



# HARD RESET & MANUAL ROAM GUIDE

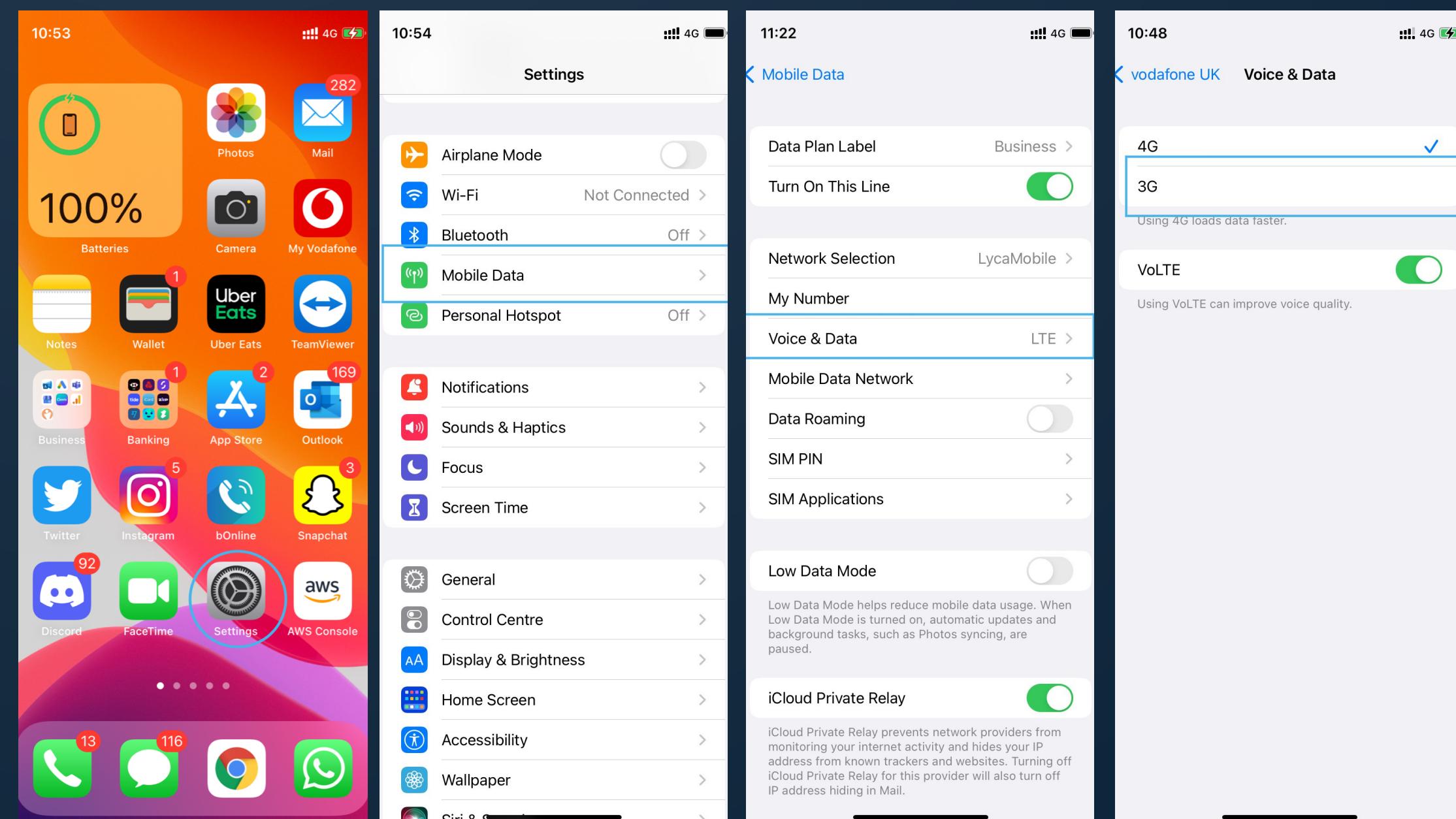
For Support Call:  
**0207 870 4841**



# APPLE IPHONE INSTRUCTIONS

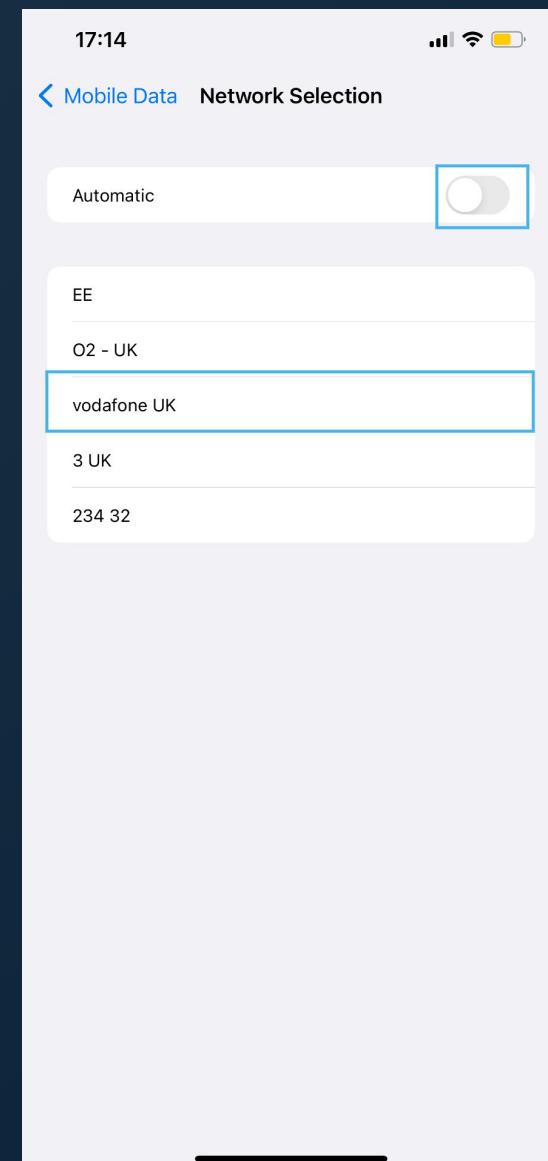
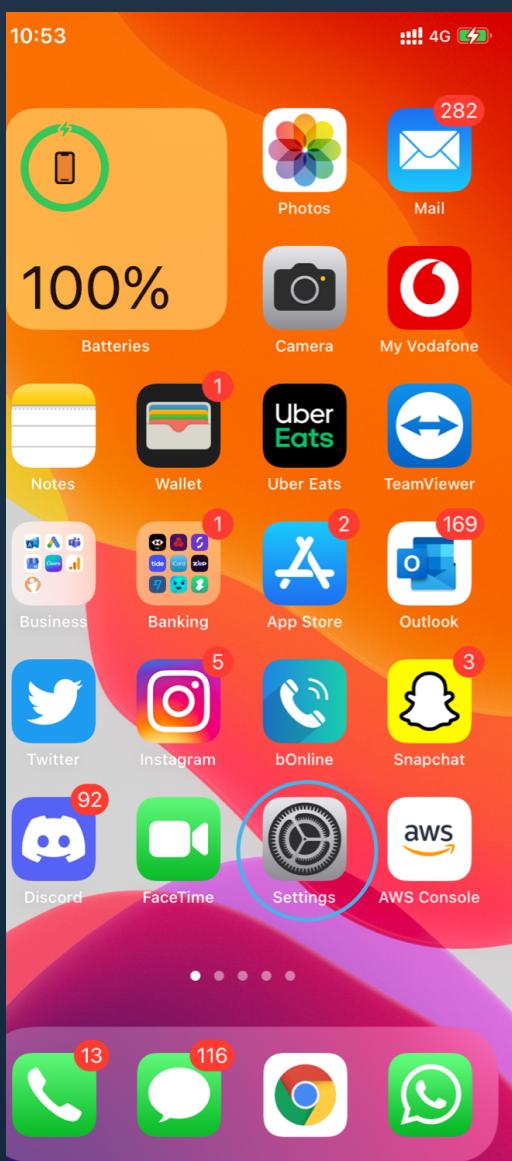
## iOS 12 - iOS 15

**STEP 1 : GO INTO “SETTINGS” >> “MOBILE DATA” >> “VOICE & DATA” >> DISABLE “4G”, WAIT 1 MINUTE AND THEN ENABLE “4G”.**



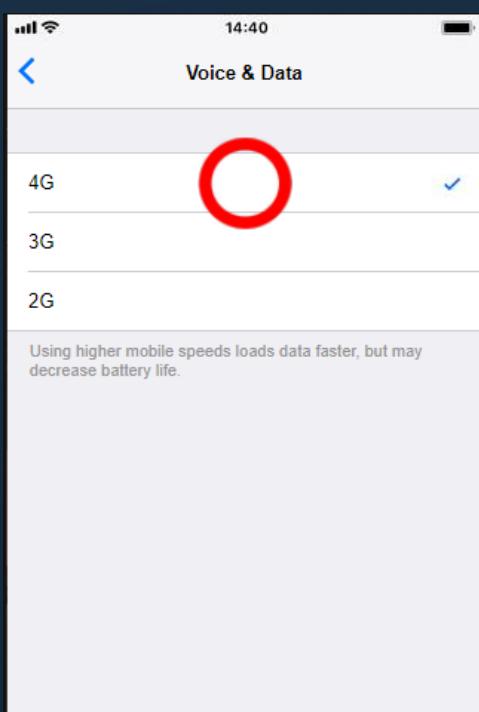
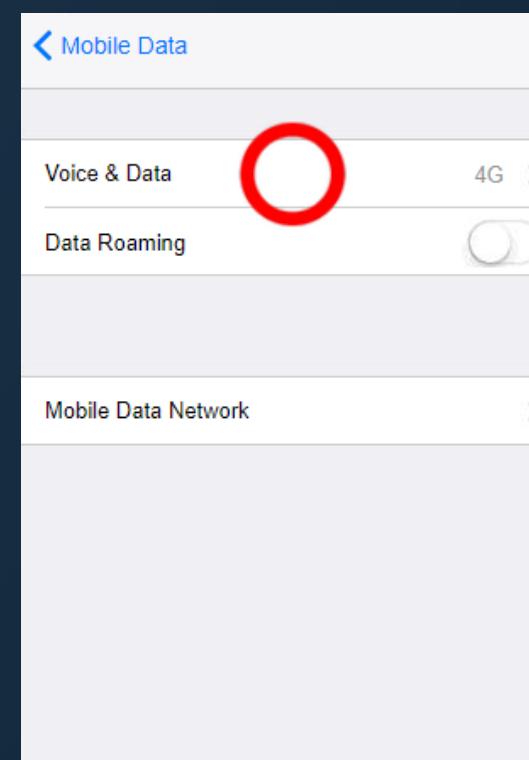
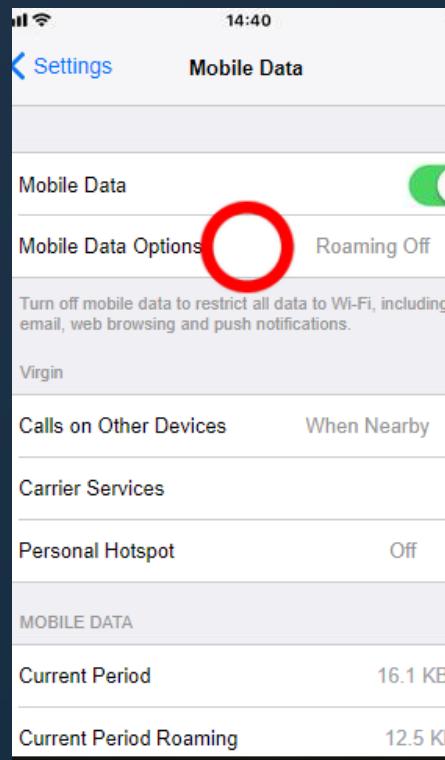
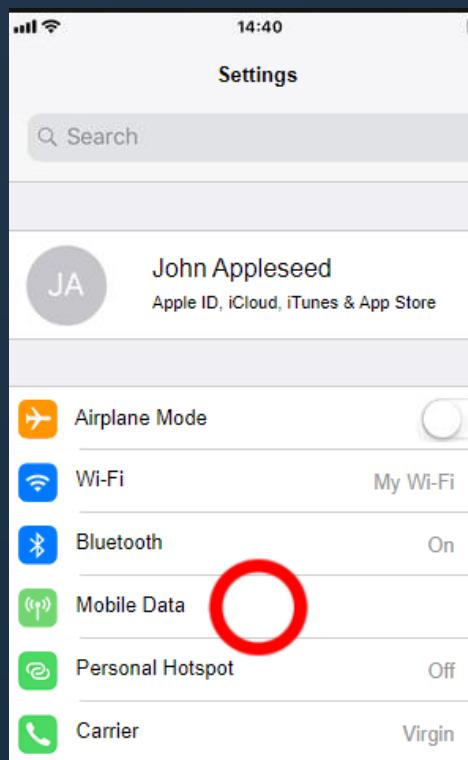
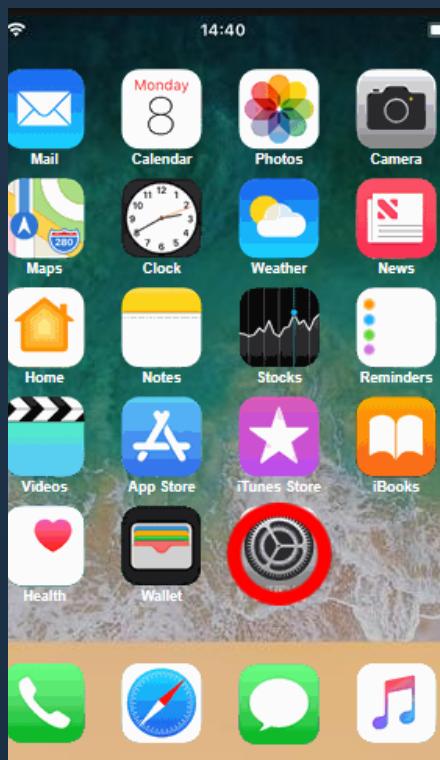
**STEP 2: GO INTO “SETTINGS” >>> “MOBILE DATA” >>> NETWORK SELECTION” >>> “TURN OFF AUTOMATIC” THE PHONE WILL BEGIN TO SEARCH FOR NETWORKS, THIS WILL TAKE A COUPLE OF MINUTES. ONCE IT FINISHES THE SEARCH SELECT “VODAFONE UK”**

**STEP 3: REMOVE THE SIM CARD AND THEN REINSERT THE SIM AND RESTART THE PHONE.**



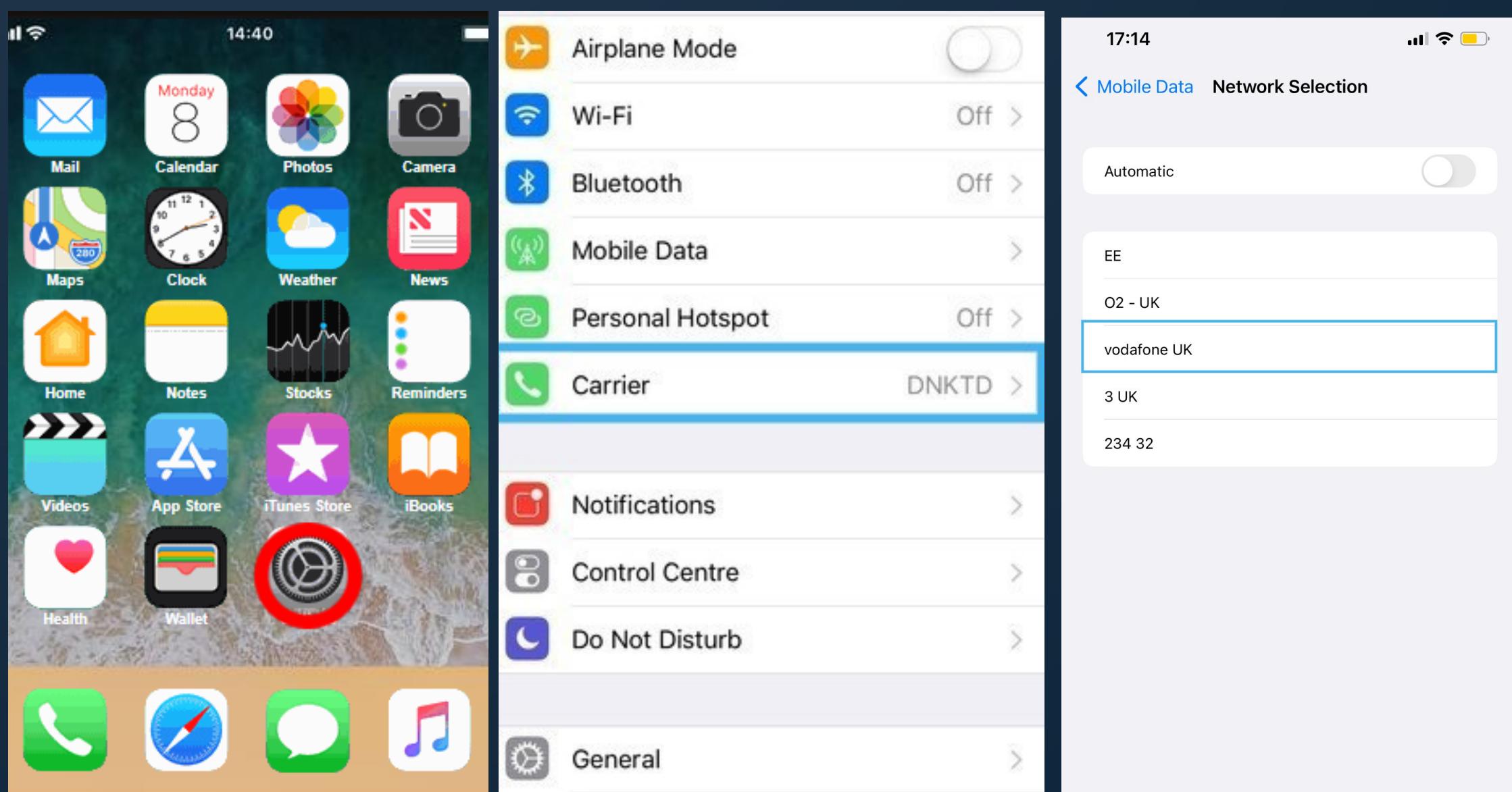
# iOS 11 & Below

**STEP 1: GO INTO "SETTINGS" > "MOBILE DATA" > "MOBILE DATA OPTIONS" > VOICE & DATA > CHANGE TO "2G", WAIT FOR 1 MINUTE AND THEN RESELECT "4G".**



**STEP 2: GO TO SETTINGS , SELECT "CARRIER" > TURN OFF "AUTOMATIC" > THE PHONE WILL BEGIN TO SEARCH FOR NETWORKS, THIS WILL TAKE A COUPLE OF MINUTES. ONCE IT FINISHES SEARCH SELECT "VODAFONE UK"**

**STEP 3: REMOVE THE SIM CARD AND THEN REINSERT THE SIM AND RESTART THE PHONE.**



# ANDROID INSTRUCTIONS

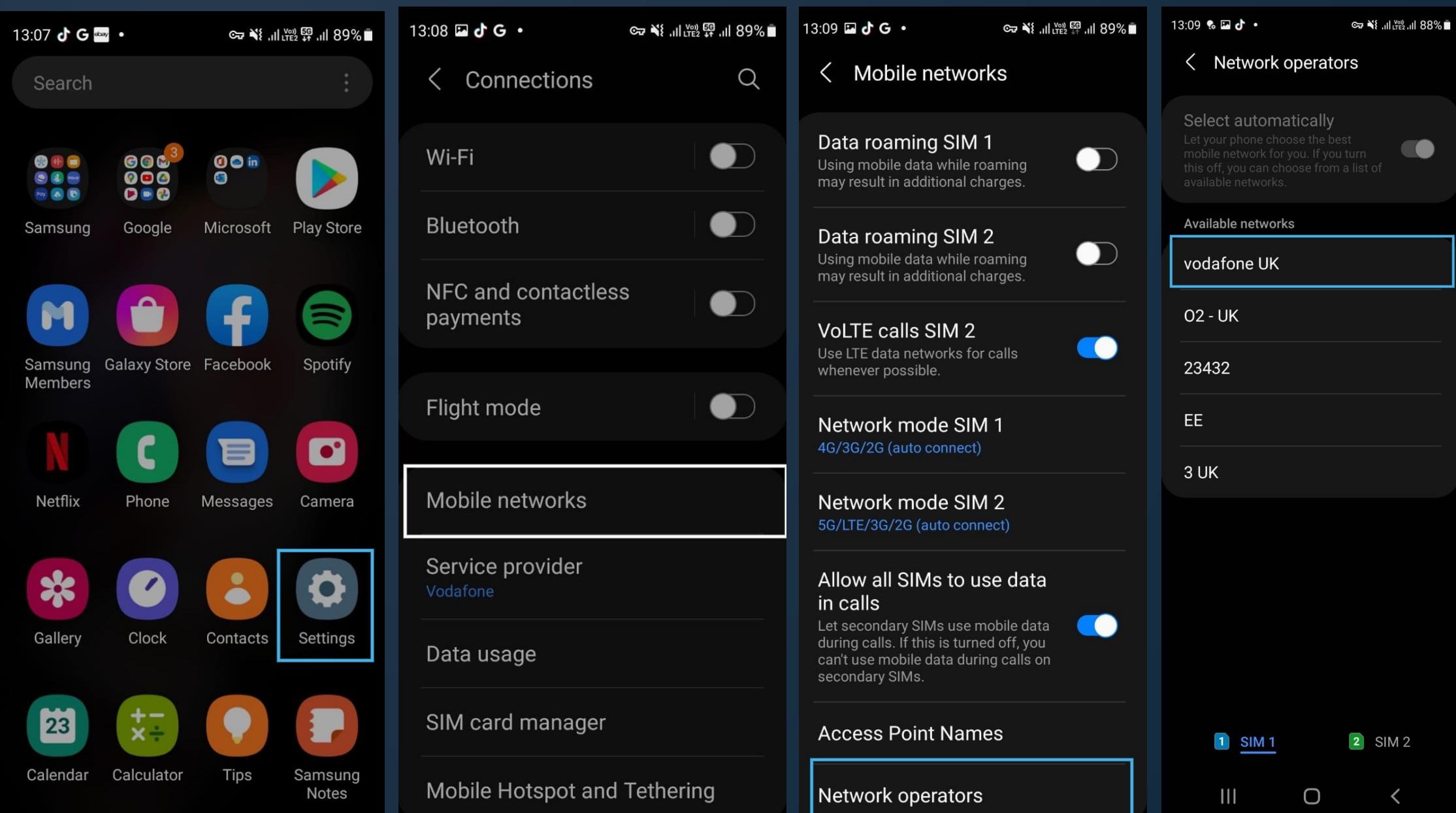
**STEP 1: GO INTO “SETTINGS” > “CONNECTIONS” > “MOBILE NETWORKS” > “NETWORK MODE”, CHANGE TO “2G” WAIT FOR 1 MINUTE AND THEN RESELECT “4G”**

**STEP 2: GO INTO “SETTINGS” > “CONNECTIONS” > “MOBILE NETWORKS” > “NETWORK OPERATORS” > “SEARCH NETWORKS” > THE PHONE WILL THEN BEGIN TO SEARCH FOR NETWORKS WHICH MAY TAKE A FEW MINUTES, ONCE COMPLETED SELECT “VODAFONE UK”**

**STEP 3: REMOVE THE SIM CARD AND RE-INSERT THE SIM AND THEN RESTART THE PHONE.**



# ANDROID INSTRUCTIONS



WWW.CITYCOM.CO.UK

For Support Call:  
0207 870 4841