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QUICK GUIDE | TROUBLESHOOTING

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Experts in business

Troubleshooting

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 you may need to complete this procedure several times.

Soft reset & manual roam

Apple devices

iPhone X devices onward

Soft Reset

Whilst the device is on, press the **volume up** button on your iPhone and quickly release it. Next press the **volume down** button and quickly release it. Now, press and hold the **side button** (power button), until your iPhone restarts with the Apple logo.

Manual Roam

- ✦ Navigate to **Settings** and 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 X 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.

To reset network settings on iPhone

Go to **Settings**, select **General**, scroll to the bottom and select **Reset** then **Reset Network Settings**.

Manual Roam

- ✦ Navigate to **Settings** and 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

Network Reset

- ✦ Navigate to **Settings**
- ✦ Select **General Management**
- ✦ Select **Reset** then Reset Network **Settings**

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.

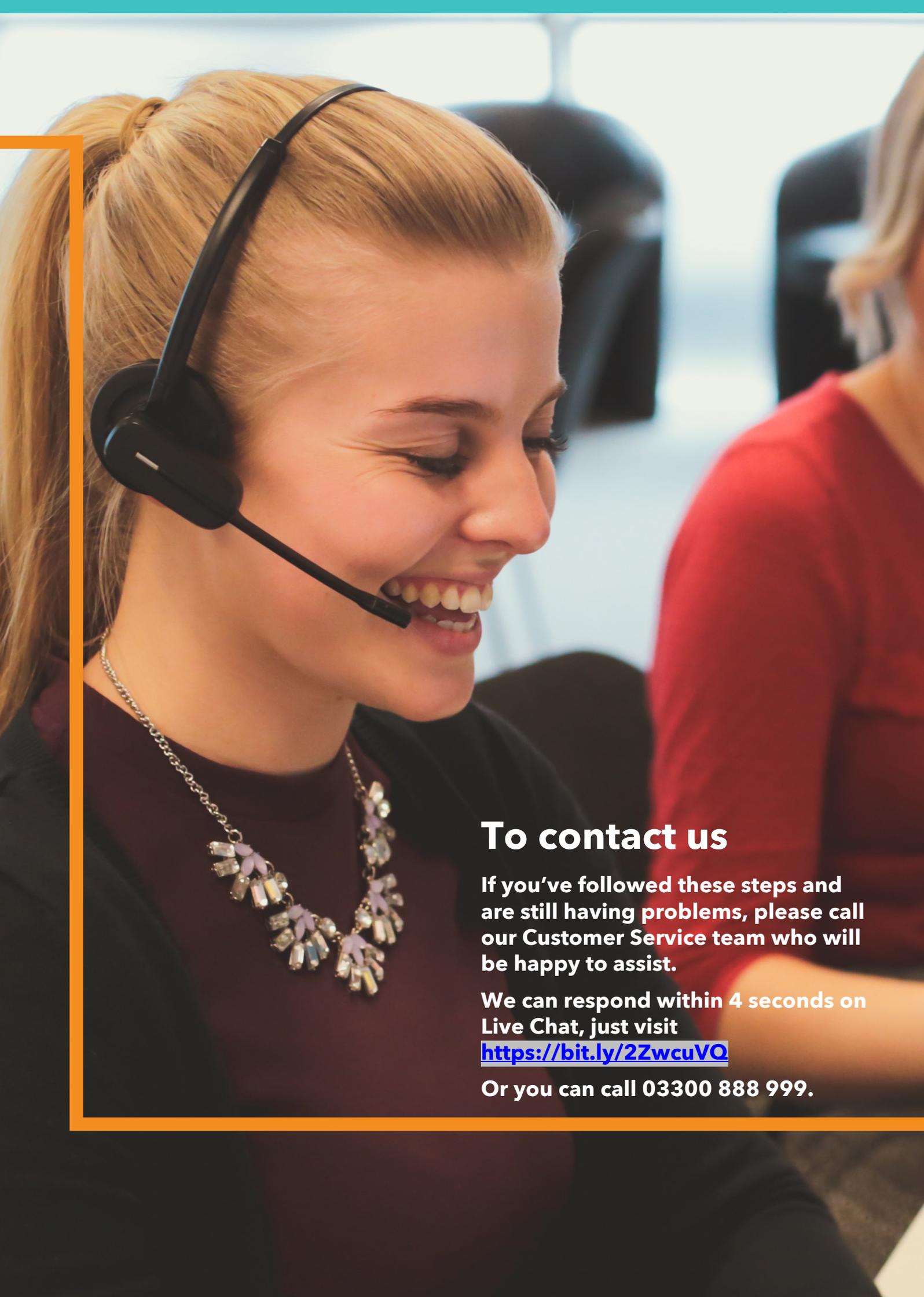
Still not working?

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.



To contact us

If you've followed these steps and are still having problems, please call our Customer Service team who will be happy to assist.

We can respond within 4 seconds on Live Chat, just visit

<https://bit.ly/2ZwcuVO>

Or you can call 03300 888 999.



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