



Code from a Small Island

WEDNESDAY, 4 MARCH 2009

Getting built-in 3G to work on a Sony Vaio with any SIM Card

Update on installing/running Windows 7 on a Sony Vaio [old, see below]: At the time of writing this is a 'no no' if you want to use the built-in 3G connection. The first problem was that GlobeTrotter v1.0 is not compatible with Windows 7. Sony have solved this by making GlobeTrotter v2.0 available from Vaio's downloads page (choose the WWAN drivers for Vista). The one remaining problem is that the VAIO Smart Network utility does not work under Windows 7. This means that it is not possible to turn on the power to the built-in 3G and GlobeTrotter 2/Windows 7 recognise it. *[For developers, someone has figured out how to do this and implemented it under Linux, so someone could use this to write a Windows 7 driver].* For now we'll have to wait until Sony release a laptop with Windows 7 pre-installed, and then hope to use the Vaio smart network off that.

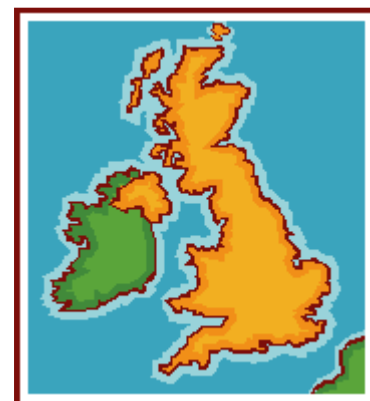
Other than the 3G problem my Sony TZ21 is running Windows 7 RC fine (make sure you go to Windows Update after it finishes installing so that it downloads all the correct drivers).

Further Update on Windows 7 - Working! (28-May-2010): I have been running Windows 7 with 3G for a while now. Everything is working just fine. The things I did to get it working were:

- Use Windows 7 32-bit (the 64-bit version seems to have issues with some of the Sony Drivers). It's better to upgrade from Vista, that way all your drivers will be there.
- If your wireless switch utility (smart network) displays funny it's because there are some shared driver dlls from Sony which must also be installed. If I remember correctly there were two sets, they are all available from the Sony drivers website. In short, install absolutely everything Sony offer. Note:- this won't be an issue if you chose to 'upgrade' windows.
- Follow this guide, and make sure you are using GlobeTrotter v2.
- Now, when you launch Globe trotter, or Windows 7 built in 3G connection you'll get an error code. This error code translates to the hardware being in-use. I don't have the error code anymore, but if you get it please post it on this blog. To solve this open your Windows 7 network center, and as long as you have WWAN activated you will see a connection for your 3G. Click it, and delete the connection. Yes Delete it! It's stopping the GlobeTrotter driver being able to access your hardware. Now reboot.
- Finally you can now connect using GlobeTrotter, or even better, by right clicking on the Windows network icon in the tray and choosing to connect to 3G (windows uses the GlobeTrotter driver in the background). I always use the latter.

This is a complete guide to getting the built-in 3G/HSDPA to work on a any Sony Vaio laptop with any network. There is a lot of loose information floating around on the Internet; this is a consolidated and tested tutorial.

So far this has been tested thoroughly with Windows Vista, but should also apply to Windows XP.



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STEP 1: INSERT SIM CARD INTO VAI0 LAPTOP

The first thing you will need to do to get 3G/HSDPA working is to place the correct SIM Card into your laptop. This tutorial should work with any 3G SIM.

The SIM Card is located behind the battery compartment on most Vaios, so you will need to power down and remove the battery first. Make sure the SIM 'Clicks In', you may need to use a pen or a coin to push it far enough for this to happen.

STEP 2: UNINSTALL T-MOBILE SOFTWARE

Most Sony Vaio laptops come with T-Mobile software pre-installed. You will want to remove this to allow the correct configuration of the software which will allow you to connect to any network.

Depending upon your laptop model you will either need to:

Go to the Control Panel and Add/Remove programs. From here select anything with T-Mobile and uninstall it.

Or

Go to the Start menu, select the T-Mobile sub-menu and choose the uninstall option

If you don't manage to find how to uninstall your T-Mobile software it may not be the end of the world, but could cause complications later.

STEP 3: INSTALL GLOBETROTTER SOFTWARE

Sony Vaio supplies the Globe Trotter software for free for laptop owners. It is supplied under the *Windows XP Downgrade* downloads section. GlobeTrotter is designed to work under Windows XP but also works fine under Windows Vista.

Go to the [Vaio website](#) and under the Drivers and Utilities sections choose *Updates*.

Next you will have to enter your laptop make and model. I entered:

"Vaio Notebooks" "VGN TZ" "VGN-TZ21WN/B"

After this you will be presented with a number of links. Choose *Windows XP Downgrade*.

Next you will be presented with a load of things you can download. Under *Driver* locate, download, and install the driver called *WWAN*. This is the GlobeTrotter software.

STEP 4: ENABLE VAI0 WWAN

Ensure the physical wireless switch on you Vaio laptop is switched to On (otherwise there is no way to connect to 3G). It is usually a slider switch located on the side of the laptop facing the user.

Sony Vaio laptops come with a utility called the *Wireless Switch Setting Utility*. It allows the user to switch on and off the networking components of the laptop.

Getting built-in 3G to work on a Sony Vaio with an...

► [2008](#) (5)

ABOUT ME

BEN

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Launch the Wireless Switch utility (it is normally an icon in the tray on the right side of the start menu bar). If not, find it in the start menu.

Switch everything to Off, especially the WAN option.

Now switch on WWAN but leave everything else Off.

STEP 5: GLOBETROTTER SETTINGS

Launch the newly installed GlobeTrotter Connect software from the Start Menu.

Depending upon your 3G/GPRS provider you will need to enter the correct settings into GlobeTrotter, see the table below:

3G Provider	PIN	APN	User Name	Password
Vodafone	[N/A]	internet	web	web
Orange	[N/A]	internet	[Leave Blank]	[Leave Blank]
Three	[N/A]	3internet	[Leave Blank]	[Leave Blank]
T-Mobile	[N/A]	general.t-mobile.uk	[Leave Blank]	[Leave Blank]

Now close GlobeTrotter down completely.

STEP 6: DISCONNECTION FIX

Most 3G providers have connection problems with GlobeTrotter under vista, and they will disconnect you after a very short period of time (usually between 30 seconds and 10 minutes). Luckily there is a work around to allow you to "keep the connection alive". This involves changing a registry setting.

Select Start -> Run

Type *Regedit* and press Enter

Navigate to:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Enum\USB\Vid_oafo&Pid_6901\Serial_Number\Device Parameters

Once inside the folder -> Right Click -> Add New -> DWORD (32bit)

Rename the new DWORD to *ExtraDisSelSusp*

Double click the new *ExtraDisSelSusp* and change the *Value* to *1*

Note that everything is case sensitive. If you can't find the above mentioned folder to navigate to, make sure you have installed GlobeTrotter and have ran it at least once.

STEP 7: REBOOT AND CONNECT

We are almost done; you should now restart your laptop.

Once your laptop has restarted confirm:

The external physical wireless switch is On

In the Sony Wireless Connection Utility, everything is Off except WWAN (which should be On). If WAN is switched on (and sometimes LAN), you will not be able to connect using 3G.

Launch GlobeTrotter, if you wait it should locate the network and display the network name. If you get a *Device not Found* error, use the physical switch to switch wireless off, then on again. Also ensure only WWAN is selected in the connection utility.

Once the network has been located hit the *Connect* button. Once connected you should be able to launch Internet Explorer and browse to google as a test.

Note: Some Vaios do sometimes have problems connecting at this stage (after a reboot). Try switching the physical wireless switch to off and wait for a few seconds, then switch it on again. I'm not sure if this has to be done when GlobeTrotter is open or closed so try both, but it certainly does resolve problems.

FINALLY

If anything in this guide did not work for you and you know the work around, or if something is missing please leave a comment, stating your laptop model number and the operating system. I will update the guide. Also if the guide worked for you please also leave a comment with your O/S and model number, that way I can add it to the verified table below.

So far this guide has been verified on the following systems:

- VGN-TZ21WN/B (VGN-TZ series) on Vista
- VGN-TZ21XN/B (VGN-TZ series) on Vista

The guide has also been verified on the following cellular networks:

- Vodafone
- Orange

I hope that this guide was helpful. As always, any feedback which helps others is much appreciated. You do not need to sign in to leave a comment.

POSTED BY BEN AT WEDNESDAY, MARCH 04, 2009

LABELS: [TUTORIALS](#)

41 COMMENTS:

Jerry McKay said...

Great guide, worked perfectly for me, many thanks!

VGN-TZ21XN on Vodafone

5 MARCH 2009 16:46

Anonymous said...

Thanks for the information and help. Worked without any problems using O2 network on a Vaio VGN-TZ31WN with Vista operating system.

20 MARCH 2009 13:53

Anonymous said...

Hi I have the VAIO TT11VN which seems to have a version of globetrotter installed that works with my 3internet card straightaway on UK mainland. However, I am currently in Guernsey and each time I try and connect I get an error 0x84000011 when trying to connect

23 MARCH 2009 20:13

chas said...

What a great guide. I've been connecting to the internet via bluetooth and my sony P990 mobile. But the reception on my train line is pretty bad. I thought I'd give the built in Vaio SIM Card.

I tried just doing it with vista first. No luck, but now it all sorted. Thanks

Rob Chasmer

23 MARCH 2009 23:11

Anonymous said...

Hello!

I've tried the Globe Trotter with my new Vaio P, but the message "Device not found" appeared. I'll try to use the Nokia Connection manager and know if adress this issue!

Thanks for your work!

Josep

30 MARCH 2009 11:08

Anonymous said...

Thanks - worked perfectly.

Vaio-SZ61, Vista, Orange.

31 MARCH 2009 07:27

Anonymous said...

Thanks, works with my VGN-Z21W/B although I do find the quality of connection using the Vodafone Dongle Modem is better.

1 APRIL 2009 23:17

techstar said...

Works on a VGN-TT11, however on Vodafone you can NOT connect to any POP3 mailbox

But on Orange, and 3 networks the POP3 email works perfect, have no idea what is causing this problem on Vodafone

4 APRIL 2009 00:38

Brendan said...

I could have done with this guide 6 months ago! After a long struggle I got it (sz71wn/c) to work with 3 in Ireland but I have a constant problem with finding the network. It can spend hours or even days "searching for network" especially after a reboot. Once it manages to register I have to leave it on standby or it loses it's way again. If anybody has any ideas I'd really appreciate it. Thanks.

12 APRIL 2009 16:54

Anonymous said...

With the VAIO P-Series, the WWAN seems to work a little more seamlessly. I have a PAYG Vodafone SIM and it works without any credentials in GlobeTrotter Connect; indeed, if I put the APN/Username/Password combination in, it won't connect at all. I'm running Vista and whilst I'm getting a *really* lousy signal for some reason, the connection doesn't drop-out.

Having said that, it's a bit of a black art to get the device powered-up: bear in mind that the module also contains the GPS receiver, so switching this on in Sony's Smart Network usually does the trick. That notwithstanding, I have been unable to send out-going SMS (get an "0x840201f4: Unknown Error"), although receiving them is fine; and, possibly related, registering with Vodafone seems to be impossible (although I guess this is a Vodafone problem!).

15 APRIL 2009 19:08

Gabe Ruhan said...

worked great for me...thanks for your help!

22 APRIL 2009 03:09

The Gambler said...

This was fantastic - many thanks - worked a treat after a very frustrating experience with Sony and Vodafone. Follow South Easter.

16 MAY 2009 06:00

Nigel Mottershead said...

Hi, the information in the tutorial was very clear and easy to follow but I failed to get my Vaio VGN-Z21wn to connect using my Orange 3g card in the built in slot. In the dongle it works fine and I use the Orange connection software. It shows a very strong signal, but when I power down and insert the SIM into the built in slot there is no signal showing and I have followed all the steps regarding the wireless switch on the front of the laptop and also ensuring that only the WWAN button is highlighted. When I try to connect using the Globetrotter connection I get a message 'the connection has failed [0x84000011]. Can anyone help me with this? Nigel.

18 MAY 2009 16:20

judge said...

Sony Vaio VGN-P19VN on Vista Business

Sorted - Many thanks!

18 MAY 2009 18:32

judge said...

Sorry should have said also Vodafone UK network

Cheers!

18 MAY 2009 18:33

Ben said...

Hi Nigel,

I'm not sure if the Orange software would interfere with Globetrotter. Firstly I'd like to say that you do need to make sure you have the 'generic' Globetrotter installed, not a brand specific one. See the article for where to get this.

I would ensure that all Orange software is completely removed and try again. If globetrotter tries to use Orange's drivers I'm pretty sure it won't work with built-in 3G.

21 MAY 2009 17:02

Anonymous said...

HI.. found this very interesting,

We are having similar issues with a Sony VGN TZ32VN under windows 7

Has any one had any experiance with windows 7 and this issue.

all devices under device manager are all shown as good (no Warnings) but the modem only shows the std modem and we cant get it to update with this device.

otherwise windows 7 picked up every thing and works super fast

Brian

4 JUNE 2009 15:14

Anonymous said...

hi ben - thanks for this. i have just bought a vaio tt21/wn and i can't find the file in the registry called Vid_oafo&Pid_6901. i do have one called vid_oafo&PID_7601 and if i go inside there and under the 5&39404a94&o&3/device parameters and follow your instructions it all seems to work fine. Thank you.

19 JUNE 2009 10:39

Anonymous said...

Thank you so much! Works fine on VGN-P29VN/Q with german E-Plus card. Registry tree is vid_oafo&PID_7601/5&39404a94&o&3/device parameters

1 AUGUST 2009 22:42

Anonymous said...

Thanks for the help, the guide was spot on for one of the new Netbooks.

10 AUGUST 2009 22:20

David said...

I have a BT dongle from which I have removed the sim card and inserted it into my VGN-Z21ZN (which is acknowledged and shows good signal strength).....what are the settings for BT 3G mobile so that I can get it to work rather than deliver the failure message (0x84000011) please?

18 AUGUST 2009 14:04

David said...

Also, my Globetrotter Connect appears to be generic as I can find no reference to T Mobile to uninstall but when I try and locate "Vid_oafo&Pid_6901" I can only find the file "Vid_oafo&Pid_6911".....is this the same/correct given that my generic Globetrotter Connect came pre-installed? My operating system is Vista (Business).Thanks.

18 AUGUST 2009 15:41

David said...

I decided to try my Orange 3G sim as an alternative to my BT 3G sim, given that the Globetrotter Connect settings weren't in question but like with the BT 3G sim, the device was found with good signal but the same error message appeared as before and as experienced by Nigel Mottishead.....however, I had not loaded any Orange connection manager/drivers so could not conflict. Switching the wireless off/on with Globetrotter Connect open or closed did not resolve the error (0x84000011).....what next Ben/Nigel or anyone? Thanks.

18 AUGUST 2009 22:34

Anonymous said...

There is a known issue with Orange 3g sim cards, certainly with the Vaio TZ's and possibly with all vaio's. the long and short is that new orange sims will not work for an unknow reason. The solution is to get an older profile sim: "A TZ31 needs an Orange "profile 34" SIM - not the newer "profile 39"."

Hope this is of help to some.

If you get "Device found, please wait while initializing" and this hangs forever your problem is likely to be that you have a profile 39 sim.

26 AUGUST 2009 14:31

jeremy said...

I have VGN-Z11WN with Vista.

I bought Vodafone payg SIM in Spain. Now trying to get it to work before I go back there. Followed the guide (with a few variations) and can get to the point of Globetrotter Connect accepting my PIN, and window says "Roaming to Vodafone UK" with GPRS signal strength indicator. But I get the same error each time 0x84000011. Maybe the SIM just needs topped up (my credit from last time probably expired). Is there anything else I should try?

14 SEPTEMBER 2009 22:40

jeremy said...

Got it working now, thanks for the excellent guide. Some variations, and this is for a VGN-Z11WN, running Vista:

The Globetrotter software was in "Preinstalled Software" I already had the basic driver, but had to download "Globetrotter Connect" as well. I too found that the register setting file was ...6911.. not ...6901...

And for Vodafone Spain, the settings are APN: airtelwap.es USER wap@wap PASSWORD wap125

I have really good connection and even works with my pop3 email account.

19 SEPTEMBER 2009 14:24

jeremy said...

Sorry, correction, leave the name/password as vodafone/vodafone and change the APN to airtelnet.es

I registered with vodafone spain, which involves receiving an SMS so I had to take SIM out of Vaio, put in phone, read SMS, then put back in PC. I don't see a method in Globetrotter to read/send SMS messages - that would be quite useful if anyone knows of a way. Anyway, it means I can see my pre-pay account balance in euros, but not the mB remaining on my data tariff. I hear tell of a Vodafone Dashboard, but am loath to download anything from Vodafone in case it messes up my, now working, data connection.

21 SEPTEMBER 2009 14:04

Adrian said...

Worked perfectly for me... I have a TZ21WN/B and was constantly having problems with the T-Mobile software. Hopefully GlobeTrotter is less flakey. One small point, the Wireless Switch Setting Utility is called "Vaio Smart Network" on my laptop -its symbol in the system tray is 2 horizontal grey arrows.

21 OCTOBER 2009 10:22

james said...

Do you have any update on whether sony have a windows 7 update yet

30 OCTOBER 2009 15:51

Anonymous said...

Since upgrading to windows 7 the globetrotter software does not seem to work, all the drivers including smart card interface have loaded but Windows 7 32bit does can not install the driver for the smart card itself.

Am using an o2 sim; has anyone managed to get this to work on Vaio TT11VN with o2 and with W7 32bit?

Am using latest version of Globetrotter software 3.1.0.1162

4 DECEMBER 2009 10:35

Anonymous said...

hi

i have installed Globtrotter on Win 7 on my TZ21wn/b. it looks working but speed is not very good eventhough it shows 3G on the bar. and how can i use HSDPA Speed on T-mobile sim.

and it disconnected after every few minutes of use.

any idea what is the problem?

thanks

21 DECEMBER 2009 13:55

Anonymous said...

Hi,

Just installed windows 7 on my VAIO and now i'm trying to set up "GlobeTrotter Connect" but it can't find the device.

How can i fix this problem?

21 DECEMBER 2009 20:20

Saurabh, UK said...

great stuff. Worked on my TZ21 on XP/Vodafone PAYG sim

5 JANUARY 2010 15:38

Anonymous said...

Worked perfectly for me. Great guide. Thanks for the effort! Sony Vaio Z2; Vista SP3; Haven't needed to apply the regedit fix (in fact the key is _6911 etc etc on this machine). If things change I will keep you posted.

12 FEBRUARY 2010 22:07

Anonymous said...

Should have also added that network is Vodafone. That GlobeTrotter Connect is v2.3.0.630

And that I can have WLAN and LAN turned on without it effecting the WWAN

12 FEBRUARY 2010 22:30

john said...

Hi Ben,

thanks for the fix, two blooming years I've been blaming t-mobile and sony, eventually a guy from sony pointed me in your direction, it worked so well I renewed my contract with t-mobile.

Trouble has returned with the new contract starting today, (I'm starting to think they have a magic button that boots only me off) I connect for a few seconds and the globetrotter shows an excellent signal, the connection is great. Then whilst the globetrotter is still showing excellent signal the tray (bottom right hand of screen) icon shows a poor signal local only or disconnected (red cross). Have they found a way to disable your fix, its rather frustrating to have had a few days of high speed uninterrupted access, to then find myself back at square one.

Have you heard anything or noticed anything yourself? Any ideas would be greatly appreciated.

2 MARCH 2010 23:33

Brian said...

The last update of this page is March 2009, and the first paragraph has bad news for anyone hoping to use 3G on their Vaio under Windows 7. Does anyone know if there's a way to get Smart Network working on a Vaio under Windows 7 yet? I've downloaded the latest version I can find of Smart Network onto my TZ21 and it doesn't work - so I guess not, but there's no harm in asking...

11 MARCH 2010 17:44

Pradeep said...

Hi, my problem does not go away. But I have a toshiba satellite 1905-s301 laptop working on windows xp professional 2002 version.

My mobile network is Zain Zambia.

Please see if you can sort it out. You may mail me on pradeep@genesis.com.zm

 Many thanks

Pradeep Nair
Lusaka, Zambia

30 MARCH 2010 10:11

 john said...

I've found this in my travels, hopefully it will come in handy for some

<http://www.option.com/en/support/software-download/usb-modems/icon225/>

28 MAY 2010 11:25

Anonymous said...

would like to leave feedback after successful work on my vaio z11wn.
i'm in Vietnam now, which is very unfamiliar with most of you. I have
globetrotter connection installed, and can use the 3g for ... few mins,(between
1 to 7 mins) then auto disconnect happens.very annoyed. Then I found this
blog, which enables me using at the 20th min so far (at the time I posted
this :)). Under my case, the file is in... 6911... not ...6901.... (difference
between models)
great work. thanks alot !

29 MAY 2010 19:59

 Tamas said...

Using Sony Tz21WNB from UK. Running Windows 7 Home Premium 32 Bit.
Provider Meteor Ireland. Works great with you fix. Thanks!

7 JUNE 2010 19:50

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