Troubleshooting Guide:
## iOS/Apple Devices

globalgig

Setting the APN and Enabling Mobile Data Roaming

Once you have activated your Globalgig service, enter your SIM into your device.
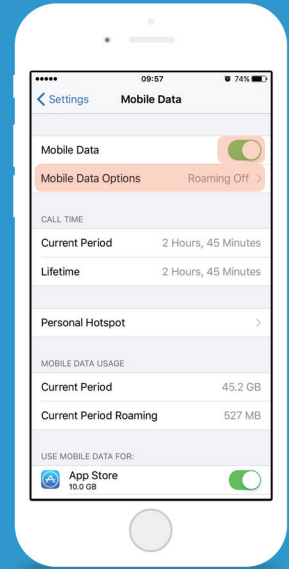
To access our service you will need to ensure you're device is set up correctly.
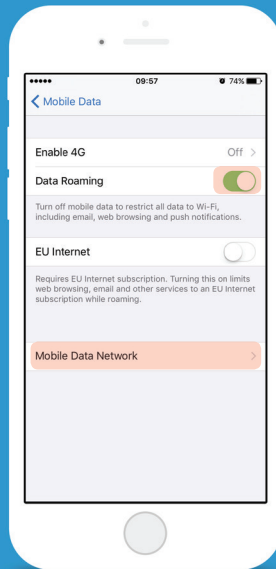
Follow the simple instructions on what to do.

Please note that all Apple devices are slightly different and therefore the exact process for you device may differ from the one detailed here.
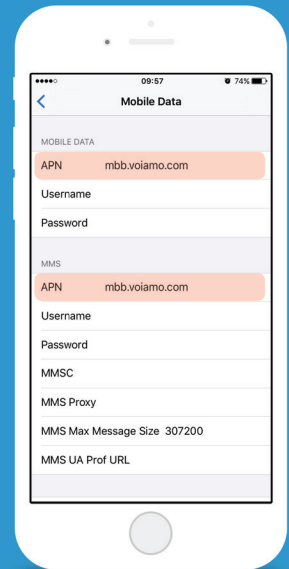
1
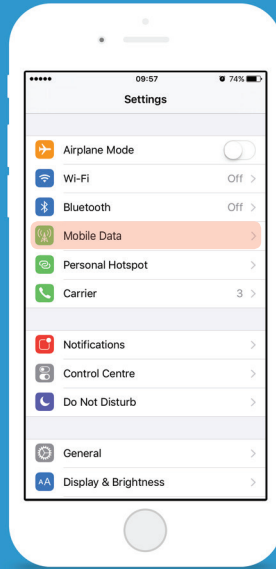
Select **Mobile Data** in the Settings

2

Slide **Mobile Data** to the *ON* position – Select **Mobile Data Options**

3

Turn **Data Roaming** to the *ON* position – Select **Mobile Data Network**

4

Set the **APN** under **Mobile Data and MMS** to *mbb.voiamo.net*

You can leave all other fields as they are.

If connection issues persist, please switch your device on and off again, and double check your APN and mobile data roaming settings.