

Sungil SXC 1080 USB Model

**TATA**  
*photon* Whiz



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## PRODUCT FEATURES

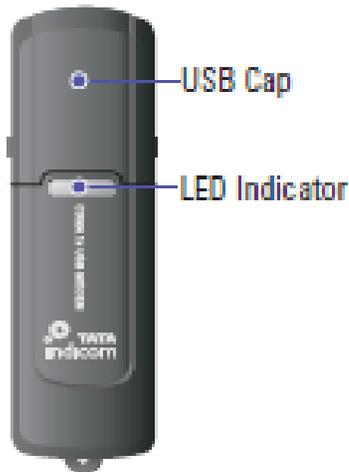
- Laptop/Desktop compatible through USB port
- Surf at speeds upto 153.6kbps
- Send/receive SMSs
- Zero Installation Time - Plug in and get connected!
- Unlimited Phonebook & SMS storage capacity on PC
- Win 2000/XP/Vista Ultimate Edition/Vista Business Edition compatible  
(For Windows Vista, drivers will be available on <http://www.tataphoton.com/tata-photon-whiz-service.aspx> )
- Supports Redhat Enterprise Linux 3 & 4/Fedora Core 5 & 6/SUSE Desktop Linux 9 & 10/Debian Linux 5 & 6/Ubuntu Linux 5 & 6 (Note: Only data would be supported on Linux)
- 3 color LED indicator

### **Note:**

- 1. JE visit will be provided only for Windows 2000/XP/Vista and Linux versions: Redhat Enterprise Linux 3 & 4/Fedora Core 5 & 6/SUSE Desktop Linux 9 & 10/Debian Linux 5 & 6/Ubuntu Linux 5 & 6. No JE visit will be provided for **MAC OS** installation. Please contact Apple service center for the support.**
- 2. Device can be purchased separately as there is no clarity to the BPO if incase of USB lost, customer can go for new device with his old connection only and doesn't have to go for a new connection.**

## KNOW YOUR DEVICE

### Front view



### Rear view



## TECHNICAL SPECIFICATIONS

Function	Specification
Main Operation Chip	MSM6025
CDMA Standard	TIA/EIA/IS-2000, IS-98D, Backwards compatibility with IS-95 A/B
Frequency Band of Operation	Cellular 800 Single Band Support
	Band Class 0
	TX: 824 ~ 849 MHz RX: 869 ~ 894 MHz
Transmit Power	200mW
Power supply	4.5~5.5V DC
LEDs	2 LED(Power)
HW Reset	N/A
Smart Volume control	N/A
PRL/OTA support	PC application and Modem
Phone book	Use PC UI Application
Emergency and User care	N/A
FAX	N/A
Antenna	Intenna
Connector&Switches	USB Power input connector
Interface Type	USB 2.0 Compatible
Software Interface	IS-707.3 AT Command set
AC/DC adapter	N/A
Battery	N/A
Installation	Notbook/Desktop PC
Dimension	W: 32 ,D:94.4 ,H:11.5 (mm)
Weight	Net(25g),Gift box(TBD kg)
Case Material	ABS Plastic
Operating environment	Operating temperature range:-10°C to +50° C
	Storage temperature range : -30°C to +60°C
	Humidity : 5% to 95%(non-condensing)
O/S Support	Windows 2000, Windows XP, Windows Vista (32 & 64 bit), Linux

## INSTALLATION PROCEDURE

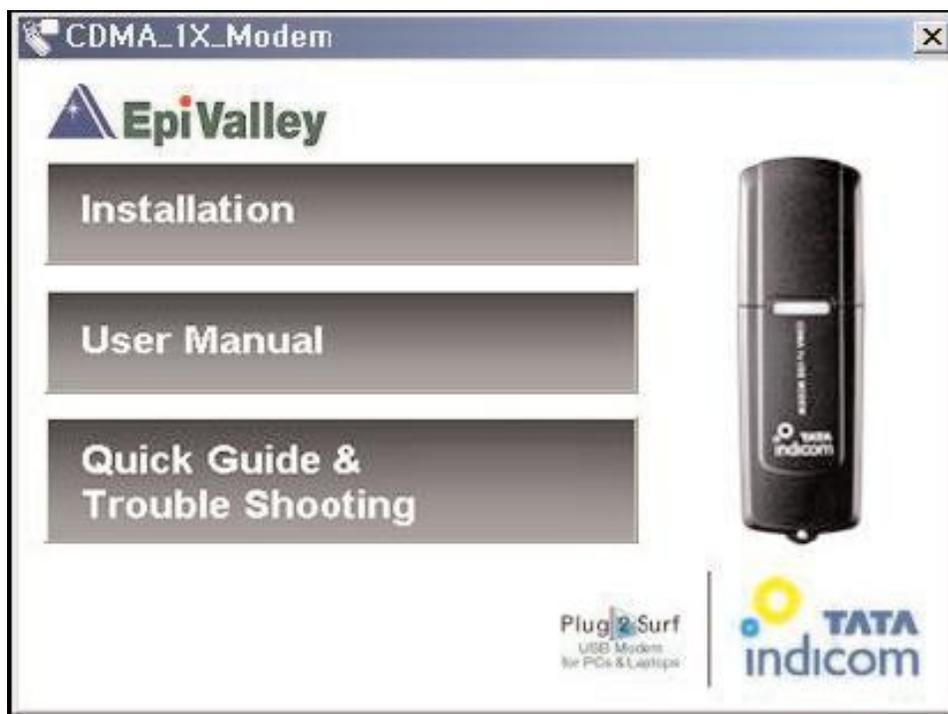
### Installation in Windows XP and Vista OS

Note: Please ensure the latest dialer version (Client Version 1.0.9.8) before installing the dialer.

#### Installing Driver Client

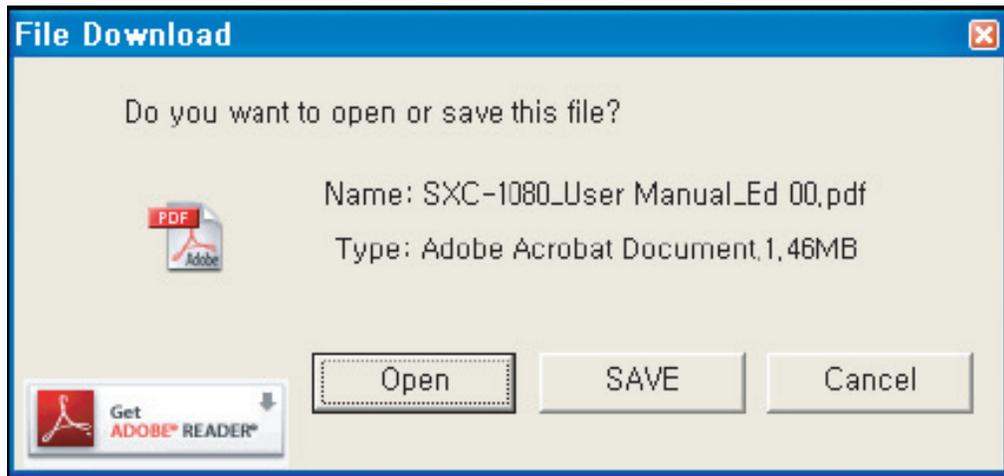
- Please unplug the USB Modem from the PC before installation.
  - When you install new version of Dialer client in your PC, please uninstall the already existing one from your PC.
1. Insert “Installer CD” into the CD-ROM drive.
  2. When the first screen appears, click the “Installation” icon to start the installation wizard.

*\* Note: If Auto-Run did not start, double click “TATA\_GATA\_SXC1080.exe” on your CD-Rom Drive to start the installation.*

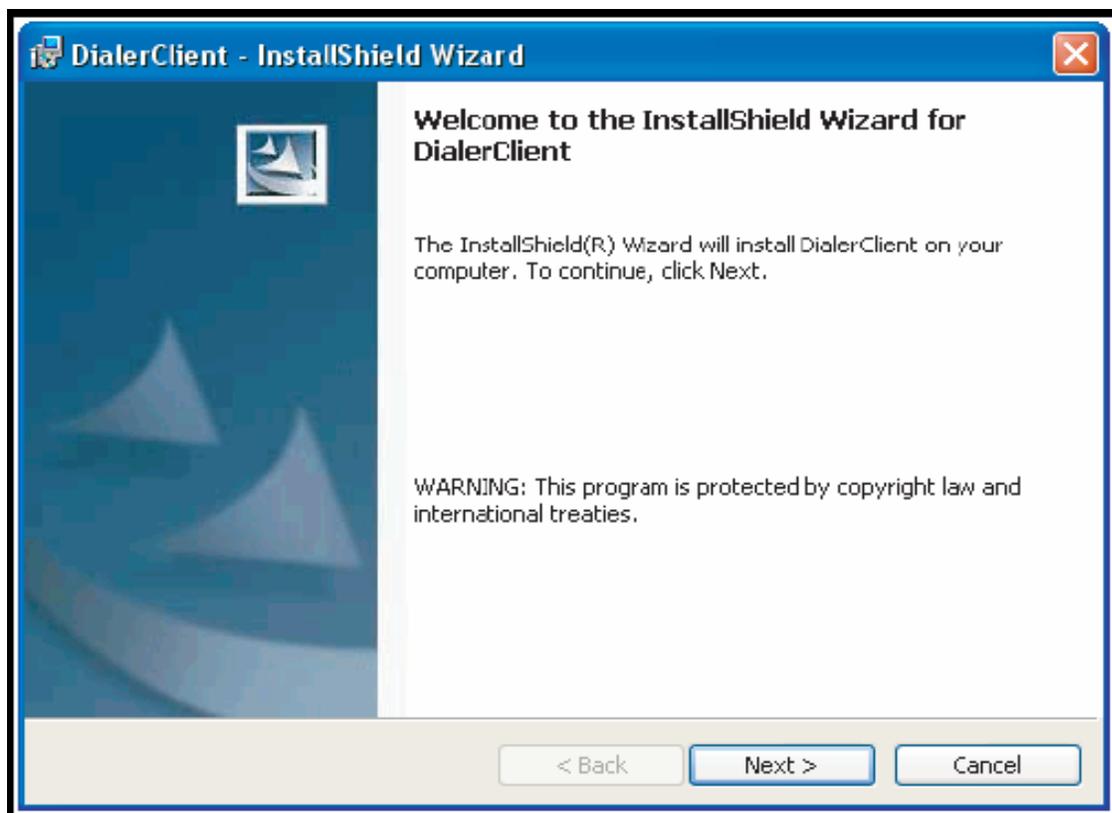


3. Clicking “User Manual” or “Quick Guide & Trouble Shooting” icon in the first screen will prompt you to “Open” or “Save” the Manual. Click “Open” to see the Manual or click

“SAVE” to save the Manual into your PC.



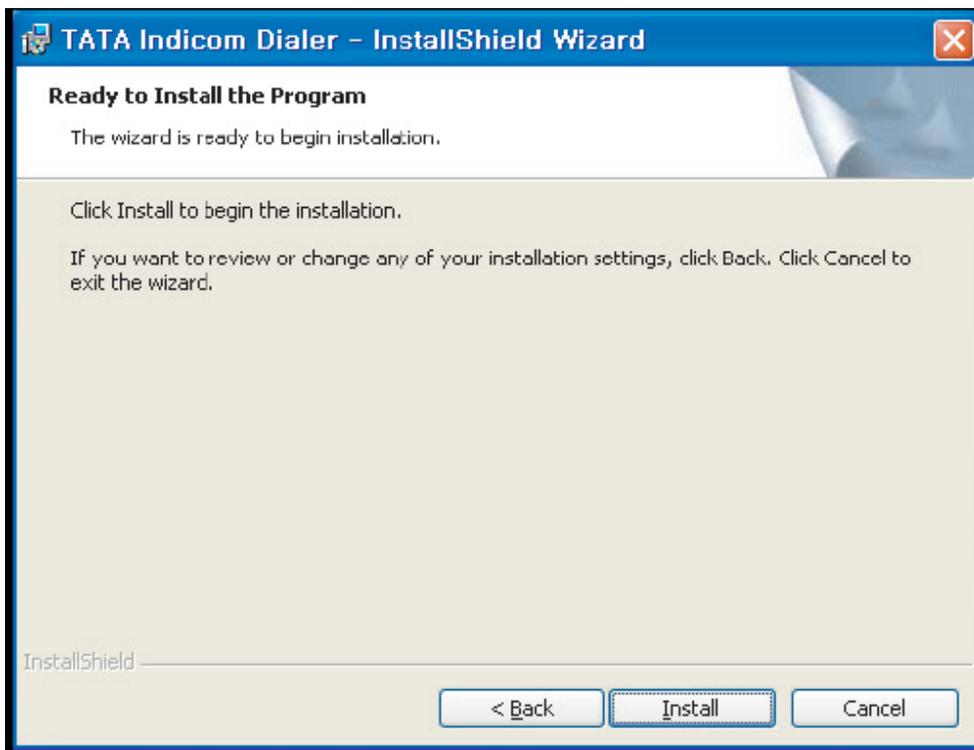
4. When the InstallShield wizard window appear as follow, click the “Next” to continue for the next step.



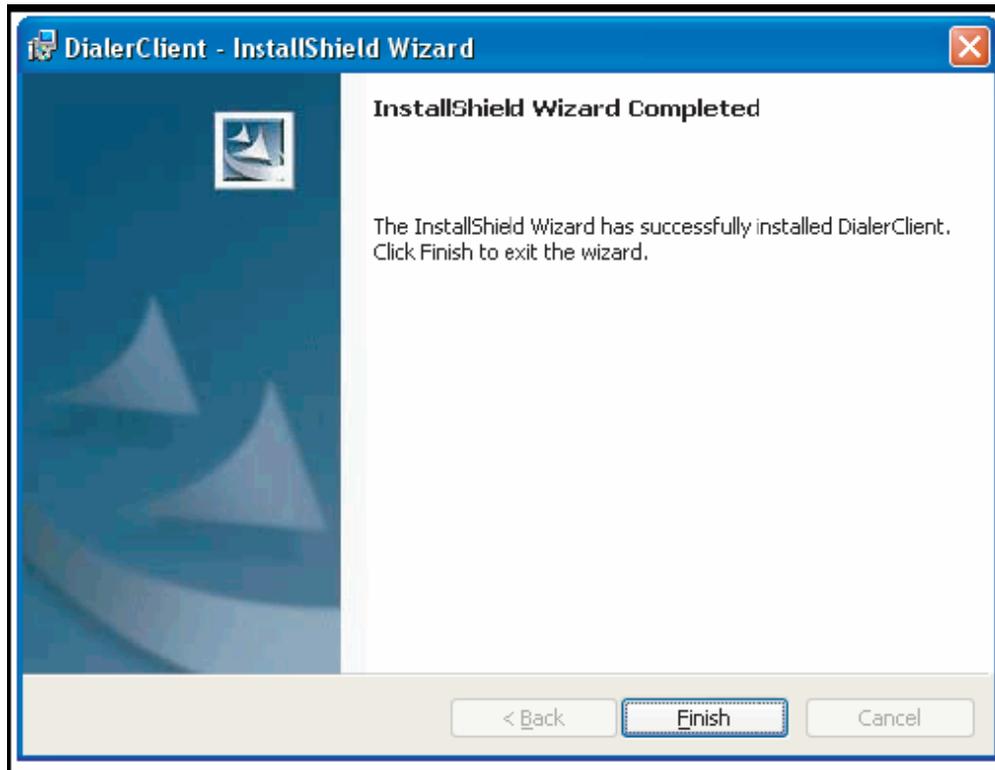
5. Default installation directory is “C:\Program Files\Epivalley\TATA Indicom Dialer.” which can be changed by clicking on “Change” button.



6. When the next screen appears, the program is ready to be installed, click the “Install” button to begin installation.

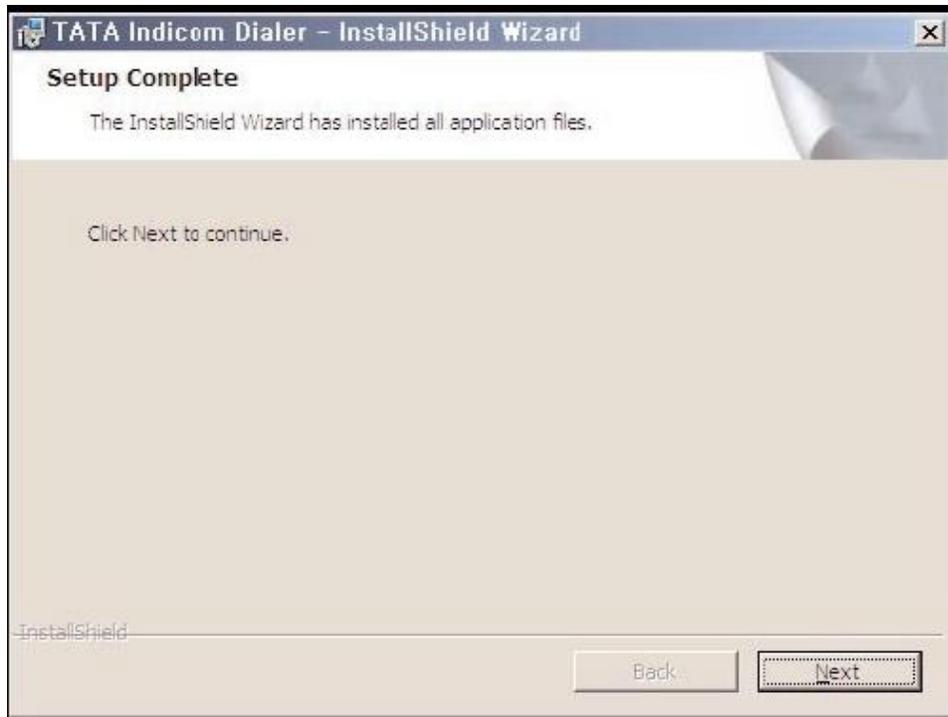


7. A window will appear as shown to indicate that InstallShield Wizard completed is completed. Click “Finish” to exit the wizard.

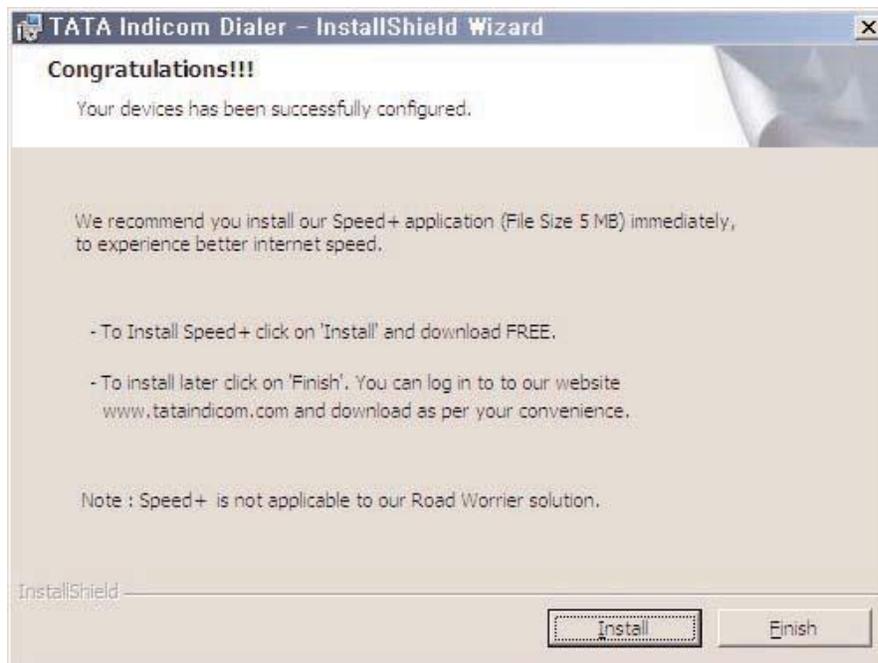


Note: Since Driver is to be installed automatically, please do not unplug the USB modem from the PC while driver installation.

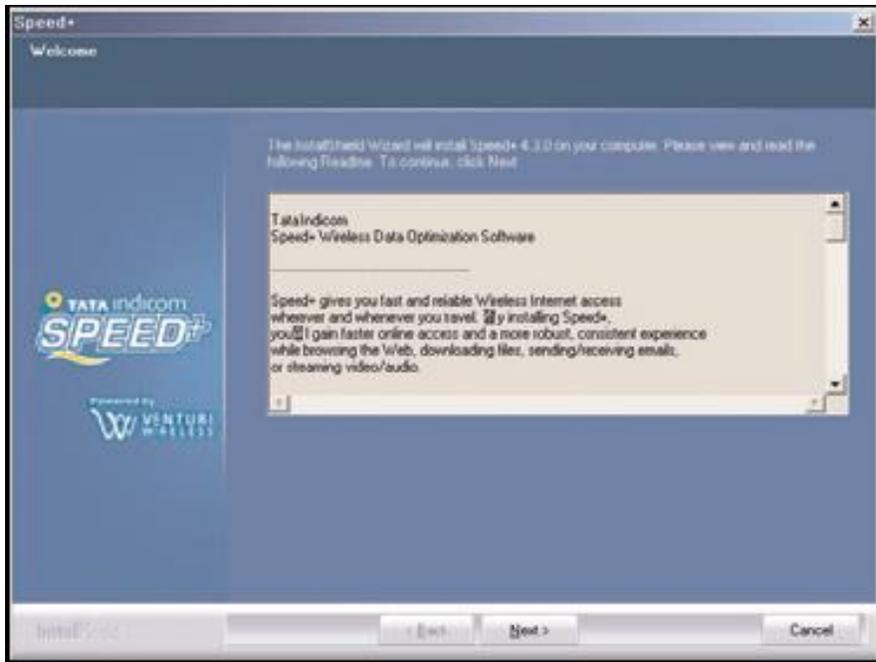
Installation time for completion can be different up to user's PC spec.



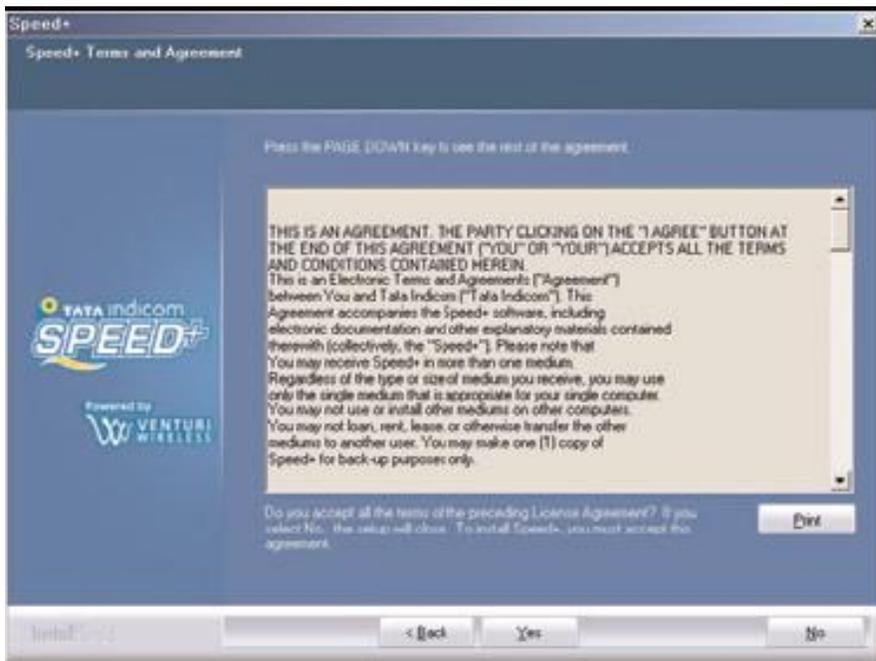
TATA Indicom Dialer has been successfully installed. Click Next to proceed to the next step.



Click Install to start installing Speed+. Click Finish to finish the installation procedure. The following screen captures demonstrate Speed+ installation procedure.



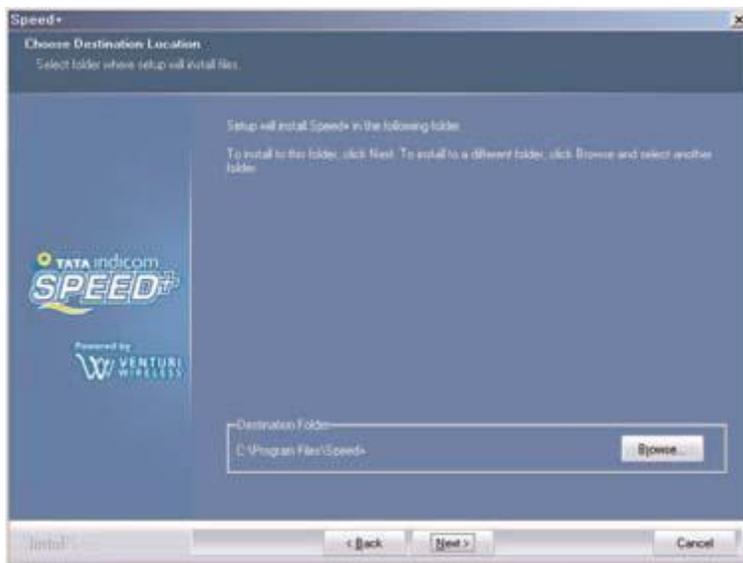
Starting to install Speed+ 4.3.0 Read about Speed+ and then click Next to proceed to the next step.



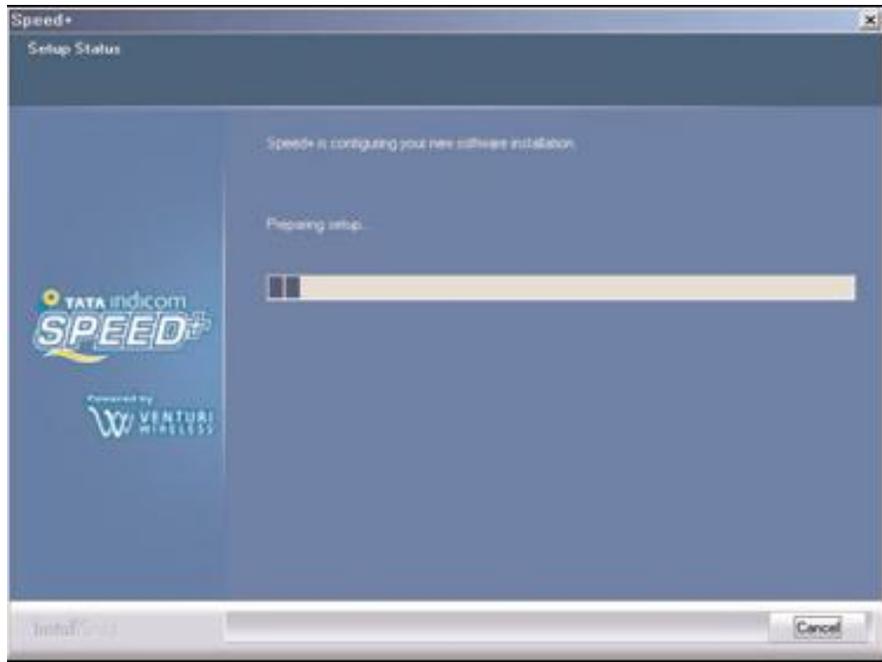
Read the licence agreement and then click Yes to proceed to the next step. If you do not agree, click No to abort installation.



Network connection will become unavailable while the installation is in progress. Before starting installation, save all open documents and close all applications. Click Next to start installation.



Choose a directory for installation files. Click Next to proceed to the next step.



Starting to install the application. When installation files are completely copied, the installation screen automatically moves to the next step.



The application has been installed. The system should be restarted to apply the installed program. Click Finish to finish the installation procedure.

### Un-installing Procedure

If you want to uninstall the Dialer Client program, Select Start > All Program > Epivalley > TATA Indicom Dialer > Uninstall TATA Indicom Dialer as shown.



### Running the Dialer Client

Please refer to the details in the file at the following location

<http://telespace:7000/Photon%20Installation%20User%20guide%20and%20Support%20files/Photon%20Inst%20Guide/WindowsXP%20OS%20sungill%201080.doc>

### Using the Dialer Client

Please refer to the details in the file at the following location

<http://telespace:7000/Photon%20Installation%20User%20guide%20and%20Support%20files/Photon%20Inst%20Guide/WindowsXP%20OS%20sungill%201080.doc>

### Installation in Mac OS Version 10.1 to 10.4

Note: Connect the Plug2Surf in the USB port before following the below steps. Also connect the Plug2Surf in the same USB Port. If the port is changed again follow the same below process.

List of Mac Versions supported Mac OS X v10.0 (Cheetah)

Mac OS X v10.1 (Puma)

Mac OS X v10.2 (Jaguar)

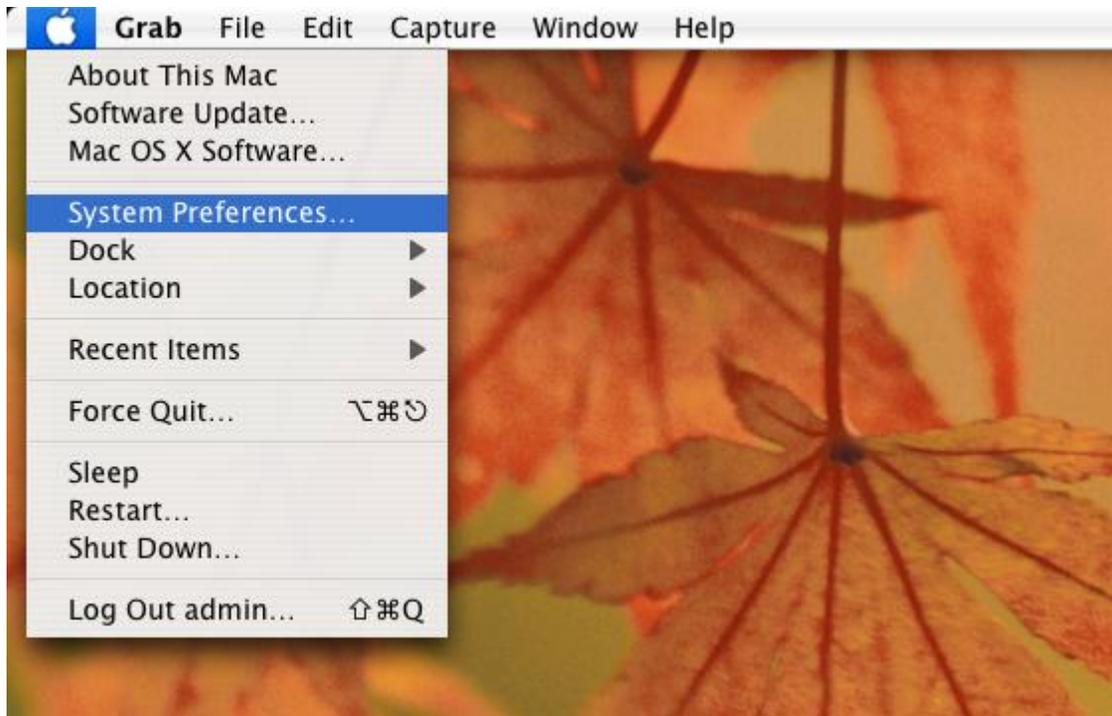
Mac OS X v10.3 (Panther)

Mac OS X v10.4 (Tiger)

The Installation process is same for all the above versions of MAC.

### Installation Procedure

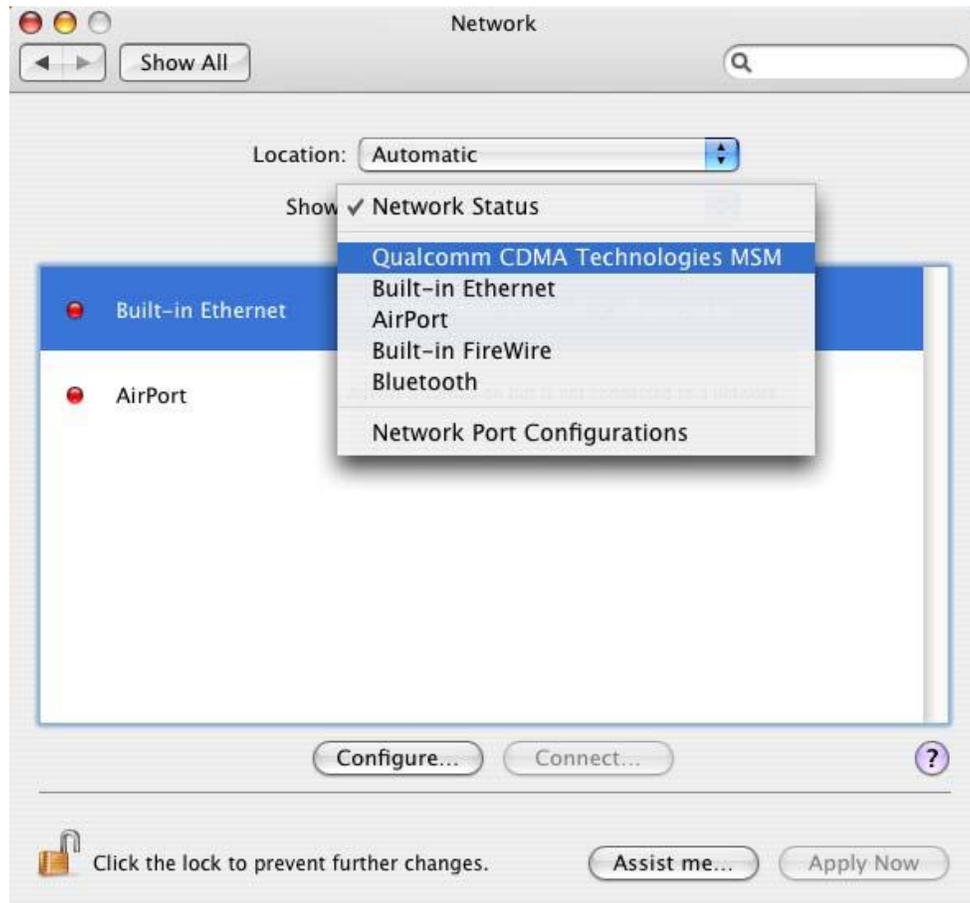
1. Go to **Apple Menu** -> **System Preferences**



2. Click on **Network** in **Internet & Network**.



3. Click on **Network Status** and select **Qualcomm CDMA Technologies MSM** from the drop down list.



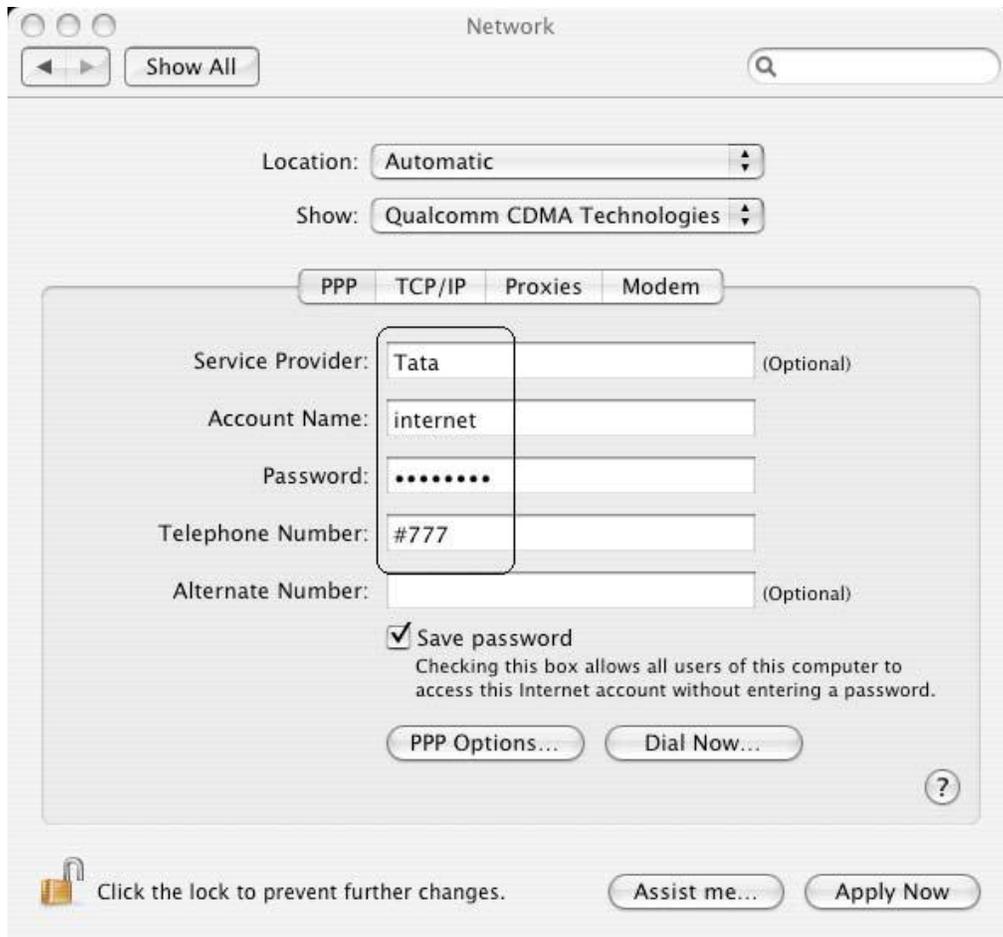
4. Provide the following details as shown below.

Service Provider: **Tata**

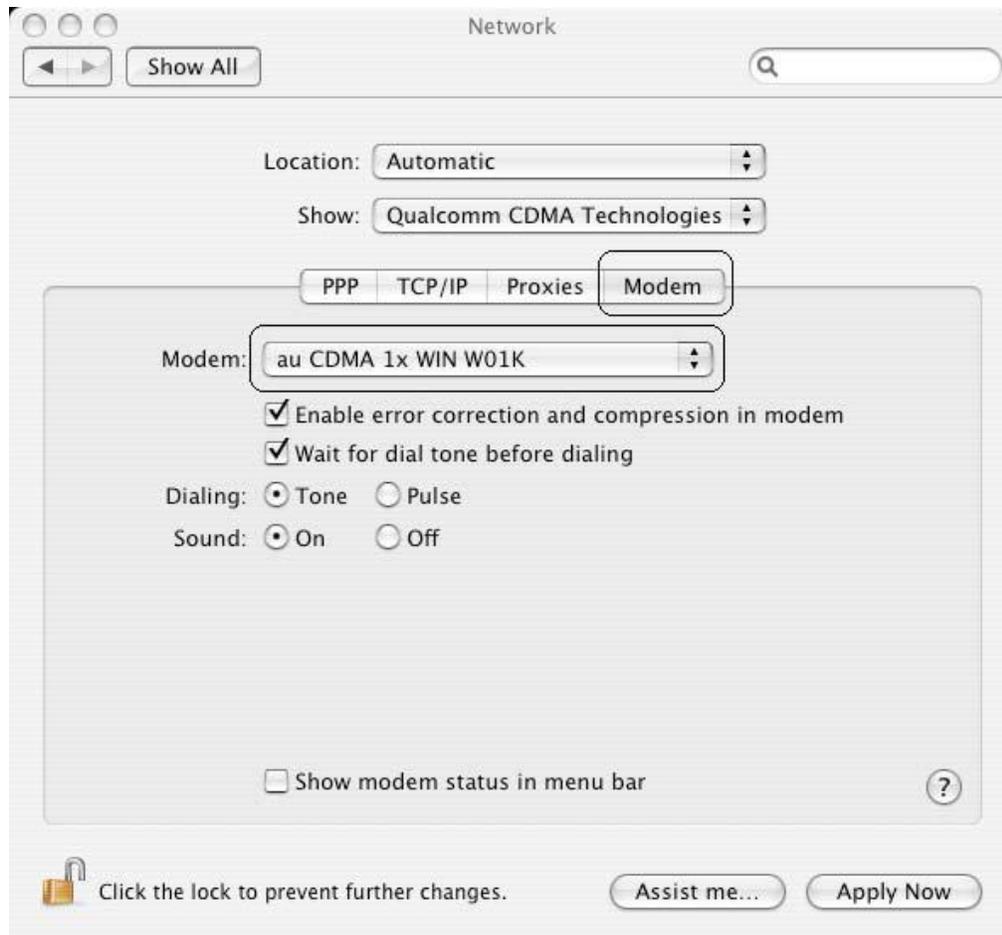
Account Name: **internet**

Password: **internet**

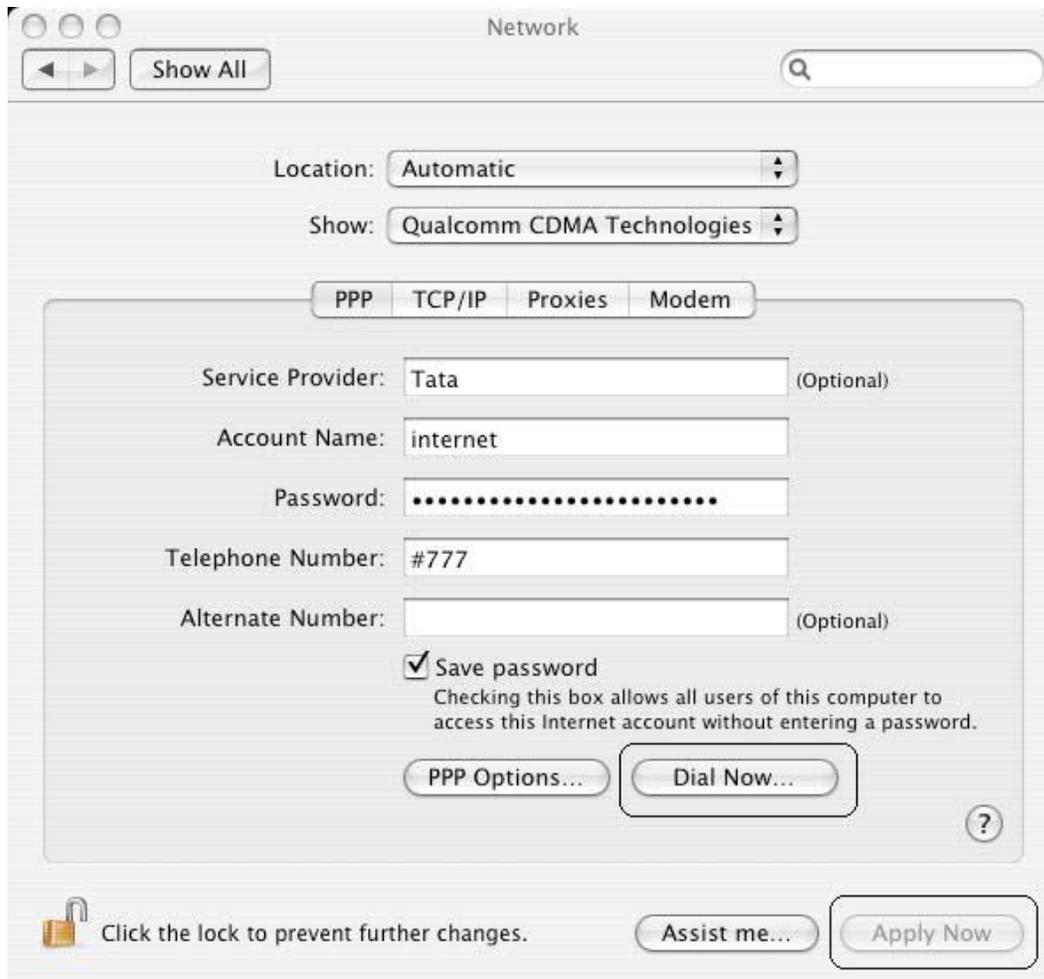
Telephone Number: **#777**



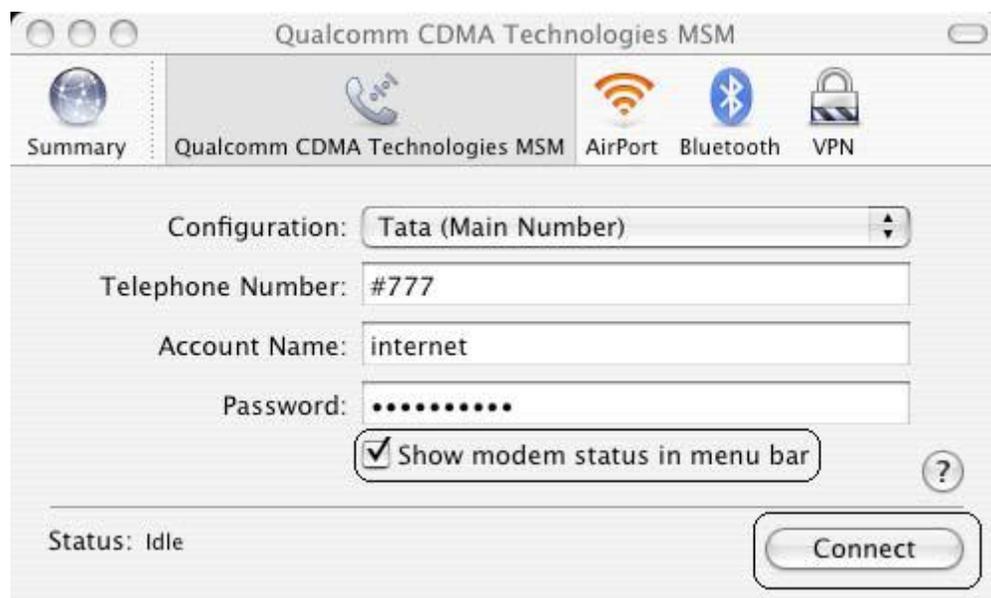
5. Click on **Modem** Tab. Select the modem **au CDMA 1x WIN W01K** from the modems list.



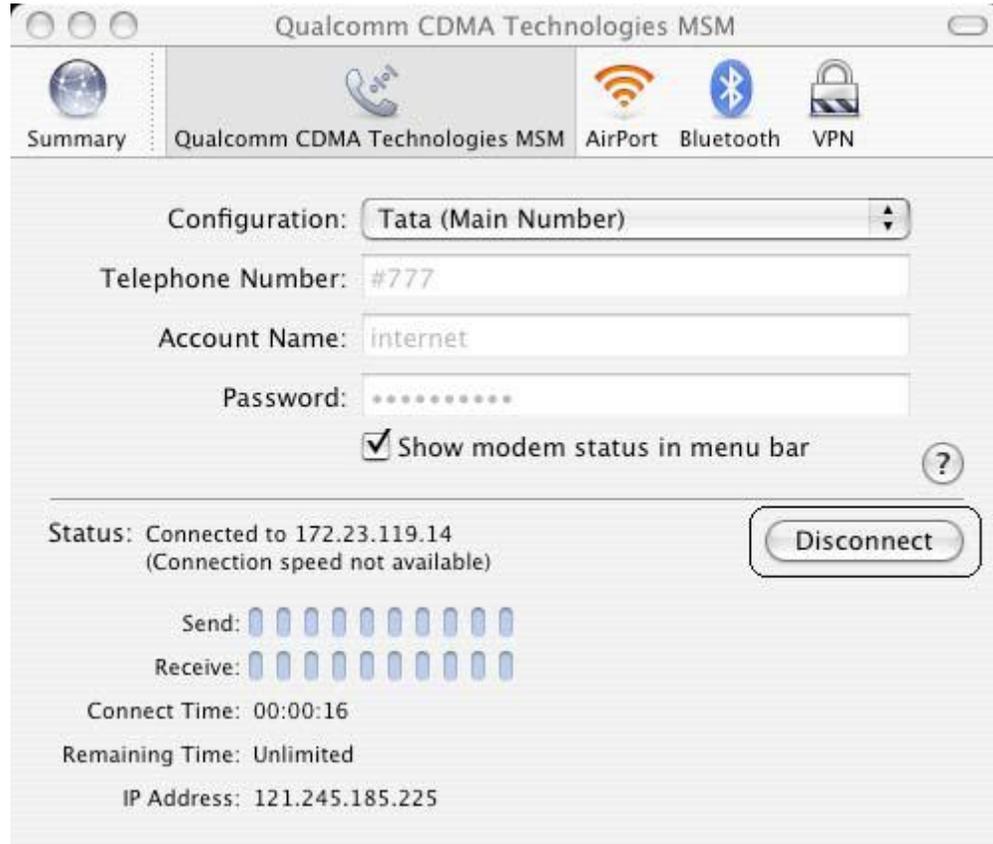
6. Click on **PPP** tab. Select **Apply Now** to save changes and Click on **Dial Now**.



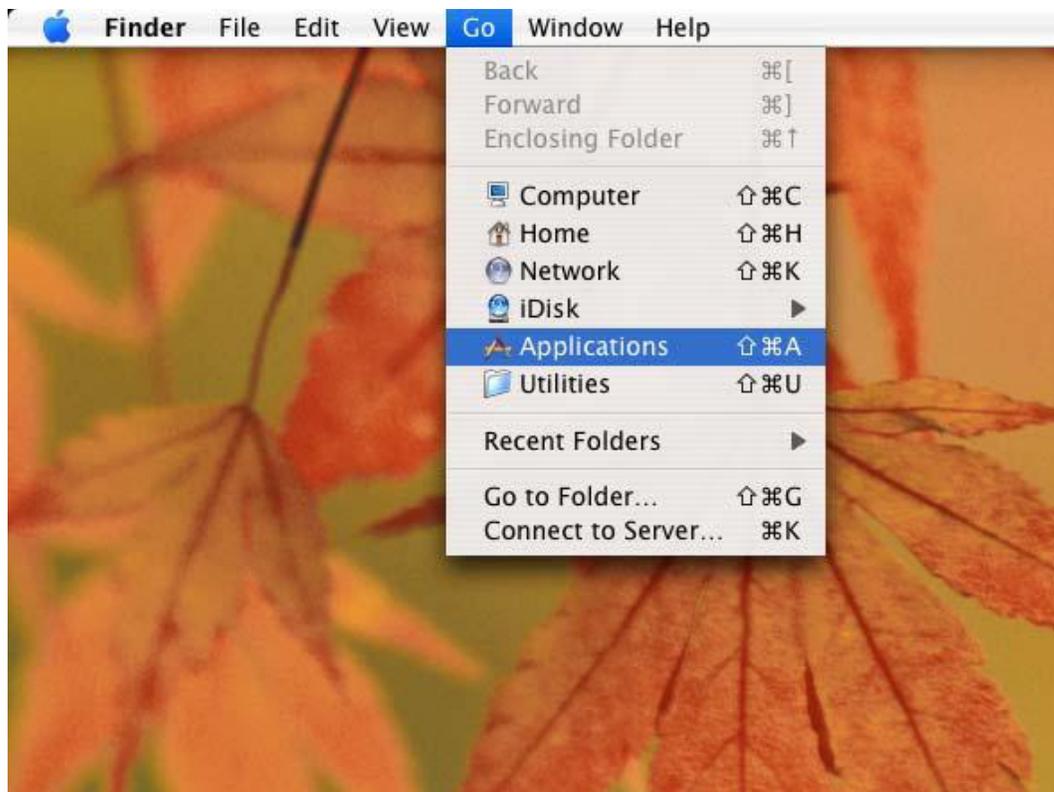
7. Select the option **Show modem status in menu bar** and Click on **Connect**.



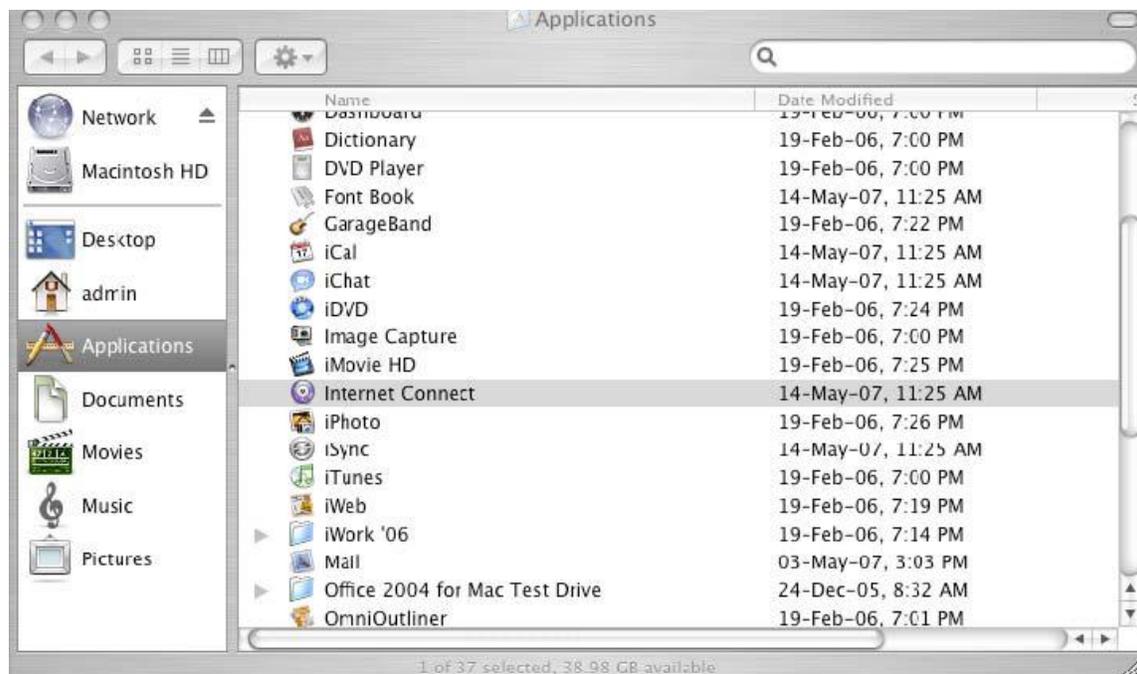
8. Once connected the following widow is shown. Click on **Disconnect** for disconnecting.



9. To access internet connect **Click on Finder-> Go -> Applications** as shown below.



10. Select **Applications** -> **Internet Connect** double click to open.



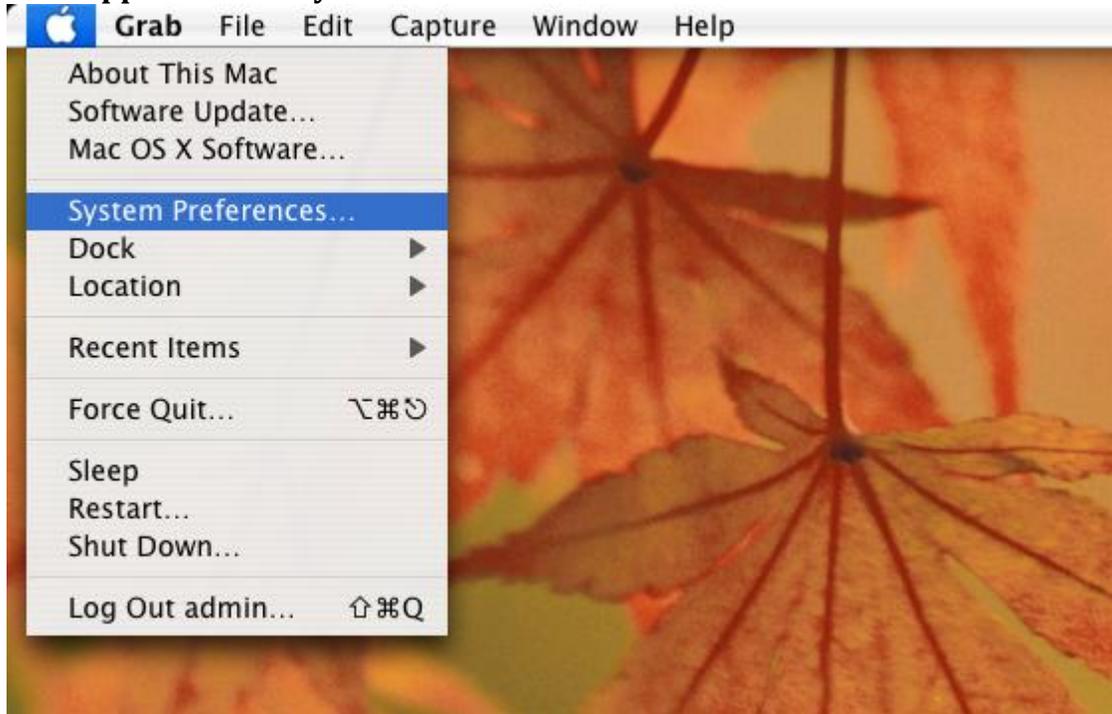
11. Click on **Connect**.

## Installation in Mac OS Version 10.5

**Note: Connect the Plug2Surf in the USB port before following the below steps. Also connect the Plug2Surf in the same USB Port. If the port is changed again follow the same below process.**

### Installation Procedure

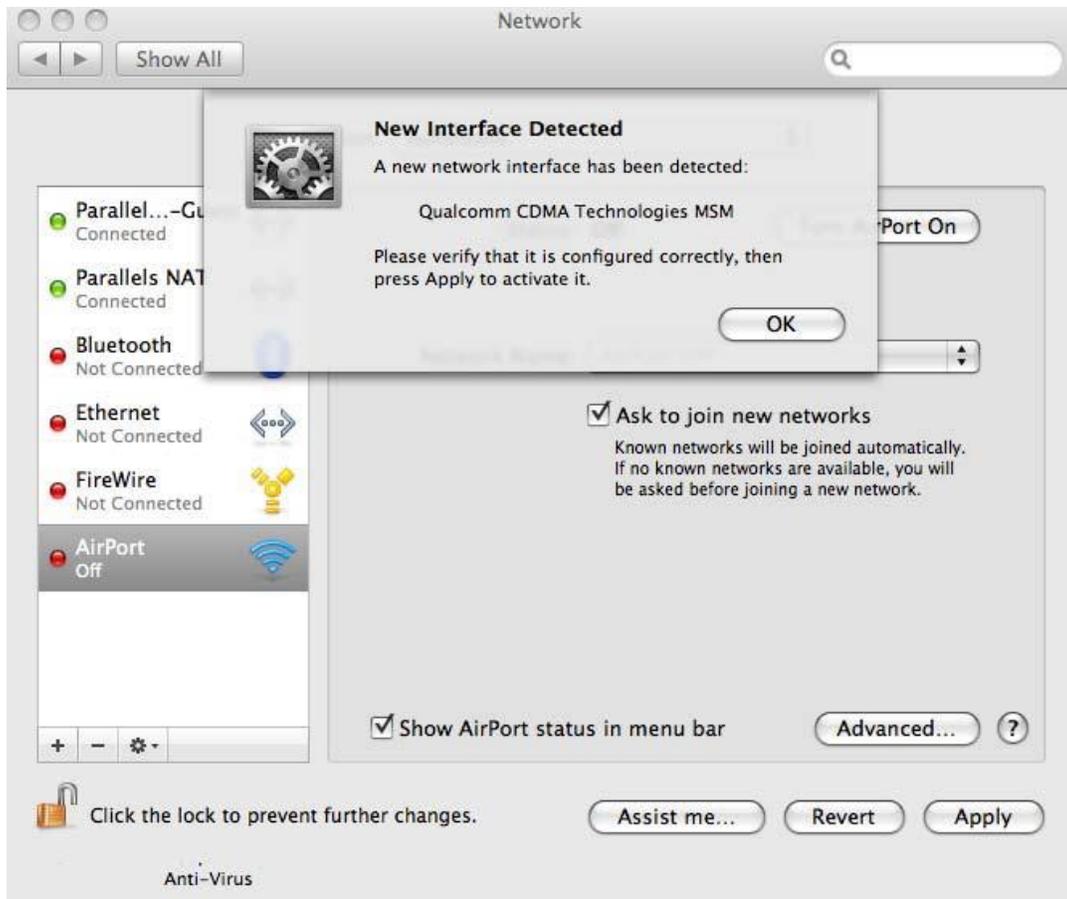
1. Go to **Apple Menu -> System Preferences**



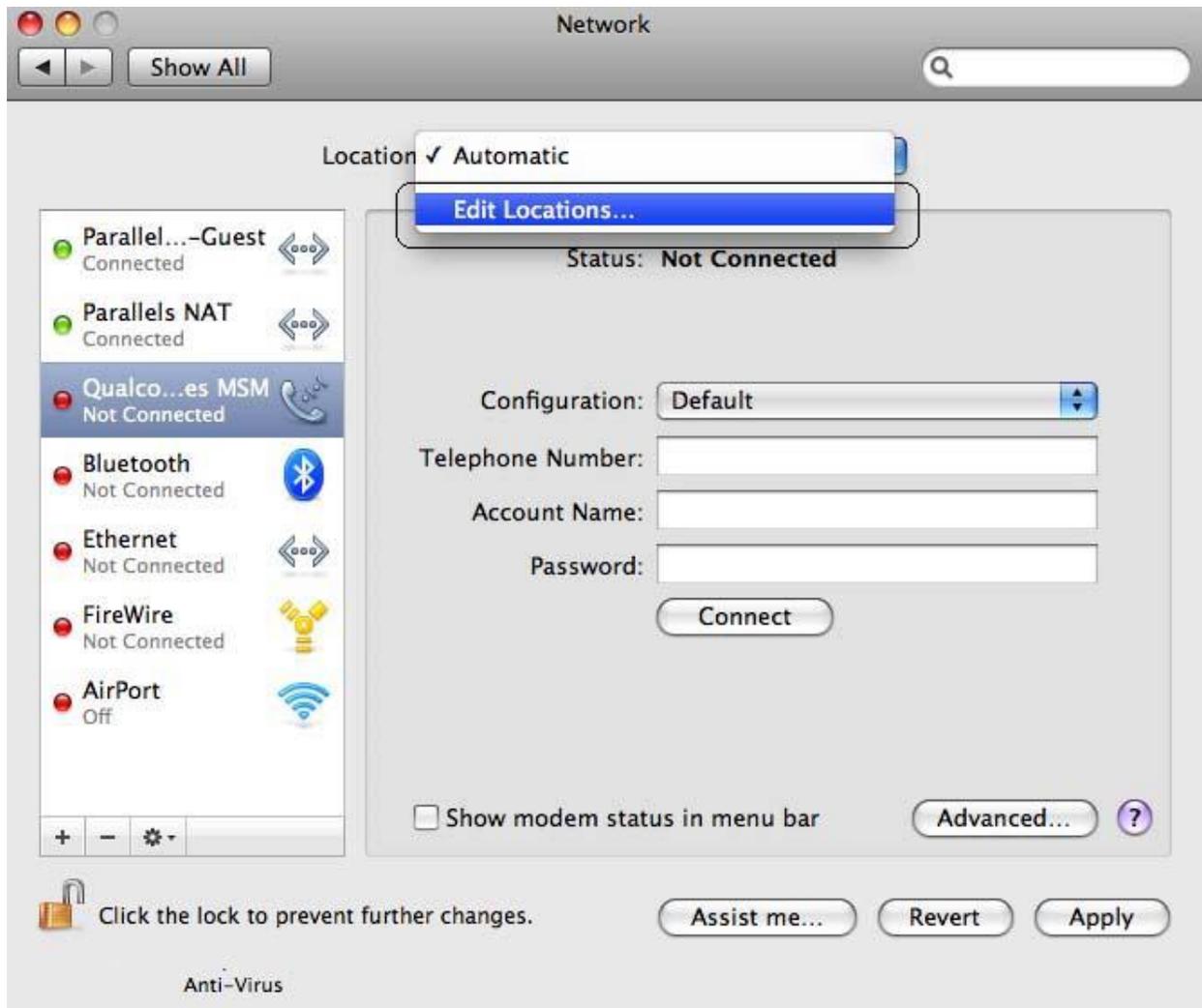
2. Click on **Network** in **Internet & Network**.



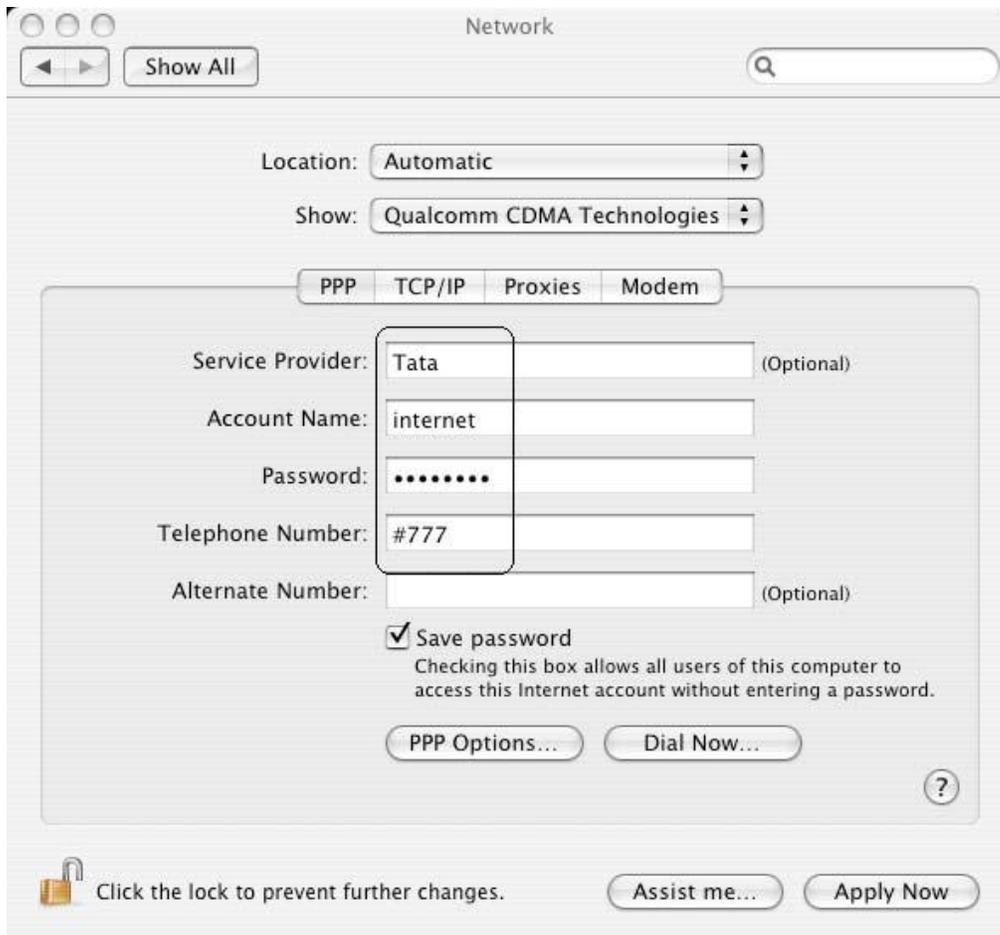
3. A popup will appear **New Interface Detected** Click on **OK**.



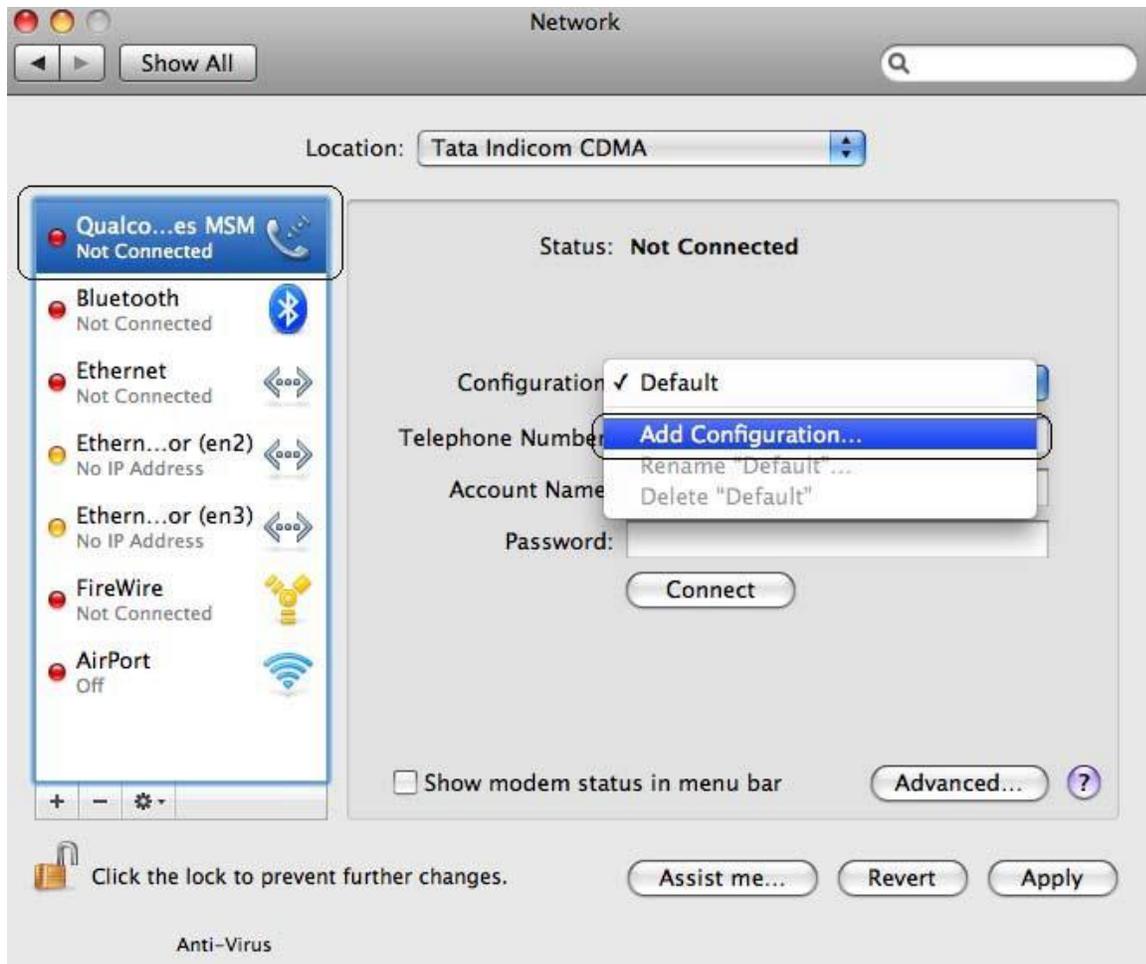
4. Click on **Locations**, Choose **Edit Locations**.



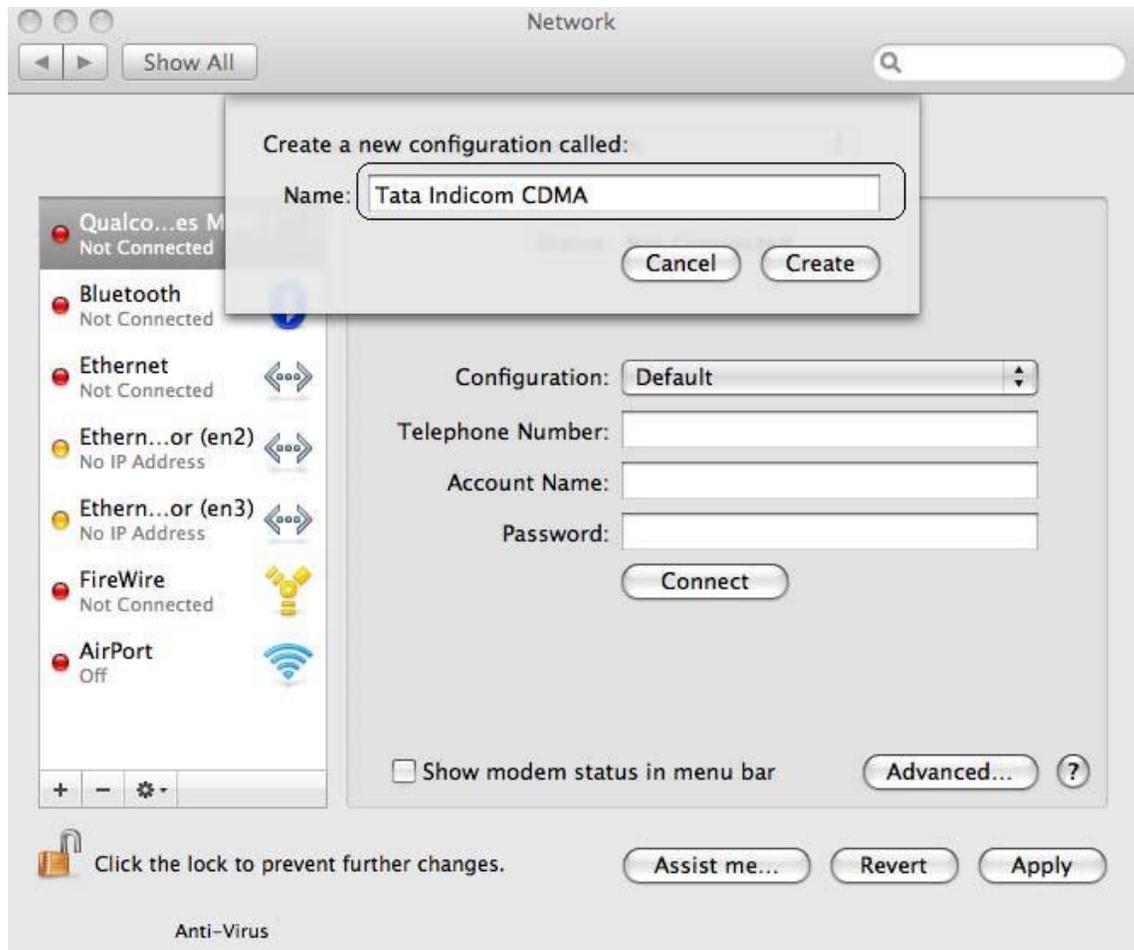
5. Click on + symbol, write **Sungil SXC - 1080 USB CDMA** and click **Done**.



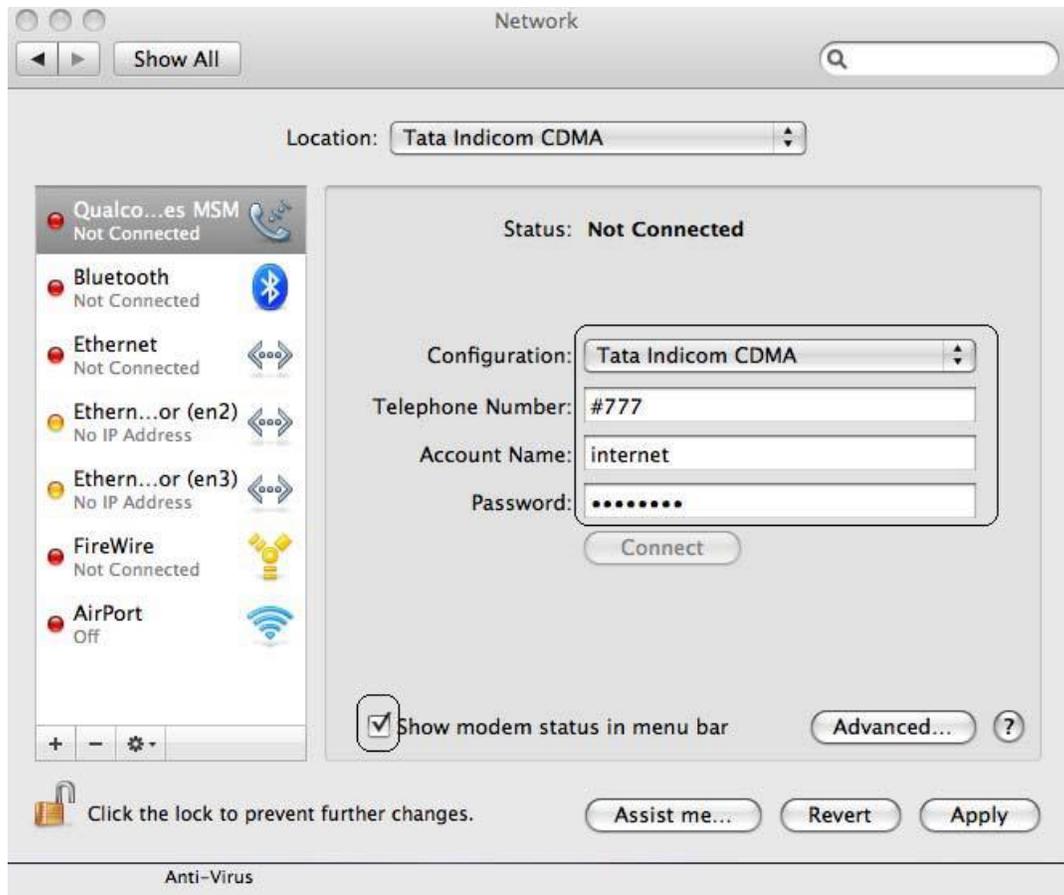
6. On the left menu click on Qualcomm CDMA Technologies MSM. Click on Configuration and select Add Configuration from the drop down list.



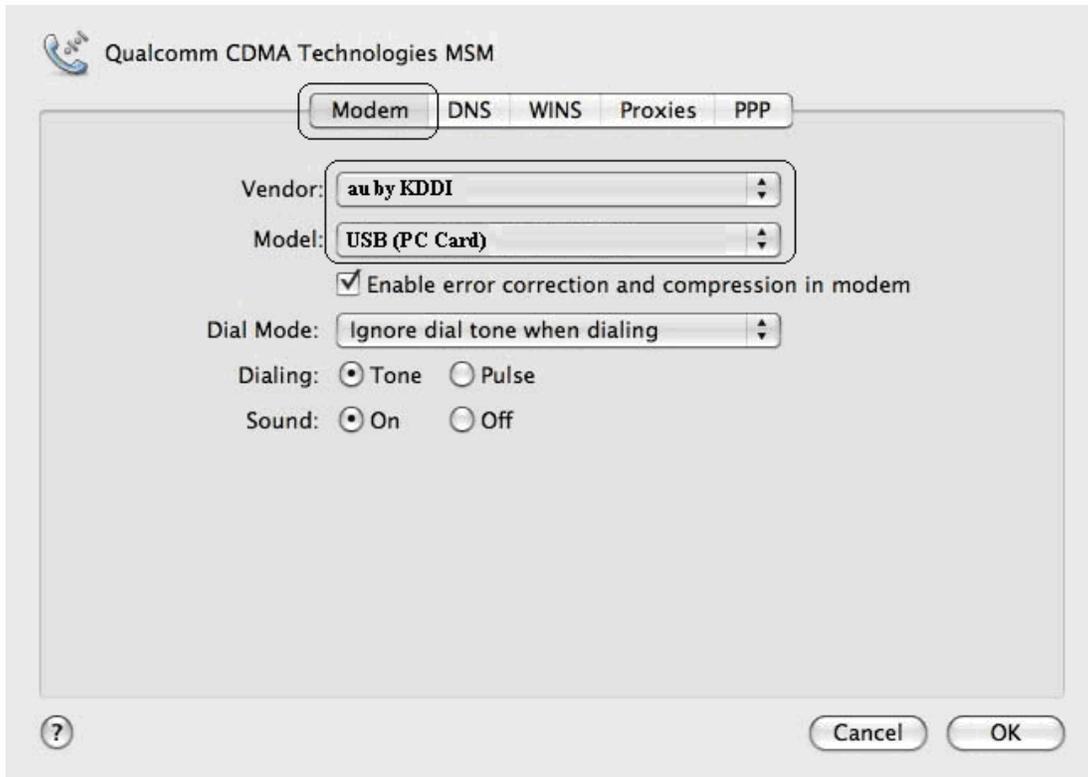
7. Create a new configuration write **Tata Indicom CDMA**



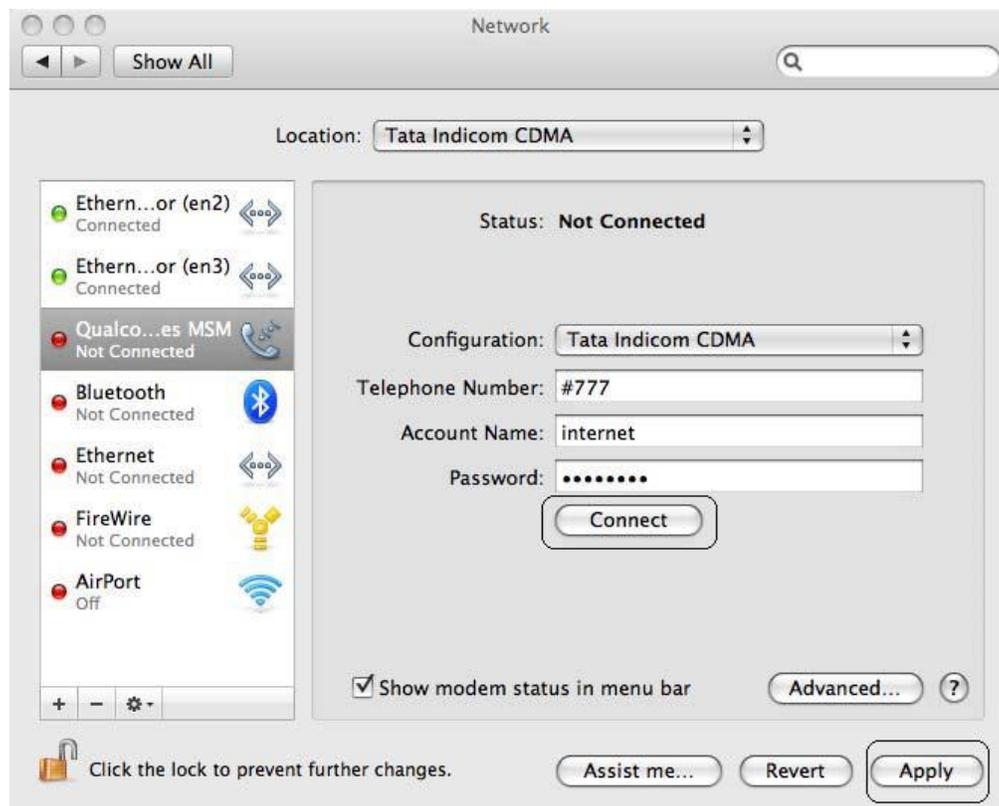
8. Select the option **Show modem status in menu bar** and Click on **Connect**.  
Enter the following:  
Telephone Number: **#777**  
Account Name: **internet**  
Password: **internet**  
Check on "Check modem status in menu bar"  
Click on **Advanced**



9. Click on **Modem** Tab. Select the Vendor **au by KDDI** and Make **USB (PC Card)**



10. Click on **Apply** and click on **Connect**.



11. Click on **Disconnect** to disconnect from internet.



## Installation in Linux

1. Log in - in the root user.
2. Connect the USB modem to PC
3. Run terminal in Linux
4. Type following command. : `wvdialconf /etc/wvdial.conf`
5. `wvdialconf` will detect the modem, its maximum baud rate, and a good initialization string  
and will generate or update the `wvdial` configuration file based on this information.
6. A configuration file will be created as below

[Dialer Defaults]

```
Modem = /dev/ttyACM0
Baud = 460800
Init1 = ATZ
Init2 = ATQ0 V1 E1 S0=0 &C1 &D2
+FCLASS=0
ISDN = 0
Modem Type = USB Modem
; Phone = <Phone number>
; Username = <Username>
; Password = <Password>
```

7. But the users still need to edit /etc/wvdial.conf to specify the phone number, login name, and password of your internet account in order for wvdial to work.

8. User should edit the configuration file as given below.

```
[Dialer Defaults]
Modem = /dev/ttyACM0
Baud = 460800
Init1 = ATZ
Init2 = ATQ0 V1 E1 S0=0 &C1 &D2
+FCLASS=0
ISDN = 0
Modem Type = USB Modem
Phone = #777
Username = internet
Password = internet
stupid mode = 1
```

### How to Connect

1. Open the terminal
2. Type wvdial and press enter

### How to Disconnect Internet

1. Press Ctrl + C  
Or

Close terminal

OS COMPATIBILITY

Operating System	OS Version	Sungill USB SXC-1080	JE Visit Available	Remarks
Windows	Windows 98 SE	Not supported	Not Applicable	Drivers are not available
	Windows ME	Not supported	Not Applicable	Drivers are not available
	Windows 2000	Yes	Yes	
	Windows XP 32 Bit SP2	Yes	Yes	XP Service Pack 2 is must
	Windows XP 64 Bit SP2	Yes	Yes	XP Service Pack 2 is must
	Windows Vista 32 Bit	Yes	Yes	
	Windows Vista 64 Bit	Yes	Yes	
	Windows Vista All Versions	Yes	Yes	
Linux	Rehat Enterprise Linux 3 & above	Yes	Yes	
	Fedora Core 5 & above	Yes	Yes	
	Ubuntu Linux 6 & above	Yes	Yes	
	Debian Linux 3.1 & above	Yes	Yes	
	Linux 2.8 Kernel & above	Yes	Yes	
	Suse Linux 10 & above	Yes	Yes	
MAC OS	Mac OS X v10.0 (Cheetah)	Yes	No	
	Mac OS X v10.1 (Puma)	Yes	No	
	Mac OS X v10.2 (Jaguar)	Yes	No	
	Mac OS X v10.3 (Panther)	Yes	No	
	Mac OS X v10.4 (Tiger)	Yes	No	
	Mac OS X v10.5 (Leopard)	Yes	No	
<p><b>Note:</b> JE visit will be provided only for Windows 2000/XP/Vista and Linux versions: Redhat Enterprise Linux 3 &amp; 4/Fedora Core 5 &amp; 6/SUSE Desktop Linux 9 &amp; 10/Debian Linux 5 &amp; 6/Ubuntu Linux 5 &amp; 6.</p>				
<p><b>No JE visit will be provided for MAC OS installation.</b> Please contact Apple service center for the support.</p>				

## FAQ

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### Usage Queries

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#### How do I install the USB modem? ([Back](#))

- A** “Sir/Madam, please follow the steps in the installation manual, to install the USB modem.”  
Installation Guide for Windows XP: [Click Here](#)  
Installation Guide for Mac OS: [Click Here \(Mac 10.1 to 10.4\)](#) or [Click Here \(Mac 10.5\)](#)  
Installation Guide for Linux: [Click Here](#)
- 

#### Can I install this in Windows Vista? ([Back](#))

- A** “Sir/Madam, Yes, you can install this USB modem under Windows Vista.”  
Installation Guide for Windows: [Click Here](#)
- 

#### From where can I download the dialer for Windows 7? ([Back](#))

- A** “Sir/Madam, Yes, you can download the dialer for Window 7 at the following link <http://www.tataphoton.com/tata-photon-whiz-service.aspx#tab05> .”
- 

#### How to connect to the internet? ([Back](#))

- A** “Sir/Madam, after installing the modem, double click on the dialer client that appears on the desktop. Click on the connect icon to connect to the Internet.”
- 

#### How to add a contact in the phone book? ([Back](#))

- A** “Sir/Madam, click on the address book icon the dialer client -> add contact -> type the name and phone number and save it onto the PC or RUIM card.”
- 

#### How to make a group in the address book? ([Back](#))

- A** “Sir/Madam, click on the address book icon the dialer client -> add group -> type the name and description of the group and save it.”
- 

#### How to copy a contact from RUIM card to PC and vice-versa? ([Back](#))

- A** “Sir/Madam, to copy/move a contact from RUIM card to PC or vice-versa double click on the contact and select the option copy/move.
- 

#### How many contacts can be stored in the RUIM card and PC? ([Back](#))

- A** “Sir/Madam, you can store upto 250 contacts on the RUIM card and unlimited contacts on the PC.”
- 

#### How to view the internet logs? ([Back](#))

- A** “Sir/Madam, you can view the internet logs by clicking on ‘setup’ icon the dialer client -> network -> show internet log.”
- 

#### What is pager message? ([Back](#))

**A** “Sir/Madam, a pager message enables you to send only the number without any contents.”

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**What is the default user name and password for internet connection? ([Back](#))**

**A** Sir/Madam, the default user name and password for internet connection is  
User id : internet Password : internet

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**DO I need to unplug the USB modem during driver Installation? ([Back](#))**

**A** Sir/Madam, NO! Since driver has to be installed automatically do not unplug the USB modem during driver installation.

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**What do the light indicates? ([Back](#))**

**A** Sir/Madam,  
**Red** : Searching for Drivers

**Amber:** Getting synchronized with the network.

**Green:** Ready for Data Transmission

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**What is the use of the speed software? ([Back](#))**

- A** Sir/Madam, Speed+ intercepts a request from your Web browser and passes it to a VServer located in your service provider's network. The VServer then optimizes the transmitted information by applying Venturi Transport Protocol (VTP), which provides the most efficient data transport available for high-latency and low-bandwidth networks, while intelligently compressing the graphics and text within the Web page. The optimized page is then sent to Speed+ which decompresses it and passes it to the browser on your device.

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**SMS Related**

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**How to send SMS? ([Back](#))**

- A** "Sir/Madam, open the dialer client and click on SMS Write/send. Type the message and enter the phone number."

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**How to send multiple SMS? ([Back](#))**

- A** "Sir/Madam, you can send multiple messages by dividing the recipients by a semicolon (;)."

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**What is the maximum number of recipients, I can send message, in one go? ([Back](#))**

- A** "Sir/Madam you can send messages up to 10 recipients."

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**How to view the received SMS? ([Back](#))**

- A** "Sir/Madam, once you receive a SMS, you will have a notification, either by a auto pop-up or a sound notification. You can read the SMS by clicking on the SMS Inbox icon the dialer client and selecting the SMS you want to read."

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**Can I have the delivery acknowledgement for the sent SMS? ([Back](#))**

- A** "Sir/Madam, yes, you can have the delivery acknowledgement for the sent SMS, by checking the 'delivery ack' box, while sending the SMS."

## Complaint Handling

**I get the message, “Modem driver not installed. Install driver and restart program” is displayed on the Dialer Client? (Back)**

**A** “Sir/Madam,

- Disconnect USB Modem
- Re connect after a minute
- Go to Device Manager to check whether the USB modem is available
- If still not available disconnect and re connect after a minute
- Still not working un-install and re-install the dialer.

**I get the message, “Modem unplugged. Plug modem” is displayed on the Dialer Client? (Back)**

**A** “Sir/Madam, there are following ways to check for this problem

1. Check the USB Modem is connected to PC or not. Please connect the USB modem if its not connected.
2. If connected, please follow the below mentioned steps,
  - Separate USB Modem from PC, and reconnect about one minute later.
  - Go to Start > Setting > Control Panel > System > Hardware > Device Manager (In Windows XP) and check whether USB Modem is in it.
  - If Modem doesn't appear, separate USB Modem from PC, reconnects USB Modem about one minute later.
  - If PC has more that one UB port, insert the USB modem in different USB port of the PC.

**I get the message, “Invalid Modem Port, Reinstall driver” is displayed on the Dialer Client? (Back)**

**A** “Sir/Madam, USB Modem is not connected properly or the drivers are not installed or corrupted. Please do the following action.

- Remove USB Modem from PC, and reconnect after one minute.
- And go to Start > Setting > Control Panel > System > Hardware > Device Manager (In Windows XP) and check whether USB Modem is in it.
- If Modem doesn't appear, separate USB Modem from PC, and reconnect about one minute later. If the Message “Invalid Modem Port” appears repeatedly, please install Dialer Client again after removing previous of it.”

**What is the Customer Care No. for SXC-1080 support? (Back)**

**A** “Sir/Madam, the Customer Care No. for SXC-1080 support is +91 9868800016 (chargeable no. Local/STD rates applicable) and is mentioned on the box.

**How do I insert RUIM card in Sungil USB modem SXC-1080? (Back)**

**A** Sir/Madam, please follow the below mentioned steps to insert the RUIM card in USB modem SXC-1080:  
(Agent to check whether data services is activated on the RUIM card)

If No  
Raise SR for the Data Feature

If Yes  
Sir/Madam,  
– Open the RUIM card slot cover of the USB modem  
– Keep the metallic side of the RUIM card downwards while inserting the RUIM card into RUIM card slot of the device.  
– Keep the uneven side of the RUIM card on the outer side of the RUIM card slot while inserting the RUIM card into RUIM slot of the device.  
– Insert the RUIM card into the RUIM card slot.  
– Close the RUIM card slot cover of the USB modem.

**I have installed Modem but I am not able to connect to internet? (Back)**

**A** (Agent to check whether data services is activated on the RUIM card)

If No  
Raise SR for the Data Feature

If Yes  
Sir/Madam, please check if you have entered the username and password as 'internet' in lower case as it is case sensitive.

**I have inserted RUIM card in to UIM socket of USB modem, but dialer displays " Please Insert UIM card"? (Back)**

**A** "Sir/Madam, please check if RUIM card is inserted properly in the USB Modem.

– Keep the metallic side of the RUIM card downwards while inserting the RUIM card into RUIM card slot of the device.  
– Keep the uneven side of the RUIM card on the outer side of the RUIM card slot while inserting the RUIM card into RUIM slot of the device.  
– Insert the RUIM card into the RUIM card slot.

**What do I do if, there is no Antenna indicator on the Dialer Client and 'no svc' is displayed and the LED of USB Modem is in red? ([Back](#))**

**A** Sir/Madam, Please reinstall the drivers and insert modem again.

**Can I remove an R-UIM Card while USB Modem is in use? ([Back](#))**

**A** Sir/Madam, This may harm the PC and Modem. Please use the "Safely Remove Hardware" command to disconnect the USB Modem first or remove the UIM Card after the PC is shut down.

**When is 'MIN out of range, Please enter valid MIN' message displayed? ([Back](#))**

**A** Sir/Madam, this message is displayed when invalid RUIM card (non TATA Indicom RUIM) has been inserted. Please ensure that a valid R-UIM card is inserted.

**When is 'Phone locked-Please contact service center' message displayed? ([Back](#))**

**A** Sir/Madam, This message is displayed after five consecutive attempts & warnings when you insert an invalid RUIM card (non TTSL RUIM card). You need to contact the service center to unlock the modem where you will have to pay a service charge of Rs. 110.

**What should I do if the message "Connect" appears even after connecting the Internet? ([Back](#))**

**A** Sir/Madam, Do not click "Connect" again. Please wait for sometime for the dialer to initialize. Once the modem is initialized and we press connect, it takes a certain delay to get connected to the internet. This is normal behavior.

**What do I do if I forget the PIN number, which I have changed? ([Back](#))**

**A** Sir/Madam, If you have not changed the PIN number earlier, Please enter "1234" as default PIN number.

**I am getting the error message "Please dial \*228 to activate". ([Back](#))**

- A** Sir/Madam, This error generally comes only when the RUIM card that is inserted in the modem is not activated  
Agent to check in CRM if the connection is active  
If No  
Inform the same to the customer and raise complaint on activation communicate relevant SLA to customer.  
If Yes  
Check with the customer if the RUIM card has been inserted properly, else guide the customer on the correct way of inserting the card.  
If the problem is not resolved - Raise 198 TT in CRM.  
Backend to confirm complete activation on switch, incase line is active arrange JE visit to customer premises.

**My internet is disconnecting again and again. ([Back](#))**

- A** Agent to check for network outage information on DISHA.  
Incase there is a network outage - inform the same to customer with the expected time for resolution.  
Incase there is no reported outage.  
Confirm from the customer if he is facing the issue in all locations or specific location.

**Incase Specific location:**

- Ask the customer to open the dialer screen and check the signal strength in the area where he is trying to access internet.
- Confirm from the customer if there is a frequent increase / decrease in the signal strength in the area.
- Incase the customer confirms that the signal strength is poor or there is fluctuation inform the customer that at least 2 constant network bars are essential to ensure good stable connectivity.
- Incase the customer is using a desktop and is getting weak signals, advice the customer to use a long data cable to enable the customer to place the modem in an area with good signal strength so that the signal strength is constant.

You can buy the extension cable for MRP Rs. 99 from TATA Indicom outlets.

**Incase all location:**

- Guide the customer to uninstall and reinstall the drivers.
- If the problem is not resolved -Raise 198 TT in CRM.
- Backend to arrange JE visit to customer premises.

**How can I stop the internet when the device is connected? Can I directly plug out the device to stop the internet? ([Back](#))**

**A** Sir/ Madam, To stop the internet connection, you need to click “Disconnect” icon on the dialer. If there is an improper disconnection due to pull out the device from the USB port or if the Laptop battery drains out, this will cause the physical disconnection from the PC but there is always a possibility that billing will continue.

**I am unable to use the USB modem on my PC? ([Back](#))**

**A** Sir/Madam, you may try using the modem on some other PC.

**I am not getting proper coverage in my USB modem when I connect it to my desktop? ([Back](#))**

**A** Sir/ Madam, this issue may occur if you are using a desktop where you CPU is kept below the table. I would suggest either you can change the location of the CPU and place it above the table or you can purchase a data cable which will help you place the modem above the table where you can get proper coverage.

**How to unplug the modem from the PC/ Laptop? ([Back](#))**

**A** Sir/ Madam, Disconnect the modem from the net (Dialer Manager → Click on Disconnect Icon → Wait till the Connect Icon appears.) → System Tray → USB → Safely remove the modem → properties → stop → message appears “SAFE to REMOVE THE DEVICE”

**“I have my USB slot at the rear end of the tower and the tower is kept under the desk, do I face any problem with this” (Coverage related in a specific area inside the customer premises)**

**A** Sir/ Madam, Yes! At times you may face a problem with Signal but this could be rectified by using extension cable.

**[Sungil Internet Application Issue](#)**

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**I am viewing details in the Internet log application in Sungil Modem software, my usage in the logs is very low (XX hours) and the units that I am billed for in the bill is very high (YY hours) ([Back](#))**

**A** Sir/Madam, The usage details that are currently visible in the Internet log application are indicative and are not used for billing and the billing is done as per the reports captured by our state of the art network equipments. We have a very robust billing system in place and would like to assure you that the usage that you have been billed for is correct. The issue related to the incorrect usage information in the Internet log application has been

rectified and the Corrected version can be downloaded from the URL:  
<http://www.tataindicom.com/t-personal-internet-plug2surf-dialer.aspx>

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**Why is there a difference between the usage details in the Internet log application in Sungil Modem software and the usage details in my bill? ([Back](#))**

**A** Sir/Madam, The usage details that are currently visible in the Internet log application are indicative and are not used for billing and the billing is done as per the reports captured by our state of the art network equipments. The Internet logs in the application are machine specific so if the machine is changed the logs may not be accurate. There are various other reasons why there could be a difference for e.g. incase the machine is switched off when the session in active, or the dialer software is terminated if the systems hangs etc.

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**Can you provide me a detail bill of my data usage i.e date /time/bytes used? ([Back](#))**

**A** Sir/Madam, we cannot provide you the details of your data usage i.e date /time/bytes used.

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**How do I know your billing is robust when I am seeing something else on my system? It gives me the correct connected/disconnected time. ([Back](#))**

**A** Sir/Madam, Although the connection and disconnection time may be right, usage details that are currently visible in the Internet log application are indicative and are not used for billing. The Internet logs in the application are machine specific so if the machine is changed the logs may not be accurate. There are various other reasons why there could be a difference for e.g. incase the machine is switched off when the session in active, or the dialer software is terminated if the systems hangs etc.

## **Do's and Don'ts**

### **What are the precautions should I take to use this Sungil USB Modem?**

- A** Sir/Madam,
1. USB Modem must not be used in an aircraft at all times.
  2. Do not use your Modem near petrol stations, fuel depots, chemical plants or blasting
  3. Operations.
  4. For your safety, use the ONLY on a specific PC.
  5. Do not handle the modem with wet hands while it is being operated. It may cause an electric shock or damage your modem seriously.
  6. Keep the modem in a safe place out of children's reach. It contains small parts which may cause a choking hazard, if it's detached.
  7. Do not use the modem in areas with special regulations against electronic usage. (i.e. The hospitals where sensitive medical equipment can be affected by Modem usage)
  8. Only use ORIGINAL accessories to avoid damage to your modem.

9. All radio transmitters carry risks of interference with electronics in close proximity. Minor interference may affect TVs, radios, PCs, etc.

### TROUBLESHOOTING IN SXC-1080

Sr.No.	Problem	Cause	Suggested Actions
1	Error 721	UIM not activated	UIM card needs to be activated. Please contact the service provider for the UIM activation process
		UIM not fixed properly	Remove the UIM card and fix it properly as per the indication shown on the UIM Slot
		Data Services not activated	Data Services need to be activated. Please contact the service provider
		Network congestion	In case of a network congestion , please wait and dial after sometime.
		Antivirus blocking the application	Check if the application is being blocked by the Antivirus client. If yes, please get in touch with the PC administrator
2	Error 691	Username/Password invalid	Correct the username or password in the current profile setting. To change/ modify the user name / Password got to Setup -- Network -- Connection setting-- Edit the selected profile. In case of difficulty contact customer care for details

	Access denied because username and/or password is invalid on the domain.		
3	Low Browsing and Download speed		
		Desktop / Laptop heavily loaded with applications that share the internet data bandwidth	Uninstall the applications that are not required.
			Eg. In case of Windows Vista, windows sidebar accesses the bandwidth resources for the temperature, news updates etc. The sidebar can be disabled at the user's discretion for improved speed.
		Updates - Windows update, Antivirus updates, etc	Check for any updates that are in progress when you are facing a low speed issue. Antivirus client's updates, Windows update etc. should be scheduled as per your convenience.
		Network congestion	Kindly disconnect and try later.
			Note : The experienced speed will vary from time to time and place to place depending on factors like the received signal strength, the network congestion at that particular time, the laptop/ desktop configurations and loaded applications. CDMA 1X offers a maximum speed of 153 Kb/s in ideal conditions

4	No Antenna indicator on the Dialer Client and 'no svc' (No Service) is displayed. The LED of USB Modem is Red.	No Network coverage	Contact service provider for network coverage issue. Try changing the location to a better coverage area.
		UIM card faulty or not fixed properly	Check the UIM card and insert it in properly. If UIM faulty contact the service provider.
		Initialization delay due to the UIM card	In such a case, please wait for at least 3 minutes for the modem to get initialized and latch on to service.
		USB Modem faulty	Contact the nearest service center.
5	Internet disconnects intermittently	Low Network Area	Network Strength should be improved. Contact service provider. Try using a USB extension cable
		Possibility of a Virus infection	Scan your desktop / laptop for viruses periodically.
6	"Phone Locked" Message appears on Dialer	Using Non-TATA UIM card for more than 5 times subsequently	Only Tata UIM card should be used.

7	<p>Message "Modem driver not installed. Install driver and restart program" is displayed on the Dialer Client.</p>	<p>Dialer Software is not Installed properly</p>	<p>Reinstall the Dialer Software Properly.</p>
8	<p>Message "Modem unplugged. Plug Modem" Displays on the Dialer Client.</p>	<p>USB Modem not connected</p>	<p>Connect the USB Modem in the USB slot</p>
		<p>USB Modem is not properly connected or the drivers have got corrupted.</p>	<p>Reconnect the USB Modem properly. Follow Start &gt; Setting &gt; Control Panel &gt; System &gt; Hardware &gt; Device Manager (In Windows XP) and Check whether USB Modem is present. If Modem does not appears, Separate USB Modem from PC, reconnect USB Modem after about one minute.</p>
			<p>Re-install the Dialer Software</p>
9	<p>Message "Invalid Modem Port, Reinstall driver" displays on the Dialer Client.</p>	<p>USB Modem is not connected properly or the drivers are not installed or corrupted</p>	<p>Remove USB Modem from PC, and reconnect after one minute.</p>
			<p>If the Message "Invalid Modem Port" appears repeatedly. Uninstall the Dialer Software and Reinstall Dialer Software.</p>

			Reconnect the USB Modem properly. Follow Start > Setting > Control Panel > System > Hardware > Device Manager (In Windows XP) and Check whether USB Modem is present. If Modem does not appears, Separate USB Modem from PC, reconnect USB Modem about one minute.
10	Message "Dialer Client Access denied please close other application" displays on the dialer client	Dialer client is not able to communicate with the modem. Either the dialer is not installed properly or some application is accessing the modem control port	Try to Re-install the dialer software and re-insert the USB modem.  Try to open the dialer application first and then insert the USB modem.
			Contact you PC system administrator to check for the port conflict
11	"MIN out of range" message is displayed	Non Tata UIM card is inserted	Kindly guide the customer to insert valid Tata UIM Card or visit TVH to get sim replaced or if data card issue then guide the customer to ASC for software up gradation
12	Message "Connect" appears even after clicking "Connect" once.	The dialer is in Initializing state	Do not click "Connect" again. Please wait for sometime for the dialer to initialize. Once the modem is initialized and we press connect , it takes a certain delay to get connected to the internet. This is normal behavior.
13	Invalid PIN code	Incorrect "Personal Identification Number" is entered.	Please enter correct Personal Identification Number.

14

Enter  
PUK(PIN  
Unlocking  
Key)

After a specified  
number of attempts  
are exhausted for  
the PIN entry, the  
PUK needs to be  
entered to unlock  
the UIM card.

Contact service provider to get the PUK  
and enter this PUK here to unlock the  
card.