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Access point name (APN) settings

This document will walk you through setting up mobile data (internet) if you're experiencing difficulties with your new SIM card, but before you get started...

We can't guarantee these settings will fix the problem you're experiencing if it is caused by an unrelated issue.

Preferred settings

Internet and Picture Messaging:

1. Access Point Name (APN): web.pt.lu
2. MMSC Server: http://mmsc.pt.lu

Android APN settings

1. First, find the Access Point Names or APNs menu.

    a) Go to Settings and look under Network & Internet or tap the Connections tab.
    b) Touch Mobile networks. You may need to touch More settings, More..., or More networks first.
    c) Touch Access Point Names.

2. Touch the POST Internet APN if one is available. If not, press the Menu key or 3 dots in the upper right corner and touch New APN or Add APN.

3. Verify and update the following settings for the Data APN.

• Name: POST Internet
• APN: web.pt.lu
• Proxy: Not Set
• Port: Not Set
• Username: Not Set
• Password: Not Set
• Server: Not Set
• MMSC: Not Set
• MMS proxy: Not Set
• MMS port: Not Set
• MCC: 270
• MNC: 01
• Authentication Type: Not Set
• APN Type: default
• APN Protocol: IPv4
• APN roaming protocol: IPv4
• APN enable/disable: APN Enabled
• Bearer: Unspecified
• MVO type: None
• MVNO value: Not Set

4. Press the Menu key.

5. Touch Save.

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6. Delete any other APNs that appear in the list. The POST MMS APN can remain if available.

  • Touch the APN that needs to be removed.
  • Press the Menu or three dots key.
  • Touch Delete APN.

7. Verify there is a circle next to the remaining APN.

8. Restart your phone. Hold down the power button until the device turns off and restarts.

9. Test the data connection and/or MMS by accessing the Web.

10. Complete additional troubleshooting if the APN settings are correct, but customers still experience issues.

Apple APN settings

These settings are automatically set to the correct values when Eltrona SIM cards are inserted and cannot be changed. You can reset your network settings to make sure they are correct:

1. From the Home screen, tap Settings > Mobile Data > Mobile Data Network > Reset Settings.

2. Tap Reset Network Settings.

3. Type in the device password if prompted.

4. Confirm selection.