

Mobile Devices

Often, all that is needed to resolve an issue is a soft reboot of the device and/or a refresh of your settings.

We would recommend following the instructions for a 'soft reset' first and if this doesn't resolve your issues, please also follow the instructions for a 'manual roam'.

Please note that you may need to complete this procedure several times.

Soft reset and manual roam

Android devices with removable battery

Soft Reset

- Whilst the device is on, remove the battery
- Remove the SIM card
- Reinsert the battery (with the SIM card still removed) and turn on the device
- Leave this switched on for 2-3 minutes (**No Service** will be displayed)
- Remove the battery
- Reinsert the SIM card
- Switch on the device

Manual Roam

- Navigate to **Settings**
- Select **Mobile networks**
- Select **Network operators**
- Select **Search networks**
- Your device will search for an alternative network
- Select a network that is not your network provider
- After a few moments this will fail
- Select **Select automatically**

Android devices with non-removable battery

Soft Reset

- Press and hold the power button until a menu appears
- Select **Restart**

Manual Roam

- Navigate to **Settings**
- Select **Mobile networks**
- Select **Network operators**
- Select **Search networks**
- Your device will search for an alternative network
- Select a network that is **not** your network provider
- After a few moment this will fail
- Select **Select automatically**

iOS devices

iPhone 7

Soft Reset

- Whilst the device is on, hold down the middle/home button and the volume down buttons together until the Apple logo appears. Your device will then restart.

Manual Roam

- Navigate to **Settings** and select **Carrier**
- Toggle **Automatic** to the off position (so green is no longer showing)
- Your device will search for an alternative network
- Select a network that is not your network provider
- After a few moments this will fail
- Select your network provider
- Toggle **Automatic** to the on position (so green is showing)

iPhone 6 and previous models

Soft Reset

- Whilst the device is on, hold down the middle/home button and the top/lock button together until the Apple logo appears. Your device will then restart.

Manual Roam

- Navigate to **Settings** and select **Carrier**
- Toggle **Automatic** to the off position (so green is no longer showing)
- Your device will search for an alternative network
- Select a network that is not your network provider
- After a few moments this will fail
- Select your network provider
- Toggle **Automatic** to the on position (so green is showing)

Windows devices

While the phone is on

Soft Reset

- Press and hold the volume down and power button together until the screen goes blank
- Press the power button once to turn on the device

While the phone is on

Manual Roam

- Swipe right from the home screen
- Navigate to **Settings**
- Select **Mobile + SIM**
- Select **SIM settings**
- Select **Network selection**
- Select **Search for networks**
- Your device will search for an alternative network
- Select a network that is not your network provider
- After a few moments this will fail
- Select your network provider
- Select **Network selection**
- Select **Automatic**

If the instructions do not match the device you have, contact Onecom on 03300 88 89 99

Still not working?

If performing a soft reset and manual roam has not resolved your issue, we'll need to find out more (i.e. with the device, SIM card or network).

However, before contacting Onecom:

- Try your SIM card in another device
- Try another SIM card in your device
- Ask other users in the same location if they are experiencing similar issues

Contact Onecom on 03300 88 89 99