



tutorials

mobile

**MOBILE INTERNET CONNECTION
TROUBLESHOOTING GUIDE FROM ISRAEL**

ANDROID

annatel.

Here for you. Period.



Phone
*0555

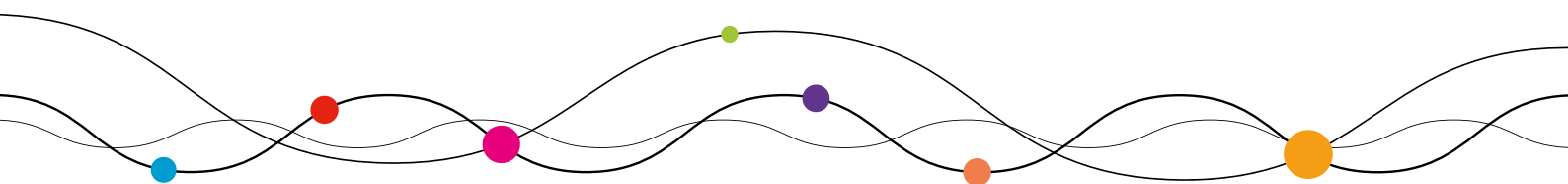


WhatsApp
+972 55 500 6565



Internet
www.annatel.us

RECOMMENDED

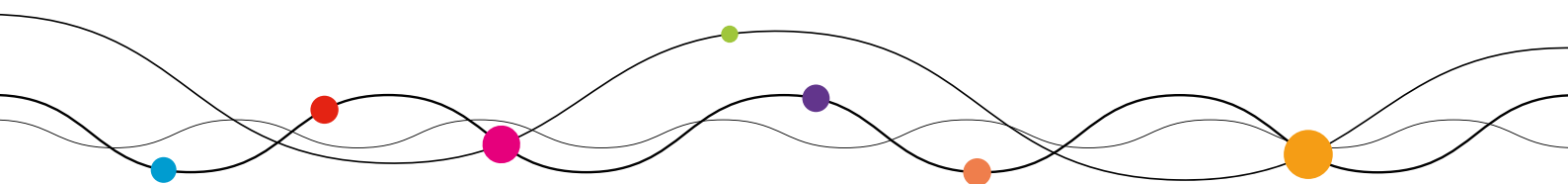




**MOBILE INTERNET CONNECTION
TROUBLESHOOTING GUIDE FROM ISRAEL**

ANDROID

Table of Contents



How to fix no internet connection on mobile

1 Make sure that you are receiving the mobile network correctly. To do so:

- A.** Check that the network bars (black) are displayed at the top right of your screen

13:27

4G 27%



Network bars

- B.** Check that you can make a call by dialing ***151**. If you hear the home menu of your Annatel voicemail, it means that your calls are working.

If you notice an anomaly in one of the previous steps, go to :
« How to fix mobile data not working ». Otherwise, proceed to the next step.

2 Check that the cellular data is activated: « **H/H+** », « **3G** », or « **4G** » logo appears with arrows on the top of your screen.

13:27

4G 27%



Logos

If so, proceed to the next step.

If this is not the case, you must perform a manual adjustment of your **APN / Access Point Names**.

In order to do this, go to **Settings > Connections > Mobile Networks**
> Select **Access Point Names**. Chose **Add a New Access Point Name (APN)** and enter **annatel** in the Name and APN fields. **Save**. Then Select the created APN.

⚠ Depending on your device, exact terms may differ.

If your Internet access is still not restored, please proceed to the next step.

How to fix no internet connection on mobile

3

Ensure you haven't exceeded your data limit.

To check, text **Data** to **550**. In a few seconds, you will receive an automatic response indicating your internet balance.

- > **If you still have a GB package**, proceed to the next step.
- > **If you have used your full GB package**, contact us to add extra GB to your internet package.

4

Reset the network settings.

To do so, go to **Settings > Backup and reset Menu > Reset network settings**. Select **Reset Network Settings** again to confirm.

Once the network settings are reset, go to **Settings > Connections > Mobile Networks > Access Point Names**. Choose **Add an access point name** and enter **annatel** in the **Name** and **APN** fields. **Save**. Then select the APN you have created.

If you still cannot access the network, our teams are at your disposal.



Phone
*0555



WhatsApp RECOMMENDED
+972 55 500 6565



Email
support@annatel.us



Annatel's Tip

Some apps continue to use data in the background even while you don't have them open. There are many Android apps that without your knowledge, will go ahead and connect to your cellular network even when the app is closed (automatic downloads, application updates, photo synchronization, VPN services, etc.).

Background data usage can wrack up quite a bit of GB. The good news is, you can reduce data usage by turning off background data.

To do so, go to the **Play Store > Menu Settings > Auto Update Apps > Select update apps over Wi-Fi only** to update apps only when connected to Wi-Fi.

How to fix a slow mobile data connection

Before proceeding to these simple steps, check that you are connected to the mobile network and not a Wi-Fi network.

1 Reset Network settings.

Go to **Settings > General management > Reset**. Then select **Reset Network Settings**.

 *Depending on your device, exact terms may differ.*

Once the network settings are reset, go to **Settings > Connections > Mobile Networks > Access Point Names**. Choose **Add an access point name** and enter annatel in the **Name** and **APN** fields. **Save**. Then select the APN you have created.

2 From your browser, go to <http://speed.annatel.co.il> and click on **Start Speed Test**

- A. If you access the page and the test indicates a « **Download** » speed of more than 1 Mbits/s, try browsing the internet or using applications.
- B. If you can't access the page, this indicates that you do not have access to the internet. In that case, go to :
« How to fix no internet connection on mobile ».
- C. If you access the page and the test indicates a « **Download** » speed of less than 1 Mbits/s:
 - > Check that no application uses your connection in the background (Connection Sharing or VPN for example)
 - > Perform this test at another time of day and/or from a different location (where you can better capture the mobile network: basically 4-5 network bars). Like all technologies, telecom infrastructures can prove to be more or less efficient, relative to several external factors.

If you still cannot access the network, our teams are at your disposal.



Phone
*0555



WhatsApp RECOMMENDED
+972 55 500 6565



Email
support@annatel.us

How to fix mobile data not working

- 1 If you have never had access to the network (for example if you have a new Annatel line or a recent SIM card change), check that your Annatel Sim card is inserted into your mobile and that it is activated (you have received an email and/or SMS confirming the activation).

- 2 Restart your device.

Perform a manual network search and select the « **Annatel** » network if it appears in the list of available networks.

To do so, go to **Settings > Mobile Networks > Network Operators > Disable Auto Mode** If after a few moments you still don't have access to network, go to next step.

- 3 Insert your SIM card into another device and wait for a few minutes. If the mobile network does not appear on its own, try again the manual search.

If everything is working from this device, the problem must come from the first device or its settings.

i *If multiple mobiles have the same problem in the same location and at the same time, this may be related to a power failure. In that case, contact us and tell us how many devices are experiencing the problem.*

If you still cannot access the network, our teams are at your disposal.



Phone
*0555



WhatsApp RECOMMENDED
+972 55 500 6565



Email
support@annatel.us

annatel.

Here for you. Period.

Sunday to Thursday from **9:00 am** to **6:00 pm**.
Friday from **9:00 am** to **1:00 pm**.



Phone
*0555



WhatsApp
+972 55 500 6565



Internet
www.annatel.us

RECOMMENDED

