

# Mobile Broadband Troubleshooting Steps

**Note:** Before you proceed, please check on our [network status page](#) if there's any outage reported in your area that may cause your service difficulty.

For new customers, you need to activate the SIM card online first by visiting our [activation page](#) before you can use the service.

## Click the issue to take you directly to the steps

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## Can't connect to the internet

Factors affecting Mobile Broadband connection issue:

1. Network
2. Sim card

### 3. Device

If you're having issues with the connection, try to turn off the device for at least 3 minutes to reset the connection. Check if the SIM card is inserted correctly and fits to the SIM card tray. Turn ON the device and check the connection. If the issue persists, try to insert the SIM card to a data capable device like a smartphone or a tablet to determine whether it's a device issue or not.

If everything has been checked, and the issue persists, press and hold the reset button on your modem to restore its factory default settings. If the issue won't fix on the first attempt, [contact us](#) for further assistance to avoid damaging the modem.

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## Getting a slow connection

High Speed is a variable speed and would depend on the Optus 4G network, which works similarly with mobile. However, if the speed is unbearably slow, check out the steps below.

- 1. Confirm all devices are affected.**

Observe the connection in the morning, afternoon or evening as it might be a network congestion affecting your speed.

- 2. Review Modem Settings.**

Note: Our devices are plug and play. When the SIM card is inserted correctly, the necessary settings will automatically configure and establish a connection. If needed, you may try the steps below in setting up the APN.

## Modem Settings

- [Netcomm NL1901](#)
- [TP Link WiFi M7350](#)
- [Netgear AC800S](#)
- [Huawei B818](#)

Once done, **make sure your device is getting signal bars.** Try other areas other than your home location as the issue may be location specific

If everything has been checked, and there's no improvement with the speed, press and hold the reset button on your modem to restore its factory default settings. If the issue won't fix on the first attempt, [contact us](#) for further assistance to avoid damaging the modem.

## Netcomm NL1901

1. To access modem's interface, please make sure your device is connected to the modem and enter **192.168.20.1** into the browser

address bar.

2. At the login screen, type admin into the Username field, and type the modem serial number into the Password field then click on OK. The modem serial number can be found on the bottom of the hardware that should have the admin login details.
3. Once logged in, go to **Advanced Setup > Mobile Broadband** then click **Disconnect** (if it is currently connected) and click **Edit**. Apply the settings below:

**NL1901ACV**

Device Info  
Basic Setup  
**Advanced Setup**  
Layer 2 Interface  
WAN Service  
**Mobile Broadband**  
LAN  
NAT  
Security  
Parental Control  
Quality of Service  
Routing  
DSL  
UPnP  
DNS Proxy  
DLNA  
Storage Service  
Interface Grouping  
IP Tunnel  
IPSec  
Multicast  
Wireless

☒ Support NDIS  
☒ DHCP  
☒ Enable NAT

User Name:   
Password:   
Authentication Method: **AUTO** ▼

**APN:**

Dial Number:   
Net Select: **Auto** ▼  
Dial Delay(in sec.):

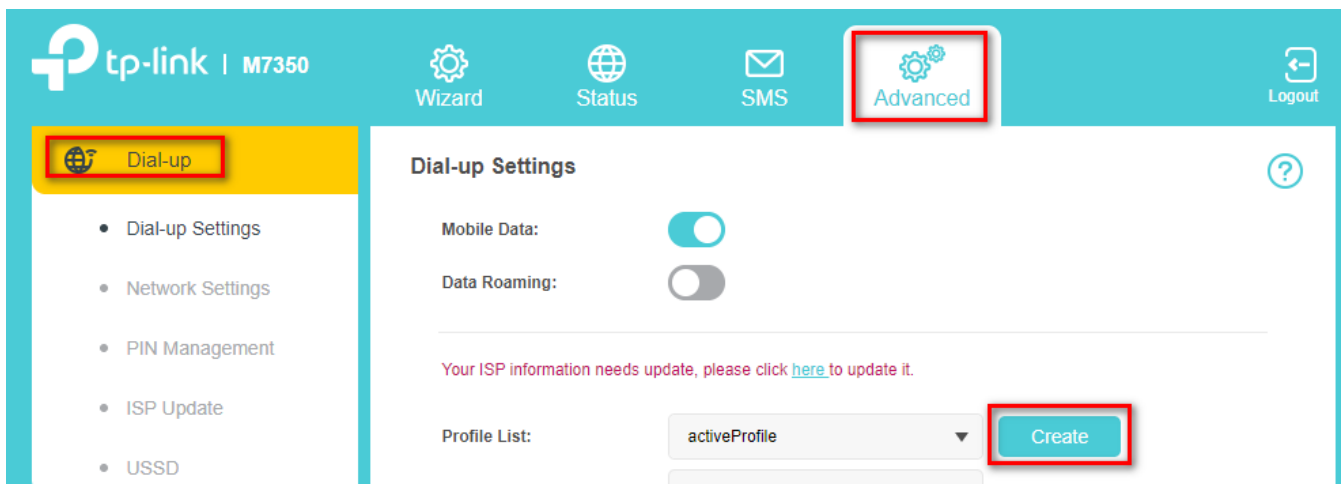
**Default WAN Connection Select:** **Mobile Broadband** ▼

**Apply/Save**

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# TP Link WiFi M7350

1. To access modem's interface, please make sure your device is connected to the modem and enter **192.168.0.1** into the browser address bar.
2. Log in with the password you have set up. The default username/password is **admin**.
3. Once logged in, go to **Advanced > Dial-up** and click **Create**



4. Enter **connect** into the APN field and click **Save** to apply the new settings.

The screenshot shows the TP-Link M7350 web interface. The top navigation bar includes the TP-Link logo, the model number M7350, and tabs for Wizard, Status, SMS, Advanced, and Logout. The left sidebar has a 'Dial-up' section with a list of settings: Dial-up Settings, Network Settings, PIN Management, ISP Update, and USSD. Below this are 'Wireless' and 'NAT Forwarding' sections. The main content area is titled 'Dial-up Settings' and contains several fields: Profile Name, PDP Type (set to IPv4), APN Type (set to Static), APN (set to connect), Authentication Type (set to CHAP), Username, and Password. The 'APN' field is highlighted with a red box. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button also highlighted with a red box.

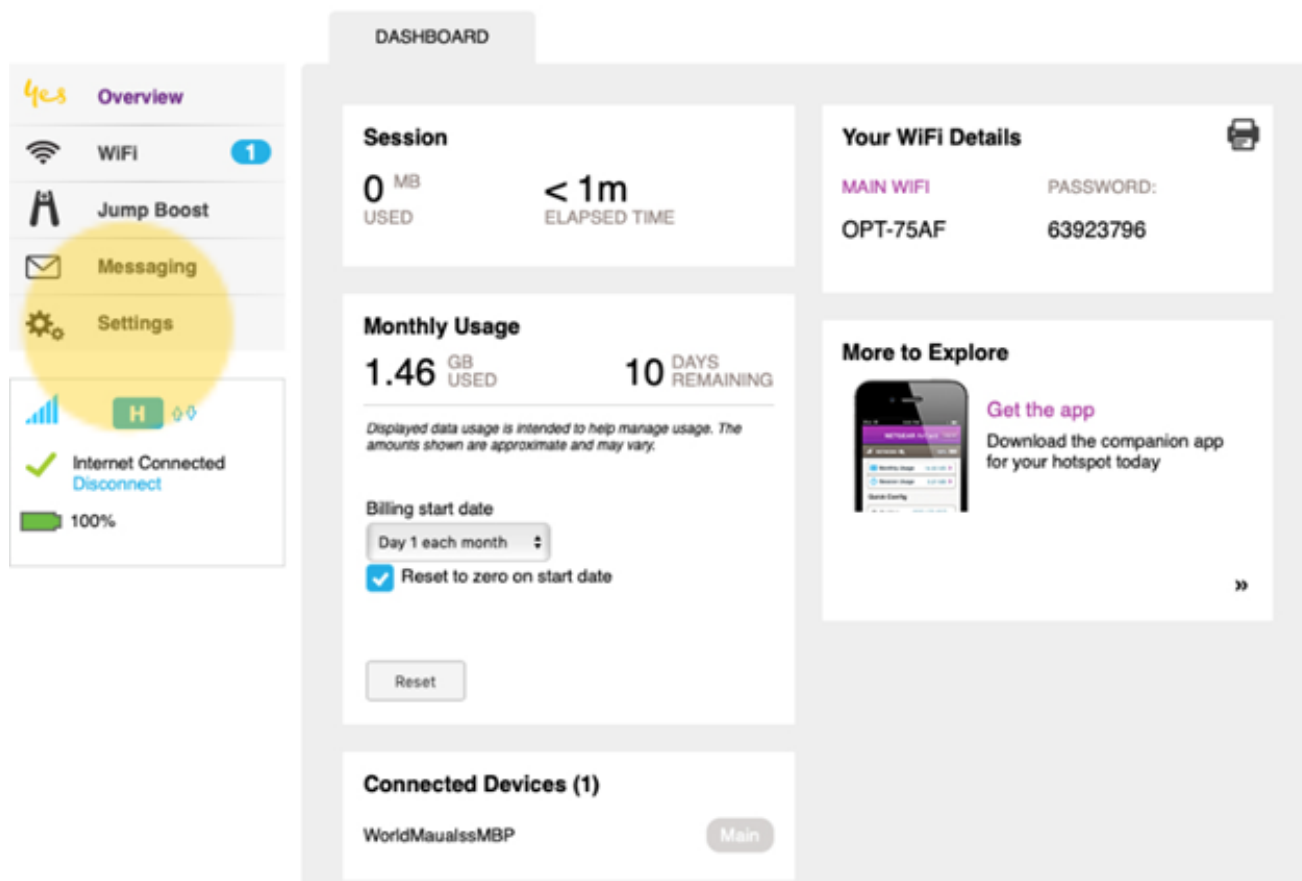
Profile Name:	<input type="text"/>
PDP Type:	IPv4
APN Type:	Static
APN:	connect
Authentication Type:	CHAP
Username:	<input type="text"/>
Password:	<input type="text"/>

[Cancel](#) [Save](#)

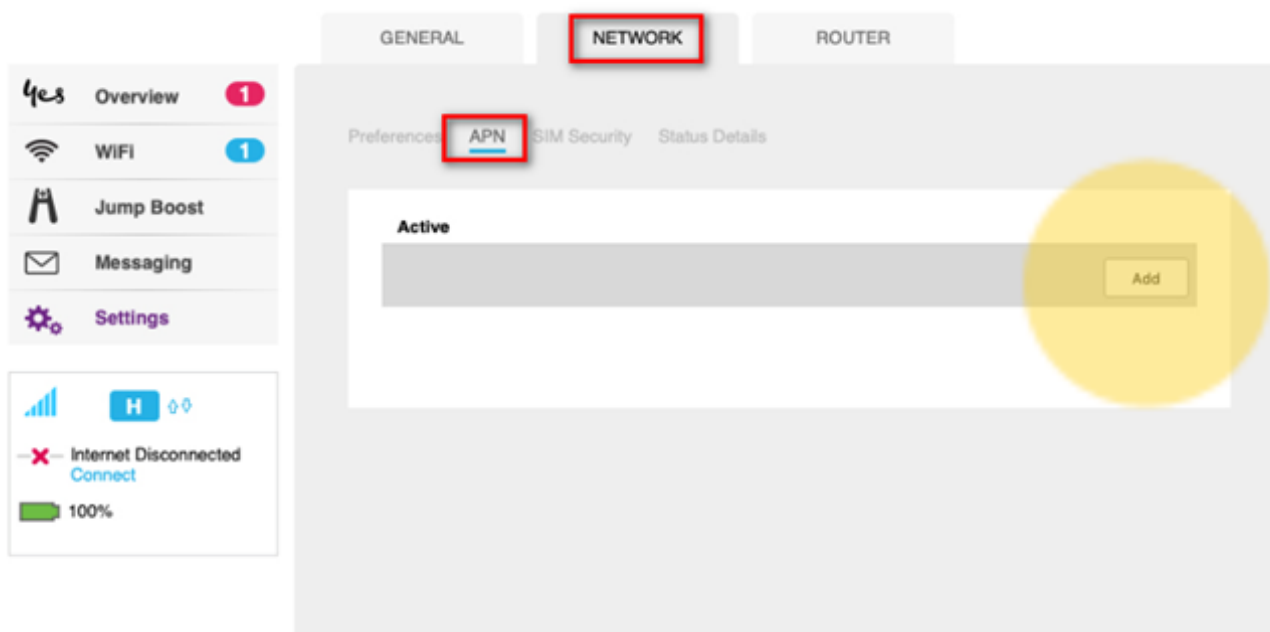
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## Netgear AC800S

1. With your device connected to your modem, access the router [web interface](#).
2. Once logged in, click Settings



3. Go to Network, then select APN. Click Add.



4. Enter the following details:

Name: (leave it blank)

APN: connect

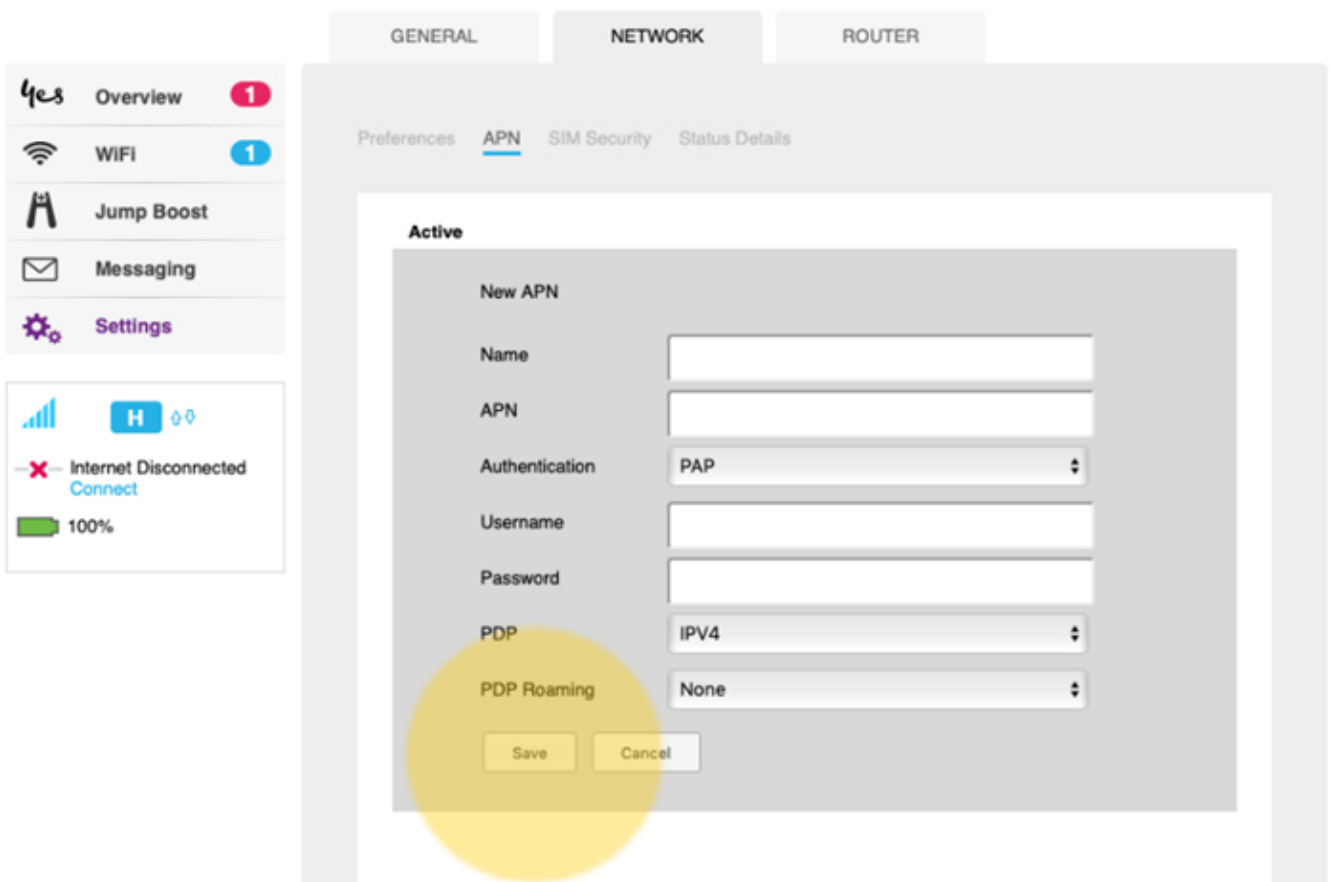
Authentication: None

username: (leave it blank)

password: (leave it blank)

PDP: IPV4

PDP Roaming: None



Save to apply the settings.



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## WiFi connection does not work

1. With the modem powered up, check the available WiFi network and select the WiFi name of your modem.
2. Make sure you input the correct password. If you haven't changed the default WiFi name and password of your modem, these can be found on the sticker of your modem.
3. If the issue persists, restart your modem. Check other devices if they can connect. Otherwise, check these [steps](#).

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Online URL:

<https://articles.spintel.net.au/article/mobile-broadband-troubleshooting-steps.html>