

Troubleshooting – Intermittent Browsing

This is only to be followed if a **particular website** is either not displaying or is not displaying correctly. If you are unable to view any pages at all please follow the 'Connection Issues' guide.

1. Have you successfully connected to the 3G network?

Please ensure you are connected to the 3G Network and you have a signal.

2. Are you able to view other websites?

Please try to go to www.google.com.au via your web browser. If it does not come up, please follow the Speed/Throughput troubleshooting guide.

3. Confirm website is displayed correctly via an alternative internet connection.

Have you tried the website on an alternative internet connection? Is it working there? If not, then it is an issue with the particular site you are viewing.

4. Confirm browser compatible with website and browser settings correct.

Some websites will not display correctly in all browsers, if you can, please try another browser such as Mozilla Firefox or Opera. Ensure settings are enabled on the browser to display the features of the website (JavaScript, flash, active-x controls, etc...). If you need further assistance regarding the above please speak with a computer technician / computer shop.

5. Confirm that you have no proxy settings set within the browser.

If proxy settings are set, please disable them in the browser. Close the browser and reopen.

6. Does the fault still occur using another browser?

Please try another browser such as Mozilla Firefox or Opera.

7. Is the website still not visible when switching between 2G/3G?

Please try switching network bearers between GSM and HSPA and retest.

8. Does clearing the browser cache and cookies resolve the fault?

Please remove the temporary internet files (usually in Tools -> Delete Files). Close the browser and re-open and see if this resolves the problem.

9. Is there any Planned and Unplanned outages listed on our website?

Please check to see if there are any outages posted on our 'Network Status' page.

10. Does a network selection, power cycle or reboot of the PC resolve the fault?

Please follow the network selection guide below to see if it resolved the issue.

11. Confirm no firewalls or security programs causing website display issues?

Please confirm that you have no active firewall or security programs running on your computer. If you do, please disable them. Test again to see if there is any further problem.

Troubleshooting – Intermittent Browsing (Appendix)

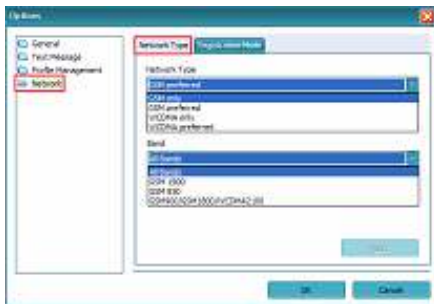
Switching Data Bearer GPRS/3G

1. To switch the data bearer you must be disconnected first. Please follow as below:

Tools -> Settings -> Network



2. Select the **Network Type** tab:



3. The Following options are available:

Network Type:

- GSM Only
- GSM Preferred
- WCDMA Only
- WCDMA Preferred

Band:

- All Bands
- GSM 1900 (Roaming Only)
- GSM 850 (Roaming Only)
- GSM 900/1800 WCDMA 2100

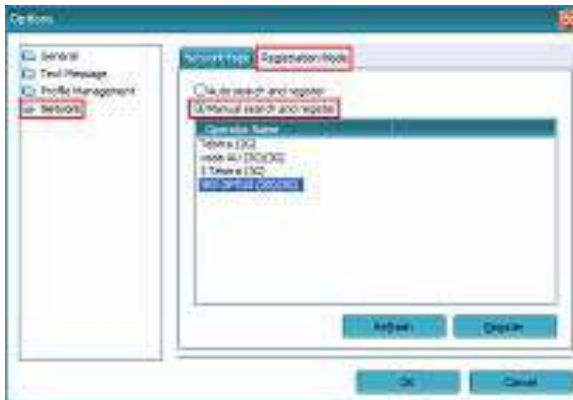
Network Selection

1. To perform a **Network Selection** you must be disconnected first. Then follow as below:

Tools -> Settings -> Network



2. You will then need to select the **Register Mode** tab followed by **Manual Search and Register** radio option. You will then need to select **Refresh**, the client should state searching:



3. You will then need to select **Register** on the desired network.