

SOFTWARE UPGRADES

Can be done remotely by downloading the latest firmware from www.ericssonw25.com and updating the unit via the Ericsson web interface.

If you purchased the W25 after the 10th March 2008 your current firmware should be v1.4

TROUBLESHOOTING

'Internet' LED Not Appearing

- Make sure you have entered the correct APNs in the web interface.
- Reboot the unit

Dial tone is not heard on a cordless phone

- The W25 can be sensitive to certain brands of cordless phones. We recommend the Uniden range for compatibility.
- If available power the W25 from a 240v power source, instead of using 12/24v. This may aid in getting the W25 to work with your cordless phone.
- Test the W25 using a corded phone to see if dial tone is present.

'Alarm' LED is on

- SIM card is not inserted correctly
- A PIN code is on the SIM card. You can enter the PIN code in the web interface or put the SIM card in a cell phone and disable PIN code request.

Unit does not connect to network and 'mobile network' LED continues to flash.

- Ensure the W25 is in a good signal area
- Under the 'Internet' tab in the web interface you will find the 'Cellular Band Selection' area, select from the drop down box your region or turn off the frequencies not required.
- It is highly recommended that you only have the US bands enabled when in North America.
- Note in the Caribbean you will be sometimes using the European bands.

INFORMATION ON APNS

AT&T

wap.cingular – default APN

isp.cingular – usually used for VPN applications

T-MOBILE

internet2.voicestream.com

Edge Wireless

ISP