Data and Picture message guide
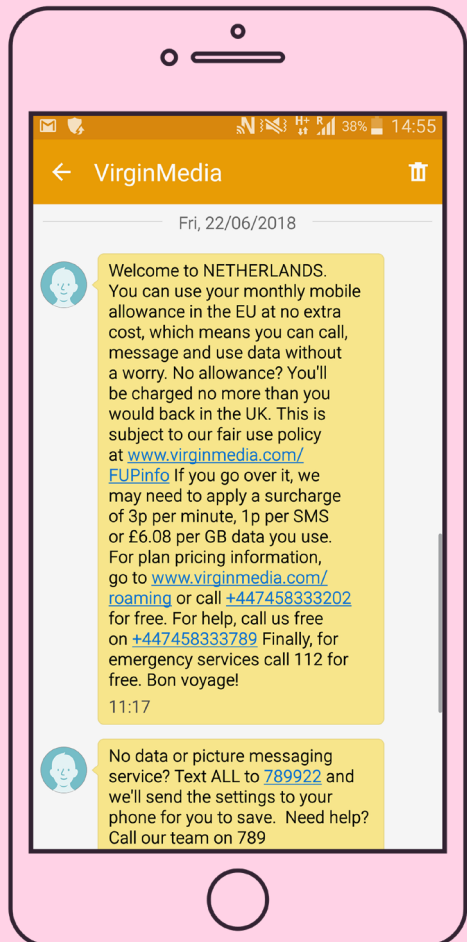
Get help with your APN settings

If you're on a trip and having problems with your data or picture message settings, we've put together a quick guide to get it all up and running.

#1

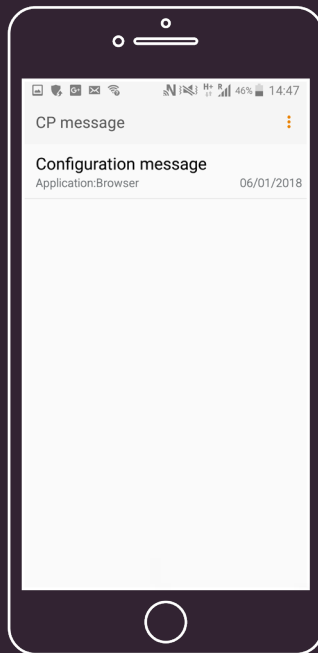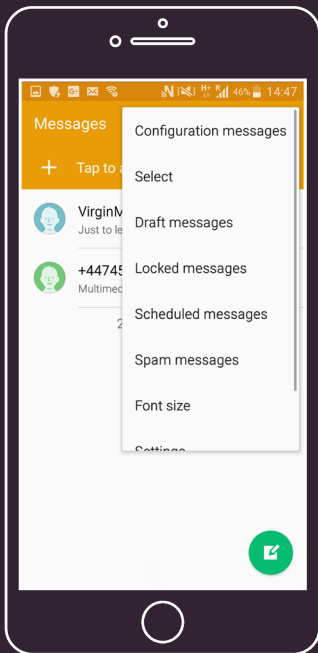# When you arrive in a new country you should receive a text. Here's what it should look like:

You can also text '**ALL**' to **789922** and we'll send the correct settings for your device, ready for you to save. The text won't cost you a penny.

M 🔋   N ⓧ H+ R 📶 38% 🔋 14:55

← VirginMedia 🗑

Fri, 22/06/2018

Welcome to NETHERLANDS. You can use your monthly mobile allowance in the EU at no extra cost, which means you can call, message and use data without a worry. No allowance? You'll be charged no more than you would back in the UK. This is subject to our fair use policy at www.virginmedia.com/FUPinfo If you go over it, we may need to apply a surcharge of 3p per minute, 1p per SMS or £6.08 per GB data you use. For plan pricing information, go to www.virginmedia.com/roaming or call +447458333202 for free. For help, call us free on +447458333789 Finally, for emergency services call 112 for free. Bon voyage!

11:17

No data or picture messaging service? Text ALL to 789922 and we'll send the settings to your phone for you to save. Need help? Call our team on 789
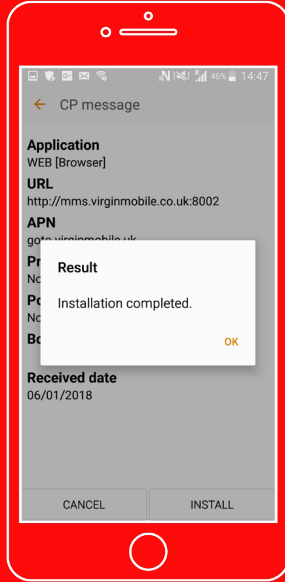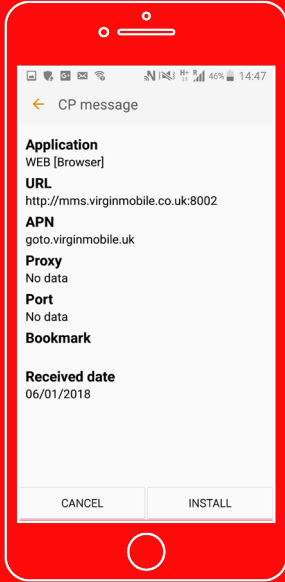
#2

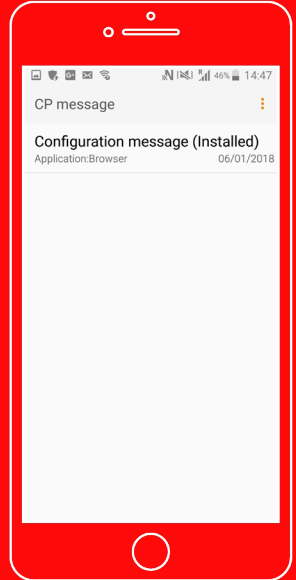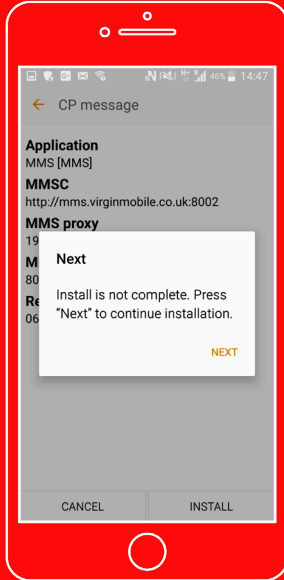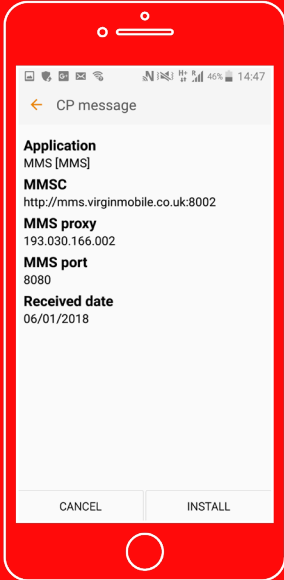# Sometimes your phone may receive a message when you turn it on, meaning you can save the right settings straight away.

Configuration message including browser and MMS settings

Browser settings

Phone 1

□ 🔋 📧 ✉ 📶   📶 📶 📶 📶 46% 🔋 14:47

← CP message

Application
WEB [Browser]

URL
http://mms.virginmobile.co.uk:8002

APN
goto.virginmobile.uk

Proxy
No data

Port
No data

Bookmark

Received date
06/01/2018

CANCEL   INSTALL

Phone 2

□ 🔋 📧 ✉ 📶   📶 📶 📶 📶 46% 🔋 14:47

← CP message

Application
WEB [Browser]

URL
http://mms.virginmobile.co.uk:8002

APN
goto.virginmobile.uk

Pr | **Result**
Nc
    Installation completed.
Pc
Nc
Bc   OK

Received date
06/01/2018

CANCEL   INSTALL

MMS settings

Phone 1

□ 🔋 📧 ✉ 📶   📶 📶 📶 📶 46% 🔋 14:47

← CP message

Application
MMS [MMS]

MMSC
http://mms.virginmobile.co.uk:8002

MMS proxy
193.030.166.002

MMS port
8080

Received date
06/01/2018

CANCEL   INSTALL

Phone 2

□ 🔋 📧 ✉ 📶   📶 📶 📶 📶 46% 🔋 14:47

← CP message

Application
MMS [MMS]

MMSC
http://mms.virginmobile.co.uk:8002

MMS proxy
19

Next

M   Install is not complete. Press
80   "Next" to continue installation.

Re
06   NEXT

CANCEL   INSTALL

Phone 3

□ 🔋 📧 ✉ 📶   📶 📶 📶 📶 46% 🔋 14:47

CP message   ⋮

Configuration message (Installed)
Application:Browser   06/01/2018

#3
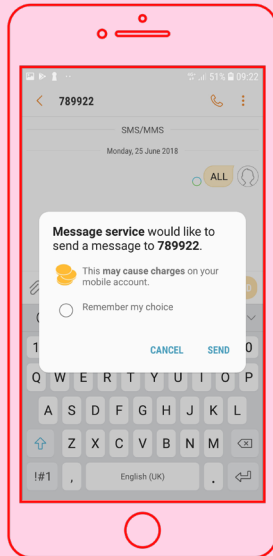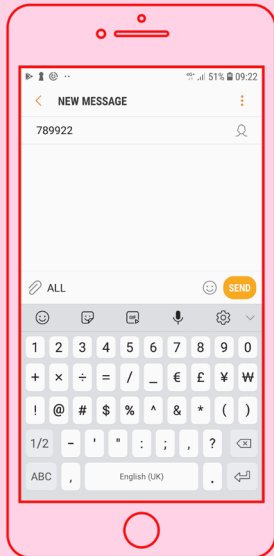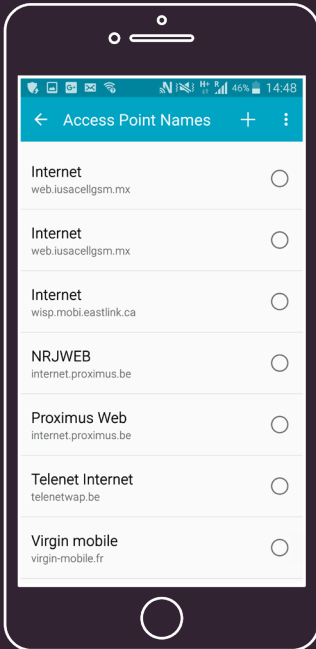
Didn't get a message? You can also text 'ALL' to 789922 and we'll send the correct settings for your device, ready for you to save. The text won't cost you a penny.
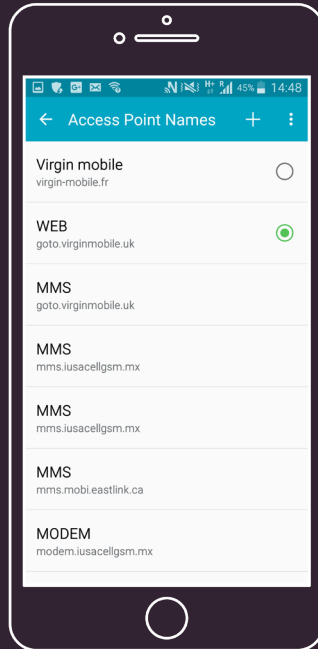
#4

You'll need to also check the APN selected in your phone is showing as Virgin Mobile, and not another network provider.

APN not selected

APN correctly selected

#5

You can update the APN settings by selecting your mobile from our Virgin Mobile phone settings list, or just text ALL to 789922 and your settings will be sent straight to your phone, ready to be saved.
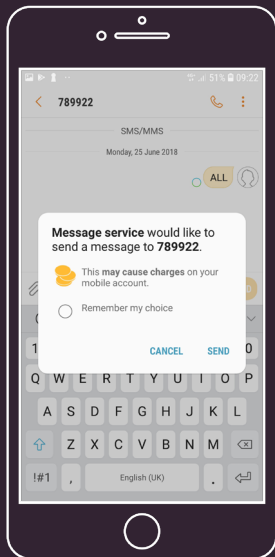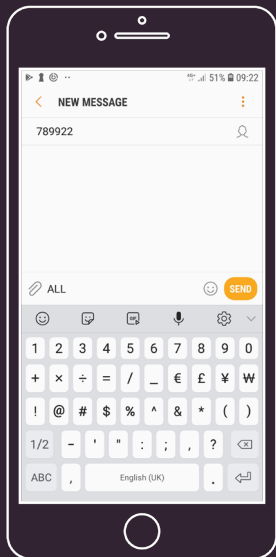
For some phones you may also need to do this again the first time you go abroad, or if you've reset your phone. It's also good to remember that your PIN will be the last four digits of your mobile number.
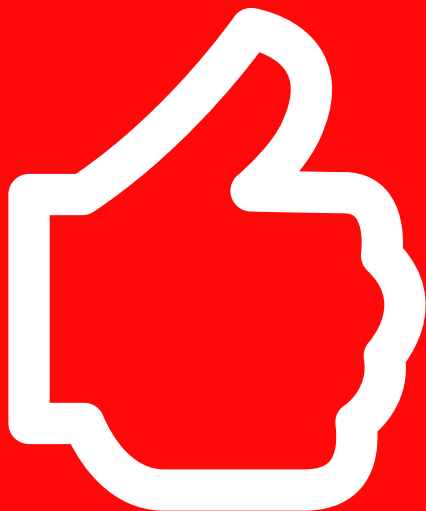
Handset settings from webpage
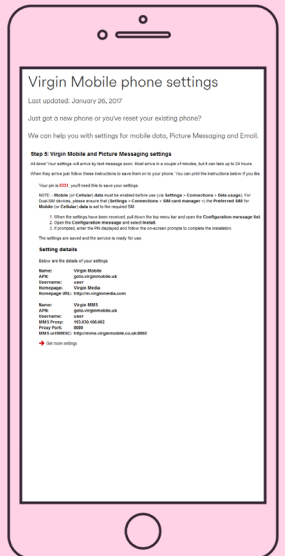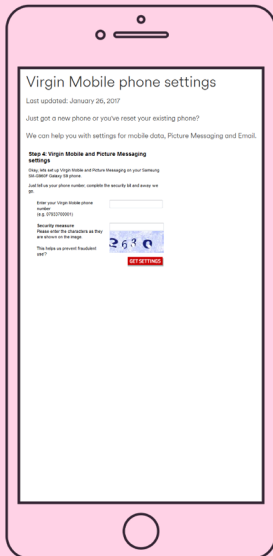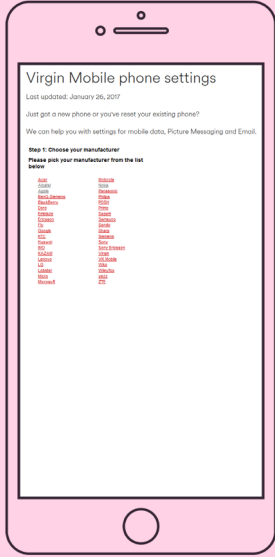
Sending ALL to 789922

#6

If you have any problems with roaming or with your APN settings, just call our team on 789 from your Virgin Mobile phone, or 0345 6000 789 from any other phone whilst in the UK or if you're abroad, use +447458333789