Troubleshooting Guide- Data Cards & Dongles

- At first, make sure that the SIM card is put correctly inside the data card SIM card slot.

- After plugging in USB Dongle, if it's not recognized by your system then remove the dongle connection software and install again after rebooting the system. Next, try to plug-in the USB modem again. If the same issue continues then it denotes USB driver problems. To solve these issues, go to the device manager and update every USB device driver.

- Confirm that your USB connection has not been disabled already and your USB port is working accurately. In this situation, you have a better option to plug the USB modem to another USB port on the system.

- When you click on the **Connect** option on the USB modem connection software and you notice that the data card hangs unexpectedly. Actually outdated driver is the main reason behind hanging the USB card or modem on your computer.

- Then visit the manufacturer website of USB modem and find the latest update USB drive for the data card. If it is available, then download and install the updated USB dongle drivers on your computer.

- In case, your USB dongle is not getting to connect the Internet then confirm the status of network signals on your dongle interface.

- Once you have connected internet connection using Data card but unable to browse in your browser. Then your browser has changed in offline mode. To solve it, go to browser settings and disable the offline mode.