

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

Your modem might not be locked-on to High Speed Internet Access (HSDPA/UMTS).

- Check the modem connection settings by typing 192.168.0.1 in the address bar of your internet browser.
- Choose "Network Connect," "Manual Connection," "Disconnect" and click on "Submit."



- Choose "Network Select," "WCDMA preferred" or "Only WCDMA" and click on "Submit."



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

Then wait while the modem is connecting to the network. Do NOT click on other links.

Under the "System Info" tab, the Network Mode status should show one of the following:

- If the wireless broadband modem is connected to HSDPA, you will be able to get speeds up to 7.2 mbps.
- If the wireless broadband modem is connected to UMTS, you will be able to get speeds up to 384 kbps.

Still on EDGE?

You may not be within the High Speed Internet Access coverage. Click [here](#) to check the coverage map.

Otherwise, please call our Maxis Broadband Customer Service Hotline at **1 800 82 2000**.

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.