

HP ENVY x2 - 12-g0xx APN setting user guide

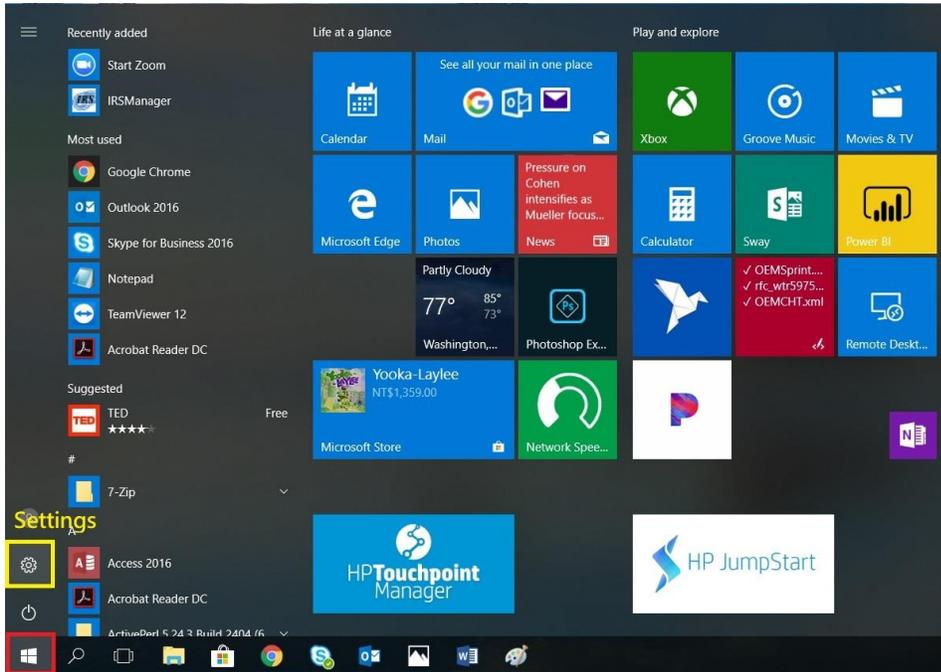
A. Issue description

If user insert Sprint SIM card and press “Connect” button to establish Sprint network connection, and the UI shown “Can’t connect to this network. Enter an APN and try again” error message as following figure, please guide user to key in APN according to APN setting instruction.

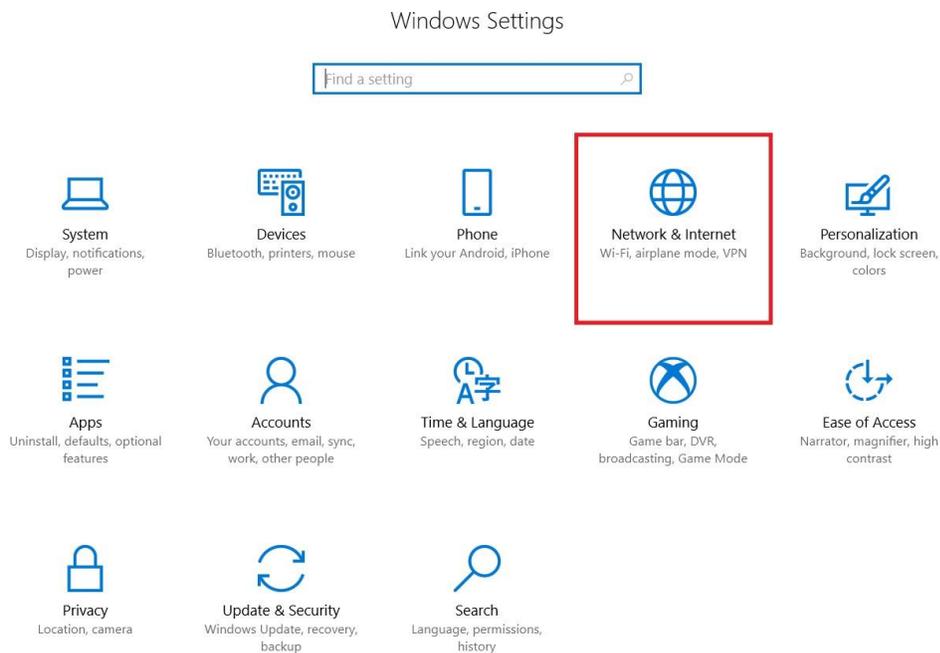


B. APN setting Instruction

Step 1. Press Windows icon and select “Settings” option.



Step 2. Select “Network & Internet” option in Windows Settings page.



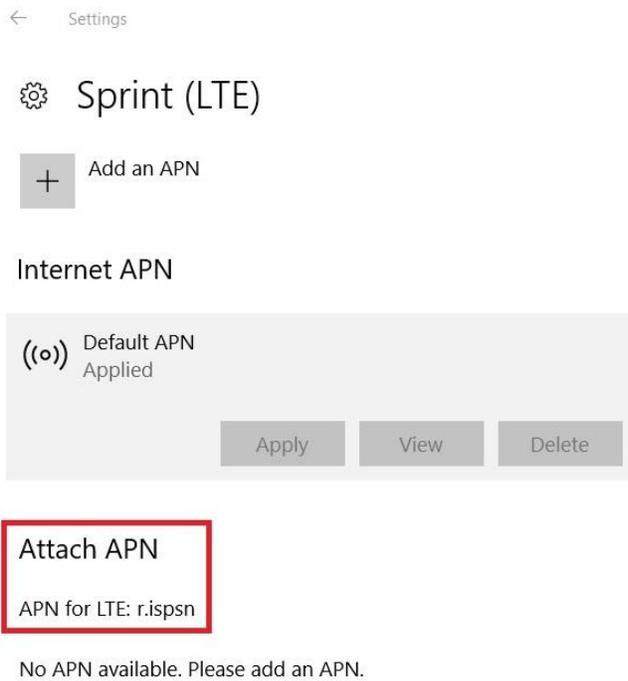
3. Select “Cellular” option.

The screenshot shows the Windows Settings application. The left sidebar is titled "Settings" and contains a list of categories: Home, Network & Internet, Status, Wi-Fi, Cellular, Ethernet, Dial-up, VPN, Airplane mode, Mobile hotspot, Data usage, and Proxy. The "Cellular" option is highlighted with a red rectangular border. The main content area is titled "Status" and "Network status". It shows a network diagram with a laptop, a Wi-Fi icon, and a globe. Below the diagram, it states "You're connected to the Internet" and provides instructions for limited data plans. There are links for "Change connection properties" and "Show available networks". Below that, it says "Change your network settings" and lists "Change adapter options", "Sharing options", and "HomeGroup".

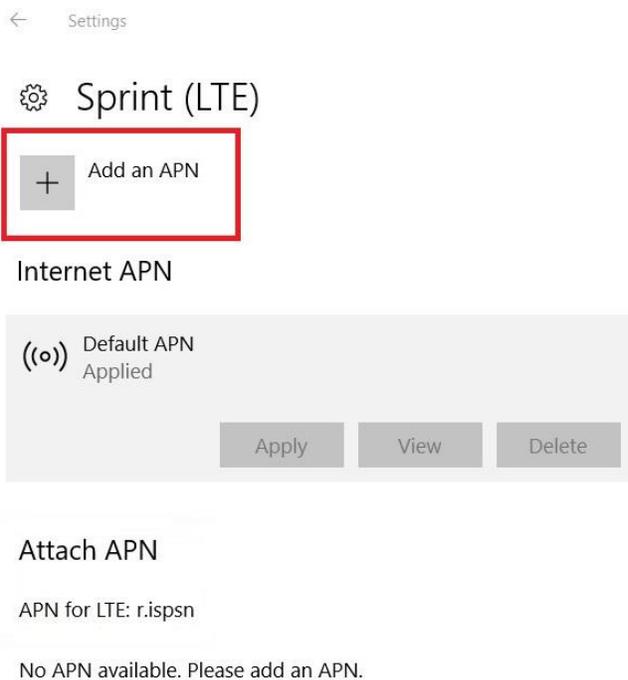
4. Select “Advanced options” in Cellular setting page.

The screenshot shows the Windows Settings application with the "Cellular" settings page open. The left sidebar is titled "Settings" and contains a list of categories: Home, Network & Internet, Status, Wi-Fi, Cellular, Ethernet, Dial-up, VPN, Airplane mode, Mobile hotspot, Data usage, and Proxy. The "Cellular" option is highlighted with a blue bar. The main content area is titled "Cellular" and shows a "Cellular" section with a "Cellular" icon and "Insert SIM" text. Below that, there is a checkbox for "Let Windows manage this connection" which is unchecked. A message states "You need to connect manually each time you want to use your cellular data." There is a "Data roaming options" section with a dropdown menu set to "Don't roam". Below that, it says "When entering a roaming area, your data connection will be turned off." There is a link for "Advanced options" which is highlighted with a red rectangular border. Below that, there is a link for "Choose apps that can use your cellular data". There is a "Use cellular instead of Wi-Fi" section with a message "Switch to cellular data if there are problems with my Wi-Fi connection" and a dropdown menu set to "When Wi-Fi is poor". Below that, it says "We'll automatically switch to cellular data when your Internet connection over Wi-Fi is poor. This will use your data plan and may incur charges."

5. Check the current **Attach APN** in advanced options page, in this case the attach APN is r.ispsn.



6. Select **“Add an APN”** option to add an APN for Sprint network connection.



7. Fill in Profile name and APN name, select IP type and APN type and checked the “apply this profile” box then click Save.

Profile name: User can name the profile name for recognition.

APN name: Naming depend on attach APN, in this case the attach APN is **r.ispsn**, so user need to key in **r.ispsn** for this term. **If attach APN is n.ispsn, please key in n.ispsn.**

IP type: Please select **IPv4v6**.

APN type: Please select **Internet**.

Settings

APN

Profile name
Sprint APN

APN
r.ispsn

User name

Password
Password

Type of sign-in info
None

IP type
IPv4v6

APN type
Internet

Apply this profile

Save

8. Select **wireless signal icon** and click “**Cellular**” option, the cellular connection UI will show and then press “**Connect**” or select “**Let Windows keep me connected**” to establish Sprint network connection.



9. Sprint LTE network connection established complete.



The screenshot shows a Windows network status notification for Sprint LTE. It features a signal strength icon, the Sprint logo, and the text "Sprint (LTE) Connected". Below this, there is a link to "View my account", a paragraph explaining that cellular data will be used if not connected to another network, and a checked checkbox for "Let Windows manage this connection".

  Sprint (LTE)
Connected

[View my account](#)

When you're not connected to another kind of network, we'll automatically use cellular data from your data plan.

Let Windows manage this connection