

# GPRS Connection troubleshooting

When you have any troubles with GPRS connection via Gotive H41, please read this add on manual to solve your problem.

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# 1. General notes

- At first remember that all Gotive H41 are tested for GPRS connection.
- GPRS connection is not very user friendly, but not too hard to learn.
- Last, but not least, remember that there is also a third party where can be a problem-your GSM/GPRS operator.

## **Before all:**

- Please be sure that you have GPRS SIM card from your operator and GPRS to Internet is enabled for your SIM card. (Not WAP, MMS or other GPRS possible connections)
- Ask your operator about APN (Access Point Name) for access to INTERNET. Operators have more than one APN. (E.g. to MMS messages, to private networks etc.)

## **This manual supposes that:**

- GPRS connection is created before using instructions in Gotive H41 User manual! If not please set up your GPRS connection.
- You have correctly inserted GSM/GPRS SIM Card in H41.

## **Problems with GPRS connection can be divided into these few areas:**

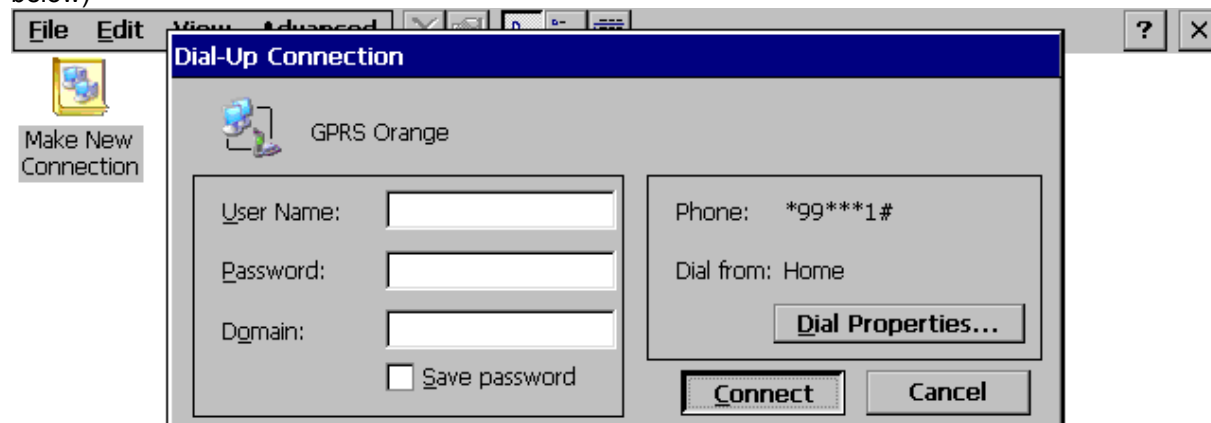
- Connection settings (Opening serial COM port, Dialing number, User authentication)
- Operator
- Other

**Note:** This manual is written to solve Connection settings problems and some Operator problems.

To find the solution to your problem quickly try to create a GPRS connection and watch when the connection crash. After displaying error message look into this manual for possible problems and how to solve them.

## 2. Starting GPRS connection

This manual supposes that you start GPRS connection by tapping on "Connect" button. (See picture below)

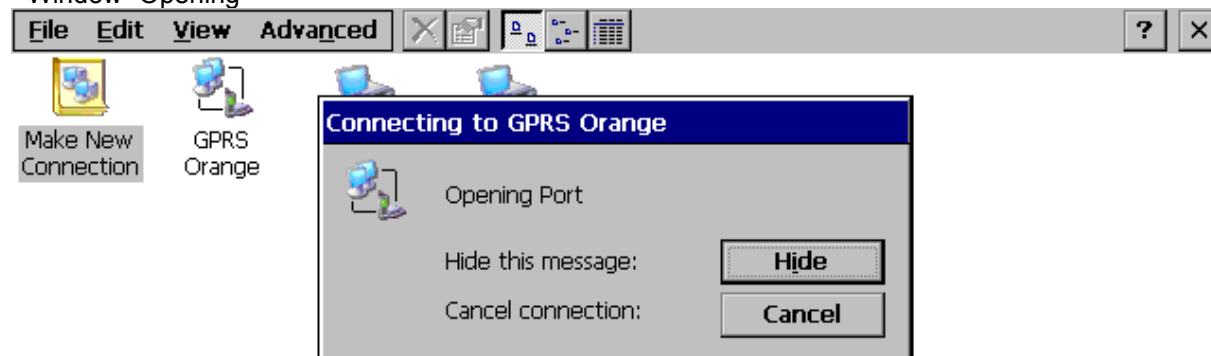


## 3. Creating GPRS connection

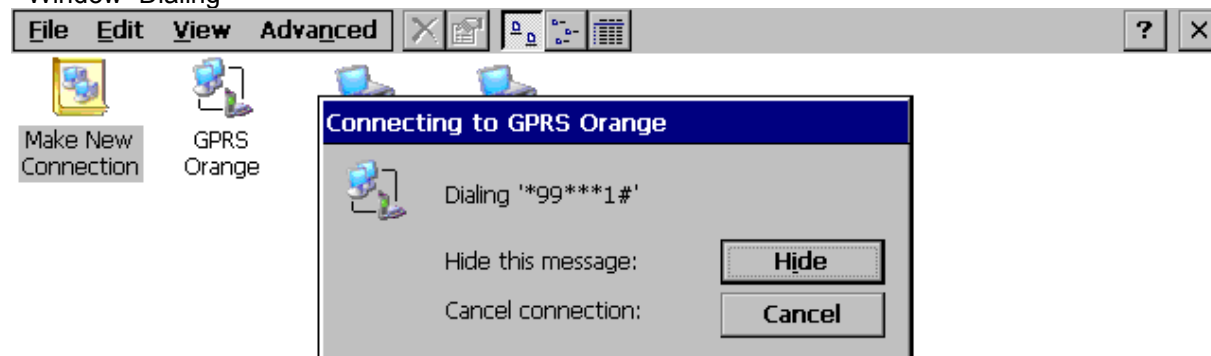
After tapping on button "Connect", windows starts creating a GPRS connection and displays these windows step-by-step. For better orientation we named this windows as you see below.

**Note: This part is very important for solving any problems with GPRS connection!**

- Window "Opening"



- Window "Dialing"



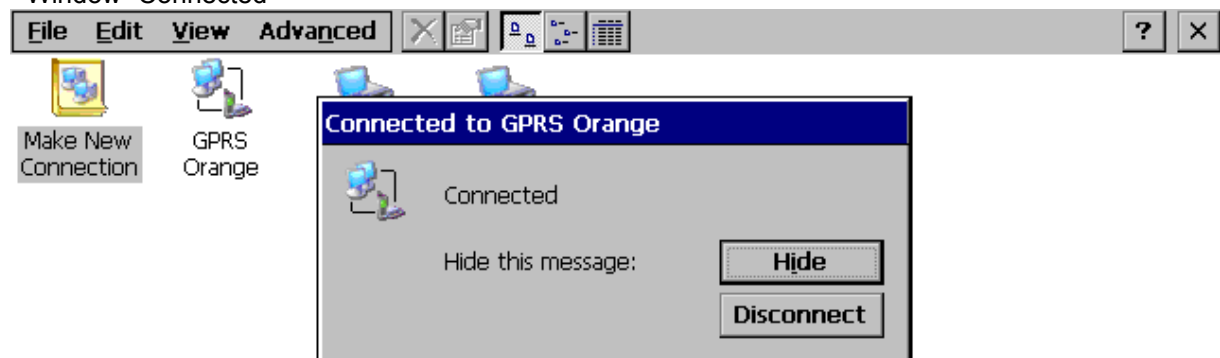
- Window "Device"



- Window "Authentication"



- Window "Connected"



The error message window can be displayed after many of these windows. Please watch these displayed windows to find the problem faster.

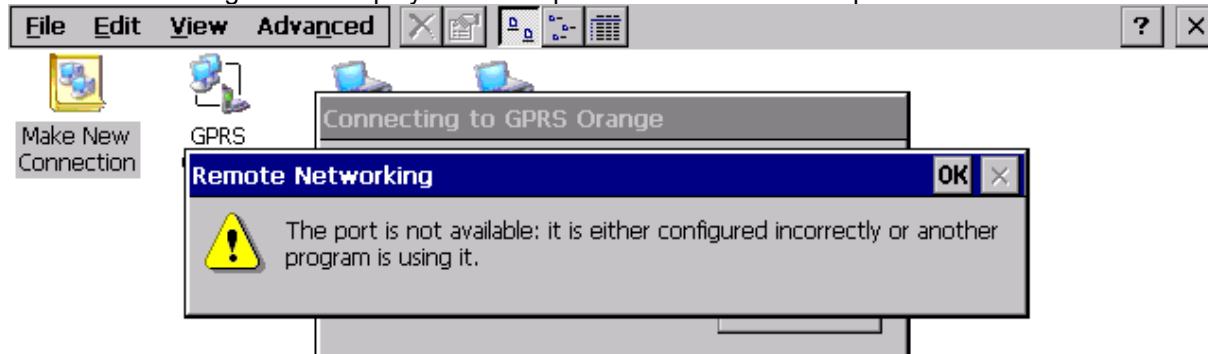
Please, try to start GPRS connection as many times until you are sure after what window the error message box is displayed. When you know when error message is displayed, follow the next instruction to solve the problem.

## 4. Displayed error messages

### 4.1. Error messages after window “Opening”

#### 4.1.1. Problems with serial COM port

- This error message box is displayed when a problem with serial COM port occurs.



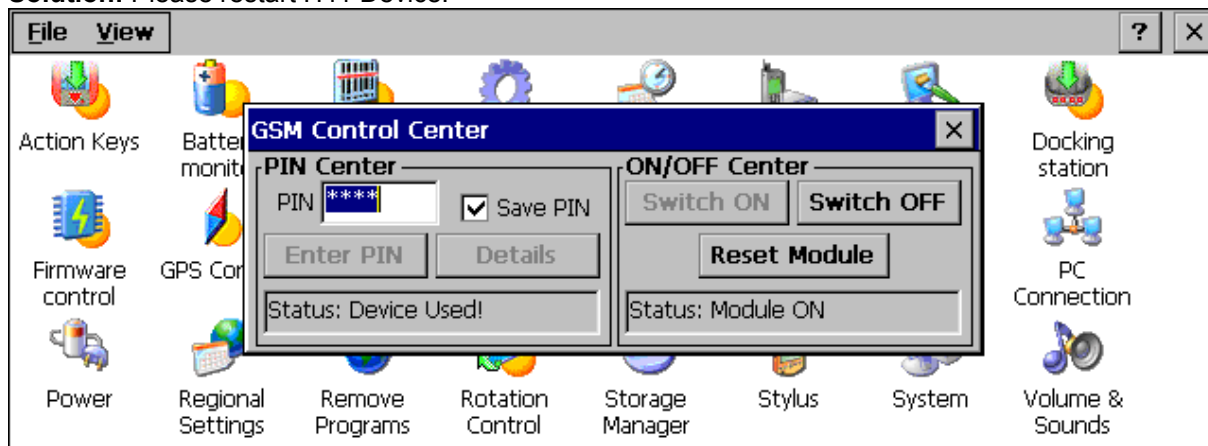
Possible problems:

- **Serial COM port is used by another application (e.g. any mobile application, GSM Control Center or any other application that use a GSM module is running).**

**Solution:** Please close all other application that can use a GSM module.

- **Serial COM port is not correctly closed (by crashed or killed application) and can't be opened.**

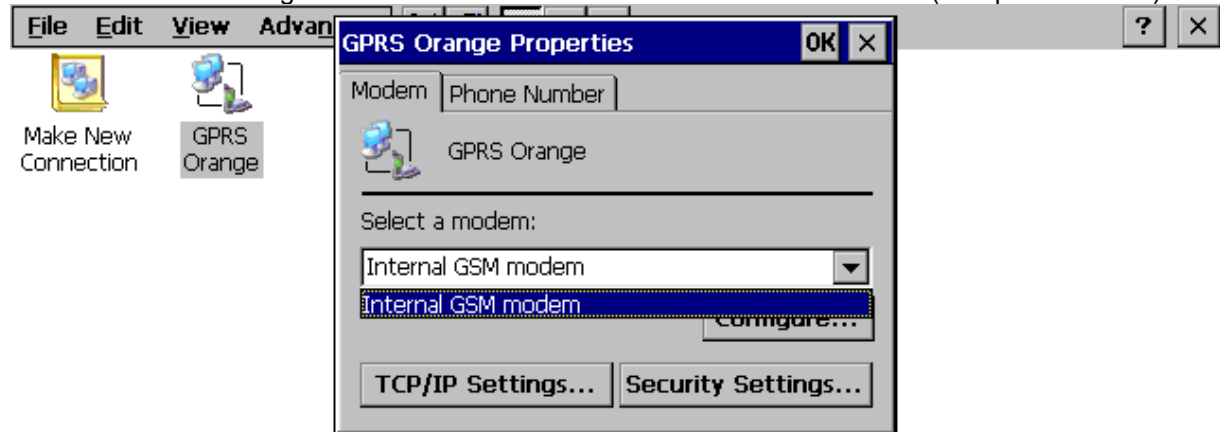
**Solution:** Please restart H41 Device.



**Note:** To check whether the port is used or not correctly closed even if no other application is running on the device, run GSM Control Center. In this case status will be “Device Used!” (See picture above).

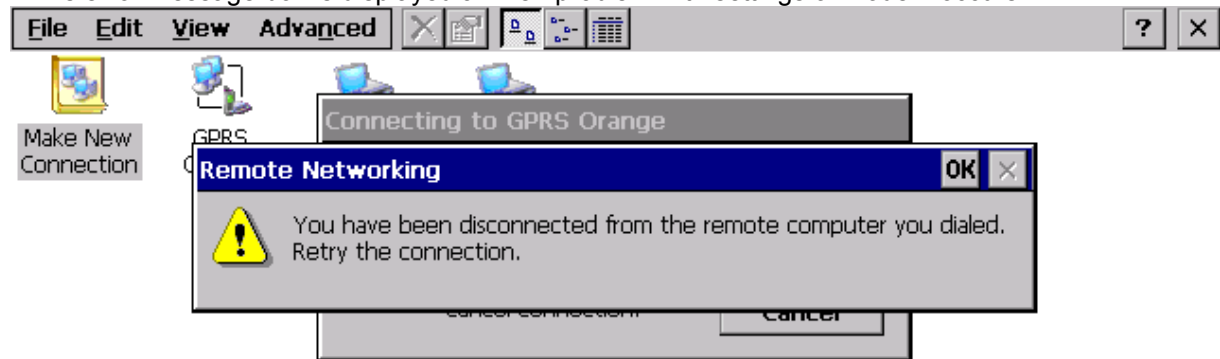
**- Incorrect settings of GPRS connection “selected modem”.**

**Solution:** Check settings of selected modem and set “Internal GSM Modem”. (See picture below)



#### 4.1.2. Problems with “Disconnected from remote computer”

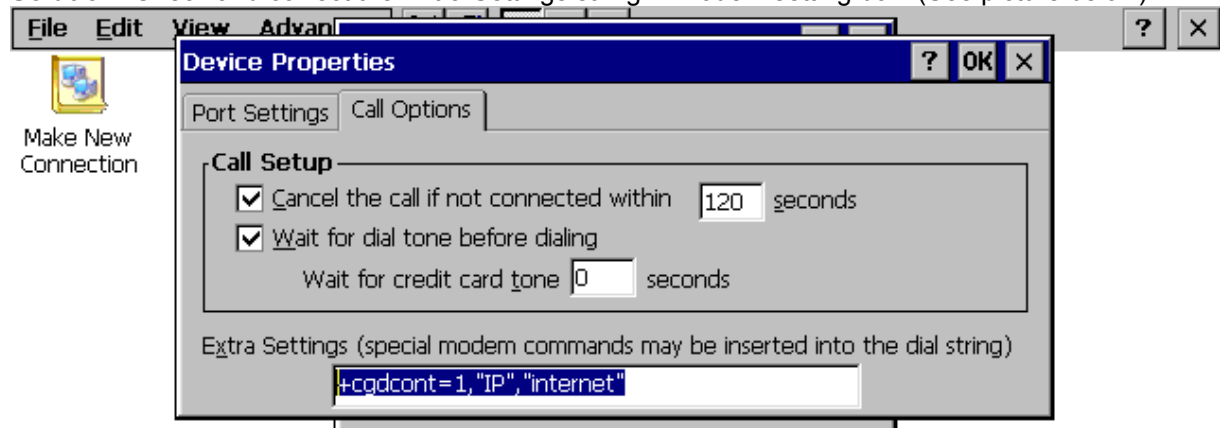
- This error message box is displayed a when problem with settings of modem occurs.



**Possible problems:**

**- Extra setting string in connection settings of modem is incorrect.**

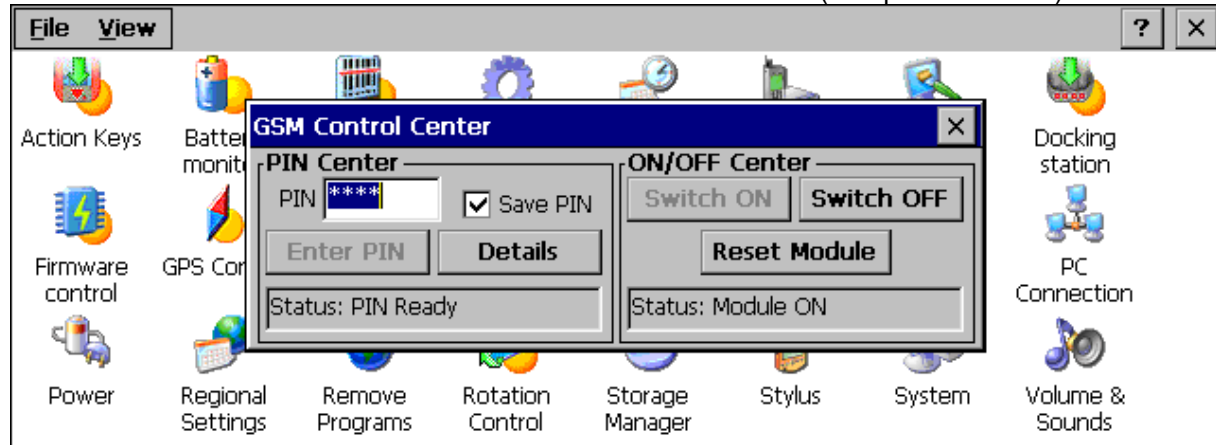
**Solution:** Check and correct the Extra Settings string in modem setting box. (See picture below)



**Note:** In the place of “internet” type your APN obtained from your GSM/GPRS operator.

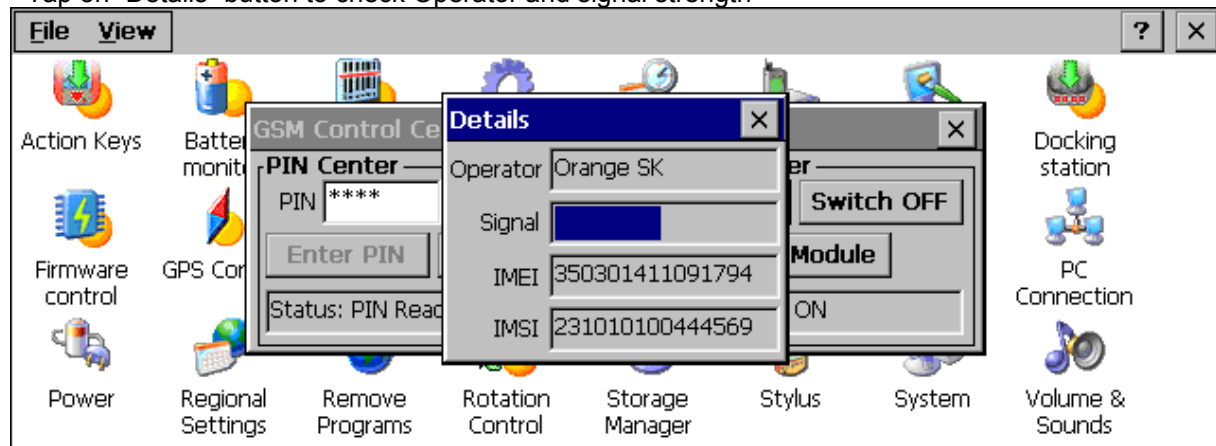
**- The GSM modem is switched off or is switched on but PIN is required.**

**Solution:** Run GSM Control Center and check GSM modem status. (See pictures below)



**Note:** Both Status fields must contain the same information as on the picture above. (I.e. PIN Ready and Module ON) After checking GSM modem status using the GSM Control Center, just close the Center without any other actions with GSM modem and try do make the connection.

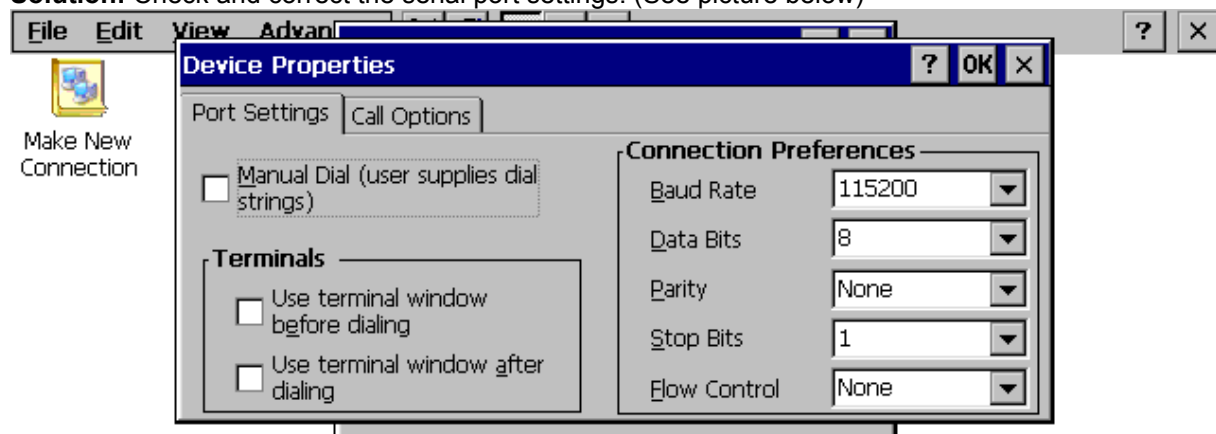
- Tap on "Details" button to check Operator and signal strength



**Note:** Next to "Operator" there must be a name of your GSM operator. If there is "Unknown" in this field you are not logged into GSM network and GPRS connection can't be created! Please check shortly (one minute) whether the signal strength is good and stable. If there is "Unknown" in Operator field the signal strength is irrelevant. After checking GSM modem status using the GSM Control Center, just close the Center without any other actions with GSM modem and try do make the connection.

**- The setting of communication port is incorrect.**

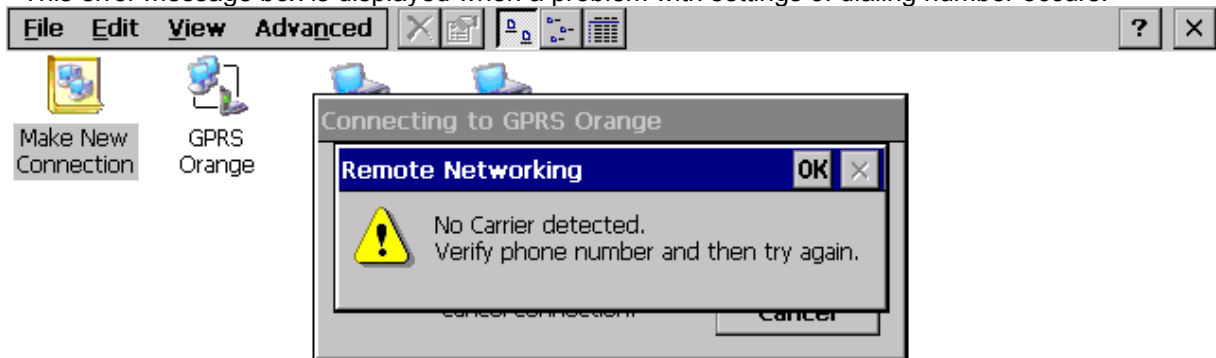
**Solution:** Check and correct the serial port settings. (See picture below)



**Note:** The "Connection Preferences" field must contain the same information as on the picture above.

## 4.2. Error messages after window “Dialing”

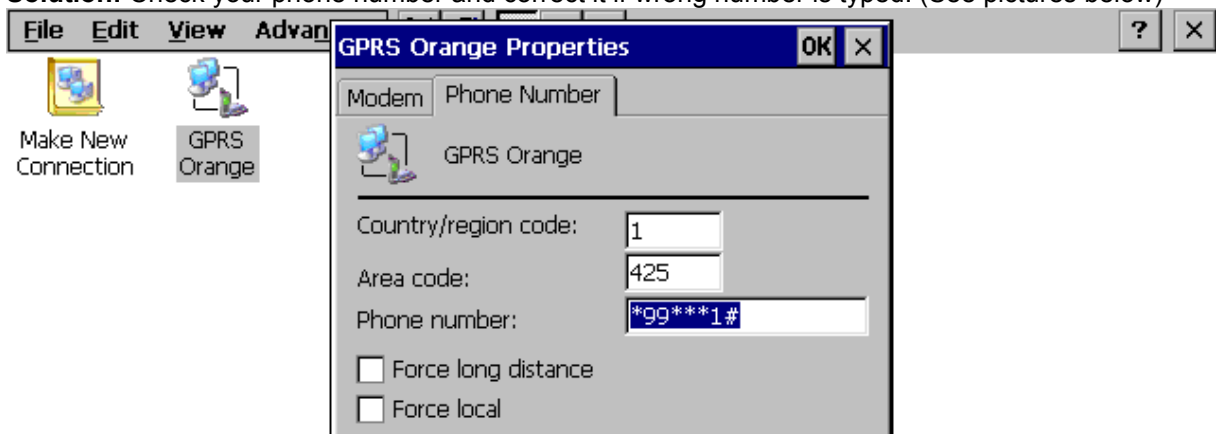
- This error message box is displayed when a problem with settings of dialing number occurs.



Possible problems:

**- Incorrect phone number in connection setting.**

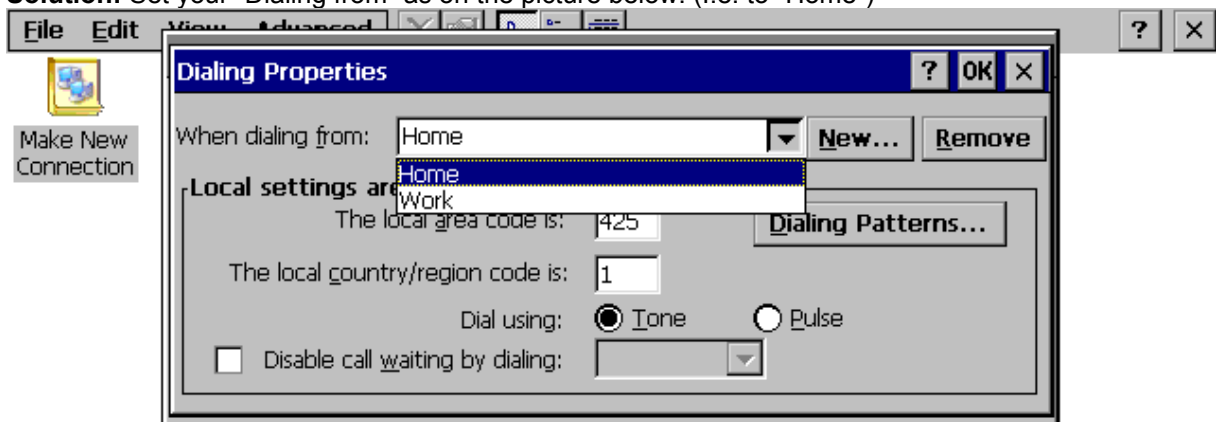
**Solution:** Check your phone number and correct it if wrong number is typed. (See pictures below)

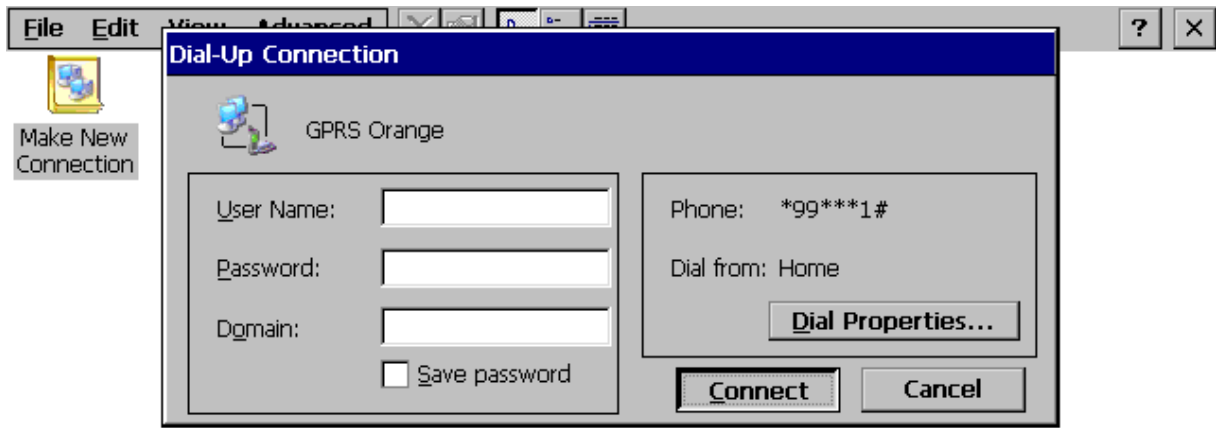


**Note:** The “Phone number” field must contain the same information as on the picture above.

**- Using area code. (I.e. area code must be disabled.)**

**Solution:** Set your “Dialing from” as on the picture below. (I.e. to “Home”)

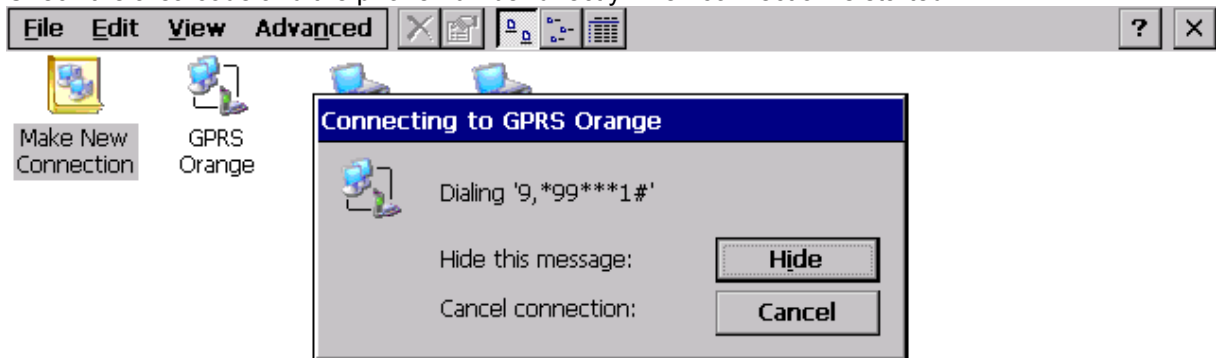




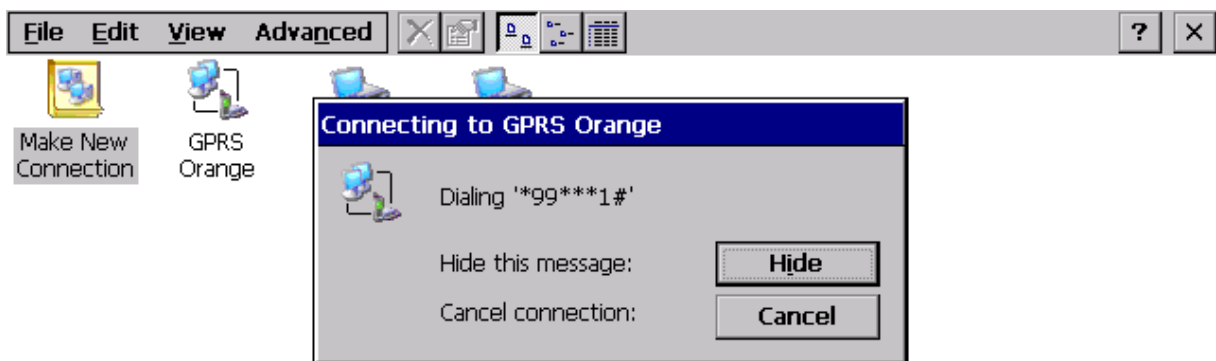
**Note:** Please, check the setting of Phone number. The displayed phone number must correspond with the number on the picture above.

**Note about phone number:** We use a standard GPRS connection number that use service code \*99\*\*\*1# with additional settings that uses a special extra initialization string. (+cgdcont=...) With any other phone number the GPRS connection doesn't have to work properly.

Check the area code and the phone number directly when connection is started.

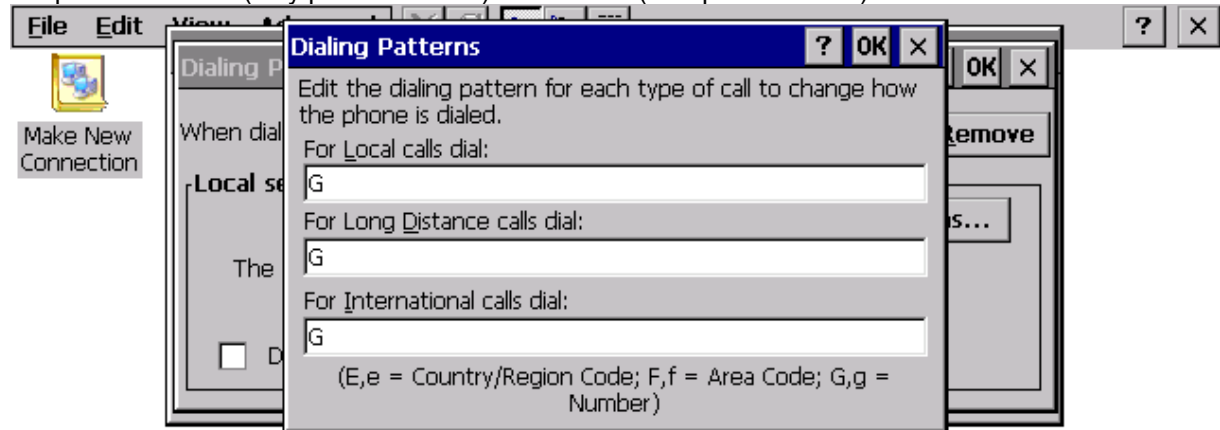


**Note:** Wrong! Area code is used. (See picture above)



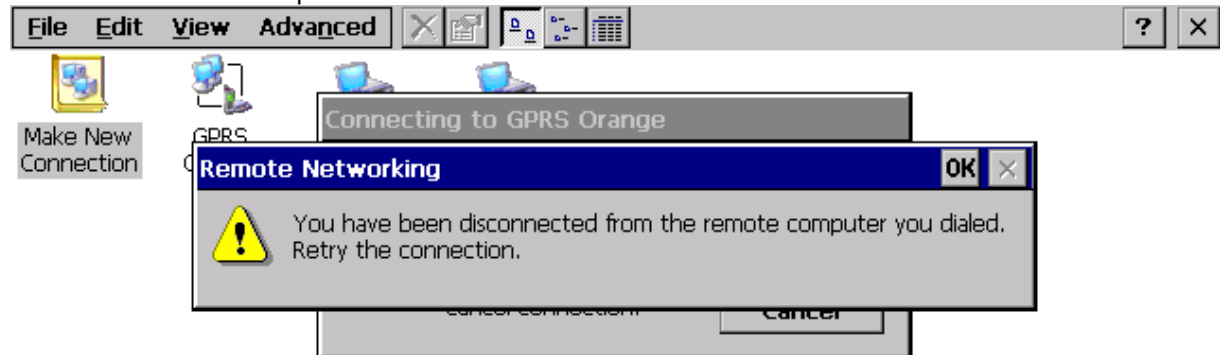
**Note:** Good. Area code is not used. This is correct setting. (See picture above)

If after all you can not set up the number without area codes, try to set up dialing patterns as shown on the picture. Set "G" (only phone number) for all calls. (See picture below)



### 4.3. Error messages after window "Authentication"

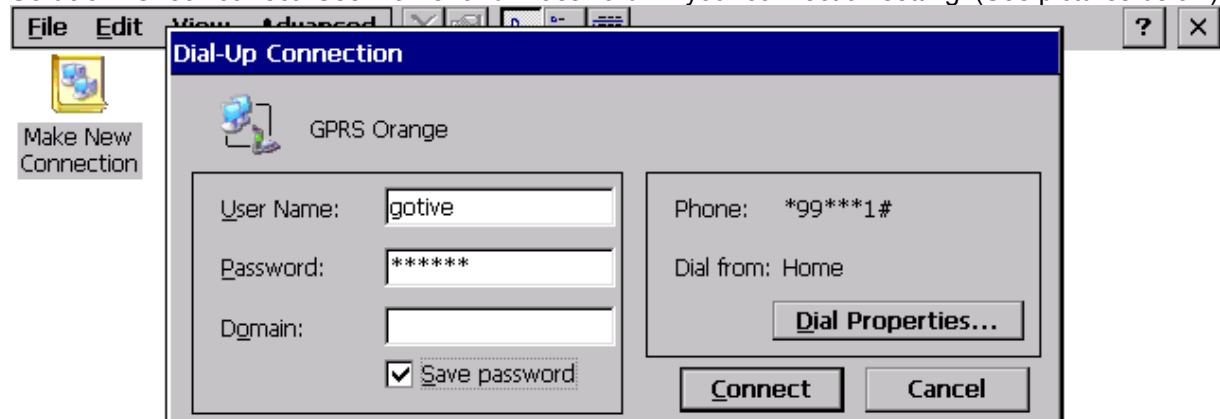
- This error message box is displayed when a problem with settings of login, password, TCP/IP or other Internet or GSM Operator occurs.



Possible problems:

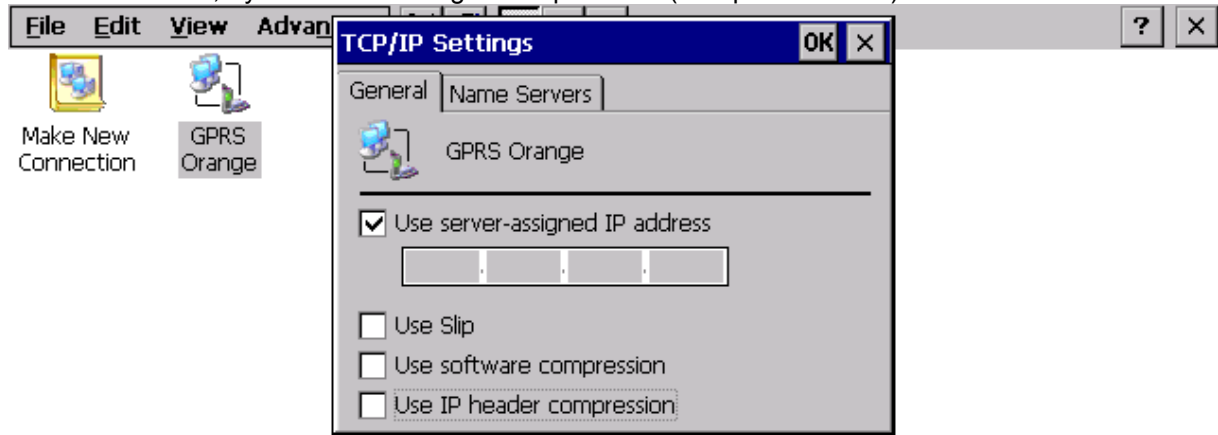
- **Incorrect "User name" or "Password".**

**Solution:** Check correct "User name" and "Password" in your connection setting. (See pictures below)



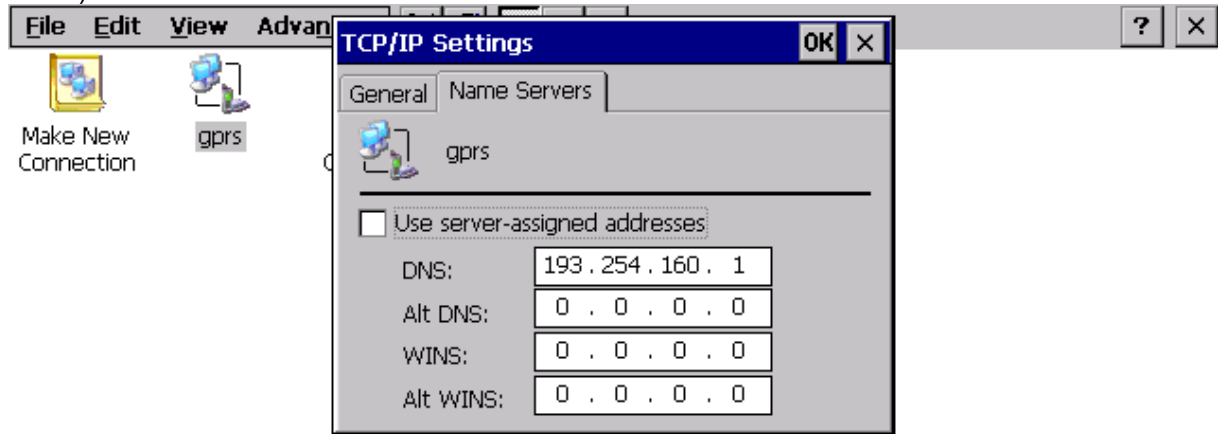
- In case of problem with compression, it may be that your operator doesn't allow using of compression.

**Solution:** Please, try to uncheck using of compression. (See picture below)



- Problem with DNS server

**Solution:** Ask your operator about DNS server or try use this DNS server address. (See picture below)



## **5. Contact our support**

If your problem with GPRS connection still persists, contact our support.

Email your query and you will receive assistance according to the character of the problem, max. by 24 hours: [support@gotive.com](mailto:support@gotive.com)

Choose instant messaging to solve problems on-the-fly

MSN Messenger: [support@gotive.com](mailto:support@gotive.com)

ICQ: 281133375

Call Gotive Hotline every working day between 8:30 - 17:00 CET  
+421 (908) GOTIVE [+421 (908) 468483]