

## Mobile Devices

Is your device or mobile number experiencing an issue? A lot of the time, all that is needed to resolve this 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 & manual roam

#### Apple devices

##### iPhone 7 devices onwards

##### Soft Reset

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

##### Manual Roam

- Navigate to *Settings* & then 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

##### Pre iPhone 7 devices

##### Soft Reset

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

##### Manual Roam

- Navigate to *Settings* & then 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

## Android devices

### Removable battery

#### Soft Reset

- Whilst the device is on, remove the battery
- Take the SIM card out of the device
- Put the battery back in (with the SIM card still removed) and turn the device on
- Leave this switched on for 2-3 minutes (*no service* will be displayed)
- Remove the battery
- Place the SIM card back in the device
- Switch the device back on

#### 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*

### 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*

## Windows devices

### While the phone is on

#### Soft Reset

- Press and hold the Volume Down & Power button until the screen goes blank
- Press the Power button once to turn the unit back on

### 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 that you have, please let us know.**

## Still not working?

If performing a soft reset and manual roam has not resolved your issue, we will need to identify whether the source of your issue is with the device, SIM card or network.

Before contacting us, please follow the below if you can:

- 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

We can then advise on the best way to get your issues resolved as quickly as possible.