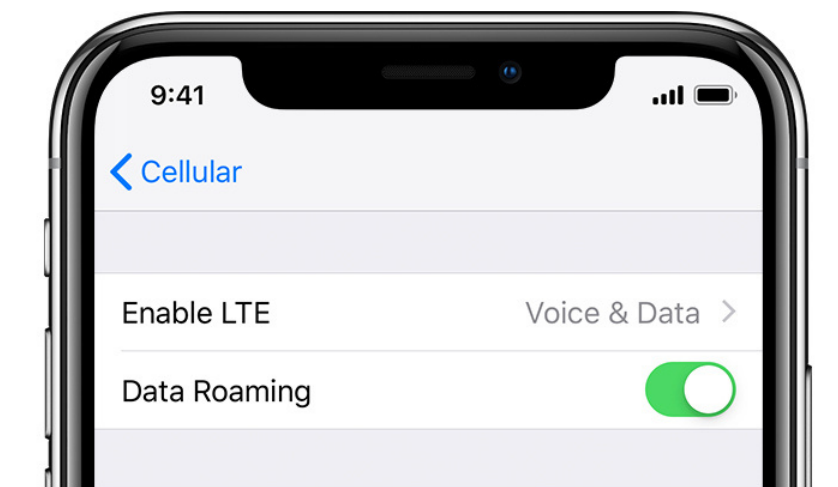# IF YOU SEE NO SERVICE OR SEARCHING ON YOUR IPHONE OR IPAD...

Signal
Telecom

Check your coverage area

Make sure that you're in an area with cellular network coverage. Then follow these steps:

- To turn cellular data on or off, go to Settings, then tap Cellular or Mobile Data. If you're using your iPad, you might see Settings > Cellular Data.
- If you're traveling internationally, make sure that your device is set up for data roaming. Go to Settings > Cellular > Cellular Data Options > Data Roaming.

Manual network selection

The device detects and registers on wireless networks inside your networks calling area, but roaming networks are usually restricted to your networks SIM cards. You can manually select a network only in areas where your network does not own GSM spectrum.

1. From the Home screen, tap Settings.
2. Tap Carrier. If the Carrier option does not appear with a SIM card in the device, it may indicate the device was not correctly unlocked or jailbroken.
3. Slide the Automatic slider to the off position to start scanning for networks.
4. Select desired carrier.

Need help?
E: css@signaltelecom.co.uk
T: 01642 713 667

Take out the SIM card

After removing the SIM card, put it back in. You might need to contact your carrier:

- If the SIM card is damaged, or doesn't fit in the SIM tray, ask your carrier for a new SIM card.
- If you transferred your SIM card from another device, ask your carrier if your SIM card works with your iPhone or iPad.

Check for a Carrier Settings update

To manually check for and install a carrier settings update:

1. Make sure that your device is connected to a Wi-Fi or cellular network.
2. Tap Settings > General > About. If an update is available, you'll see an option to update your carrier settings.
3. To see the version of carrier settings on your device, tap Settings > General > About and look next to Carrier.

If you insert a new SIM card into your iPhone or iPad, you need to download the carrier settings for your new carrier.

Reset your Network Settings

Go to Settings > General > Reset > Reset Network Settings. This also resets Wi-Fi networks and passwords, cellular settings, and VPN and APN settings that you've used before.

Restart your iPhone or iPad

Restart your device.

Update your iPhone or iPad

Update your iPhone or iPad to the latest version of iOS.

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Business mobiles & tablets

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O2 business | **Direct Partner Network** | Digital excellence 2021 | Customer excellence 2021

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