

What is an APN & how to change mobile network internet settings

An Access Point Name (APN) provides all the details that your device needs to connect to mobile data. If you are setting up a new device or putting your SIM card into a device for the first time, your network operator should send you their APN details in a configuration message. Your APN details will be different depending on your network operator. You can find out more information about your specific APN on your network's website.

Please note: the steps to find the APN settings will differ depending on your device and its operating system. [Find out how to check what operating system your device is using.](#)

Checking your APN settings on Android Nougat and above

Checking your APN settings on Android Marshmallow and Lollipop

If you're experiencing unusual behaviour on Samsung mobiles, tablets or wearables, you can send us an error report or ask us a question in the Samsung Members app.

This allows us to take a closer look at what is happening. The data is anonymised and only held for the duration of the investigation. Find out more about sending an error report through the [Samsung Members app](#).

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