



Broadband Troubleshooting Guide

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Glossary :



Model: E220

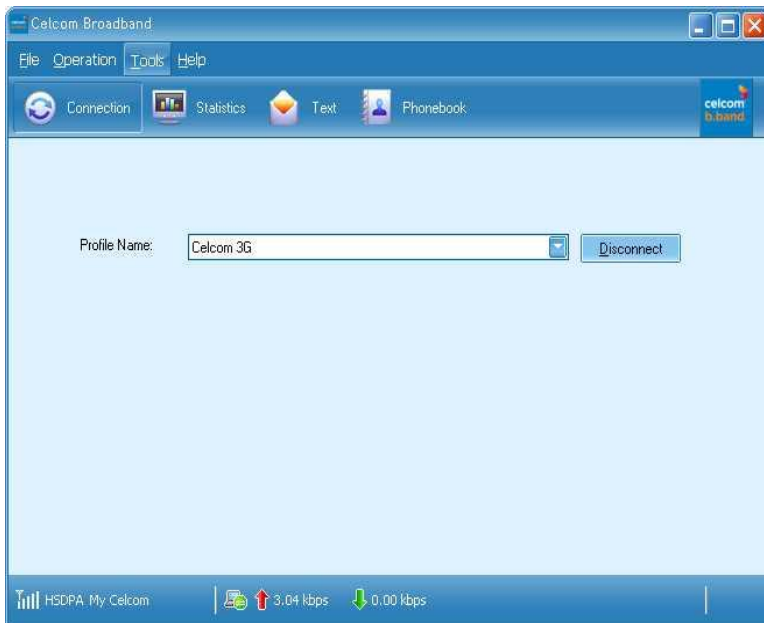


Model: K3565,
K3565-Z, K3520

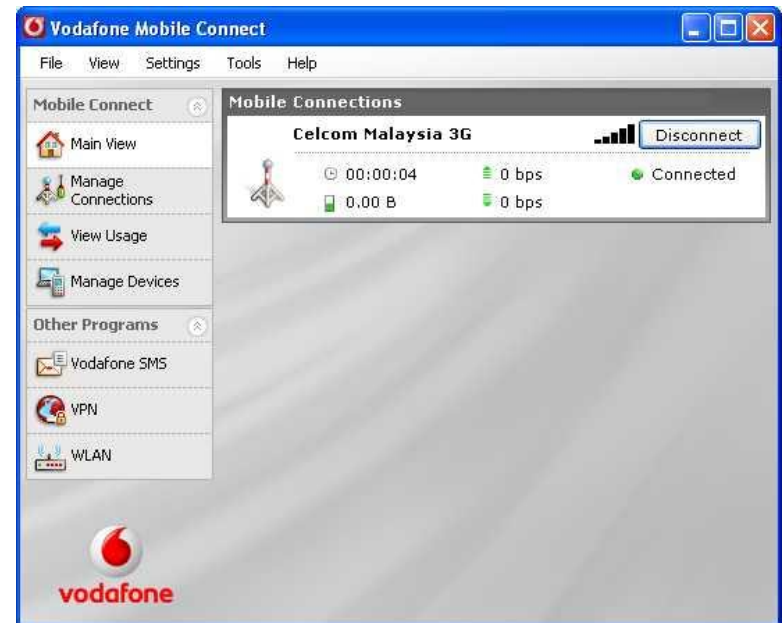


Model: E1550

Celcom Certified Modems



Celcom Broadband Manager software



Vodafone Mobile Connect (VMC) software



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Basic Troubleshooting Guide

Note:

Please note that the Celcom Broadband Troubleshooting Guide is based only on Celcom Certified Modems with Vodafone Mobile Connect (VMC) or Celcom Broadband Manager software. If you require assistance in installation these software, kindly refer to our installation guide [here](#)

Basic Broadband Troubleshooting Guide



1. Ensure your Celcom Broadband SIM card is inserted correctly into your modem and modem is inserted properly into the USB slot.
2. Once modem is inserted into the USB slot, the modem will then display the mobile data network that has been detected. Please refer below:



Indicates either:
 i. SIM card is faulty
 ii. Broadband service is down

Blinking -
 Network found
 Proceed to connect

Solid –
 Connected to network.
 Max. theoretical download speed is **236kbps**

Blinking -
 Network found
 Proceed to connect

Solid –
 Connected to network.
 Max. theoretical download speed is **384kbps**

Solid –
 Connected to network.
 Max. theoretical download speed is **3.6Mbps**

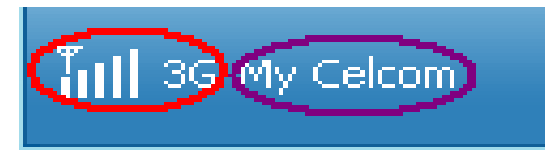
Basic Broadband Troubleshooting Guide



1. Celcom signal bar appear in **Mobile Connections** tab in VMC & on **Connection** tab in Celcom Broadband Manager. Kindly refer to picture below where signal bar indicator is circled in **red**.
2. You can also determine which network you are attached to by looking at **Mobile Connections** tab in VMC & on **Connection** tab in Celcom Broadband Manager. Kindly refer below, circled in **purple**.



Vodafone Mobile Connect (VMC)



Celcom Broadband Manager

Basic Broadband Troubleshooting Guide



1. Ensure that the APN is set correctly:

For **Celcom Broadband Manager Client**, this setting can be viewed at **Tools > Options > Profile Management > APN & Access No.**

*Please note that **NO** changes can be made.*

For **Vodafone Mobile Connect Client**, this setting is defaulted and **NO** changes can be made and users are not able to view the settings.

2. If you have created another profile, kindly ensure that the APN and Dial-up number is as per stated below:

Access Point Name (APN) : **celcom3g**

Dial up number: ***99#** or ***99***1#**

Basic Broadband Troubleshooting Guide



1. In the event, the modem is unable to logon to any network signal, kindly check the followings:

Check whether Mobile Data network (GPRS, EDGE, 3G or HSDPA) is available at your location via below:

SMS – Type **Broadband Here** and send to **21122**

WEB - [Coverage Map](#)

2. For users who uses **Vodafone Mobile Connect Client**:

Go to [Manage Devices](#) > [Select Modem](#) > [Edit](#) > [Select 3G Only or Preferred](#) > [OK](#)
> [Apply](#) > [OK](#)

3. For users who uses **Celcom Broadband Manager Client**:

Go to [Tools](#) > [Options](#) > [Network](#) > [Network Type](#) > [Select 3G Only or Preferred](#) > [OK](#)

Note :

3G Only - the modem only attach to either 3G or HSDPA network.

3G Preferred - the modem can attach to GPRS / EDGE / 3G or HSDPA network, based on received signal strength

Basic Broadband Troubleshooting Guide



1. To determine whether it is a service or modem issue, test the Celcom Broadband SIM on a handset or another modem (minimum of 2 – 3 different locations)

Please refer to the scenarios below:

If issue happens in **SELECTED** locations – indicates that it might be [network related issues](#).

If issue happens in **ALL** locations - indicates that it might be a [SIM or device \(modem / PC\) issue](#).

2. If test result indicate that the issue is :-

Service – Please contact [Celcom Careline](#) for further troubleshooting.

Modem – kindly refer to the warranty card or visit the **Dealer outlet** where you purchased the modem from.

Note:

Please refer to Celcom Broadband [Support section](#) to ascertain whether the modem you are using is a Celcom authorized modem.

Basic Broadband Troubleshooting Guide



1. To determine whether it is a USB port issue or PC issue, test modem on a **different** USB port, Desktop or Laptop.

2. If test result indicate that it is:-

PC /Laptop issue - kindly contact your IT reseller or laptop manufacturer's for further assistance.

Additionally, kindly check whether your **Antivirus** is updated and perform a Virus Scan to ascertain whether your laptop is not infected by virus.

Contact Us



If issue persist, please contact Broadband Customer Service Call Centre for further troubleshooting:

1300 111 000 or **1111** (if you are calling from Celcom mobile number)

Please select **3** (Broadband) and **0** (to speak to our broadband agent)

Alternatively, please write in via:

Email: careline@celcom.com.my; or

Fax : **03-3630 8889**

Or walk in to any of our [Celcom Branch](#) for further assistance.



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Troubleshooting Method

- Unable to Connect

Troubleshooting Method

- Unable To Connect



STEP A

Please go through **Step 1 – 6**. If issues persist, kindly proceed to [Step 7](#) and please provide all information in **Step B** below.

Note:

Check firewall / antivirus settings.

- Some anti-virus could be blocking **Vodafone Mobile Connect** or **Celcom Broadband Manager** application

STEP B

Please note that **ALL** information in this step is crucial in order to expedite troubleshooting.

Information required:

1. Broadband no.
2. Alternate contact no.
3. Devices Information: laptop model, OS and modem's model.
4. Location(s) where this issue occurred
5. Time and date issue occurred
6. Error message displayed.
7. Short description on troubleshooting performed and issues faced.



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Troubleshooting Method – Disconnected While Browsing

Troubleshooting Method

– Disconnected While Browsing



STEP A

Please go through **Step 4 – 6**. If issues persist, kindly proceed to [Step 7](#) and please provide all information in **Step B** below.

STEP B

Please note that **ALL** information in this step is crucial in order to expedite troubleshooting.

Information required:

1. Broadband no.
2. Alternate contact no.
3. Devices Information: laptop model, OS and modem's model.
4. Location(s) where this issue occurred
5. Time and date issue occurred
6. How long were you connected before disconnection happens again?
7. Error message displayed.
8. Short description on troubleshooting performed and issues faced.



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Troubleshooting Method

– Able To Connect But Unable To Browse

Troubleshooting Method

Able To Connect But Unable To Browse



STEP A

For this step, you have to test out a minimum of **2 – 3 different websites**.

Kindly perform testing using the **SAME** USB Modem and Celcom Broadband SIM.

Please note on the scenarios below:

a. Unable to browse certain websites - indicates that the said website might be temporarily down, blocked or congested.

Note: Celcom DO NOT blocked any website unless specifically instructed by Malaysian Communication and Multimedia Commission (MCMC)

b. Unable to browse **ALL** locations - indicates that it might be network or device / settings (modem / PC) issue.

c. Test whether Service or Modem issues, test Celcom Broadband SIM on a different handset, modem and PC.

STEP B

Check browser settings.

- If you are using the same laptop / desktop for personal use and work, kindly ensure that the proxy setting is un-checked.

Troubleshooting Method

Able To Connect But Unable To Browse



STEP C

Check firewall / antivirus settings.

- Some anti-virus could be blocking **Vodafone Mobile Connect** or **Celcom Broadband Manager** application or changed your firewall / browser settings during an auto-update.

STEP D

Ensure there is no other ACTIVE connections.

- Two active connections will result in a conflict that results inability to browse

STEP E

If issues persist, kindly proceed to [Step 7](#) and provide **ALL** information below:

1. Broadband no.
2. Alternate contact no.
3. Devices Information: laptop model, OS and modem's model.
4. Location(s) where this issue occurred
5. Time and date issue occurred
6. IP address you are attached to
(To check – double click on the PC icon on task bar > select Details > copy IP address under Client's IP address)
7. Error message displayed.
8. List of website(s) you are unable to access.
(If only unable to access certain websites)
9. Short description on troubleshooting steps performed and issues faced.



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Troubleshooting Method – Slow Browsing

Troubleshooting Method

- Slow Browsing



STEP A

Please go through **Step 4 – 6**.

STEP B

Please contact [Celcom Broadband Customer Service](#) to enquire on usage to-date.

Note:

You are allocated 5GB per billing cycle of usage. Once exceeded, your speed will be throttled. To avoid being throttled, you can purchase additional data volume [here](#).

Broadband Basic (up to 384 kbps) – Throttled Speed up to **64kbps**

Broadband Advance (up to 3.6Mbps) – Throttled Speed up to **128kbps**

STEP C

Perform speed test a min of 3 times [here](#). Please record down the test results and average out the speed you are getting.

Note:

Average speed for **3G** packages is between 150kbps – 200kbps and for **HSDPA** packages is between 400kbps – 700kbps.

Troubleshooting Method

- Slow Browsing



STEP D

The following are possible causes of slow browsing:

Sharing Connection – If you are using WiFi router, kindly ensure your WiFi is password protected to avoid other unwanted users using your connections. Also ensure that the other party who is sharing your connection is not performing heavy downloading.

Downloading – If you are performing heavy downloads at the same time as you are browsing, kindly temporarily pause the downloads before proceeding with browsing. (e.g. megaupload, rapidshare, direct movies / music downloads)

STEP E

If issues persist, kindly proceed to [Step 7](#) and please provide all information in **Step F** below.

Troubleshooting Method

- Slow Browsing



STEP F

Please note that **ALL** information in this step is crucial in order to expedite troubleshooting.

Information required:

1. Broadband no.
2. Alternate contact no.
3. Devices Information: laptop model, OS and modem's model.
4. Location(s) where this issue occurred
5. Time and date issue occurred
6. Average speed test recorded earlier during troubleshooting
7. IP address you are attached to.
(To check – double click on the PC icon on task bar > select Details > copy IP address under Client's IP address)
8. Error message displayed.
9. List of website(s) you are unable to access.
(If only unable to access certain websites)
10. Short description on troubleshooting steps performed and issues faced.

THANK YOU