



southern cross
TELCO

OWC Troubleshooting

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Error 619/628

Meaning:

The Mobile service is trying to connect to the network and is being rejected as the settings do not match.

Cause:

- 1) The service is suspended/inactive.
- 2) The customer has the incorrect APN set in Modem.

Solution:

- 1) Call SCT Customer Service on 1300 855 728
- 2) Ensure APN is set correctly to match the network.
 - a. SCT APN: connect

The device has been disconnected or is unavailable

Meaning:

The Wireless Broadband cannot detect the device is connected to the computer.

Cause:

- 1) The device is currently not plugged in
- 2) The device has been plugged into a second USB Port
- 3) Another device/software on the computer is using the USB Modem already.
- 4) The USB Modem Drivers Are corrupt or were not installed correctly.
- 5) Hardware/Software on Computer in conflicting with device OR modem is faulty

Solution:

- 1) Plug the USB Modem into the computers USB Port
- 2) Unplug the device & plug it in to the original USB Port
- 3) Unplug the Device, restart the computer. Once computer restarted Plug the USB Modem back in.
- 4) Unplug the Device, Uninstall Wireless Broadband Software, restart computer. Once computer restarted plug USB Modem in & run through setup guide.
- 5) Plug modem into second computer. If this installs & connects correctly please contact local assistance to resolve computer issue. If this does not work, the modem is possibly faulty, Please contact SCT Customer Service on 1300 855 728.

The SIM Card has not been detected or is invalid

Meaning:

The Wireless broadband software cannot read/detect the sim card in the USB Modem.

Cause:

- 1) The Sim card has not been installed in the device correctly.
- 2) The Software/USB Modem has not been installed correctly or has become corrupt.
- 3) The Sim Card or USB Modem is faulty.

Solution:

- 1) Ensure that the SIM card has been inserted in the dongle. Remove the sim card holder from the device and re-insert Sim card.
- 2) Unplug the Device, uninstall Wireless Broadband software, restart computer. Once computer restarted plug USB Modem in & run through setup guide.
- 3) Put the Sim Card in an unlocked Mobile handset. If there is a similar error, the sim card may be faulty. If the mobile handset detects the sim card & gets reception the dongle may be faulty, Contact SCT Customer Service on 1300 855 728.