



BUSINESS

Data and Picture message guide

Get help with your
APN settings

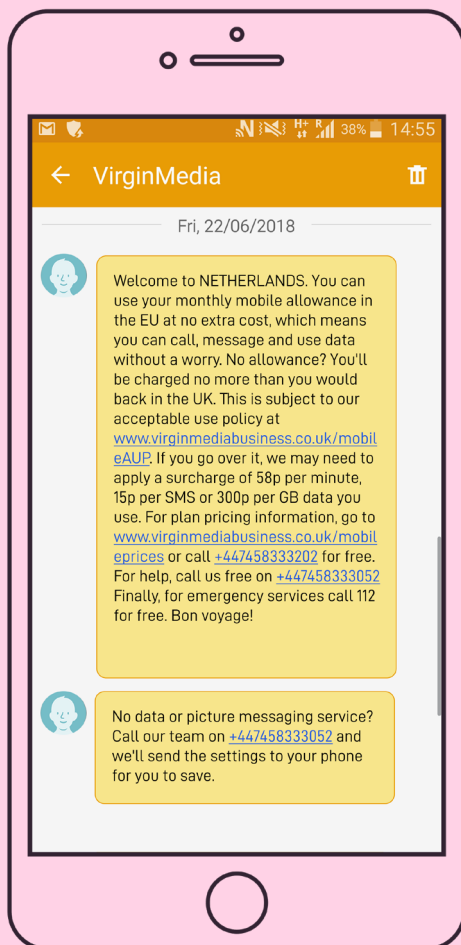
If you're on a trip and having problems with your data or picture message settings, we've put together a quick guide to get it all up and running.



#1

When you arrive in a new country you should receive a text. Here's what it should look like:

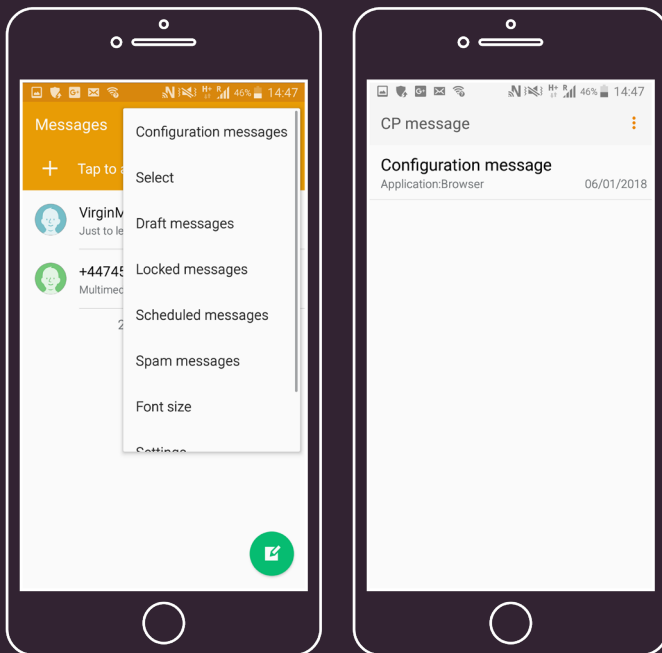
You can also text 'ALL' to **789922** and we'll send the correct settings for your device, ready for you to save. The text won't cost you a penny.



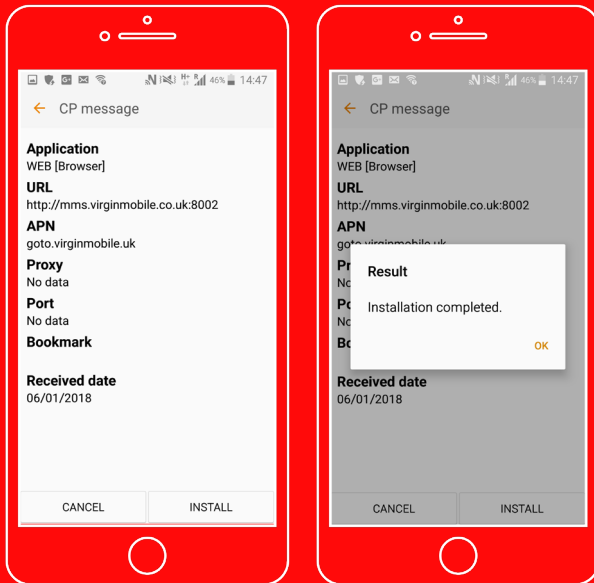
#2

Sometimes your phone may receive a message when you turn it on, meaning you can save the right settings straight away.

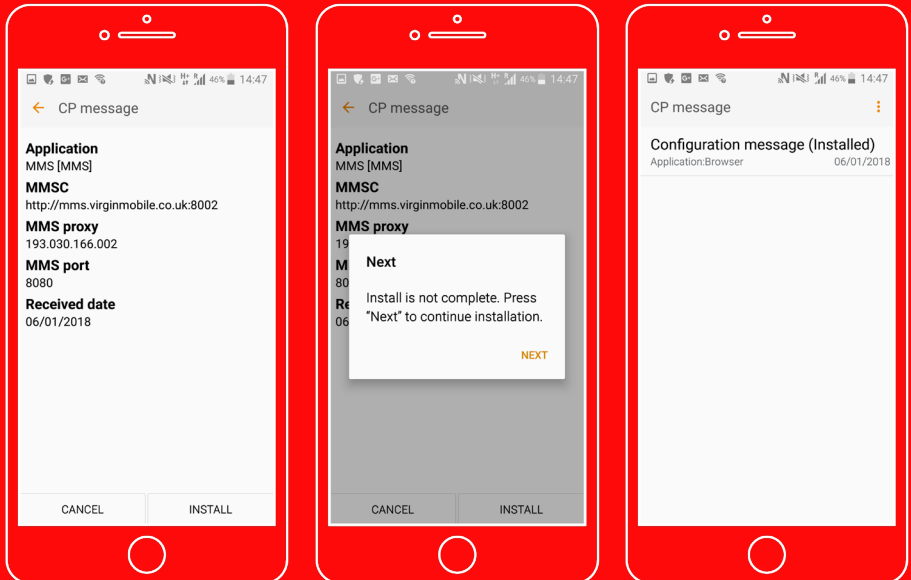
Configuration message including browser and MMS settings



Browser settings

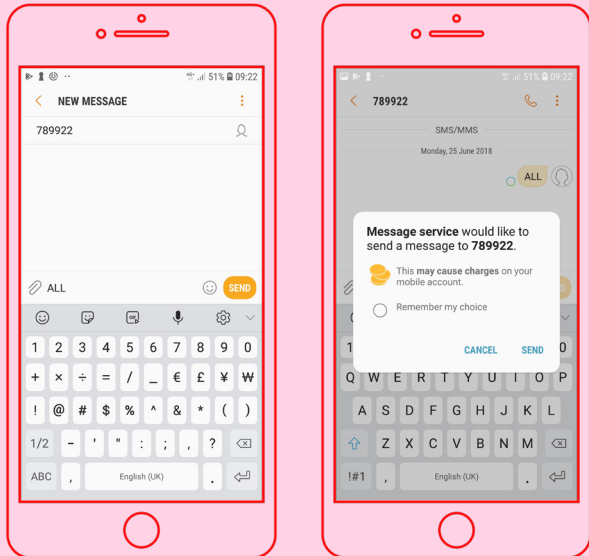


MMS settings



#3

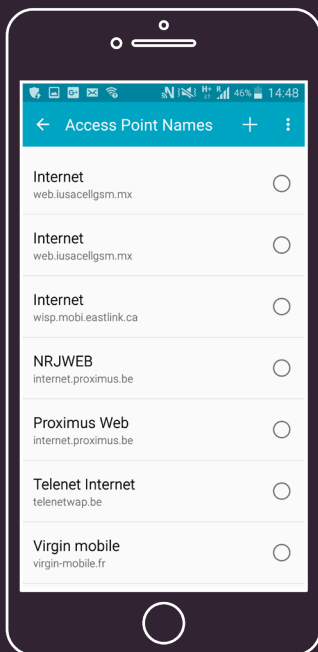
**Didn't get a message?
You can also text 'ALL'
to 789922 and we'll send
the correct settings for
your device, ready for
you to save. The text
won't cost you a penny.**



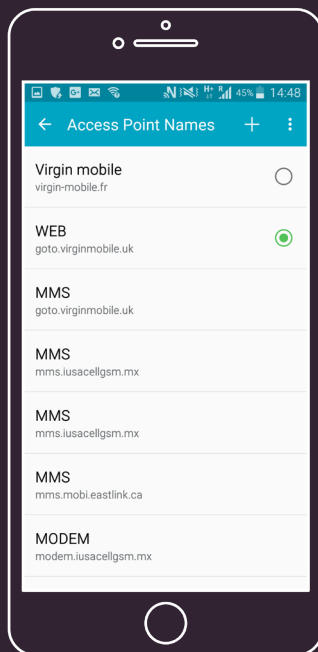
#4

You'll need to also check the APN selected in your phone is showing as Virgin Mobile, and not another network provider.

APN not selected



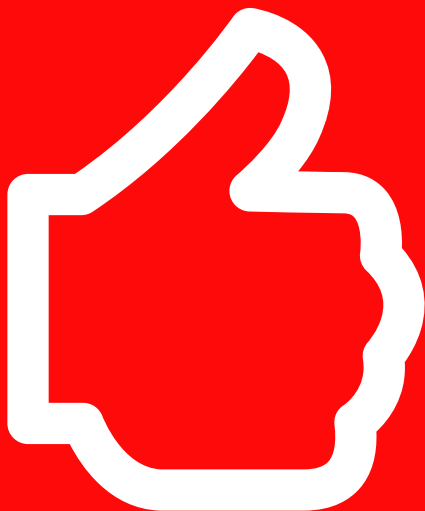
APN correctly selected



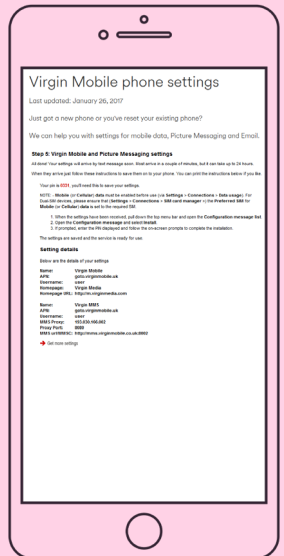
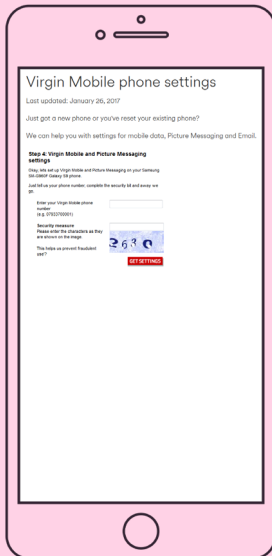
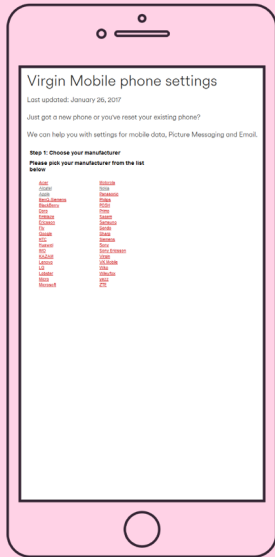
#5

You can update the APN settings by selecting your mobile from our Virgin Mobile phone settings list, or just text **ALL to **789922** and your settings will be sent straight to your phone, ready to be saved.**

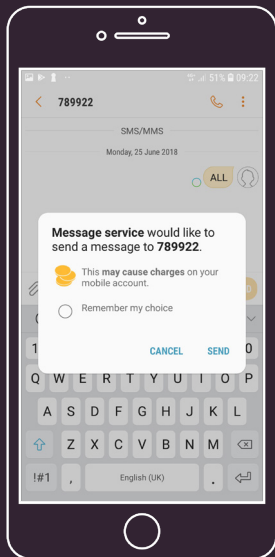
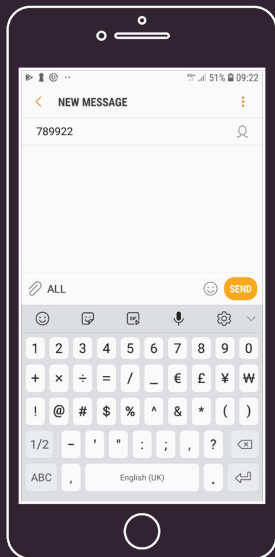
For some phones you may also need to do this again the first time you go abroad, or if you've reset your phone. It's also good to remember that your PIN will be the last four digits of your mobile number.



Handset settings from webpage



Sending ALL to 789922



#6

**If you have any problems
with roaming or with your
APN settings, just call our
team on 0800 052 0800
Option 4 whilst in the UK
or if you're abroad, use
+447458333052**