

BSNL 4G FAQ for Nagercoil City Customers

BSNL is launching 4G services in Nagercoil from 22.08.2019. Esteemed customers requested to check the following points to enjoy high speed 4G services

What do I need to start using BSNL 4G services?

1. Verify compatibility of your Smartphone for BSNL 4G
How to check your handset compatible with BSNL 4G?
 - Find the IMEI Number of your Mobile handset by typing *#06# in dial pad. You will get 15 digit IMEI number. If two IMEI numbers you are getting, use the first one.
 - Send SMS as per the following format to 14422 without space and brackets from your Mobile Handset
 - **KYM <IMEI number>**
 - If the reply contains “**LTE FDD Band 1**” then your Handset is compatible to BSNL 4G services.
2. Ensure that your handset is upgraded with the latest software provided by your handset manufacturer
3. Ensure that you are using a BSNL 4G SIM (Don't have a BSNL 4G SIM? Get it at the nearest BSNL Customer Service Centre
4. If you are using Dual SIM handset , Please always use BSNL 4G SIM in the first slot.
5. Please set Network mode in the Handset as “**LTE Preferred mode**” or “**LTE/WCDMA/GSM (AUTO)**” in the Network settings.
 - For iOS: Settings → Mobile Data → Mobile Data Options → Enable 4G → Turn on Voice & Data
 - For Android: Settings → Settings → Mobile Network → Network mode or Preferred network type LTE/WCDMA/GSM (AUTO)
6. Please ensure mobile data pack activated for your mobile connection. It can be checked via *124*2# , for main account balance and validity dial *123# or visit to <http://bsnlszprepaid.com>. please dial 1503 for further assistance.
7. If mobile data facility not activated for your mobile connection so far, please send SMS as START to 1925.
8. Check the APN settings in the handset or set APN as **bsnlnet** In Android APN can be set in Settings->Mobile networks->Access point Names ->APN
In iphones Settings > Cellular > Cellular Data Options > Cellular Network
9. If mobile data not working even after ensuring all the above points, please switch off the handset, remove the SIM card, reinsert the SIM card and switch on.

For further assistance, please visit nearest BSNL customer care centre or please call : 04652 279077