TROUBLESHOOTING - PORTING

Problem	Resolution

Customer has no Internet/data connection	Follow these steps to manually configure data settings:
	• Go to Settings – Mobile Networks
	 ○ Preferred Network = ATT(GSM)
	• Go to Settings – More – Mobile Networks – Access Point Names
	 ○ Create a new Access Point Name (APN) with:
	  ▪ Name = NXTGENPHONE
	  ▪ APN = NXTGENPHONE
	  ▪ APN TYPE = default, mms, supl (3 checkboxes)
	  ▪ Proxy not set, port not set, username not set, password not set, server not set
	  ▪ MMSC = http://mmsc.mobile.att.net
	  ▪ MMS proxy = proxy.mobile.att.net
	  ▪ MMS port = 80
	  ▪ MCC = 310
	  ▪ MNC = 410
	  ▪ APN protocol = IPv4
	  ▪ APN roaming protocol = IPv4
	  ▪ APN enabled
	  ▪ Bearer unspecified
	• Select the new APN as the currently selected one