

## Q : How do I determine if my MC35 GPRS Module needs repairing?

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### WARNING

**USING THIS SOLUTION COULD RESULT IN LOSS OF ALL DATA  
PLEASE PROCEED WITH CAUTION**

#### Setup Requirements:

- A MC35 Mobile Computer running Windows Mobile 5 or Windows Mobile 6.

[\[How to find Model Number\]](#) [\[Determine OS Version\]](#)

#### Download Instructions:

No additional files are required to perform this operation.

#### Installation Instructions:

- Ensure the Phone is enabled. To do this, open your Wireless Manager (Either the WLAN & Bluetooth section on the today screen or via Start > Settings > Connections). Turn it on if it is powered off.
- Check the SIM Card to ensure it is correctly seated and that the chip is not scratched or otherwise damaged.
- Check your GPRS APN and Username / Password settings. To do this, go to Start > Settings and then the Connections tab. Then select the Connections option, then the Advanced tab. Make sure the top drop-down list is set to My ISP, then tap Edit. Note if you are connecting to a generic GPRS AP (such as vfinetnet.au or Telstra.internet), a user name and password are not required.
- Reset the device. For more information on how to do this, see the 'How do I reset my MC35' document on the FAQ section of our website. If this does not solve your problem, your device will require a service.

If you require further information or have any questions please contact:

[techsupport@leopardsystems.com.au](mailto:techsupport@leopardsystems.com.au) or call 03 9534 2022 (Mon - Friday 9am - 5pm).