

3G / 4G

How do I configure my 3G/4G connection?

Foreword

You need a mobile phone contract that offers data connection and also you need to [insert the SIM card](#) in the right slot if your device has two SIM card slots.

When you turn on your device, a warning message asks you to set your SIM card settings.

You can follow the offered solutions one after the other until you solve the problem.

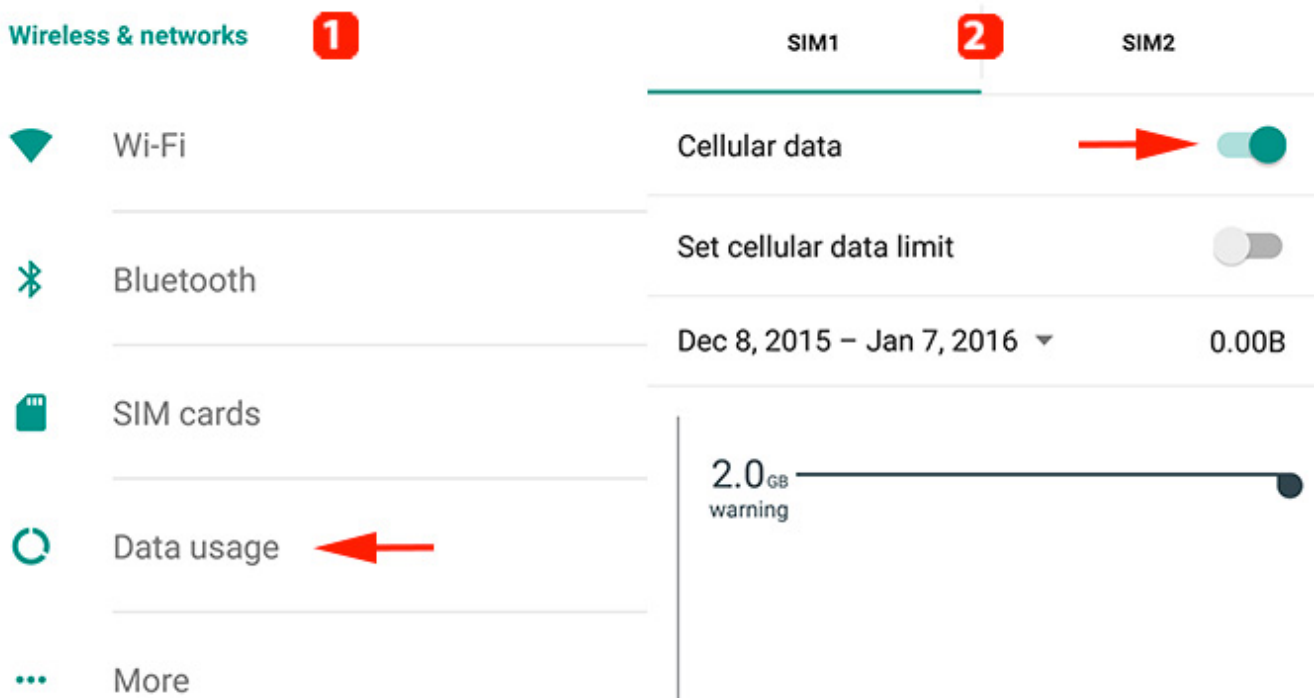
According to your provider, different solutions can be possible.

To know the version of your Android™ operating system, please refer to the [following FAQ](#).

Solution 1: Activating mobile data


Android Lollipop

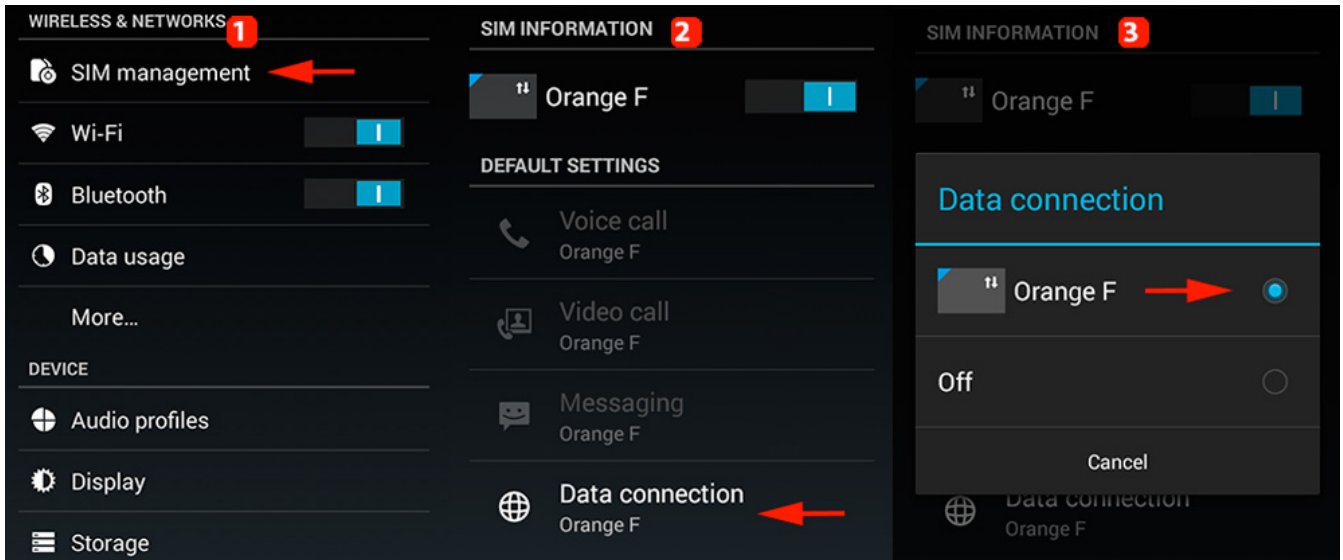
1. Go to the All Apps section  and open [Settings](#) > Data usage.
2. Slide the switch button to ON.




3G / 4G

Android 4.4 and 4.2

1. Go to the All Apps section  and open [Settings](#) > SIM management.
2. Select Data connection.
3. Make sure your provider is selected.




Android 4.3

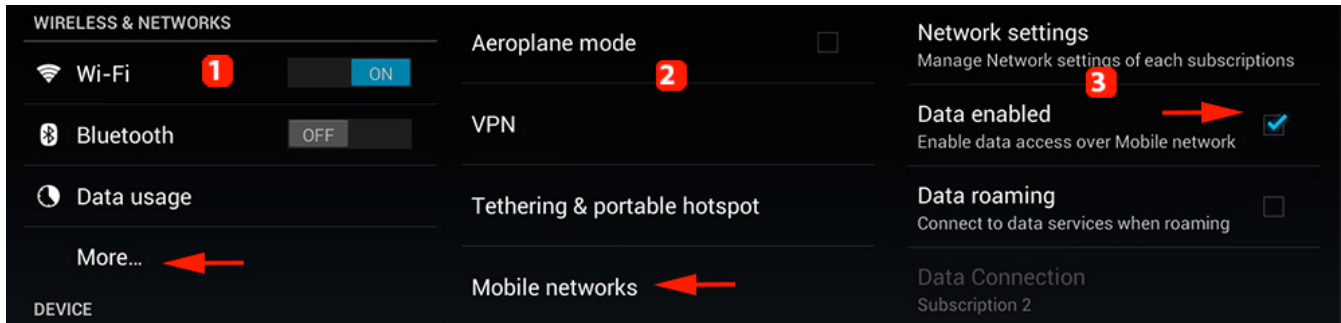
Go to the All Apps section  and open [Settings](#), then make sure the Mobile data switch is ON.



3G / 4G


Android 4.1

1. Go to the All Apps section  and open [Settings](#) > More...
2. Select Mobile networks.
3. Make sure that the Data enabled box is checked.




Solution 2: Data roaming

According to the settings of your provider, you may need either to activate, or deactivate the data roaming option.

 Note that activating data roaming abroad causes an overbilling. Please consult the details of your mobile phone contract. Find more information in the [following FAQ](#).


Android Lollipop, 4.3 and 4.1

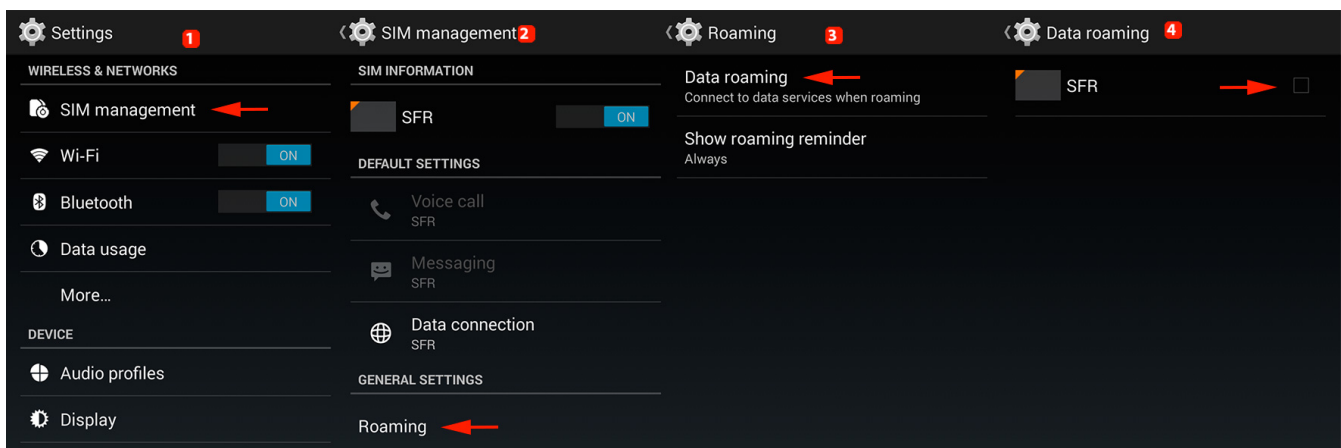
1. Go to the All Apps section  and open [Settings](#) > Plus...
2. Select Mobile networks.
3. According to the setup of your provider, check or uncheck the data roaming box of the corresponding SIM card.

3G / 4G



Android 4.4 and 4.2

1. Go to the All Apps section  and open [Settings](#) > SIM card management.
2. Select Roaming.
3. Select Data roaming.
4. According to the setup of your provider, check or uncheck the Data roaming box of the corresponding SIM card.




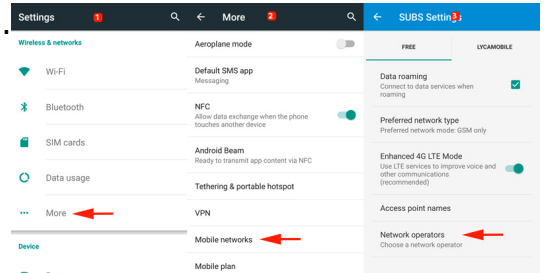
Solution 3: Setting up the access point

If the solutions 1 & 2 do not allow you to have access to the 3G/4G networks, you will need to set up the access points. You can launch an automatic search or configure them manually.

Automatic search

3G / 4G

1. Go to the All Apps section  and open [Settings](#) > More...
2. Select Mobile networks.
3. Select Network operators to start searching.

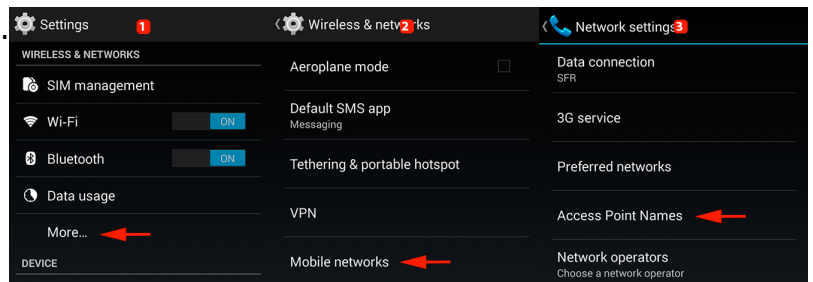




4. Select your operator among the results.

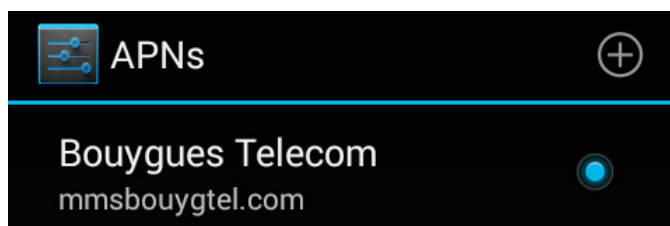
Manual setup

Refer to the setup given by your provider. You will also find some examples in the [following FAQ](#).

1. Go to the All Apps section  and open [Settings](#) > More...
2. Select Mobile networks.
3. Select Access Point Names.



4. Select the access point of your provider to modify it or select the  button to create a new one.
5. Fill in the blanks according to the information provided by your mobile operator.
6. Save the changes using the  menu button (or the [Menu](#) button of your device).
7. Make sure your access point is correctly checked so that you can use it.






3G / 4G

Once you have correctly inserted your SIM card, turn on your device. Your smartphone should automatically detect your SIM card and use the right connection information without any need for further setup.

If, however, you encounter connection problems you will need to fill in the Access Point Name for your network provider.

Step 1

First, make sure your mobile data is activated on your device.


Go to  (or ) **Settings**. Depending on your device, a switch  **Mobiles Data** may be displayed in the first section Wireless & networks, make sure it is in the ON position (in blue).

If you don't see this option, press **More...** and then Mobile Networks / 3G Service and tick the box Data enabled.

Step 2

If your service provider uses a part of the network of another service provider (like Free Mobile) or if you are abroad, it's sometimes necessary to activate data roaming.

This option is available in  (or ) **Settings** > **More...** > Mobiles networks / 3G Service. Please tick the box Data roaming once you checked with your service provider that this option should be activated.

 Please note that activating data roaming might increase your phone bill when travelling abroad. Contact your service provider for more information and deactivate this option if it is not required to use your data plan. You can find more information in the [following FAQ](#).


Step 3


Depending on your device, the setup of the access point may be displayed in

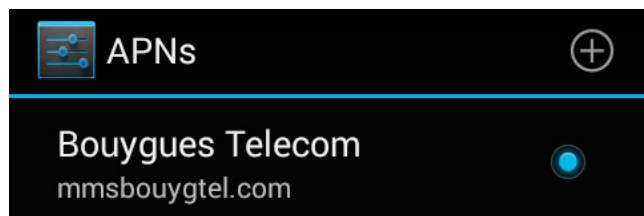
different sections in  (or ) **Settings**. You will find the option Access Point Names in either:

- **More...** > Mobiles Networks / 3G service
- **SIM management**

In the menu Access Point Names, select the access point of your service provider

that is already in the list or press the button  to create a new one.

You should input the information provided by your service provider exactly when filling in the different elements and save the modifications via the button  (or the dedicated **Menu** of your device). You will find some examples of APN settings in the [following FAQ](#).



Unique solution ID: #1505

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