Manage	Edit	Action
Ite0	mobile	mobile	N/A	N/A	Disabled	Enabled	Enabled	Disabled	Disabled	PIN	Edit	Connect



2. **Disconnect** - this means the current setting is being used by the modem.

**Wide Area Network (WAN) Service For Mobile Broadband Setup**  
Choose Add, Remove or Edit to configure a WAN service For Mobile Broadband interface.

Interface	Description	Type	Vlan8021p	VlanMuxId	Igmp	NAT	Firewall	IPv6	Mld	Manage	Edit	Action
Ite0	mobile	mobile	N/A	N/A	Disabled	Enabled	Enabled	Disabled	Disabled	PIN	Edit	Disconnect



Online URL:

<https://articles.spintel.net.au/article/unable-to-connect-after-configuring-wireless-broadband-service-with-netcomm-nl1901acv.html>

