## Troubleshooting Guide: **Android Devices**



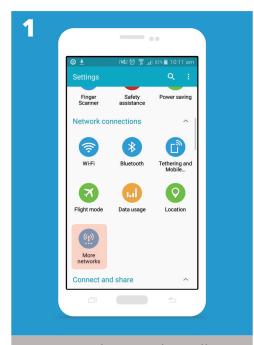
## Setting the APN and Enabling Mobile Data Roaming

Once you have activated your Globalgig service, enter your SIM into your device.

To access our service you will need to ensure you're device is set up correctly.

Follow the simple instructions on what to do.

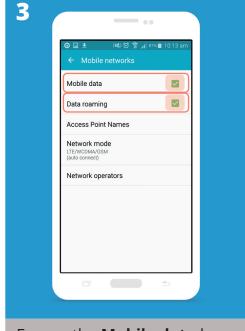
Please note that all Android devices are slightly different and therefore the process to ensure your settings are correct may not be exactly the same as the one below.



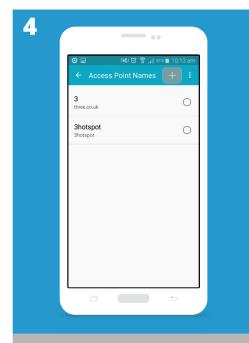
Go to **Settings** and scroll to Network connections and select **More networks** 



Select Mobile Networks



Ensure the **Mobile data** box is *ticked*. Ensure the Data roaming box is *ticked*. To set the APN select **Access Point Names** 



Select the **plus sign** to add a new APN

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Set Name: **Globalgig** Set APN: **mbb.voiamo.net** 

Leave all other settings blank

Tap the **Three dots** in the right hand corner and tap **Save** 



Select the **Globalgig** profile just created

You can leave all other fields as they are

You will now be able to connect

If connection issues persist please reboot your device and double check your APN and mobile data roaming settings.