

Manually Selecting SIM Network

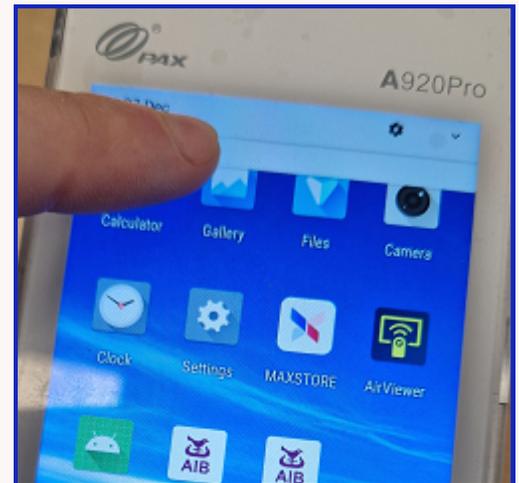
ESTIMATED COMPLETION TIME 1 MINUTE

1.

Whilst the terminal is powered on, swipe down from the top of the screen as you would with a mobile device.

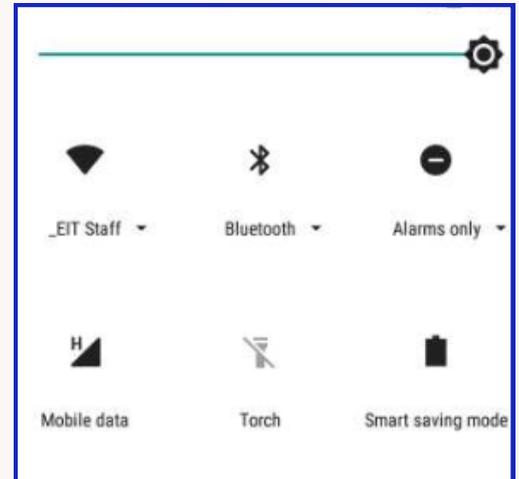
If using POSitive, tap the top 3 lines and select “Cellular Settings”.

Then skip to step 5.



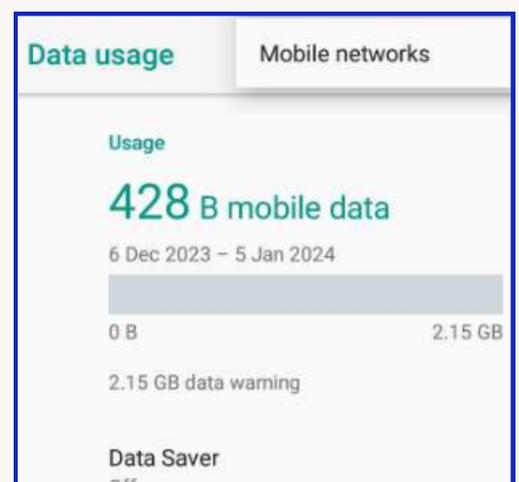
2.

The following menu should appear.



3.

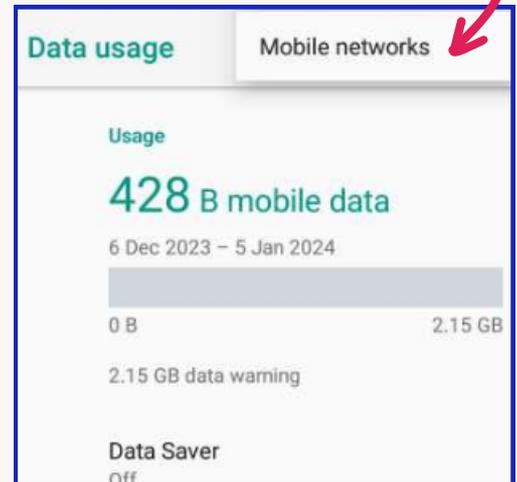
Tap and hold onto Mobile data for 2 seconds to be presented with the following screen.



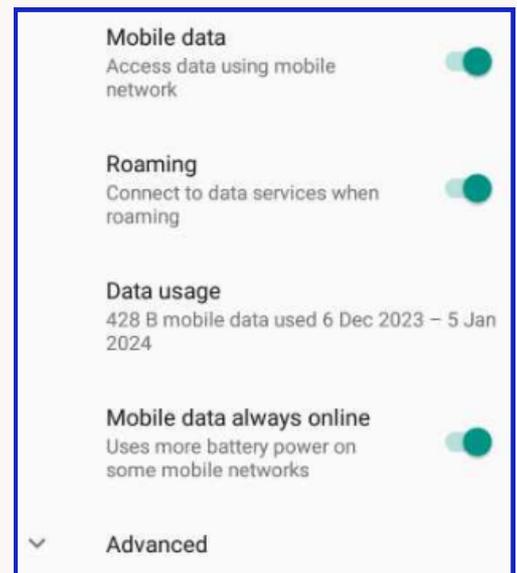
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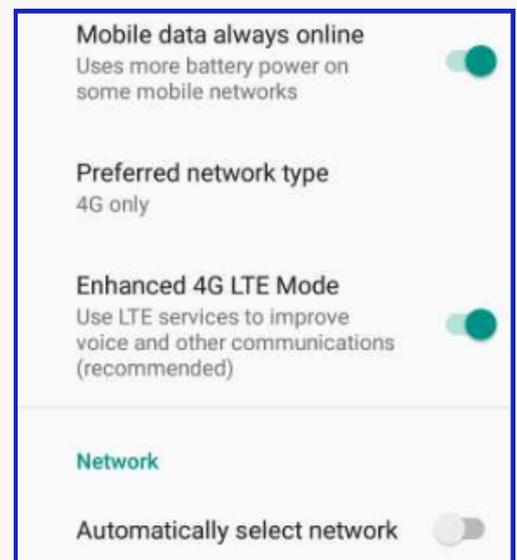
4.
Tap Mobile Networks.



5.
Ensure your device matches the following settings.



6.
Tap Advanced and tap Preferred Network Type.

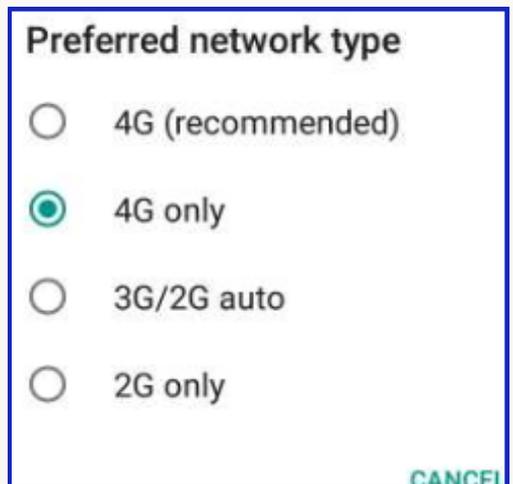


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7.

4G Only or 2G only should be selected.



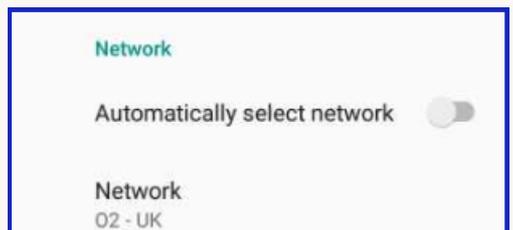
Preferred network type

- 4G (recommended)
- 4G only
- 3G/2G auto
- 2G only

CANCEL

8.

If Automatically select network is off, toggle it back on, otherwise toggle it off:



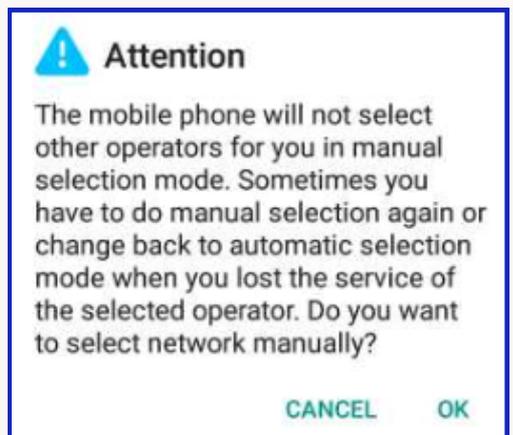
Network

Automatically select network

Network
02 - UK

9.

Agree to the next message.



Attention

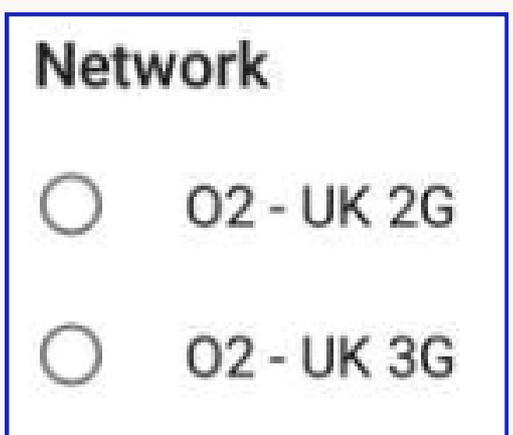
The mobile phone will not select other operators for you in manual selection mode. Sometimes you have to do manual selection again or change back to automatic selection mode when you lost the service of the selected operator. Do you want to select network manually?

CANCEL OK

10.

The terminal will search for available networks, if manually selecting a network when this completes you will see a list of providers.

Select a network.



Network

- 02 - UK 2G
- 02 - UK 3G

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11.

When this phase completes you will see the name of the network on the following screen.



Network
02 - UK

This is now complete, test a transaction.

If any further issues, please call support directly.