

amaysim Guide to Troubleshooting for Android Mobiles





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Here's a guide to troubleshooting problems for connecting to the internet with your Android mobile. Before you start, you may need your handset user manual. If you don't have a copy, you can find it online. Search manufacturer's name, model of your handset & user manual (e.g. Samsung Galaxy X user manual).

As there are a few different versions of Android in the market, we have come up with the basic steps required to get you up and running with the internet. You may notice your mobile's screen will not match the screen shots we have in this guide, but this guide will still assist you with the steps and information you require.

Some key terms

What do we mean by '**TAP**' and '**PUSH**'? '**TAP**' means using your touch screen. '**PUSH**' means pushing the hard buttons on your phone.

STEP 1

Can you make calls from your mobile?

If yes, move to **STEP 2**.

If no, check the balance on your account and that your service is active.

You can:

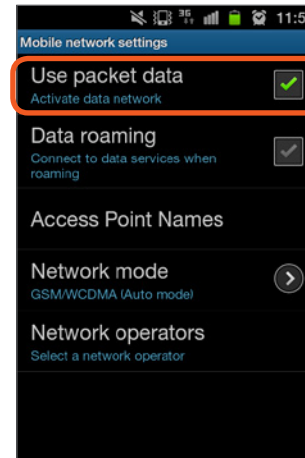
- SMS **568** with **BAL**; or
- Login to your [My amaysim](#) account to ensure that your service is active and you have an available balance.

STEP 2

Does your handset have the 'Use packet data' option under 'Mobile network settings'? This will vary by handsets so check your user manual.

If yes, make sure **USE PACKET DATA** is ticked on.

If no, move to **STEP 4**

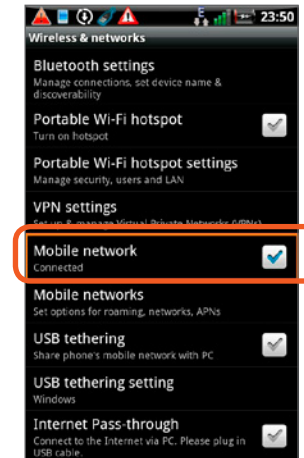


STEP 3

Does your handset use the connect 'Mobile network' feature? This will vary by handsets so check your user manual.

If yes, make sure **MOBILE NETWORK** is ticked on.

If no, move to **STEP 6**



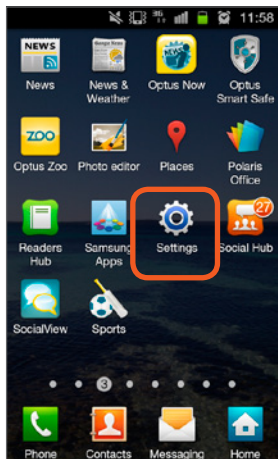


STEP 4

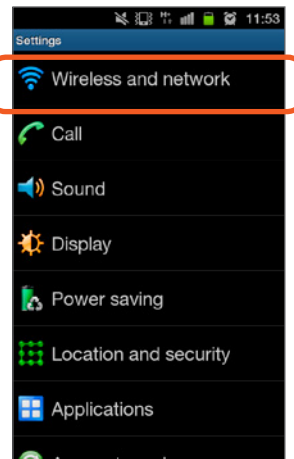
Have you followed all the steps correctly in the amaysim Guide to Internet settings for Android?

You may need to delete all the Access Points you have created and then follow the steps in the [amaysim Guide to Mobile Internet Settings for Android](#).

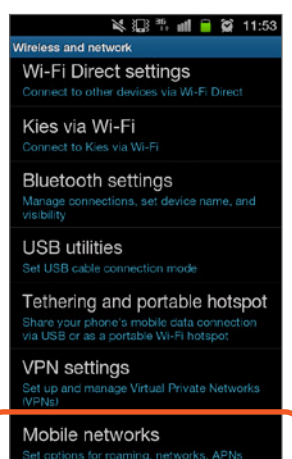
Here's how to delete an **ACCESS POINT**.



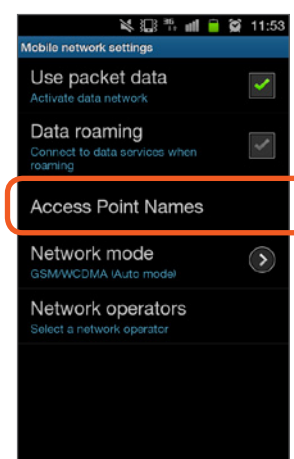
1. Tap SETTINGS



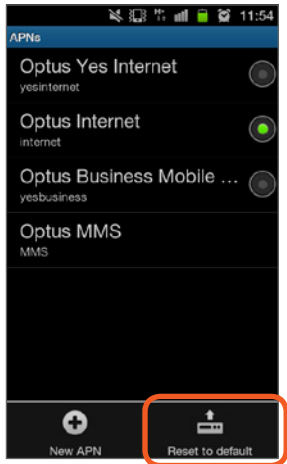
2. Tap WIRELESS AND NETWORK



3. Tap MOBILE NETWORKS



4. Tap ACCESS POINT NAMES



5. Tap **MENU** and then click on **RESET DEFAULT NAMES** you have set-up



6. Your mobile should reset your settings to default. Some newer Android mobile versions pick-up the default settings from the amaysim SIM card automatically



7. Still having a problem?
Check out the [amaysim Guide to MMS settings for Android](#) and [amaysim Guide to Mobile Internet settings for Android](#)

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Refer a friend. Be rewarded.

You deserve a reward for spreading
the good news. Invite your friends
to join amaysim and you'll both be
rewarded with \$10.

For more info go to
amaysim.com.au/friend.

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Go online amaysim.com.au/help

Email us at service@amaysim.com.au

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