

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: no signal or mobile data not working

If your phone shows No Service, or you have signal bars but the internet will not load on mobile data, work through these steps. Wi-Fi will still work, so you can read this guide on it.

Quick checks

1. Check your provider's website or social media for a network outage in your area.
2. Make sure **Airplane mode** is off. A neat trick is to turn it on for ten seconds, then off again, which makes the phone search for a network afresh. Find it in **Control Centre** on iPhone (swipe down from the top right) or in the quick settings panel on Android (swipe down from the top).
3. Restart the phone.
4. Check your mobile data is switched on. On iPhone, go to **Settings** then **Mobile Service** (it may say **Mobile Data**). On Android, the path varies, but is usually under **Settings** then **Connections** (Samsung) or **Network & internet** (Pixel).

Reseat the SIM

1. Switch the phone off.
2. Use the ejector tool or a straightened paperclip to open the SIM tray.
3. Check the SIM is not damaged, then put it back firmly and switch on.

A newer phone may use an eSIM instead. Contact your provider if you need it set up again.

Reset network settings

This is a stronger step. It clears saved Wi-Fi passwords, Bluetooth pairings and mobile settings, so make a note of your Wi-Fi password first. It does not delete photos or apps.

- **iPhone:** **Settings** then **General** then **Transfer or Reset iPhone** then **Reset** then **Reset Network Settings**.
- **Android:** the option is usually in **Settings** then **System** or **General management** then **Reset options**, then **Reset Wi-Fi, mobile and Bluetooth**. Wording differs between Samsung and Pixel.

When to get more help

Contact your mobile provider if the problem continues with another SIM, if you are the only one affected in your area, or if the SIM is rejected. Ask them to check your account, SIM and any network blocks. Get in touch with us if the phone says No SIM with a working SIM, as this can be a hardware fault.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.