

This is written to overcome the problem of not being able to connect to the internet over 3G/4G on a new plusnet SIM.

Also this is written specifically for Apple and the product I am using the iPhone 5s your equipment may have similar problems and solutions.

Some of the information here will appear simple but all information should be considered for your circumstances.

NOTE Different SIMS have different settings possibly hidden on the SIM, for example the APN settings

If I put a talktalk or 3 Sim or the Plusnet Sim when looking for APN settings I can see more or less (possibly none) access information regarding APN. The plusnet support staff are really only used to phones where data can be seen.

If they can help you they will state use the following settings

For APN accessed in Cellular

Set "everywhere"

"eeseecure"

Password is "secure"

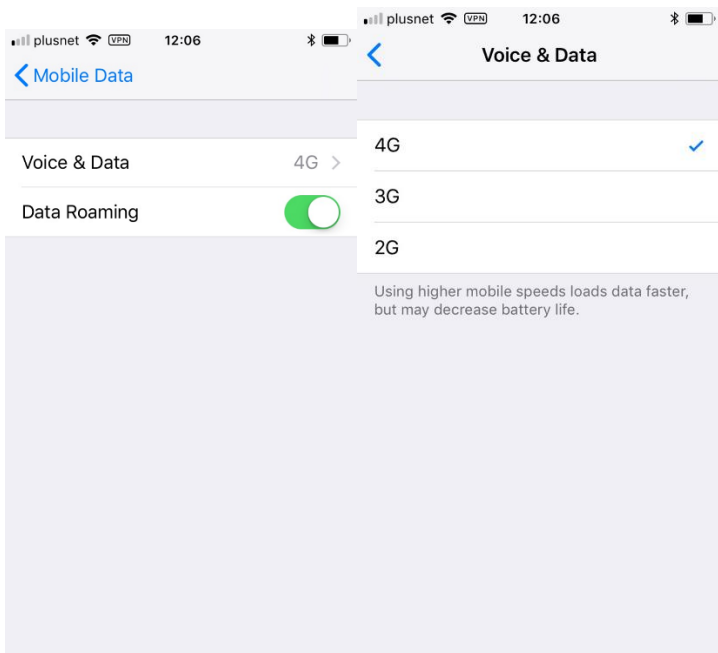
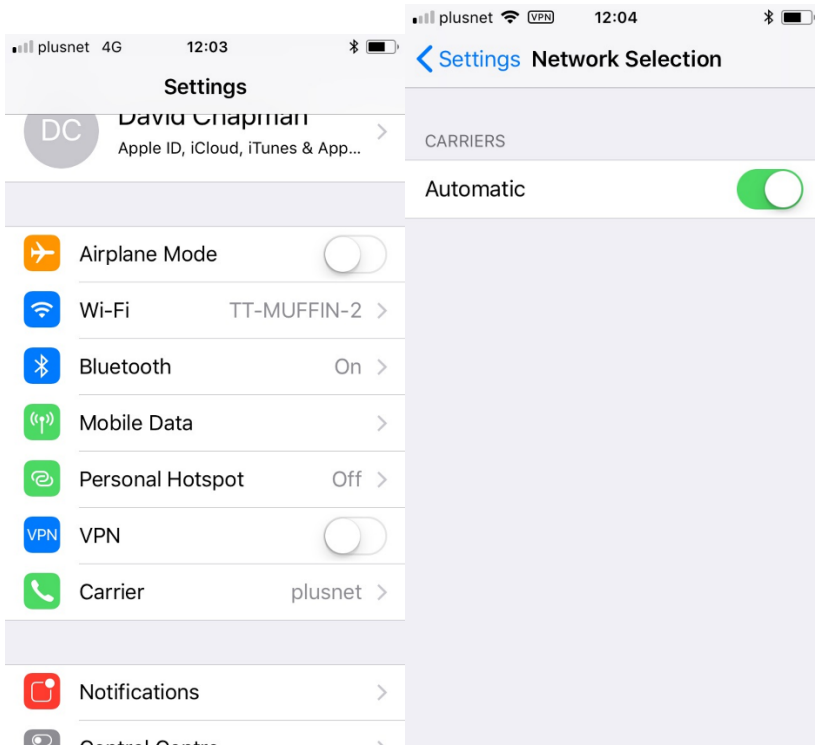
Mmsc is <http://mms/>

mms proxy is 149.354.201.135:8080

BUT MINE ARE ALL HIDDEN SO I CANNOT GET ACCESS TO APN my screens are as follows

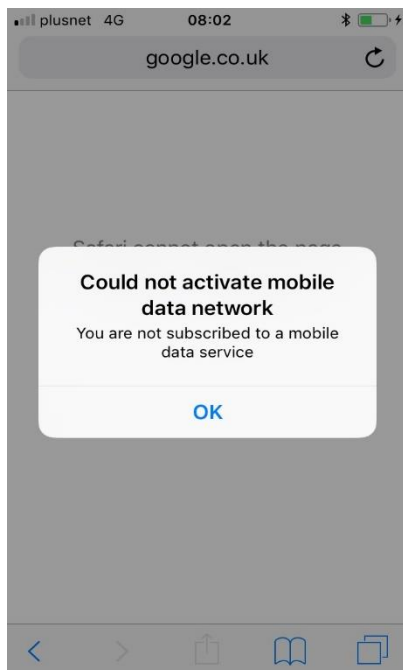
Plusnet cannot see your screen so tend not to believe you

My screens are as follows NEXT PAGE



NO mention of APN

So no access to 4G or 3G internet and this leaves you with



A LITTLE BIT OF HISTORY

Anyway early yesterday I was on a working talktalk SIM and I put a NEW Plusnet SIM and even though (with wifi off) I can see plusnet 4G there was no access to the internet the pop up states "Could not activate mobile data network. You are not subscribed to a mobile data service" even though I had reception of 2 bars – ALTHOUGH ONLY ONE BAR SHOWN IN ABOVE SHOT THIS IS NOT THE PROBLEM SEE END OF THIS DOCUMENT.

My iOS is 11.2.6

TO ACHIEVE A FIX

I phoned Plusnet dial 500 from the SIM there is no specific location for support so use options 2 and 4 and you can speak to that person for support.

They will ask for two letters of the memorable place (be prepared). The guy I spoke to said he does 10 APN setting requests everyday. He knows specific screens to ask people to look for but unfortunately the screens he knows were not available on my 5s.

So he kindly transferred my call to Apple and I listened to music for 15 minutes and then I was dealt with by speech recognition program I read out the IMEI number and asked for "APN settings", then I got to a human and gave him name email, phone number he gave me a case number.

He explained that even though my phone was unlocked when it was purchased it was like that my previous SIM was like locked to talktalk, to get out of this impass the idea was to completely reset my phone and then restore it and that this could be done without the need to use iTunes. But that it could not be done without Access to Apple servers.

He gave instructions which were perfect, first backup and when the reset starts follow what you noted down. The **phone and I** did the procedure perfectly so make sure you have your apple id codes etc available. **Unfortunately although the procedure worked the internet was still not available.**

So under my own devices I installed iTunes on a PC and did a phone backup on the local computer, I then did a complete wipe of the phone through iTunes and reloaded the phone. I purposely ended at the point "set up as a new phone" my thinking was why restore all the other stuff if that isn't going to work.

At the end of the procedure I actually got a message on the PC stating new phone settings received from carrier (exact words unknown) and another message that the phone was unlocked. I checked the phone out and internet working on 4G all without wifi of course, I kept the phone in this state overnight and it was still functioning perfectly this morning.

HOW TO STUFF IT UP

I thought now is the time to restore the backup of all my apps which I backed up to the local PC. So I connected to iTunes again and restored from the PC backup.

The status was that now the INTERNET plusnet 4G WAS NOT WORKING ANYMORE. And like a moron I HAD NOT TAKEN a backup in it's as new condition from the night before. So I am about to do the iTunes factory reset to NEW again.

FURTHER THINKING

So as my phone appears that it will be left as a new phone I will take screen shots of all the apps that are on my phone screens, then I can visit the app store select and download separately each one I really need.

The following screen shots are me doing the factory reset procedure and thereon

Verifying iPhone restore...



iPhone

iPhone 5s



Capacity: 14.91 GB
Phone Number: n/a
Serial Number: DX3TGXV7FFG9

iOS 11.2.6
iTunes is restoring the software on this iPhone.

Restoring iPhone software...



iPhone

iPhone 5s



Capacity: 14.91 GB
Phone Number: n/a
Serial Number: DX3TGXV7FFG9

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Verifying iPhone restore...



iPhone

iPhone 5s

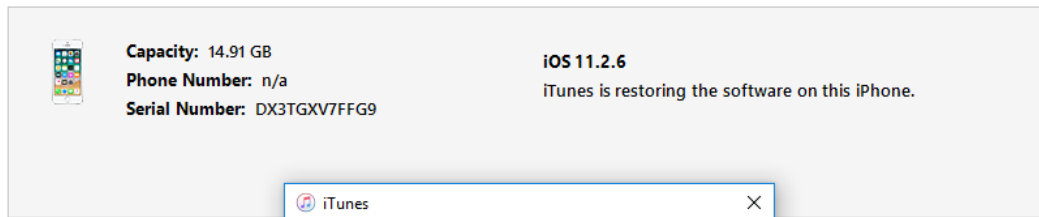


Capacity: 14.91 GB
Phone Number: n/a
Serial Number: DX3TGXV7FFG9

iOS 11.2.6
iTunes is restoring the software on this iPhone.

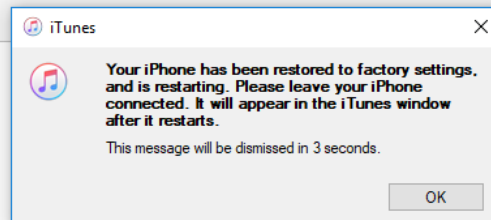
AND GUESS WHAT THE PLUSNET CARRIER SETTINGS WERE PRESENTED AGAIN AND THE PHONE STATED IT WAS UNLOCKED JUST LIKE IT DID LAST NIGHT – SO I UPDATED THE SETTINGS

iPhone 5s



Capacity: 14.91 GB
Phone Number: n/a
Serial Number: DX3TGXV7FFG9

iOS 11.2.6
iTunes is restoring the software on this iPhone.



iTunes

Your iPhone has been restored to factory settings, and is restarting. Please leave your iPhone connected. It will appear in the iTunes window after it restarts.

This message will be dismissed in 3 seconds.

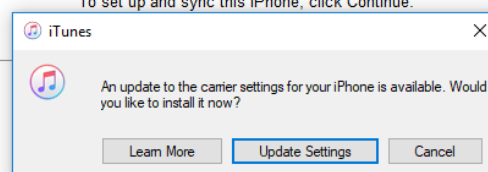
OK



Congratulations, your iPhone has been unlocked.

To set up and sync this iPhone, click Continue.

Continue



iTunes

An update to the carrier settings for your iPhone is available. Would you like to install it now?

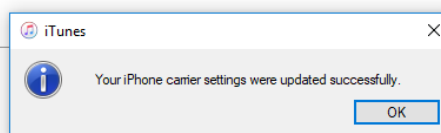
Learn More Update Settings Cancel



Congratulations, your iPhone has been unlocked.

To set up and sync this iPhone, click Continue.

Continue

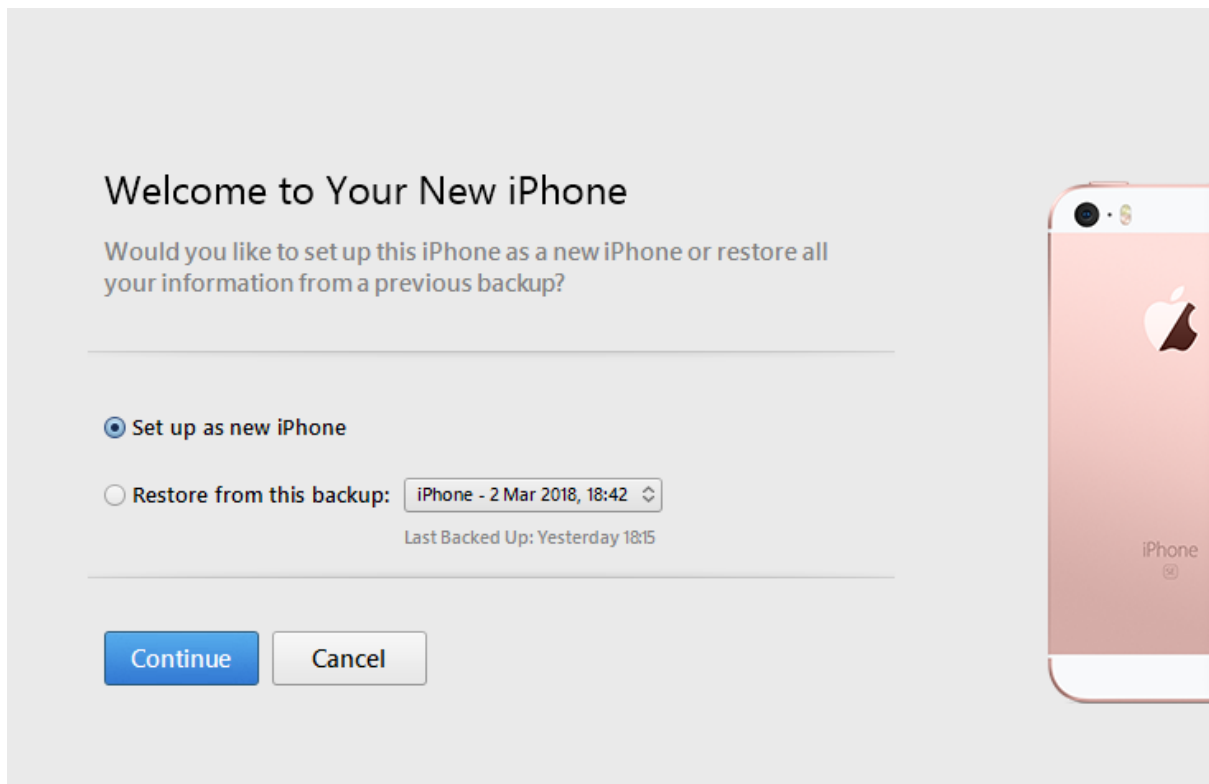


iTunes

Your iPhone carrier settings were updated successfully.

OK

SEE BELOW I HAVE USED SET AS NEW PHONE SO I DON'T STUFF IT UP AGAIN – SO HERE GOES



Press continue

And now start the setting by touching your iphone

PHONE NOW SHOWS HELLO HOLA ETC AND FROM HERE ON IN I CANNOT TAKE PHONE SCREEN SHOTS BECAUSE IT NEEDS SETTING UP FIRST

Select UK and wait, and on the next screen touch "set up manually"

Set your wifi password – then wait whilst cog rotates

Touch the "selected wifi"

And you are on to the touch id screen

Now is a good time to press the “get started” button on iTunes and here is a screen snip of iTunes which comes up when you do.

After touch id then set up phone lock code

Then you get to a yet another screen where you **MUST** set a new phone

SO I SELECTED SET UP AS NEW PHONE AGAIN

THEN IT'S THE APPLE ID

TOC terms and conditions

I selected customise settings

At last the phone looks like a phone

Now turn wifi off within settings

Select Safari, and in the search box type an obscure word or a word you have never searched for before and see what happens

And it comes back with something relevant AND NOT THE PROBLEM SCREEN ABOUT NO CONNECTION

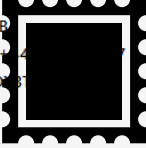
so you know it's all working.

So now backup this working phone to the PC just in case you want to try and stuff it up again

phern's iPhone

iPhone 5s

Capacity: 14.91 GB
Phone Number: +1 415 777 7777
Serial Number: D00000000000000000000000000000000



iOS 11.2.6
Your iPhone software is up to date. iTunes will automatically check for an update again on 09/03/2018.

[Check for Update](#) [Restore iPhone...](#)

Backups

Automatically Back Up

iCloud
Back up the most important data on your iPhone to iCloud.

This computer
A full backup of your iPhone will be stored on this computer.

Encrypt iPhone backup
This will allow account passwords, Health and HomeKit data to be backed up.
[Change Password...](#)

Manually Back Up and Restore
Manually back up your iPhone to this computer or restore a backup stored on this computer.

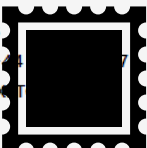
[Back Up Now](#) [Restore Backup...](#)

Latest Backup:
Yesterday 18:15 to this computer

phern's iPhone

iPhone 5s

Capacity: 14.91 GB
Phone Number: +1 415 777 7777
Serial Number: D00000000000000000000000000000000



iOS 11.2.6
Your iPhone software is up to date. iTunes will automatically check for an update again on 09/03/2018.

[Check for Update](#) [Restore iPhone...](#)

Backups

Automatically Back Up

iCloud
Back up the most important data on your iPhone to iCloud.

This computer
A full backup of your iPhone will be stored on this computer.

Encrypt iPhone backup
This will allow account passwords, Health and HomeKit data to be backed up.
[Change Password...](#)

Manually Back Up and Restore
Manually back up your iPhone to this computer or restore a backup stored on this computer.

[Back Up Now](#) [Restore Backup...](#)

Latest Backup:
Today 09:54 to this computer

So now with a working phone with plusnet 4G working put the wifi back to on and now load manually each app that I want on this phone.

I am not going to trust using the OLD icloud restore feature. If something does go wrong I have the NEW PC backup to restore the phone to "as new"

Good luck!