Troubleshooting Guide:
Windows Devices

globalgig

Setting the APN (Access Point Name)

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

To access our service outside of the UK you will need to ensure your device is set up correctly.
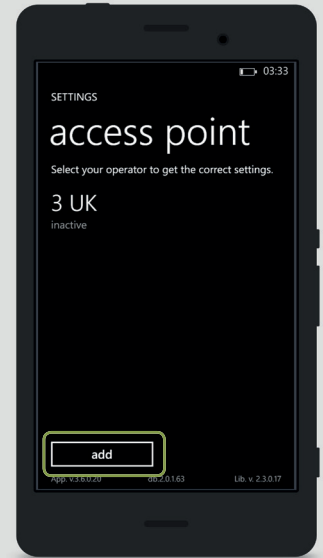
Follow the simple instructions on what to do.

Please note that all Windows devices are slightly different and therefore the process to ensure your settings are correct may not be exactly the same as the one detailed here.
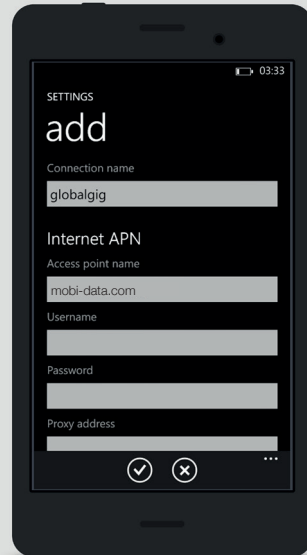
1

Go to **Settings** and scroll to and select **access point**

2

Press **add**

3

Enter the **Connection name** as **New Globalgig** and the **Access Point name** as **mobi-data.com** you can leave all other fields as they are.

Press the **Tick** to create the profile. Click **OK** to proceed with setting the profile.
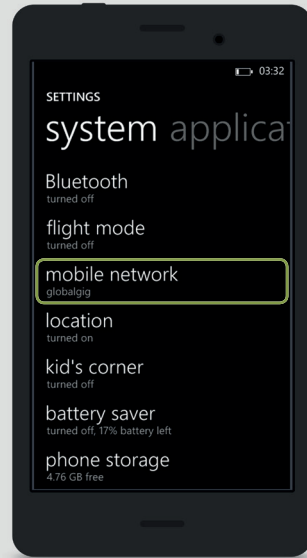
4

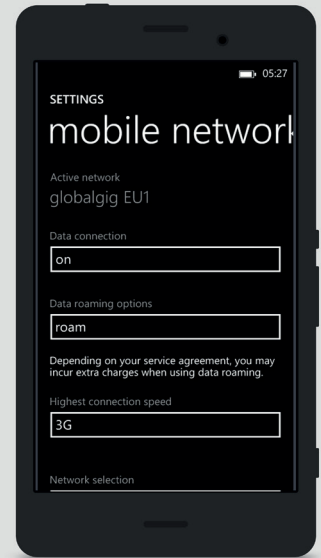Set the **New Globalgig profile** to *active*

Enabling Data Roaming

Mobile data roaming must be enabled to access our service.

1

SETTINGS
system applica
03:32

Bluetooth
turned off

flight mode
turned off

mobile network
globalgig

location
turned on

kid's corner
turned off

battery saver
turned off, 17% battery left

phone storage
4.76 GB free

Go to **Settings** and scroll to and select **mobile network**

2

SETTINGS
mobile networl
05:27

Active network
globalgig EU1

Data connection
on

Data roaming options
roam

Depending on your service agreement, you may incur extra charges when using data roaming.

Highest connection speed
3G

Network selection

Set **Data Connection** to *ON* and **Data Roaming** options to *ROAM*

You should now be able to connect when using the Globalgig service abroad.

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