

I can't access the internet.



Is your modem plugged in properly?

→ YES

→ NO

Your wireless broadband modem might not be connected to the network.

- (i) Check the modem connection on the configuration page. Open a browser and key in 192.168.0.1 in the address bar. If the setup page does not appear, verify your connection status [here](#).
- (ii) Under the "System Info" tab, the connection status should show "Connected."
- (iii) If it isn't connected, follow these instructions:
 - Click on "APN Configure" and check on the following:

Username	: maxis
Password	: wap
APN	: maxisbb
PDP	: IP
Auto-APN	
Auto-DS	

After you're done, click on "Submit."



- Choose "Network Connect," "Manual Connection," then "Disconnect" and click on "Submit."
- Choose "Network Connect," "Manual Connection," then "Connect" and click on "Submit."



Please wait for 1-2 minutes while the modem is trying to connect to the network. Do not click on other links.

Got Problem?

→ I can't access the internet.

→ I keep getting disconnected.

→ My download speeds are really slow.

→ I'm always connected to EDGE/ GPRS instead of the 3G network.

→ I can't view some web pages.

→ I can't make or receive calls while surfing.

Once done, click on "System Info." If the wireless broadband modem is connected, reconfigure the modem to Auto-connect and switch off the modem and then turn it back on again.

 **Still not connected yet?**