

APN & CONFIGURATION GUIDE

SAMSUNG GALAXY NOTE 10 SMARTPHONE

This device guide provides configuration instructions for the use of the Samsung Galaxy Note 10 on a Geoverse CBRS Private Cellular network.

Contents:

- Inserting the SIM Card
- Verifying Network Operator
- Verifying APN
- Troubleshooting
- Data works, but not voice
- No data or voice



STEP 1

Insert a Geoverse SIM Card:

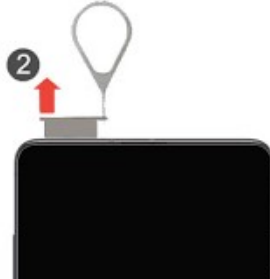
This process is the same for any SIM Card, so if you know how to insert a SIM card, please do so, and advance to step 2.

First, remove the SIM Card from the rest of the card as shown below. It will pop out along the perforated outline.



Then, insert the SIM removal pin that came with your phone into the hole in the small tray on your phone. You may have to apply some pressure to open it.

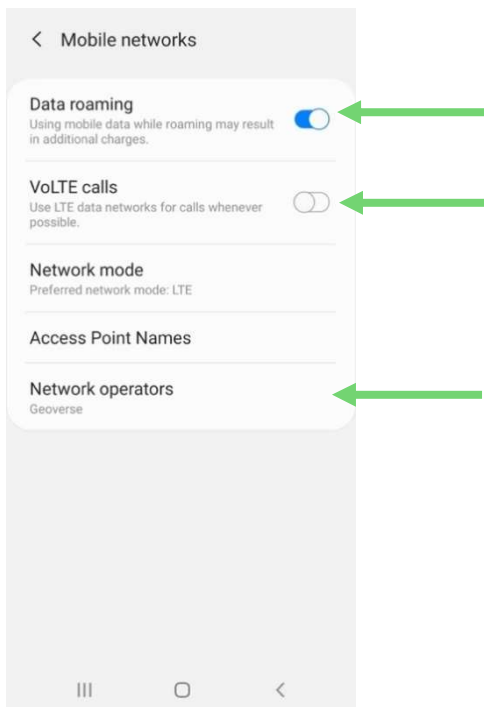
Place the SIM Card into the tray and close the case, then turn on the phone. If the phone is already on, reset it.



STEP 2

Verify Network Operator:

From your home screen, swipe up to open the Apps tray. Tap Settings > Connections > Mobile Networks



In the Mobile Networks menu, ensure that Data Roaming is switched to 'ON', and VoLTE calls are switched to 'ON', if applicable.

Under network operators, click "select automatically" and choose Geoverse.

If you don't see Geoverse, perform a network scan (Swipe up for Apps tray > Settings > Connections > mobile networks. Tap network operators > deselect "Select Automatically" > then click OK to confirm) Then, return to this menu, and see if Geoverse is listed and select.

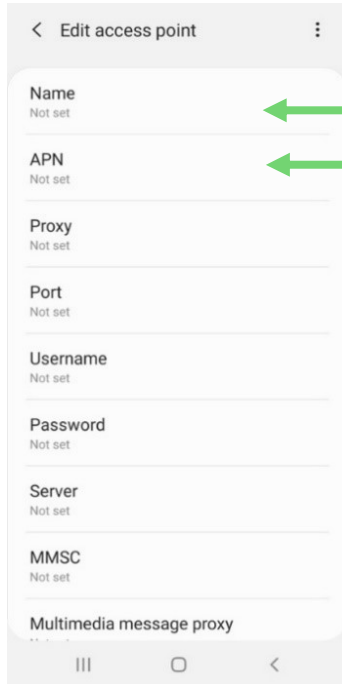
Please note that this process may take several minutes. This will put your phone on the Geoverse network.

Note: If the network still does not say Geoverse, go in and out of airplane mode and/or power cycle the phone. If you are in an area with many mobile networks and don't see Geoverse as an option, skip to page 10 for specific troubleshooting steps for this situation.

STEP 3

Verify Access Point Name (APN):

Go to Settings > Connections > Mobile Networks > Access Point Names



Check the APN Name to make sure it is correct. If you do not know your APN, please ask your Geoverse customer support representative.

If the APN needs to be changed, or if there is no Access Point Name listed (“not set”) as shown at left, follow these steps:

- i. Click Add in the top right-hand corner of the Access Point Names screen
- ii. In the Edit access point screen (shown at left) tap APN and add your specific APN. The format is Geoverse.name and it is specific to your company. You will have received this from your Geoverse customer support representative.
- iii. Tap Name and give the APN a name that makes sense to you. This is a text descriptor; it can be any name.
- iv. Exit the screen with the blue arrow in the top left and your changes will be saved.

STEP 4

Verify your connection:

As a final step, check to see that your APN is listed in the menu as shown above in step 3 and verify your connection.

For data connectivity, you can open your browser to see if you can access a web page.

If you have voice service with Geoverse, verify voice connectivity by making a call.

TROUBLESHOOTING YOUR CONNECTION

Scenario 1: Data works, but not voice

If you signed up for voice and data service but only data is working, please contact your Geoverse representative to ensure that voice service is enabled for your device, there is a phone number attached to your service, and you have the correct software version installed on your device.

Scenario 2: No data or voice

STEP 1: Verify Network Mode is LTE or LTE only:

If you can't connect, check to make sure that you are in the right Network Mode.

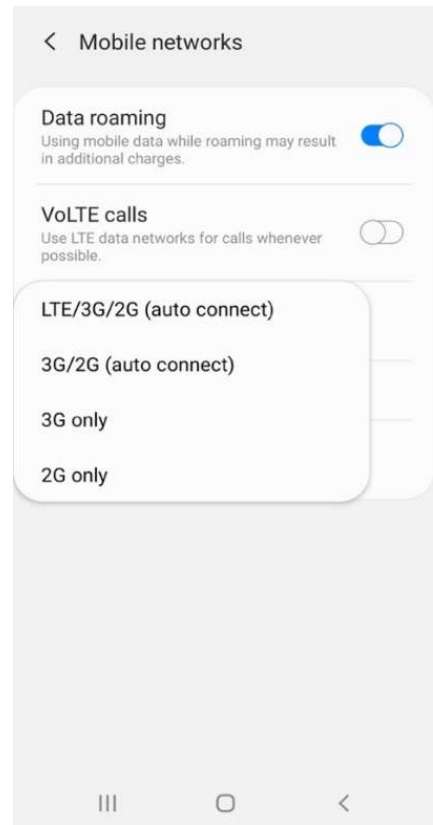
Go to Settings > Mobile Networks > Network Mode.

The network mode that is preferred is "LTE" or "LTE only".

If you do not have those options, and instead see LTE/xxx as shown at right, you will need to make a change to get LTE or LTE only.

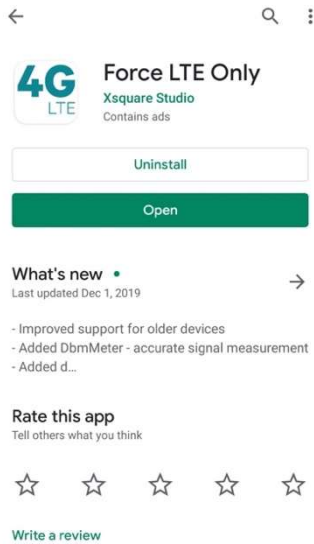
The easiest option is to install an app called 4G Force LTE that will enable you to have "LTE only" mode. Instructions begin on the next page.

If you do not wish to download the app jump to page 7 for a second methodology without the app.

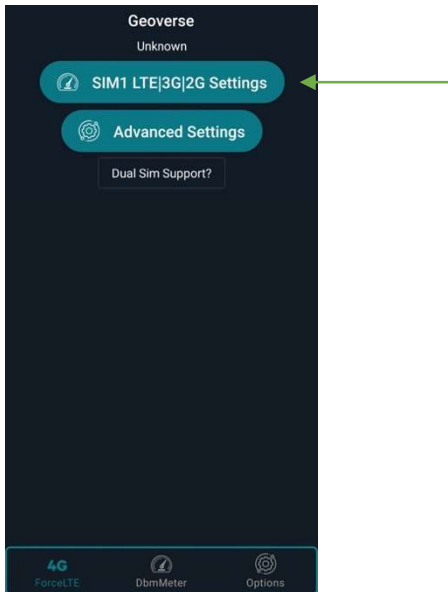


Enable LTE or LTE Only mode with the Force LTE Only App:

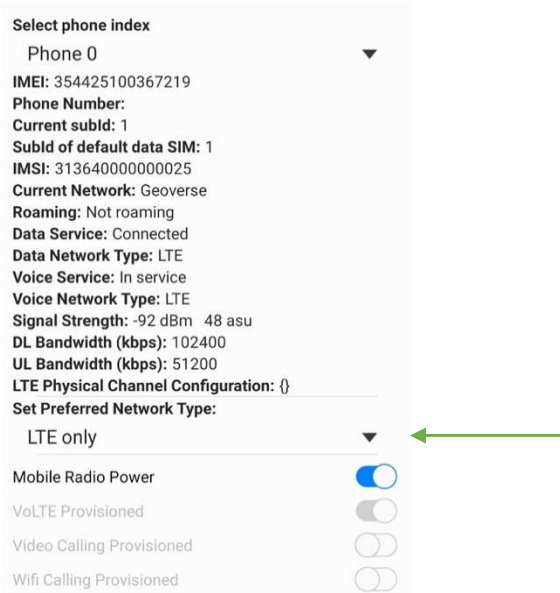
- a. Go to the Google Play Store. Please note you will need a Samsung Account and a Wi-Fi connection to download from the Play Store.
- b. Find the app called 4G Force LTE and download it on your device.



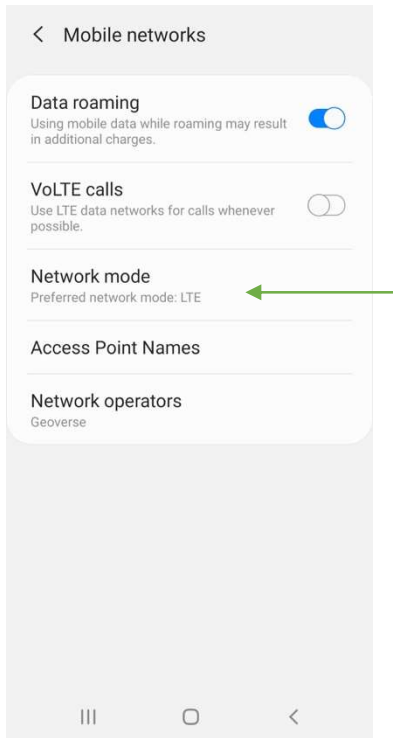
- c. Click SIM LTE/3G/2G Settings



d. Under Set Preferred Network Type > Select “LTE only” from the drop-down list.

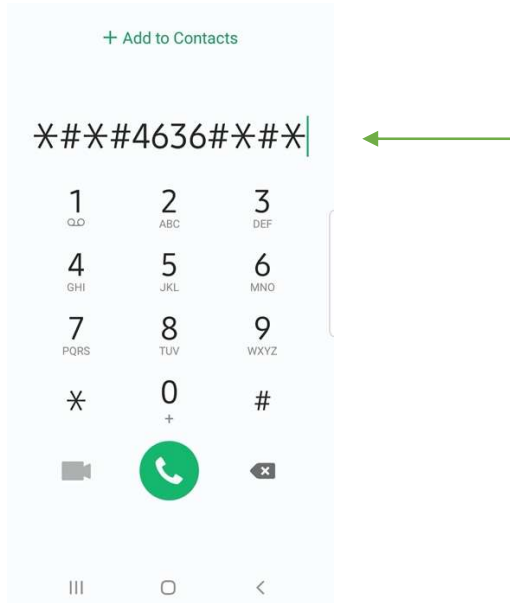


You can double-check by going back to Settings > Connections > Mobile Networks
It will say LTE.

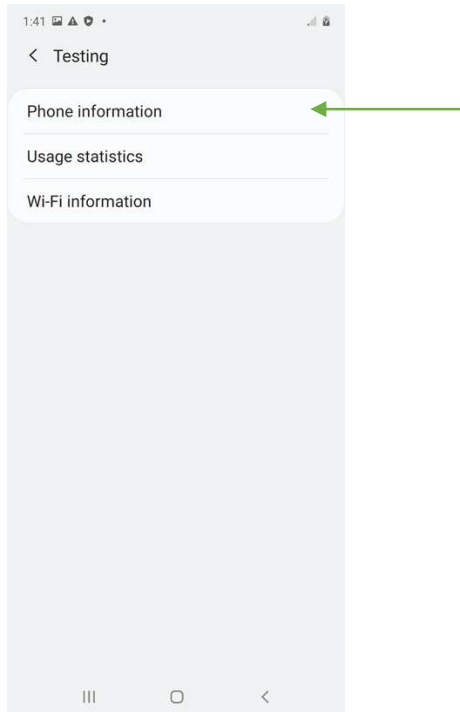


How to enable LTE or LTE Only mode without the app

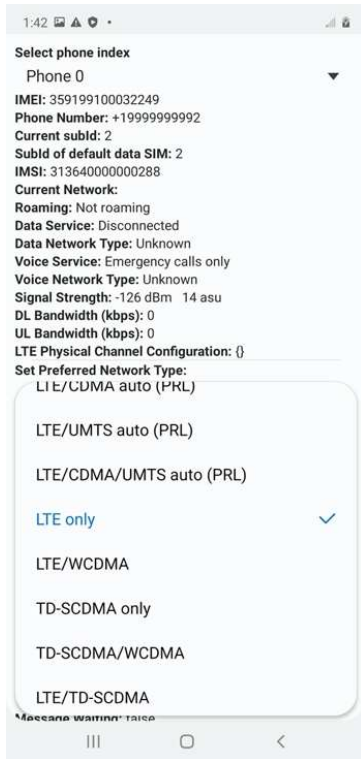
Go to the phone keypad and type (*##4636##) as is shown below:



Select "phone information" as shown below.



Select "LTE only" from the drop-down list.



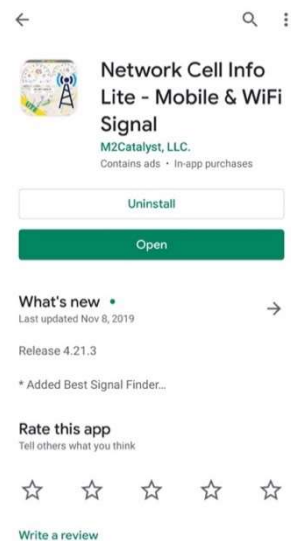
If verifying LTE or LTE only did not resolve connectivity. Reboot your phone and then try Step 2, below:

Step 2: Verify CBRS

To make sure your device is operating on CBRS spectrum, you will need an app called Network Cell Info Lite.

To download the app, follow the steps given below:

- Go to Play Store
- Find the app called Network Cell Info Lite and download it on your phone



- c. Open the app and check the top right corner of the meter. It should say '48 Band'.



If the phone does not say '48 Band', verify that you are under Geoverse coverage. Go in and out of airplane mode and/or power cycle the phone.

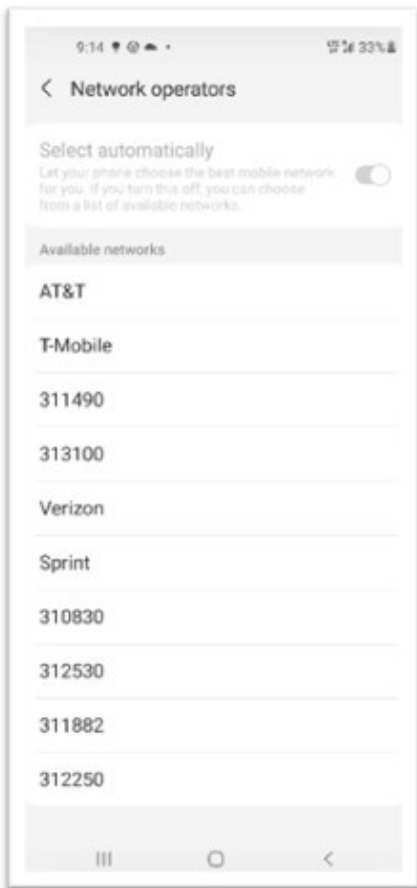
Step 3: Check your SIM card

If you are still unable to connect, there may be an error with your device or your SIM card. To test this, swap the SIM card into a known, working phone, and/or swap a known, working SIM card into your device. Please note that you will need to check all the settings above with the new SIM card/device.

A troubleshooting tip for network scanning in busy areas:

The following instructions can help if the Samsung Note10 is not finding Geoverse as a Network Operator after a Network Scan, or finds PLMN 313640 and is not able to register to it. This can occur if there are many network options available and it is not possible to scroll to find the Geoverse network name.

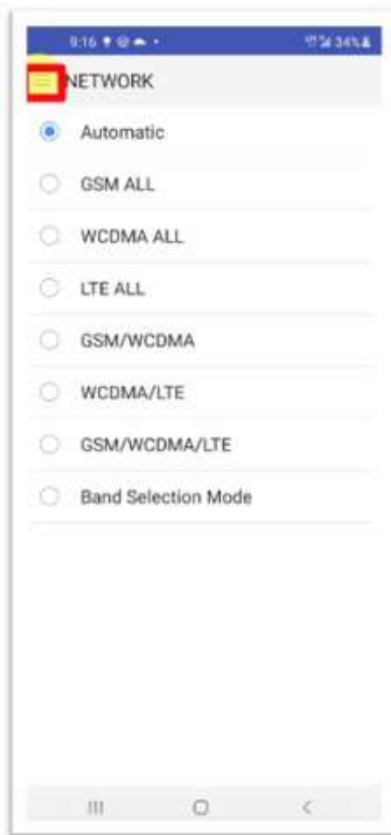
- First, make sure your phone is set to select Network Operators automatically. (Settings>Connections>MobileNetworks>NetworkOperators)



- Next, force the phone to Band48 with the Samsung “Band Selection” app. Find it in the Google Play store, download the app and install.



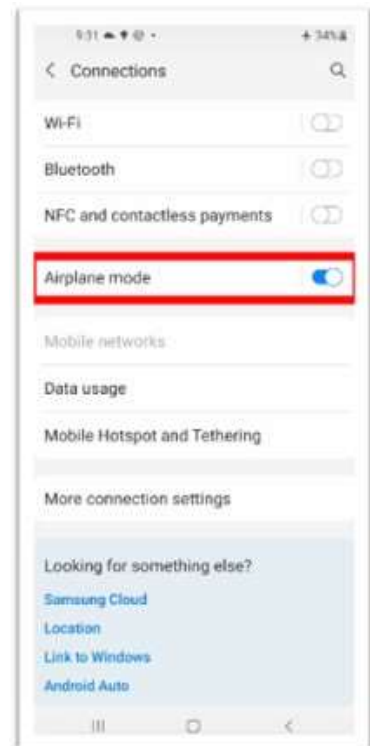
- After opening the app, use the menu in top left to select “Band Selection”



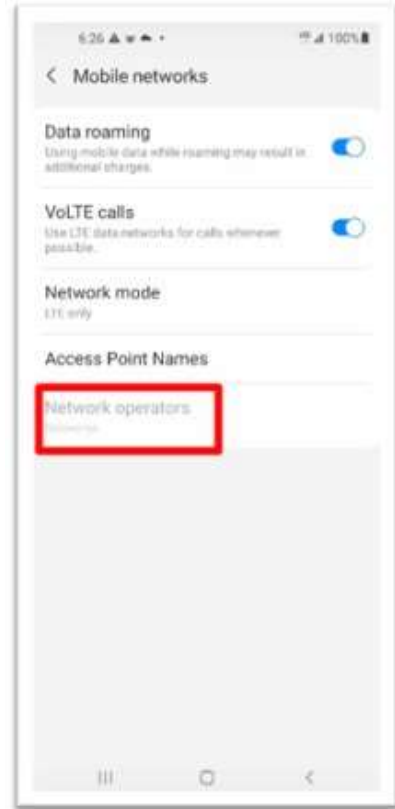
- Select LTE B48....then turn on “Selection” with the toggle in the top right corner. Your phone will respond with “Success”



- It may be necessary to go in and out of Airplane Mode.



- Verify phone discovered Geoverse PLMN (Settings>Connections>MobileNetworks>NetworkOperators)



- If the phone has discovered Geoverse, then turn off the Band48 selection so your phone may once again roam if needed. (Band Selection App Menu>Band Selection>upper right toggle)
- If the problem persists, please contact Geoverse for further troubleshooting.

