



iPhone Cellular Data Settings step by step guide

Important!

The Tru APN profile (the file name is called tru.mobileconfig) configures your iPhone to connect to the Tru data service, but you need a data connection to download it. The best way to do this is to use WiFi, but if it's not available then you can manually configure the data service to allow you to download the profile.

In some situations, the screen for entering the data APN may be hidden or locked. In this case we really recommend you find a WiFi connection, but there is a way to get the profile to your iPhone using your PC which is described later in this guide.

- **How to manually connect to enable download of the tru.mobileconfig profile:**
- **Configuration over WiFi**
 - If a WiFi connection is available, then that is the easiest option.
 - Open **Settings > General > Network > WiFi and turn WiFi on.**
 - Select the WiFi connection you have access to and enter any security information if required.
- **Manual Cellular Data Configuration**
 - If you can't connect using WiFi, you can manually configure the Cellular Data APN to connect to Tru.
 - Go to **Settings > Cellular Data** and make sure '**Cellular Data**' and '**Data Roaming**' are **ON**
 - Open **APN Settings**
 - Under **Cellular Data**, tap the **APN** field and type in **truphone.com**
 - Leave the **Username** and **Password** fields blank.
 - **Note that the other sections may have other entries in them; you can leave them as they are.**



- Once connected to a data service, either click on the link that was sent in the SMS or open Safari and go to www.truphone.com/data - where there are instructions for downloading the **tru.mobileconfig** profile.
- Alternatively, you can enter www.truphone.com/Global/Devices/apple/tru.mobileconfig directly, which will immediately trigger the profile download.
- You should see:



- Tap install, and you should have a permanently configured Tru Cellular Data connection.



- **Can't use WiFi or Cellular Data?**

- In some countries, the iPhone configures itself as though it were on a home network. Sometimes this means that the Cellular Data settings are hidden and you won't be able to temporarily create a connection to the Tru Cellular Data service to download the profile. In this case, Tru recommends you to find a WiFi connection to install the profile.
- But, if you *really* can't connect to either WiFi or Cellular Data because of this limitation, then there is a third option, using your computer and the Apple iPhone configuration utility.
- Download and install the Apple iPhone Configuration Utility (iCU),
For Mac: <http://support.apple.com/kb/DL1465>
For Windows: <http://support.apple.com/kb/DL1466>
- Download the **tru.mobileconfig** file to your computer from www.truphone.com/Global/Devices/apple/tru.mobileconfig
- It may display in your browser as a text XML file; if this happens to you, save this as an xml file type with the name **tru.mobileconfig**
- Run the iPhone Configuration Utility and connect your iPhone to your computer. If the iPhone is not recognised correctly, you may have to install iTunes as well
- From the File menu in iCU, select 'Add to Library' and find the **tru.mobileconfig** file that you saved in the previous step.
- Now, select your iPhone and you should see the profile in the main pane list.
- Click on '**install**' to load the profile to your iPhone.
- You should now be able to connect to the Tru data service on your iPhone.

Note Tru are not able to do this for the tethering and MMS APNs.



- **Checking for the correct installation of the tru.mobileconfig profile**

- To check you have the tru.mobileconfig profile correctly installed go to Settings > General and scroll down to the bottom where you should see a 'Profile' entry with 'Tru internet' installed (The term 'Tru internet' may differ slightly depending where you have installed your profile from for e.g. It may say Truphone internet.)
- Tap on the 'Profile' right arrow:



- You will see the following screen, tap on '**More details**':





- To confirm the actual APN settings, go to **Settings > General > Network > Mobile Data Network** (these may not always be available)



- You should see 'truphone.com' in the APN



- Scroll down to see other entries.



- If '**Reset settings**' is tapped, the data APN should remain unaffected



Other important information

- **Hidden settings**

Currently Tru can't control the installation of host network Carrier Bundles (.ipcc profiles). This can mean some country settings are overwritten or hidden. In some cases the entire Cellular Data APN page can be hidden. This should not cause a problem for the data service if the tru.mobileconfig profile has already been installed as the truphone.com APN setting should still be configured, even though it may be hidden. Note that it is still possible to load the tru.mobileconfig profile using WiFi or the iCU even if the Network Settings are hidden.

- **Missing profile – can't get data service**

If your settings or profile are deleted or missing, just go through the steps above and re-load the tru.mobileconfig profile.

- **Resetting the Carrier**

The Carrier Bundle selection process can mean that if you travel to a country that the iPhone recognises and you return to a country that uses a configuration the iPhone doesn't recognise, then you will be stuck with the last loaded Carrier Bundle. You can see the carrier currently selected in **Settings > General > About > Carrier**. Our UK default is 'Carrier xx.x' (where the version number will change as iPhone updates are released). For example, In Australia, you will see 'Optus xx.x' and when travelling to other countries you will likely see 'VF NL xx.x'. As we add Tru countries, you will see others.

If you return to the UK from an international trip, the carrier is not reset, Tru recommends you reset the Carrier to the generic 'Carrier xx.x' default by going to **Settings > General > Reset > Reset Network Settings** (make sure you **ONLY** select the network settings or you may erase your phone!). This will return you to standard UK settings.

- **Internet Tethering**

Tethering functions can be changed when travelling to different countries. When the iPhone is in the UK or USA, and the carrier settings have been reset to the default (see above), you can use the Internet Tethering facility to get internet access for your laptop by plugging it in using the cable or by configuring Bluetooth tethering. You can also create a cellular hotspot that will allow up to 5 users to share your Tru data connection using WiFi.

For more information on this, go to <http://support.apple.com/kb/HT4517>

Note TRU IS CURRENTLY ONLY ABLE TO OFFER INTERNET TETHERING IN THE UK and USA. Tru are currently working on expanding the tethering availability. Please check our website for updates.

- **Other Limitations**

As yet, Tru still can't control the installation of operator voicemail number, services menu or other settings that the tru.mobileconfig file can't override. These settings may be modified due to reasons outside of Tru's control, when you land in certain countries. In this situation, you will need to reload the data settings - see **Resetting the Carrier** above.