



tutorials mobile

**TROUBLESHOOTING GUIDE
FOR USE ABROAD**

annatel.
Here for you. Period.



Phone
*0555

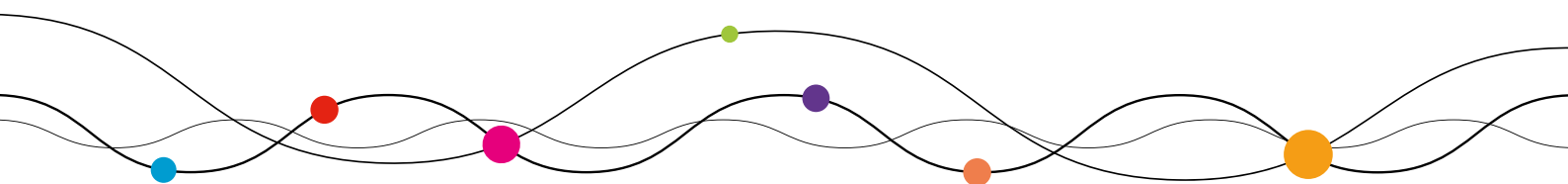


WhatsApp
+972 55 500 6565



Internet
www.annatel.us

RECOMMENDED



What if you have no internet access?

1.

If none of the following logos appear at the top of your screen:



22:33 ↗

LTE

3G

4G

LTE

Logos



13:27

4G 27%

H+

4G

3G

Logos

Follow the detailed steps below:



If using an iPhone

How to enable Cellular Data:

- Go to **Settings**
- Tap **Cellular**
- Switch on **Cellular Data**

How to enable Data Roaming:

- Go to **Settings**
- Tap **Cellular**
- Enter **Cellular Data Options**
- Switch on **Data Roaming**



If using an Android

How to enable Cellular Data:

- Go to **Settings**
- Tap **Connections**
- Switch on **Cellular Data**

How to enable Data Roaming:

- Go to **Settings**
- Tap **Connections**
- Tap **Mobile Networks**
- Switch on **Data Roaming**

What if you have no internet access?

2.

If one of the following logos appear at the top of your screen:



Ensure you haven't exceeded your carrier limit for data from abroad.

To check, text « **abroad** » to **550**. In the following seconds, you will receive an automatic response indicating your internet balance from abroad.

If you still have GB package, proceed to the next step.

If you exceed this limit, contact us to add extra GB to your internet package.

If your Internet access is still not restored, follow the detailed steps below:

If using an iPhone

- Go to **Settings**
- Tap **General**
- Scroll to the bottom and open **Profiles**
- Select the profile you wish to remove and tap **Remove Profile**

If using an Android

If the problem persists, feel free to contact us



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support@annatel.us



At Annatel, you can always stay connected even while traveling, at **no extra cost**. Enjoy worry-free travels with unlimited access to WhatsApp (texting) and Waze from more than 57 countries around the world, even without WiFi and feel free to contact our Customer Service on WhatsApp at any time!



ANNATEL'S TIP

Some apps continue to use data in the background even while you don't have them open. The good news is, you can reduce data usage by turning off background data.

To do so, go to **Settings > iTunes > App Store** > Switch off the **Cellular data** 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 Wi-Fi.

What if you can't make or receive calls?

Check that you are connected to a mobile network.
If you are not, perform a manual search, following the instructions below:



If using an iPhone

- Go to **Settings**
- Tap **Cellular Data**
- Enter **Network Selection**
- Disable **Auto mode**
- Select one of our partner networks



If using an Android

- Go to **Settings**
- Tap **Connections** or **Wireless & networks**
- Tap **Mobile Networks**
- Perform a manual search
- Select one of our partner networks

OUR PARTNER NETWORKS

In France:



In the USA:



Other countries:

Try to connect first to the **VODAFONE** network if it is available. Otherwise, test ONE by ONE the other networks until one of them allows you access. The network name will then appear on your screen and the network bars will appear.

22:33 ↗ Bouygues



Network
name

Network's
status bar



✓ Incoming calls ✗ Outgoing calls

What if you receive incoming calls but cannot issue outgoing calls?

Check the dialing of your number.

The number must be dialed in international format.

For example, to call Israel, dial **+972** or **00972** followed by the phone number you want to reach.

To call **055-500-0555**, dial **+972 55 500 0555** or **00972 55 500 0555**.

✗ Incoming calls ✓ Outgoing calls

What if you cannot receive incoming calls but can issue outgoing calls?

Check that no call forwarding is active on your line.

To make sure, dial **##002#** + 📞

Then try again to receive a call.

If the problem persists, feel free to contact us



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