

BUSINESS

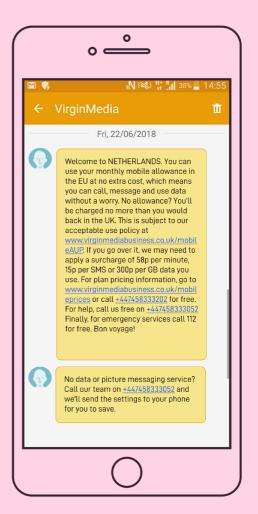
## Data and Picture message guide

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.



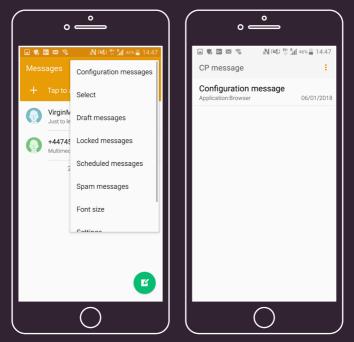
## #1 When you arrive in a new country you should receive a text. Here's what it should look like:

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.



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

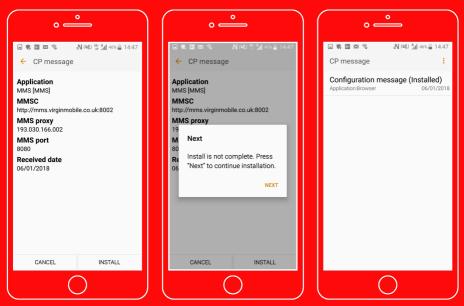
Configuration message including browser and MMS settings



#### **Browser settings**

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CANCEL INSTALL	CANCEL INSTALL
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#### **MMS** settings



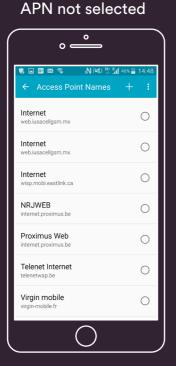
Didn't get a message? You can also text 'ALL' to 789922 and we'll send the correct settings for your device, ready for you to save. The text won't cost you a penny.

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



#### APN correctly selected



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

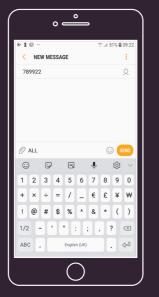
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Virgin Mobile phone settings	Virgin Mobile phone settings
Last updated: January 26, 2017	Last updated: January 26, 2017
Just got a new phone or you've reset your existing phone? We can help you with settings for mobile data, Picture Messaging and Email.	Just got a new phone or you've reset your existing phone? We can help you with settings for mobile data, Picture Messaging and Email.
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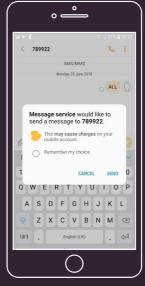
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Virgin Mobil	e phone settings
Last updated: January 26,	2017
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	ngs for mobile data, Picture Messaging and Email.
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## Sending ALL to 789922





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