# Troubleshooting Guide:
## E5330, E5372 & E5577

**globalgig**

Once you've activated your service and inserted your SIM, connect to your Globalgig hotspot by searching for the Wireless network corresponding with your hotspot's SSID.

The SSID and WiFi Key can be found on the inside of the battery cover.

Use the WiFi Key as the network password.

Once connected to the network, open your browser and type the relevant IP address into the web address bar
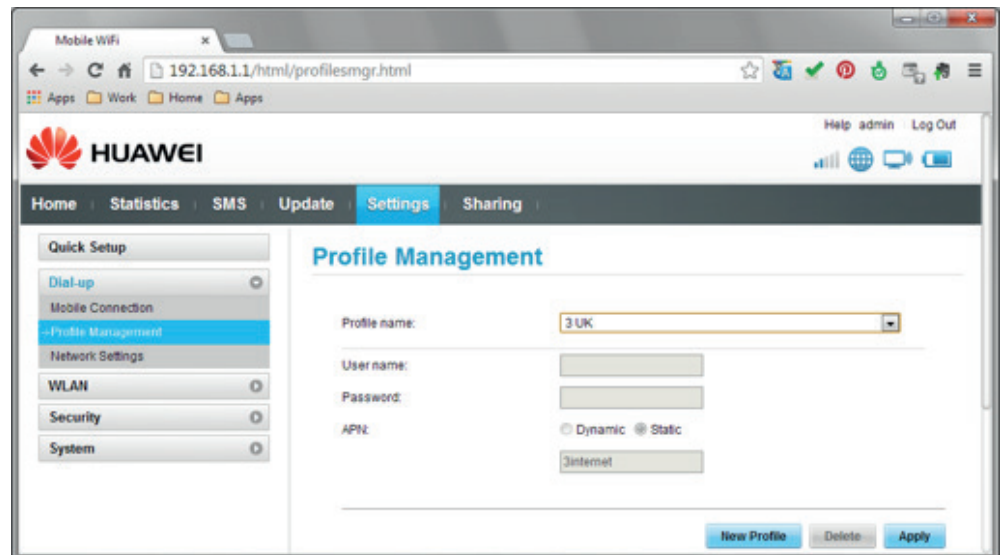
- 192.168.8.1 if the model is **E5330** or **E5372**
- 192.168.9.1 if the model is **E5577**

To log in enter default username **admin** and default password **admin**

### Setting the APN
Go to **Settings** > **Dial-up** > **Profile Management**
Click on the drop-down menu, select **mbb.voiamo.net** and apply changes*. Leave all other fields as they are.



### *If mbb.voiamo.net is not in the list
- Click New Profile
- Enter Profile name as **Globalgig**
- Set APN type to **Static**
- Set APN as **mbb.voiamo.net**
- Press **Save**

After that, go to Profile management, select the created profile and apply changes.

### Enabling Mobile Data Roaming
Go to **Settings** > **Dial-Up** > **Mobile Connection** and **Enable data roamin**g. When asked for a value, enter **7200 seconds** or **120 minutes**. **Apply** changes.