Troubleshooting Guide: iOS/Apple Devices



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.

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	Settings	
≁	Airplane Mode	0
Ŷ	Wi-Fi	Off >
*	Bluetooth	Off >
((₄))	Mobile Data	
ବ	Personal Hotspot	>
C	Carrier	3 >
C	Notifications	>
	Control Centre	>
C	Do Not Disturb	>
0	General	>
AA	Display & Brightness	>

Select Mobile Data in the

Settings



O9:57 Settings Mobile E	
Mobile Data	
Mobile Data Options	Roaming Off >
CALL TIME	
Current Period	2 Hours, 45 Minutes
Lifetime	2 Hours, 45 Minutes
Personal Hotspot	>
MOBILE DATA USAGE	
Current Period	45.2 GB
Current Period Roaming	527 MB
USE MOBILE DATA FOR:	
App Store	

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

3	4
Weble Data Enable 4G Off > Data Reaming Off > Turn off mobile data to rearrier tal data to WuFi, including email, web browing and puth notification. Diff > EU Internet Off > Mobile Data Network Off >	Weble Data Mobile Data Molece DATA APN mbb.voiamo.com Username Password MMS APN mbb.voiamo.com Username Password MMSC MMS Max Message Size 307200 MMS UA Prof URL
Turn Data Roaming to the ON position – Select Mobile Data Network	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.