Scan Sat Network S.L.

Mobile Issue Solver Guide

Cannot receive or dial out on Mobile

4G Mobile Internet is not Working

- # Cannot receive or dial out on Mobile

First what we have to do is to **Reboot / Refresh** our **SIM**.
You can do this by **Activating Flightmode** and then **Deactivating it again.**

* This will restart your SIM and it will many times ask you for the PIN (for the SIM) again.

IF STILL NOT WORKING, PLEASE CONTACT US

• 4G Mobile Internet is not Working

First of all we have to **be sure** that we have a **Mobile plan with Mobile Internet included.**
Then to be able to have the internet on your mobile working we need to **configure** our **APN on your device.**

To do this you can **see the Guide below.** (Follow the guide depending on what mobile you use)

If you are using an Apple phone or using IOS system, then you need to open this site from your phone and then proceed Download on your from your mobile the automatic configuration
Download APN Configurator

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If you are using Android Mobile then please follow this instructions:
- On your mobile, go to **Settings**, then to **Mobile Networks**
- **Activate mobile data**, and then go to **APN**
- Press on **Create New** and add the following details:
- **Name: SSN**
- **APN: inte.es**
- **Save** and then **make sure** that this one is **selected**.
- * you might need to reboot your SIM to make it work, you can do this by **Activating Flightmode** and **Deactivating it again**.

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