

3G-6200N/ 3G-6210N Quick trouble shoot guide

Q: the router I have bought does not connect to the internet, what should I do?

Ans 1: have you activated your USB modem yet? Brand new modems that has not been activated cannot be used with the router. Which means, it doesn't work alone yet anyway. Please make sure the modem has been activated first

Ans 2: Is there credit in the SIM card? In many situations, it is just that data plan has been used up or the user has reached data limit. Please plug the USB modem in directly to make sure you can browse the internet first.

Ans 3: is the USB modem working? Double check the light on the modem. There should be a distinct colour or pattern when the USB modem has internet connection. If there is no lights on the modem at all, please to take out the modem and plug it back into the router.

NOTE: it is always a good idea to connect the USB modem directly to your computer to make sure you can go onto the internet via USB modem first as most cases fault might be caused by the modem.

Ans 4: if you are using 3G-6210N, have you charged your router yet? The router does have a 4 hr battery life if fully charged but it is easy to just forget about it. Especially when it is brand new, please charge your battery first.

Ans 5: are you aware of the compatibility list? Is the modem used in our compatibility list? If the modem is not in the list, it is highly likely that it will not work in the first place. It is important to check the list before buying this product as there is no point paying for something that we know it will not work in the first place.

Ans 6: is the router using the latest firmware? Even when the modem is in the compatibility list, there is a chance that it will not work straight away. This is because with modems that were produced later on, we had to make them work with our router using a patch update called "firmware update". That is why you might not have a router that work straight out of the box. Please always make sure you have the latest firmware version then you will be sure your modem will work with the router once it has been setup.

Ans 7: do you know what APN is? If you are unaware of it, it probably means that your router has not been setup properly yet. The connection will only work once the correct APN has been input. You might also need a username and password or pin number as well. If you are unaware of any of these, please contact your ISP for help. Once you have those information, please put them into the router and it should start working.