
Data Cable Connection Tips and Hints

This guide details the main reasons for not being able to get a connection between your phone and software, and is intended as a quick checklist to sort minor problems efficiently. It is not intended as a substitute for reading the product instructions.

1. All foam protection on the data cable should be removed. The foam protection is only to protect against damage in transit and if not removed it will block the connection.
2. If you have removed the battery from the phone to fit the cable, then insert the battery back on top of the cable.
3. Both your phone and computer should be turned on.
4. The connector must click securely on to the phone.
5. Your phone's battery should be fully charged.
6. The software you are using should be on the "Suitable Software" list found on the main item information page. If software is not on the list, it is because it doesn't support either the data product or the mobile phone.
7. If your phone displays an "Accessory Not Connected" message it means you have not fitted the cable correctly and/or are using the wrong software. Please read the fitting instructions and use software listed on our site as "Suitable".
8. If your phone displays an "Insert Sim " message it means that either your sim card is not inserted or you have a loose connection somewhere. Work through the product instructions again.
9. Check the connection pins on the cable. They should all be the same length and be springy. If they have been damaged, jammed, bent or broken during the fitting process then it will block the connection and you will need to fix them. Try using tweezers.
10. USB data cables need to have drivers installed to provide a virtual com port (eg COM 3). Download drivers from the item information page.
11. The COM port selected in the software should be the same port your cable is plugged into, or with USB cables, the same port the driver has virtually allocated.
12. Unless the cable is physically damaged, it will be working fine. Any problems will be with software, the connection, or you com ports.