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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?

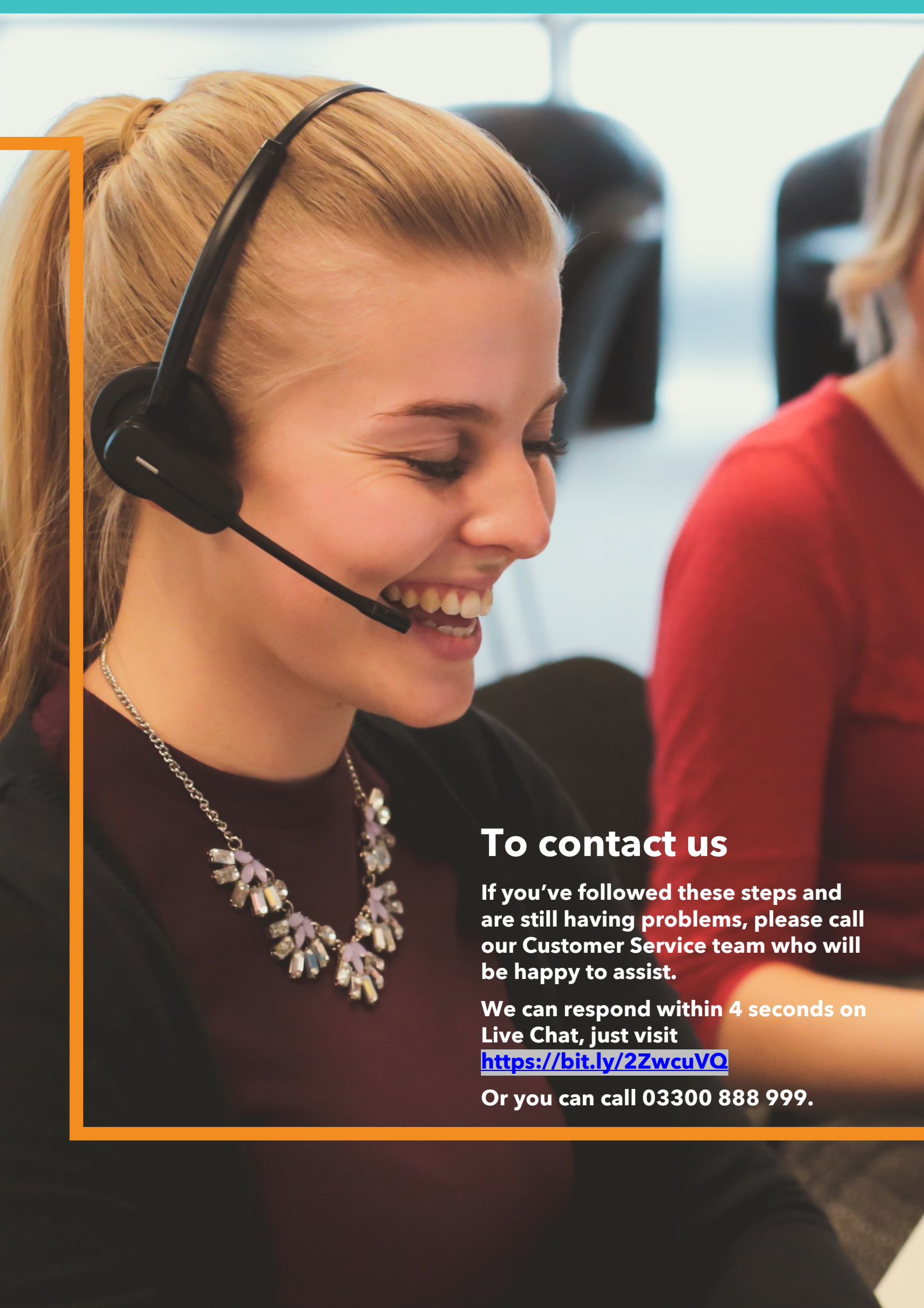
**If performing a soft reset and manual roam has not resolved your issue, we will need to identify whether the source of your issue is with the device, SIM card or network.**

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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