



tutorials

mobile

**MOBILE INTERNET CONNECTION
TROUBLESHOOTING GUIDE FROM ISRAEL**

IPHONE

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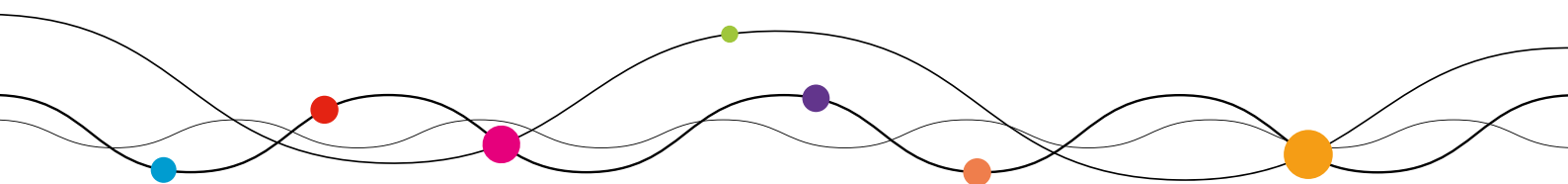


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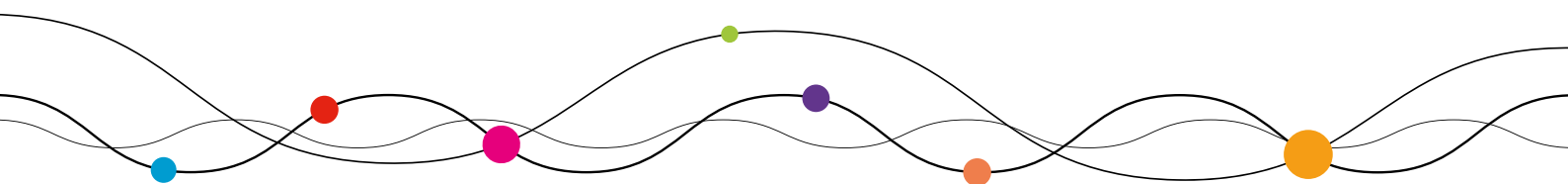




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How to fix no internet connection on mobile

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



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: « **3G** » or « **LTE** » logo appears on your screen.



Logos

i ***LTE and 4G have the same meaning.***

If so, proceed to the next step.

If this is not the case you must perform a manual adjustment by following these steps:

go to **Settings > Cellular > activate Cellular Data switch.**

3 Check that your settings do not limit mobile network access to certain applications. To do so, go to **Settings > Cellular > Mobile Data** then check that all applications are enabled (green button at the end of the line). Otherwise, enable all.

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

How to fix no internet connection on mobile

- 4 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.
- 5 Reset the network settings. To do so, navigate to **Settings > General > Reset > select Reset Network Settings**.
- 6 Go to **Settings > General > Profiles**. If a profile is installed, delete it.

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



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Annatel's Tip

Some apps continue to use data in the background even while you don't have them open. There are many i-Tunes 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 **Settings > iTunes > App Store > Turn off the Cellular data** switch to update apps only when connected to Wi-Fi.

We also recommend disabling **iCloud Photo Library** syncing (automatic synchronization of photos via the mobile network). To do so, go to **Settings > Photos > Cellular Data**, and **set Cellular Data and unlimited update to Off**. This restricts all syncing to when you're on 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 > Reset > Reset Network Settings**.

If your internet access remains very slow, go to the next step.

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.

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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 > Cellular Data > Network selection > 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 the manual search again.

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.



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



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