Configuration user guide:

Configuration settings for SIM cards purchased without WiFi hotspot:

Please use the following instructions to change the Access Point Number (APN) settings on your mobile device:

For all devices please make sure that "Cellular Data" and "Data Roaming" options are set to "ON"

Manual Configuration:

For Android OS based devices go to: Settings > (More) > Mobile Networks >Access Points Names > New APN (from the menu).

- APN: internet.keepgo.com
- Username: leave this field blank
- Password: leave this field blank

Roaming settings

For iPhone iPad: To turn data roaming "ON/OFF" tap on Settings > General > Network > Data Roaming. Please ignore the "roaming charges" warning message.

For iOS based devices:

Open Safari browser on your device and go to: www.keepgo.com/apn

For Android: Menu > Settings > More Settings > Mobile networks

Automatic Configuration:
Please go to App Store or Google Play and download Keepgo App which will allow you automatic APN setting.
Make sure both "Cellular Data" and "Data Roaming" are set to "ON". Restart your device.
Additional information regarding APN setting on specific devices can be found at: wiki.apnchanger.org

Note: installing the APN configuration ahead of time may cause your existing cellular data connection to stop working

Configuration settings for WiFi Hotspots with SIM cards:

All Keepgo WiFi devices come pre-configured with the Access Point Number (APN) and other necessary network settings to allow you to use this device without complex configuration or set-up.

Before Contacting the Support Team

If you are having trouble getting reception or cannot connect to a cellular network or cellular data, please follow these steps:

For SIM cards purchased without WiFi hotspot

1. For iOS devices: Turn off your device. Remove your SIM card and reinsert it after two minutes and turn your device back on.
2. For non iOS devices: Turn off your device. Remove the battery and place it back in.

For WiFi Hotspots with SIM cards:

Please refer to the Manual for configuration of your Mobile WiFi attached to your order.