



energia
CONNEXIÓ

Setting APN Android

If you are travelling to an EU country, you will be able to use your data and minutes at your destination. However, if your device fails to connect when you arrive, then you will most likely need to take the following steps:

01

Check that you have Roaming activated with us. You can activate or deactivate it by calling customer service or by emailing operador@uenergia.es.

02

If you want to browse the internet outside of Spain, you will need to activate data roaming. You can adjust this easily in your phone's settings.

Don't forget that if you don't want to use your data, the safest thing is to disable data roaming and mobile data.

03

Check that the APN is correct.

- Check that "Airplane mode" is deselected and go to "**Mobile networks**".
- Check that the "Data roaming" box is ticked.
- Check that the "Mobile Data" box is ticked and go to "**Access Point Names**" or "APN".
- Complete the form with the following information:
Name: **Unergia**
APN: **internet**
- **Save the new APN and make sure it is selected**

PLEASE NOTE!

Remember that your contracted plan will not be valid in non-EU countries (e.g., Switzerland). Therefore, extra charges will appear on your next bill if you make calls or use mobile data while abroad. Please check our website for up-to-date prices while roaming.

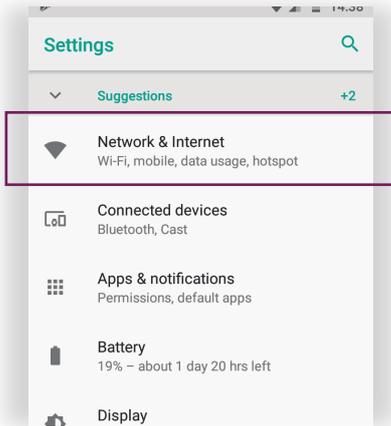
If you have any questions, please do not hesitate to get in touch with us.



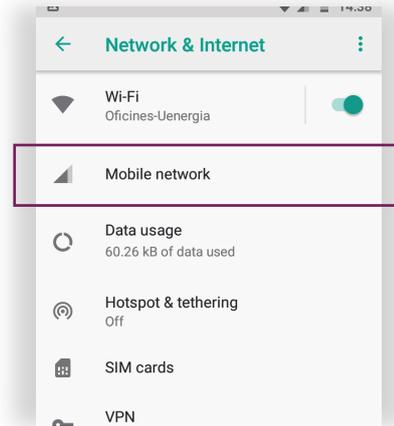
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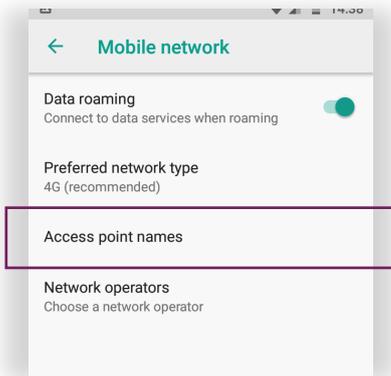
01 Go to “Settings”, option “Network...”



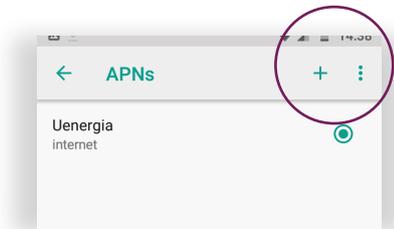
02 Click on “Mobile Network”



03 Access the option “APN”
o “Access point names”



04 Create a new APN
clicking on the icon (+)



05 Modiy the “Name” and the “APN”
with the following data:

Name: **uenergia**

APN: **internet**

