Mobility

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Troubleshooting data connectivity on my smartphone or tablet

I can't connect to the Bell 4G network or mobile Internet is slow   ⊖

Try these tips to troubleshoot problems with data connectivity on your smartphone or tablet, such as when browsing the web, or when using social media or other apps that require data.

Check if you can make and receive phone calls

If you're also unable to make calls, you may be out of the coverage area. Use our **coverage map** to find your location and confirm that you have coverage.

Reset device network settings

If you can't connect to the Internet, or send or receive messages (email, text, picture or video), resetting the network settings may help. If you're not sure how, Select your manufacturer below and follow the steps.

- iPhone
- Samsung
- Google
- LG
- Not listed? Find your device.

Important: when you reset network settings, the following will be cleared or restored to defaults:

- Cellular and Wi-Fi network settings (including saved networks and passwords)
- Bluetooth®

Open an app that uses data, such as Facebook or Instagram

If you are able to use the mobile browser but can't use a particular app, follow the steps in the section >An app isn't working on my smartphone or tablet.

Turn Wi-Fi off and on

Find out how

Turn airplane mode on and off

Find out how

Turn data off and on

Find out how

Confirm you haven't used all of your data

- You can quickly check your data usage in the *My Usage* section of **MyBell** or the **MyBell app**.
- Unlimited Data plans: have you received a notification that you have used up the included maximum speed data? Once you receive the notification, your data speeds are slowed to a max of 512 Kbps – suitable for light web browsing, email and messaging – until the end of your billing cycle. You can upgrade to a **plan with more data** at maximum speeds.

Add funds to your prepaid account

Prepaid customers cannot send messages or use data if their account balance is $0 (or less). If you have a prepaid account, check that you have funds by dialling **#321** from your mobile phone.

Ensure your network mode is set to global or automatic

- This option may differ depending on your device.
- Third-party power savers or LTE on/off applications may affect this setting.

Clear the browser temporary files and cookies

- **iOS:** Clear the history and cookies from Safari on your iPhone, iPad, or iPod touch
- **Android:** Find out how to clear the cache and cookies

Install the latest software updates

Do the following to make sure your phone or tablet is up to date.

1. Find the software version on your device.
2. Visit bell.ca/softwareupdate and select your device to see what the current software version is.
3. If the software version on your device does not match what is listed on our site, update the software.

Back up and reset your device to factory defaults

The last thing you should try is to reset your phone or tablet to factory defaults

SKIP TO MAIN CONTENT

1. Back up your phone or tablet using the suggested back up software from your manufacturer.

2. Reset your device to factory defaults.

   - **iOS:** Settings > General > Reset > Erase all contents and settings > Erase (device) > Erase (device)

   - **Android:** Settings > General > Restart & reset > Factory data reset > Reset (device) > OK > Delete all > Reset

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I don't see LTE on my smartphone or tablet   ⊕

An app isn't working on my smartphone or tablet   ⊕

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