## 3G / 4G How do I configure my 3G/4G connection? <u>Foreword</u>

You need a mobile phone contract that offers data connection and also you need to <u>insert the SIM card</u> 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  $^{m}$  operating system, please refer to the <u>following FAQ</u>.

### Solution 1: Activating mobile data

Android Lollipop

- 1. Go to the All Apps section 1 and open <u>Settings</u> > Data usage.
- 2. Slide the switch button to ON.

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•	Wi-Fi	Cellular data	-
*	Bluetooth	Set cellular data limit	
-		Dec 8, 2015 – Jan 7, 2016 🔻	0.00B
	SIM cards	2.0 <sub>GB</sub>	
0	Data usage 🚽 🗕	warning	
	More		
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#### Android 4.4 and 4.2

- 1. Go to the All Apps section 1 and open <u>Settings</u> > SIM management.
- 2. Select Data connection.
- 3. Make sure your provider is selected.

	SIM INFORMATION 2	SIM INFORMATION 3
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📚 Wi-Fi		
8 Bluetooth	A Voice call	Data connection
C Data usage	Orange F	
More	Video call	Orange F
DEVICE		Off
Audio profiles	Messaging Orange F	
Display	Data connection	
Storage	Orange F	Orange F

Android 4.3

Go to the All Apps section iii and open <u>Settings</u>, then make sure the Mobile data switch is ON.



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Android 4.1

- 1. Go to the All Apps section 1 and open <u>Settings</u> > More...
- 2. Select Mobile networks.
- 3. Make sure that the Data enabled box is checked.

WIRELESS & NETWORKS	Aeroplane mode	Network settings Manage Network settings of each subscriptions
Bluetooth OFF	VPN	Data enabled Enable data access over Mobile network
Oata usage	Tethering & portable hotspot	Data roaming Connect to data services when roaming
More DEVICE	Mobile networks	Data Connection Subscription 2

### Solution 2: Data roaming

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

 $\bigwedge$  Note that activating data roaming abroad causes an overbilling. Please consult the details of your mobile phone contract. Find more information in the <u>following</u> <u>FAQ</u>.

Android Lollipop, 4.3 and 4.1

- 1. Go to the All Apps section 1 and open <u>Settings</u> > 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.

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WIRELESS & NETWORKS	Airplane mode	Data enabled
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↓↑ Mobile data	VPN	Data roaming Connect to data services when
8 Bluetooth OFF	Tethering & portable hotspot	Network Mode
🕚 Data usage	Mahila naturatra	Preferred network mode: LTE/WCDMA/ GSM
More		Access Point Names

Android 4.4 and 4.2

- 1. Go to the All Apps section 1 and open <u>Settings</u> > 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.

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WIRELESS & NETWORKS	SIM INFORMATION	Data roaming 🛛 🖊 —	SER
👌 SIM management 🛛 🔫 🛶 🛶 🛶 🛶	SFR	Connect to data services when roaming	
🗢 Wi-Fi 🛛 🔊	DEFAULT SETTINGS	Show roaming reminder Always	
8 Bluetooth	Voice call		
Oata usage	🙂 Messaging		
More			
DEVICE	Data connection SFR		
+ Audio profiles	GENERAL SETTINGS		
Display	Roaming -		

# 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

and open <u>Settings</u> > More...

- 1. Go to the All Apps section
- 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 <u>following FAQ</u>.

- 1. Go to the All Apps section 1 and open <u>Settings</u> > More...
- 2. Select Mobile networks.
- 3. Select Access Point Names.

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WIRELESS & NETWORKS	Aeroplane mode	Data connection
👌 SIM management		SFR
🗢 Wi-Fi 🛛 🗖	Messaging	3G service
Bluetooth	Tethering & portable hotspot	Preferred networks
🕓 Data usage	VPN	Access Point Names
More		
DEVICE	Mobile networks	Network operators Choose a network operator

- 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.



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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.

#### <u>Step 1</u>

Fisrt, 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.

### <u>Step 2</u>

If your service provider uses a part of the network of another service provider (like Free Mobile) or if your 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 romaing might increase your phone bill when travelling abroad. Contact your service provider for more information and deactivate this option if if it is not required to use your data plan. You can find more information in the <u>following FAQ</u>.

#### <u>Step 3</u>

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

different sections in (or (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 **a** (or the dedicated **Menu** of your device). You will find some examples of APN settings in the <u>following FAQ</u>.



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