



**Title:**

**APN RROR**

**Summary/ Intro:**

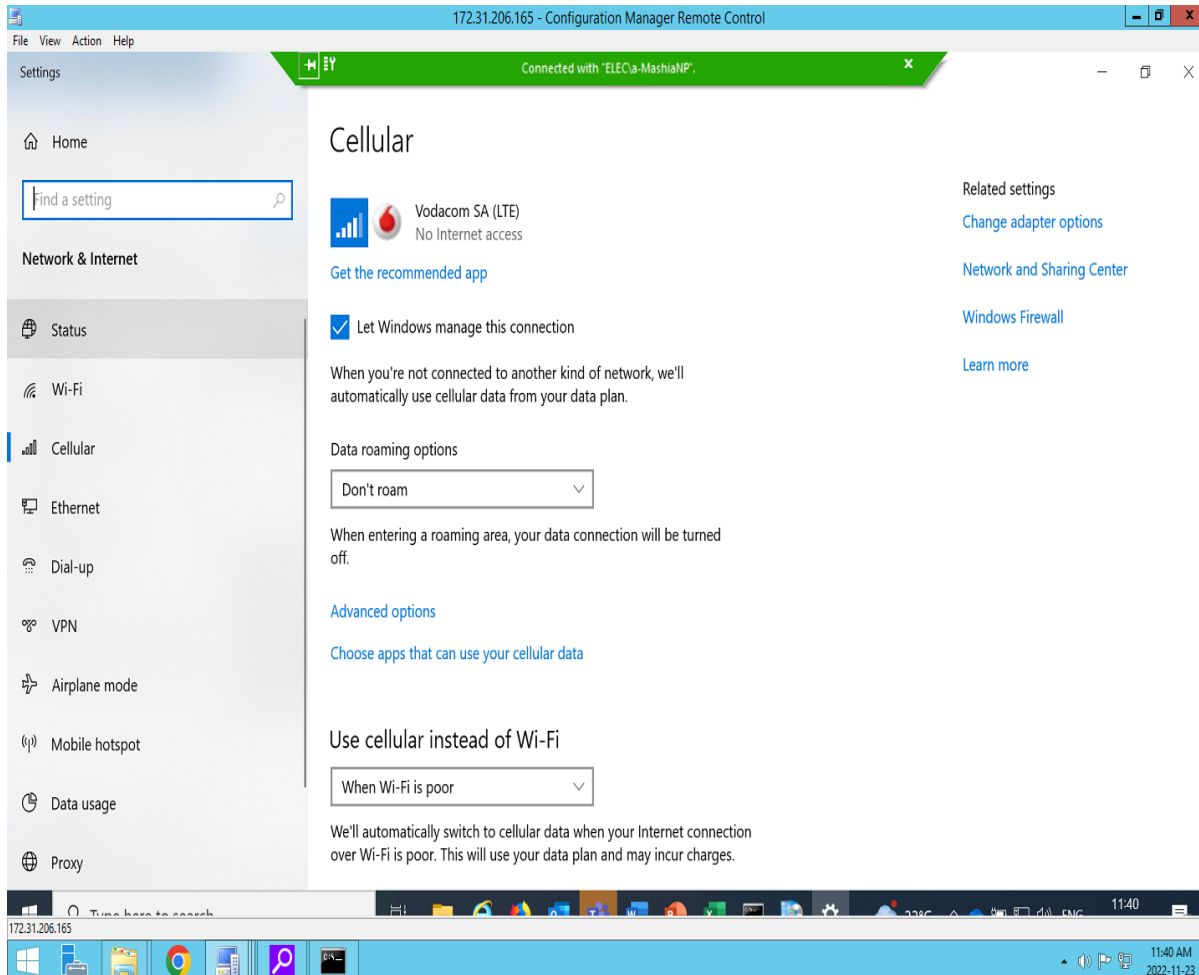
**After the customer log in successfully into the 3G or router then must log into VPN, the error pops up that the customer must set the APN settings.**

**Steps:**

Step 1: The customer should look on the taskbar and right click the network\wireless, Cellular button

Step 2: Select Settings

Step 3: On the left hand side APN is selected



Step 4: Then on the right hand site customer should look for ADVANCED OPTION and click it

Step 5: The customer should make sure ESKOM APN is added

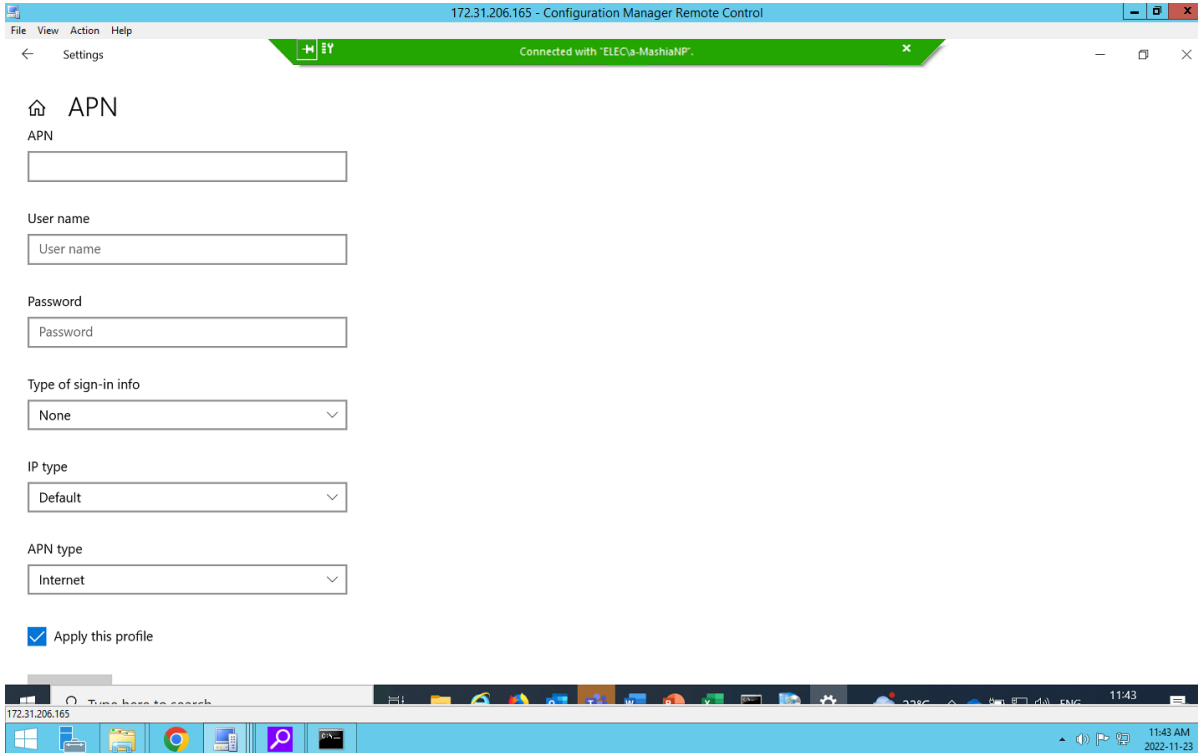
Step 6: To add ESKOM APN

Step 7: Select add APN then fill in the form

Step 8: On profile name type **Eskom**

Step 9: On VPN type **Eskom1**

Step 10: Leave everything scroll down and click the **SAVE** button



Step 11: Make sure the APN is defaulted to ESKOM

### **Conclusion (Optional):**

Sometimes it happens that the defaulted APN (ESKOM) doesn't connect, customer can select the first default APN and SAVE. It will also give access to Eskom network.

### **References (Optional):**

### **Created By:**

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